

I. AUTO ATTENDANT PROGRAMS

I.1. AUTOMATIC AUTO ATTENDANT ACTIVATION (885)

Allows activating and deactivating the Auto Attendant services automatically, everyday at predetermined times.

- **ACTIVATE**
885 hhmm_s hhmm_e
- **CANCEL**
885 *
• **PARAMETERS**
hhmm_s : Starting time of the Auto Attendant services in the format of hour (00-23) and minute (00-59).
hhmm_e : Ending time of the Auto Attendant services in the format of hour (00-23) and minute (00-59).

I.2. SINGLE KEY MENUS (8087)

Allows defining new single-digit access codes for extensions or EVM224(s) features to be used by the parties calling the system through Auto Attendant lines.

- **ACTIVATE**
8087 P Q
- **CANCEL**
8087 P *
- **PARAMETERS**
P = 0,1,...,9 : The new access code.
Q : The extension number or any EVM224(s) feature code.

- **NOTES**

1. When entered, the external party calling from an Auto Attendant line activates the code Q by keying in P.
2. Q can be 1, 2, 3 or 4 digits. If Q is less than 4 digits, then you have to hang up after dialing Q to complete the program sequence.
3. While forming single key menus it is highly recommended to pay special attention in order not to match some single key menus with some existing feature codes.

E.g. If a single key menu with 0 is to be formed, then the caller cannot access the operator by pressing 0. In such a case another menu should be formed to call the operator. For example:

8087 8 0, 8087 0 411.

So the callers may call the operator by pressing 8 and listen to the message number 11 by pressing 0.

I.3. ACD MESSAGES RECORD GAIN (86447) **(OPERATOR ONLY)**

Allows adjusting the voice record level of ACD messages.

86447 P

- **PARAMETERS**

P = 1,2,...,8 : The voice record level, where 1 is the lowest voice level and 8 is the highest voice level.

- **BY DEFAULT**

86447 4 is active.

- **NOTES**

IMPORTANT

The operator should disable Auto Attendant before entering this program.

I.4. SYSTEM STATUS MESSAGES RECORD GAIN (86448) **(EVM224s ONLY) (OPERATOR ONLY)**

Allows adjusting the voice record level of System Status messages.

86448 P

- **PARAMETERS**

P = 1,2,...,8 : The voice record level, where 1 is the lowest voice level and 8 is the highest voice level.

- **BY DEFAULT**

86448 4 is active.

- **NOTES**

IMPORTANT

The operator should disable Auto Attendant before entering this program.

Allows recording ACD messages which are read to the parties who call the system through Auto Attendant lines under appropriate states of Auto Attendant operation.

8640 P + Message• **PARAMETERS**

- P = 00 : ACD Greeting Message.
- = 01 : Missing Digit Message.
- = 02 : Busy Extension Message.
- = 03 : No Answer Message.
- = 04 : Invalid Number Message.
- = 05 : Wait Message.
- = 06 : Inaccessible Extension Message.
- = 07 : Transfer Message.
- = 08 : Night Mode Greeting Message.
- = 09 : DISA Greeting Message
- = 10 : Password Message.
- = 11...23 : General purpose messages.
- = 24 ...63 : General purpose messages (for EVM128s only).

00. ACD Greeting Message :

This message is the first message that is read to all the parties calling the system through Auto Attendant lines.

01. Missing Digit Message:

This message is read to the parties who fail to dial all the digits of an extension number.

02. Busy Extension Message:

This message is read to the external parties if the called extension is busy. Upon receiving this message,

- a. The external party can enter the queue of the busy extension by dialing "5".
- b. If EVM224(s) offers Voice Mail facilities as well, the external party can leave a message to the busy extension by dialing "82".

03. No Answer Message:

This message is read to the external party if the extension does not answer the call for 20 seconds. Upon receiving this message, if EVM224(s) offers Voice Mail facilities as well, the external party can leave a message to the extension by dialing "82".

04. Invalid Number Message:

This message is read to the external parties who dial invalid numbers.

05. Wait Message:

This message is read to the external party in the following cases:

- a. If the operator is busy when the external party is being transferred to the operator.
- b. If the external party enters the queue of a busy extension by pressing "5".
- c. If *Automatic Hold* is activated. In this case the line need not to be marked as Auto Attendant.

