

KAREL EVM 38 S

KAREL EVM 48

KAREL EVM 48 S

KAREL EVM 128

KAREL EVM 128 S

KAREL EVM 224 S

**THE AUTO ATTENDANT AND
THE VOICE MAIL MODULE**

TECHNICAL REFERENCE AND USER'S GUIDE

KAREL EVM 38 S

KAREL EVM 128

KAREL EVM 48

KAREL EVM 128 S

KAREL EVM 48 S

KAREL EVM 224 S

**THE AUTO ATTENDANT
AND
THE VOICE MAIL MODULE**

**TECHNICAL INTRODUCTION
AND
USER'S GUIDE**

NOVEMBER-2006

Versiyon Tablosu		
Yazılım Versiyon		Kılavuz
EVM38S/48/128	EVM128S/224S	Tarih/Versiyon
AAA-AAC	AAA-AAB	AAA/10.05.2004
AAD	AAC	AAB/02.11.2006

MS SERIES EVM TTKK-Ver. AAB-02.11.2006

KAREL reserves the right to make modifications in product features specified in this document for development and improvement purposes without prior notice. Individual products may possess characteristics different from those that have been mentioned in this document, due to their differences in software and hardware versions.

PREFACE

The chapters that take place in this guide have been created in order to present detailed technical information to people who need hardware-based technical information about the Auto Attendant (ACD – Automatic Call Distributor) and the Voice Mail modules of the MS-series exchanges, and in order to give information about programming and utilizing the modules. By this way, one could understand the abilities of the modules, how they will be operated in accordance with customer demands and things that should be done in order to operate the modules in full performance.

The first chapter - “Technical Introduction” – It contains technical information about the hardware and software structures of the modules. Information in this chapter, for which knowledge in mechanics, electricity and electronics may be prerequisite, aims to introduce structure of the EVM modules.

The second chapter – “Installation” – It explains the installation methods of each EVM module separately. This chapter must be read definitely before the installation by the personnel who will perform the installation.

The third chapter – “Programming” – It gives short information about the software features that will enrich functions of the EVM modules and that could be applied to meet daily communication needs of customers more comprehensively.

The fourth chapter – “Utilization” – It contains the details of the information to use the EVM modules, as well as the details of the user features in order to meet daily communication needs in the easiest and the most efficient ways. We strongly recommend you to examine the entire features that take place in that chapter beforehand in order to use your EVM in the most effective way.

Best Regards,

KAREL

CONTENTS

TECHNICAL INTRODUCTION.....	1
GENERAL INTRODUCTION OF THE EVM MODULES.....	1
EVM38S:.....	3
EVM48:.....	5
EVM48S:.....	7
EVM128:.....	9
EVM128S:.....	10
EVM224S:.....	11
COMPATIBILITY.....	12
INSTALLATION	13
EVM38S:.....	13
EVM48 and EVM48S:	15
EVM128:.....	16
EVM128S:.....	17
EVM224S:.....	18
EVM-FL AND EVM-DL EXPANSION MODULES:	19
PROGRAMMING.....	20
CHARACTERISTICS OF THE MESSAGES AND PROGRAMMING THEM .	20
Voice Mail Facilities Authority:	21
Auto Attendant (ACD) Automatic Activation:	22
Weekly Automatic Services:.....	22
ACD Single-Key Access:	23
Erasing The Entire ACD Messages:	24
Recording ACD Messages:.....	25
Message Playback:.....	31
Erasing A Single Message:	32
Ring Count Time-Out For DISA/ACD Lines:.....	32
ACD Message Gain:	33
THE SYSTEM MESSAGE FEATURES	34
Erasing The Entire System Messages:	34
Recording A System Message:	35
System Message Playback:	39
Erasing A Single System Message:	40
The System Message Gain:	40

THE VOICE MAIL MESSAGE FEATURES	42
FAX FORWARDING FEATURE AND USE OF THE EVM.....	42
SUMMARY: PUTTING THE EVM INTO SERVICE	42
USER FEATURES.....	45
CALL CONTROL SERVICES.....	45
Temporary Absent Message (8648):	45
Permanent Absent Message (737):.....	46
Leaving A Message To An Extension (82):	49
Listening To New Messages (8646):	50
Listening To The Entire Messages (8645):.....	51
Reminder Service With Message (8389):.....	53
Alarm Service With Message (83879):.....	54
Listening To Messages Left For You With Assistance Of The Operator (6):.....	55
External Call Record:.....	56
Leaving A Message To An Absent Extension With Assistance Of The Operator:	58
THE SERVICES RELATED TO THE OPERATOR	59
ACD Activation (8741):.....	59
Night Mode Auto-Reply:.....	60
Listening To Messages In The Auto-Reply Mode:	61
The Night Service - Message Announcement Only (858):.....	62
Reminder Service With Message (83889):	63
Erasing Messages (86499 & 86490):.....	64
THE SERVICES RELATED TO THE DIRECT INWARD SUBSCRIBER (EXTENSION) ACCESS (DISA)	66
Leaving A Message To An Extension Over A DISA Line:.....	66
Listening To Messages Left For You Over A DISA Line (8646):.....	66
Line Access Through A Call Over A DISA Line:	68
Selective Line Access Through A Call Over A DISA Line:.....	69
ACCESSORIES:	70
EVM-FL:.....	70
EVM-DL:	70

TECHNICAL INTRODUCTION

GENERAL INTRODUCTION OF THE EVM MODULES

The EVM modules are the optional Auto Attendant (ACD- Automatic Call Distributor) and voice recording systems that are utilized in MS-series exchanges of MS38S and higher capacity.

Each EVM module possesses permanent message capacity. However, that capacity can be increased by employing auxiliary expansion modules when necessary. These modules are called EVM-FL (Flash Memory) and EVM-DL (DRAM Memory.)

Recording of the messages to be used for the ACD are done into the non-volatile memories (Flash Memory) on the EVM modules, so that those messages are not erased in case of any blackout. On the other hand, the voice mail messages that are to be recorded into the voice mail message boxes allocated to the extensions are stored in the volatile memories (DRAM Memory), hence, they are erased during a blackout.

The ACD and voice mail message boxes are present in all EVM modules. In addition to those, the feature of the system messages is also present in EVM128S and EVM224S modules only, in order to present additional services to users. Thanks to the system messages, users are informed by voice mail messages about statuses of their phones and the authorizations they have been granted for several services. The system messages are saved into the non-volatile memories as well, and they are not erased in case of any blackout, either.

EVM Modules of the MS Series Technical Introduction and User's Guide

There are several message boxes for different tasks depending on the structure of the EVM module:

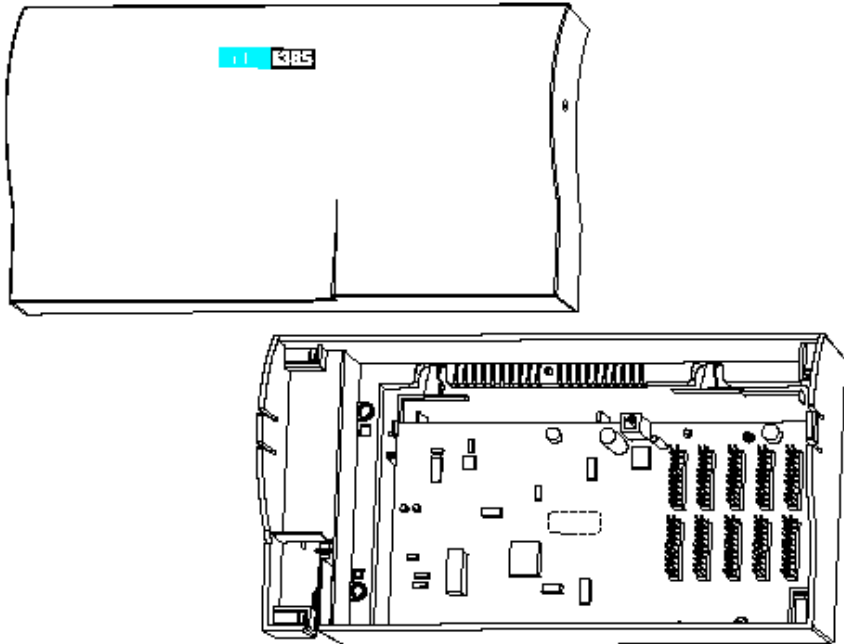
1. There are either 24 or 64 message boxes depending on the structure of the EVM module, in order to direct parties calling from outside. Those have been referred to as ACD Messages within this guide. The message boxes reserved for the ACD Messages have been numbered from 00 to 63 for the EVM128S and EVM224S modules, and from 00 to 23 for the other modules. The ACD Messages are the ones that assist parties calling from outside to reach the extensions or the services directly, which they wish.
2. In order for the users to leave voice mail messages for each other, there is enough memory on the EVM128S and EVM224S modules to store 34 minutes of messages in total. As for the other EVM modules, DRAM memory can be constituted by installing the EVM-DL card on the module. Those have been referred to as Voice Mail Messages within this guide. The Voice Mail Messages feature includes any kind of message leaving, message receiving, message listening and message recording operation.
3. There are 64 voice mail message boxes on the EVM128S and EVM224S modules, in order to inform users about the statuses of their phones. Those have been referred to as the System Messages within the guide. The message boxes reserved for the System Messages have been numbered from 000 to 063. The system messages are the ones that inform the extensions in the system about the changes which occur in the statuses of their phones due to features they make use of or activate, or they are the ones that direct the parties which access the system from outside, without assistance of the operator.

The EVM Modules offer different capacity and service options in different models. Those have been explained in detail below, for each module:

EVM38S:

EVM38S is an external module employed in MS38S and MS38-ISDN exchanges.

The illustration below gives information about the structure of EVM38S:



That module, which has a single voice channel, can serve a single user at a time.

Thanks to the two minutes (130 secs) of Flash Memory capacity it has, it functions as the auto attendant (Automatic Call Distributor.) Since no DRAM memory is present on it as factory default, the voice mail message feature becomes available only by adding an EVM-DL.

The module comes in a plastic box. There exist 5 capacity expansion slots on the card. Two of them are used for EVM-FL, and three of them for EVM-DL.

EVM Modules of the MS Series Technical Introduction and User's Guide

EVM38S consists of the parts below:

- EVM38S module,
- EVM38S connection cable,
- EVM38S converter cable (It is employed in exchanges of certain versions only.)
- Mounting template,
- Anchor plugs and screws, two from each of them, which are to be used to mount the module onto the wall.
- Plastic holders that are used to connect the EVM38S module to other AK38 boxes, if there is any.

