

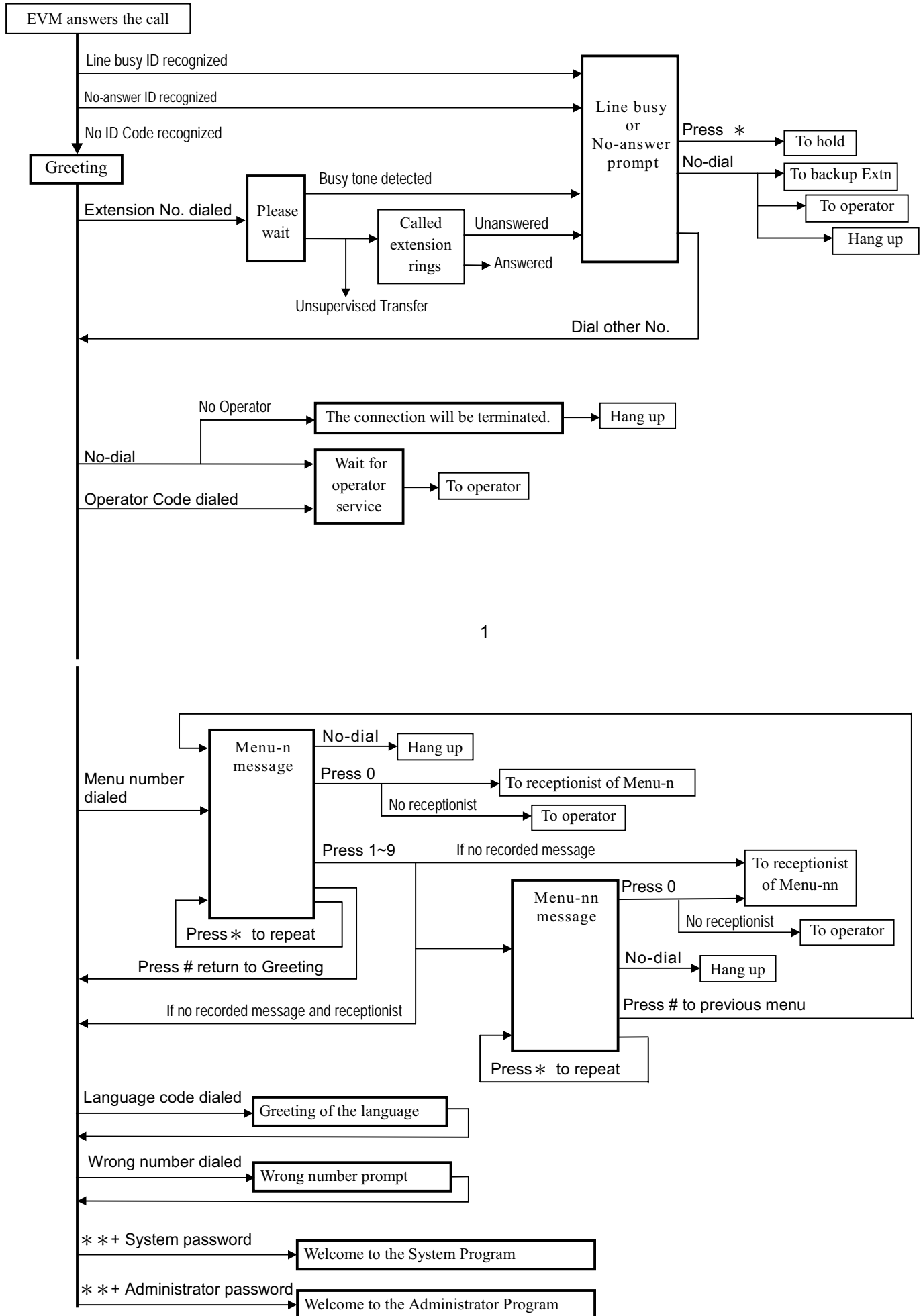
EVM1001 Auto Attendant System Installation Programming Manual

MN1010514E

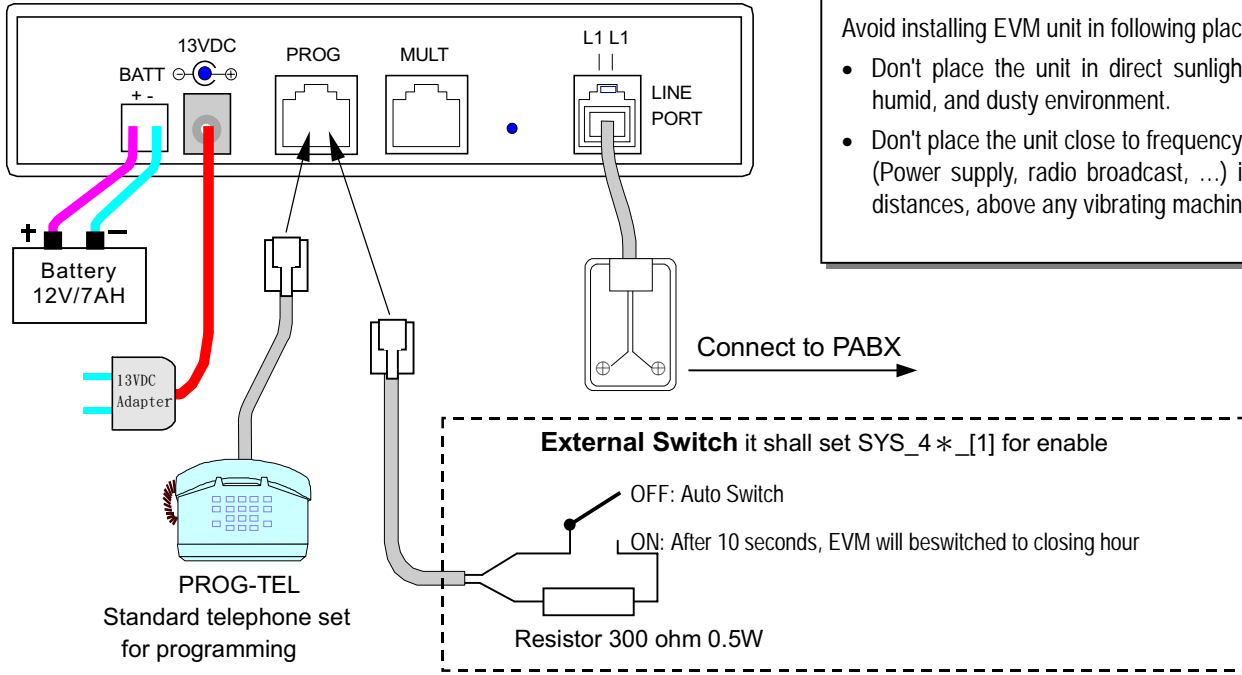
Table of Contents

1. Call Processing Flow Chart	1
2. Installation	
System Layout	3
Installation Procedures	5
3. Program Explanations and Examples	
How to start Programming	7
Business Hours/ Holiday Schedule/ System Time	8
Voice Message Recording	9
Extension Number Groups	11
Operator Number/ Operator Code	13
Number Forwarding/ Extension Hunting	15
Language Code/ No-dial Route	16
Waiting Time/ Number of Rings/ Password/ Other Functions	17
Operation Way/ Function Code for call transferring/ retrieving	18
Dialing Mode/ HOOK-FLASH/ Call Progress Tone (CPT)	19
Identification Code	21
Information Menus	23
4. Appendix	
Troubleshooting	25
Reference data for Specific PABXs	27
User Information Form	29

Call Processing Flow Chart



System Layout



CAUTION:

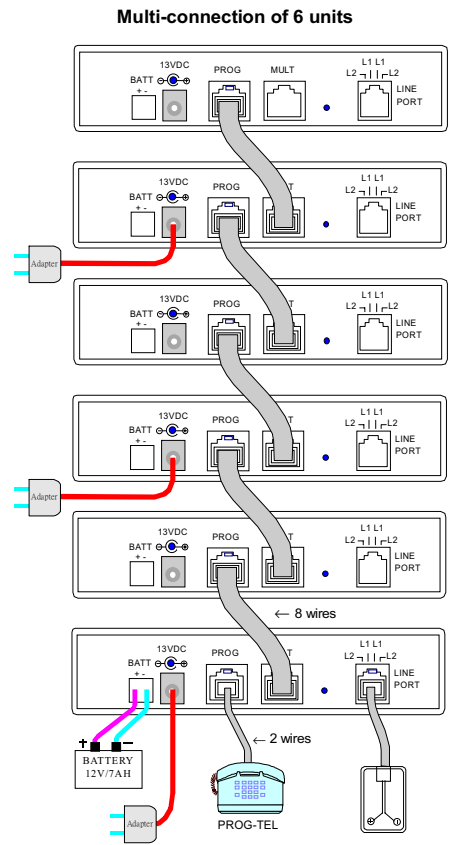
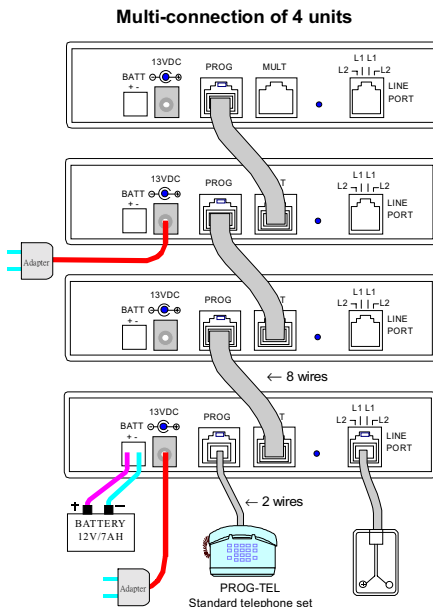
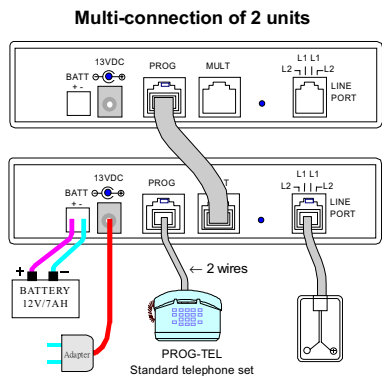
- Avoid installing EVM unit in following places:
- Don't place the unit in direct sunlight and hot, humid, and dusty environment.
- Don't place the unit close to frequency generator (Power supply, radio broadcast, ...) in 2 meter distances, above any vibrating machines.

Multiple System Connection

After revising data / voice message, please enter SYS_199_* or ADM_2199_* to transmit the data through "8 wires cable" to other units.

The purposes of "8 wires cable":

1. For data transmission
2. For power source multi-connection.
 - A 0.5A power adapter can supply up to two units.
 - A backup battery can supply up to six units.



Installation Procedures

- To install additional EVM unit, please refer to page 6. For first time installation with EVM, please refer to the following procedures.

Step 1. Wiring: Please follow the System Layout to: (1) Connect the power adapter to AC outlet. (2) Connect the output of power adapter to "13VDC" input of EVM. (3) Connect the "8 wires cable" for Multi-Connection. (4) Connect extension lines

Step 2. Delete the previous setting: If the EVM had been tested or input data, please delete the previous data by SYS_1000 and SYS_781_000.

Step 3. EVM auto configuration: The following conditions must be reached (1) Extension number less than 5 digits (2) Only use HOOK-FLASH to transfer and retrieve calls (3) Dial tone appears after the HOOK-FLASH (4) Flash time exceeds 0.13sec. If all the above conditions are met, please follow the Step 4 ~ 6 to let EVM automatically learn and configure basic data. Otherwise see page 27 in advance.

Step 4. Call to EVM: You will hear the greeting message.

Step 5. Dial an available extension number, the correct responses are as followings:

- EVM announces "Please wait" (You will hear "BO..." voice while EVM building up the flash time)
- The dialed extension number of the phone will ring. (Please do not answer the phone)
- After 20 seconds, the EVM announces "No answer" prompt.

- Before the EVM build up the range of Extn Group 01, if you dial extension number, the "Please wait" message will be heard after 2 seconds.
- If the response is incorrect, please delete the previous setting then refer to page 29 for troubleshooting. Restart from Step 4 of installation procedures.

Step 6. Dial an extension number which is under line busy status, the correct responses are as followings:

- EVM announces "Please wait"
- After few seconds, the EVM announces "Line busy" prompt.

Step 7. Repeat procedures 3 times from step 5 to step 6
If the responses are all correct, then the EVM auto configuration is successfully completed. EVM has built up (1) Hookflash time (2) Busy Tone and Ring back Tone parameters (3) The range of Extn Group 01. (All necessary modification will be depended on the actual case. See page 11)

5

Step 8. Input following data: (See How To Start on page 7)

- Present time and working hours (See page 8)
- Record greeting messages for the company (See page 9)
- Operator numbers (See page 13)

Step 9. Copy data for Multi-connection: The data you input will only be stored in one EVM. Therefore, when EVM is being Multi-connected, the voice messages and data can be transferred to others by setting SYS_199_* or ADM_2199_*. If the other EVM do not successfully receive the transferred data, then the extension line will be occupied. Thus you must copy data again and dial into each EVM to test if or not it is operating in the normal condition.

Final Step Programming for PABX

- Set the ringing of incoming calls to EVM. Set hunting if the EVM is in Multi-connection.
- If the PABX is able to send out Identification Code, then EVM can detect the Identification Code to announce "No-answer" prompt for Unsupervised Call.

■ **Add additional EVM:** Connect the new EVM to the existing EVM (See page 4), then copy data from the existing EVM to the new EVM being added.

■ **If you would like to re-install, the following program setting allows you to delete the previous settings:**

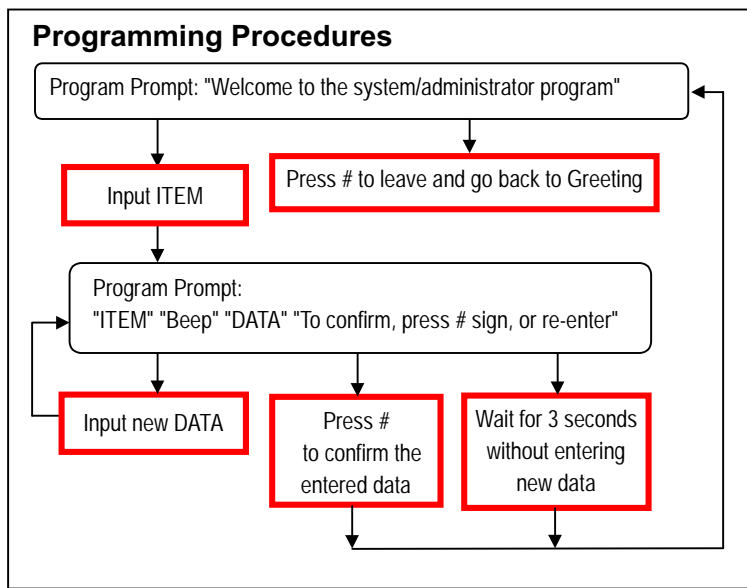
Program	Explanation
SYS_1000	Reset System Program to default setting and delete all the operator number and pre-set holidays.
SYS_781_000	To delete Call Progress Tone (CPT) parameters and recovery to Auto-configuration
ADM_2100 (after voice) _0	To delete all the user's recorded prompts, except for Program Prompt and Number Prompt.
ADM_29000 (after voice) _0	To delete all message of Information Menus
ADM_50000_0000	To delete all forwarding numbers
ADM_60000_0000	To delete all receptionists of Information Menus

6

How To Start Programming

On-site: Connect a standard Touch Tone phone set to the "PROG" jack at the rear board of the EVM, pick up the handset and you'll hear "Welcome to the system program". Follow the procedures below and Input data.

