

## <u>Overview</u>

Available upon request, a custom speed dial/transfer menu may be configured for any MEVO station to facilitate transfers between MEVO stations in the same center and/or MEVO kit. This document details the steps to conduct such a transfer.

## <u>Usage</u>

Once a call is received and answered, first touch the "Exit" softkey on the ALI display screen (this will NOT drop the call).

| 911 ALI for 260-4 | 469-2010 |  |   |           |      |  |
|-------------------|----------|--|---|-----------|------|--|
|                   |          | LAND LINE<br>260-469<br>INDIGITAL<br>1616 DIREC<br>FORT WAY<br>PBXB Carrie | 911 Call<br>-2010<br>TELECOM<br>TORS ROW<br>/NE IN<br>er: NDGTL |           |      |  |
|                   |          | 10/24/22 01  | :13:22 PM   |           |      |  |
| 911 Xfer          | МАР      | 911 Details  | Rebid   | Call Back | Exit |  |

Once the ALI screen is closed, an Xfer softkey will be visible in the bottom row. Press this on the touchscreen to place the current call on hold and begin the transfer process.

| L1: Berrien MAK | (Test 1 |      |                   |                                  |
|-----------------|---------|------|-------------------|----------------------------------|
| MEVO Posi       | itions  |      |                   | 01:06                            |
| Barge/Mo        | nitor   |      |                   |                                  |
|                 |         |      | EMERGENCY<br>2604 | <b>911:2604692010</b><br>4692010 |
| Drop            | Conf    | Xfer |                   | • •                              |



The call, now on-hold, will be displayed on the right with the word Transfer above it. Press the MEVO Positions softkey to display the list of local MEVO stations.

| L1: Berrien MAK Test 1 |                                     |          |  |  |
|------------------------|-------------------------------------|----------|--|--|
| MEVO Positions         | Press here to<br>show list of local | Transfer |  |  |
| Barge/Monitor          | MEVO positions                      | >        | Original inbound call.<br>The yellow pause symbol indicates it is on hold.<br>EMERGENCY 911:2604692010<br>2604692010 |  |
| Dial Back              | xspace Xfer                         |          | Cancel • •   |  |

Once the list of Local Stations is displayed, press the station you wish to transfer to.

| MEVO Kit Positions  |
|---|
| Berrien MAK Station 1   |
| Berrien MAK Station 2   |
| Berrien MAK Station 3   |
| Berrien MAK Station 4   |
| Berrien MAK Station 5   |
| Berrien MAK Station 6   |
| If there are more than 7 stations in the list, swipe screen to scroll down. |
| Exit  |



**Operational Guide** 

An outgoing call will be replaced to the receiving station which will present as an Admin call displaying the name and extension of the station initiating the transfer. They may pick up the handset or press the appropriate L1/L2 key to answer the call. The Cancel button may be pressed while the call is ringing in the event the wrong station was selected (the original call will remain on hold and may be picked back up or re-transferred).

1. Original MEVO Station initiating the transfer:



| 2. MEVO Station Receiving the transfer:   |  |  |  |  |  |
|---|--|--|--|--|--|
| Application   |  |  |  |  |  |
| -ADMIN CALL-<br>Berrien MAK Test 1<br>This is how the transfer<br>betup call may appear to<br>the receiving MEVO Station. |  |  |  |  |  |
| 1260210076  |  |  |  |  |  |
|   |  |  |  |  |  |
|   |  |  |  |  |  |
|   |  |  |  |  |  |

Once the receiving MEVO station has answered, the screen on the sending station will appear as below. After confirming that the receiving station is ready to accept the call, the Xfer button can be pressed again on the original station to complete the transfer. The incoming call will be released from hold and connected to the receiving station. If the receiving station is unable to take the transfer, either party may press the "Drop" Softkey to cancel the transfer. The incoming call remains on hold on the original station and may then be picked back up or re-transferred.

| L1: Berrien MAK Test 1  |                  |   |   |  |
|---|------------------|---|---|--|
| MEVO Positions  |                  |   | 00:20   |  |
| Barge/Monitor   |                  | This is the original call.<br>The yellow pause icon<br>indicates it is on hold. |   |  |
|   |                  |   | EMERGENCY 911:2604692010<br>2604692010  |  |
|   |                  | 0   | This is the active call with<br>the MEVO position that<br>will accept the transfer. |  |
| Press Xfer again only after the rece<br>station has answered and confirme<br>are ready to receive the call. | eiving<br>d they |   | Berrien MAK Test 2<br>1260210086  |  |
| Drop  | (fer             |   | ••  |  |

Once the transfer has completed, the original MEVO station will return to its normal idle background. The station that accepted the transfer will initially still show the name and extension of the station that initiated the transfer.

The following page will detail how to reproduce the ANI/ALI information for the transferred call.



## **Retrieving ANI/ALI From a Locally Transferred Call**

When a transferred call is up, a softkey with two circles will be visible in the lower right corner of the touch screen. Press this once. The caller ID display will refresh to show the actual ANI of the transferred call.

| L1: Berrien MAK Test 2 |                                  | Ŷ        | L1: Berrien MAK Test 2 |                        | Ý                             |
|------------------------|----------------------------------|----------|------------------------|------------------------|-------------------------------|
| MEVO Positions         | 00:42                            |          | MEVO Positions         |                        | 01:54                         |
| Barge/Monitor          | Ě                                |          | Barge/Monitor          | Č                      |                               |
|                        | Berrien MAK Test 1<br>1260210076 | $\Box >$ |                        | EMERGENCY 91<br>260469 | . <b>1:2604692010</b><br>2010 |
| Drop Conf              | Xfer                             |          | 911 Xfers Local Resou  | 911 History            |                               |

To retrieve the ALI information, you must then press the 911 History button, where you will be presented with one of two possible screens, dependent on whether the station has directly received a 911 call previously or not.

- 1. If the display reads "No calls found..." Press "Last 30 calls for the Center"
- 2. If the display shows a list of previous calls for the station, press the "All Calls" softkey at the bottom of the screen.

1. If station has **not** received a direct 911 call previously:

| Application  |  |  |  |  |  |
|--|--|--|--|--|--|
| No calls found for 1260210086, Click below for All Calls |  |  |  |  |  |
| Last 30 calls for the Center                             |  |  |  |  |  |
|  |  |  |  |  |  |
| Exit   |  |  |  |  |  |

| 2. If station has received a direct 911 call previously: |  |  |  |  |  |
|--|--|--|--|--|--|
| 911 Call History   |  |  |  |  |  |
| Last 30 calls for 1260210076                             |  |  |  |  |  |
| ♠ 10-24 17:13:17 260-469-2010 INDIGITAL TELECOM          |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| My Calls All Calls Exit                                  |  |  |  |  |  |

Select the original call from the list, which should be at or near the top and match the ANI of the refreshed caller ID. The ANI/ALI record for the call will then be displayed.

| 911 Call History  | 911 ALI Details |  |      |
|---|-----------------|--|------|
| Last 30 calls for the Center   Image: Content of the content of | Call            | LAND LINE 911 Call<br>260-469-2010<br>INDIGITAL TELECOM<br>1616 DIRECTORS ROW<br>FORT WAYNE IN<br>PBXB<br>Answered By Ext:126021007<br>2022-10-24 18:59:17 | 5    |
| My Calls All Calls Exit   | Call Back       | Playback   | Exit |