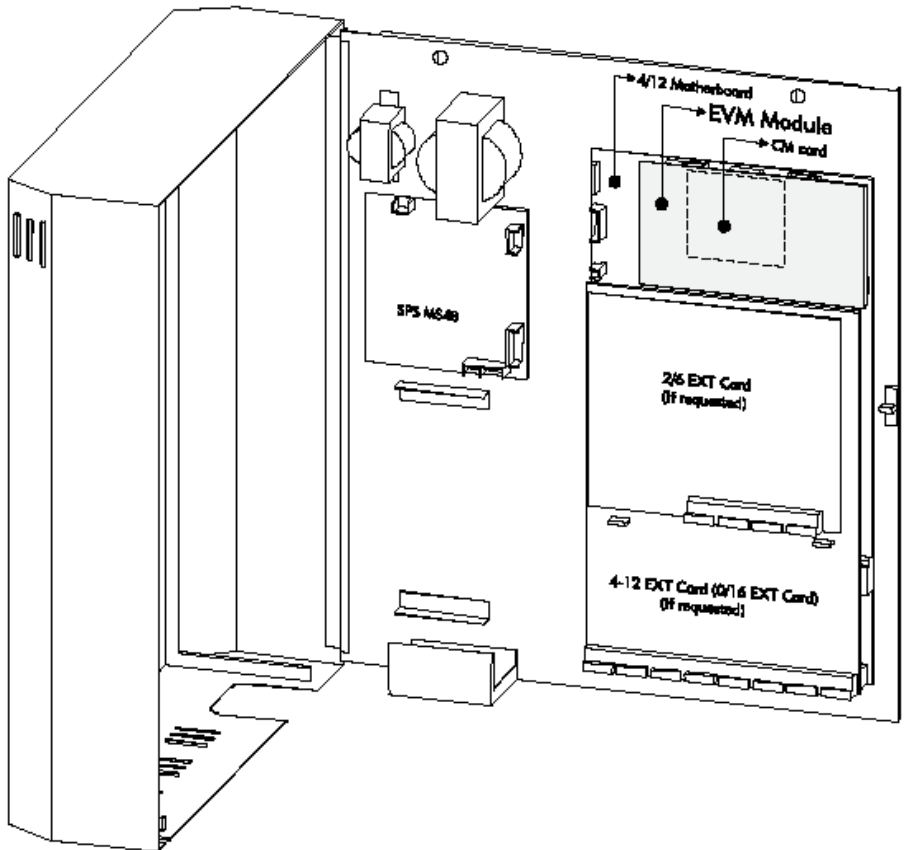
Dimensions: 25.4 cm x 13.5 cm x 7.9 cm

Weight: ~0.5 kg

EVM48:

EVM48 is an integrated module that can be used in the exchanges MS48 and MS48-ISDN.

The illustration below gives information about the structure of EVM48:



That module, which has two voice channels, can serve two users simultaneously.

EVM Modules of the MS Series Technical Introduction and User's Guide

Thanks to the two minutes (130 secs) of Flash Memory capacity it has, it functions as the auto attendant (Automatic Call Distributor.) Since no DRAM memory is present on it as factory default, the voice mail message feature becomes available only by adding an EVM-DL.

The module has been designed in a structure so that it can be directly integrated onto the exchange. There exist 5 capacity expansion slots on the card. Two of them are used for EVM-FL, and three of them for EVM-DL.

EVM48 is presented to the user together with the brass card holders to be used during mounting.

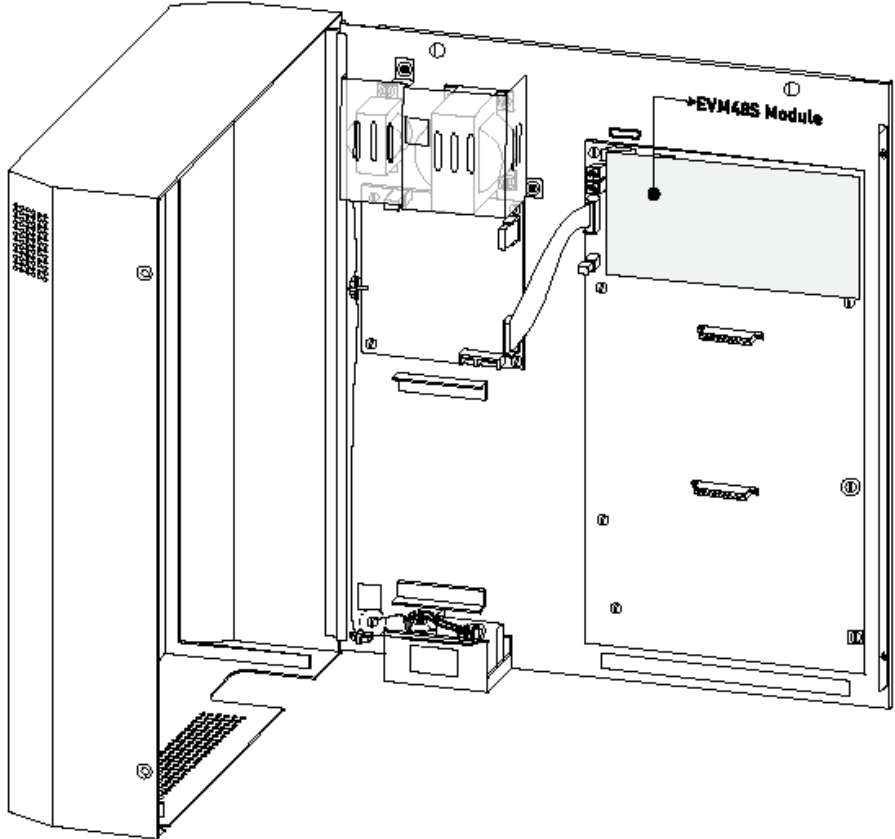
Dimensions: 18 cm x 8.8 cm x 3.2 cm

Weight: ~0.2 kg

EVM48S:

EVM48S is an integrated module that can be used in MS48S exchanges.

The illustration below gives information about the structure of EVM48S:



That module, which has two voice channels, can serve two users simultaneously.

Thanks to the two minutes (130 secs) of Flash Memory capacity it has, it functions as the auto attendant (Automatic Call Distributor.) Since no DRAM memory is present on it as factory default, the voice mail message feature becomes available only by adding an EVM-DL.

EVM Modules of the MS Series Technical Introduction and User's Guide

The module has been designed in a structure so that it can be directly integrated onto the exchange. There exist 5 capacity expansion slots on the card. Two of them are used for EVM-FL, and three of them for EVM-DL.

EVM48S is presented to the user together with the brass card holders to be used during mounting.

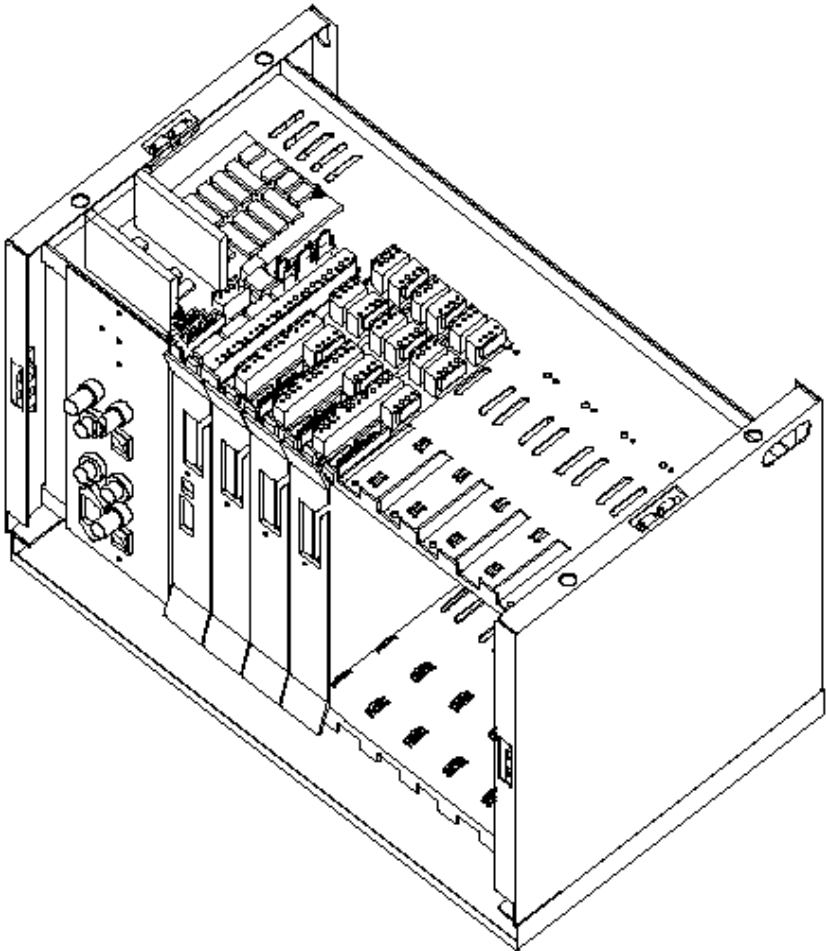
Dimensions: 18 cm x 8.8 cm x 2 cm

Weight: ~0.2 kg

EVM128:

EVM128 is an integrated module that can be used in MS128 exchanges.

The illustration below gives information about the structure of EVM128:



That module, which has two voice channels, can serve two users simultaneously.

EVM Modules of the MS Series Technical Introduction and User's Guide

Thanks to the two minutes (130 secs) of Flash Memory capacity it has, it functions as the auto attendant (Automatic Call Distributor.) Since no DRAM memory is present on it as factory default, the voice mail message feature becomes available only by adding an EVM-DL.

The module has been designed in a structure so that it can be directly integrated onto the exchange. There exist 5 capacity expansion slots on the card. Two of them are used for EVM-FL, and three of them for EVM-DL.

EVM128 is presented to the user together with the brass and plastic card holders to be used during mounting, as well as with the CPUKON128 card and the cable to be used for connection.

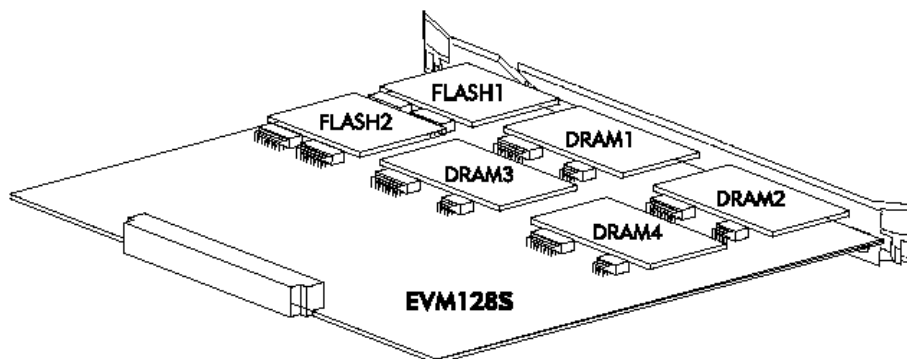
Dimensions: 18 cm x 8.8 cm x 1 cm

Weight: ~0.2 kg

EVM128S:

EVM128S is an integrated module that can be used in MS128 exchanges.

The illustration below gives information about the structure of EVM128S:



That module, which has four reading and four recording channels, makes it possible for four persons to record messages and four persons to listen to messages simultaneously.

EVM Modules of the MS Series Technical Introduction and User's Guide

There is a Flash Memory on it with a capacity of 6 minutes. Four minutes of that capacity is used for the ACD service (Since two languages are supported, two minutes for each language.) and two minutes of it for the system message recording. Besides, the module includes a DRAM memory that can store 34 minutes of messages, so that it serves the users with voice mail message boxes. By this way, any extension with the necessary authorization can leave message for the party s/he calls, as if there is an answering machine on the phone of that party.

The module has been designed in a structure so that it can be directly integrated onto the exchange. There exist 6 capacity expansion slots on the card. Two of them are used for EVM-FL, and four of them for EVM-DL.