Remote: Dial to EVM from CO line or PABX Ext. line, enter System Password by pressing * * 0 # 0 # during the Greeting message and then you will hear "Welcome to the system program". Follow the procedures below and Input data.



Program Format:

S Y S _ [] _ []

↑ DATA
↑ ITEM
Program Prompt: "ITEM" "Beep" "DATA"
Program Prompt: "welcome to the system program"

SYS means System Program
ADM means Administrator Program

Notes:

- [Y...] or [X...] indicates the Item/Data is 1 to 4 digits, if Item/Data less than 4 digits, press # to complete the digit entering. eg. X # , XX # , XXX # .
- Extn: Extension number

- You can enter Administrator Program by pressing 0 during the System Program prompt.
- You can enter Administrator Program by pressing * * plus Administrator Password during the Greeting message.

Business Hours -- Manual Switch

Program	Explanation
SYS_4 * _[X]	X: 1=With external switch (See page 3) 2=No external switch (Default)
ADM_11	Switch to working hours
ADM_12	Switch to break hours
ADM_13	Switch to closing hours
ADM_14	Switch to holiday
ADM_15	Switch to temporary announcement
ADM_16	Auto Switch -- the system will automatically switch the Greeting message based on pre-scheduled business hours.

• No more Auto-switch again once set to operation of 11-15. For example, Jan. 1 to Jan. 4 are the holidays, you may enter 14 (Holiday announcement) on Dec. 31 after work, and then enter 16 (Auto-switch) on Jan. 5 when you come back to work, or you may use ADM_7 to preset the holidays.

Business Hours -- Auto Switch

ADM_31_[HHMMhhmm]	Mon. working hours from HH(hrs) MM(min.) to hh(hrs) mm(min).	<ul style="list-style-type: none"> • The default time is 0830-1730 for Mon. to Fri. 1200-1300 for break hour (in a 24 hour format) • Eight zeros mean holiday.
ADM_32_[HHMMhhmm]	Tue. working hours ...	
ADM_33_[HHMMhhmm]	Wed. working hours ...	
ADM_34_[HHMMhhmm]	Thurs. working hours ...	
ADM_35_[HHMMhhmm]	Fri. working hours ...	
ADM_36_[HHMMhhmm]	Sat. working hours ...	
ADM_37_[HHMMhhmm]	Sun. working hours ...	
ADM_38_[HHMMhhmm]	Break hours ... (Default = 1200-1300) 0000 0000 means to delete.	
ADM_39_[YYYYMODD]	Set present date to YYYY(year) MO(month) DD(day).	
ADM_30_[HHMMSSW]	Set present time to HH(hrs) MM(min.) SS(sec.), W(week). W: 7 for Sunday, 1 for Monday, and so-forth.	
ADM_3 * _[X]	The system clock will auto-adjust at every midnight. X: 1 for 1 sec. faster, 2 for 1 sec. slower. Program Prompt: "4" means auto-adjust slower 4 seconds every day, "4A" means auto-adjust faster 4 seconds every day.	
ADM_7[YY_] [MODD]	To preset holidays within the year. Index No YY= 01-64; Date: MO(month) DD(day). 0000 means to delete.	

Voice Message Recording

- To change the existing message, you don't have to delete the previous voice message, just replace it by recording again. The built-in messages will be no longer existed after new recording or deleting.

Program	Explanation	
ADM_2[Lnn]_1_	To listen to the message	L: 1= 1 st language, 2= 2 nd language, 3= 3 rd language, 4= 4 th language, 8= Number Prompt nn: paragraph code (See page 10)
ADM_2[Lnn]_2_	To record the message	
ADM_2[Lnn]_3_	To delete the message	
ADM_29[n..]_1_	To listen to the message of Information Menu	n.: Menu number of Information Menu (See page 23) When the Menu number is less than 3 digits, please press # to complete the digit entering.
ADM_29[n..]_2_	To record the message of Information Menu	
ADM_29[n..]_3_	To delete the message of Information Menu	
ADM_2100_0	To delete all the user's recorded prompts, except for Program Prompt and Number Prompt.	
ADM_29000_0	To delete all message of Information Menus	
ADM_2199_*	Copy the data and voice messages to other Multi-connected EVM.	

Example 1: Record the Greeting for working hours in the 1st language, the procedure is as follow.

Press 21(1st language) 01(paragraph code) → Program Prompt: "2101" "Beep" → Press 2 → "Beep" → Record message by talking into the handset → Press # to end.

Example 2: Record the Greeting for working hours in 2nd language, the procedure is as follow.

Press 22(2nd language) 01(paragraph code) → Program Prompt: "2201" "Beep" → Press 2 → "Beep" → Record message by talking into the handset → Press # to end.

In addition, the "Language Code SYS_36[]" for the 2nd language in example 2 must be set, therefore, caller will be able to switch to the 2nd language by pressing the Language Code during the Greeting in the 1st language.

Example 3: To record the Menu-7 message of Information Menu, the procedure is as follow.

Press 29(Information Menu)7(Menu No.)# → Program Prompt: "297" "Beep" → Press 2 → "Beep" → Record message by talking into the handset → press # to end.

Paragraph code	Paragraph explanation	Messages (Built-in English in 1 st language)
01	Greeting for working hours	Hello, please dial extension numbers or wait for the operator service.
02	Greeting for break hours	Hello, we are on break now, please dial extension numbers or call again during working hours.
03	Greeting for closing hours	We are closed, please dial extension numbers or call again during working hours.
04	Greeting for holidays	(If no recorded message here, the message will be same as closing hours.)
05	Prompt for transferring	Please wait a moment!
08	Operator busy during working hours	Sorry, the operator is busy now, please press * sign to hold or dial another extension number.
11	Operator busy during closing hours	(If no recorded message here, the message will be same as working hours.)
06	No-answer prompt during working hours	Sorry, the call is unanswered, please press the * sign to hold, or dial another extension number.
09	No-answer prompt during closing hours	(If no recorded message here, the message will be same as working hours.)
07	Busy prompt during working hours	Sorry, the extension is busy now, please dial * sign to hold, or dial another extension number.
10	Busy prompt during closing hours	(If no recorded message here, the message will be same as working hours.)
18	Wrong no. prompt during working hours	Sorry, the number you dialed is wrong, please check and redial extension number.
19	Wrong no. prompt during closing hours	(If no recorded message here, the message will be same as working hours.)
20	To hang up	The connection will be terminated, please call again good-bye.
21	Prompt after Information Menu	To repeat press * sign, for previous menu press # sign, or dial 0 for operator service.
23	Temporary announcement	
22	Program Prompt for Administrator Program	Welcome to the Administrator Program.
24	Program Prompt for System Program	Welcome to the System Program.
25	Program Prompt for confirm	To confirm, press # sign, or re-enter.

- Number Prompts are used to reply item and data of programming and Number Repeat of call transferring.

Paragraph code	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16
Messages	One	Two	Three	Fore	Five	Six	Seven	Eight	Nine	Zero	Star	Pound	A	B	C	Empty

Extension Number Groups

Program	Explanation	
SYS_1[YY]1_[X...]	Beginning Extn of Group YY is X...	<ul style="list-style-type: none"> Group number YY= 01~32, must be successive When the Extn X... is less than 4 digits, please press # to complete the entering. 0000 means to delete. Wrong No. Prompt will be announced when the number dialed is not in the groups. If Extn are more than 4 digits or exist with another linking line PABX, the special setting is as table below.
SYS_1[YY]2_[X...]	Ending Extn of Group YY is X...	
SYS_1[YY]3_[X...]	Assistant Extn of Group YY is X...	
SYS_20_[XX]	If Extn length is designated by the prefix number, the pause time of 2 nd p is XX seconds(Default =03)	
SYS_60_[X...]	Set Area Code to X... ; When X is less than 4 digits, please press # to complete the digit entering. 0000 means to delete	
ADM_5[Y...]_9000	To set number Y... as number unused. Once the caller dials Y..., the "Wrong Number" message will be announced.	

