



## ezAttendant

A More Efficient Way to Process Calls

### Advanced Features

#### PC Requirements

Pentium III CPU, 800 MHz  
256 MB of RAM  
100 MB of HDD storage  
Windows 2000 or Windows XP Professional  
High-resolution monitor  
10/100 Base-T Network Interface Card  
CD-ROM drive  
Keyboard  
Mouse

#### System Requirements

Software Version:  
The Telenium<sup>®</sup> Call Processor (MFIM or MFIME) must be running software version 3.0Cx or later

#### LAN access:

The PC running ezAttendant should be located in the same Local Area Network (LAN) as the attendant station to which it is linked.

#### IP Address:

The Telenium<sup>®</sup> must have a fixed (static) IP address. For security purposes, a private IP address is recommended. The ez-Attendant PC will support static or dynamic IP addressing.

The Telenium ezAttendant provides the busy operator with a more efficient way to process calls utilizing the advanced capabilities and features on the system. This centralized form of unified communications provides an excellent way to increase productivity and efficiency, not to mention improved customer satisfaction. The ability to monitor and answer calls for several different networked locations is an added benefit of the ezAttendant.

With a simple point and click, you can recognize a wealth of benefits available on the ezAttendant.

### Features and benefits

#### Presence & Availability Management

Visual CO Line status display

Hot Key control: Answer, forward, park, mute, redial and more from your PC keyboard

Hot key map is customizable to suit your needs

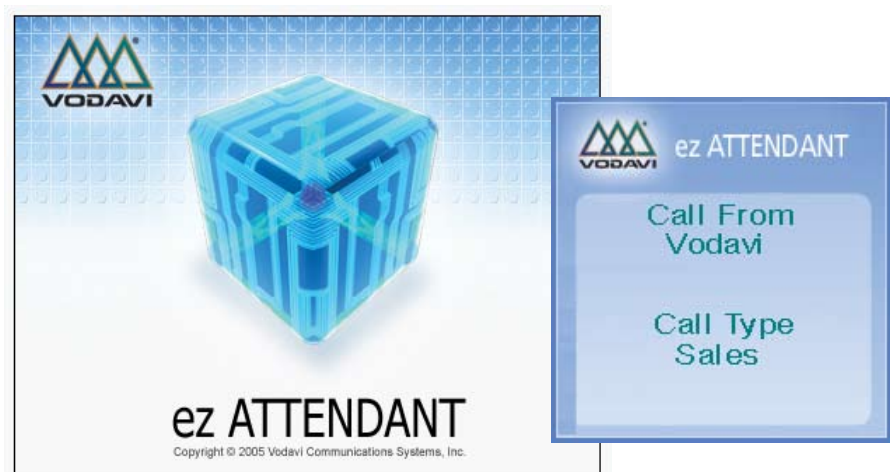
Modify system speed dials

System log view-all calls into /from system

Station List details--see which phones are forwarded and where

ezAttendant can be used to perform the following tasks:

- Set up flex buttons for stations in the system
- Program keyboard Hot Keys for frequently-used functions
- Assign station names
- Set up system speed dial database
- Manage inbound call flow with keyboard hot keys
- Initiate and forward calls based on system directory or Outlook contacts list
- Copy a phone number from a document and paste it into ezAttendant to dial it
- Import /export with Access, Excel, ACT!, GoldMine, Outlook





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### FAQs

**Q. Is ezAttendant for all Vodavi phone systems?**

A. No, ezAttendant works only with Telenium<sup>IP</sup> systems.

**Q. what version of Telenium<sup>IP</sup> do I need to have?**

A. At least version 3.0Cx on the call processor

**Q. How is the program licensed?**

A. Access to the program is controlled via a software unlock code. When ordering ezAttendant for an existing installed system, give the sixteen-digit internal serial number to your Vodavi sales representative. Your unlock code will be shipped to you along with the application CD. This is the same as the licensing mechanism for the NomadSP/VP software phones.

**Q. How many ezAttendant consoles can be used on a single system?**

A. The same as the maximum number of attendant phones, so our 96-port (MFIM) systems can have four, and the 300-port (MFIME) systems can have five ezAttendants each.

**Q. Is ezAttendant licensed by seat used?**

A. No, it is licensed on the call processor for the entire site. This means you can set up more than one ezAttendant without buying additional copies of the application.

**Q. Is a serial CTI adapter needed for the attendant's PC?**

A. No, ezAttendant uses the Local Area Network (LAN) to communicate with the system, just like Telenium<sup>IP</sup> phones.