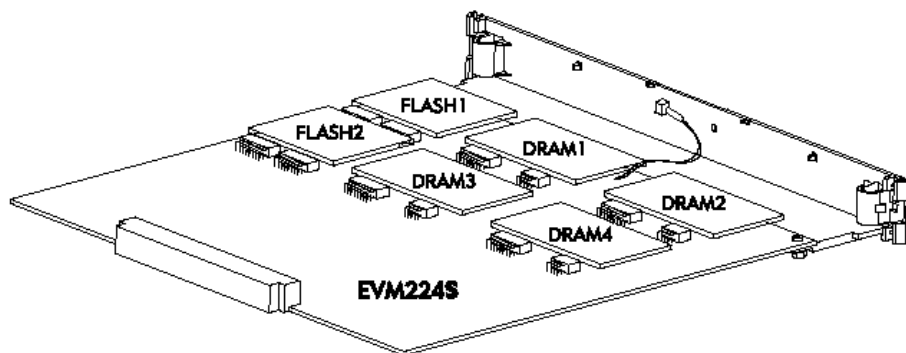
Dimensions: 26 cm x 21.3 cm x 3.3 cm

Weight: ~0.3 kg

EVM224S:

EVM224S is an integrated module that can be used in MS224 exchanges.

The illustration below gives information about the structure of EVM224S:



That module, which has four reading and four recording channels, makes it possible for four persons to record messages and four persons to listen to messages simultaneously.

EVM Modules of the MS Series Technical Introduction and User's Guide

There is a Flash Memory on it with a capacity of 6 minutes. Four minutes of that capacity is used for the ACD service (Since two languages are supported, two minutes for each language.) and two minutes of it for the system message recording. Besides, the module includes a DRAM memory that can store 34 minutes of messages, so that it serves the users with voice mail message boxes. By this way, any extension with the necessary authorization can leave message for the party s/he calls, as if there is an answering machine on the phone of that party.

The module has been designed in a structure so that it can be directly integrated onto the exchange. There exist 6 capacity expansion slots on the card. Two of them are used for EVM-FL, and four of them for EVM-DL.

Dimensions: 24.8 cm x 25.6 cm x 2.5 cm

Weight: ~0.3 kg

COMPATIBILITY

- EVM38S is compatible with MS38S R40 and later, and the entire versions of MS38-ISDN. The software characteristics mentioned in the guide are compatible with the exchange software versions of 3.11A and later.
- EVM48 is compatible with MS48 K72 and later and with the entire versions of MS48-ISDN. The software characteristics mentioned in the guide are compatible with the exchange software versions of 3.11A and later.
- EVM48S is compatible with the entire versions of MS48S.
- EVM128 is compatible with MS128 M10 and later CPU128. The software characteristics mentioned in the guide are compatible with the exchange software versions of 3.11A and later.
- EVM128S is compatible with MS128 3.11A and later software.
- EVM224S is compatible with MS224 3.11A and later software.

INSTALLATION

EVM38S:

Installation of EVM38S starts with the mounting of the plastic box of the module on the wall. For this:

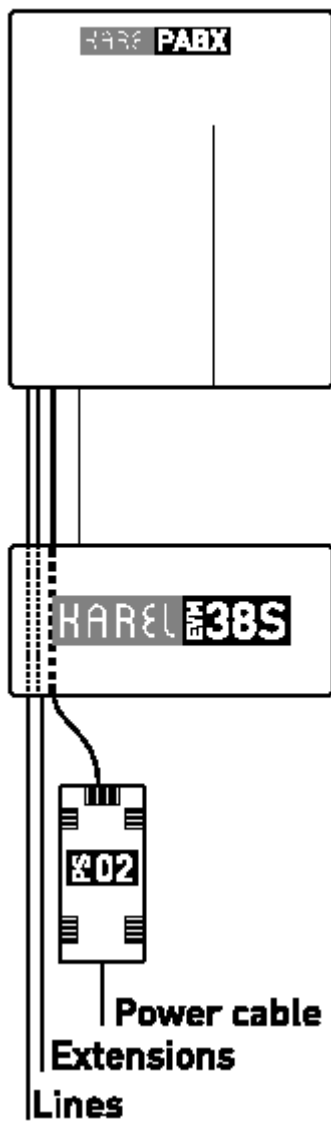
- 1) Front cover of the EVM38S plastic box is opened by pressing the small holes on the side faces with a screwdriver or with a similar tool that is thin, but with a dull point, and by pulling the cover toward front at the same time.
- 2) The location where the module will be mounted is determined by making use of the mounting template that comes with the module and the screw spots are marked. (A location close to the exchange should be chosen for the installation by taking the length of the EVM38S connection cable into consideration, while this operation is being fulfilled.)
- 3) The anchor plugs are driven into the wall at the marked spots without deviating from the actual points.
- 4) The screws are so driven to leave 7mm-portion of their heads out of the wall. (Heights of the screw heads can be checked by the edge of the mounting template.)
- 5) The module is hung by letting the screw heads pass through the pear holes at the back cover of it.
- 6) The front cover of the module is replaced after the cable connection is completed.

Important note : If the EVM38S module will operate together with MS38S R40Ga or an exchange of an earlier version, then the EVM38S converter cable must be used.

The free end of the cable of the exchange, whose wall mounting has been completed, is connected to the EVM connector of the exchange, and the system setup becomes complete.

The exchange must be off during that operation.

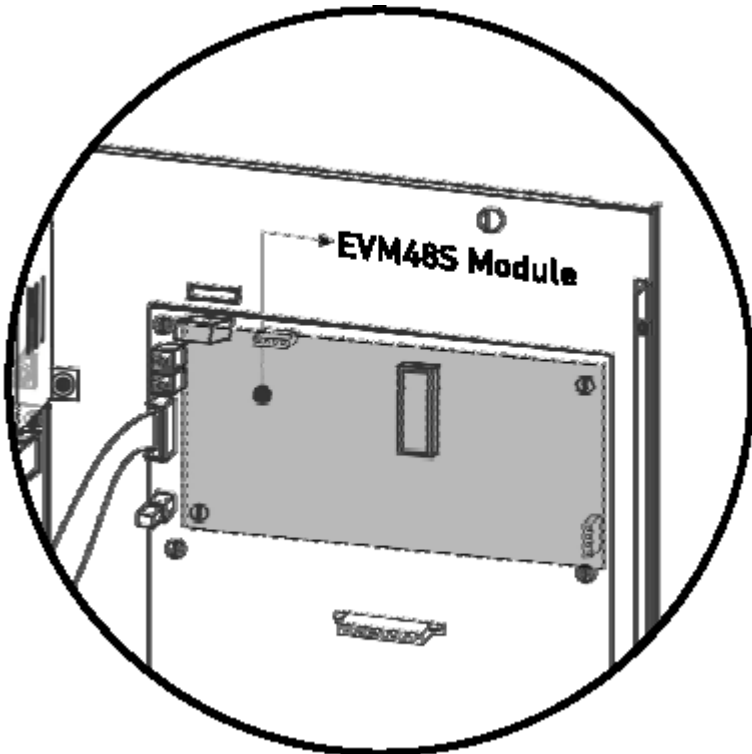
EVM38S Installation



EVM48 AND EVM48S:

Installation of the EVM48 / EVM48S module becomes complete by attaching the connectors on it to the connectors on the backplane of the exchange as in the way shown in the illustration below. The module is fixed by the brass card holder that comes with the module.

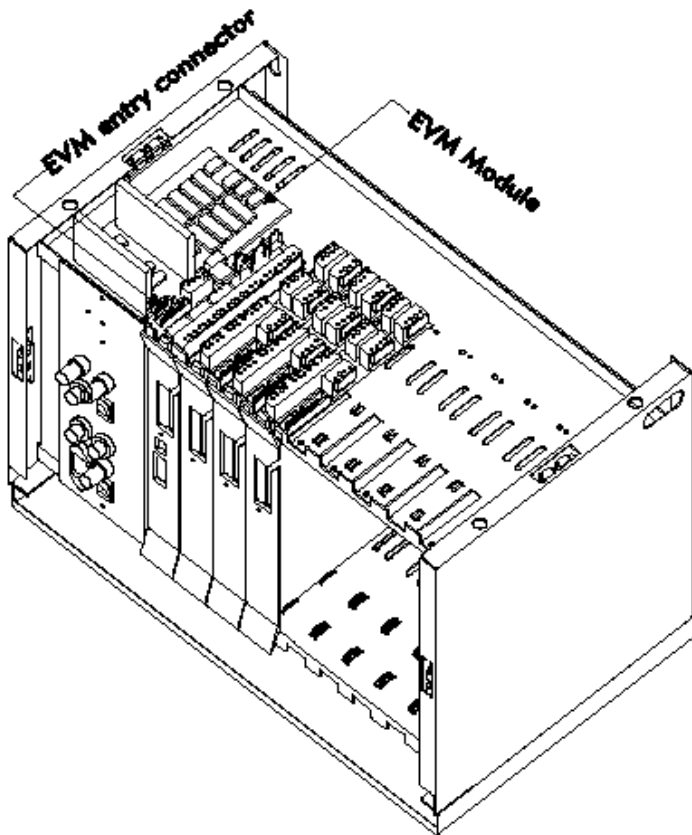
The exchange must be off during that operation. When it is turned on, the two LEDs on EVM48 / EVM48S blink alternatively and they are turned off when the exchange becomes ready to operate.



EVM128:

The EVM128 module is placed on the MS128 exchange by employing the plastic card holders that have been given for the installation in the way shown in the illustration below. Its cable is attached as the MS128 connector on the card is plugged into the input socket of the EVM module of the CPUKON card that is on the exchange.

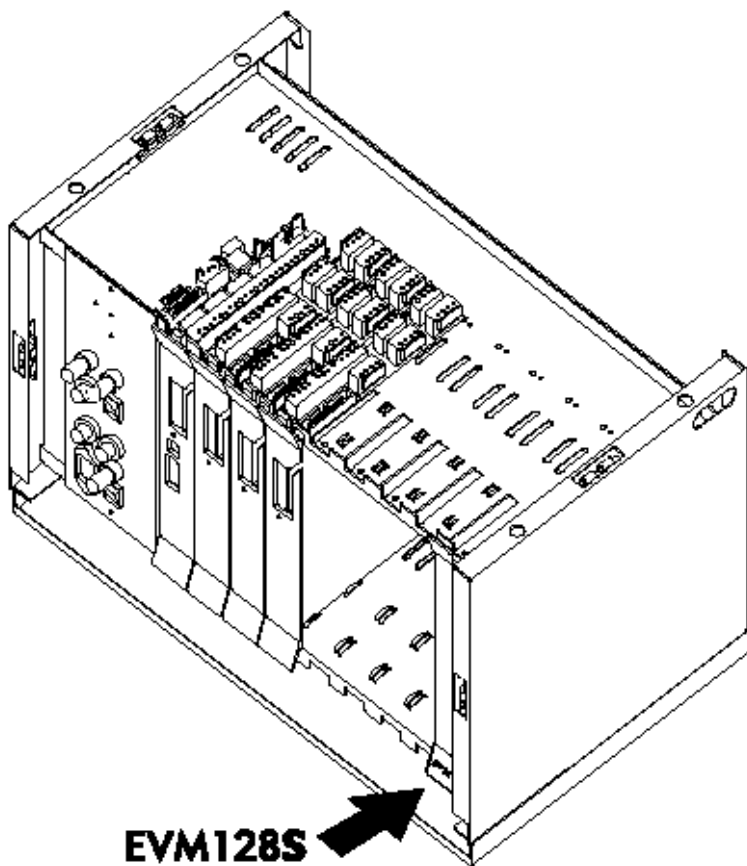
The exchange must be off during that operation. When it is turned on, the two LEDs on EVM128 blink alternatively and they are turned off when EVM128 becomes ready to operate.



EVM128S:

The EVM128S module, unlike EVM128, has been designed to be installed in the rightmost of the card slots within the exchange structure. During the installation, the card is placed in the rightmost slot and pushed into the rack so that the connector at the back face of the card is plugged into its correspondent on the backplane of the exchange. In the meantime, the fixing latch on the front plastic cover is fixed to the upper rack piece.