- Generally, PABX Extension Numbering Scheme has one type or several types listed below:

	Extension number	Program Setting
1	No more than 4 digits	Directly enter the extension number
2	More than 4 digits, but several numbers ahead are identical; it shall not exceed 4 digits with the prefix number excluded.	It shall set the "Area Code SYS_60_[]" as the prefix number. The Area Code must be excluded when entering extension number, operator's number, Number forward, etc.
3	More than 4 digits, but several numbers ahead are identical; it exceeds 4 digits with the prefix number excluded.	Designate the Extn length by prefix number: Beginning number = SYS_1[YY]1_[0 0 N N] Ending number = SYS_1[YY]2_[0 X P p] NN : Prefix number for this group of extension.
4	More than 4 digits and several numbers ahead are different.	X = the length of Extn for this group, X=0 means flexible length P = pause for 3 seconds after the P th digit. If P=0, it means EVM will only detect Busy tone cycle for this group.
5	It is the extension number exist with another linking line PABX (Link Extension)	p = pause for XX seconds(SYS_20_[XX]) after the p th digit. If p=0, it means EVM will not detect any tone cycle for this group. P or p = * means CPT detection does not refer to tone cycle parameters, but refer to common rule.

11

Example 1: Company ABC's extension numbers are from 100~250 and 30~39 (If No-dial after Busy/No-answer prompt, the call will be transferred to assistant's extension – 100). When all the extension numbers are less than 4 digits, the program setting is as follows

- For Group01, beginning number 100, ending number 250: Set SYS_1[01]1_[100]#, SYS_1[01]2_[250]#
- For Group02, beginning number 30, ending number 39, Assistant extension 100: Set SYS_1[02]1_[30]#, SYS_1[02]2_[39]#, SYS_1[02]3_[100]#

Example 2: Company ACC's extension numbers go from 611000~615999, and the Link Extension numbers go from 721000~728999. The number for the operator is 9 during working hours, and 611000 during closing hours. The program settings are as follows:

- 611000 ~ 615999 has two identical number ahead, set the Area Code as 61: SYS_60_[61]
- After excluding the Area Code from 611000 ~ 615999, set beginning number 1000 and ending number 5999 for Group01: SYS_1[01]1_[1000], SYS_1[01]2_[5999]
- The Operator number during Working Hours is 9. Because it is single digit, no need to exclude the Area Code, set: ADM_41_[9]#
- The Operator number during closing hours is 611000. After excluding the Area Code, set: ADM_45_[1000]
- For extension number 721000 ~ 728999, the prefix number is 72 and the total length is 6 digits, CPT detection is activated after the 6th digit with 5 seconds delay, set: SYS_1[02]1_00[72], SYS_1[02]2_[06 * 6], SYS_20_[05]
- 720000 ~ 720999 are unused numbers, set prefix number 720 as non-registered number by ADM_5[720]#[9000]
- 729000 ~ 729999 are unused numbers, set prefix number 729 as non-registered number by ADM_5[729]#[9000]

12

Operator Number / Operator code

Program	Explanation
SYS_35_[X]	Caller dials Operator Code X, the call will be transferred to operator number. X=* regard as null
ADM_41_[X...]	The 1 st operator No. during working hours
ADM_42_[X...]	The 2 nd operator No. during working hours
ADM_43_[X...]	The 1 st Operator No. during break hours
ADM_44_[X...]	The 2 nd Operator No. during break hours
ADM_45_[X...]	The 1 st Operator No. after closing hours
ADM_46_[X...]	The 2 nd Operator No. after closing hours
ADM_47_[X...]	The 1 st Operator No. during holiday
ADM_48_[X...]	The 2 nd Operator No. during holiday
ADM_59940_[X...] 	The 1 st operator No. for Circular Hunting (During working hours)
ADM_59947_[X...]	The 8 th operator No. for Circular Hunting

- When the Operator No. X... is less than 4 digits, please press # to complete the digit entering. 0000 means to delete.
- EVM will disconnect the call for No-dial after Greeting if SYS_30_[0] or the operator number is not set or disable. (See page 16)
- If there has been set an Area Code (See page 11), then the input of operator number shall exclude Area Code, except the operator number having only a single digit.
- If the extension number of Personnel on Duty is set via ADM_5[Y]_[X...], and if Y is the same as Operator Code, then X... is regarded as operator number.
- The Circular Hunting is only used on working hours. You may set the operator number without this function by ADM_41_[X...].

■ Examples for operator number

Working hours		Closing hours		Break hours		Program Setting
No-dial	Dial 0	No-dial	Dial 0	No-dial	Dial 0	
To operator	To operator	To operator	To operator	To operator	To operator	<ul style="list-style-type: none"> ➤ SYS_30_[2]: Redial operator 2 times ➤ SYS_35_[0]: Operator code is 0 ➤ ADM_59940_[100]#, ADM_59941_[101]#, ADM_59942_[102]#: During working hours, the Operator Numbers are 100, 101 and 102 with Circular Hunting. ➤ ADM_43_[300]#: During break hours, the Operator number is 300. ➤ ADM_45_[1000]: During closing hours, the Operator number is 1000.

13

Working hours		Closing hours		Break hours		Program Setting
No-dial	Dial 0	No-dial	Dial 0	No-dial	Dial 0	
To operator	To operator	Dis-connect	To Extn on Duty	To operator	To operator	<ul style="list-style-type: none"> ➤ SYS_30_[2]: Redial operator 2 times ➤ SYS_35_[0]: Operator code is 0 ➤ ADM_41_[100]#: During working hours, the Operator Number is 100 ➤ ADM_43_[300]#: During break hours, the Operator Number is 300 ➤ ADM_45_[0000]: No operator during closing hours ➤ ADM_5[0]#[200]#: During closing hours, dial 0 to Extn 200 on Duty
To operator	To operator	Dis-connect	To Extn on Duty	Dis-connect	To Extn on Duty	<ul style="list-style-type: none"> ➤ SYS_30_[2]: Redial operator 2 times ➤ SYS_35_[0]: Operator code is 0 ➤ ADM_41_[100]#: During working hours, the Operator Number is 100 ➤ No operator during break and closing hours ➤ ADM_5[0]#[200]#: During break and closing hours, dial 0 to Extn 200 on Duty
To operator	To operator	Dis-connect	Dis-connect	Dis-connect	Dis-connect	<ul style="list-style-type: none"> ➤ SYS_30_[2]: Redial operator 2 times ➤ SYS_35_[0]: Operator code is 0 ➤ ADM_41_[9]: During working hours, the Operator Number is 9 ➤ No operator during break and closing hours
Dis-connect	To operator	Dis-connect	To operator	Dis-connect	To operator	<ul style="list-style-type: none"> ➤ SYS_30_[0]: Disconnect for No-dial ➤ SYS_35_[0]: Operator code is 0 ➤ ADM_41_[100]#: During working hours, the Operator Number is 100 ➤ ADM_43_[300]#: During break hours, the Operator Number is 300 ➤ ADM_45_[200]#: During closing hours, the Operator Number is 200
Dis-connect	To operator	Dis-connect	Dis-connect	Dis-connect	To operator	<ul style="list-style-type: none"> ➤ SYS_30_[0]: Disconnect for No-dial ➤ SYS_35_[0]: Operator code is 0 ➤ ADM_41_[100]#: During working hours, the Operator Number is 100 ➤ ADM_43_[300]#: During break hours, the Operator Number is 300 ➤ No operator during closing hours
Dis-connect	To operator	Dis-connect	Dis-connect	Dis-connect	Dis-connect	<ul style="list-style-type: none"> ➤ SYS_30_[0]: Disconnect for No-dial ➤ SYS_35_[0]: Operator code is 0 ➤ ADM_41_[100]#: During working hours, the Operator Number is 100. ➤ No operator during break and closing hours.
Dis-connect	Dis-connect	Dis-connect	Dis-connect	Dis-connect	Dis-connect	<ul style="list-style-type: none"> ➤ SYS_35_[*]: No operator code ➤ No operators during working hours, break hours and closing hours.

