

# SVMi System Architecture

This manual will provide an overview of the SVMi system architecture.

Calls to the SVMi are initially picked up by the Port block. The Port block controls the physical hardware associated with the voicemail extensions.

The Port block checks the Schedule Table to see if any specific mode has been assigned for that particular time of day. If none are found it will follow whatever ring mode is designated in MMC 744 for that ring plan. The call is then passed to the Mode block.

The Mode block handles which call types go to where during specific times. By default this simply assigns which Menu block to go to during what times.

The Menu block defines routing options for a call. It can base these options on any one of several different input options (ENTRY, TRUNK, CID, etc). It will then speak to the caller any prompts that have been programmed and route the call accordingly. The Menu block can pass a call to any of the Call Processor or Service Provider blocks.

The Call Processor blocks are comprised of the following:

- Speak Block
  - Speaks a prompt to a caller and then processes on to another destination
- Bye Block
  - Tells the customer goodbye and then hangs up the port.
- Dial Block
  - Dials a number and based on supervision settings hang up or process to another destination
- Query Block
  - Asks a caller a question and records the answer

The Service Provider blocks are comprised of the following:

- Directory Block
  - Allows the caller to search through subscribers to find the party they are trying to contact
- Audiotext Librarian
  - Plays an announcement or series of announcements. Uses the Announcement block.
  - Announcement Block
    - Plays a message to a customer and sends call to another destination
- Document Librarian
  - Allows the caller to request a fax or series of faxes. Uses the Fax block.
  - Fax Block
    - Plays a voice header, sends a fax to a specified location, and then sends call to another destination
- Extension Block
  - Dials an extension in the switch

- Plays custom greetings to caller before passing off to mailbox block
  - Controlled by the EClass block
  - EClass Block
    - Defines standard setup information for the extension block
- Mailbox Block
  - Records messages from callers
  - Plays recorded messages back to user
  - Performs message alert and pager notification
  - Controlled by MClass
  - MClass
    - Defines certain global settings for the mailbox block
- Network Mailbox Block
  - Records messages in local voicemail and then transmits them to another voicemail system. Most commonly used in networking applications where centralized VM is not an option.
- List Block
  - Sends a recorded message to a predefined mailbox or series of mailboxes. Most commonly used for system broadcasts.

## Creating a Store Location Mailbox

This manual will cover the process of creating a mailbox in the SVMi to provide directions to a store location that is accessible via a single digit option on the main menu.

First go to the system main menu and choose option A to go to Open Block Table.

<b>A</b> Open Block Table	<b>G</b> Operating Utilities
<b>B</b> Save Application	<b>H</b> Port Activity
<b>C</b> Schedule Table	<b>I</b> Override Mode
<b>D</b> Subscriber List	<b>J</b> View System Reports
<b>E</b> System Wide Params	<b>K</b> Site Information
<b>F</b> Voice Studio	<b>L</b> Status Screen

Choose the Mailbox block, then choose NEW.

BLOCK Label . . .	MBX	01	
Announcemnt	<b>NEW</b>		
AudiotexLib	Operator	500	
Bye	TEMPLATE MBX	d	
Directory			
Eclass			
Extension			
List			
Mailbox			
Mclass			
Menu			
Mode			
Query			
Speak			
Station			

In the number field type 400

BLOCK Label . . .	MBX	01	400
Announcemnt	<b>Mailbox Number</b>		
AudiotexLib	Number: 400		
Bye			
Directory			
Eclass			
Extension			
List			
Mailbox			
Mclass			
Menu			
Mode			
Query			
Speak			
Station			

This will open the mailbox to page 1. Change the Announce only mailbox setting to Y.

