

# THE EXECUTONE EDGE

Spring, 1998

a publication of Executone of East Tennessee

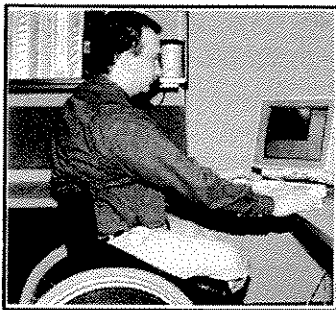
Volume 7

Knoxville: (423) 588-5723 Kingsport: (423) 246-4716 Toll Free: (800)

## Unified Messaging at Amputee Coalition

by Lisa Jarrell and Beth Helms

Founded in 1989, the Amputee Coalition of America (ACA) is a national, non-profit, amputee educational organization that represents over 1,000,000 Americans who are missing one or more limbs. The ACA includes individual amputees, their family members, education and support groups, and professionals. The ACA is based upon the strong conviction that education enables people with missing limbs to participate knowledgeably in the decisions that affect their lives and thereby improves their outcomes. The mission of the ACA is to empower amputees through education and outreach.



In a cooperative effort with the Centers for Disease Control and Prevention, the ACA recently opened a National Limb Loss Information Center (NLLIC). The ACA needed state of the art communica-

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## Spring Forward!

Daylight savings time begins April 5th. Listed below are instructions on how to change the time on your telephone system:

### **IDS System** with Operator Terminal

1. From the Operator Terminal, press *CTRL* key and "C" key simultaneously.
2. The cursor should be in the time field on the lower right hand corner of the screen.
3. Enter the new time in military format.
4. Press the ESC key.

### **Encore CX** with Display Telephones (The part number on the bottom of the phone will begin with 299)

1. From the main telephone, dial 299 without lifting the handset.
2. The display should read date and time.

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# Spring Forward

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3. Enter the date and time. All entries are 2-digit. YYMMDDHHMNSS

Year	YY
Month	MM
Day	DD
Hour	HH
Minute	MN
Second	SS

EX. For October 27, 1997 at 1:45 PM  
Enter 971027134500

**Encore** System with Display Telephones  
(The part number on the bottom of the phone will begin with 251)

1. From the main telephone, lift the handset and hear intercom dialtone.
2. Depress *F* key.
3. Dial 0.
4. Enter the time in military format.
5. Depress the *Flash* key.

[www.executone.com](http://www.executone.com)

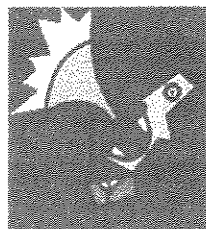
## Entire IDS Line Now CT Enabled

With the addition of TAPI and Caller ID to the IDS 42 and IDS 84 systems, Executone's entire IDS product line is now computer telephony enabled. Bringing the power of call control to the desktop via the 42 and 84 lets users on any IDS system access a multitude of productivity-enhancing applications currently available, including ACT!<sup>®</sup> and Day-Timer Organizer<sup>®</sup>.

If you would like more information on computer telephony, call our Sales Department at (423) 588-5723 or toll free

**2** at (800) 621-8455 and press 4.

## Important Information from Executone



The Executone **Encore** CX telephone system has been a great success for Executone Information Systems, Inc. When it was developed in the mid 80's, many in the industry considered it the best electronic analog system designed. Thousands of businesses across the country depend on the Encore CX to support their telecommunications needs.

More recently, Executone Information Systems Inc. has turned their development dollars to newer digital technology and has created a new communication platform that has become the foundation for their current and premier business telephone systems product line. It is known as the Executone Integrated Digital System (IDS).

Executone Information Systems, Inc. has released a notice of manufacturing discontinuance of the Encore CX product line. They have also advised us of a significant increase in price (15%) for remaining new inventory. However, there is also less expensive refurbished equipment available to support the system in the customer base.

If you are a user of the Encore CX telephone system and would consider refurbished equipment to help control the cost of maintaining your system, please mention this to your Customer Service Representative when you call.

With all the advantages new technology can offer your business today, this may be a good time to look at upgrading your existing system. If you are interested, just call (423) 588-5723 or toll free at (800) 621-8455, press 4 and ask to speak to your sales representative. For moves, adds or changes, dial the same number and press 5.

# Amputee Coalition

(Continued from page 1)

tions to be able to handle hundreds of calls with a small staff.

Sonya Cole, Sales Representative with Executone of East Tennessee, Inc., developed a comprehensive communications solution based on their needs. This package included:

- Integrated Digital System 108
- Unified Messaging
- TAPI telephones
- Screen Pop with PimLink software
- Automatic Call Distribution
- TABS Call Accounting
- Fax on Demand

This integrated solution of hardware and software allows the ACA to manage their calls. ACA's computers are integrated with their TAPI telephones. In-bound calls to the Center's 800 number utilize **Caller ID** to **Screen Pop** the client's database information. Relevant Solutions' **PimLink** software allows any telephone

"I have never regretted my decision because of Executone's and Doug Roberts' responsiveness in addressing our needs."

number to produce a match to the client database and provides

mouse-driven call control. **Unified Messaging** provides a consolidated solution to viewing and listening to all faxes, voice-mail and e-mail messages via their desktop computers.

ACA's **Fax on Demand** library allows clients to call in and have specific information faxed to them. **Automatic Call Distribution** allows a small staff to answer a large volume of calls. Since ACA receives government funding, they must be able to quantify their calls. **TABS Call Accounting** reports help them do this.

We interviewed Bill Severance, Operations Director of the ACA. When asked

(cont.)

why they chose Executone, Bill responded with several reasons:

1. Local company support and service
2. Expansion capability for future growth
3. Prices were more competitive than the other bidders.

Bill stated, "I have never regretted my decision because of Executone's and Doug Roberts' responsiveness in addressing our needs."

The ACA is not utilizing all of this technology while the call center is still in its infancy. Bill stated, "This is a huge amount of technology, and Doug Roberts (Executone Systems Engineer) has had the patience and forethought to teach us how to use it at our pace."

The ACA anticipates that the NLLIC will receive as many as 200 calls each day once they saturate the market. Bill feels that the integrated, sophisticated technology of their Executone system will guide them into their future. We plan to check on Bill and the ACA in a year and see how they've grown into their Executone telecommunications system.

**For assistance or information on the ACA, call the Center at 1-888-AMP-KNOW.**

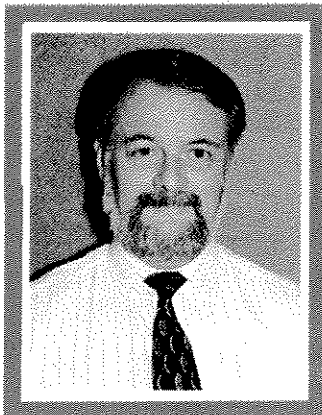


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## Executone's Sales- person of the Year



Rick Lindsey  
Healthcare Communications

Rick Lindsey joined EXECUTONE OF EAST TENNESSEE in October of 1992. He began his career with the Executone family in 1986 as a member of the corporate technical field support organization for healthcare systems. In this role, he provided troubleshooting and design support for Executone offices and customers worldwide. He later became manager of this group.

Rick has also held the position of Operations Manager for the Executone office in Charleston, South Carolina.

Since he joined our sales team, he has achieved his sales objective while providing excellent customer support. Most recently, he was awarded Sales Person of the Year for 1997.

His past experiences combined with his recent achievements make Rick a very valuable contributor to our organization. Please join us in celebrating Rick's ongoing success.