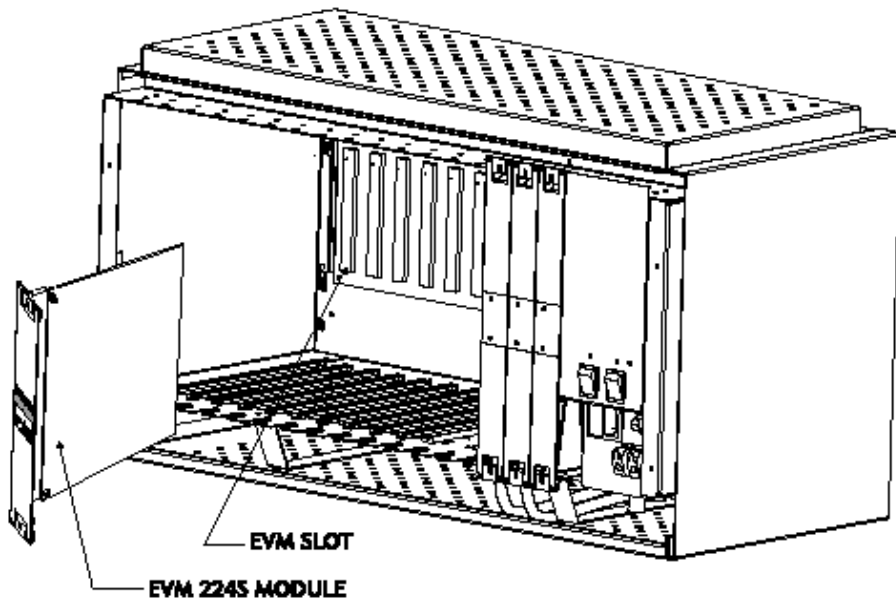
When the LED on the front face of the card begins to blink upon turning on the exchange, the card is ready for use.



EVM224S:

EVM224S has been designed to be installed in the rightmost of the card slots within the MS224 structure. During the installation, the card is placed in the rightmost slot and pushed into the rack so that the connector at the back face of the card is plugged into its correspondent on the backplane of the exchange. In the meantime, the fixing latch on the front plastic cover is fixed to the upper and lower rack pieces.

When the LED on the front face of the card begins to blink upon turning on the exchange, the card is ready for use.

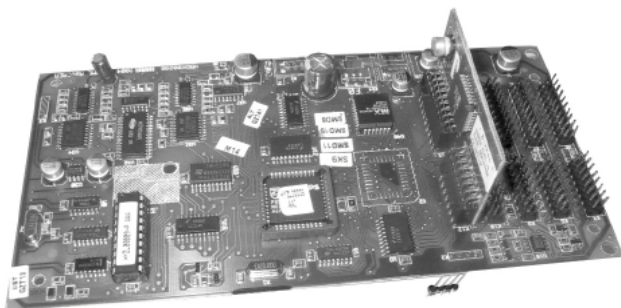


EVM-FL AND EVM-DL EXPANSION MODULES:

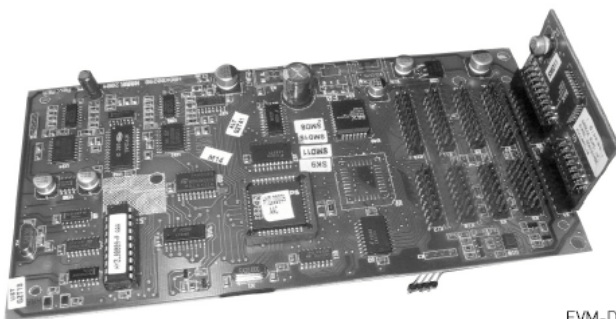
There are special slots on all EVM modules, in which EVM-FL and EVM-DL cards can be installed. The type of the card that can be installed in each slot has been indicated in writing next to the slot.

In the event that it is necessary to increase the capacity of the ACD messages, that can be done by attaching EVM-FL cards onto the related EVM module, and as to the capacity increase for the voice mail message boxes, the EVM-DL cards are attached to their corresponding EVM module.

The module slots in each EVM module, into which the EVM-FL and EVM-DL modules can be attached have been shown together with their row numbers in the illustrations that have been presented in the chapter "Technical Introduction" previously. Those codes are also present on the related cards. The modules are supposed to be attached with respect to that order. The EVM-FL and EVM-DL cards do not work if they are attached to wrong slots.



EVM-FL



EVM-DL

PROGRAMMING

CHARACTERISTICS OF THE MESSAGES AND PROGRAMMING THEM

At most 24 messages can be entered into the Flash Memory modules on EVM38S, EVM48, EVM48S and EVM128.

Those messages allow parties calling the exchange over external lines to be answered by the ACD and reach the extensions they would like to call without assistance of the operator.

The capacity of 24 messages is partitioned into two groups for two languages, each group having 12 message boxes. The first 11 messages for each language are special-purpose messages. The first 8 of them (the messages numbered in the range 00 ... 07) are announced at several stages of the call distribution operation. The messages numbered in the range 08 ... 10 are the ones used at times when the ACD service is off line as well. Concerning the message number 11, it is a general-purpose message, thus it can be employed for any purpose. Language shift is realized when the calling party dials "9" during the announcement of the entry message.

At most 64 messages can be entered into the Flash Memory modules on EVM128S and EVM224S.

Those messages allow parties calling the exchange over external lines to be answered by the ACD and reach the extensions they would like to call without assistance of the operator.

The capacity of 64 messages is partitioned into two groups for two languages, each group having 32 message boxes. The first 11 messages for each language are special-purpose messages. The first 8 of them (the messages numbered in the range 00 ... 07) are announced at several stages of the call distribution operation. The messages numbered in the range 08 ... 10 are the ones used at times when the ACD service is off line as well. Concerning the message numbers 11-31, they are general-purpose messages, thus they can be employed for any purpose.

EVM Modules of the MS Series Technical Introduction and User's Guide

Language shift is realized when the calling party dials "9" during the announcement of the entry message.

If the entire channels of the EVM module are busy when a message is about to be announced, then music or wait tone is connected to the calling party and whenever any of the channels is available, the message can be announced. Length of a message can be as much as two minutes. While the messages are being recorded, by taking the total message capacity and the number of the messages to be recorded into consideration, messages that are as short as possible should be used.

Programming information that may be useful for effective usage of the ACD services has been given below.

Voice Mail Facilities Authority:

This program allows setting the authorities of extensions for using Voice Mail facilities, according to the traffic running on EVM module.

8072 A [9] P Q

Parameters

- A : The extension access code
- P : 0 Extension cannot leave messages at other extension
 : 1 Extension can leave messages at other extensions
- Q : 0 Extension cannot record his external calls and cannot lock
 his messages
 : 1 Extension can record his external calls and lock his
 messages

Default Value

P = 1, Q = 0 for all extensions.

Auto Attendant (ACD) Automatic Activation:

This program allows the ACD to be activated or taken off line at a pre-determined time automatically every day.

885 HHMM₁ HHMM₂

Parameters:

HHMM₁ : The hour and the minute the ACD will be put on line automatically

Format : Hour (00-23) Minute (00-59)

HHMM₂ : The hour and the minute the ACD will be taken off line automatically

Format : Hour (00-23) Minute (00-59)

Cancellation:

885*

Default value:

The program coded 885 is not active.

Weekly Automatic Services:

They offer the option of activating the ACD throughout a desired day of the week.

8098 S G N

Parameters

S : 3 ACD

G : 0 Saturday

: 1 Sunday

EVM Modules of the MS Series Technical Introduction and User's Guide

	:	2..6	Monday..Friday
N	:	0	The service is not active throughout the day.
	:	1	The service is active throughout the day.

Default value

N = 0 for all days.

Notes

1. When the automatic ACD programs are entered, the Weekly Services are not taken off line at midnight.
2. They rather remain active until the end time of the Automatic ACD programs.
3. Please refer to the MS Series Programming Guide for the general use of that program!

ACD Single-Key Access:

This program lets single-key access menus be defined in order to allow parties calling over the ACD line to access several features through a single key.

8087 P R

Parameters:

P	:	0...9	The key to be used while dialing
R	:		The operation to be fulfilled as a result of the dialing (a code of at most 4 digits)

Cancellation:

8087 P *

Default value:

No single-key action has been defined.

EVM Modules of the MS Series Technical Introduction and User's Guide

Notes:

1. In cases there is EVM connected to the system, menus can be created by this program, through which calls by single key can be made. If P (any key from 0 to 9) is dialed while the dial tone is being received or a message is being listened to, then the system the system acts as if dddd has been dialed. For instance, the message "Welcome to our company. Dial 112 for accounting, 123 for sales, 130 for technical service, and 411 to get quotes. Stay on the line for the operator." Can be modified as "" Welcome to our company. Dial 2 for accounting, 3 for sales, 4 for technical service, and 9 to get quotes. Stay on the line for the operator." by entering the programs 80872112, 80873123, 80874130, and 80879411. One is supposed to dial 8087P and hang up, in order for a programmed key to revert to its own (basic) function.
2. If the key 5 is needed to be employed in longer menus, then the Call Back feature may be used by associating (e.g. 808795) another key to that key.
3. If the number of extension groups exceeds 10 in situations when it is necessary to create submenus, then the keys 0, 1 and 2, as well, when it is necessary, are not used in the main menu but they are employed in submenus for making calls in the event that they are needed.
4. By associating the vacant keys to 0, direct connection to the operator may be provided instead of receiving wrong number message.

Erasing The Entire ACD Messages:

This program allows the entire ACD messages to be erased in the event that the ACD message capacity is reached or there is a problematic situation with the ACD messages.

86444

Notes:

1. This program can be entered through the operator phone while the system is in programming mode.
2. Silence is received from the handset throughout the erasing operation. Upon completion of the erasing operation, the internal dial tone is heard again.

EVM Modules of the MS Series Technical Introduction and User's Guide

3. The operator must take the ACD service off line before entering that program.

Recording ACD Messages:

This program allows the ACD messages to be recorded, which is announced to parties that call the system over the ACD line.

864P+Message

8640P+Message (For EVM224S and EVM128S)

Parameters:

P : 00	Entry Message
01	Incomplete Number Message
02	Busy Message
03	No Answer Message
04	Wrong Number Message
05	"Please stay on the line" Message
06	Inaccessible Extension Message
07	"Connecting To The Operator" Message
08	The Night Mode Entry Message
09	DISA Entry Message
10	"Enter Password" Message
11..23	General-Purpose Messages (For EVM128, EVM48, EVM48S and EVM38S)
11..63	Other Messages (For EVM224S and EVM128S)

EVM Modules of the MS Series Technical Introduction and User's Guide

00, Entry Message: This message is the first message announced to parties that call the system over the ACD line. The system picks up an incoming call automatically and announces that message.

Example: "Welcome to our company. If you know the extension number, dial it now, or wait for the operator."

Call forwarding to certain departments can be done by making use of the PBX grouping feature of the exchange. As a result of that forwarding missed calls do not transferred to the next extension, only busy calls do. For example, if 112, 113, 114 are the accounting telephones, 123, 124, 125 are the sales telephones, and 140, 141, 142 are the technical service telephones, then those three departments can be separately grouped by the program "Extension PBX Group [805]" and an entry message such as "Welcome to our company. Please dial 112 for the accounting, 123 for the sales, and 140 for the technical service departments, or stay on the line for the operator." may be entered.

