

MITEL

Emergency Response Adviser

Unacknowledged call

Flashing new call indicator

Type of call

List of recent calls

Status bar

Event Date	Event	CESID	Directory	Name	Site	Locatic	Acknowl	Remote	Acknowledg	Comment
28/Sep/2004 02:	911 - Emerger	7105999	517105	Bob Brown	350 L	4th Flo				
24/Sep/2004 05:	911 - Emerger	7107999	517107	John Smith	350 L	2nd Fl	a	PCE00000126	27/Sep/2004	
24/Sep/2004 05:	911 - Emerger	7105999	517105	Bob Brown	350 L	4th Flo	a	PCE00000126	27/Sep/2004	
24/Sep/2004 05:	911 - Emerger	7104999	517104	Jane McDonald	350L	3rd Flo	a	PCE00000126	24/Sep/2004	
24/Sep/2004 05:	911 - Emerger	7104999	517104	All Green	350L	4th Flo	a	PCE00000126	24/Sep/2004	
24/Sep/2004 05:	911 - Emerger	7101000	517101	Mark Miller	350L	2nd Flo	s	PCE00000126	24/Sep/2004	

NOTE: For information on how to customize your terminal, refer to the online help.

Recognizing an Emergency Call

All new emergency calls appear in the most recent call history window. If your terminal is configured to show alerts, then new unacknowledged calls flash a “New Call Detected” message at the top of the screen, and may play an alarm sound. You will be expected to acknowledge that you have seen the new call.

NOTE: You can minimize the ER Adviser monitoring screen, and if Alerts are enabled, it will popup whenever a new call is detected. If Alerts are disabled, there will be no visual or audible indication of the new call.

Acknowledging an Emergency Call

When a call is acknowledged from one remote terminal, all connected terminals, including the main terminal, are updated.

Each terminal’s most recent call list displays the username of the person who acknowledged the call, as well as the host name of the remote terminal.

Acknowledging a call removes the call record from the acknowledgement queue on all connected terminals.

To acknowledge a call:

- Press the **Enter** key
- or
- Click on the call in the **Most Recent Call History** list.

To acknowledge all call records in the queue at once:

- Press the **Shift + Enter** keys together.

This removes the call record from the queue, stops the flashing message, and stops any alarm sound. Once a call has been acknowledged, the next call record in the queue (if any) is displayed in the Caller Information area.

