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# MEVO Training

*User + Training Document*

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## Basic Functions



**Placing a Call** - Lift the handset, dial the number, then press the Dial soft key OR press the hands-free key, dial the number, then press Dial soft key.

**End a Call** - Simply hang up the handset or press the Goodbye key.

**Answering a Call** - Lift the handset or press the Hands-free key, or press the line key.

**Ignoring a Call** - Press the Goodbye key or press the IGNORE softkey while the phone is ringing to ignore the incoming call. *If a call is ignored, it will continue to ring at the other positions.*

**Silence a Call** - Press the SILENCE soft key to mute the ringer on your phone.

**Redial** - Press the Redial key **twice** to call back the last number received or dialed. Press the redial key **once** to view the list of recently dialed numbers, swipe to scroll through the list, press "Entry" to select, then press the DIAL softkey to redial the number.

**Muting a Call** - Press the MUTE key to mute microphone of the dispatcher so the caller cannot hear the dispatcher. The MUTE key will flash **red** when active. To resume, press the MUTE key again.

**Hold and Resume a Call** - To place a call on hold, press the HOLD key. The 'held' line will flash **green**, and there will be a flashing **red** light in the upper right corner of the phone. To resume the call, press the HOLD key again to resume or press the line corresponding to the call you wish to retrieve.

**OTP- One Time Password** - New feature for dual authentication for Texty

**Barge/Monitor** - New feature allowing another dispatcher to take over or listen to another call

**MEVO Extensions** - New feature allowing "station to station" calling

## ***911 Transfer***

- 911 Transfer - press the 911 transfer soft key and choose the destination. The caller will hear 3 beeps, announce the transfer to the answering agency, and then hang up the handset.
- Hang up outbound - if you chose the wrong agency to transfer to, push the hang up outbound softkey to cancel the transfer. The caller will remain on the line.
- 911 transfer without a speed dial - press the exit softkey, then press the transfer softkey; this will put the caller on hold, then dial the 10-digit phone number and press the transfer softkey again; this will result in a BLIND TRANSFER.

## ***Conference A Call***

- Conference - exit, press conference to put caller on hold, dial phone number and press soft dial key, after party answers, press softkey conference again to join callers.
- Drop - select the caller you want off the call and press the drop softkey.
- Leave - pressing the leave softkey removes the dispatcher from the conference.

- NOTE: You can only conference yourself and two additional parties.

## ***ANI/ALI Screens***

### ***Wireline Spill***

The Display:

- Callback phone number
- Name
- Address
  - Also Softkeys for 911 Xfer, Map, 911 Details, Callback, and Exit

### ***Wireless Spill***

The Display:

- Callback phone number
- Wireless caller information
- Phase I or Phase II
- Lat and Long
  - Also Softkeys for 911 Xfer, Map, 911 Details, Rebid, Callback, and Exit

## ***ANI/ALI Soft Keys***

**911 Xfer-** Brings up the 911 transfer list (how to complete a transfer is explained above)

**Map -** Will open a map and show the location of the call on the map

**911 Details-** Shows ESN, police, fire, EMS info as well as Lat and Long, etc

**Rebid-** Press the Rebid softkey to rebid a wireless call, which can be done every 10-20 seconds for a better location

**Call Back-** Press the Callback softkey to call back if you are disconnected (this button does not work for NSI or 911-only phones)

**Exit-** Closes screen

## ***911 History and IRR-Recorder***

- Press 911 History
- Select My Calls or All Calls
- Press to select the call you want to view from the list
  - It will display like the ANI/ALI screen display
- Press the 'Playback' soft key to play the IRR recording for that call
- To exit recording, press the drop softkey

## **Texty OTP - Texty One Time Passcode**

**Applicable for Texty users:** Texty requires a dual authentication passcode when logging in for the first time after an 8-hour period. In the past, a FOB was used at every position to retrieve this OTP. Now it will be retrieved from the MEVO phones.

### ***How to Retrieve the OTP for Texty***

- Press the Texty OTP softkey on the MEVO phone
  - The Texty OTP numbers are displayed on the screen
- Type the given passcode into the Texty application
- Texty should now open and be ready for use

### ***OTP Alternative***

Each agency will have at least one FOB as an alternative method of logging into Texty to be used in the event that the OTP can not be retrieved from the MEVO phone.

## **Barge/Monitor Feature**

'Barge/Monitor' is a softkey located on the MEVO screen.

