



Enhanced Attendant Workstation

User Guide



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Part Number: 610-0000-0801 Rev B

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(c) 911 dialing to an appropriate public safety answering point ("PSAP") for emergency service is limited when using a VOIP phone Product co-located with and connected to the switch Product at your enterprise location because VOIP telephone service may be interrupted, delayed, lost or terminated due to various causes including but not limited to power outage, excessive bandwidth consumption, termination of service with or by the network service provider and/ or other T1 provider, product, equipment, software, system and/ or network failures or computer viruses. It is strongly recommended that You make alternative 911 dialing available to employees and other individuals at your enterprise via traditional wire line service over the PSTN.

(d) Prior to initiating the use of Teltronics Products in conjunction with any IP network including Internet telephone service for VOIP communications, You shall notify, in writing, each employee and any other person authorized to use the Products for such VOIP communications (individually and collectively "User(s)") of the following limitations:

911 DIALING TO AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT ("PSAP") FOR EMERGENCY SERVICE IS NOT AVAILABLE WHEN USING ANY PORTABLE VOIP PHONE PRODUCT AT A STREET ADDRESS THAT IS DIFFERENT FROM THE STREET ADDRESS OF THE END USER'S ENTERPRISE WITH AN IP NETWORK CONNECTION FROM THAT REMOTE LOCATION TO THE SWITCH SERVICING THE END USER'S ENTERPRISE. DO NOT USE SUCH PORTABLE VOIP PHONE PRODUCT AT THE REMOTE LOCATION TO PLACE 911 EMERGENCY CALLS BECAUSE SUCH PORTABLE VOIP PHONE IS NOT CAPABLE OF COMMUNICATING THE STREET ADDRESS OF THE REMOTE LOCATION. EMERGENCY 911 CALLS MUST BE PLACED OVER A WIRE LINE PHONE AT THE REMOTE LOCATION WHICH IS CONNECTED TO TRADITIONAL PUBLIC SWITCHED TELEPHONE NETWORK ("PSTN") FOR LOCAL SERVICE OR OTHER PHONE THAT IS CAPABLE OF COMMUNICATING THE STREET ADDRESS OF THE REMOTE LOCATION TO HELP INSURE THAT SUCH EMERGENCY 911 CALLS ARE ROUTED

TO THE APPROPRIATE PSAP OPERATOR RESPONSIBLE FOR RESPONDING TO EMERGENCIES AT THE REMOTE LOCATION. USERS MUST WARN ALL INDIVIDUALS AT THE REMOTE LOCATION THAT SUCH PORTABLE VOIP PHONE PRODUCT CAN NOT BE USED TO PLACE ANY SUCH EMERGENCY 911 CALLS FROM THE REMOTE LOCATION BECAUSE OF THIS LIMITATION. USERS MUST INSTRUCT ALL INDIVIDUALS AT THE REMOTE LOCATION TO PLACE ANY 911 CALLS FOR EMERGENCY RESPONSE TO THE REMOTE LOCATION FROM A WIRE LINE PHONE AT THE REMOTE LOCATION WHICH IS CONNECTED TO THE TRADITIONAL PSTN FOR LOCAL SERVICE OR OTHER PHONE THAT IS CAPABLE OF COMMUNICATING THE STREET ADDRESS OF THE REMOTE LOCATION TO HELP INSURE THAT SUCH EMERGENCY 911 CALLS ARE ROUTED TO THE APPROPRIATE PSAP RESPONSIBLE FOR RESPONDING TO EMERGENCIES AT THE REMOTE LOCATION.

(e) If You permit any User to use the VOIP phone Product at a remote location connected to the switch at your enterprise location, it is strongly recommended that You affix a non removable label on the hand set of each VOIP phone Product, prior to any such use that displays the following clear and conspicuous warning

DO NOT USE THIS PHONE TO DIAL 911 EMERGENCY SERVICE CALLS UNLESS YOU ARE PHYSICALLY LOCATED AT THE FOLLOWING ADDRESS: (INSERT YOUR ENTERPRISE ADDRESS WHERE THE PSAP WILL RESPOND TO 911 EMERGENCY CALLS DIALED THROUGH THE SWITCH)

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Summary of Changes

Revision B, February 2010

- Added Loc and Dept fields to the Directory of the EAWS so user has ability to download info

Revision A, February 2009

- Initial Release

1

Introduction to the 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.

The Enhanced Attendant Workstation carries forward all of the applicable features of the legacy Attendant Workstation product that you are familiar with without changing most of the keyboard shortcuts/navigation, so you do not have to relearn the product.

In addition, since the EAWS runs as a Windows' application, you can take advantage of all the Windows' functionality, such as simultaneously using other applications by alternating (Alt/Tab) between the desired application(s) and the EAWS. In addition, you can configure the EAWS to automatically maximize and appear on top of any other open applications whenever a new call comes in.

This chapter provides details on logging in/out and gives an overview of how to navigate around the EAWS.

For a jump start at using the Enhanced Attendant Workstation, see the following:

- *Keyboard Layout Map section* on page 1 of Appendix B
- EAWS Quick Reference Card, p/n 610-0000-0802

EAWS Language

The EAWS can be used in several different languages. The default language is English. To view available languages or change to another language, do the following:

1. Open the Enhanced Attendant Workstation application. The Attendant Login default dialog appears as illustrated in *Figure 1-1. Attendant Login default dialog*.



Figure 1-1. Attendant Login default dialog

2. Click the Language button. The Select Language dialog appears as illustrated in *Figure 1-2. Select Language dialog*.

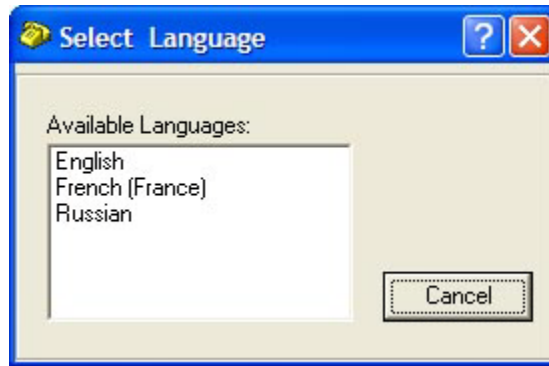


Figure 1-2. Select Language dialog

3. Select the desired language.
4. Click OK. The Attendant Login dialog reappears in the selected language. The default language is changed to the selected language and the EAWS will open in the selected language until it is changed again.

Logging In/Out of the EAWS

If you do not yet have a username and password, see the System Administrator.

To log in:

1. Open the Enhanced Attendant Workstation application. The Attendant Login default dialog appears as illustrated in *Figure 1-1. Attendant Login default dialog*.
2. Select your username from the drop-down User Name field.
3. Enter your password in the Password field. The Status Bar will change to 'Connected (IPEC) - IP Address [ip address]' and the status light will change to green.
4. Click OK. The Attendant Login dialog closes and the EAWS opens.

Note The Configure button is accessible only by the System Administrator for configuring and maintaining the EAWS.

The first time you open the EAWS, the Directory is automatically downloaded and appears in the Directory area of the EAWS. Each subsequent time the EAWS is opened, only new records are downloaded. You can also periodically manually update the directory during your shift, via the Download Directory option on the Directory menu.

While downloading the Directory, the Enhanced Attendant Workstation opens in the Absent mode.

5. Click the Active button when you are ready to begin processing calls.

DLIC Mode:

When the EAWS has been configured to use the DLIC mode, and if you attempt to log in when the EAWS has not had enough time to synchronize with the switch database, a message appears (on top of the Attendant Login dialog), as illustrated in *Figure 1-3. Awclient Not Yet Synchronized with Switch message*:

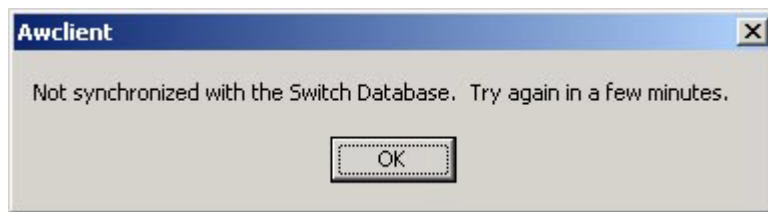



Figure 1-3. Awclient Not Yet Synchronized with Switch message

If this occurs, wait until the synchronization occurs, then continue with the login process. The amount of time for the synchronization to occur will vary depending on the size of the Directory in the switch database (anywhere from 1 to 30 minutes). Once the synchronization process occurs, this message will not appear again, unless there is a major change to the Directory or another switch is added to the Network Directory tables.

To log out:

Log Out when you are finished with your shift for the day. If you only need to temporarily suspend incoming calls to take a break, etc., change to the Absent Mode.

1. Press the Absent key (F3) to stop receiving new calls and finish up with all calls in queue. The light on the Status Display turns red to indicate the EAWS has entered the Absent Mode and all new calls are now being rerouted.
2. Click the Log Out button  . The EAWS closes, and the Attendant Login dialog redisplay.
3. Leave the Attendant Login dialog open so you can monitor the current status of the network, as indicated on the dialog's Status Display (i.e., green light - active, red light - not available).

Note Any new calls will be routed first to another active attendant, and if none is available, will be routed to the Failure Destination that has been configured in the switch, where the call will hear a prerecorded message.

Navigating the Main Screen

The Enhanced Attendant Workstation main screen, as illustrated in *Figure 1-4. EAWS Main Screen*, is made up of the following functional areas:

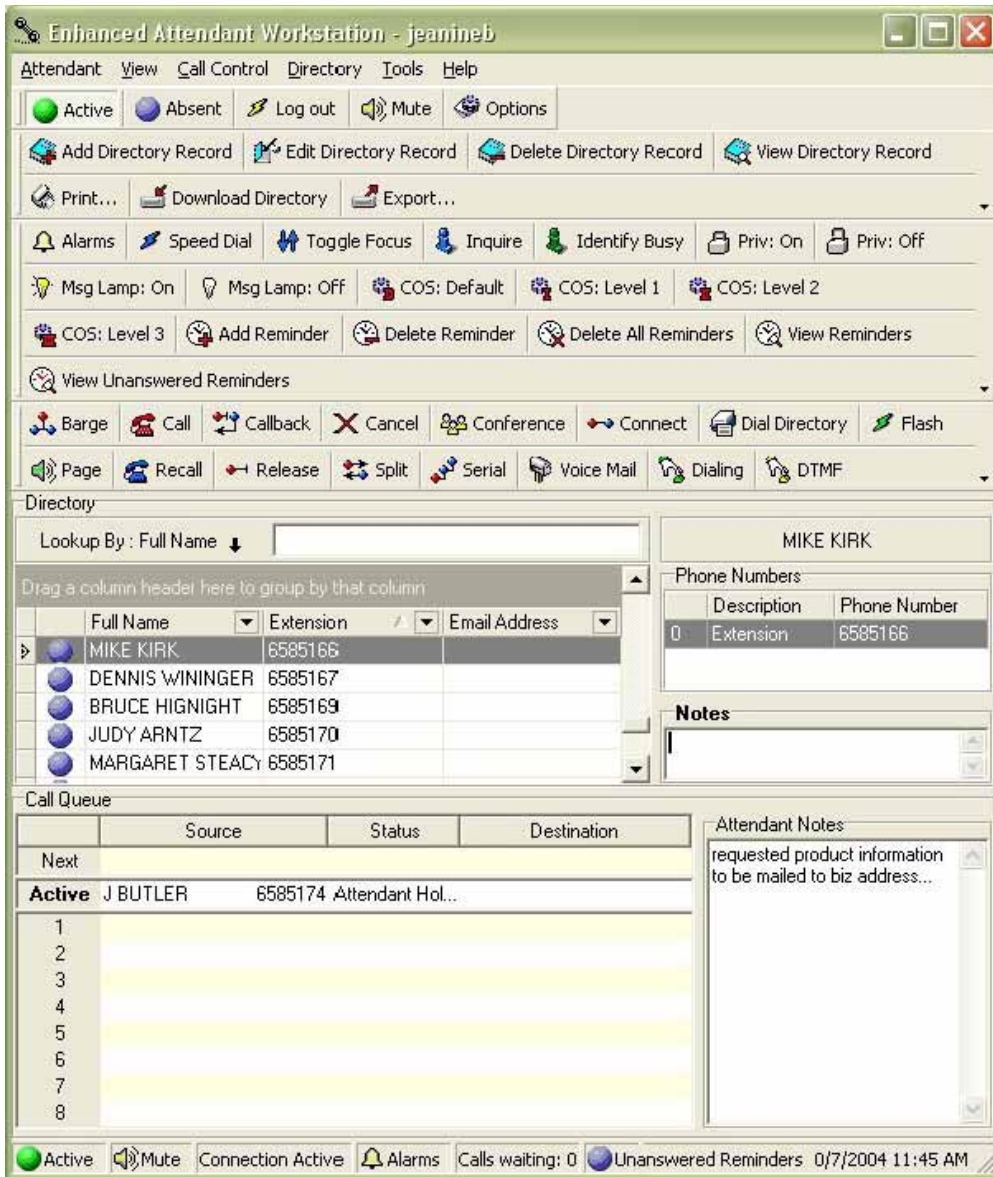


Figure 1-4. EAWS Main Screen

Menus

Attendant:

- Active - changes your mode to Active
- Absent - changes your mode to Absent
- Log out - closes the Attendant Workstation and returns you to the Attendant Login dialog
- Mute - toggles the sound on or off for the caller only
- Options - opens the Enhanced Attendant Workstation Options dialog

View:

Allows you to view/hide the following areas of the Enhanced Attendant Workstation application:

- Customize Toolbars - opens the Customize dialog to toggle on/off toolbars, add commands and other options
- Display Directory on Top - moves the position of the Directory to above the Call Queue
- Display Directory on Bottom - moves the position of the Directory to below the Call Queue
- Show Attendant Notes - a toggle that shows/hides the Attendant Notes Window
- Show Directory Notes - a toggle that shows/hides the Directory Notes Window for the currently selected record

Call Control:

- Lists all currently available Call Control commands. To see a list of keyboard shortcuts for each command, move your cursor over its button on the Button Toolbar. The commands grayed out cannot be used while in the current state
- Dialing - opens a pop-up window dialing keypad for dialing digits with the mouse
- DTMF - opens a pop-up window dialing keypad for dialing DTMF digits

Directory:

- Add Directory Record - opens the dialog to add a new Directory Record
- Edit Directory Record - opens the dialog of the currently selected Directory Record for editing.
- Delete Directory Record - deletes the selected Directory Record. Note that system records cannot be deleted. Non-Admin users can only delete records they own.
- View Directory Record - opens the record as read-only.
- Download Directory - Downloads new records in the Directory, if there are new records
- Export - Allows you to select the file name and the location to export the file to, which can then be viewed or printed

Tools:

- Alarms - opens the Cerato Alarms window for viewing, or clearing a list of current alarms in the Cerato
- Inquire - allows you to check the status of an extension without ringing the extension
- Identify Busy - allows you to view information about a busy extension
- Speed Dial - opens the Speed Dial List window for adding, editing or deleting speed dial entries
- Toggle Focus - toggles the focus from the Directory to the Call Queue
- Privacy - turns the Privacy feature on or off for an extension
- Message Lamp - turns the Message Lamp feature on or off for an extension
- Class of Service - (default, Level 1, 2, or 3) - submenu allows you to select (default or Level 1, 2 or 3) COS for an extension
- Reminders - allows you to add, cancel and view reminder calls for an extension or unanswered reminder calls for all extensions
- Hotel - provides various Hotel features (i.e., Checkout is currently available)

Help:

- Help - opens the online help system
- Index - opens the online help Index feature
- Search - opens the online help Search feature
- Keyboard Layout - opens a window with keyboard layouts map and Quick Reference
- About ... - displays the current version number and copyright information of the Enhanced Attendant Workstation

Button Toolbars

The following Button Toolbars are available in the Enhanced Attendant Workstation:

- Call Control - displays buttons for call control commands (if a command is not available for the current circumstances, its button will be grayed out or unavailable)
- Attendant State - displays buttons that change your state or log you off the application
- Directory - displays buttons with Directory functions
- Tools - misc. features of the EAWS
- Help - access to the online help system and keyboard shortcuts map

In addition, the following customization can be done to the toolbars:

- Add a new custom toolbar
- Add or remove buttons from toolbars
- Change how toolbars display
- Hide or show selected toolbars - (Attendant State toolbar cannot be hidden)

Directory

The Directory is an online 'phone book' that lists all published extensions in the switch, along with other information about that extension (including their non-switch based phone extensions, such as a cell phone or home phone number). The Directory can be used to

quickly look up numbers, add new records, dial an extension, and get other information about any extension on the switch.

Note that extension information is available to all Attendants using the Enhanced Attendant Workstation.

The Lookup By: <variable> field - adds the selected field to the left-most column of the grid, so you can quickly locate a record by typing in specific field information.

Note that the Directory can be moved to display below the Call Queue area by using the Directory option on the View menu.

The EAWS Directory has the following features:

- Add, edit, view or delete a Directory record
- Toggle the Directory into focus
- Inquire about the status of a Directory extension
- Quickly dial a Directory extension
- Quickly look up a record
- Customize the way the Directory displays
- Update the Directory
- Print/Preview the Directory
- Export Directory to File
- Clear all records from the Directory

Note that not all available fields in a record display in the grid by default. To view all records at a glance, select the View Directory Record option from the Directory menu. Although you can add fields individually to the grid by clicking on the Lookup By <variable> field and selected the desired field.

Table 2-A lists all available fields in a Directory record:

Table 2-A. Directory Record fields

Directory Column	Description
icon	unused at this time
First Name Last Name Middle Name Extension Department Email Address 'Make Record Visible to All Users' checkbox	Basic identifying info for the record. Toggles record visibility on/off
Work Phone Home Cell Fax Voice Mail Pager Alt Phone1 Alt Phone2	Work Extension Other phone numbers if available for the record. Phone numbers for the record will display in a numbered list in the separate <User> Phone Numbers Window located the right of the Directory, and can be quickly dialed via Ctrl + 0 - 9 (0 = 10).
Address City State Zip Custom 1 Custom 2	Record's home address.
Area Location Dept Building Room	Record's work location information.
Notes	Any misc. notes about record.

<User> Phone Numbers Window

The <User> Phone Numbers Window, located to the right of the Directory grid, displays all phone numbers for the selected record, in a numbered list, which allows you to quickly see and/or dial any phone number. Each row in the window has a number associated with it, which you can enter (Ctrl + 0-9) to quickly call that number.

For example if a record's cell phone is in row #2, pressing Ctrl +2 will enter the number in the Active Call Display, pressing Enter will dial the cell phone number.

Note The <User> Phone Numbers Window cannot be hidden.

Possible phone entries could be:

- Extension (on the switch)
- Home
- Cell
- Fax
- Voice mail
- Pager
- Alternate Phone 1 or 2

Directory Notes Window

The Directory Notes Window, located to the right of the Directory grid just below the <User> Phone Numbers Window, displays misc notes you have entered for the currently selected Directory record.

The Directory Notes Window can be shown/hidden by toggling the Show Directory Notes option on the View menu.

Call Queue

The Call Queue area, located either above or below the Directory, depending on how options are set on the View menu, is made up of the following sections:

- Next Call Queue - shows the next call waiting in queue, and is updated every time a call is answered. See the Calls Waiting: field on the Status Bar for the total number of calls waiting in queue.
- Active Call Display - show the call/conference that you are currently connected with
- Recall Queue - shows calls that have been answered but have been put on hold, parked, returned etc.

Note All attendants logged in will see the same list of calls in the system that you do in your Call Queue. Calls that you have answered or placed on hold are visible to you only.

Call Details

Table 2-B lists the call details that are available for each call in the Call Queue:

Table 2-B. Call Details

Column Header	Description
Number in Queue	Recall Queue calls only. Calls are ordered the way they came into the Recall Queue.
Source	The name or caller ID of the call sent by the switch (unknown if not available)

Table 2-B. Call Details

Column Header	Description
Status	<p>The current state of the referenced call.</p> <ul style="list-style-type: none"> • On Hold • Conversation • Ringing • Busy • Abandoned – Destination • Abandoned – Source • Canceled – Source • Canceled – Destination • Attendant Hold – Source • Attendant Hold – Destination • Barged • Paging • Wait for Page • Callback • Wait for Answer • Invalid Extension • Dialing • Ring - No Answer • Park Recall • Camp Recall • Dialing Timeout
Destination	<p>The name and number of the destination call.</p>

Attendant Notes Window

The Attendant Notes Window is your online notepad or scratch pad for making notes as you work. The Notepad is not associated with any particular call.

The contents of the Attendant Notes Window are saved when you log off, and come up when you log back in.

Note The Attendant Notes window can be shown or hidden by using the Show Attendant Notes toggle on the View menu.

Status Display

The Status Display, located at the bottom of the EAWS, shows status and provides access to various features, as follows:

- Attendant Mode - Active or Absent (also indicates Going Active and Going Absent)
- Mute State - Mute (Off = yellow, On = red)
- Connection State - shows whether connected to switch or not
- Alarms - click to bring up the Alarms submenu as follows:
 - Alarms - opens the switch's Alarms dialog
 - Clear Alarms - clears current alarms shown on the switch's Alarms dialog; Alarms icon = yellow (no alarms) or = red (alarms)
 - Re-synchronize Alarms - allows you to re-synchronize alarms
- Calls Waiting - the number of calls waiting in queue if more than one call is waiting (since the first call appears in the Next Call Queue)
- date and time - current date and time

2

Call Queue Procedures

This chapter details in alphabetical order, the procedures used in the Call Queue, the area in the EAWS that is used for managing calls.

The Call Queue has additional windows that make managing calls easier, i.e., the Call Information Window, and the Attendant Notes Window, which are detailed in Chapter 1.

Note See the *Options section* on page 8 for details on using the **Options dialog** which allows you to customize some of the EAWS Call Queue features.

Call Queue Features

- *Answer*
- *Barge*
- *Callback*
- *Calls in Queue*
- *Camp (Call Waiting)*
- *Cancel*
- *Conference*
- *Connect*
- *DTMF*
- *Execute*
- *Flash (CAS)*

- *Hang Up (Cancel)*
- *Hold*
- *Hotel*
- *Identify Busy*
- *Inquire*
- *Make Call*
- *Messages*
- *Modes*
- *Mute*
- *Page*
- *Page Park*
- *Privacy*
- *Recalls*
- *Select*
- *Serial Calls*
- *Speed Dial*
- *Split*
- *Toggle Focus*
- *Transfer*
- *Voice Mail*

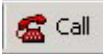
Answer

When a call comes into the EAWS, it appears in the Next Call Queue with the status of New Call. If more than one call comes in, the subsequent calls are indicated by the number in the Calls Waiting field on the Status Bar. Calls are answered in the order that they come in. The Calls Waiting field is updated when calls are answered.

To answer a call in the Call Queue:

In the Active mode:

1. Press the Call key, i.e., Enter on the Numeric Keypad, or do one of the following:

- Press Enter on the main keyboard
- Double-click the Next Call Queue
- Click the Call button 

The call will appear in the Active Call Display with the status 'Conversation'.

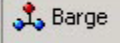
2. Start talking to the caller.

Note If you are on an active call when pressing Call, the active call will be released and the call in the Next Call Queue answered.

Barge

The Barge feature is used to allow you to join a conversation that is already in progress. Barge is typically used for emergency notification.

To Barge a current conversation:

1. Dial an extension and receive a Busy signal.
2. Press the Barge key, i.e., **Ctrl + F2**, or do one of the following:
 - Click the Barge button  Barge
 - Select the Barge option on the Call Control menu
 - Right-click the Call Queue and select Barge

You are conferenced in the conversation you just barged.

3. Begin speaking.

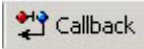
Callback

When you call an internal extension that is either busy or not answering, you can tag the extension so that the system calls you back as soon as the extension is available.

The message 'station callback' appears in the recall area to notify you when the extension becomes available.

To place a callback:

With a call in the Active Call Display:

1. Dial an extension and hear either busy signal or no answer.
2. Press the Callback Key, i.e. Ctrl + Down Arrow, or use any of the following options:
 - Click the Callback button  Callback
 - Select the Callback option on the Call Control menu
 - Right-click the Call Queue and select the Callback option

The call is removed from the Active Call Display.

When the extension is available, it is indicated by an entry in the Recall Queue with the status of 'Station Callback'.

3. Double-click on the entry in the Recall Queue to dial it. The call is moved to the Active Call Display with the status of 'ringing'.

Calls in Queue

The next call waiting in queue displays in the Next Call Queue, located above the Active Call Display.