Upon receiving this message, if *Music On Hold* is activated by the operator, the external party hears the music. Otherwise, he receives short "beep"s.

06. Inaccessible Extension Message:

This message is read when the external party tries to access an extension that is marked as inaccessible.

07. Transfer Message:

This message is read when the external party cannot establish a call in four trials (As an exception, the external party is allowed to make only two trials for unanswered calls and invalid number dialing) and hence transferred to the operator or the ringing extension.

In this case, the call rings on the operator or the ringing extension for 5 ringing periods and the line is released at the end of 5 ringing periods.

08. Night Mode Greeting Message:

If entered, this message will be read to all of the external parties calling the system in Night Mode. Upon receiving this message, if the party calling the system through the Auto Attendant line fails to dial an extension number within 8 seconds, the line is released automatically.

09. DISA Greeting Message:

This message is read to the parties calling the system through DISA lines, even when the operator does not activate Auto Attendant.

10. Password Message:

This message is read to the users that have passwords when they want to use some Voice Mail facilities, even when the operator does not activate Auto Attendant.

11...63. General Purpose Messages:

To provide the external parties with more information, these messages can be entered and the external party can be informed about the contents of the general purpose messages by the *ACD Greeting Message*.

After being informed about a *General Purpose Message*, the external party can listen to this message by dialing "**4 + message number**".

E.g. Auto Attendant Greeting Message: "Welcome to our company. Dial 411 for the exchange rates or the extension number."

11th General Purpose Message: "Exchange rate is as follows..."

The external party who wants to learn the exchange rates listens to the 11th General Purpose Message by dialing 411.

The General Purpose Messages in-between 24 and 63 (both inclusive) are available in EVM128s only.

- **NOTES**

1. IMPORTANT

The operator should disable Auto Attendant before entering messages.
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2. Except for *Invalid Number Message*, *Wait Message* and *Transfer Message*, the parties listening to the ACD messages can dial numbers without the need to wait until the end of the message.
3. Except for *Wait Message*, *Transfer Message* and *Password Message* the external parties have 8 seconds to dial an extension number. If they cannot dial a number within 8 seconds, they will be transferred to the operator or the ringing extension. In this case, the call rings on the operator or the ringing extension for 6 ringing periods and the line is released at the end of 6 ringing periods.
4. If the ACD message that is going to be entered already exists, then the old message is automatically cleared. A dual frequency tone is received while the old message is being cleared. The new ACD message can be entered when this tone is over.
5. You should hang up to complete entering a message. Since the DTMF tone of the "*" key is also recorded as a part of the ACD message, it is highly recommended not to use "*" key to hang up.
6. The Auto Attendant capacity should be considered and as short and explanatory messages as possible should be entered. If the Auto Attendant capacity is exceeded while entering a message, the recording is stopped immediately and internal dial tone is returned.
7. The block diagram at the end of this chapter gives a brief idea about how the parties calling the system through Auto Attendant lines are guided via ACD messages.
8. The examples to the ACD messages are given at the end of this chapter.

I.6. SYSTEM STATUS MESSAGE ENTRY (8641) (EVM224s ONLY)

Allows recording System Status messages, which are read to the extensions in order to inform them about the status of the system and the activated features.

8641 P + Message

• PARAMETERS

P	= 00	:	"Follow Me Active" Message.
	= 01	:	"Permanent Absent Message Active" Message.
	= 02	:	"New message" Message.
	= 03	:	"Night Mode Active" Message.
	= 04	:	"Auto-Dial Active" Message.
	= 05	:	"Reminder" Message.
	= 06	:	"Invalid Extension / Line" Message.
	= 07	:	"All Lines Busy" Message.
	= 08	:	"Line Out of Service" Message.
	= 09	:	"No Authority for Line Access" Message.
	= 10	:	"No Authority for This Call" Message.
	= 11	:	"No Authority for Restricted Number" Message.
	= 12	:	"Operator Only" Message.
	= 13	:	"System Supervisor Only" Message.
	= 14	:	"No Authority for This Facility" Message.
	= 15	:	"No Calls to Pick Up" Message.
	= 16	:	"Out of Programming Mode" Message.
	= 17	:	"All Lines Out of Service" Message.
	= 18	:	"Phone Locked for Programming" Message.
	= 19	:	"Erroneous Operation" Message.
	= 20	:	"Wrong Password" Message.
	= 21	:	"Auto-Dial Busy" Message.
	= 22	:	"No Password" Message.
	= 23	:	"Hotel Room Clean" Message.
	= 24	:	"Hotel Room Being Cleaned" Message.
	= 25	:	"Hotel Room Dirty" Message.
	= 26	:	Reserved for future use.
	= 27	:	Reserved for future use.
	= 28 .. 63	:	"Time & Date Info" Messages.