Group: <b>1</b>	Number: <b>400</b>	Extension: <b></b>
VisiComm User:		Mclass: <b>01:Standard MCL</b>
<b>Mailbox Controls</b> Announce only mailbox..... <b>Y</b> Subscriber administrator... <b>N</b> Use LIFO message ordering.. <b>N</b> New message beep(s)..... <b>N</b> Directory Public: <b>Y</b> User: <b>Y</b> Subscriber password: <b>*****</b> Language <b>English, American</b> Retention days left..... <b>0</b>		<b>Authorizations</b> Forced messages allowed..... <b>N</b> Workload Manager..... <b>Y</b> Commitment/Follow Up allowed..... <b>N</b> Message grouping allowed..... <b>N</b> Mailbox greeting allowed..... <b>Y</b> Message alert control allowed..... <b>Y</b> Extended prompting enabled..... <b>Y</b> Auto Play of new messages enabled: <b>Y</b> Auto Play of message info enabled: <b>Y</b>

Go to page 4. Change the NOMSG-LEFT to the following:

Operating MODE.. <b>00</b>	CallDirector				
<b>Default</b>	Event	Action	Typ	Gp	Target Name
	MSG-LEFT				
	<b>NOMSG-LEFT</b>	<b>Goto</b>	<b>MNU</b>		<b>Night Main Menu</b>
	ESCAPE				
	GREET-DTMF				
	OPERATOR				
	AUTO-FWD				

Now change the Operating MODE to day:

Operating MODE.. <b>00</b>	TARGET GENERATOR for.. <b>Pointer Mode</b>	
<b>Default</b>	Target Label... <b>MOD</b>	
	Mode	NEW Default <b>Day</b> Holiday Night Weather

Set the NOMSG-LEFT to go to the Day Main Menu:

Operating MODE.. 01	TARGET GENERATOR for.. NOMSG-LEFT																						
Day	Target Label... MNU																						
	<table border="1"> <tr> <td>AudiotexLib</td> <td>NEW</td> </tr> <tr> <td>Bye</td> <td>Day Main Menu</td> </tr> <tr> <td>Directory</td> <td>Direct Station</td> </tr> <tr> <td>Eclass</td> <td>Direct Trunk</td> </tr> <tr> <td>Extension</td> <td>Forward Station</td> </tr> <tr> <td>List</td> <td>Forward Trunk</td> </tr> <tr> <td>Mailbox</td> <td>Holiday Main Men</td> </tr> <tr> <td>Mclass</td> <td>Night Main Menu</td> </tr> <tr> <td>Menu</td> <td>Weather Main Men</td> </tr> <tr> <td>Query</td> <td></td> </tr> <tr> <td>Speak</td> <td></td> </tr> </table>	AudiotexLib	NEW	Bye	Day Main Menu	Directory	Direct Station	Eclass	Direct Trunk	Extension	Forward Station	List	Forward Trunk	Mailbox	Holiday Main Men	Mclass	Night Main Menu	Menu	Weather Main Men	Query		Speak	
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Mclass	Night Main Menu																						
Menu	Weather Main Men																						
Query																							
Speak																							

Change the Operating MODE to Night:

Operating MODE.. 01	TARGET GENERATOR for.. Pointer Mode												
Day	Target Label... MOD												
	<table border="1"> <tr> <td>Mode</td> <td>NEW</td> </tr> <tr> <td></td> <td>Default</td> </tr> <tr> <td></td> <td>Day</td> </tr> <tr> <td></td> <td>Holiday</td> </tr> <tr> <td></td> <td>Night</td> </tr> <tr> <td></td> <td>Weather</td> </tr> </table>	Mode	NEW		Default		Day		Holiday		Night		Weather
Mode	NEW												
	Default												
	Day												
	Holiday												
	Night												
	Weather												

Set the NOMSG-LEFT to go to the Night Main Menu:

Operating MODE.. 02	TARGET GENERATOR for.. NOMSG-LEFT																						
Night	Target Label... MNU																						
	<table border="1"> <tr> <td>AudiotexLib</td> <td>NEW</td> </tr> <tr> <td>Bye</td> <td>Day Main Menu</td> </tr> <tr> <td>Directory</td> <td>Direct Station</td> </tr> <tr> <td>Eclass</td> <td>Direct Trunk</td> </tr> <tr> <td>Extension</td> <td>Forward Station</td> </tr> <tr> <td>List</td> <td>Forward Trunk</td> </tr> <tr> <td>Mailbox</td> <td>Holiday Main Men</td> </tr> <tr> <td>Mclass</td> <td>Night Main Menu</td> </tr> <tr> <td>Menu</td> <td>Weather Main Men</td> </tr> <tr> <td>Query</td> <td></td> </tr> <tr> <td>Speak</td> <td></td> </tr> </table>	AudiotexLib	NEW	Bye	Day Main Menu	Directory	Direct Station	Eclass	Direct Trunk	Extension	Forward Station	List	Forward Trunk	Mailbox	Holiday Main Men	Mclass	Night Main Menu	Menu	Weather Main Men	Query		Speak	
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Query																							
Speak																							