The Call Waiting field on the Status Bar displays any additional calls waiting in Queue, and is updated when calls are answered.

All calls are answered in the order they came into queue.

Camp (Call Waiting)

The Camp feature, or Call Waiting, allows you to camp an active call on a busy extension. When the line is no longer busy, the extension being camped on will ring.

To use the Camp feature:

With a call in the Active Call Display:

1. Dial the extension and hear a busy signal.
2. If desired, press the Split key, i.e. Ctrl + Right Arrow, then ask if the caller would like to wait.
3. Press Release, i.e. (.) Period key on the Numeric Keypad (with numlock on) to Camp-On the call, or any of the following:
 - Press the Call key, i.e. Enter on the Numeric Keypad
 - Press the Recall key, i.e. Plus Sign (+) on the Numeric Keypad

The call is camped on the specified extension and the entry is removed from the Call Queue.


Cancel

See the *Hang Up (Cancel)* topic.

Conference

The Conference feature allows you to set up a conference call between two or more parties.

To set up a Conference Call between two parties:

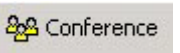
1. With a call in the Active Call Display, and a second call on hold in the Recall Queue:
2. Press the Conference key, i.e., F2, to initiate the Conference call, or do one of the following:
 - Click the Conference button  Conference
 - Right-click the Call Queue and select the Conference option
 - Select the Conference option on the Call Control menu

You are connected in Conference with the other two parties in a conference call.

The Active Call Display will change to show only one call with the source of 'Conference' and a status of 'Conversation'. You can hang up at any time leaving the other two parties in conversation.

To add more parties to a conference:

With an active Conference in the Active Call Display:

1. Dial the additional extension and wait for an answer. The new party will be added to the Active Call Display as another call in the Active Call Display.
2. Press the Conference key, i.e., F2, to add the new party to the conference, or do one of the following:
 - Click the Conference button  Conference
 - Right-click the Call Queue and select 'Conference'
 - Select the 'Conference' option on the Call Control menu

The new call is added to the Conference.

To release the conference from the EAWS:

With an active Conference in the Active Call Display:

1. Press the Release key, i.e., Period key (.) on the Numeric Keypad (with numlock on), or do one of the following:
 - Press the Call key (Enter key on the Numeric Keypad)
 - Press the Recall key (Plus Sign + on the Numeric Keypad)
 - Press the Cancel key (Ctrl + Up Arrow)

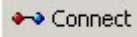
You are released from the conference without ending it.

Connect

You can connect the active call to a call in the Recall Queue by using the Connect feature.

To Connect to the first call in the Recall Queue:


In the Active mode:

1. With a call in the Active Call Display and a call in the first row of the Recall Queue:
2. Press the Connect key, i.e., Ctrl + End, or one of the following:
 - Click the Connect button 
 - Right-click the Call Queue and select the Connect option, then the Connect option on the submenu
 - Select the Connect option from the Call Control menu, then the Connect option on the submenu
3. Press any of the following keys to complete the connection:
 - Release, i.e., Period (.) key on the Numeric Keypad with numlock on
 - Call (Enter on Numeric Keypad)
 - Recall (Plus Sign on Numeric Keypad)
 - Cancel (Ctrl + Up Arrow)

The active call is connected to the first call in the Recall Queue.

To Connect to a specified call in the Recall Queue:

In the Active mode:

1. With an active call in the Active Call Display and a call in the Recall Queue:
2. Press the number of the row of the desired call in the Recall Queue (1 - 8), along with the Page Down key, i.e., Ctrl + Select.
3. Press the End key, i.e., Ctrl + Connect, or one of the following:
 - Click the Connect button 

- Right-click the Call Queue and select the Connect option, then the number of the desired Connect option on the submenu
 - Select the Connect option from the Call Control menu, then the number of the desired Connect option on the submenu
4. Press any of the following keys, buttons, or menu options to complete the connection:
- Release i.e., Period (.) key on Numeric Keypad with numlock on
 - Call (Enter on Numeric Keypad)
 - Recall (Plus Sign on Numeric Keypad)
 - Cancel (Ctrl + Up Arrow)

The active call is connected to the specified call in the Recall Queue.


DTMF

You may need to send DTMF digits when on a call, so you can interact with dial up pagers and auto attendant systems such as IVRs, etc.

The DTMF Key Pad is used just like a phone when dialing DTMF tones, except '/' is used in place of '#'.

To send DTMF digits:

With a call is in the Active Call Display:

1. Select the DTMF option on the Call Control menu, or do one of the following:
 - Right-click the Call Queue and select the DTMF option
 - Click the DTMF button  DTMF
2. Enter the desired DTMF digits (0 - 9, / for #, and *) on the pop-up Key Pad.

You will hear a tone for each of the digits you are entering as they are sent.

3. Press Close.

Execute

The Execute command is used for different functions, depending on where the focus is located at the time on the EAWS:

Table 2-A. Execute Command functions


Focus	How Execute Functions
a Directory record	Dial
the Next Call Queue	Call
the Active Call Queue	Release
the Recall Queue	Select, (1-8), and Recall

Flash (CAS)

The Centralized Attendant Service (CAS) feature allows users, such as department stores, to concentrate attendant services at one location. Remote, unattended switches can be placed in branch locations. Using the Flash key (F5), you can connect an incoming caller to an extension in a branch switch using a Release Link Trunk.

To use CAS:

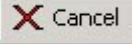
In the Active Mode:

1. Answer the branch switch call that is being routed to you.
2. Press the Flash key, i.e., F5, to place the caller on hold in the branch switch, or do the following:
 - Click the Flash button  Flash
3. Hear dial tone, then enter the telephone number of the caller's desired destination party.
4. Press the Flash key, i.e., F5, if you wish to return to the callers
5. Hear ringing to the called station, then do one of the following:
 - *to transfer the call:* press the Cancel key, i.e., Ctrl + Right Arrow
 - *to announce the call, then transfer:* wait for answer, announce the call, then press the Cancel key, i.e., Ctrl + Right Arrow

Hang Up (Cancel)

To hang up the current call:

With a call in the Active Call Display:

1. Let the caller know you are ending the call.
2. Press the Cancel key, i.e., Ctrl + Up Arrow, or do one of the following:
 - Click the Cancel button 
 - Select the Cancel option on the Call Control menu
 - Right-click the Active Call Display and select the Cancel option

The call disconnects and is removed from the Active Call Display.


Note In addition to hanging up the current call, the Cancel key also does the following:

- Exits the following features: Msg Lamp On/Off, Privacy On/Off, COS, Inquire
- Clears the Active Call Display if a mistake is made while dialing a number

Hold

To place a call on hold:

With a call in the Active Call Display:

1. Let the caller know you are placing him or her on hold.
2. Press the Release Key, i.e., Period (.) on the Numeric Keypad (with numlock on), or do one of the following:
 - Click the Release button  Release
 - Select the Release option from the Call Control menu
 - Press the Enter key, or the Enter key on the Numeric Keypad

The call will be placed on hold and moved to the Recall Queue with the Status of 'Holding' and the call will no longer display to other Attendants.

To place a call on temporary hold:

You may wish to place a call on hold very briefly and then quickly recall it again. If so, use the following steps:

With a call in the Active Call Display:

1. Let the caller know you are placing him or her on hold.
2. Press the Split key, i.e. Ctrl + Right Arrow.
3. To quickly recover the held party, press the Split key again.

To retrieve a call on hold:

1. Click the Recall key, i.e., the Plus Sign on the Numeric Keyboard, or do any of the following:
 - Double-click on the call in the Recall Queue
 - Select the Recall option on the Call Control menu

- Right-click on the Call Queue and select the Recall option, then the number of the call

The call moves to the Active Call Display with the status of 'Conversation'.

2. Begin speaking to the caller.

Hotel

The Hotel feature allows you to perform miscellaneous hotel features from the EAWS. The EAWS currently has the following Hotel features available:

- Checkout
- Wakeup Calls - see the *Reminders* topic

To checkout an extension from the EAWS:

The Checkout feature allows you to checkout a guest's extension from the EAWS, to ensure they won't be able to make any more calls from that extension.

In the Active mode:

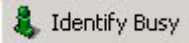
1. Click the Hotel option on the Tools menu and select Checkout. The Checkout dialog opens.
2. Hear Dialtone.
3. Enter the extension to checkout. The extension is checked out of the EAWS.

Identify Busy

The Identify Busy feature allows you to view information about a busy extension. The following status information appears:

To check the Identity of a Busy Party:

In the Active mode:

1. Dial an extension and hear a busy signal.
2. Press the Identify Busy key, i.e., F11, or do the following to display the status information in a status window:
 - Click the Identify Busy button 

A dialog opens with details about the busy extension, as illustrated in *Figure 2-1. Identify Busy*.



Figure 2-1. Identify Busy

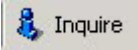
3. Click OK.

Inquire

The Inquire feature allows you to check the status of an extension without ringing the destination.

To Inquire about an extension's status:

In the Active mode:

1. Press the Inquire key, i.e., F10, or do one of the following:
 - Select the Inquire option on the Tools menu
 - Click the Inquire button 

The Inquire dialog opens. If you were in conversation, the other party is put on hold.

2. Dial the extension you wish to inquire about.
3. Hear the confirmation tone, followed by dial tone.

A dialog opens to display details about the extension, as illustrated in *Figure 2-2. Inquire dialog*:

6585174 - IDLE

Extension Information

Status: IDLE
Name: J BUTLER
Number: 6585
Class of Service: 12
Message Lamp: On
Privacy: Off

Connection Information

Name:
Number:

Forward Information

Name:
Number:
External Number: 2541817

Ok

Figure 2-2. Inquire dialog

4. Click OK.
5. Do one of the following:
 - Repeat steps 2 - 4 to display the status of another extension
 - Split key (Ctrl + Right Arrow) - to return to the source party and report the extension status

Make Call


The 0 - 9, /, * keys on the Numeric Keypad are used similar to dialing a phone. Note that the '/' key is used in place of the '#' key.

When connecting to a system (such as Voice Messaging) that requires DTMF tones, then use *DTMF* Dialing.

Note You may need to use an access code such as '9' when dialing outbound calls. See the System Administrator for details on how your switch is configured to dial outbound calls.

To make a call:

In the Active mode:

1. Dial the number on the Dialing Keypad (with numlock on), or do one of the following:
 - Double-click on an entry in the Directory
 - Click the Dialing button  and click the extension's digits
 - Select a record in the Directory and press Dial, i.e., Ctrl + Left Arrow
 - Select a record in the Directory then press Ctrl + 0 - 9 for Directory Dial 0 - 9

Note Press Release key, i.e., Period (.) on the Numeric Keyboard (with numlock on) if you entered a wrong digit, to reenter.

The number dials while an entry displays in the Active Call Display with the status 'Ringing'.

2. Start speaking when the call is answered. The status changes to 'Conversation'.

Messages

When an extension sets a message on their phone (e.g. out to lunch, or absent), when you dial that extension, the message will display on the EAWS Status Display.

To set a message at an extension:

1. On the extension phone:
2. Press the Mute/Save button.
3. Press the MSG button.
4. Select the desired message and press Mute/Save.

'Action Confirmed' displays and the message appears on the phone's display.

To cancel a message at an extension:

1. On the extension phone:
2. Press the Mute/Save button.
3. Press the MSG button.
4. Select the 1 Erase option and press Mute/Save.



The message is removed from the phone's display.

Using the Inquire feature to view extension messages:

To view the message set at an extension, use the Inquire feature.

Modes



The Enhanced Attendant Workstation application has two modes, one of which you will be in at any given time while logged in, as follows:

-  Active - Active mode - indicates you are ready to receive incoming calls; gives you access to all features
-  Absent - Absent mode - redirects incoming calls to another attendant or if none is available, a Failure Destination; allows you to finish up the current call you are on and still make outgoing calls

The current mode displays on the Status Bar.

The EAWS opens in the Absent mode.

To change the EAWS mode:

1. Press the Absent key, i.e., F3, to toggle the mode from Absent to Active, or vice versa, or do one of the following:
 - Click the Absent  or Active  button
 - Select the Active or Absent option on the Attendant menu
 - Click the Active/Absent icon on the Status Bar and select the desired mode

Note F3 is a toggle and the menu and toolbar options control the Absent/Active features separately.