This feature allows all dispatchers the ability to listen in or take over a call that is being handled by another dispatcher on another MEVO phone

## How to Use Barge/Monitor

- From any position, click the soft key labeled Barge/Monitor
  - If NO ACTIVE CALLS: the screen will display “No Calls Found.”
  - If ACTIVE CALLS: the screen will display a list of the position(s) where the call(s) are being handled
  - If you decide you do not need to monitor/barge, simply press the exit soft key to go back to the main screen
- Select the call you wish to monitor or barge by pressing the call on the list
  - An options menu will open. You can select the following options:
    - **Monitor Call** - Listen in only, the caller and other dispatchers will *not* hear you on the call
    - **Dispatcher Only Conference** - Allows you to speak with the dispatcher handling the call; the caller will not hear you speaking, but will continue to hear the dispatcher handling their call
    - **3-Way w/ Caller Conference** - You, the dispatcher, and the caller will all be in a 3-way conversation, and all participants will hear each other
- Once an option is selected, the “supervising” position, the one monitoring or barging, will ring as though a new call is coming in; the screen will display the following:
  - Type of call you have selected (Admin or 911)
  - Below that, the position being monitored or barged will display, and the action will be listed (Monitor, Dispatcher Only, or 3-way Conf.)
  - Then the word asterisk will be listed third
  - Picking up the handset will join you to the active call and allow you to change your Barge mode by pressing the displayed shortcut number on the MEVO phone’s keypad

## ***Call Monitoring Shortcuts***

Press 4 - Monitor Only

Press 5 - Speak to Dispatcher Only

Press 6 - 3-way Conference

## ***Get ALI***

If available, press the Get ALI soft key in the Application window to display any ALI information associated with the active call

## ***End Call Supervision***

Hanging up the handset will end call supervision without interrupting the ongoing call (as long as the original answering dispatcher is still on the phone, the call will remain active with that dispatcher)

## ***Shortcut Screen Disappeared***

This is normal; the Call Monitoring Shortcuts screen may time out and disappear from the screen after a minute has passed, but call supervision will still be active. Even with the Shortcut Menu not visible, pressing 4, 5, or 6 on the MEVO keypad will still switch between the respective modes.

## ***How to Retrieve ALI after the Shortcuts Screen has Timed Out***

If the screen has timed out and you still need to retrieve ALI information or view the shortcuts list, you will need to hang up and initiate a new supervision session by pressing the Monitor/Barge softkey and following the previously mentioned Barge/Monitor instructions again.

## **Map Feature**

While on an active call, there is a new softkey labeled MAP.

## ***How to Display a Map and Map Tools***

- While on an active call, press the MAP softkey
  - The call will rebid
- The map will display after the rebid
  - Below the map display, there will be options to zoom out, zoom in, and rebid
- To Zoom out, press the Zoom Out softkey
- To Zoom in, press the Zoom In softkey
  - The call will rebid, and then a new zoomed-in map will be displayed
- To rebid, press the Rebid softkey
- The exit softkey will close the map if pressed

## **ANI/ALI Screens**

### ***Wireline Spill***

The Displays:

- Callback phone number
- Name
- Address
  - Also Softkeys for 911 Xfer, Map, 911 Details, Call Back, and Exit

### ***Wireless Spill***

The Displays:

- Callback phone number
- Wireless caller information
- Phase I or Phase II
- Lat and Long
  - Also Softkeys for 911 Xfer, Map, 911 Details, Rebid, Call Back, and Exit

## ***NSI Wireless Spill (911 ONLY Phones)***

The Displays:

- The NSI phone number (prefix is 911) cannot be called back
- Tower location (latitude and longitude)
  - Also softkeys for 911 Xfer, Map, 911 Details, Rebid, Callback (even though you cannot call back), and Exit

### ***ANI/ALI Softkeys***

**911 Xfer** - Brings up the 911 transfer list (how to complete a transfer is explained above)

**Map** - Will open a map and show the location of the call in the map (zoom in or out, or selecting the rebid will update the location on the map)

**911 Details** - Shows ESN, police, fire, EMS info as well as Lat and Long, etc

**Rebid** - Press the Rebid soft key to rebid a wireless call, which can be done every 10-20 seconds for a better location

**Call Back**- Press the Call Back soft key to call back if you are disconnected (this button does not work for NSI or 911-only phones)

**Exit**- Closes screen

## **911 History and Recording Playback**

Use '911 History' to display calls handled. This will also provide playback recordings of the calls.

