

MEVO Training



MEVO – Message EVolution


- Complete ALI display
- ALI rebid functionality
- Backup system, EOC use
- Call playback
- Outbound admin calls



MEVO - Features



Placing a Call

1. Lift handset, dial the number, then press the dial soft key .
- OR**
2. Press handsfree key  , dial the number then press dial soft key.



Ending a Call

Hang up handset or
press the goodbye key



Goodbye

Hold

Options:
Accesses
services and
options to
customize
your phone.

Mute

Volume

Top Softkeys:
12 programmable touchscreen softkeys
that support up to 48 functions.

Bottom
Softkeys:
6 programmable/
state-based
touchscreen
softkeys that
support up to 30
functions.

Received
Callers List:
Accesses a list of
received/missed
incoming calls.

Outgoing
Redial List

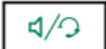
Line/Call
Appearance:
Line presentation
for incoming and
outgoing calls.

Speaker/Headset:

Toggles the phone's audio between speaker and headset (USB or Bluetooth.) Refer to the 6873i IP Phone Installation Guide and 6873i IP Phone User Guide for more information on headset functionality.




Answering a Call

- Lift the handset
- **OR** press handsfree key 
- **OR** press line key



Ignoring a Call

Press the goodbye key  OR press **IGNORE** softkey while phone is ringing to ignore call.

If call is ignored, it will ring other phones in the PSAP.

Answer


Ignore

Silence



Silence a Call

Press the **Silence** soft key to mute the ringer on *your* phone.





Answer

Ignore

Silence




Redial

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


Redial

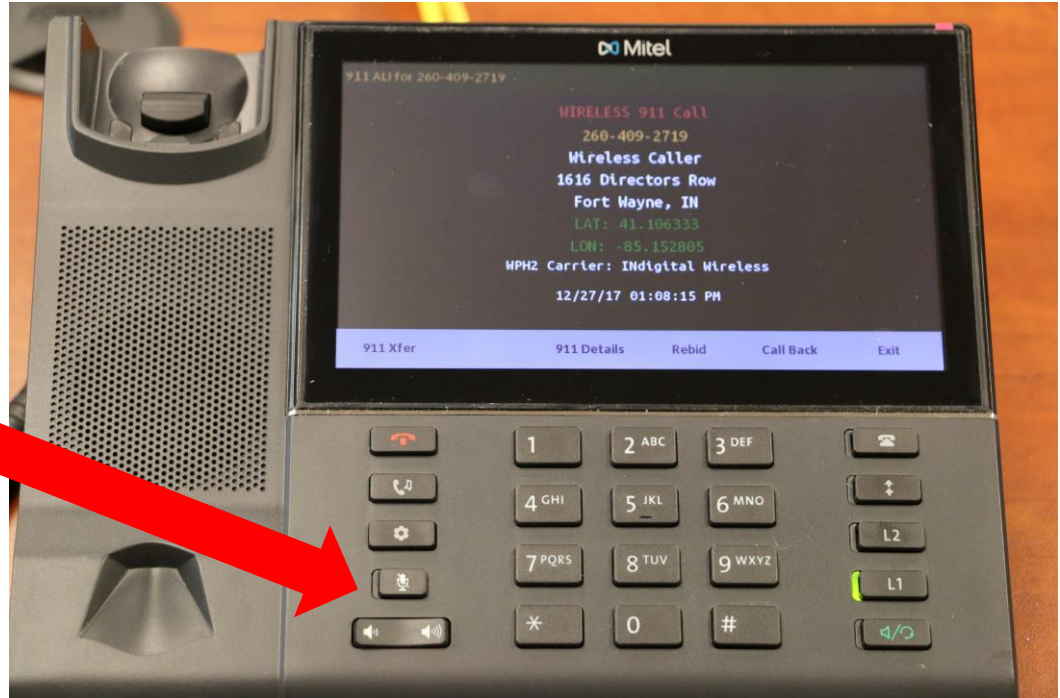


Muting a Call

Press the MUTE key  to mute caller on handset, headset or speaker (mute hard key flashes red when in use).

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Hold and Resume a Call

1. To place call on hold press the HOLD key  (the held line will flash green and there will be a flashing red light in upper right corner)



2. To resume the call, press HOLD key  again to resume call OR press the line corresponding to the call you wish to retrieve

Hard Keys & Functions



Speaker/Headset answer key- Press key to answer for handsfree (or lift handset to answer). Press key to place call and use “speaker phone”.



Goodbye key-hangs up call-Press key to hang up if using hands free option or replace handset in cradle



Hold Key-Press key to put the current call on hold. Press key again to retrieve the call on hold

Hard Keys & Functions



Call History (Received Callers List) – Press key to access Received Callers List. Swipe up or down to scroll through the list, press the desired contact and press the dial softkey.