Press CTRL + E to go back to the Open Block Table menu and go to the Day Main Menu. Go to page 2 and add an entry as follows:

Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	Operator
	INVALID	Goto	EXT	01	Operator
	FAXCALL				
	*	Goto	BYE		GoodBye
	9	Goto	DIR		Directory
	0	Goto	EXT	01	Operator
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	
4	Goto	MBX	01	400	

Press CTRL + E to go back to the Open Block Table menu and go to the Night Main Menu. Go to page 2 and add an entry as follows:

Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	Operator
	INVALID	Goto	EXT	01	Operator
	FAXCALL				
	*	Goto	BYE		GoodBye
	9	Goto	DIR		Directory
	0	Goto	EXT	01	Operator
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	
4	Goto	MBX	01	400	

Now record a greeting for mailbox 400 that gives directions to the location. Also, in your main menu prompts make sure that you alert the caller to the ability to hit 4 to get directions.

Any caller who presses option 4 will be read the directions and send back to the appropriate main menu.

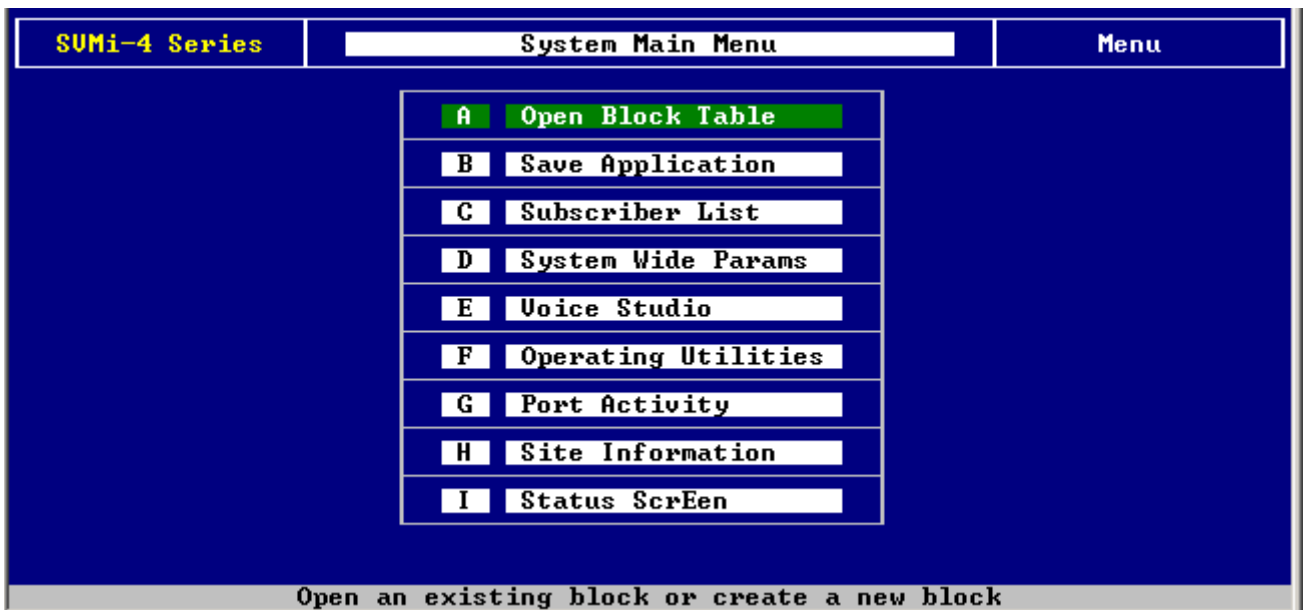
# +AUTO FORWARD

Auto forward works on the svmi-4 as well as on the svmi-8

From the main menu



Go to "Open Block"



Go to the “Mailbox Block” control D to page 2 and set “Enable Auto Forward and Delete after Forwarding to Yes.