If active, recall or new calls are waiting when you go Absent, the following occurs:

- Status Bar changes to 'Going Absent' until all active calls, recalls and calls waiting are completed, then will change to Absent
- New calls are redirected to another Attendant, or to the Failure Destination if no other Attendants are active
- Active/Absent icon on the Status Bar is updated to indicate the new mode

Mute

When you are on an active call, you can use the Mute feature to toggle the sound on and off so the caller won't be able to hear you, but you will still be able to hear the caller.

The Status Bar displays the status of the Mute button:

- Mute On -  Mute
- Mute Off -  Mute

To toggle the Mute feature:

With a call in the Active Call Display:

1. Do one of the following:
 - Press Ctrl + M
 - Select the Mute option on the Attendant menu
 - Click the Mute button on the Attendant Toolbar to toggle it on (red) or off (yellow)
 - Click the Mute button on the Status Bar and select Mute to toggle it on (red) or off (yellow)

Note Be sure to turn Mute off before attempting to speak to the caller again.

Page

You can use the Page feature to announce a message company-wide or use it with the *Page Park* feature to park a page at an extension and inform the party.

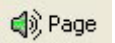
To make a Page:

There are two types of pages:

- Direct page - used to access the loudspeaker system to make announcements
- Zone page - used to locate a desired party to tell them you have a call parked for them

To make a Direct Page:

In the Active Mode:

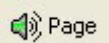
1. Press the Page key, i.e., Dash (-) on the Numeric Keypad or do one of the following:
 - Click the Page button  Page
 - Click the Page option on the Call Control menu and select the desired Page Zone (1 - 8) option
 - Right-click the Call Queue and select the Page option, then select the desired Page Zone (1-8)
2. Hear a beep tone indicating that the paging system is available. Note that if the paging system is in use, you will receive ringback, and the status message of 'Wait for Page' in the Active Call Display. If this happens, wait on the line until you hear the beep tone and the status message in the Active Call Display changes to 'Paging'.
3. Announce your page.

To make a Zone Page:

Up to eight paging zones are allowed for paging, depending on your system configuration.

Determine the Park extension for your Attendant Workstation. _____ You may need to check with your System Administrator for the Park extension.

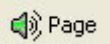
In the Active Mode:

1. Press the Select key, i.e., Ctrl + Page Down.
2. Dial the desired Zone Number (1-8). If you do not select a zone, the zone defaults to 1 (typically configured for all zones).
3. Press the Page key, i.e., Dash (-) on the Numeric Keypad, or one of the following:
 - Click the Page button  Page
 - Click the Page option on the Call Control menu and select the desired Page Zone (1 - 8) option
 - Right-click the Call Queue and select the Page option, then select the desired Page Zone (1 - 8) option
4. Hear a beep tone indicating that the paging system is available. Note that if the paging system is in use, you will receive ringback, and the status message of 'Wait for Page' in the Active Call Display. If this happens, wait on the line until you hear the beep tone and the status message in the Active Call Display changes to 'Paging'.
5. Announce your page.

Page Park

After extending a call to a destination that remains unanswered, the call appears in the Recall Queue with the status of 'ring - no answer'. After making the call active, you may wish to *Page* the desired party and park the call.

To park a page:

1. Answer the returned call in the Recall Queue. The call moves to the Active Call Display with status 'ring - no answer'.
2. Ask the caller if they would like you to page the desired party.
3. Press the Page key, i.e., Dash (-) on the Numeric Keypad, or one of the following:
 - Click the Page button  Page
 - Click the Page option on the Call Control menu and select the desired Page Zone (1 - 8) option
 - Right-click the Call Queue and select the Page option, then select the desired Page Zone (1 - 8) option
4. Hear a beep tone indicating that the paging system is available. Note that if the paging system is in use, you will receive ringback, and the status message of 'Wait for Page' in the Active Call Display. If this happens, wait on the line until you hear the beep tone and the status message in the Active Call Display changes to 'Paging'.
5. Announce your page.
6. Press the Release key, i.e., Period (.) on the Numeric Keypad (with numlock on), to park the source party on the at the destination extension, or do any of the following:
 - Press Call, i.e. Enter on the Numeric Keypad - to simultaneously answer the next call in queue
 - Press Recall, i.e. +, Plus Sign on the Numeric Keypad

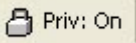
Privacy

The Privacy feature lets you place a workstation in a 'busy out' condition to prevent incoming calls from ringing at that extension.

Outgoing calls and wakeups are unaffected, but incoming calls hear a busy signal.

To turn on Privacy for an extension:

In the Active mode:

1. Press the Privacy On key (F7), or do one of the following:
 - Click the Privacy On button  Priv: On
 - Click the Privacy option on the Tools menu then select the Privacy On option on the submenu
2. Hear the confirmation tone, followed by dial tone. The Privacy On dialog opens.
3. Dial an extension. Privacy is turned on for that extension.

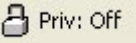
or

While in conversation with an active call:

4. Dial the extension. Privacy is turned on for the current extension.

To turn off Privacy for an extension:

In the Active mode:

1. Press the Privacy key (Ctrl + F7), or do one of the following:
 - Click the Privacy Off button  Priv: Off
 - Click the Privacy option on the Tools menu then select the Privacy Off option on the submenu
 - Right-click the Call Queue and select the Privacy option then select the Privacy Off on the submenu
2. Hear the confirmation tone, followed by dial tone. The Privacy Off dialog opens.

3. Dial the extension. Privacy is turned off for that extension.

or

While in conversation with an active call:


4. Dial the extension. Privacy is turned off for the current extension.

Recalls

A recall is any call that you originally extended that went unanswered, so is returned to you to the Recall Queue for further handling. In addition recalls can be calls placed on hold or serial calls. The Recall Queue holds up to eight calls.

To extend a call and simultaneously answer the first recall:

In the Active mode:

1. Press the Recall key, i.e., Plus Sign (+) on the Numeric Keypad, to answer the first call in the Recall Queue, or do one of the following:
 - Select the Recall option on the Call Control menu, then the Recall option on the submenu
 - Right-click the Call Control menu and select the Recall option, then the Recall option on the submenu
 - Click the Recall button  Recall

The call moves to the Active Call Display.

2. If needed, press the Recall key again to re-extend the call and automatically answer the next call in the Recall Queue

Note If you are in conversation and when you press the Recall key, the active call is automatically extended (placed on hold) and the first recall is brought to the Active Call Display into conversation.

To answer other than the first recall:

In the Active mode:

1. With a call in the Active Call Display:
2. Press the Select key, i.e., Ctrl + Page Down.
3. Dial the Recall Queue number (1 - 8).
4. Press the Recall key, i.e. Plus Sign on the Numeric keypad, to extend the call and simultaneously answer the designated call in the Recall Queue.

Select

The Select key allows you to select a specific call from the Recall Queue for further processing: as follows:

1. Press Select, i.e., Ctrl + Page Down, on the Numeric Keypad.
2. Press the number of the call you wish to select in the Recall Queue on the Numeric Keypad (1 - 8).
3. Press Recall, Connect or Page, as desired.


Serial Calls

Prior to extending an active call to an internal destination, you can tag the call for return to the EAWS for further handling. Then when the caller's conversation terminates, the call enters the Recall Queue with the status 'serial'.

The Serial key is useful when handling callers who wish to reach multiple destinations.

To extend a serial call:

In the Active Mode:

1. Answer the incoming call. The call displays in the Active Call Display.
2. Tag the call for serial return while in conversation by pressing the Serial key, i.e., Ctrl + Delete, or do one of the following:
 - Click the Serial button  Serial
 - Click the Serial option on the Call Control menu
 - Right-click the Call Queue and select the Serial option
3. Inform the caller that they will return to you for further processing provided they do not hang up after completing their call.
4. Dial the desired extension.
5. Press the Release, Call or Recall key to complete the serial call. The Active Call Display clears.

The call continues to be tagged as a serial call until the source party hangs up, and, when the source party completes their conversation, the call returns to the Recall Queue for further handling.

Retrieve the call to the Active Call Display and repeat Steps 3 - 5 for other calls the source party wishes to make.

Speed Dial

The Speed Dial feature allows you to add, view, edit or remove numbers in the Speed Dial List and/or quickly dial any number in the list.

To open the Speed Dial List:

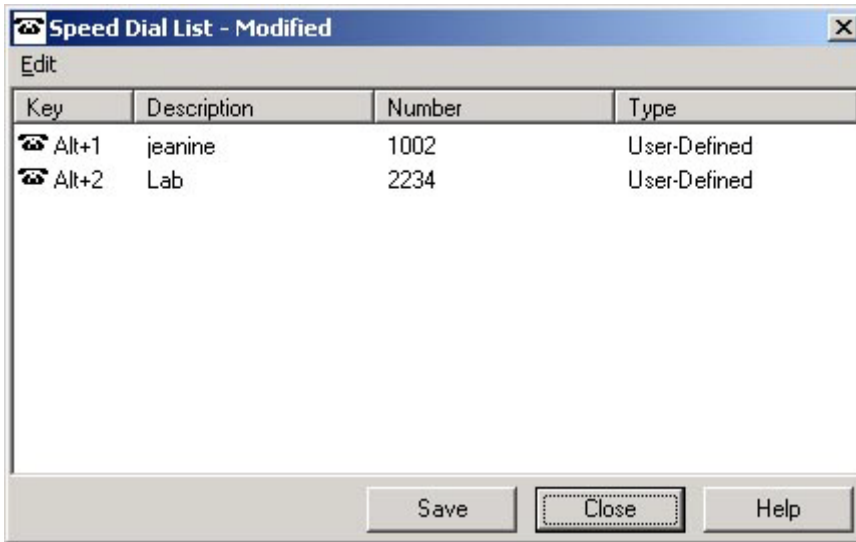



Figure 2-3. Speed Dial List dialog

1. Click Ctrl + S or do one of the following:
 - Click the Speed Dial button  Speed Dial
 - Select the 'Speed Dial List' option on the Tools menu

The Speed Dial List dialog opens as illustrated in *Figure 2-3. Speed Dial List dialog*.

Note If desired, you can keep the Speed Dial List dialog open and click the title bar to drag it out of the way.

Configuring the Speed Dial List:

The Speed Dial List dialog can be used to do the following configuration:

- Add a new speed dial entry
- Edit a speed dial entry
- Delete speed dial list entries
- Clear all speed dial entries

Note To make a call, use the shortcut keys for the entry you wish to dial.

The Speed Dial List dialog consists of the following columns:

Table 2-B. Speed Dial List dialog

Column	Description
Key (Alt + 0 - 9)	the keyboard shortcut combination for the speed dial number
Description	an identifying description of the speed dial number
Number	the speed dial extension

To Add a speed dial number:

1. Click the 'Add Speed Dial' option on the Edit menu to open the 'Add Speed Dial' dialog, as illustrated in *Figure 2-4. Add Speed Dial dialog*.

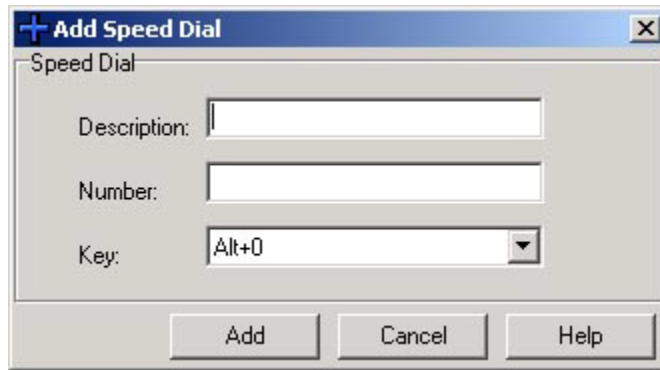


Figure 2-4. Add Speed Dial dialog

2. Enter the description of the speed dial number in the 'Description' field.
3. Enter the speed dial extension in the 'Number' field.
4. Select the desired keyboard shortcut from the 'Key ' drop-down list, or use the default assigned.
5. Click Add. The entry is added to the list.
6. Click Save.
7. Click Close.

To Edit a speed dial number:

1. Click the 'Edit Speed Dial' option on the Edit menu to open the 'Edit Speed Dial' dialog, as illustrated in *Figure 2-5. Edit Speed Dial list dialog*.

