

Karel EVM48

Auto Attendant & Voice Mail

Easy to Use

Owner's

Guide



Edition 3.1

KAREL

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INTRODUCTION

This Easy to Use Owner's Guide provides an overall reference on the EVM48 Auto Attendant facilities of KAREL MS48 and MS48-ISDN Telephone Systems.

Optionally, EVM48 may have Voice Mail facilities.

Auto Attendant facilities mainly serve the external callers by guiding them throughout their calls with messages pre-recorded by the System Supervisor. Hence, this guide does not cover any extension user facility for Auto Attendant. The only two Auto Attendant facilities available for the operator are given in the last pages.

Voice Mail, on the other hand, offers facilities to extension users. These facilities are given in the three main parts:

- 1) In the first part, the Voice Mail facilities available for all the users are given.*
- 2) In the second part, the Voice Mail facilities available for the extension users who are calling the system from outside are given.*
- 3) In the third part, the operator only facilities are given.*

Notes:

- External callers, who want to access any Auto Attendant or Voice Mail service must use Tone Dialing (DTMF) telephone sets.*
- If a user receives music or silence upon attempting to use any Auto Attendant or Voice Mail facility, this means that the EVM48 is busy. In this case the user may wait off hook till the EVM48 gets idle or hang up and try again later.*

I. EXTENSION SERVICES

I.1. TEMPORARY ABSENT MESSAGE (8648)

Allows leaving a temporary message to be read to the calling parties. The message is cleared at the next use of the extension telephone.

• ACTIVATE



Lift handset.



Record message within 30 seconds after hearing "beep".



Hang up.

• CLEAR



Lift handset.



Dial any digit.

Message is cleared.

I.2. PERMANENT ABSENT MESSAGE (737)

Allows recording a permanent message and activating this message whenever you will be absent.

• ENTER



Lift handset.



Record message within 30 seconds after hearing "beep".



Hang up.

• CLEAR



Lift handset.



Receive internal dial tone.

- **ACTIVATE**

When you are leaving:



Lift handset.



The message is first read and then activated.



Receive internal dial tone.

- **CANCEL**

When you are back:



Lift handset.



Receive internal dial tone.

- **NOTES**

1. The message is automatically activated just after it is recorded.
2. If both the *Temporary* and *Permanent Absent Messages* are activated, the *Temporary Absent Message* is read to the calling parties.

I.3. LEAVING A MESSAGE (82)

Allows leaving a message at an extension if he is busy, not answering or has left an *Absent Message*.

- **ACTIVATE**



You are receiving busy or ring-back tone or *Absent Message* upon calling an extension.



Record message within 30 seconds after hearing "beep".



Hang up.

I.4. LISTENING TO THE NEW MESSAGES (8646)

Allows listening to the new messages left at your extension. The operator can use this facility to listen to the messages left at the system in *Night Mode* as well. When there are new messages, the system warns you in the following ways:

- a) The dial tone becomes discontinuous.
- b) The telephone rings for half a second each time you hang up.
- c) The telephone rings once for every 10 minutes.

• **ACTIVATE**



Lift handset.



Dial your password (if you have one).



Listen to message(s).



Receive internal dial tone.

• **NOTES**

1. If there are more than one message, they are listened to in the record order.
2. The number of the message being listened to is displayed on the telephone, if a KAREL Console or Feature Phone is used.
3. The messages listened to are cleared 15 minutes later, unless they are locked as described in *Processing Messages*.

I.5. LISTENING TO ALL THE MESSAGES (8645)

Allows listening to the new messages left at your extension as well as the messages previously listened to if they are not cleared yet. The operator can use this facility to listen to the messages left at the system in *Night Mode* as well.

- **ACTIVATE**



Lift handset.



Dial your password (if you have one).



Listen to message(s).



Receive internal dial tone.

- **NOTES**

1. If there are more than one message, they are listened in the record order.
2. The number of the message being listened to is displayed on the telephone, if a KAREL Console or Feature Phone is used.
3. Each time the messages are listened to again within the period of 15 minutes (i.e. before they are cleared by the system); the system postpones clearing these messages for another 15 minutes so that they can be listened to again.

I.6. RECORDING EXTERNAL CALLS

(#)

• **START RECORDING**



You are conversing with an external party.



Hold the call.



Dial your extension number.



Receive "beep".
Recording starts.



Go on conversing.

• **STOP RECORDING**



You are recording your external call.



Hang up,
or



Hold the call.



Retrieve the call.



Go on
conversing.

• **NOTES**

1. An external call can be recorded as long as the Voice Mail capacity of EVM48 lets.
2. The recorded external call can be listened to as described in *Listening To The New Messages* or *Listening To All The Messages*.
3. The system does not have any of the warnings described in *Listening To The New Messages* about the recorded external call.
4. The recorded external call is cleared 15 minutes after it is listened to, unless it is locked as described in *Processing Messages*.
5. Each time recorded external call is listened to within the period of 15 minutes (i.e. before it is cleared by the system); the system postpones clearing the recorded external call for another 15 minutes so that it can be listened to again.

