

SCREENWAIR

SOFTWARE FOR TS612 ON-AIR PHONE SYSTEM



Know who is calling and what they want to say.

PRODUCT OVERVIEW

Call management for the Gentner TS612 system is even easier with ScreenWair. ScreenWair is DOS-based call screening software that provides all of the information you need to screen, air and gather database information on your callers.

ScreenWair "talks" to your TS612 system, collecting and displaying real-time information from the TS612 and your screener. You can tell at a glance who is on-air, who is on hold, who is next in the caller queue and how long everyone has been waiting or talking. When anything happens with the system, the screen is instantly updated to show the new information.

If a caller drops the line, his information in ScreenWair drops off the screen. If the talent grabs a line to make an outbound call, the line shows up on the screen as in use.

Operation is intuitive as well. To select a line, the screener presses the associated function key. A box pops up on the screen for that line, and each area in the box is highlighted as information is entered. Should the screener need it, a prompt line at the bottom of the screen "walks" the screener through each step of the data entry process (a keyboard template is also available). When all

data is entered, the line immediately goes into a "screened hold" mode.

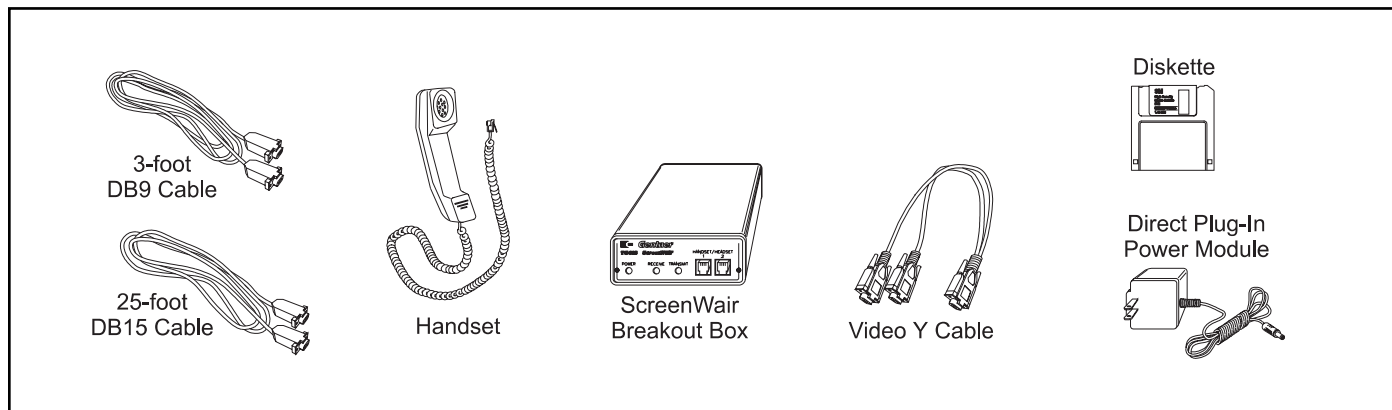
Your PC connects to the TS612 mainframe via a provided breakout box, at the mainframe Screener Control Surface port. (If a Control Surface is connected at this port, it is removed when ScreenWair is installed.) Along with the breakout box, a set of cables, a telephone handset, and a 3.5" disk containing the ScreenWair software complete the installation kit. A video Y cable is also provided for your convenience in connecting a talent monitor to the system.

 **Gentner**

800.945.7730
801.975.7200

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To use ScreenWair, you need a PC AT or 286 (or higher) with a hard disk, 3.5" disk drive and MS-DOS version 5.0 or higher, a VGA monitor, and a second VGA monitor for your talent.

SPECIFICATIONS

The following components make up ScreenWair:

Fields entered by screener:

Name (15 characters)

City (programmable, 11 characters each)

Topic (36 characters)

Call Type (pre-programmed, 3 characters each)

Age (2 characters)

Gender (1 character)

Fields automatically created:

Hold Timer

Air Timer

Call Status



Note: The information in these fields may also be used to create a database.



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