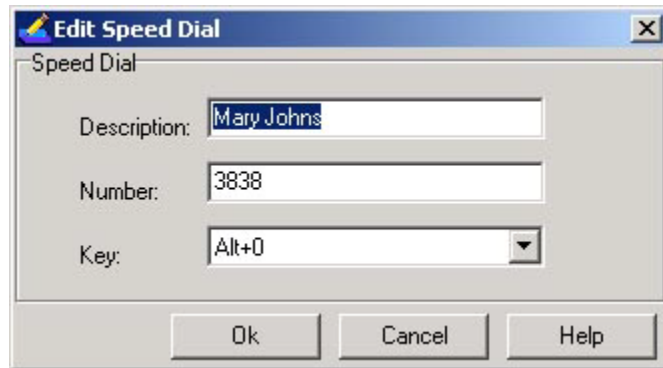


Figure 2-5. Edit Speed Dial list dialog

2. If needed, enter a new description of the speed dial number in the 'Description' field.
3. If needed, enter a new speed dial extension in the 'Number' field.
4. If needed, select the desired keyboard shortcut from the 'Key ' drop-down list, or use the default assigned.
5. Click OK. The revised entry appears in the list.
6. Click Save.
7. Click Close.

To Delete a speed dial number:

1. Select the row of the Speed Dial entry you wish to delete.
2. Click the 'Delete Speed Dial' option on the Edit menu to open the Delete Speed Dial dialog, as illustrated in *Figure 2-6. Delete Speed Dial dialog*.



Figure 2-6. Delete Speed Dial dialog

3. Click Delete.
4. Click Save.
5. Click Close.

To Clear all speed dial numbers:

1. Click the 'Clear all Speed Dials' option on the Edit menu to open the Clear? dialog, as illustrated in *Figure 2-7. Clear? dialog*.



Figure 2-7. Clear? dialog

2. Click Yes. All Speed Dial entries are removed.
3. Click Save.
4. Click Close.

Making a Speed Dial call:

1. Enter Alt + 0 - 9 of the speed dial entry you wish to dial.

Note You may need to open the Speed Dial List to see what the shortcut assignments are.

The call appears in the Active Call Display and the number is dialed.


Split

The Split key is also used to place the active call on temporary hold.

In addition, if you have two active calls, the Split key allows you to alternate between conversation with the source party and the caller's destination party. The party that appears highlighted in the Active Call Display is the conversation party, while the party not currently in conversation remains on hold.

To use the Split feature:

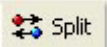
With an active call:

1. Press Split, i.e., Ctrl + Right Arrow, on the Numeric Keypad, or do the following:
 - Click the Split button 

The call is placed on temporary hold in the Recall Queue.

2. Press Split again to answer the call on temporary hold.

With two active calls:

1. Press Split, i.e., Ctrl + Right Arrow, on the Numeric Keypad, to place toggle between the active call and call on hold, or do the following:
 - Click the Split button 

Toggle Focus

Before using the Directory or Call Queue, you will need to bring it into focus. The exception is when new calls come in. If you have focus on the Directory when a new call comes in, pressing Enter, or Call on the keyboard, automatically toggles the focus to the call Queue and answers the new call.

To Bring the Directory/Call Queue into Focus:

- Click anywhere on the Directory/Call Queue with your mouse
- Press F12 to toggle back and forth from the Call Queue to the Directory
- Click the Toggle Focus button

Transfer

There are two ways you can extend or transfer calls: (also, see the Voice Mail topic)

- Unsupervised Transfer - transfers the call without announcing it first
- Supervised Transfer - allows you to announce the call before transferring it

To make an Unsupervised Transfer:

With a call in the Active Call Display:

1. Dial an extension.
2. Press Release, i.e., Period (.) key on Numeric Keypad (with numlock on) to complete the transfer or do one of the following:
 - To transfer the call and simultaneously answer the next call in queue: Press the Call key, i.e., Enter on the Numeric Keypad
 - To transfer the call and simultaneously answer a call from the Recall Queue: Press the Recall key, i.e., Plus Sign on the Numeric Keypad

The call is transferred and removed from the Active Call Display.

To Make a Supervised Transfer

With a call in the Active Call Display:

1. Dial an extension.
2. Wait for the party to answer and announce the call.
3. To return to the original caller, press the Split key, i.e., Ctrl + Right Arrow.
4. Press Release, Period (.) on Numeric Keypad (with numlock on) to complete the transfer or do one of the following:
 - To transfer the call and simultaneously answer the next call in queue: Press the Call key, i.e., Enter on the Numeric Keypad
 - To transfer the call and simultaneously answer a call from the Recall Queue: Press the Recall key, i.e., Plus Sign on the Numeric Keypad

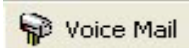
Voice Mail

There are two ways to leave a voice mail:

- Leave a voice mail yourself
- Send an active call to voice mail

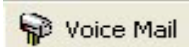
To leave a voice mail:

With a call in the Active Call Display:

1. Press the Voice Mail key, i.e., F9, or do one of the following:
 - Select the Voice Mail option on the Call Control menu
 - Right-click the Call Queue and select the Voice Mail option
 - Click the Voice Mail button 
2. Wait for a recorded message announcing the voice messaging system, then dial the person's extension.
3. Follow the system prompts and leave a voice message.
4. Press the Cancel key, i.e., Ctrl + Up Arrow, when finished.

To send an active call to voice mail:

If a caller wishes to leave a voice mail for an extension that does not answer, do the following:

1. Retrieve the call from the Recall Queue into the Active Call Display:
2. Press the Voice Mail key, i.e., F9, or do one of the following:
 - Select the Voice Mail option on the Call Control menu
 - Right-click the Call Queue and select the Voice Mail option
 - Click the Voice Mail button 

The Destination field for the call is replaced with a Cerato circuit.

3. Dial the requested extension and press the Release key, i.e., Period (.) on the

Numeric Keypad (with numlock on).

The caller hears the recorded message, then leaves a message.

3

Directory Procedures

This chapter details in alphabetical order, the procedures to use and customize the Enhanced Attendant Workstation Directory, as follows:

The Directory is an online 'phone book' and lists all published extensions in the switch, along with other information about that extension (including their non-switch based phone extensions, such as a cell phone or home phone numbers). You can add new records to Directory as needed.

The first time you log into the Enhanced Attendant Workstation, the Directory is automatically downloaded. Each subsequent time you log into the EAWS, any records that have been added since your last log in will be downloaded. You can periodically update the Directory during your shift.

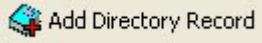
The following directory features are available:

- *Add, View, Edit, Delete Directory Record*
- *Customize Directory*
- *Inquire*
- *Lookup a Record*
- *Dial a Directory Extension*
- *Export Directory*
- *Print, Preview Directory*
- *Toggle Focus*
- *Update Directory*

- *Clear Directory*

Add, View, Edit, Delete Directory Record

To add a new Directory record:

1. Do one of the following:
 - Right-click on the Directory and select the 'Add Directory Record' option
 - Click the 'Add Directory Record' button 
 - Select the 'Add Directory Record' option on the Directory menu

The Directory Information dialog opens.

Configuring the Directory Information dialog:

Note The fields in this dialog will be grayed out/read-only when opened with the View Directory Record option.

To configure the Directory Information dialog:

1. Enter the record's first name in the First Name field. If editing a switch record, this field cannot be changed.
2. Enter the record's last name in the Last Name field. If editing a switch record, this field cannot be changed.
3. Enter the record's middle name in the Middle Name field. If editing a switch record, this field cannot be changed.
4. Enter the record's extension in the Extension field only if the call is not a switch record. If the call is a switch record, this field will be grayed out. Only the Switch System Administrator can enter new switch extensions.
5. Enter the record's department at work in the Department field. If editing a switch record, this field cannot be changed.
6. Enter the record's work email address in the Email Address field.
7. Remove the checkmark from the 'Make Record Visible to All Users' checkbox to hide the record from everyone other than yourself and those with Admin privileges. The default setting for the field is 'checked'. When this field is checked, only yourself and those with Admin privileges can make changes to the record.

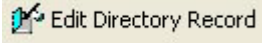
To configure the dialog's tabs:

1. Click the Phone Numbers tab:
2. Enter the record's work phone number in the Work Phone field.
3. Enter the record's home phone number in the Home Phone field.
4. Enter the record's cell phone number in the Cell field.
5. Enter the record's fax number in the Fax field.
6. Enter the record's voice mail number in the Voice Mail field.
7. Enter the record's pager in the Pager field.
8. Enter the record's first alternate phone number in the Alternate Phone 1 field.
9. Enter the record's second alternate phone number in the Alternate Phone 2 field.
10. Click the Address tab:
11. Enter the record's street number in the Address field.
12. Enter the record's city in the City field.
13. Enter the record's state in the State field.
14. Enter the record's zip code in the Zip field.
15. Enter the record's first misc. info in the Custom 1 field.
16. Enter the record's second misc. info in the Custom 2 field.
17. Click the Location tab:
18. Enter the record's work area info in the Area field.
19. Enter the record's work location info in the Location field. If editing a switch record, this field cannot be changed.
20. Enter the record's work building number or name in the Building field.
21. Enter the record's work room number or name in the Room field.
22. Enter any misc. notes you wish to keep on file for the call in the Notes window.
23. Click Save.

Note The type of record, switch or user, is shown on the bottom left corner of the dialog. When you return to the main screen, the new Directory record will display.

To edit an existing Directory record:

The Edit option is available for all records.

1. Select the Directory record you wish to edit.
 - Do one of the following:
 - Right-click on the Directory and select the 'Edit Directory Record' option
 - Click the 'Edit Directory Record' button 
 - Select the 'Edit Directory Record' option on the Directory menu

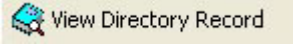
The Directory Information dialog opens.

2. See the *Configuring the Directory Information dialog: section* above to configure the dialog.

When you return to the main screen, the revised Directory record will display.

To view an existing Directory record:


This option allows you to open any record in the read-only mode.

1. Select the Directory record you wish to view.
2. Do one of the following:
 - Right-click on the Directory and select the 'View Directory Record' option
 - Click the 'View Directory Record' button 
 - Select the 'View Directory Record' option from the Directory menu

The Directory Information dialog opens in read-only format. You cannot make changes with this dialog.

To delete a Directory record:

If you did not create the selected record, the Delete option will be grayed out. Only the Attendant who created the record or a System Administrator can delete the record.

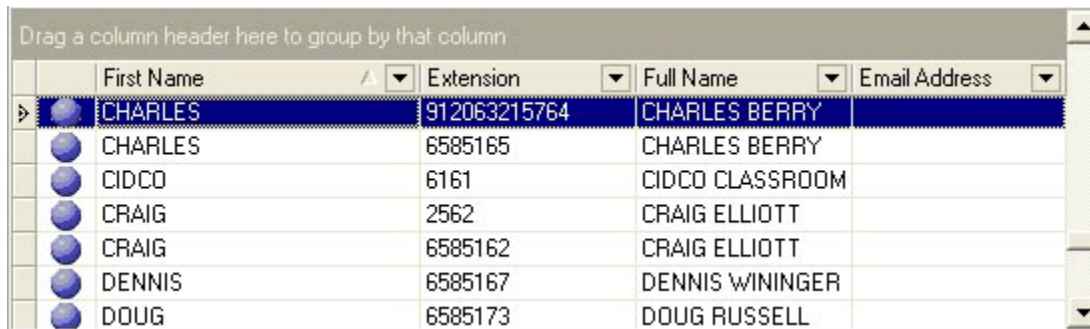
1. Select the Directory record you wish to delete.
2. Do one of the following:
 - Right-click on the Directory and select the 'Delete Directory Record' option
 - Click the 'Delete Directory Record' button  Delete Directory Record
 - Select the 'Delete Directory Record' option on the Directory menu

The record is removed from the Directory.

Customize Directory

To help you quickly get information about an extension, the Directory can be customized as follows:

- Adding/removing columns to the grid
- Rearrange columns in the Directory
- Using Filters in the Directory
- Sorting Directory columns



	First Name	Extension	Full Name	Email Address
>	CHARLES	912063215764	CHARLES BERRY	
	CHARLES	6585165	CHARLES BERRY	
	CIDCO	6161	CIDCO CLASSROOM	
	CRAIG	2562	CRAIG ELLIOTT	
	CRAIG	6585162	CRAIG ELLIOTT	
	DENNIS	6585167	DENNIS WININGER	
	DOUG	6585173	DOUG RUSSELL	

Figure 3-1. EAWS Directory

Adding/removing columns to the grid:

The Directory grid by default shows only some of its fields in the grid. To view the complete record, select the View Directory Record option from the Directory menu. To add an additional field to the grid, select the Lookup By <field name> and select the desired field name from the list.