14

Number Forwarding/ Hunt Groups

Program	Explanation
ADM_50000_0000	Delete all the setting for number forwarding
ADM_5[Y...]_ [X...]	Caller dials No. Y... will be transferred to Extn X...
ADM_5[Y...]_ * 001	Caller dials No. Y... will be transferred to the Extn of Hunt Group-1
ADM_59950_ [X...]	X... is the 1 st Extn of the Hunt Group-1
ADM_59953_ [X...]	X... is the 4 th Extn of the Hunt Group-1
ADM_59954_ [X] #	The hunting mode of Hunt Group-1; X: 1=Circular 2=Pilot
ADM_5[Y...]_ * 002	Caller dials No. Y... will be transferred to the Extn of Hunt Group-2
ADM_59955_ [X...]	X... is the 1 st Extn of the Hunt Group-2
ADM_59958_ [X...]	X... is the 4 th Extn of the Hunt Group-2
ADM_59959_ [X] #	The hunting mode of Hunt Group-2; X: 1=Circular 2=Pilot
ADM_5[Y...]_ * 003	Caller dials No. Y... will be transferred to the Extn of Hunt Group-3
ADM_59960_ [X...]	X... is the 1 st Extn of the Hunt Group-3
ADM_59963_ [X...]	X... is the 4 th Extn of the Hunt Group-3
ADM_59964_ [X] #	The hunting mode of Hunt Group-3; X: 1=Circular 2=Pilot
ADM_5[Y...]_ * 004	Caller dials No. Y... will be transferred to the Extn of Hunt Group-4
ADM_59965_ [X...]	X... is the 1 st Extn of the Hunt Group-4
ADM_59968_ [X...]	X... is the 4 th Extn of the Hunt Group-4
ADM_59969_ [X] #	The hunting mode of Hunt Group-4; X: 1=Circular 2=Pilot

- Y...=0-9899, if Y... is less than 4 digits please press # sign to complete the digit entering
 - X...=1-8999, if X... is less than 4 digits please press # sign to complete the digit entering
 - X... is not confined to the range of the Extn Groups.
- Example 1. Caller dials 6 to Extn 1234:
➤ ADM_5[6] # _[1234]
- Example 2. Caller dials 201 to Extn 202:
➤ ADM_5[201] # _[202] #
- Example 3. Callers dial 7 for Ext. 301-304 (with Circular Hunting) programming as follows:
➤ ADM_5[7] # _ * 001
➤ ADM_59950_[301] #
➤ ADM_59951_[302] #
➤ ADM_59952_[303] #
➤ ADM_59953_[304] #
➤ ADM_59954_[1] #

15

ADM_5[Y...]_ * 005	Caller dials No. Y... will be transferred to the Extn of Hunt Group-4
ADM_59970_ [X...]	X... is the 1 st Extn of the Hunt Group-5
ADM_59973_ [X...]	X... is the 4 th Extn of the Hunt Group-5
ADM_59974_ [X] #	The hunting mode of Hunt Group-5; X: 1=Circular 2=Pilot
ADM_5[Y...]_ * 006	Caller dials No. Y... will be transferred to the Extn of Hunt Group-4
ADM_59975_ [X...]	X... is the 1 st Extn of the Hunt Group-6
ADM_59978_ [X...]	X... is the 4 th Extn of the Hunt Group-6
ADM_59979_ [X] #	The hunting mode of Hunt Group-6; X: 1=Circular 2=Pilot

Language Code

SYS_36_ [X]	Callers dial X, EVM plays Greeting of 2 nd language.
SYS_37_ [X]	Callers dial X, EVM plays Greeting of 3 rd language.
SYS_38_ [X]	Callers dial X, EVM plays Greeting of 4 th language.

- Regard as null if X= *.

No-dial Route

SYS_30_ [X]	EVM will transfer the calls to operator for X times (Default =1) if the caller does not dial any number after EVM announces Greeting or Operator Busy prompt. If X=0 or operator number is not set, EVM will disconnect the call for No-dial after Greeting.
SYS_44_ [X]	Route options for No-dial after Busy/ No-answer prompt. X: 1= Call transfer to operator or backup Ext.(Default), 2= Disconnect the call after Busy/ No-answer prompt is repeated once again.

16

Waiting Time/ Number of Rings

Program	Explanation
SYS_21_[XX]	Waiting time for caller to dial numbers after Greeting/ Busy/ No-answer prompt. (Default=03 sec.)
SYS_22_[XX]	Waiting time for the operator answering during working hours (Default =20 sec.)
SYS_23_[XX]	Waiting time for the operator answering during closing hours (Default =20 sec.)
SYS_24_[XX]	Waiting time for the extension answering during working hours (Default =20 sec.)
SYS_25_[XX]	Waiting time for the extension answering during closing hours (Default =20 sec.)
SYS_27_[XX]	Waiting time for Call Pickup (Default = 20 seconds). The waiting time should be short and shorter than the Ringing time set by PABX to prevent Pickup calls by mistakes.
SYS_31_[X]	Number of rings to wait before the EVM answers incoming calls.

Password/ Other functions

SYS_41_[X]	X: 1=Number Repeat (Default) 2=No If X=1, then EVM will announce "extension number" and "please wait" before transferring
SYS_43_[X]	X: 1=Raise the volume of greeting messages 2=No(Default)
SYS_47_[X]	X: 1=Ext. Port auto detection 2=No(Default) If you know PABX may lockout the EVM Ext. Port , please set X=1
SYS_40_[X]	X: 1= Silent compression(Default) 2= No silent compression
SYS_68_[XXXX]	System Program Password (Default = 0 # 0 #)
SYS_69_[XXXX]	Administrator Program Password(Default = none); The first 2 digits can not be the same as System Program Password
SYS_8	Report of remained voice message capacity; Program Prompt: "8""Beep""XXXX(seconds)"
SYS_9	Report the version of EVM. Program Prompt: "XXXXXXXX"
SYS_0	Wait for 2 seconds to enter Administrator Program. Program Prompt: "Welcome to Administrator Program"

17

Operating Way/ Function Code of call transferring/ retrieving

- Please refer to the operation instruction of PABX extension.

Program	Explanation
SYS_52_[X]	EVM releases after call answered (Default=5)
SYS_53_[X]	EVM releases for Unsupervised Transfer(Default=5)
SYS_54_[X]	Retrieving call when Error Tone(Default=1)
SYS_55_[X]	Retrieving call when Busy Tone(Default=1)
SYS_56_[X]	Retrieving call when No-answer(Default=1)
SYS_59_[X]	For Call Pickup (Default=8) If Function Code of Call Pickup and Unsupervised Transfer were set, EVM will retrieve the unanswered call with the operating way SYS_59_[X] after waiting time for Call Pickup is over.
SYS_61_[X...]	Function Code of call transferring (Default =none)
SYS_62_[X...]	Function Code of Retrieving calls (Default =none)
ADM_59907_[X...]	Function Code of Call Pickup (Default =none)
ADM_59931_[X...]	The 1 st Function Code of ADM_59930_[X...] (Default =none)
ADM_59932_[X...]	The 2 nd Function Code of ADM_59930_[X...] (Default =none)
ADM_59934_[X...]	The 1 st Function Code of ADM_59933_[X...] (Default =none)
ADM_59935_[X...]	The 2 nd Function Code of ADM_59933_[X...] (Default =none)
ADM_59930_[X...]	Sequence of operating way (Default =none)
ADM_59933_[X...]	Sequence of operating way (Default =none)