00. "Follow Me Active" Message :

This message is read to the extension who has activated *Follow Me* or *Remote Follow Me*, when he goes off hook.

01. "Permanent Absent Message Active" Message :

This message is read to the extension who has activated *Permanent Absent Message*, when he goes off hook.

02. "New Message" Message:
This message is read to the extension who has new voice mail messages, when he goes off hook.
03. "Night Mode Active" Message:
This message is read to the operator, when he goes off hook while the system is in *Night Mode*.
04. "Auto-Dial Active" Message:
This message is read to the extension who has activated *Auto-Dial*, when he goes off hook.
05. "Reminder" Message:
This message is read to the extension who has activated *Temporary* or *Permanent Reminder Service*, or to the extension for which *Wake Up Service* is activated by the operator, when he goes off hook at the reminder time.
06. "Invalid Extension / Line" Message:
This message is read to the extension when he dials an invalid extension or line number.
07. "All Lines Busy" Message:
This message is read to the extension if he attempts to access a line when all lines are busy.
08. "Line Out of Service" Message:
This message is read to the extension when he attempts to access a line that is out of service.
09. "No Authority for Line Access" Message:
This message is read to the extension with *External Call Authority Level "0"*, when he attempts to access a line.
10. "No Authority for This Call" Message:
This message is read to the extension when he attempts to make an external call beyond his *External Call Authority Level*.
11. "No Authority for Restricted Number" Message:
This message is read to the extension who is not authorised to override *Call Prefix Restriction*, when he attempts to make an external call starting with a restricted prefix.
12. "Operator Only" Message:
This message is read to the extension when he attempts to use a facility that is available only for the operator.
13. "System Supervisor Only" Message:

This message is read to the extension when he attempts to use a facility that is available only for the system supervisor.

14. "No Authority for This Facility" Message:

This message is read to the extension when he attempts to use a facility beyond his authority.

15. "No Calls to Pick Up" Message:

This message is read to the extension when he attempts to activate *External Call Pick Up* or *Selective Call Pick Up*, in the absence of any ringing calls to be picked up.

16. "Out of Programming Mode" Message:

This message is read to the system supervisor when he attempts to enter a program code without putting the system in programming mode.

17. "All Lines Out of Service" Message:

This message is read to the system supervisor, when he goes off hook while all lines are out of service.

18. "Phone Locked for Programming" Message:

This message is read to the system supervisor, when he attempts to put the system in programming mode while *Programming Mode Entry Lock* is active.

19. "Erroneous Operation" Message:

This message is read to the extension when he dials an irrelevant code.

20. "Wrong Password" Message:

This message is read to the extension if he dials a wrong password whenever required.

21. "Auto-Dial Busy" Message:

This message is read to the extension, when he attempts to activate *Auto-Dial* while the four channels of the Auto-Dialer in the system are busy.

22. "No Password" Message:

This message is read to the extension who does not have a password defined, when he attempts to use a facility which requires password entry.

23. "Hotel Room Clean" Message:

This message is read to the operator when he activates *Hotel Room Query* for a clean room.

24. "Hotel Room Being Cleaned" Message:

This message is read to the operator when he activates *Hotel Room Query* for a room being cleaned.

25. "Hotel Room Dirty" Message:

This message is read to the operator when he activates *Hotel Room Query* for a dirty room.

26, 27. Messages reserved for future use.

28.. 63. "Time & Date Info" Messages:

These messages are used to inform the extension who is listening to a message about the time and date at which the message is recorded.