1. Click on a column header with your cursor and move it to the desired location.

Rearrange columns in the Directory:

1. Click on a column header with your cursor and move it to the desired location.

Using Filters in the Directory

The Directory Filters feature can help you locate a specific record by rearranging the Directory records. The following Filters are available in the Directory:

- Grid Filters - locates the record meeting specific criteria
- Preview - used to look at an entire record at a glance
- Group Panel - used to group records together by a field (e.g. by Department)

To use the Grid Filters:

You can add additional columns to the Directory grid to filter on by clicking on the Lookup By: arrow and selecting the desired column. The column appears in the left-most side of the grid.

1. Click the Filter Arrow in the column header you wish to find a record for to open the filter options and select a filter option from the list:
 - All: (default) - shows all records
 - Custom: opens Custom AutoFilter dialog for that header for you to enter the specific data you are trying to locate a record for

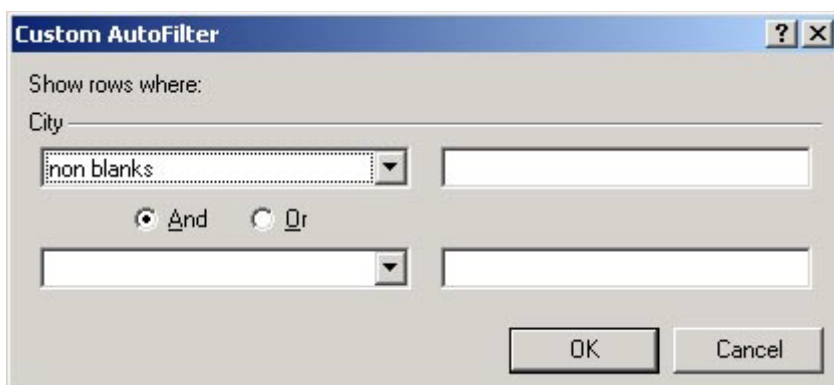



Figure 3-2. Custom Auto Filter dialog






- (Blanks) - shows only records with no entry in the selected header
- (Non Blanks) - shows only records with entries in the selected header
- ...Specific entries... - lists out all unique entries for that header

The grid will re-display with the filter you have selected, which is indicated on the Filter Reminder `[Department = DEPARTMENT 10]` at the bottom of the Directory (a text description of what filter is currently set)

Note To quickly remove the filter, click the Clear Filter icon  to the left of the Filter Reminder at the bottom of the Directory.

Sorting Directory Columns

To sort columns in the Directory:

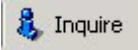
1. Click on a Directory column header to select it. The Sort Arrow  will display to the left of the Filter Arrow  .
2. Click on the Sort Arrow  to toggle it up or down. The listings in the Directory will sort by Ascending  (Up Arrow) or Descending  (Down Arrow) order.

Inquire

The Inquire feature allows you to check the status of an extension without ringing the destination.

To Inquire about an extension's status:

In the Active mode:

1. Press the Inquire key, i.e., F10, or do one of the following:
 - Select the Inquire option on the Tools menu
 - Click the Inquire button 

The Inquire dialog opens. If you were in conversation, the other party is put on hold.

2. Dial the extension you wish to inquire about.
3. Hear the confirmation tone, followed by dial tone.

A dialog opens to display details about the extension:

Lookup a Record

You can quickly select a record by searching for characters that match the characters in the left-most field of the Directory grid.

To quickly look up a record:

1. Do one of the following:
 - Use the drop-down Lookup By: <field name> filter to select a field, then enter characters in the adjacent empty field
 - Drag an existing column in the grid by its column title to the location of the first, then type characters in the adjacent empty field.

The record that most closely matches those characters will display and be selected in the grid.

6585174 - IDLE	
Extension Information	
Status:	IDLE
Name:	J BUTLER
Number:	6585
Class of Service:	12
Message Lamp:	On
Privacy:	Off
Connection Information	
Name:	
Number:	
Forward Information	
Name:	
Number:	
External Number:	2541817

Ok

2. Click OK.
3. Do one of the following:
 - Repeat steps 2 - 4 to display the status of another extension
 - Split key (Ctrl + Right Arrow) - to return to the source party and report the extension status

Dial a Directory Extension

To quickly dial an extension for a record in the Directory:

1. Double-click on the Directory extension or do one of the following:
 - Select the record in the Directory, then click Ctrl + 0 - 9 to dial the corresponding extensions listed in the <User> Phone Numbers' Window
 - Select the record in the Directory and press the Dial key, i.e., Ctrl + Left Arrow
 - Select the record in the Directory and click the Dial Directory button

The entry moves to the Active Call Display and the extension is dialed.

Specific Number Dialing

The following numbers are used with the Ctrl key to quickly dial the referenced number for the selected record:

Ctrl + [key]	type of number dialed
0	the extension
1	cell phone
2	pager
3	work phone
4	home phone
5	voice mail
6	fax
7	Alt Phone 1
8	Alt Phone 2
9	not currently used

Export Directory

The Export feature allows you to save the Directory to a specified file and location. You can then preview or print the file when needed.

To export a file:

1. Click the Absent button and finish up calls.
2. Click the Export option on the Directory menu or do one of the following:
 - Click the Export button
 - Right-click the Directory and select the Export option

The 'Save As' window opens as illustrated in *Figure 3-3. Save As dialog*.

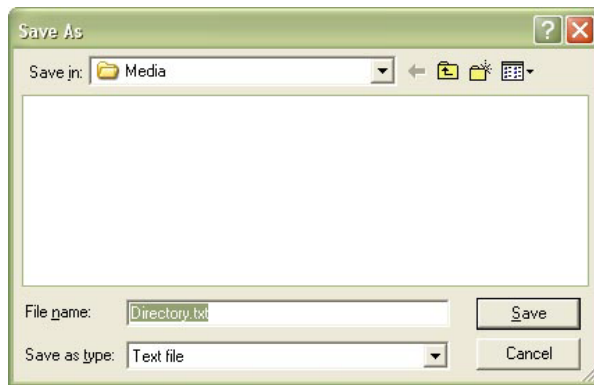


Figure 3-3. Save As dialog

3. Enter a name for the file and browse to the desired directory location, then click OK. The file is saved to the named .txt file.
4. Open the file to preview or print out the Directory, if desired.

Print, Preview Directory

You can easily print or preview the Directory from the Export feature. See the *Export Directory* feature for details.

Toggle Focus

Before using the Directory or Call Queue, you will need to bring it into focus. The exception is when new calls come in. If you have focus on the Directory when a new call comes in, pressing Enter, or Call on the keyboard, automatically toggles the focus to the call Queue and answers the new call.

To Bring the Directory/Call Queue into Focus:

- Click anywhere on the Directory/Call Queue with your mouse
- Press F12 to toggle back and forth from the Call Queue to the Directory
- Click the Toggle Focus button

Update Directory

The first time you log into the Enhanced Attendant Workstation, the Directory is automatically downloaded. Each subsequent time you log into the EAWS, any records that have been added since your last log in will be automatically downloaded. You can periodically manually update the Directory if desired. For example, the System Administrator may request that Attendants update their Directories or you may have been working a long shift and wish to see the most current records without logging out and back into the EAWS.

To update your Directory:

- Select the Directory Download option on the Directory menu

or

- Log out and log back into the EAWS

Clear Directory

The Clear Directory feature (accessed from the Clear Directory tab on the Attendant Workstation Options dialog via the File menu) can only be accessed by users with Admin rights. It is used to clear out the switch, user-entries or both switch and user type entries in the Directory.

If the buttons on the Directory are grayed out, you do not have Admin rights, and will need to see your System Administrator to clear the Directory.

4

Miscellaneous Procedures



This chapter details miscellaneous features of the Enhanced Attendant Workstation, as follows:

- *Alarms*
- *COS*
- *Failure Destination*
- *Hotel*
- *Message Lamp*
- *Options*
- *Reminders*
- *Volume*
- *Wakeup Calls*

Alarms

The Teltronics switch has an alarms feature that lets you know when and where there are active problems in the switch, so you can inform the system administrator. The Enhanced Attendant Workstation gets alarms information upon startup and as new alarms occur.

The alarms on/off icon on the Status Display indicates the status of switch's alarms:

- alarms off  Alarms
- alarms on  Alarms

Note You will need to open the switch's Alarms dialog, as illustrated in *Figure 4-1. Switch Alarms dialog*, to do some of the functions described in this topic.

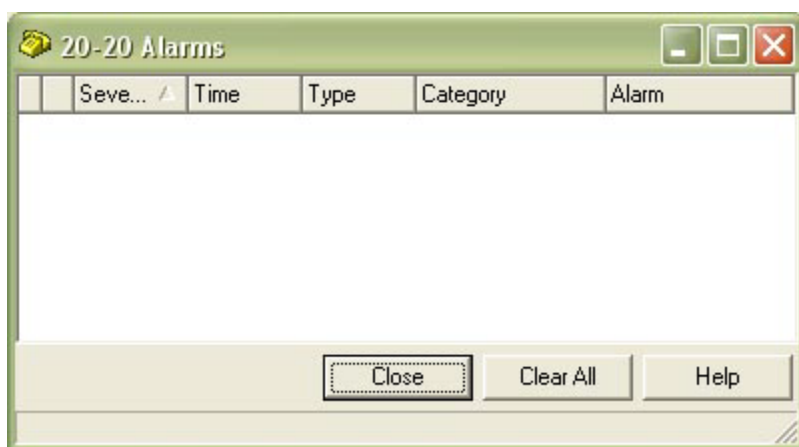
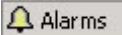


Figure 4-1. Switch Alarms dialog

To open the switch's Alarms dialog:

1. Click the Alarms icon on the Status Bar and select the Alarms option to open the switch's Alarms dialog, or do one of the following:
 - Select the Alarms option on the Tools menu

- Press F4
- Click the Alarms button 

The following functions are available with the Alarms feature:

- New alarms notification
- View current alarm details
- Clear system alarms

New Alarms notification:

When new alarms occur in the switch, the Alarms icon on the Status Bar will change from yellow to red. You can view details about the alarms as described in this topic.

To view current alarm details:

The main window of the switch's Alarms dialog displays the following information about alarms:

- Severity - of alarm (i.e., Major, Minor, Info, Critical)
- Time - time the alarm was triggered
- Type - indicates where the alarm originated
- Category - indicates where the alarm originated for the type specified in the Type column
- Alarm - indicates the actual problem

When an alarm is activated, notify the System Administrator.

To clear all alarms:

To clear all alarms from the Enhanced Attendant Workstation, do one of the following:

- Press the Clear All button on the switch's Alarms dialog
- Click the Alarms icon on the Status Display and select the Clear Alarms option

COS

The Class of Service (COS) feature allows you to change an extension's COS to one of four levels that have been configured in the switch (default and three system-wide COS).

To change COS for an extension:

Note If you are already in conversation, the COS changes automatically without having to enter an extension.

1. Select the desired COS from the Tools menu, i.e., default, Level 1, 2 or 3. The Level X Class of Service dialog opens, as illustrated in *Figure 4-2. Level 2 class of service dialog*.

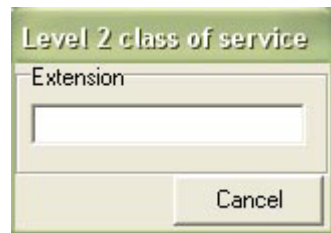


Figure 4-2. Level 2 class of service dialog

2. Enter the extension to assign the COS to on the Extension dialog.

You can view the changed COS for the extension with the Identify (F11) or Inquire (F10) feature keys.

Failure Destination

The failure destination is a number that has been configured by the System Administrator where calls will be sent to when you go into the Absent mode or log out of the Enhanced Attendant Workstation, and no other Attendant is available to redirect the calls to.

Hotel



For help using the Hotel feature, see the *Hotel section* on page 2-19.

Message Lamp

You can turn on/off any station's Message Lamp as needed. For example, you may take a message for a user and turn their Message Lamp on to let them know to call you to get the message. In another scenario, a station's Message Lamp may get stuck on, and the individual could call you and request that you turn it off for them, in lieu of trying to reach a busy System Administrator.