To view more details of a contact on this list, press the Details softkey.

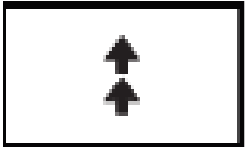


Settings- Press key to access the Settings menu

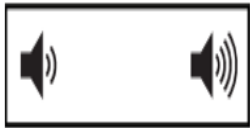
Hard Keys



Mute Key-caller cannot hear you but you can hear caller



Redial Key-Press key twice to redial last dialed number. Press key once to access a list of recently dialed numbers. Swipe up and down to scroll through the entries, press the entry to select and press the **Dial softkey** to redial the selected entry.



Volume control-Press during call to adjust call volume. Press when idle to adjust speaker volume.

911 Transfer

911 Transfer – press 911 transfer soft key and choose from the list, beeps 3 times, announce and hang up the handset

Hang up outbound-if you do not need the agency you transferred call to, push the **hang up outbound** soft key to disconnect from the agency you transferred to, but still keep your caller on the line

911 transfer without a speed dial- press **exit** soft key, then press **xfer** soft key (which puts caller on hold), then dial ten digit number and press **xfer** soft key again

Conference a Call

Conference-exit, press conference to put caller on hold, enter number and press soft dial key, after party answers press soft key conference again to join callers

Drop-you select caller you want off of the call and press drop soft key

Leave-pressing the leave soft key removes the dispatcher from conference

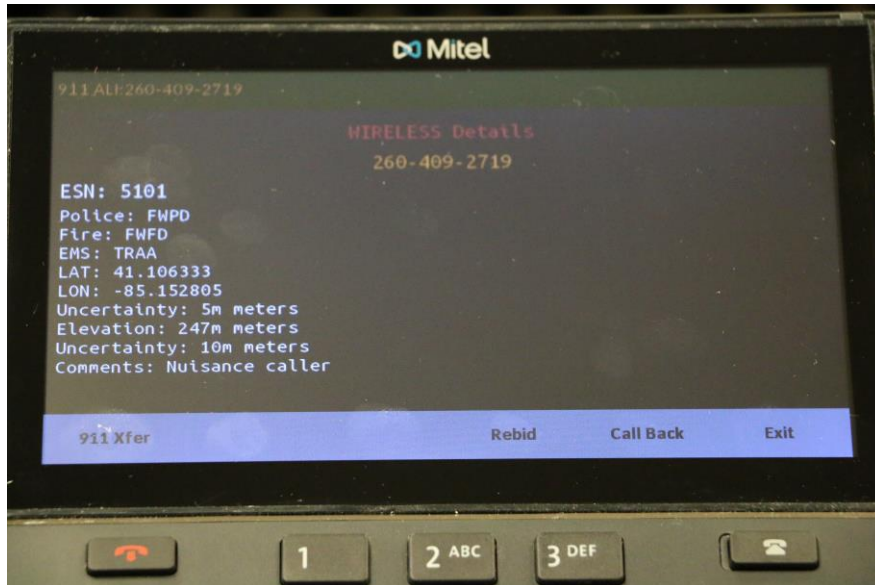
NOTE-you can only conference the T.C. and two additional parties