01, Incomplete Number Message: In the event that an extension number is dialed incompletely at any stage, this message is announced.

Example: "You have dialed an incomplete number. Please try again."

02, Busy Message: If the called extension is busy, then this message is announced. After that message has been received,

- a. the busy extension can be called back by dialing "5".
- b. If the EVM module supports the Voice Mail Message features (if there is a DRAM module on it), then a message can be left by dialing "82".

Example: "The extension you are calling is busy at the moment. You may dial "5" to call back, 82 to leave a message, you may call another extension or you may wait for the operator."

03, No Answer Message: This message is announced in case the called extension does not answer the call within 20 seconds. If the EVM module supports the Voice Mail Message features, then a message can be left by dialing "82" within this period.

Example: "The extension you are calling is not here at the moment. You may dial 82 to leave a message, you may call another extension or you may wait for the operator."

04, Wrong Number Message: In the event that a wrong / invalid number is dialed at any stage, this message is announced.

Example: "You have dialed a wrong number. Please try again."

05, "Please stay on the line" Message: This message is announced on the conditions specified below:

- a. If the operator is busy when the calling party is transferred to the operator,
- b. If the calling party has called back the busy extension by dialing "5",
- c. If the "Automatic Hold" is active on the line. (In that case there is no need to mark the line as ACD.)

After that message has been received, if the music on hold has been put on line by the operator, then music is connected to the calling party. Otherwise the calling party hears a short "beep."

Example: "Please stay on the line."

This message is employed as the Automatic Call Waiting message, at the same time. If a line, on which the Automatic Call Waiting program is active is not answered by the EVM, or if the auto attendant has been taken off line, then the exchange picks up the line in the event that the operator is busy, first that message is announced on the EVM line and then the line is put on hold.

06, Inaccessible Extension Message: This message is announced when an extension that has been marked as inaccessible is called. (The extensions who are not allowed to be called directly are marked as inaccessible by the program 801A81.)

Example: "No direct connection can be established to the extension you are calling. Please stay on the line for the operator or call another extension."

07, Connecting To The Operator Message: This message is announced when the calling party has not been able to realize the call after 4 call trials (Only two call trials are allowed, which result in a missed call or calling an inaccessible extension.) and the call is transferred to the operator or to the ringing extension. In that case, the calls ring on the operator and they are terminated after 5 rings.

Example: "Please stay on the line. I am connecting you to the operator."

08, The Night Mode Entry Message: If it is recorded, this message is announced as the first message on all calls while the system is in the Night Mode. After the announcement, a discontinuous dial tone is emitted for 8 seconds and if the calling party fails to dial an extension number over the ACD line within 8 seconds, then the line drops automatically.

Example: "Our company is closed at the moment. If you would like to leave a message, please dial 115."

* It has been assumed that an answering machine has been connected to the extension number 115.

09, DISA Message: This message is announced to the parties calling the system over a DISA line, then a special dial tone is emitted.

Example: "If you know the extension number, you may dial it now. Please dial "0" to be connected to the operator."

10, "Enter Password Message": This message is announced to the users who have passwords when they would like to make use of some of the Voice Mail Message features.

Example: "Please enter your password."

General-Purpose Messages

Number of the message boxes to be employed for general purposes differs depending on whether a single or two languages will be used in the ACD system.

The general-purpose message box numbers for the cases the ACD is to be used in a single language are as follows:

11....23. (For EVM38S, EVM48, EVM48S and EVM128)

11....63. (For EVM224S and EVM128S)

As for the case the ACD is to be used in a single language, the code "9" should be either cleared or associated with another function by the program "ACD Single-Key Access".

The general-purpose message box numbers for the cases the ACD is to be used in two languages are as follows:

11 (For EVM38S, EVM48, EVM48S and EVM128)

11...31. (For EVM224S and EVM128S)

Those messages are recorded in order to inform calling parties in a larger extent and those parties may be informed about the content of the general-purpose messages by the ACD Entry Message.

After the calling parties have been informed about the General-Purpose Messages, they can listen to those messages by dialing "4+message number."

Example: The message number "11" may be entered as "The daily currency rates are: US\$ 1,2, etc. by the program "86411", and as to the entry message, it may be entered as "Welcome to our company. If you know the extension number, dial it now. You may dial "0" for the operator, or 411 to get information about the currency rates." by the program "86400".

EVM Modules of the MS Series Technical Introduction and User's Guide

Example: The message number "11" may be entered as "Please dial "112" to get quotes, or "115" to place an order." by the program "86411", the message number "12" may be entered as "Please dial "121" for problems related to fax devices, or dial "133" for problems related to exchanges." by the program "86412" and consequently, the message "Welcome to our company. Please dial "411" for the sales, "412" for the technical service departments, or wait for the operator." may be recorded by the program "86400" as the entry message number "00", hence a menu system can be established by this way.

*In the event that additional messages are desired to be entered like this, it may be necessary to increase the Flash Memory capacity.

Notes:

1. The operator must take the ACD service off line before entering that program.
2. While listening to the ACD messages, the calling parties can dial numbers without the requirement of waiting for the end of the message, except the Wrong Number Message, the Wait Message and the Transfer Message.
3. The calling parties have 8 seconds to dial the extension number, except the Wait Message, the Transfer Message and the Enter Password Message. If they fail to dial a number within 8 seconds, then they are transferred to the operator. In that case, the call rings on the operator for 6 ringing periods and the line drops if it is not answered.
4. The Wait Message, the night mode entry message, the DISA entry message and enter password message are the messages that are employed in cases even when the call forwarding features of the EVM are off line.
5. If the ACD message is recorded onto the previous message, then the old one is erased automatically. A dual-frequency tone is received while the old message is being erased. The new ACD message can be recorded after that tone stops.
6. Upon completing message recording, you should terminate the operation by replacing the handset of your phone. You must not employ the key "*" in order to terminate the operation.
7. The ACD capacity should be taken into account and the messages should be recorded as short and explanatory as possible. If the ACD message capacity is exceeded during the recording operation, then the system terminates the operation automatically and emits internal dial tone.

EVM Modules of the MS Series Technical Introduction and User's Guide

8. If the memory overflows while the message is being recorded, then the dial tone is received. If the memory is full up to the limit and if one attempts to record a new message, then the dial tone is received at that moment.
9. If not any of the messages listed above is entered, in case that message is supposed to be announced, the dial tone is emitted again, or the system proceeds to the next action according to the situation.

Message Playback:

This program allows the recorded messages to be listened to. Moreover, that code can be used to check messages as well.

8643M

Parameters:

- M : Two-digit message number
(in the range 00 ... 23) for EVM38S, EVM48/48S and EVM128
(in the range 00 ... 63) for EVM224S and EVM128S

Notes:

1. If there is no recorded message in the message box number M, then the error tone is received.
2. If the entire channels of the EVM module are full, then the system emits music on hold first; the message can be listened to whenever a channel becomes available.

Erasing A Single Message:

An ACD message that has been entered before can be erased by this program.

8644M

86440M (For EVM224S and EVM128S)

Parameters:

M : Two-digit message number (in the range 00 ... 23)

Notes:

1. This program can be entered only through the operator phone while the system is in programming mode.
2. The dual-frequency tone is received during the erasing operation and when the operation is over, the internal dial tone is received.
3. The operator must take the ACD service off line before entering that program.

Ring Count Time-Out For DISA/ACD Lines:

By this program, the time-out period is set, after which a call coming over the DISA/ACD lines is to ring on the operator or the ringing extension. Following that period, the call is automatically connected to the operator or the ringing extension.

80823 P

Parameters:

P : 10..99 Ring count time-out in seconds

Default value:

P=15

EVM Modules of the MS Series Technical Introduction and User's Guide

Notes:

1. This program is compatible with exchange software versions of 3.11H and later.
2. If the call is not answered within the specified time limit, then the line drops.

ACD Message Gain:

Voice levels of the ACD messages recorded into the EVM Module can be adjusted by this program.

86447P

Parameters:

P : 1,2.....8 Voice level, which is 1 at minimum and 8 at maximum

Default value:

P=4.

Notes:

1. This program can be entered only through the operator phone while the system is in programming mode.
2. The voice level value entered here is not valid for the messages recorded into the DRAM memory.
3. The operator must take the ACD service off line before entering that program.

THE SYSTEM MESSAGE FEATURES

The system message features are the ones that are present only in EVM128S and EVM224S modules.

Thanks to the system messages, extensions are informed about the changes which occur in the statuses of their phones due to features they make use of or activate.

There are 64 message boxes on the module for that purpose. The first 26 of them are the ones that can be changed through programming and they are directly used to inform the extensions. Concerning the other 38 messages, they are the date and time messages and they are employed for informing an extension about the time and the date of a message left for her/him, upon the playback of the message.

Explanations of programs, which can be used in relation with the System Messages are located below:

Erasing The Entire System Messages:

This program allows the entire messages in the system messages flash memory module to be erased.

86443

Notes:

1. The first 26 (00-25) messages can be erased by this feature. The message boxes number 26-63 cannot be erased because they contain the date and time messages.
2. Silence is received from the handset throughout the erasing operation. Upon completion of the operation, the internal dial tone is heard again.
3. The operator must take the ACD service off line before entering that program.

Recording A System Message:

This program allows the system messages to be recorded.

8641P+Message

Parameters:

P : 00....25 The system message number in the range 00 ... 25.

The system messages number 00-25 have been given below:

00, "Follow Me Is Active" (Follow Me Status) Message : This message is announced upon lifting the handset, if the telephone has been forwarded to another extension.

01, Absent Message : This message is announced upon lifting the handset, if the automatic reply feature is active.

02, "You Have Got A Message" (Message Notification) Message : This message is announced upon lifting the handset, if there is a message left for you.

03, "The System Is In The Night Mode" (Night Mode Status) Message : This message is announced upon picking up the operator phone while the system is in the night mode.

04, "The Auto-Dialer Is On Line" (Auto-Dialer Status) Message : This message is announced upon lifting the handset, if the auto-dialer has been activated.

05, Reminder Message : If a reminder has been entered, then this message is announced upon lifting the handset while the phone is ringing at the time of the reminder.

06, Undefined Extension/Line Message : This message is announced when an extension that does not exist in the system is called or a line that does not exist is attempted to be accessed.

07, "The Entire Lines Are Busy" (All-Lines Busy) Message : This message is announced upon a line access attempt while the entire lines are busy.

08, "This Line Is Out Of Service" (Individual Line Service Status) Message : This message is announced upon attempting to access a line that is out of service at the moment.

09, "You Do Not Have Line Access Authorization" (No Line Access Authorization) Message : This message is announced when an extension without line access authorization attempts to access a line.

10, "You Do Not Have Authorization For This Kind Of Calls" (Authorization Not Appropriate For Call) Message : This message is announced when a call that is beyond the authorization level of the extension (such as long distance, international, etc.) is attempted to be made.

11, "You Do Not Have Authorization To Call Restricted Numbers" (No Authorization For Restricted Number) Message : This message is announced when a restricted number is dialed, which has been entered by the 8007 coded Restricted Prefix program.

12, "Only The Operator Can Perform This Operation" (Operator-Only Authorization) Message : This message is announced when an operation code, which is allowed to be performed by the operator only is dialed by an extension.

13, "Only the system supervisor extension can perform this operation" (System Supervisor-Only Authorization) Message : This message is announced when an operation code, which is allowed to be performed by the system supervisor extension only is dialed by an extension.

14, "You Do Not Have Authorization For This Service" (Authorization Not Appropriate For Service) Message : This message is announced when an extension dials a service code, for which s/he has no authorization.