### ***911 History***

- Press 911 History softkey
- Select My Calls or All Calls
  - The calls will be listed
- Press the blue icon in front of the call you want to view from the list
  - The ANI/ALI screen for that call will display

## ***Call back from 911 History***

- Press 911 History softkey
- Select My Calls or All Calls
  - The calls will be listed
- Press the blue icon in front of the call you need to call back
  - The ANI/ALI screen for that call will display
- Press the Call Back softkey along the bottom of the screen to call that number back

## ***Recording Playback***

- Press 911 History softkey
- Select My Calls or All Calls
  - The calls will be listed
- Press the blue icon in front of the call you want to listen to
  - The ANI/ALI screen for that call will display
- Press the Playback softkey along the bottom of the screen to play the recording for that call
- Press the Exit softkey to close the recording and the screen

## **MEVO Station to Station Transfer**

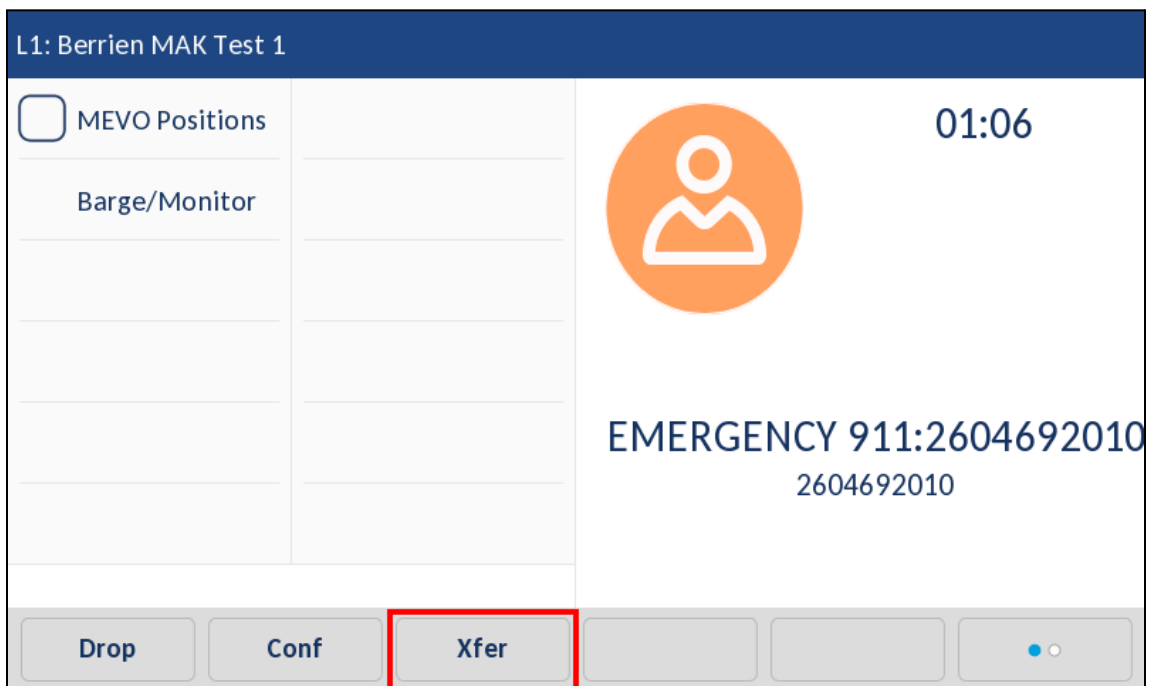
Available upon request, a custom speed dial/transfer menu may be configured for any MEVO station to facilitate transfers between MEVO stations in the same center and/or a MEVO Anywhere Kit.