SUMi-4 Series		MAILBOX - 201		Page 2 of 5	
<b>Message Alert</b> Message alert is currently on..... <input checked="" type="checkbox"/> Y Alert on urgent messages only..... <input type="checkbox"/> N Alert phone number: <input type="text"/>			<b>Message Waiting Indicators</b> This mailbox has an MWI... <input type="checkbox"/> N MWI is currently on..... <input type="checkbox"/> N MWI number: 201		
<b>Delivery Schedule</b> Sunday..... Monday..... Tuesday..... Wednesday..... Thursday..... Friday..... Saturday.....			<b>Message Autoforward</b> Enable autoforward..... <input checked="" type="checkbox"/> Y Delete after forwarding... <input checked="" type="checkbox"/> Y Auto forward delay.... <input type="text" value="0:00"/>		
'Y' to delete original message after forwarding, 'N' to leave a copy					

Go to Page 4 and arrow down to “Auto Forward” under Call Director, and highlight it then press enter and choose the appropriate mailbox to be forwarded to.

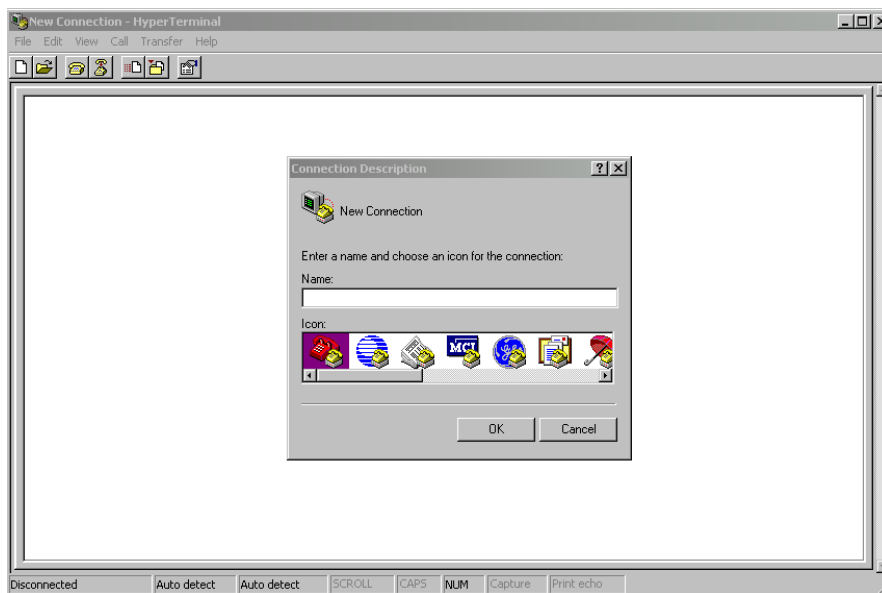
SUMi-4 Series		MAILBOX - 201		Page 4 of 5		
Operating MODE.. <input type="text" value="00"/> <input type="text" value="Default"/>		<b>CallDirector</b>				
		Event	Action	Typ	Gp	Target Name
		MSG-LEFT				
		NOMSG-LEFT				
		ESCAPE				
		GREET-DTMF				
		OPERATOR				
		<b>AUTO-FWD</b>	<b>Goto</b>	<b>MBX</b>	<b>01</b>	<b>202</b>
Mailbox for messages to be 'Auto-Forwarded' to						



