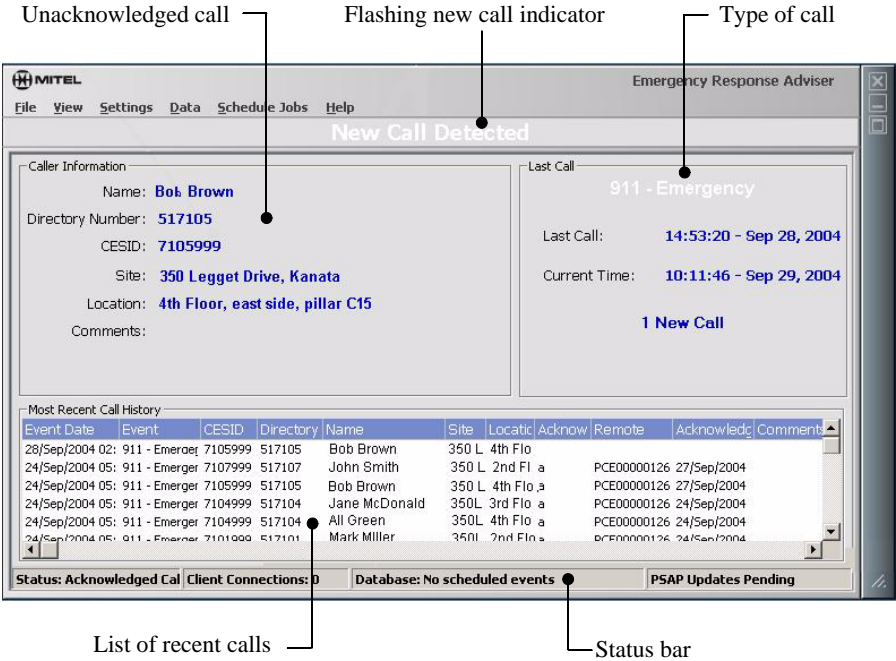


Mitel

# Emergency Response Adviser



**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. Likewise when Silent Monitoring is enabled.

### 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
- Double-click on the call in the **Most Recent Call History** list.

#### To acknowledge multiple calls at once:

- Select the calls using any of the following methods:
  - Hold down the **Ctrl** key, and then click on the calls
  - Click on a call, and then hold down the **Shift** key and click on another to select all calls in between.
- Right-click, and then choose **Acknowledge** to acknowledge calls.
- To acknowledge all the calls, press **Shift** and **F11** keys together.

#### To acknowledge all call records in the queue at once:

- Press the **Shift** and **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.