### ***How to Transfer from Station to Station***

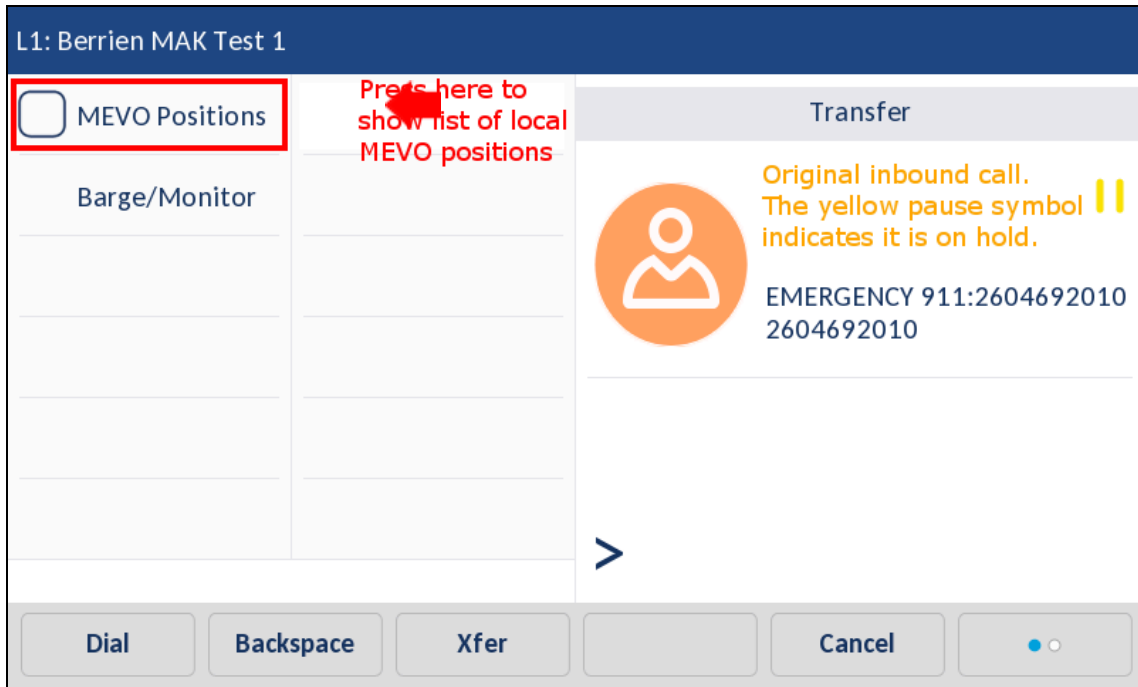
Once a call is received and answered, first touch the “Exit” softkey on the ALI display screen (this will NOT drop the call).



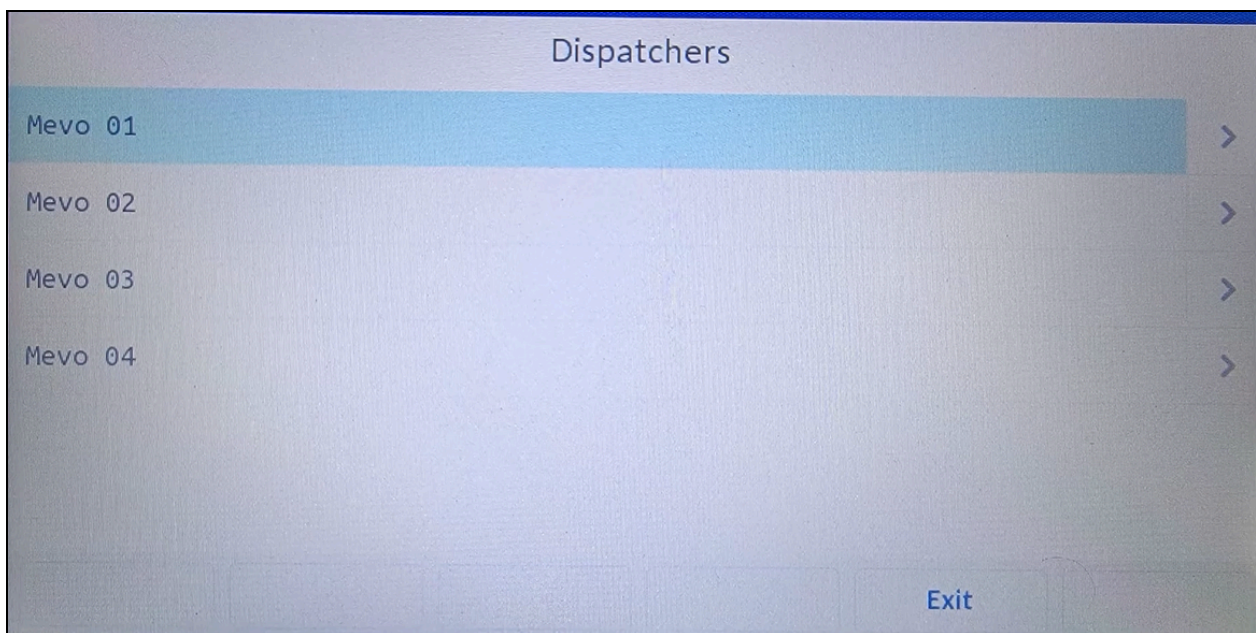
Once the ALI screen is closed, an Xfer softkey will be visible in the bottom row. Press this on the touchscreen to place the current call on hold and begin the transfer process.