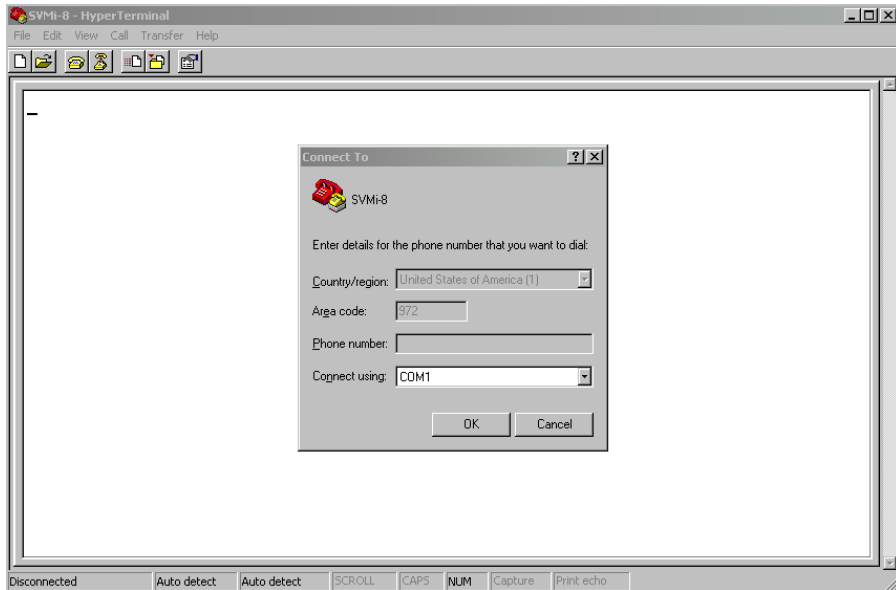
# Serial Communication

## SVMi Serial Communication Settings Explained (Using Microsoft's Hyper Terminal)

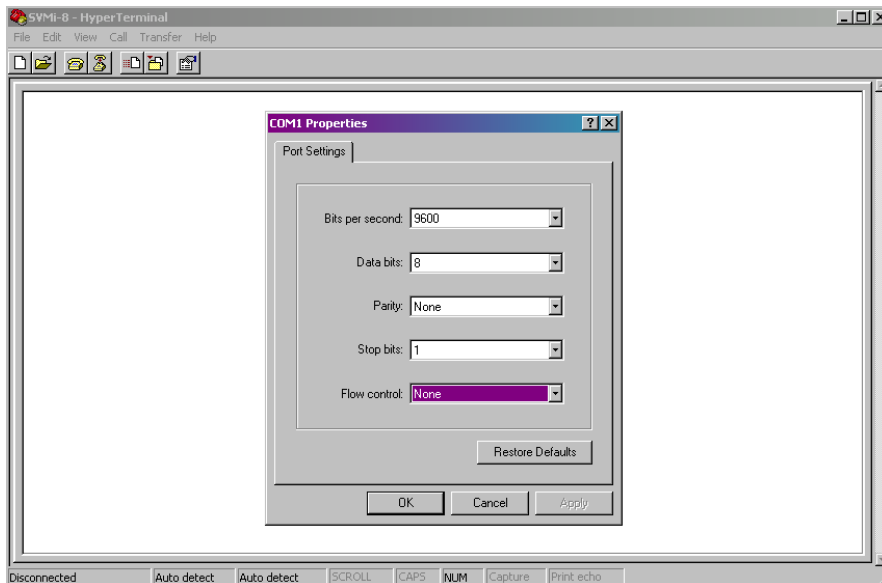
1. The first thing you want to do is connect the serial cable between your PC and the SVMi. The cable that you will use for this is a “straight through” DB9 to DB9 serial cable.
2. Once your cable is connected. Click on the “start” button on your desktop. Then go to “programs”, “accessories”, “communications”, and then “hyper terminal”. Select “hyper terminal”.



3. Name your new connection. After you name the new connection and select the “ok” radio button, the “connect to” box will pop up.
4. In the “connect using” field select the COM port that you will be using to connect to the SVMi.