To toggle the Message Lamp:

In the Active mode:

1. Press the Msg Lamp On key, i.e., F8, or the Msg Lamp Off key, i.e., Ctrl + F8, or do one of the following:
2. Select the Message Lamp option on the Tools menu and select the Msg Lamp: On/Off option
3. Click the Msg Lamp: On  Msg Lamp: On /Msg Lamp: Off  Msg Lamp: Off button
4. Hear the confirmation tone, followed by dial tone. The Message Lamp On/Message Lamp Off dialog opens.
5. Dial the extension for which you wish to turn on/off the Message Lamp for (0-9, /, *).

or

While in conversation:

1. Click the Msg Lamp: On/Off button.

The Message Lamp for the specified station turns on/off for the specified or current extension.

Options

The Enhanced Attendant Workstation Options dialog allows you to customize and configure miscellaneous features and options of the Enhanced Attendant Workstation.

To open the EAWS Options dialog:

1. Click on the Options item on the Attendant menu or do the following:
 - Click the Options button 

The Attendant Workstation Options dialog opens as illustrated in *Figure 4-3. AW Options dialog - Attendant Settings tab*.

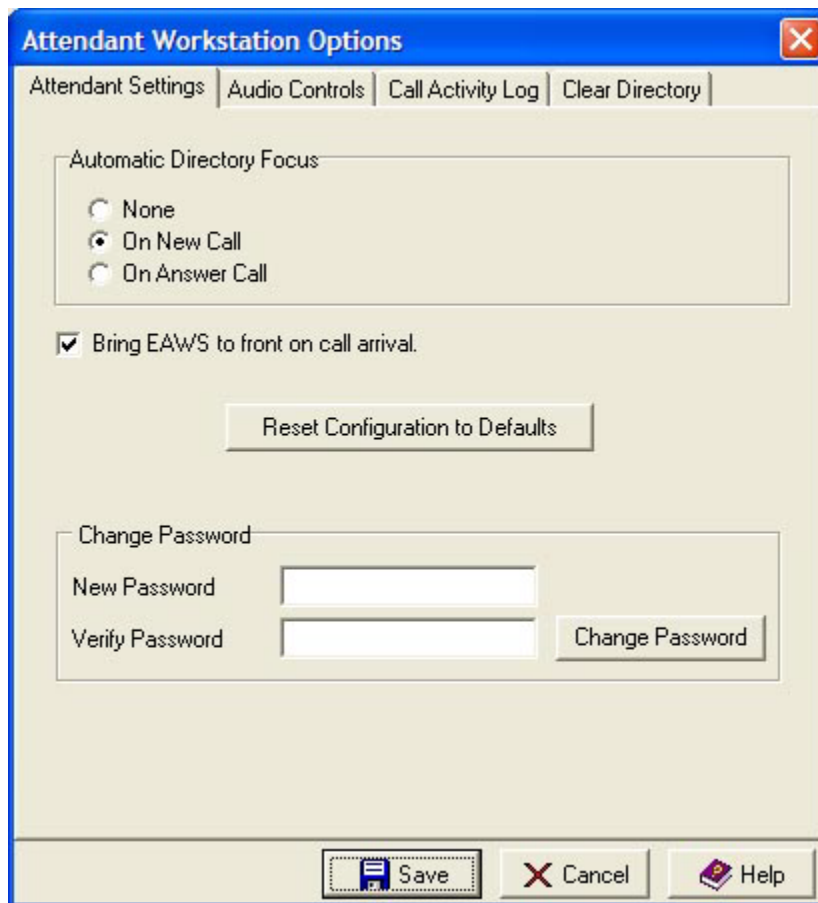


Figure 4-3. AW Options dialog - Attendant Settings tab

To configure the Attendant Settings tab:

1. Select the Attendant Settings tab.
2. *Automatic Directory Focus:* the Directory takes focus as described by the selected option:

- none
 - on new call
 - on answer call
3. *Bring EAWS to front on new call arrival:* will pop open the EAWS in front of any other open applications when a new call comes in
 4. *Reset Configuration to Defaults:* a button that changes all settings to the default configuration. For example, you might want to clear out the list of previous dialed numbers, or the position and size of all the forms, etc.
 5. *Change Password:* You can change your Login Password by entering a new Password in the 'New Password' field and again in the 'Verify Password' field, then clicking the Change Password button.
 6. Click Save.

To configure the Audio Controls tab:

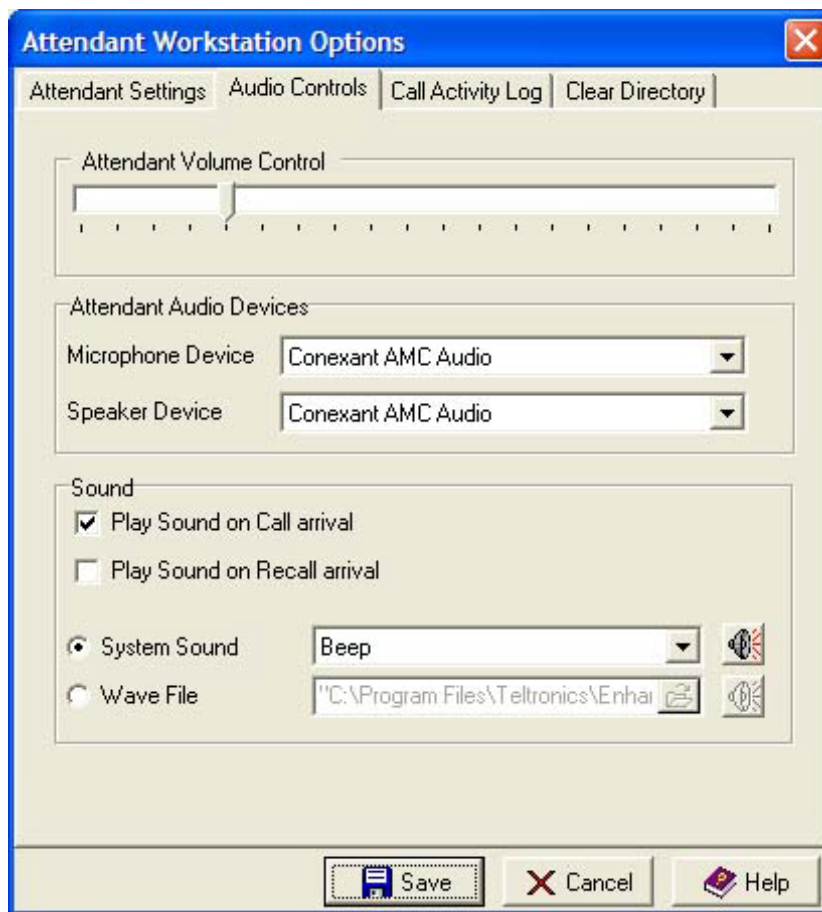


Figure 4-4. AW Options dialog - Audio Controls tab

1. Select the Audio Controls tab, to display *Figure 4-4. AW Options dialog - Audio Controls tab*.
2. Slide the volume to the desired level for the Attendant headset or speakers.

3. Select the desired phone audio device for the headset microphone and PC speakers from the lists.
4. Enter a checkmark in the 'Play Sound on Call arrival' checkbox if you wish to be notified every time a new call arrives.
5. Enter a checkmark in the 'Play Sound on Recall arrival' checkbox if you wish to be notified every time a recalled call arrives.
6. If a checkmark is in the previous field, select the radio button of the type of sound you wish to hear played:
 - system beep - select a system sound from the drop-down field
 - wav file - browse to the location of the desired wav file

Note Wav files selected will play continuously until the call is answered or terminated. Wav files that emulate the rings on the ClearCom and CIP210 phones, i.e., single_ring.wav, double_ring.wav, triple_ring.wav, can be selected. They are installed by default at the following location: c:\Program Files\Teltronics\Enhanced Attendant Workstation.

7. Click Save.

To configure the Call Activity Log tab:

The Call Activity Log is used by Teltronics Technical Support to assist in troubleshooting problems in the EAWS.

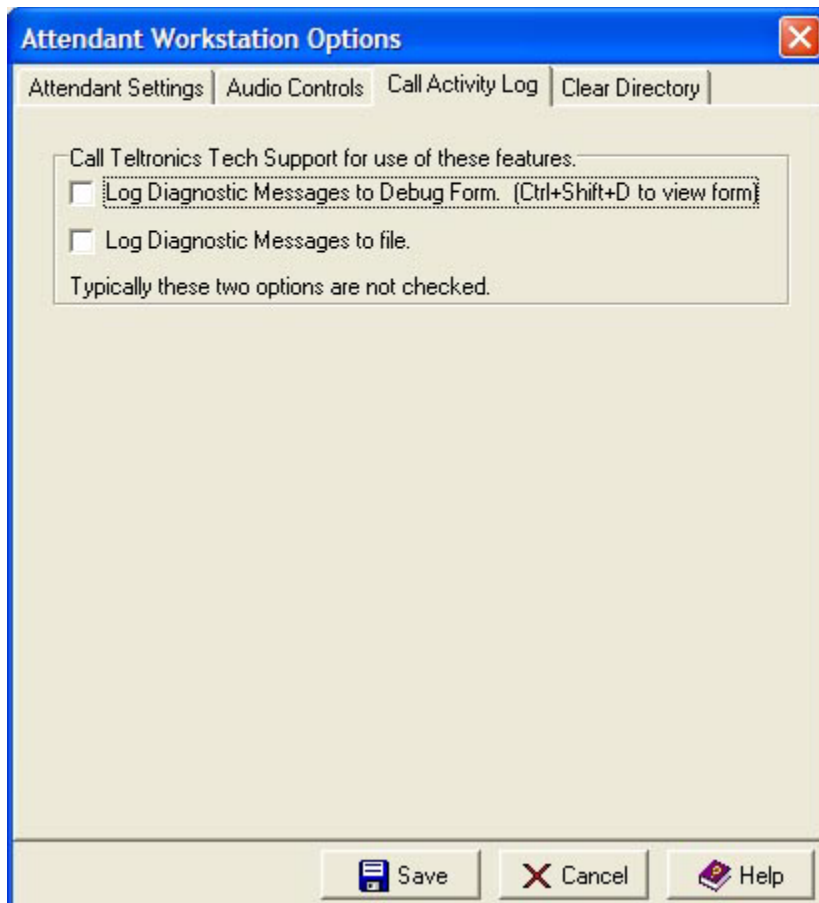


Figure 4-5. AW Options dialog - Call Activity Log tab

1. Select the Call Activity Log tab, to display the *Figure 4-5. AW Options dialog - Call Activity Log tab*.

2. Leave the two checkboxes unchecked unless directed to do otherwise by Teltronics Technical Support.

To configure the Clear Directory tab:

The Clear Directory tab can only be used by users with Admin rights. It is used to clear out the switch, user-entries or both switch and user type entries in the Directory. If the buttons on the Directory are grayed out, you do not have Admin rights, and will need to

see your System Administrator to clear the Directory.

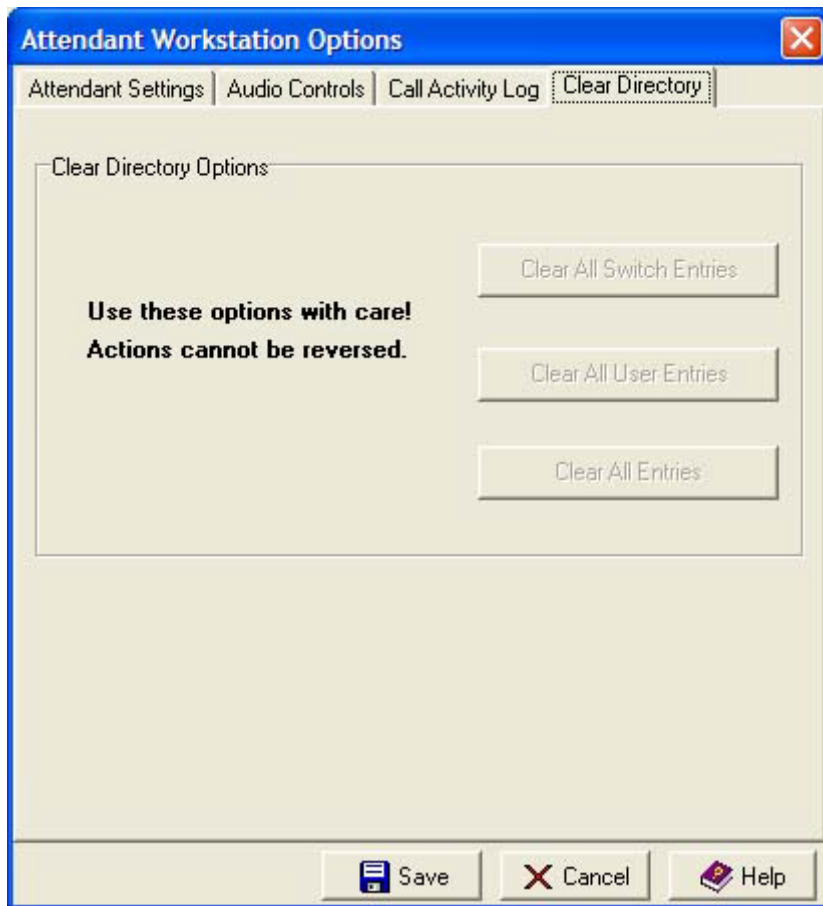


Figure 4-6. AW Options dialog - Clear Directory tab

Reminders

The Reminder feature allows you to add, cancel and view reminder calls for an extension or unanswered reminder calls for all extensions.