ANI/ALI Spill



911 Details Soft Key

Clicking the **911 Details** button displays additional information



Phone Screen Icons



Incoming Call



Outgoing Call



Hold



Conference

Phone Screen Icons



Phone locked



Voicemail



Do Not Disturb

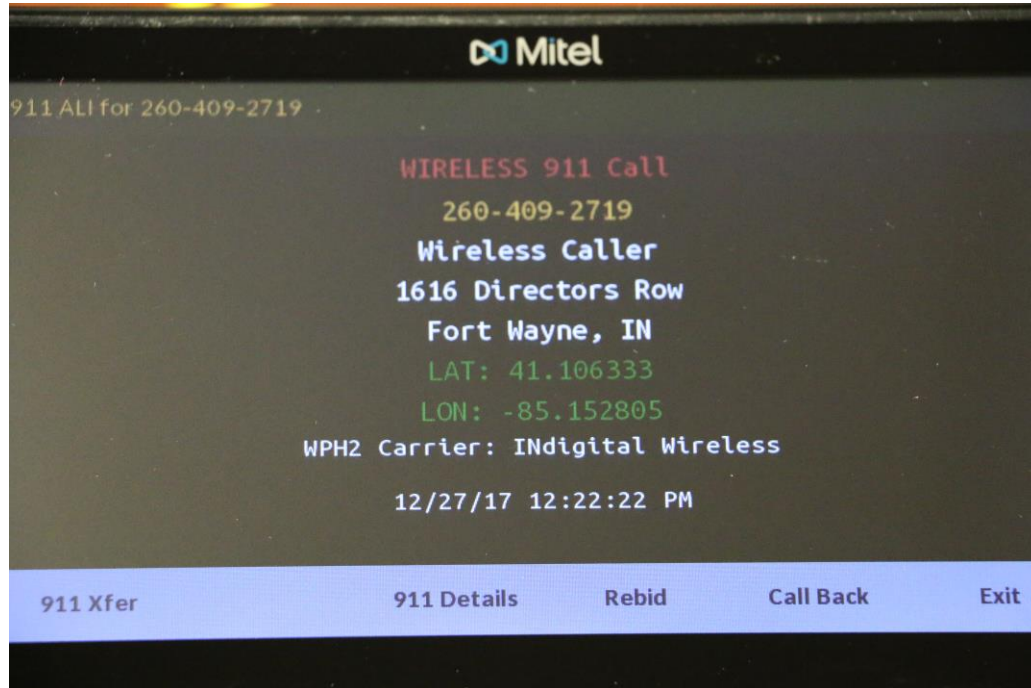


Call Forward

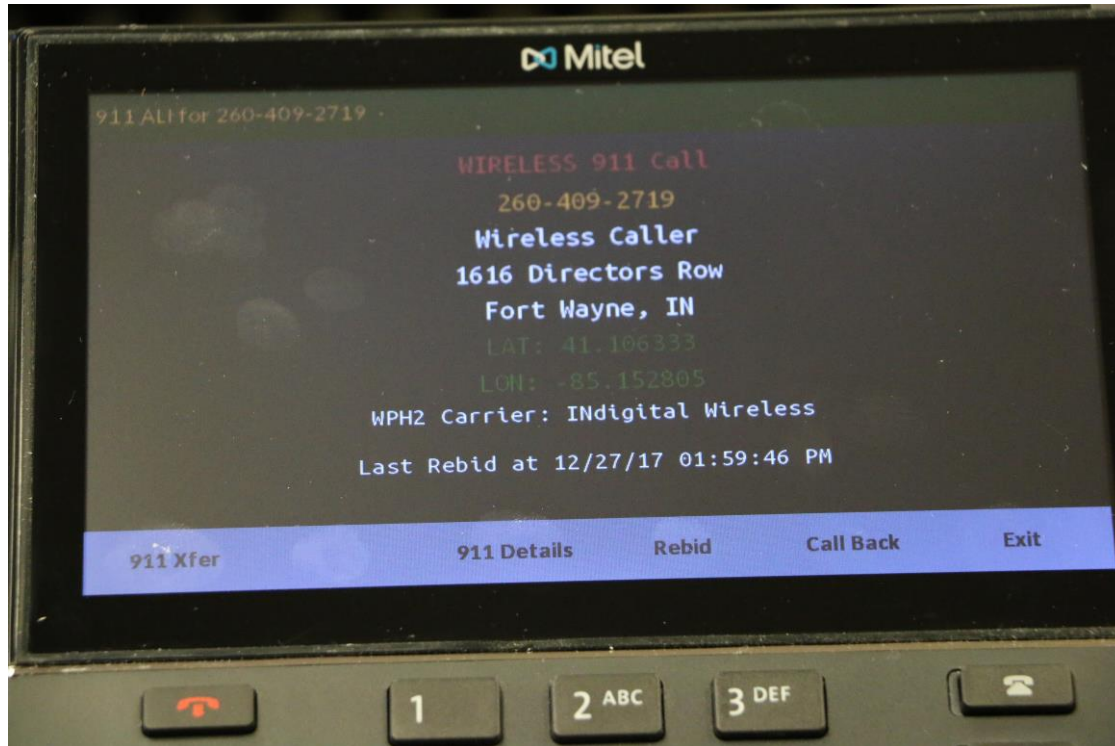


Missed Calls

Wireless call example



Wireless call example - Rebid



Wireline call example



Non Service Initialized (NSI)

- 911-XXX-XXXX
- You cannot call these numbers back



What does this mean?

It means that these are wireless mobile devices that are not registered for service with any wireless carrier.

These devices can ONLY make 911 calls and are incapable of receiving any incoming calls.

Callback Soft Key

The **Callback** soft key is used to call back a 911 hang up or disconnect. If the caller hangs up, just press the callback soft key to call them back.

You cannot call an NSI (911 prefix) phone back.