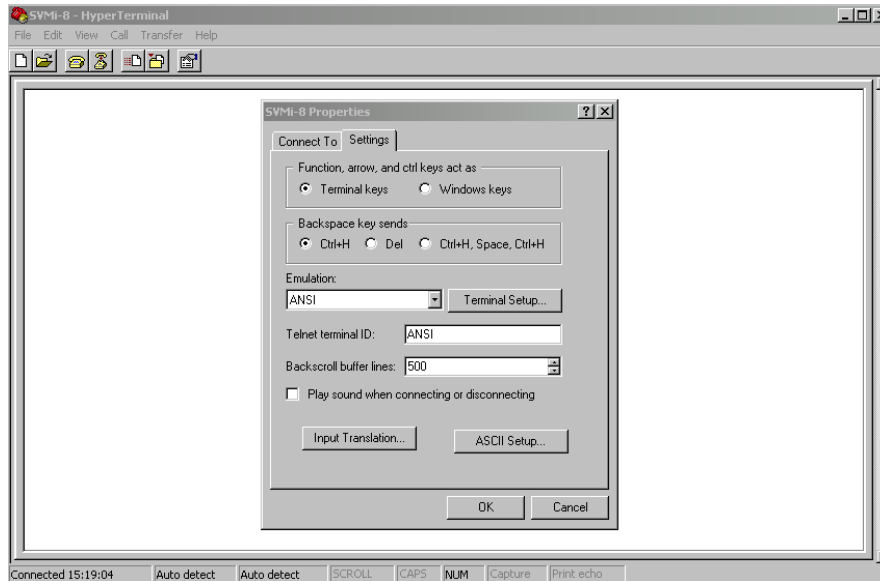


5. Click on the “ok” radio button. The “COM properties” box will pop up for the COM port that you are using to connect with.
6. Set “bits per second” to 9600 (for the SVMi-8 & 16), and 38400 (for the SVMi-4).
7. “Data bits” to 8.
8. “Parity” to none.
9. “Stop bits” to 1.
10. “Flow control” to none.

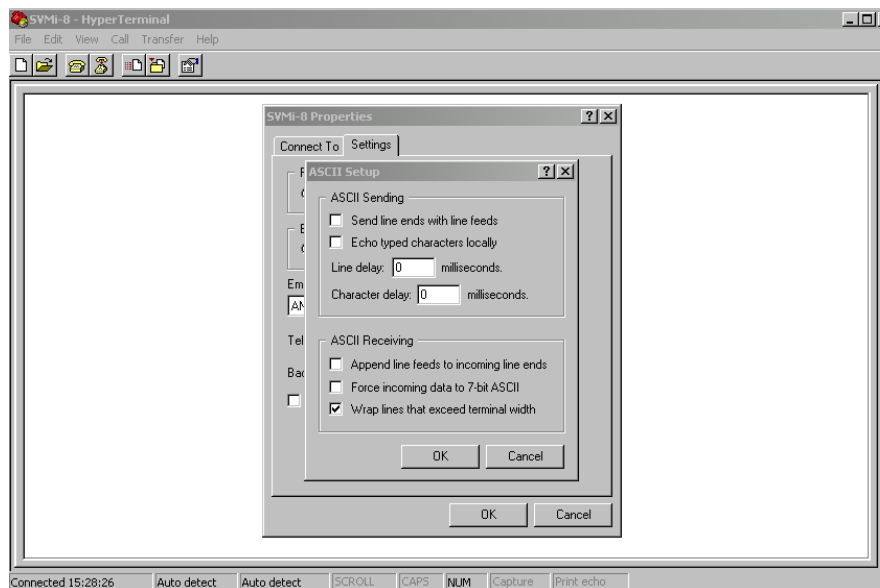


11. Click on “file”, then “properties”.

12. Click on the “settings” tab.
13. Select “terminal keys”.
14. Select “ctrl+h”.
15. Set “emulation” to “ANSI”.
16. Set “telnet terminal ID” to “ANSI”.
17. Set “backscroll” buffer lines to “500”.



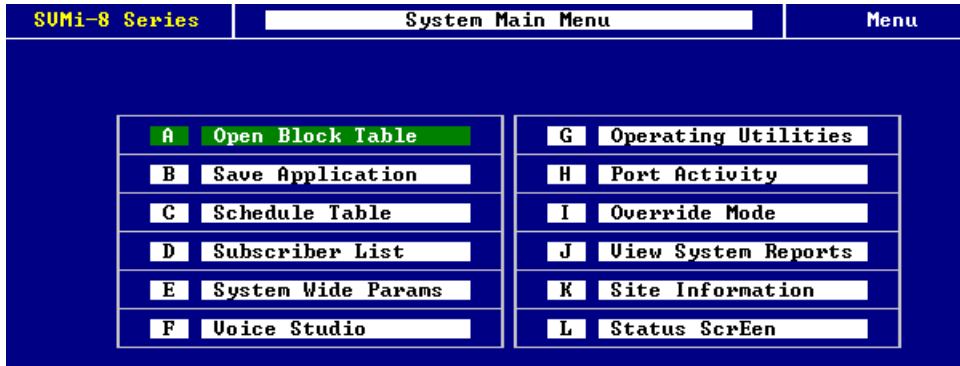
12. Click on the “ASCII Setup” radio button.
13. Uncheck the “wrap lines that exceed terminal width” box.
14. Click “ok”. Then click on “file”, then “save”.
15. You are now ready to connect to the SVMi.