Note Teltronics uses the term 'Reminders' in the EAWS application, which is synonymous with the term 'Wakeup Calls' which is what is used in the Hotel industry.

To set up a time reminder call:

1. Select the Reminder option on the Tools menu, and select the Add Reminder option to open the Set Reminder dialog, as illustrated in *Figure 4-7. Set Reminder dialog*.

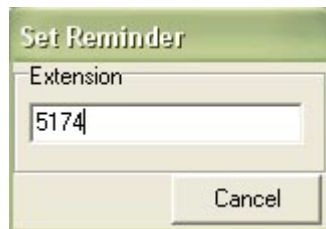


Figure 4-7. Set Reminder dialog

2. Hear dial tone.
3. Enter the extension to set the reminder for in the Extension field. Note that if you are already in conversation with the extension, you will not be prompted for the extension.

The Select Reminder Time dialog opens as illustrated in *Figure 4-8. Select Reminder Time dialog*.

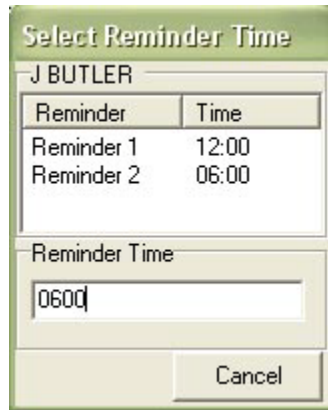


Figure 4-8. Select Reminder Time dialog

4. Hear dial tone.
5. Enter the time (24-hour format) in the Reminder Time field. Use a leading 0 if applicable, e.g., 0600 = 6:00 A.M.

The Show Reminder Times dialog appears with a list of all reminders set for the extension, as illustrated in *Figure 4-9. Show Reminder Times dialog.*



Figure 4-9. Show Reminder Times dialog

To cancel a time reminder:

1. Select the Reminder option on the Tools menu, and then the Delete Reminder option to open the Cancel Reminder dialog, as illustrated in *Figure 4-10. Cancel Reminder dialog*.

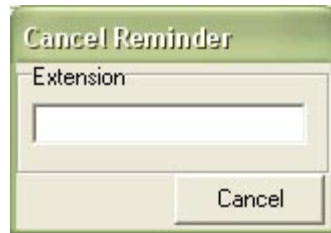


Figure 4-10. Cancel Reminder dialog

2. Hear dialtone.
3. Enter the extension to cancel a reminder for in the Extension field. The Select Reminder Time dialog opens as illustrated in *Figure 4-11. Select Reminder Time dialog*.

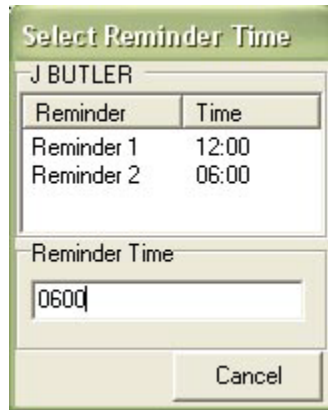


Figure 4-11. Select Reminder Time dialog

4. Enter the time (24-hour format) to delete in the Reminder Time field, from the reminders displayed in the list, of the reminder to cancel. Use a leading 0 if applicable, e.g., 0600 = 6:00 A.M.

The Show Reminder Times dialog displays with the reminder removed, as illustrated in *Figure 4-12. Show Reminder Times dialog*.



Figure 4-12. Show Reminder Times dialog

To cancel all reminders:

1. Select the Reminder option on the Tools menu, then the Delete All Reminders option to open the Cancel All Reminders dialog, as illustrated in *Figure 4-13. Cancel All Reminders dialog*.

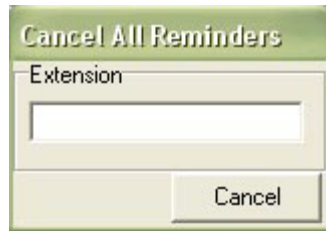


Figure 4-13. Cancel All Reminders dialog

2. Hear dialtone.
3. Enter an extension in the Extension field to cancel all reminders for.

The Show Reminder Times dialog displays with the message 'No Reminders', as illustrated in *Figure 4-14. Show Reminder Times dialog*.



Figure 4-14. Show Reminder Times dialog

To view reminders for an extension:

1. Select the Reminder option on the Tools menu, then the View Reminders option to open the Show Reminders dialog, as illustrated in *Figure 4-15. Show Reminders dialog*.



Figure 4-15. Show Reminders dialog

2. Hear dialtone.
3. Enter an extension in the Extension field to view all reminders for.

The Show Reminder Times dialog displays with a list of reminders set for the extension, as illustrated in *Figure 4-16. Show Reminder Times dialog*.



Figure 4-16. Show Reminder Times dialog

To view all unanswered reminders:

If a reminder that has been set, rings but goes unanswered, as long as an attendant is logged in, the Unanswered Reminders field's icon on the EAWS Status Bar changes from blue to red on attendants' Status Bars.

To view a list of all reminders that have gone unanswered:

1. Select the View Unanswered Reminders option on the Tools menu, to open the Unanswered Reminders dialog, as illustrated in *Figure 4-17. Unanswered Reminders dialog*.



Figure 4-17. Unanswered Reminders dialog

2. Click OK. The dialog closes and the Status Bar Unanswered Reminders icon refreshes from red to blue on all attendants' EAWS Status Bars

Volume

Whether you are using the PC speakers or a headset (microphone) in the EAWS, you can change its volume as follows:

To change the volume level:

1. Select Options on the Attendant menu.
2. Select the Audio Controls tab to access the volume controls, as illustrated in *Figure 4-18. Audio Controls*.

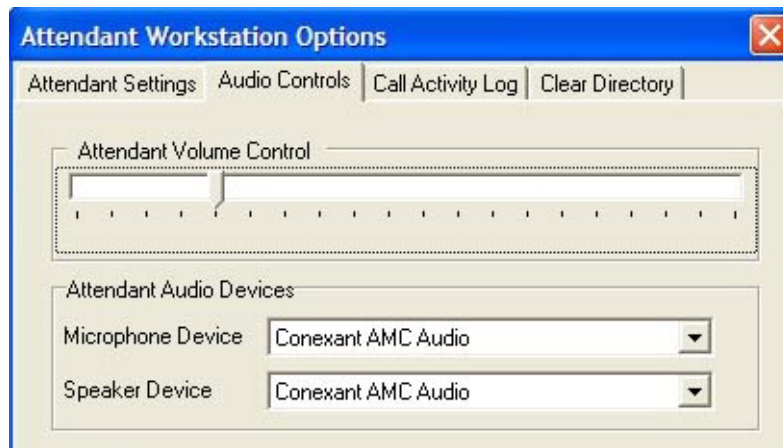


Figure 4-18. Audio Controls

3. Slide the volume to the desired level for the Attendant headset or PC speakers.
4. Make sure the appropriate audio devices appear in the Microphone Device and Speaker Device drop-down fields.
5. Click Save.

Note You can test the volume level by entering a checkmark in the Play Sound on Call Arrival checkbox, then clicking the Volume icon to the right of the System Sound or wav file fields.

Wakeup Calls

Teltronics uses the term 'Reminders' in the EAWS application, which is synonymous with Wakeup Calls in the Hotel industry. For details on using Wakeup Calls (Reminders) see the *Reminders* topic.



Keyboard Shortcuts

The following list of Keyboard Shortcuts is available from the EAWS:

Appendix A

Keyboard Shortcut	Function
Dash (-) (Numeric Keypad)	Page
Plus Sign (+) (Numeric Keypad)	Recall
Enter (Numeric Keypad)	Call
Period (.) (Numeric Keypad with numlock on)	Release
Ctrl + Delete	Serial
Ctrl + End	Connect
Ctrl + Page Down	Select
Page Down	Moves down 6 records at a time in Directory
Page Up	Moves up 6 records at a time in Directory
<ul style="list-style-type: none"> • Ctrl + Up Arrow • Up Arrow 	<ul style="list-style-type: none"> • Call Queue - Cancel • Directory - moves up 1 row
<ul style="list-style-type: none"> • Ctrl + Down Arrow • Down Arrow 	<ul style="list-style-type: none"> • Call Queue - Call Back • Directory - moves down 1 row
<ul style="list-style-type: none"> • Ctrl + Left Arrow • Left Arrow 	<ul style="list-style-type: none"> • Call Queue - Dial • Directory - moves 1 char left
<ul style="list-style-type: none"> • Ctrl + Right Arrow • Right Arrow 	<ul style="list-style-type: none"> • Call Queue - Split • Directory - moves 1 char right
<ul style="list-style-type: none"> • F1 • Ctrl + F1 	<ul style="list-style-type: none"> • online help • Keyboard Layouts map
<ul style="list-style-type: none"> • F2 • Ctrl + F2 	<ul style="list-style-type: none"> • Conf • Barge
F3	Absent
F4	Alarm
F5	Flash
F6	not used
<ul style="list-style-type: none"> • F7 • Ctrl + F7 	<ul style="list-style-type: none"> • Privacy On • Privacy Off
F8	Message Lamp On
Ctrl + F8	Message Lamp Off
F9	Voice Mail
F10	Inquire
F11	Identify Busy
F12	Toggle Focus
Ctrl + (0-9)	dials Directory Phone entries (0-9)
Ctrl + DTMF Keypad 0 - 9, / for #, and *	DTMF digits
Ctrl + M	toggle Mute on/off
Ctrl + S	opens the Speed Dial List dialog
Alt + (0-9)	dials Speed Dial entries (0-9)

B

Keyboard Layout Map

This appendix shows a graphical map of the EAWS keyboard and each keyboard shortcuts function. See the online help (Ctrl + F1) to use the links on this keyboard layout to jump to description of keys and a quick description of how to use the most common features.

Keyboard Layout

Escape	F1 Help Keys	F2 Conf. Barge	F3 Absent	F4 Alarm	F5 Flash	F6	F7 M. On	F8 P. On	F9 Voice Mail	F10 Inquire	F11 Identify	F12 Toggle Focus	Print Screen	Scroll Lock	Pause Break
--------	--------------------	----------------------	--------------	-------------	-------------	----	----------------	----------------	---------------------	----------------	-----------------	------------------------	-----------------	----------------	----------------

~	1 D.D. S.D.	2 D.D. S.D.	3 D.D. S.D.	4 D.D. S.D.	5 D.D. S.D.	6 D.D. S.D.	7 D.D. S.D.	8 D.D. S.D.	9 D.D. S.D.	0 D.D. S.D.	- =	+ =	Back Space
Tab	Q	W	E	R	T	Y	U	I	O Options	P	{ [}]	 \
Caps Lock	A	S S.D.L.	D	F	G	H	J	K	L Logout	: ;	" '	Enter Call Execute	
Shift	Z	X	C	V	B	N	M Mute	> ,	< .	? /	Shift		
Ctrl	Win	Alt	Space				Alt	Win	Menu	Ctrl			

Insert	Home	Pg Up
Delete Serial	End Connect	Pg Dn Select
? Cancel		
? Dial	? Callback	? Split

Num Lock	/ # DTMF	* - DTMF	- Page
7 Z DTMF	8 8 DTMF	9 9 DTMF	+ Recall
4 4 DTMF	5 5 DTMF	6 6 DTMF	
1 1 DTMF	2 2 DTMF	3 3 DTMF	Enter Call Execute
0 0 DTMF	.Release		

Key for red options
 Ctrl+Key for green options
 Alt+Key for blue options

Conf. = Conference
 M. = Message Lamp
 P. = Privacy

D.D. = Directory Dialing
 S.D. = Speed Dialing
 S.D.L. = Speed Dial List

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EAWS User Guide

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Part Number 610-0000-0801 Rev B