

Millennium[®] Navigator

The Millennium Navigator is a Powerful Hardware and Software-based Answering and Messaging Package Designed for the Millennium Digital Communications Platform and offering:

- A cost-effective attendant console solution for shared tenant/executive suite applications, general business applications, medical care facilities and educational institutions.
- Appropriate answer phrases, real-time status of individuals, associated company directories and limitless miscellaneous information is presented to the attendant.
- The ability to take messages for unavailable parties and dial digital pagers displaying preprogrammed callback numbers.
- A Windows 95/98/2000/NT application.
- Quick access to system features with the 137 key custom keyboard.
- Integration with a Millennium 30-button telephone with Data Adapter.
- Multiple consoles can be networked together (up to five positions) so that database information is common to all operator positions.
- A Windows platform that enables operator multi-tasking by switching between the Navigator program and other applications with a single keystroke or mouse click.



Navigator Main Answering Screen.



Millennium Navigator Key Features

Main Answering Screen: Most call activity takes place on this screen where nearly all of the Millennium Navigator functions can be used by pressing a feature button or using a shortcut key on the custom keyboard or by clicking the appropriate button on the screen.

Display Panel: This panel provides information regarding incoming calls, recalls, and calls placed on hold at the Millennium Navigator. Using a total of nine loop keys, each line displays:

- the status of the call
- a timer that tracks the call status
- the calling name, the calling number, and the called number

The attendant can press each loop key individually using the screen or the keyboard, or use the Answer/Next button to answer the next call in queue.

BEMs: Four Button Expansion Modules (BEMs) can be viewed simultaneously on the Millennium Navigator display. The BEMs provide the status of extensions on the system based on color and the graphical interface enables the attendant to quickly determine the status of an extension.

Answer Phrase Field: Different calls may require different greetings, especially in multi-tenant applications where every call requires a different greeting. The Millennium Navigator can prompt the attendant with the appropriate answer phrase based on the DNIS/DID information received for each call.

Locator Feature: The ability to locate employees is essential to a console operator. This feature allows employees to be checked in or out of the office and displays information regarding their whereabouts.

User Database Notes: Millennium Navigator can create notes to remind the attendant of items particular to each system user. Typical notes may be: "Screen all of Mike Brown's calls" or "Kim Smith's hours are from 10 a.m. to 7 p.m. – before 10 a.m., send all calls to voice mail." Database notes may also be used to record cellular, pager, and other telephone numbers related to each user.

Directory: The directory provides the attendant with a listing of all station users and can assist in both placing and transferring calls to a station user. Directory information can be accessed by entering single or multiple characters in order to find the name, extension, company or department of the desired party.

Directory Search by Associated Department or Company: When a call arrives at the Millennium Navigator with identification information that corresponds to a system user, a directory search is made and the user is automatically displayed in the directory. With this information, the attendant can intelligently direct the caller to the appropriate individual in the company or specific department.

Directory Search for ANI/CLID: This feature enables the Millennium Navigator to display the appropriate calling party information automatically based on stored system database information.

Messaging: The Message feature provides an easy method of taking messages for dialed parties that can be as simple or as complex as necessary. The Main Answering Screen features both a "Take Message" button and a "Retrieve Message" button, which are color coded to indicate whether the party associated with that button has pending messages. The Millennium Navigator can be configured to illuminate a user's message lamp as soon as a message is taken for that user.

Rates: The Rates feature is important in multi-tenant applications where tenants are charged for attendant operator services. Various rate plans may be included in the rates database to establish service levels that are included in a base service plan, the price for that service, and a price for each additional service provided above the base number. The Millennium Navigator will track a user's changes and provide a billing report for each user at the end of the reporting period.

Speed Dial: This option allows the attendant to store up to 24 frequently dialed telephone numbers for quick recall and dialing.

Emergency Procedures: This feature is used in high security or high liability applications where the attendant console operator needs immediate instructions for dealing with emergencies or is required to follow a specific emergency procedure.

Millennium Navigator System Configuration Requirements:

Computer: Pentium 166 or faster computer; 32 MB RAM memory; Hard disk drive with at least 10 MB of free space after Windows™ and any other applications or utility software packages are installed; Color Super VGA monitor and video card (17" monitor recommended); CD ROM drive; Windows 2000™, Windows NT™ Service Pack 4 or Windows 98™ installed and running; Windows™ compatible bus mouse; 28.8 Kbps modem; Serial COM port for the Data Adapter; Parallel printer port for the security key and/ or printer; RS-232 cable for the connection between the Data Adapter and PC (PC items supplied by customer).

Millennium Items: Millennium 30-button digital telephone with a 4 x 40 display; Data Adapter; One available port on the Digital Line Card or 2-Wire Digital Station Card; Millennium Software Release V1.08-008 or later.

Optional Items: Parallel printer; attendant headset; network installed and running for multiple console systems (Windows 98™, Windows 2000™, or Windows NT™ Service Pack 4).

Supplied with Millennium Navigator: Millennium Navigator software; security key; custom 137 key computer keyboard; Navigator Installation and User Manual; Navigator attendant training materials.



eOn™
communications

4105 Royal Drive NW
Kennesaw, GA 30144
800-955-5321

www.eoncommunications.com