15, "There Is No Line You Can Pick Up" (No Line To Pick Up) Message : This message is announced when an incoming external line call is attempted to be picked up, even though there is actually no such call.

16, "The System Is Not In Programming Mode" (Programming Mode Status) Message : This message is announced upon an program entry attempt while the system is not in programming mode.

17, "The Entire Lines Are Out Of Service" (All-Lines Service Status) Message : This message is announced when the system supervisor extension lifts the handset while the entire lines are out of service.

18, "The Telephone Is Locked" (Locked Phone) Message : This message is announced when the system programming initiation code is dialed while the system supervisor extension phone has been locked.

19, "You Have Performed An Incorrect Operation" (Error) Message: This message is announced when an invalid operation code is dialed.

20, "You Have Entered A Wrong Password" (Wrong Password) Message : This message is announced when the password is entered incorrectly during password change, telephone locking and unlocking operations.

21, "There Is No Available Auto-Dialer Service" (No Available Auto-Dialer) Message : This message is announced when the auto-dialer is employed while the entire auto-dialer services of the system are busy (if the auto-dialer has been activated by 4 extensions at the same time.)

22, "No Password Has Been Defined" (No Password) Message : This message is announced when an operation, which requires a password is done (telephone lock, programming mode entry.) while there is no password that has yet been defined.

EVM Modules of the MS Series Technical Introduction and User's Guide

23, "The Room Is Clean" (Room Clean) Message : This message is announced when the status of a clean hotel room is inquired for (731.)

24, "The Room Is Being Cleaned" (Room Being Cleaned) Message : This message is announced when the status of a hotel room that is being cleaned is inquired for (731.)

25, "The Room Is Dirty" (Room Dirty) Message : This message is announced when the status of a dirty hotel room is inquired for.

The date-time messages consist of numbers and months and their lengths have been limited (0.5-1 second.)

The date-time messages have been given below:

28, "zero"	52, "January"
29, "one"	53, "February"
30, "two"	54, "March"
31, "three"	55, "April"
32, "four"	56, "May"
33, "five"	57, "June"
34, "six"	58, "July"
35, "seven"	59, "August"
36, "eight"	60, "September"
37, "nine"	61, "October"
47, "ten"	62, "November"
48, "twenty"	63, "December"
49, "thirty"	
50, "forty"	
51, "fifty"	

EVM Modules of the MS Series Technical Introduction and User's Guide

Notes:

1. The first 26 system messages can be recorded by this feature. The factory default messages of the message boxes number 26-63 cannot be erased, played back or changed.
2. After the code is dialed, one waits until the short tone is heard and then begins to leave the message.
3. If the message number M has been entered before, then the erasing operation comes first and one receives a signal made up of low and high-pitched tones during that operation. Recording begins when the signal stops. When the message is over, the phone should be hung up by hook flash, i.e., the keys “#” and “*” must not be used. If the memory overflows while the message is being recorded, then the dial tone is received.
4. The operator must take the ACD service off line before entering that program.

System Message Playback:

This program allows the recorded system messages to be played back. Moreover, this code can be used to check the messages.

8642M

Parameters:

M : Two-digit message number

Notes:

1. Only the first 26 messages can be played back through this feature.
2. If there are no messages that have been recorded in message box number M, then one receives error tone.
3. If the entire channels of the EVM module are busy at that moment, then the system emits error tone. The error tone goes on being received even if a single channel becomes available.

Erasing A Single System Message:

This program allows a previously recorded system message to be erased.

86441M

Parameters:

M : Two-digit message number

Notes:

1. Only the first 26 messages can be played back through this feature.
2. This program can be entered only through the operator phone while the system is in programming mode.
3. A dual-frequency tone is received during the erasing operation and when the operation is over, the internal dial tone is received.
4. The operator must take the ACD service off line before entering that program.

The System Message Gain:

Voice levels of the system messages recorded into the EVM Module can be adjusted by this program.

86448P

Parameters:

P : 1,2.....8 Voice level, which is 1 at minimum and 8 at maximum

Default value:

P=4

EVM Modules of the MS Series Technical Introduction and User's Guide

Notes:

1. This program can be entered only through the operator phone while the system is in programming mode.
2. The voice level value entered here is not valid for the messages recorded into the DRAM memory.
3. The operator must take the ACD service off line before entering that program.

THE VOICE MAIL MESSAGE FEATURES

If the EVM module has DRAM memory to maintain the voice mail message feature, in addition to the ACD features, any kind of message leaving, message receiving, message listening and message recording operation can be fulfilled.

Making use of the EVM for any extension depends on the extension's EVM authorization level that is determined by the program "Authorization* For Leaving / Locking Voice Mail Message." [*Please refer to the MS Series Programming Guide.]

FAX FORWARDING FEATURE AND USE OF THE EVM

If a separate extension has not been defined for the fax device and if EVM is being used, then the line over which fax calls come has to be defined as "Fax Forwarding Mod 1*." In that case, if a fax signal comes while the entry message is being announced, then the call is automatically transferred to the fax device. [*Please refer to the chapter Line Parameters / MS Series Programming Guide.]

SUMMARY: PUTTING THE EVM INTO SERVICE

First of all, determine what kind of a forwarding system you need and prepare the text of the messages you are going to record. Pay attention to keeping the messages as short as possible while doing that. Keep in mind that the calling parties prefer reaching the person or department they call as soon as possible, instead of listening to prolonged, unnecessary talk. Some issues, which it would be useful to take into consideration while establishing the structure and text of messages, have been explained below:

EVM Modules of the MS Series Technical Introduction and User's Guide

THE ENTRY MESSAGE:

The entry message should be short and explanatory. If there are options after the company introduction, they should be short and their quantity should not be more than six. They should be so determined that their extension numbers would not change. Long and detailed messages bore the callers and create negative effect. The options should not include proper names such as "Mr. Smith, Mrs. Newton". Otherwise, you may have to repeat the entire EVM recording in case of any change. Instead, using short and constant definitions like "Sales, Technical Service, and Vice Manager" makes the record be valid for a long time.

THE SECOND LANGUAGE OPTION:

If you want your auto attendant to serve in another language alongside with your native language, for instance, in English, then an announcement like that can be done after the entry message in your native language: "Please dial 9 for English" and then the system may proceed to an options menu that is in English, if desired. While the content of the menu in English is being determined, one must consider the fact that the extensions, to which that menu directs the calling parties are supposed to be able to serve in English. The ACD messages in the second language should be recorded into the related message boxes. (The second language message boxes are: number 12 ...23 for EVM38S, EVM48, EVM48S, and EVM128, number 32...63 for EVM128S and EVM224S.)

BACKGROUND MUSIC:

A suitable background music can be used while recording the messages. The selected music should be instrumental only, consisting of tranquilizing and low-intensity, easy-listening melodies.

SPECIAL REQUESTS:

The options in the entry message may include sub-options. That feature may be employed for usual informing purposes by corporations or other kinds of work places such as exchange offices, movie theaters, etc. For instance, the related information may be announced after the message: "Dial 3 for (US\$ rate, movies and their time table, bus take off time table, etc.)" and then the caller may be directed to the appropriate extension according to the menu structure and the selected option.

EVM Modules of the MS Series Technical Introduction and User's Guide

You can enter the programs by following the order below:

- ✓ Erase the entire ACD messages. (86444)
- ✓ Record the messages in succession. (864+P+Message) or (8640+P+Message)
- ✓ After recording each message, play back the messages for checking. (8643+M)
- ✓ If you want to construct single-key menus, then do that as it is explained in the program "ACD Single-Key Access."
- ✓ Determine the lines to be answered by the EVM through the program "DISA/ACD Line Selection*." (*Please refer to the MS Series Programming Guide.)
- ✓ Mark the extensions that you do not want to be called directly through the program "Inaccessible Extension Over The DISA/ACD Line*." (*Please refer to the MS Series Programming Guide.)
- ✓ If there are lines that may receive fax calls, then define them as "Fax Forwarding Mod 1*." (*Please refer to the chapter Line Parameters / MS Series Programming Guide.)
- ✓ If you would like the EVM to be on and off line at certain times, then determine those times by the program "Automatic ACD."
- ✓ Put the ACD on line.
- ✓ If there is a DRAM module on the EVM, then clear the DRAM memory by the code "86499".

Your EVM is ready for use after completing those steps.

USER FEATURES

CALL CONTROL SERVICES

Temporary Absent Message (8648):

You can leave a message to be announced to parties calling you when you are about to leave your work place.

In order to leave a message to your own phone:

H	Lift the handset and hear the internal dial tone.
8 6 4 8 F	Dial 8648 and wait for the short beep.
E	Record your message (It cannot be longer than 30 sec.)
G	Replace the handset.

Notes:

1. If the entire channels of the EVM are busy at that moment, then emission of the signal is delayed after dialing 8648, and the system emits music on hold in the meantime.
2. After recording the message, each extension calling you listens to that message (your phone does not ring.) The calling extension can leave you a message by dialing 82, if s/he would like to, while listening to the message you have recorded. (See Leaving A Message To An Extension.)
3. If the call is coming over an external line (if the calls coming over that line has been forwarded to your phone), then the message you have recorded is announced and after the signal, the message of the calling party is recorded. If there is a line ringing on your phone, then you are supposed to record your message accordingly. You can listen to the messages left to you by dialing the code 8646 (and then your password, if you have one) when you come back to your work place.
That condition is cancelled automatically whenever you dial any number through your phone and the absent message you have recorded into your phone is erased.

EVM Modules of the MS Series Technical Introduction and User's Guide

4. If there is an external line private for you, then you can remotely change the temporary absent message that you have left, after entering your password. For this, when you call yourself from outside, you are supposed to enter your password (her durumda şifre ile kullanılan bir özellik) after hearing the first signal; by this way you hear a discontinuous dial tone. At that step, by dialing your own extension number you hear your absent message. Then by dialling 80, you can record a new absent message instead of the previous one you have left before by 8648. From then on, the calling parties hear that new announcement you have just recorded.
5. If there is an external line private for you, then you can remotely listen to the messages left at your telephone if you have recorded an temporary absent message. For this, when you call yourself from outside, you are supposed to enter your password after hearing the first signal; by this way you hear a discontinuous dial tone. With dialing 8646, then your own extension number and your password you can listen to the messages which are left for you.
6. You can also make use of that feature in order not to be disturbed. For instance, during an important business meeting, you can record a message which indicates that you are in a meeting and you do not want to be disturbed.

Permanent Absent Message (737):

The message you record by the service 8648 is erased whenever you use your phone. If there is a message you use regularly, then you can record it once and then put on or off line as needed.

In order to record a permanent absent message:

H	Lift the handset and hear the internal dial tone.
7 3 7 2 F	Dial 7372 and wait for the short beep.
E	Record your message (It cannot be longer than 30 sec.)
G	Replace the handset.

The message is on line.

In order to take the message off line:

- H Lift the handset and hear the internal dial tone.
- 7 3 7 0 Dial 7370.
- G Replace the handset.

In order to put the message on line:

- H Lift the handset and hear the internal dial tone.
- 7 3 7 1 Dial 7371 and listen to the message.
- G Replace the handset.

In order to erase the message:

- H Lift the handset and hear the internal dial tone.
- 7 3 7 3 Dial 7373.
- G Replace the handset.

In order to activate the message to be used in case of busy:

- H Lift the handset and hear the internal dial tone.
- 7 3 7 5 Dial 7375
- G Replace the handset.