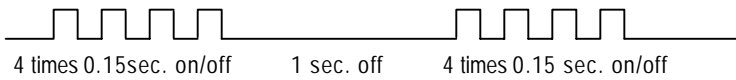
- Operating way:
1= HOOK-FLASH
2= HOOK-FLASH + Function Code
3= HOOK-FLASH twice
4= HOOK-FLASH and then ON & OFF HOOK
5= ON & OFF HOOK
6= ON & OFF HOOK + Function Code
7= ON & OFF HOOK and then HOOK-FLASH
8= Function Code + Extn
9= Extn + Function Code
0= Defined by ADM_59930_[X...]
*= Defined by ADM_59933_[X...]
- If X... less than 4 digits, please press # sign to complete the digit entering. 0000 means to delete.
- For special character: * - enter *
- enter #
A - enter A
B - enter B
C - enter C
- If X... less than 4 digits, please press # sign to complete the digit entering. 0000 means to delete.
- X... is the sequence of operating way
0=On & Off Hook 1=HOOK-FLASH 2=Extn
3= 1st Function Code 4=2nd Function Code

18

Dialing mode/ HOOK-FLASH time/ CPT Parameters

Program	Explanation	
SYS_45_[X]	X: 1= Dial tone detection after HOOK-FLASH (Default) 2= No If no Dial tone appears after HOOK-FLASH, please set X=2	
SYS_46_[X]	X: 1= Large deviation in tone cycle detection If the Busy/ Ring back tone cycle of PABX is irregular 2= Normal (Default)	
SYS_48_[X]	X: 1= Detect frequency of CPT (Default) 2= No If the CPT frequency is not within 300-640Hz please set X=2	
SYS_51_[X]	X: 1= DTMF 2= Long DTMF 3= Pulse It is the Dialing Mode for transferring code from EVM to PABX.	
SYS_71_[XXX]	HOOK-FLASH time is X.XX sec. EVM is able to auto configure the HOOK-FLASH time (see page 7). If HOOK-FLASH time of PABX is less than 0.13 seconds or there is no dial tone after HOOK-FLASH, please input this data by yourself.	
SYS_72_[XXX]	X.XX seconds is length of each ringing signal of internal rings (Default = none, 000 means to delete). This is for EVM to detect callback rings when unanswered.	
SYS_73_[XXX]	Pause before tone cycle detection is X.XX sec. (Default =0.03 sec.)	
SYS_741_[XXX]	X.XX sec. is 1 st ON of Error tone cycle	<ul style="list-style-type: none"> • Error tone data can be empty if all unused extension numbers were set. (See page11) • EVM is able to auto configure the tone cycle parameters. But you can input the parameter directly by reading data from SYS_77x_[XXX] • If XXX=000, it means to delete
SYS_742_[XXX]	X.XX sec. is 1 st OFF Error tone cycle	
SYS_743_[XXX]	X.XX sec. is 2 nd ON Error tone cycle	
SYS_744_[XXX]	X.XX sec. is 2 nd OFF Error tone cycle	
SYS_751_[XXX]	X.XX sec. is 1 st ON of Busy tone cycle	
SYS_752_[XXX]	X.XX sec. is 1 st OFF of Busy tone cycle	
SYS_753_[XXX]	X.XX sec. is 2 nd ON of Busy tone cycle	
SYS_754_[XXX]	X.XX sec. is 2 nd OFF of Busy tone cycle	
SYS_761_[XXX]	X.XX sec. is 1 st ON of Ring back tone cycle	
SYS_762_[XXX]	X.XX sec. is 1 st OFF of Ring back tone cycle	
SYS_763_[XXX]	X.XX sec. is 2 nd ON of Ring back tone cycle	
SYS_764_[XXX]	X.XX sec. is 2 nd OFF of Ring back tone cycle	

19

SYS_771_[XXX]	Tone cycle 1 st ON is X.XX sec. of the final transferring.	<ul style="list-style-type: none"> • This is the tone cycle report of the final transferring. • If the EVM fails to detect Ring back tone/ Busy tone, please read this report to examine the failed reason.
SYS_772_[XXX]	Tone cycle 1 st OFF is X.XX sec. of the final transferring.	
SYS_773_[XXX]	Tone cycle 2 nd ON is X.XX sec. of the final transferring.	
SYS_774_[XXX]	Tone cycle 2 nd OFF is X.XX sec. of the final transferring.	
SYS_781_000	To delete Call Progress Tone (CPT) parameters and recovery to Auto-configuration	
ADM_59908_x[BC] #	<p>B: To increase the sensitivity of CPT detection 0=0db(Default) 1=2db 2=4db 3=6db 4=8db 5=10db 6=12db 7=14db</p> <p>C: Filter out the OFF time of tone cycle 0=66ms 1=99ms(Default) 2=132ms 3=165ms 4=198ms 5=231ms 6=264ms 7=297ms 8=330ms</p> <p>Example. The Ring back tone cycle of M brand PABX is as follow, it should filter out 0.15 seconds OFF time of tone cycle. (By ADM_59908_xx[4] #)</p>  <p style="text-align: center;">4 times 0.15sec. on/off 1 sec. off 4 times 0.15 sec. on/off</p>	

20

Identification Code

- When EVM answers a call, it will wait for PABX to transmit the Identification Code (ID Code), then play different messages according to the ID Code.

ID Code received by EVM	EVM announcement	Remark
No ID Code recognized.	"Greeting"	
No-answer ID Code: Prefix No. (0~4 digits) + Keyword (1~2 digits) + other numbers + Extn	"No-answer" prompt	<ul style="list-style-type: none"> To set Unsupervised Transfer: SYS_24_[00] , SYS_25_[00]
Line busy ID Code: Prefix No. (0~4 digits) + Keyword (1~2 digits) + other numbers + Extn	"Line busy" prompt	<ul style="list-style-type: none"> Extn is confined to the range of the Extn Groups.

Program	Explanation	
ADM_59908_[A]xxx	A: Waiting time for PABX to transmit the ID Code. A: 0=1 Sec. 1=1.5 sec. 2=2 sec. (xxx entails other functions, please enter according to the original data.) <ul style="list-style-type: none"> When PABX is transmitting ID Code too slow, please select a longer Waiting time for ID Code. If EVM is unable to receive a complete ID Code, it means that PABX is transmitting ID Code too fast. Then please add "Pause" ahead the PABX ID Code to delay the Code Transmission. 	
SYS_63_[XXYY]	No-answer ID Code	XX = Keyword (if there is only one digit, please enter 0 for the second digit.) For special character: * - enter <u>* *</u> , # - enter <u>* 1</u> , A - enter <u>* 2</u> , B - enter <u>* 3</u> , C - enter <u>* 4</u> . YY = Number of digit(s) ahead Extn of the ID Code. YY= 99 indicates that PABX will respond ID Code immediately after receiving the extension number. It should only apply to busy line identification.
SYS_64_[XXYY]	Line busy ID Code	
ADM_59924_[X...]	X... = Prefix number of Busy and No-answer ID Code	

21

Example 1: A Brand PABX, when extension is being set to VOICEMAIL UNIT, it will send ID Code as follows:

VOICEMAIL UNIT dials an extension number — PABX sends out B6 before Ring back tone, meaning the extension dialed is available.
 — PABX sends out B7 before Busy tone, meaning the extension dialed is engaged.

VOICEMAIL UNIT answers a call — PABX sends out A4 + extension number, meaning the call was not answered.
 — PABX sends out A7, meaning there's an incoming call from an external line.

- To set SYS_6_3_[A402] — Keyword of No-answer ID Code is A4, and the front 2 digits are not extension number.
- To set SYS_6_4_[B799] — ID Code of busy line is B7, responding before Busy Tone emission.