28 – "Zero"	29 – "One"	30 – "Two"
31 – "Three"	32 – "Four"	33 – "Five"
34 – "Six"	35 – "Seven"	36 – "Eight"
37 – "Nine"	38 – "Eleven"	39 – "Twelve"
40 – "Thirteen"	41 – "Fourteen"	42 – "Fifteen"
43 – "Sixteen"	44 – "Seventeen"	45 – "Eighteen"
46 – "Nineteen"	47 – "Ten"	48 – "Twenty"
49 – "Thirty"	50 – "Forty"	51 – "Fifty"
52 – "January"	53 – "February"	54 – "March"
55 – "April"	56 – "May"	57 – "June"
58 – "July"	59 – "August"	60 – "September"
61 – "October"	62 – "November"	63 – "December"

• **NOTES**

1. **IMPORTANT**

The operator should disable Auto Attendant before entering messages.

2. If the System Status message that is going to be entered already exists, then the old message is automatically cleared. A dual frequency tone is received while the old message is being cleared. The new System Status message can be entered when this tone is over.
3. You should hang up to complete entering a message. Since the DTMF tone of the "*" key is also recorded as a part of the System Status message, it is highly recommended not to use "*" key to hang up.
4. The Auto Attendant capacity should be considered and as short and explanatory messages as possible should be entered. If the Auto Attendant capacity is exceeded while entering a message, the recording is stopped immediately and internal dial tone is returned.

I.7. CLEARING ALL THE ACD MESSAGES (86444) **(OPERATOR ONLY)**

Allows clearing all ACD messages in case there is something wrong with the ACD messages or the Auto Attendant capacity for ACD messages is totally full.

86444

- **NOTES**

1. **IMPORTANT**

The operator should disable Auto Attendant before entering this program.

2. While the messages are being cleared, silence is received from the handset. After all messages are cleared, the internal dial tone is received again.

I.8. CLEARING ALL THE SYSTEM STATUS MESSAGES (86443) **(EVM224s ONLY) (OPERATOR ONLY)**

Allows clearing all System Status messages in case there is something wrong with the System Status messages or the Auto Attendant capacity for System Status messages is totally full.

86443

- **NOTES**

1. **IMPORTANT**

The operator should disable Auto Attendant before entering this program.

2. While the messages are being cleared, silence is received from the handset. After all messages are cleared, the internal dial tone is received again.

I.9. SINGLE ACD MESSAGE CLEAR (86440) (OPERATOR ONLY)

Allows clearing a specific ACD message in case there is something wrong with the message.

86440 P

- **PARAMETERS**

P = 00...63 : ACD message number.

- **NOTES**

1. **IMPORTANT**

The operator should disable Auto Attendant before entering this program.

2. While the message is being cleared, a dual frequency tone is received from the handset. After the message is cleared, the internal dial tone is received again.

I.10. SINGLE SYSYEM STATUS MESSAGE CLEAR (86441) (EVM224s ONLY) (OPERATOR ONLY)

Allows clearing a specific System Status message in case there is something wrong with the message.

86441 P

- **PARAMETERS**

P = 00...63 : System Status message number.

- **NOTES**

1. **IMPORTANT**

The operator should disable Auto Attendant before entering this program.

2. While the message is being cleared, a dual frequency tone is received from the handset. After the message is cleared, the internal dial tone is received again.

II. VOICE MAIL PROGRAMS

II.1. VOICE MAIL CAPACITY (86449) (OPERATOR ONLY)

Allows adjusting the voice mail message capacity.

86449 P

- **PARAMETERS**

P = 0 : Standard voice mail capacity of 15 minutes per EVM-DL card.
= 1 : Voice mail capacity of 20 minutes per EVM-DL card.

- **BY DEFAULT**

86449 0 is active.

- **NOTES**

1. **IMPORTANT**

The operator should disable Auto Attendant before entering this program.

2. If P = 1; the record quality is impaired to a certain extent, but the difference cannot be recognized by human ear.

II.2. VOICE MAIL FACILITIES (8072) AUTHORITY

Allows setting the authorities of extensions for using Voice Mail facilities, according to the traffic running on EVM224(s).

8072 E [9] P Q

- **PARAMETERS**

E : Extension number.
[9] Optional parameter
If entered, parameters P and Q are valid for all extensions starting from E up to the last physical extension.
P = 0 : E cannot leave messages at other extensions.
= 1 : E can leave messages at other extensions.
Q = 0 : E cannot record his external calls and cannot lock his messages.
= 1 : E can record his external calls and lock his messages.

- **BY DEFAULT**

8072 1111 9 1 0 is active.