In order to activate the message to be used in case of no answer:

H	Lift the handset and hear the internal dial tone.
7 3 7 6	Dial 7376
G	Replace the handset.

Notes:

1. While there is already a permanent message, if 7372 is dialed, then the permanent message that has been recorded before is erased and a new one may be left after receiving the signal. In that case the calling parties hear the message that has most recently been recorded.
2. The operation principle of this service is the same as that of the service 8648. If both of the messages are present and active, then the calling party hears the message recorded by 8648. The permanent message you record is erased in case of blackouts. If the permanent message is active, then, every time you pick up your phone, the system message "Absent Message" is announced.
3. If extension has activated 737 5 or 737 6, while listening to the message the calling party can:
 - a) Press 1 in order to enter extensions queue if the calling party is an extension.
 - b) Press 2 in order to leave a message if the calling party is an extension, a transferred caller or a caller through ACD/DISA lines.
4. If the calling party is an external number that is directly ringing on this extension, he must wait until the end of Permanent Absent Message. Then after hearing a "beep" tone, he can start leaving a message to the extension.

Leaving A Message To An Extension (82):

If the extension you are calling is busy, not answering or s/he has let a message indicating that s/he is absent, then you can leave a message to that extension.

In order to leave a message to an extension:

F

While receiving busy tone or ring back tone, or while listening to the message left by the opposite party:

8 2 F

Dial 82 and wait for the short beep.

E

Leave your message (It cannot be longer than 30 sec.)

G

Replace the handset.

Notes:

1. When the extension to whom you have left a message lifts the handset, the system message "You have got a message" is announced, the dial tone changes to a discontinuous one and her/his telephone rings for 0,5 sec and stops for warning in every 10 minutes and each time it is picked up and hung up.
2. When the extension to whom (a) message has been left returns to her/his place, or when her/his busyness is over, s/he can listen to that (those) message(s) by using the code 8646.

Listening To New Messages (8646):

If there is a new message left for you, then the message "You have got a message." is announced when you lift the handset, your telephone rings for 0,5 seconds and stops in every 10 minutes and each time you pick it up and hang it up in order to warn you, and the dial tone changes to a discontinuous one.

In order to listen to the messages left for you:

H	Lift the handset and hear the internal dial tone.
8 6 4 6	Dial 8646.
B	Enter your password, if you have one.
E	Listen to your message.

Notes:

1. You will start to listen to the messages in succession. In case you receive the dial tone again, that means you have no recorded messages. If the EVM is busy at that moment, then the system emits music on hold or if the music is not active, silence. In that case, you can wait until a channel of EVM module becomes available and it is connected to you or you can hang up and try again after a while.
2. If you do not press any key, then you listen to the messages one after another in a row and you receive the dial tone after the last message.
3. During the listening operation:
 - If you dial **0**, then you return to the beginning of the message you are currently listening to.
 - If you dial **1**, then you proceed to the next message.
 - If you dial **2**, then you return to the point that is about 3-3,5 sec earlier and you go on listening to the same message.
 - If you dial **3**, then, starting from the moment you are in, the voice level of the message is increased by one unit and you go on listening to the message.
 - If you dial **4**, then you go to the point that is about 3-3,5 sec later and you go on listening to the same message.

EVM Modules of the MS Series Technical Introduction and User's Guide

- If you dial **6**, then starting from the moment you are in, the voice level of the message is decreased by one unit and you go on listening to the message.
 - If you dial **8**, then you lock the message you are listening to at that moment (if you have the required authorization) so that it is not erased until you listen to it again, and then you proceed to the next message.
 - If you dial **9**, then you erase the current message and proceed to the next one.
4. Any message left for you is automatically erased **15 minutes** after it is listened to.
 5. The discontinuous dial tone shifts to normal after you listen to the entire messages. However, that does not mean there is no more message. You can listen to the same messages again, by the code 8645 (if you have not yet erased them and if the 15-minute period is not over yet.) The dial tone changes again, if a new message is left while the previous ones are still there.

Listening To The Entire Messages (8645):

Thanks to this feature, you can listen to the entire messages left for you, no matter new or old (not erased.)

In order to listen to the entire messages in your message box:

H	Lift the handset and hear the internal dial tone.
8 6 4 5	Dial 8645.
B	Enter your password, if you have one.
E	Listen to your message.

EVM Modules of the MS Series Technical Introduction and User's Guide

Notes:

1. You will start to listen to the messages in succession. In case you receive the dial tone again, that means you have no recorded messages. If the EVM is busy at that moment, then the system emits music on hold or if the music is not active, silence. In that case, you can wait until a channel of EVM becomes available and it is connected to you or you can hang up and try again after a while.
2. If you do not press any key, then you listen to the messages one after another in a row and you receive the dial tone after the last message.
3. During the listening operation:
 - If you dial **0**, then you return to the beginning of the message you are currently listening to.
 - If you dial **1**, then you proceed to the next message.
 - If you dial **2**, then you return to the point that is about 3-3,5 sec earlier and you go on listening to the same message.
 - If you dial **3**, then, starting from the moment you are in, the voice level of the message is increased by one unit and you go on listening to the message.
 - If you dial **4**, then you go to the point that is about 3-3,5 sec later and you go on listening to the same message.
 - If you dial **6**, then starting from the moment you are in, the voice level of the message is decreased by one unit and you go on listening to the message.
 - If you dial **8**, then you lock the message you are listening to at that moment (if you have the required authorization) so that it is not erased until you listen to it again, and then you proceed to the next message.
 - If you dial **9**, then you erase the current message and proceed to the next one.
4. Any message left for you is automatically erased **15 minutes** after it is listened to.

Reminder Service With Message (8389):

In order for the exchange to warn you at a certain time by announcing a message:

- | | |
|---------|---|
| H | Lift the handset and hear the internal dial tone. |
| 8 3 8 9 | Dial 8389. |
| B | Dial the hour (00-23), then the minute (00-59) you would like to be warned. |
| F | Wait for the short beep. |
| E | Leave your message (It cannot be longer than 30 sec.) |
| G | Replace the handset. |

In order to cancel the service before the time of warning comes:

- | | |
|---------|---|
| H | Lift the handset and hear the internal dial tone. |
| 8 3 8 9 | Dial 8389. |
| G | Replace the handset. |

Notes:

Your telephone rings at the determined time and when you pick it up, you listen to the message you have recorded before. The system continues to announce the same message until you hang up.

Alarm Service With Message (83879):

In order for the exchange to warn you at a certain time every day by announcing a message:

H

Lift the handset and hear the internal dial tone.

8 3 8 7 9

Dial 83879.

B

Dial the hour (00-23), then the minute (00-59) you would like to be warned.

F

Wait for the short beep.

E

Leave your message (It cannot be longer than 30 sec.)

G

Replace the handset.

In order to cancel the service before the time of warning comes:

H

Lift the handset and hear the internal dial tone.

8 3 8 7

Dial 8387.

G

Replace the handset.

Notes:

1. Your telephone rings at the determined time every day and you listen to the message you have previously left. The system goes on announcing the same message until you hang up.
2. In the event that another alarm or reminder service is entered (such as 838, 8389), this service is automatically cancelled.

Listening To Messages Left For You With Assistance Of The Operator (6):

When you make a call from outside, you can listen to the messages left for you.

To help you to listen to your message operator should:

- | | |
|------------|---|
| H A | Operator picks up the phone when the call arrives and make hook flash |
| B 6 | Then he dials your extension number and 6 |
| F | Operator receives dial tone. |

To listen to your messages:

- | | |
|----------|---|
| B | Dial your password, if one has been defined, after the short beep |
| E | You can listen to your messages. |
| G | Replace the handset. |

Notes:

1. When the messages are remotely listened to like that, the 15-minute erasure time-out period does not apply for them. Hence, you can listen to the same messages again when you return to your place.
2. While you are listening to your messages through this service:
 - If you dial **0**, then you return to the beginning of the message you are currently listening to.
 - If you dial **1**, then you proceed to the next message.
 - If you dial **2**, then you return to the point that is about 3-3,5 sec earlier and you go on listening to the same message.
 - If you dial **3**, then, starting from the moment you are in, the voice level of the message is increased by one unit and you go on listening to the message.
 - If you dial **4**, then you go to the point that is about 3-3,5 sec later and you go on listening to the same message.

EVM Modules of the MS Series Technical Introduction and User's Guide

- If you dial **6**, then starting from the moment you are in, the voice level of the message is decreased by one unit and you go on listening to the message.
- If you dial **8**, then you lock the message you are listening to at that moment (if you have the required authorization) so that it is not erased until you listen to it again, and then you proceed to the next message.
- If you dial **9**, then you erase the current message and proceed to the next one.

External Call Record:

You can record a phone conversation you are making, if you have the authorization.

In order to record a conversation you are making:

- A** While making conversation over an external line, make hook flash
- B** Dial your own extension number.
- A** Then make hook flash again
- F** Recording of your conversation begins after the beep tone.

Notes:

1. If the entire channels of the EVM are busy at that moment, then you receive the error tone. In that case, you can revert to your conversation by making hook flash again.
2. There is no time limit for recording a conversation. However, in the event that the memory of the EVM overflows, the recording and the conversation are terminated automatically. In that case, you can make hook flash twice, consecutively, in order to maintain the conversation.
3. If you make hook flash during recording, then the recording halts, you can revert to the conversation by making hook flash again.
4. At any moment throughout the conversation, you can resume recording by making hook flash and entering your extension number, again.
5. You can listen to the recorded conversations by dialing the code "8646." Nevertheless, the conversations are automatically erased 15 minutes after they are listened to.

EVM Modules of the MS Series Technical Introduction and User's Guide

6. While you are listening to your messages:
- If you dial **0**, then you return to the beginning of the message you are currently listening to.
 - If you dial **1**, then you proceed to the next message.
 - If you dial **2**, then you return to the point that is about 3-3,5 sec earlier and you go on listening to the same message.
 - If you dial **3**, then, starting from the moment you are in, the voice level of the message is increased by one unit and you go on listening to the message.
 - If you dial **4**, then you go to the point that is about 3-3,5 sec later and you go on listening to the same message.
 - If you dial **6**, then starting from the moment you are in, the voice level of the message is decreased by one unit and you go on listening to the message.
 - If you dial **8**, then you lock the message you are listening to at that moment (if you have the required authorization) so that it is not erased until you listen to it again, and then you proceed to the next message.
 - If you dial **9**, then you erase the current message and proceed to the next one.

Leaving A Message To An Absent Extension With Assistance Of The Operator:

At times when you are not at your place, an external party, which calls you can leave you a message with the assistance of the operator.

In order to leave a message with assistance of the operator:

- | | |
|-----|---|
| F | Operator should inform the caller so that s/he must leave the message within 30 secs. After hearing the beep. |
| A B | Operator must make hook flash and dial the extension number to whom the message is to be left. |
| 8 F | Operator must dial 8 and hear the dial tone. |
| E | The calling party can leave message in the meantime. |

Notes:

1. If the EVM is busy, then it takes time for the signal to come and the calling party receives silence or music on hold.
2. If the EVM message memory is full, then the secretary hears the ring back tone upon dialing 8.
3. When you return to your place, you can listen to the messages left for you by dialing "8646" or as by it is explained in the feature "Listening To Messages Left For You With Assistance Of The Secretary".

THE SERVICES RELATED TO THE OPERATOR

ACD Activation (8741):

The ACD can be put on line by this program. By this way, in case calls come over lines that are open to use of the auto attendant, the ACD answers those calls.