Example 2: F Brand PABX, the ID Code of No-answer is B + XX (Trunk number) + Extension number

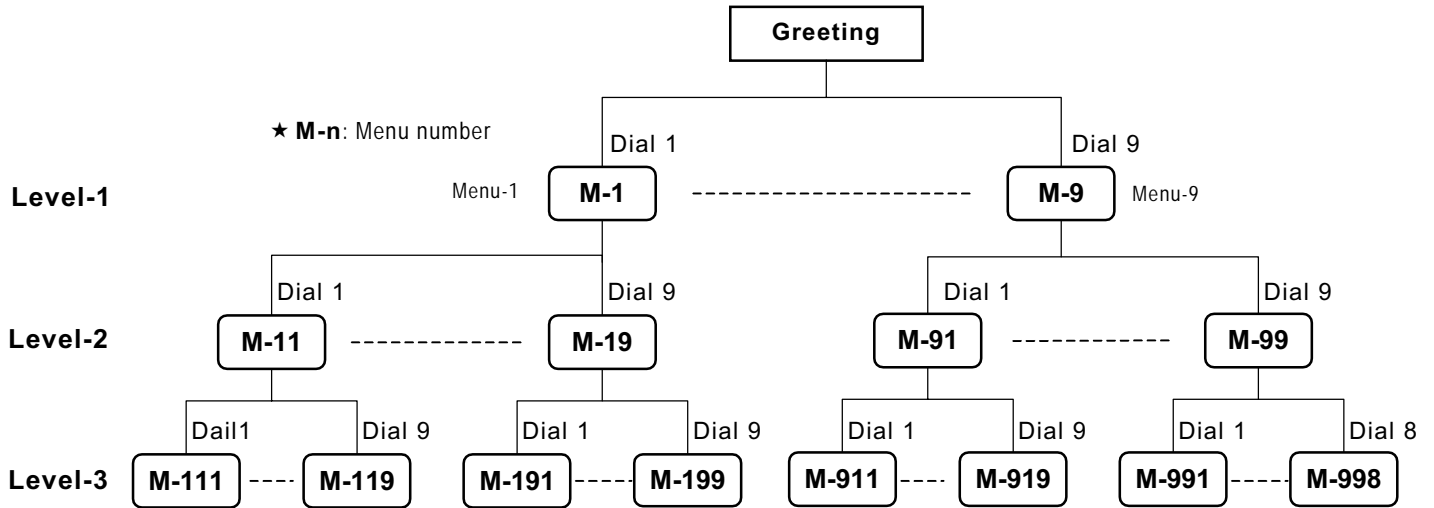
- To set SYS_6_3_[B003] — Keyword of No-answer ID is B, and the front 3 digits are not extension number.

Example 3: S Brand PABX, the ID Code of No-answer is * * * 3 + XXX + Extension number

- To set ADM_5_9924_[* *] — Prefix No. of No-answer ID is * *.
- To set SYS_6_3_[* 307] — Keyword of No-answer ID is * 3, and the front 7 digits are not extension number.

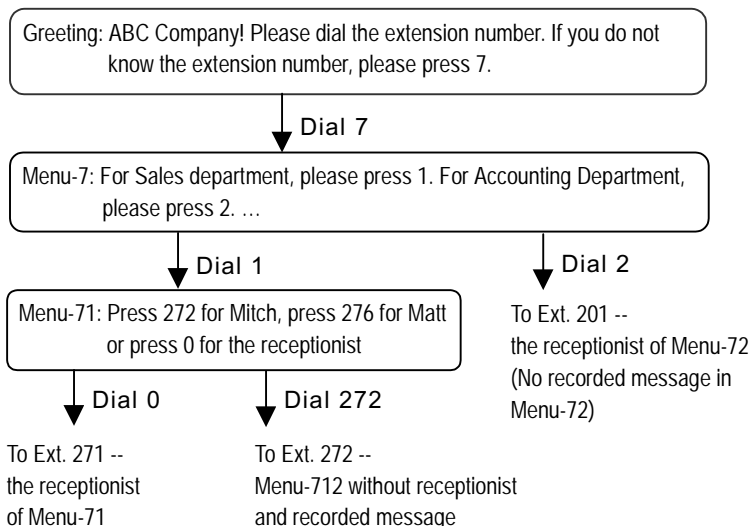
Information Menus

- EVM contains 9 Menus in 3 levels. Each Menu can set an extension number for receptionist.
- Please refer to page 9 for menu message recording.
- The information menu will be activated if any level-1 (Menu-1 ~ Menu-9) menu message is recorded. For example, if you wish caller to dial 7 to hear an information message, you must record the message into Menu-7 without any setting.
- During (or after) the menu message, press * to repeat, press # for previous menu, dial 0 to be transferred to the receptionist of this menu (if none receptionist existed, the call will be transferred to the operator), dial 1-9 for the next level of menu messages or to the receptionist (if the menu message does not exist), or dial an extension number (if there is no menu message and receptionist).
- The menu number is the number dialed from Greeting to this menu, as shown on the Figure below.



Program	Explanation
ADM_59904_[AB] #	A is one of the numbers in 1-9 for auto-shift Menu No. from "Menu-n" to "Menu-An" during break hours. If A= 0, regard as null. B is one of the numbers in 1-9 for auto-shift Menu No. from "Menu-n" to "Menu-Bn" during closing hours. If B= 0, regard as null. Example: To set ADM_59904_[78]# for auto-shift the Menu No. as below: During working hours, if callers dial 1, the route will be from "Greeting" to "Menu-1." During break hours, if callers dial 1, the route will be from "Greeting" to "Menu-71." During closing hours, if callers dial 1, the route will be from "Greeting" to "Menu-81."
ADM_5991[Y]_[L] #	After the completion of playing menu message, EVM will play the "Prompt after Information Menu." Y= first digit of the menu number. Language type L: 1= 1 st language, 2= 2 nd language, 3= 3 rd language, 4= 4 th language.
ADM_6[n..]_[X...]	To define receptionist on Menu-n. n..= Menu number X...=Extn of receptionist, 0000 means to delete.

Example: Extension number directories



Programming:

- ADM_5991[7]_[1]#: language type for Menu-7 and Menu-71
- ADM_29[7]#[_2]: to record message for Menu-7
- ADM_29[71]#[_2]: to record message for Menu-71
- ADM_6[71]#[_271]#: to set receptionist for Menu-71
- ADM_6[72]#[_201]#: to set receptionist for Menu-72
- Menu-712 without receptionist and recorded message

Troubleshooting

Problem	Possible cause and solution
1. If EVM does not answer and greet.	<ul style="list-style-type: none"> • Please check whether the power supply is normal or not. • Please check the port of PABX and see whether wire has connected between EVM and PABX or not. • The extension port maybe locked by PABX. Please set the Port Auto-detection. SYS_47_[2]
2. EVM responds after External line 2 ~ 3 rings.	<ul style="list-style-type: none"> • This is normal. Set the SYS_31_[0] for improvement.
3. Immediate conversation over the phone is inaccessible while the called person responds to the call.	<ul style="list-style-type: none"> • This is normal while the EVM is supervisory the call. Use the Call Pickup or ID Code for Unsupervised Transfer. • EVM has not finished Auto-configuration yet. Please dial three times for "a busy extension" and "an available extension (do not answer)".
4. EVM always announces that the number dialed is faulty when in fact the line is busy, and vice versa.	<ul style="list-style-type: none"> • Please exchange the parameters for Error tone with the Busy tone.
5. EVM announcement repeats: "Please wait" every 4 seconds, and the call is not on hold.	<ul style="list-style-type: none"> • HOOK-FLASH time is too short, please set SYS_71_[] • Occasional occurrence – insufficient DTMF Receiver for PABX. ※
6. EVM announcement repeats: "Please wait" every 4 seconds, and the call is being held.	<ul style="list-style-type: none"> • If the frequency of Dial Tone is not the range of 300- 640 Hz, please set SYS_48_[2] for not detecting the frequency. • Occasional occurrence – insufficient DTMF Receiver for PABX. ※
7. If caller dialed a correct extension number, but EVM announces "Wrong number" or "Line busy" and the extension does not ring.	<ul style="list-style-type: none"> • If PABX does not accept prompt speed of DTMF sent by EVM, please set SYS_51_[2]. • If the PABX doesn't use "HOOK-FLASH" as the only way to transfer the incoming calls, please set whether it is needed to set SYS_61_[] in EVM, which depends on PABX. • Occasional occurrence – insufficient DTMF Receiver for PABX. ※ • Please check in the PABX to see whether the service class of the Ext. ports has connected to EVM.