I.7. PROCESSING MESSAGES

While listening to the messages or recorded external calls using any of the relevant features that are explained throughout this guide, the system facilitates certain operations by pressing certain digits.

- **ACTIVATE**



You are listening to one of your messages.

You can dial:



To go back to the beginning of current message and restart listening to.



To skip the rest of message and start listening to next message.



To go back 3 seconds and restart listening to.



To go back 3 seconds, increase the voice level of message and restart listening to.



To go back 3 seconds, decrease the voice level of message and restart listening to.



To lock current message, skip the rest of current message and start listening to next message.



To clear current message and start listening to next message.

- **NOTES**

1. The locked messages are preserved until they are listened to again as described in *Listening To The New Messages* or *Listening To All The Messages*. After the locked messages are listened to, they become unlocked (i.e. 15 minutes clearing period starts) unless they are locked once more.
2. If there are locked messages, the system warns you as described in *Listening To The New Messages*.

I.8. TEMPORARY REMINDER MESSAGE (8389)

Allows setting a reminder time and entering a message to be read at this time.

• **ACTIVATE**



Lift handset.



Dial hour (00..23) and minute (00..59).



Record message within 30 seconds after hearing "beep".



Hang up.

• **CANCEL**



Lift handset.



Hang up.

• **NOTES**

1. When it is the time, your telephone starts ringing with a special reminder ring cadence. Upon lifting the handset the message is read repetitively until you hang up and it is cleared after then. Otherwise, the telephone continues ringing for 2 minutes.
2. In case you are busy at the reminder time, the telephone will ring just after you hang up.
3. This service is valid only for 24 hours.
4. Both the reminder time and the *Reminder Message* are automatically canceled if any other kind of reminder or wake-up service is activated.

I.9. PERMANENT REMINDER MESSAGE (83879)

Allows setting a time to ring the telephone everyday and entering a message to be read at this time.

• **ACTIVATE**



Lift handset.



Dial hour (00..23) and minute (00..59)



Record message within 30 seconds after hearing "beep".



Hang up.

• **CANCEL**



Lift handset.



Hang up.

• **NOTES**

1. Once this feature is activated, your telephone rings with a special reminder ring cadence, everyday at the reminder time. Upon lifting the handset the message is read repetitively until you hang up. Otherwise, the telephone continues ringing for 2 minutes.
2. In case you are busy at the reminder time, the telephone will ring just after you hang up.
3. Both the reminder time and the *Reminder Message* are automatically canceled if any other kind of reminder or wake-up service is activated.

II. SERVICES FOR EXTERNAL CALLERS

II.1. LEAVING A MESSAGE AT AN EXTENSION

An external caller who calls an extension directly through an Auto Attendant or DISA (Direct Inward Subscriber Access) line can leave a message at that extension if the extension is busy or not answering, or has left an *Absent Message*.

- **ACTIVATE**



The external party calling the system through Auto Attendant or DISA line, is receiving busy tone, ring back tone, or *Absent Message* after dialing an extension number.



Record message within 30 seconds after hearing “beep”.



Hang up.

- **NOTES**

1. Consult the System Supervisor for DISA and Auto Attendant lines available on the system.
2. If the external party waits until the end of 30 seconds message reading period, the discontinuous DISA tone is sent to him again. During this tone he can dial another extension number. By this way, the external caller calling through an Auto Attendant line is allowed to leave as much as four different messages to the extensions. (This number is nine for the external parties calling from DISA lines.) After the last 30-second period, the external caller is diverted to the operator.

II.2. LISTENING TO THE MESSAGES CALLING FROM OUTSIDE

Provided that you have a password and a *Temporary Absent Message* and there is a line programmed to ring at your extension, you can listen to the messages by calling the system through this line. The operator can use this facility to listen to the messages left at the system in *Night Mode* as well.

- **ACTIVATE**



Call the line that is programmed to ring at your extension.



Receive "beep".



Dial your password immediately before your *Temporary Absent Message*.



Receive discontinuous tone (DISA dial tone).



Dial your extension number.



Dial your password.



Listen to message(s).



Hang up.

- **NOTES**

The messages listened to are not cleared after 15 minutes. Instead they are preserved until you listen to them from your extension telephone.

II.3. CHANGING THE TEMPORARY ABSENT MESSAGE CALLING FROM OUTSIDE

Provided that you have a password and a *Temporary Absent Message* and there is a line programmed to ring at your extension, you can change your *Temporary Absent Message* by calling the system through this line.

• ACTIVATE



Call the line that is programmed to ring at your extension.



Receive "beep".



Dial your password immediately before your *Temporary Absent Message*.



Receive discontinuous tone (DISA dial tone).



Dial your extension number.



Receive your *Temporary Absent Message*.



Record your new *Temporary Absent Message* within 30 seconds after hearing "beep".



Hang up.

II.4. LISTENING TO THE MESSAGES CALLING FROM DISA LINES

Allows listening to the messages left at your extension calling the system through a DISA line. The operator can use this facility to listen to the messages left at the system at *Night Mode* as well.

- **ACTIVATE**



Call a DISA line of the system.