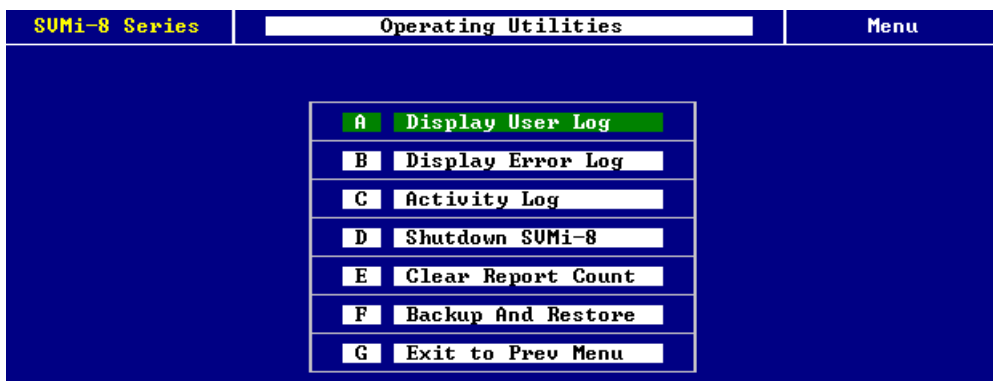
## SVMI16E and SVMI8E

### SETTING UP IP ADDRESS FOR REMOTE ACCESS

From Main Menu Highlight Operating Utilities and HIT ENTER



From Operating Utilities Highlight SHUTDOWN SVMI and Hit Enter



Now at C: prompt type in Sconfig as below

```
C:\> Sconfig (Enter)
```

After Sconfig you will be prompted 3 different times. Each time enter the number "1"

Now you should be at prompt to enter IP Address it will look like below

Please enter the IP Address with Optional netmask (here simply put your IP address in)  
192.168.1.32/24

Above example the IP address is 192.168.1.32

The /24 is the subnet mask reference. The 24 represents the number of consecutive ones in the subnet mask. A typical mask is 255.255.255.0 ( the Binary equivalent would like this 11111111.11111111.11111111.00000000 which is 24 consecutive ones)

When you have typed in IP address as above and hit enter then it ask you to enter default gateway

Default gateway in this example is 192.168.1.1

After IP address and Default Gateway in , you will still be prompted 4 more times that requires entries. AS Below

Enter Primary DNS or Press "0" to skip = Enter 0 here

Enter the Secondary DNS address or press "0" to skip = Enter 0 here

At the prompt for Interrupt Vector enter the number 60

At the Network card IRQ enter the number 10

\*\* Note: All IP addresses used must be on same network. If you change the SVMI8E/SVMI16E Static IP address then you must change the Default Gateway address. The DNS address can be skipped

# REMOTE ACCESS TO SAMSUNG SVMi (Example here using US Robotics Modem)

## SVMi-4 / SVMi-8 / SVM 400 Remote Modem Initialization

**US Robotics Sportster Modems [14.4k, 33.6k, & 56k Baud (white case)] ONLY**  
(Not for Sportster VOICE (dark gray case) modems)

This procedure is to be performed only on the modem that is being attached to the remote telephone system or voice mail.

### DIP Switches (on back of modem)

Turn Power switch OFF

*set DIP switches to:*

- ✓ 3-7-8 DOWN
- ✓ All others UP

Attach a standard modem cable between the PC and the modem. Then turn modem's Power switch ON

### Serial Communications Program (such as ProComm, HyperTerminal, CrossTalk, etc.)

*Set communications parameters*

Baud Rate = **9600-SVMi8** (use 38400 for **SVMi-4 or SVM 400 ONLY**) (VERY IMPORTANT)

- ✓ Parity = N or None
- ✓ Data Bits = 8
- ✓ Stop Bits = 1

### Initialization String

*Using the serial communications program send the following:*

The following line only contains ZEROS, there is no letter "O" in it:

**AT&F1Y1&A0&H0&K0&N6&R1&U6&W1**

(you should expect to see modem to send "OK" acknowledgment back to you)