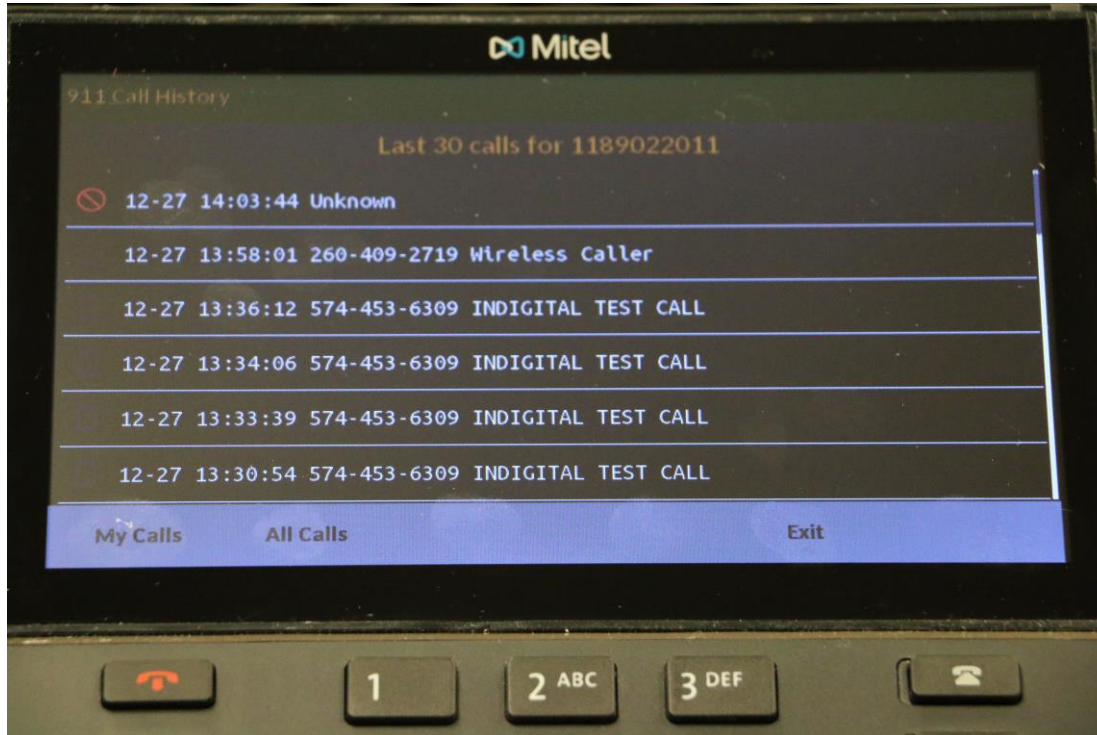


9-1-1 call history



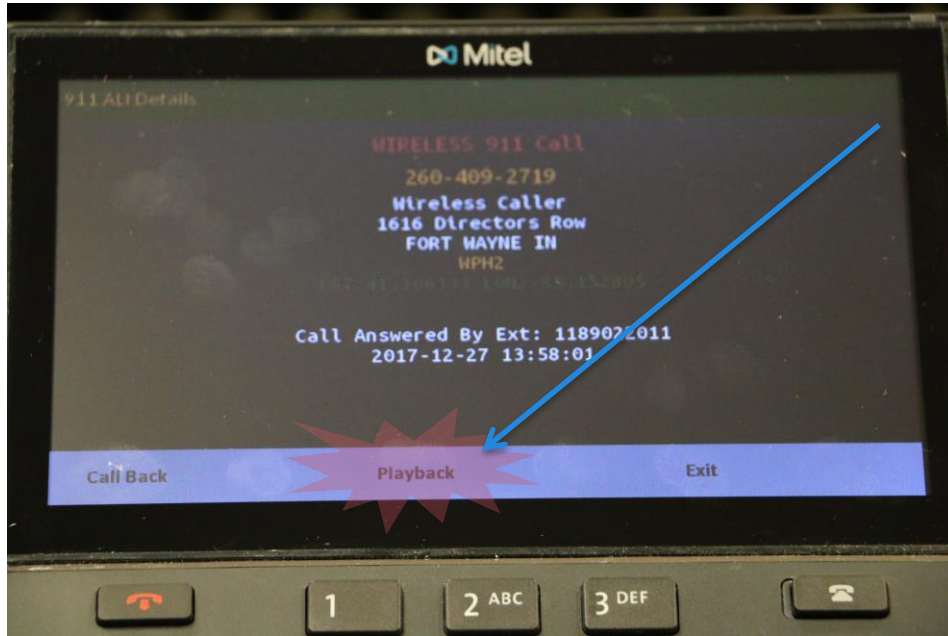
9-1-1 call history soft key button

Call history – All call/My calls



To view the info select a call and press the blue button.

IRR-Recorder



Press 911 History, select **my call** or **all calls**, select call you want to listen to and press **callback** soft key

To exit the recording, press **drop** soft key

Need help?



Call us at 877-469-2010 or Email us at info@indigital.net