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.



Once the list of Local MEVO Stations is displayed, press the station you wish to transfer to and press the arrow softkey to the far right of the station name.

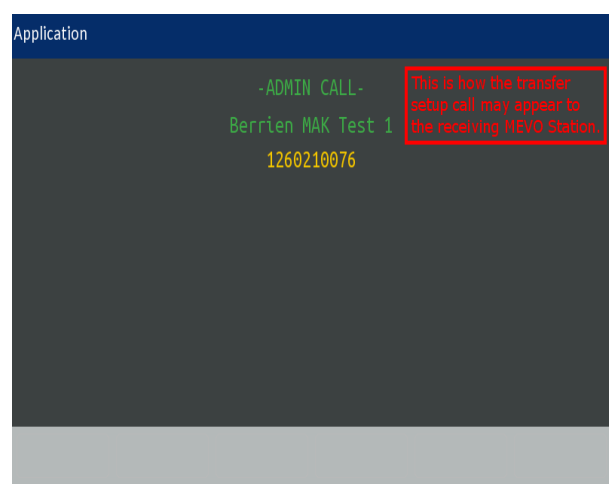


An outgoing call will be placed to the receiving station, which will present as an Admin call displaying the name and extension of the station initiating the transfer. They may pick up the handset or press the appropriate L1/L2 key to answer the call. The Cancel button may be pressed while the call is ringing in the event that 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:



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, press the Xfer button 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 transferred again to another MEVO position.



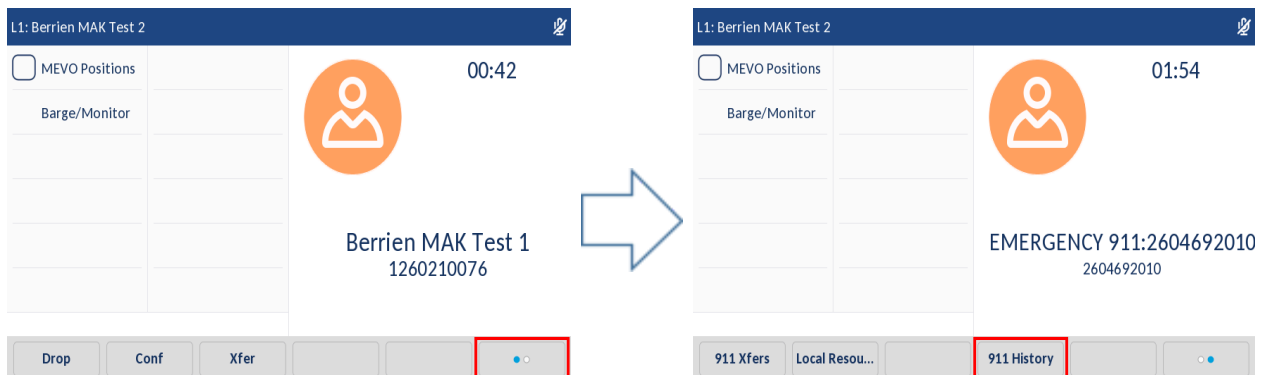
Once the transfer has been completed, the original MEVO station will return to its normal, idle background.

The station that accepted the transfer will initially still show the name and extension of the station that initiated the transfer.

## Retrieving ANI/ALI from a Transferred Call

### ANI Retrieval

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.