25

8. If EVM announces "Please wait" and then EVM is suddenly disconnected.	<ul style="list-style-type: none"> • HOOK-FLASH time is too long. EVM will automatically configure HOOK-FLASH by setting the starting time from at least "0.13 seconds" and up to certain ranges depending on PABX. If the setting time of your PABX is less than 0.13 seconds. Please set SYS_71_[] to fit the appropriate interval of time to PABX. • If the PABX uses "Grounding to Hold", it usually accepts the "0.06 seconds" HOOK-FLASH time.
9. EVM announces "Please wait" and utters few times of "BO-BO..." then is suddenly disconnected.	<ul style="list-style-type: none"> • If the frequency of Dial Tone is not the range of 300- 640 Hz, please set SYS_48_[2] for not detecting the frequency. • If the Dial Tone is too weak, please set ADM_59908_x[]xx to increase the sensitivity for CPT detection. • If Dial Tone is not detected after making HOOK-FLASH, please set SYS_45_[2] for not detecting Dial Tone.
10. If EVM does not announce "Line busy" or "No-answer" prompt.	<ul style="list-style-type: none"> • If the CPT is delayed or reminder tone exists before the CPT, please set to delay the detection of CPT. SYS_73_[] • If the frequency of CPT is not the range of 300- 640 Hz, please set SYS_48_[2] for not detecting the frequency. • If either the cycles of Ring back tone or Busy tone is irregular, please set SYS_46_[1] for larger deviation of cycles in tone detection. • If CPT is too weak, please set ADM_59908_x[]xx to increase the sensitivity for CPT detection. • IF Key Telephone system has been set to Voice Call, please change it to ringing. • Please check SYS_62_[], SYS_55_[], SYS_56_[] to see whether it is correct way to retrieve the Busy/ Unanswered call. In this case, it depends on PABX. • If HOOK-FLASH time is too short, please set SYS_71_[]
11. Others	Use the hand-free of the PROG-TEL (Set SYS_4 * _[2] for disable External Switch), press # to exit program setting and return to the Greeting. After the EVM finished playing the Greeting and became in condition of silence, the procedure of the Line transfer can be monitored through the speaker of the PROG-TEL to pin-point the problem.

※ DTMF Receiver in PABX is inadequate. The suggested solution is as follow:

1. Increase more units of DTMF Receiver for PABX.
2. To set program for EVM to Dial Pulse (DP) Transmission.
3. Disperse the Extension Line of EVM into several Interface Cards of PABX. (For example, every SLT Card of KX-TD contains only two-circuit DTMF Receiver.)

26

Reference data for Specific PABXs

If PABX doesn't use "HOOK-FLASH" as the only way to hold and retrieve the phone calls, you must "in advance", set SYS_61_[] for transferring and SYS_62_[], SYS_54_[], SYS_55_[], SYS_56_[] for retrieving the Unanswered / Line Busy calls, that depend on the exceptional operating way and function code of PABX--- For reference on the similar cases, please refer to few of the specific PABX models as described below.

After you correct the operating way and Function Code to the specific PABX, please follow the Step 4 ~ 6 to let EVM automatically learn and configure basic data.

EVM Programming for Specific PABXs

PABX	Operating way			Function Code		Others
	SYS_54_[]	SYS_55_[]	SYS_56_[]			
ALCTEL 4200	SYS_54_[3]	SYS_55_[3]	SYS_56_[3]			SYS_45_[2]
LUCENT PROLOGIX	SYS_54_[3]	SYS_55_[3]	SYS_56_[3]			
NAKAYO 64IS/88IS	SYS_54_[6]	SYS_55_[6]	SYS_56_[6]		SYS_62_[]	
NEC ADK/NDK	SYS_54_[5]	SYS_55_[5]	SYS_56_[5]			SYS_52_[5], SYS_53_[4]
Nitsuko UXE-128	SYS_54_[4]	SYS_55_[4]	SYS_56_[4]			
NORTEL MERCATOR	SYS_54_[2]	SYS_55_[2]	SYS_56_[2]	SYS_61_[*70]	SYS_62_[2]	SYS_45_[2]
NORSTAR	SYS_54_[2]	SYS_55_[2]	SYS_56_[2]	SYS_61_[*70]	SYS_62_[2]	SYS_45_[2]
Panasonic A	SYS_54_[5]	SYS_55_[5]	SYS_56_[5]			
Panasonic ICX						SYS_48_[2]
ROLM CBX9751				SYS_61_[*7]	SYS_62_[*1]	
SAMSUNG DCS						SYS_45_[2] Note 1
Siemens 318						SYS_45_[2] Note 1
Taiko D96, IH2000						SYS_48_[2]

Note 1: If EVM is connected to VM PORT of PABX.

Note 2: * -- enter * *

User Information Form 1/2

Company:	Tel:	Contact:	ADM password:	SYS password:
PABX:	Extn of EVM:			

Main data			Information Menus			Hunt Groups	
Dial Tone Detection SYS_45_[]	Dialing mode SYS_51_[]	HOOK-FLASH Time SYS_71_[]	Menu No.	Receptionist	Msg	ADM_5[]_*001	
Frequency Detection SYS_48_[]	Release after answer SYS_52_[]					ADM_5[]_*002	
Code of call transfer SYS_61_[]	Release w/o waiting SYS_53_[]	Delay before tone detection SYS_73_[]				ADM_5[]_*003	
Code of retrieving call SYS_62_[]	Retrieving call, Error Tone SYS_54_[]	Error tone, SYS_74_ [][][][]				ADM_5[]_*004	
Busy ID Code SYS_64_[]	Retrieving call, Line Busy SYS_55_[]	Busy tone, SYS_75_ [][][][]				ADM_5[]_*005	
No-Answer ID Code SYS_63_[]	Retrieving call, No-Answer SYS_56_[]	Ring Back tone, SYS_76_ [][][][]				ADM_5[]_*006	
		Port (locked up) Auto-detection SYS_47_[]	Operator No. Hunting				
		Prefix No. of ID Code ADM_59924_[]	ADM_59940_[]				
		Function Code of Call Pickup ADM_59907_[]	ADM_59941_[]				
			ADM_59942_[]				
			ADM_59943_[]				
			ADM_59944_[]				
			ADM_59945_[]				
			ADM_59946_[]				
			ADM_59947_[]				
		ADM_59908_[][][]					

29

User Information Form 2/2

Working Hours ADM_3_		Extension Number Group SYS_1_				ADM_5_					
	From / To	Grp	Beginning	Ending	Backup	Grp	Beginning	Ending	Backup	Number	Forward
Mon.	/	01				21					
Tue.	/	02				22					
Wed.	/	03				23					
Thus.	/	04				24					
Fri.	/	05				25					
Sat.	/	06				26					
Sun	/	07				27					
Break	/	08				28					
ADM_4_		09				29					
	Operator Number	10				30					
Working hours	1:	11				31					
	2:	12				32					
Breaking hours	1:	13									
	2:	14									
Closing hours	1:	15									
	2:	16									
Holiday	1:	17									
	2:	18									
		19									
		20									

Area code	SYS_60_[]
Operator code	SYS_35_[]
Number repeat	SYS_41_[]

30