In order to activate the ACD:

- | | |
|---------|---|
| H | Lift the handset and hear the internal dial tone. |
| 8 7 4 1 | Dial 8741. |
| G | Replace the handset. |

In order to deactivate the ACD:

- | | |
|---------|---|
| H | Lift the handset and hear the internal dial tone. |
| 8 7 4 0 | Dial 8740. |
| G | Replace the handset. |

Notes:

When the ACD is deactivated, calls coming over lines that are open to use of the auto attendant ring on the operator or on the extension to whom those calls have been forwarded by the operator.

Night Mode Auto-Reply:

The EVM can be so programmed that it automatically answers the incoming calls, announces the night mode entry message you have recorded before and then records the messages of the calling parties. (Auto-reply)

For the auto-reply mode during the night service:

H	Lift the handset and hear the internal dial tone.
8 7 9	Dial 879.
E	Listen to your Night Service message.
G	Replace the handset.

Notes:

1. In order to activate this feature, the message number "08", namely the night mode entry message, must have been recorded and the ACD service must have been taken off line, as explained in the chapter "Programming".
2. If the ACD is put on line, then a discontinuous dial tone is emitted for 4 secs after the announcement of the night mode entry message is over. The line is dropped, if the calling party fails to dial a number within that period.
3. After this feature is activated, all incoming calls are answered automatically. A short beep is emitted after the night mode entry message announcement and then the recording begins.
4. The recording duration is 30 secs. Following the expiration of that time, the line is dropped.
5. If you take the system out of the night service by dialing "878", then it reverts to its normal operation mode. Upon activating the night service by "879", the feature is put back on line again.

Listening To Messages In The Auto-Reply Mode:

You can listen to messages through the operator telephone, which are left by the calling parties while the exchange is in the Auto-Reply mode.

For the auto-reply mode in the night service:

H	Lift the handset and hear the internal dial tone.
8 6 4 6	Dial 8646.
E	Start listening to the recorded messages in a row.
G	Replace the handset.

Notes:

1. If you receive the dial tone again, after dialing "8646", then that means there are no recorded messages.
2. If the EVM is busy at that moment, then the system emits music on hold or silence; in that case you may try again after a while.
3. If you do not press any key while you are listening to the messages, then you listen to the entire messages one after another in a row and you receive the dial tone after the last message.
4. While you are listening to your messages:
 - If you dial **0**, then you return to the beginning of the message you are currently listening to.
 - If you dial **1**, then you proceed to the next message.
 - If you dial **2**, then you return to the point that is about 3-3,5 sec earlier and you go on listening to the same message.
 - If you dial **3**, then, starting from the moment you are in, the voice level of the message is increased by one unit and you go on listening to the message.
 - If you dial **4**, then you go to the point that is about 3-3,5 sec later and you go on listening to the same message.
 - If you dial **6**, then starting from the moment you are in, the voice level of the message is decreased by one unit and you go on listening to the message.

EVM Modules of the MS Series Technical Introduction and User's Guide

- If you dial **8**, then you lock the message you are listening to at that moment (if you have the required authorization) so that it is not erased until you listen to it again, and then you proceed to the next message.
 - If you dial **9**, then you erase the current message and proceed to the next one. After the installation of the PG100-CU unit is completed, the module starts to work without requiring any specific operation on it.
5. Any message is erased automatically 15 minutes after it is listened to. Therefore, it is recommended that you erase the messages you would not listen to again by "9", for the sake of effective EVM usage.
 6. You can listen to the messages, which have not been erased yet, again by the code "8645".

The Night Service - Message Announcement Only (858):

In some cases you may prefer the exchange to announce outgoing messages only and not to record incoming messages. You may make use of this feature in such cases.

For the auto-reply mode in the Night Service:

H

Lift the handset and hear the internal dial tone.

8 5 8

Dial 858.

E

Listen to your Night Service message.

F

The exchange switches to the Night Service mode.

G

Replace the handset.

EVM Modules of the MS Series Technical Introduction and User's Guide

Notes:

1. In order to activate this feature, the message number "08", namely the night mode entry message, must have been recorded and the ACD service must have been taken off line, as explained in the chapter "Programming".
2. All incoming calls are answered automatically once this feature is activated. The line is dropped after the Night Mode entry message is announced.
3. If you take the system out of the Night Service mode by dialing "878", then it reverts to its normal operation mode.

Reminder Service With Message (83889):

In order for the exchange to warn an extension at a certain time by announcing a message:

H	Lift the handset and hear the internal dial tone.
8 3 8 8 9	Dial 8389.
B	Dial the extension number you would like to warn.
B	Dial the hour (00-23) and the minute (00-59) you would like to warn the extension, afterwards.
F	Wait for the short beep.
E	Leave your message (It cannot be longer than 30 sec.)
G	Replace the handset.

In order to cancel the service before the time of warning comes:

- | | |
|-----------|--|
| H | Lift the handset and hear the internal dial tone. |
| 8 3 8 8 9 | Dial 83889. |
| B | Dial the extension number for which you have activated the reminder service. |
| G | Replace the handset. |

Notes:

1. The telephone of the extension rings at the determined time and when s/he picks up s/he hears the message you have recorded.
2. The system goes on announcing the same message until the extension hangs up.

Erasing Messages (86499 & 86490):

Unless the messages recorded into the DRAM memory are locked by dialing "8" as they are being listened to, they are automatically erased 15 minutes after they are listened to. In the event that any confusion related to the messages occurs or the memory is full, the entire messages can be erased through the system supervisor extension by making use of this feature.

In order to clear the entire memory:

- | | |
|-----------|---|
| H | Lift the handset and hear the internal dial tone. |
| 8 6 4 9 9 | Dial 86499. |
| G | Replace the handset. |

In order to erase the entire messages, except the reminder and alarm messages:

H	Lift the handset and hear the internal dial tone.
8 6 4 9 0	Dial 86490.
G	Replace the handset.

Notes:

1. When the EVM memory is full, you receive the error tone upon attempting to access the services related to recording. In that case, you can erase the entire memory by "86499", wait for the messages to be erased automatically at the end of their time-outs or you can erase unnecessary messages by dialing "9".
2. You can erase the entire messages, except the voice warning messages, by applying the code "86490".

THE SERVICES RELATED TO THE DIRECT INWARD SUBSCRIBER (EXTENSION) ACCESS (DISA)

If any line has been marked as DISA, then external calling parties can make use of several EVM features on calling over that line.

Leaving A Message To An Extension Over A DISA Line:

Upon calling an internal extension over a DISA line, you can leave messages for that extension if s/he is busy, not answering or a message is being announced indicating that the extension is absent. This feature works like the feature "Leaving A Message" that has been explained in the chapter "User Features".

Listening To Messages Left For You Over A DISA Line (8646):

In order to listen to messages over a DISA line:

- | | |
|---------|---|
| F | While receiving the DISA dial tone, |
| 8 6 4 6 | Dial 8646. |
| B | Then, dial your own extension number. |
| B | Enter your password, if you have defined one. |
| E | Start listening to incoming messages. |
| G | Replace the handset. |

EVM Modules of the MS Series Technical Introduction and User's Guide

Notes:

1. While you are listening to the messages:
 - If you dial **0**, then you return to the beginning of the message you are currently listening to.
 - If you dial **1**, then you proceed to the next message.
 - If you dial **2**, then you return to the point that is about 3-3,5 sec earlier and you go on listening to the same message.
 - If you dial **3**, then, starting from the moment you are in, the voice level of the message is increased by one unit and you go on listening to the message.
 - If you dial **4**, then you go to the point that is about 3-3,5 sec later and you go on listening to the same message.
 - If you dial **6**, then starting from the moment you are in, the voice level of the message is decreased by one unit and you go on listening to the message.
 - If you dial **8**, then you lock the message you are listening to at that moment (if you have the required authorization) so that it is not erased until you listen to it again, and then you proceed to the next message.
 - If you dial **9**, then you erase the current message and proceed to the next one.
2. When the messages are remotely listened to like that, the 15-minute erasure time-out period does not apply for them.

Line Access Through A Call Over A DISA Line:

This feature can be employed upon making a call over a DISA line, if one wishes to access an external line while receiving the DISA dial tone.

In order to access an external line while receiving the DISA dial tone:

- F While receiving the DISA dial tone,
- 9 Dial 9.
- B Enter your extension number.
- B Enter your password.
- E You have just accessed an available line of the exchange you call.
- B Dial the external number you would like to call.
- E Make your conversation.
- G Replace the handset.

Selective Line Access Through A Call Over A DISA Line:

In order to access an external line selectively while receiving the DISA dial tone:

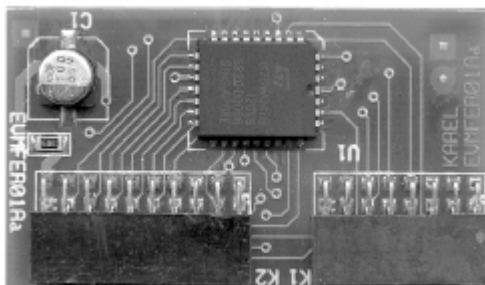
- F While receiving the DISA dial tone,
- 7 Dial 7.
- B Dial the number of the external line you would like to access (01-20.)
- B Enter your own extension number
- B Enter your password.
- E You have just accessed the external line of the exchange, which you have selected.
- B Dial the external number you would like to call.
- E Make your conversation.
- G Replace the handset.

ACCESSORIES:

In order to increase the record capacities of the EVM modules, the EVM-FL and EVM-DL modules can be attached on them.

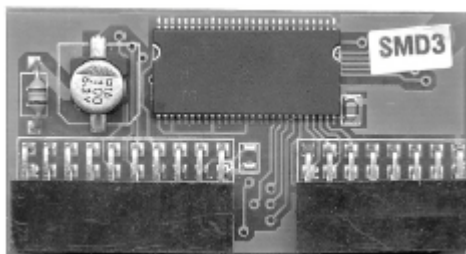
EVM-FL:

The EVM-FL module offers two minutes of additional message capacity for the ACD. By this way, 4 minutes of additional time can be obtained corresponding to at most 2 EVM-FL modules to be attached on each EVM module.



EVM-DL:

The EVM-DL module offers additional message duration in order to increase the capacity of the voice mail message boxes. Message storing capacity of an EVM-DL module is 34 minutes.



Numbers of modules that can be attached to various EVM models are shown in the table below.

EVM Modules of the MS Series Technical Introduction and User's Guide

	Channel	EVM-FL ACD		EVM-DL Voice Mail Message	
EVM38S	1	2		3	
		Min. Duration	Max. Duration	Min. Duration	Max. Duration
		2 min.	6 min.	0 min.	102 min.
EVM48	2	2		3	
		Min. Duration	Max. Duration	Min. Duration	Max. Duration
		2 min.	6 min.	0 min.	102 min.
EVM48S	2	2		3	
		Min. Duration	Max. Duration	Min. Duration	Max. Duration
		2 min.	6 min.	0 min.	102 min.
EVM128	2	2		3	
		Min. Duration	Max. Duration	Min. Duration	Max. Duration
		2 min.	6 min.	0 min.	102 min.
EVM128S	4+4	2		4	
		Min. Duration	Max. Duration	Min. Duration	Max. Duration
		4 min.	8 min.	34 min.	170 min.
EVM224S	4+4	2		4	
		Min. Duration	Max. Duration	Min. Duration	Max. Duration
		4 min.	8 min.	34 min.	170 min.

The message capacity of each EVM-FL is 2 minutes.
 The message capacity of each EVM-DL is 34 minutes.

You can obtain the EVM-FL and EVM-DL modules from Karel Authorized services.