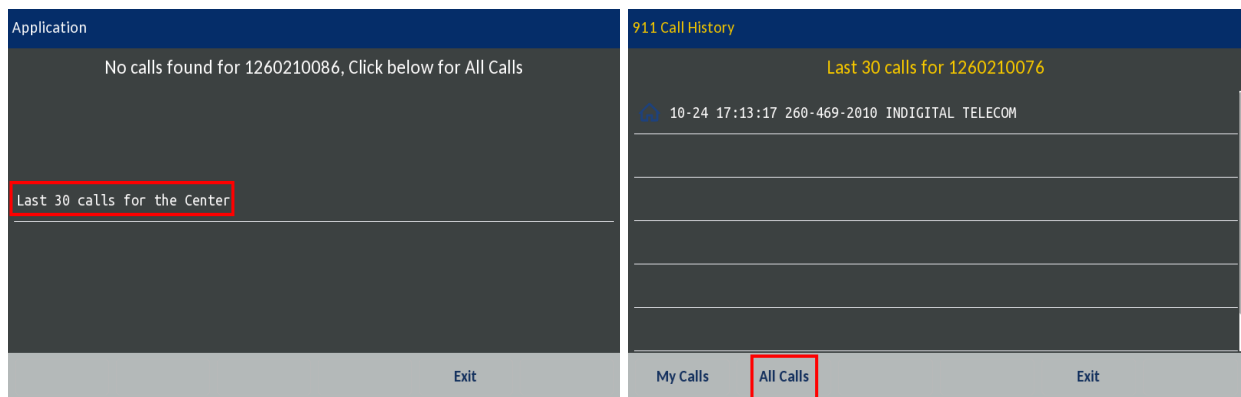
## ALI Retrieval

To retrieve the ALI information, you must press the 911 History softkey, where you will be presented with one of two possible screens, depending 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:  
previously:

2. If station **has** received a direct 911 call



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.



## Reroute Functionality

This feature allows you to move calls from your CPE to the backup MEVO phone system.

**If 911 needs to be rerouted to the MEVO phones, the following steps only need to be completed on one of the MEVO phones in your center.**

### *Reroute 911 - CPE Down*

Scenario - CPE has gone down and cannot receive new calls; 911 calls need to be moved to the MEVO

- Press the REROUTE 911 softkey on the MEVO screen
- A warning appears for the operator to confirm the rerouting of 911 calls
  - Press YES to continue
  - Press NO to exit
- Type in 6 digit password (\_ \_ \_ \_ \_ \_) and press the Done softkey
  - If the screen times out and closes, repeat the previous steps
- Press the option for MEVO
  - You will receive a successful message stating that the 911 calls have been redirected
  - There will also be a message to place a test 911 call to verify—**always place a test call**

### *Reroute 911 - Abandon PSAP*

Scenario - Need to abandon the PSAP due to an emergency situation such as a bomb threat, fire, flood, etc.

- Press the REROUTE 911 softkey on the MEVO screen
- A warning appears for the operator to confirm the rerouting of 911 calls
  - Press YES to continue
  - Press NO to exit
- Type in 6 digit password (\_ \_ \_ \_ \_ \_) and press the Done softkey
  - If the screen times out and closes, repeat the previous steps

- Press the option for Abandon PSAP
  - You will receive a successful message stating the 911 calls have been redirected, and to place a test call—**always place a test call**

### *Confirm Reroute was Successful*

- Press the REROUTE 911 softkey on the MEVO screen
- A warning appears for the operator to confirm the rerouting of 911 calls
  - Press the STATUS softkey
- Current route will display (“Backup MEVO” or Abandon PSAP” or “Primary CPE)

### *Reroute Calls Back to CPE*

- Press the REROUTE 911 softkey on the MEVO screen
- A warning appears for the operator to confirm the rerouting of 911 calls
  - Press YES to continue
  - Press NO to exit
- Type in 6 digit password (\_ \_ \_ \_ \_ \_) and press the Done softkey
  - If the screen times out and closes, repeat the previous steps
- Press the Primary CPE softkey
  - You will receive a successful message
  - There will be a message to place a test 911 call to verify—**always place a test call**

## **Reroute Admin**

*This is for Admin Integration customers only.* The Reroute Admin feature allows you to reroute Admin calls to MEVO, and the **following procedures only need to be completed once on one MEVO phone.**

### *Reroute Admin (non-emergency) Calls to MEVO (NIGHT MODE)*

- Press the REROUTE A... softkey on the MEVO screen
- You will be prompted for a password
  - Type in the password followed by the pound (#) sign (12345#)

- A recording will state “night mode.”
- Admin calls are now routed to the MEVO phones
- Place an admin test call to be sure calls are routing properly

### ***Reroute Admin Calls Back to CPE***

- Press the REROUTE A... softkey on the MEVO screen
- You will be prompted for a password
  - Type in the password followed by the pound (#) sign (12345#)
    - A recording will state “day mode.”
  - Admin calls are now routed to the Primary CPE
- Place an admin test call to be sure calls are routing properly

### ***Additional Notes***

Always make sure to contact INdigital and, if applicable, your PBX vendor if you need to change the way your calls are routed. Anytime you reroute calls, ALWAYS complete a test call to confirm the reroute was successful. In an abandoned PSAP scenario, be sure that when it is safe to return to your PSAP, you reroute your calls back to your Primary CPE.