Receive discontinuous tone (DISA dial tone).



8



6



4



6



Dial your extension number.



Dial your password (if you have one).



Listen to message(s).



Hang up.

- **NOTES**

1. Consult the System Supervisor for the DISA lines available on the system.
2. The messages listened to are not cleared after 15 minutes. Instead they are preserved until you listen to them from your extension telephone.

III. OPERATOR ONLY SERVICES

III.1. WAKE-UP MESSAGE

(83889)

Allows setting a time to ring any extension telephone and entering a message to be read at this time.

- **ACTIVATE**



Lift handset.



Dial extension number.



Dial hour (00..23) and minute (00..59).



Record message within 30 seconds after hearing "beep".



Hang up.

- **CANCEL**



Lift handset.



Dial extension number.



Hang up.

- **NOTES**

1. When it is the time, the extension telephone starts ringing with a special ring cadence. Upon lifting the handset the message is read repetitively until the extension hangs up and it is cleared after then. Otherwise, the telephone continues ringing for 2 minutes.
2. In case the extension is busy at the reminder time, his telephone will ring just after he hangs up.
3. This service is valid only for 24 hours.
4. Both the reminder time and the *Reminder Message* are automatically canceled if any other kind of reminder or wake-up service is activated.

III.2. NIGHT MODE

(879 or 858)

Provided that EVM48 offers Voice Mail facilities and the *Night Mode Greeting Message* is recorded, *Night Mode* can be activated in two ways.

- **ACTIVATE (ANSWER & RECORD MESSAGE)**



Lift handset.



The *Night Mode Greeting Message* is first read and then *Night Mode* is activated.



Receive internal dial tone.

The external party calling the system in *Night Mode* hears the *Night Mode Greeting Message* and then the system lets him leave a message to the system for a period of 30 seconds. At the end of 30 seconds, the line is released

- **ACTIVATE (ANSWER ONLY)**



Lift handset.



The *Night Mode Greeting Message* is first read and then *Night Mode* is activated.



Receive internal dial tone.

The external party calling the system in *Night Mode* hears the *Night Mode Greeting Message* and then the line is released immediately.

- **NOTES**

Consult the System Supervisor for *Night Mode Greeting Message*.

III.3. LISTENING TO THE MESSAGES CALLING FROM OUTSIDE IN NIGHT MODE

Allows listening to the messages left at your extension and at the system by calling from outside in *Night Mode*, provided that you have a password.

- **ACTIVATE**



Call the system.



Receive "beep".



Dial your password immediately before *Night Mode Greeting Message*.



Listen to message(s).



Hang up.

- **NOTES**

The messages listened to are not cleared after 15 minutes. Instead they are preserved until you listen to them from your extension telephone.

III.4. CLEARING THE MESSAGES

(8649)

Allows clearing the Voice Mail messages in case there are erroneous operations related to the Voice Mail facility.

- **ACTIVATE**



Lift handset.



All Voice Mail messages except for *Wake-Up Messages*, *Permanent & Temporary Reminder Messages* are cleared.

or,



All Voice Mail messages are cleared.



Receive internal dial tone.

- **NOTES**

This facility does not clear Auto Attendant messages.

III.5. GUIDING THE EXTENSIONS CALLING FROM OUTSIDE TO LISTEN TO THEIR MESSAGES

Allows guiding the extensions calling from outside to listen to the messages left at their own extension telephone.

- **ACTIVATE**



The extension user calls you from outside and tells you that he wants to listen to his messages.



Hold the call.



Dial extension number.



Receive internal dial tone.

Then the extension user should:



Dial his password (if he has one).



Listen to his message(s).



Hang up.

- **NOTES**

The messages listened to are not cleared after 15 minutes. Instead they are preserved until the extension listens to them from his extension telephone.

III.6. GUIDING THE EXTERNAL CALLERS TO LEAVE MESSAGES

Allows guiding the external callers to leave messages to the extensions they are calling.

- **ACTIVATE**



While talking to the external party tell him that he can leave a private message to the extension he is calling.



Hold the call.



Dial extension number.



Receive internal dial tone.

Then the external party should:



Record message within 30 seconds after hearing “beep”.



Hang up.

III.7. AUTO ATTENDANT ACTIVATION (874)

Allows activating the Auto Attendant facilities and thus setting the EVM48 to guide the external parties by the Auto Attendant messages throughout their calls.

- **ACTIVATE**



Lift handset.



Receive internal dial tone.

- **CANCEL**



Lift handset.



Receive internal dial tone.

- **NOTES**

When the Auto Attendant services are activated the “Ro” LEDs on the BDPs (Busy Display Panel) of KAREL Consoles turn on.

III.8. LISTENING TO THE AUTO ATTENDANT MESSAGES (8643)

Allows checking the recorded Auto Attendant messages.

- **ACTIVATE**



Lift handset.



Dial Auto Attendant message number (00,...,23).



Listen to message.



Receive internal dial tone.

- **NOTES**

1. The Auto Attendant messages with their numbers are as below:

00	:	Auto Attendant 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.
2. Any other extension can use this code to listen to the Auto Attendant messages as well.