### Protect The Initialization String

Turn Power switch OFF

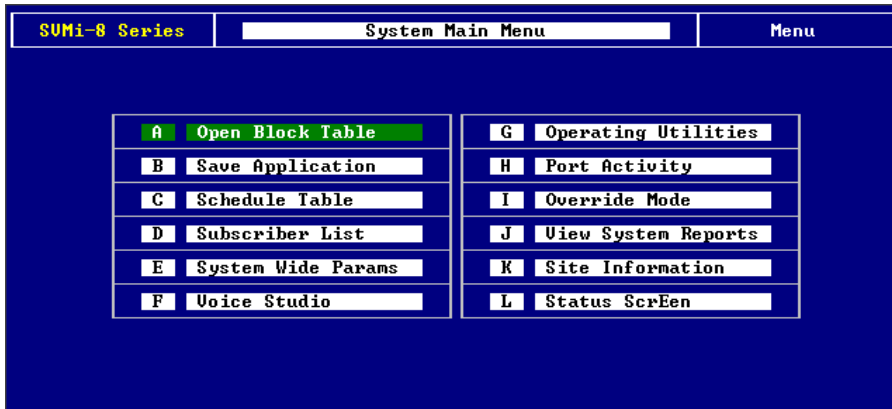
*set DIP switches to:*

- ✓ 4 and 1 DOWN
- ✓ All others UP

Turn Power switch ON

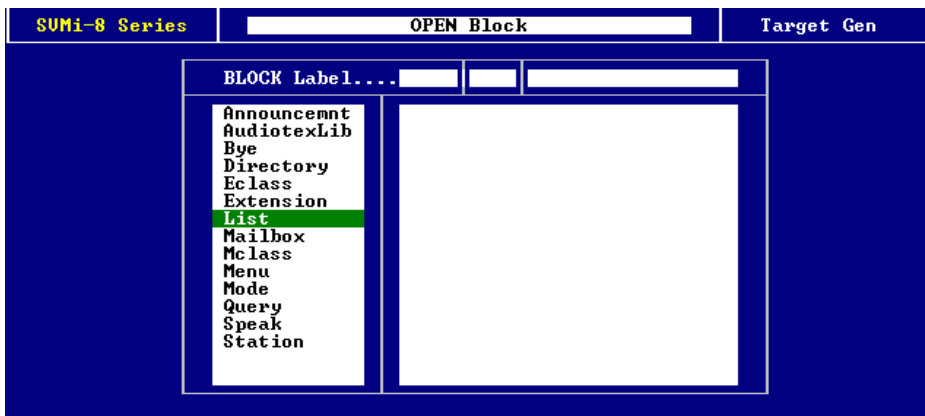
## CABLE PINOUT as BELOW

SVMi-4 / SVMi-8 / SVM 400 (DTE DB-9)		Sportster (DCE DB-25)	
CARRIER DETECT	1	8	CARRIER DETECT
TRANSMIT	2	2	RECEIVE
RECEIVE	3	3	TRANSMIT
DTR	4	20	DTR
GROUND	5	7	GROUND
DSR	6	6	DSR
RTS	7	4	RTS
CTS	8	5	CTS
RI	9	22	RI



## SVMI8-SETTING UP A DISTRIBUTION LIST MAILBOX EXAMPLE: Using 300 as List Number

\*\* From Main Menu Highlight “OPEN BLOCK TABLE” and hit ENTER



Highlight “LIST” and ENTER

SUMi-8 Series	OPEN Block	Target Gen
BLOCK Label...	LST	01
		300
Announcemnt AudiotexLib Bye Directory Eclass Extension List Mailbox Mclass Menu Mode Query Speak Station	NEW TEMPLATE LST	d

Highlight "NEW" and ENTER  
 Input 300 as list number and ENTER

SUMi-8 Series	LIST - 300	Page 1 of 3
Group: 1	Number: 300	Extension:
VisiComm User:	Mclass: 01:Standard MCL	
List Controls		
Subscriber administrator... N	Directory	Public: N User: Y
Extended prompting enabled: Y	Mailbox greeting allowed..... Y	
Subscriber password: *****	Retention Days Remaining..... 0	
Activity	Msgs Distributed: 0	From: 9/26/01 To: 3/29/04
Deletion of all other unheard copies when one saved by first listener N		

\*\* Now on Page 1 of D-LIST Mailbox

2 fields on this page you may consider

- (1) SUBSCRIBER ADMINISTRATOR ,,You can set to "Y" if you want to send Broadcast Messages from this D-LIST mailbox
- (2) DELETION OF ALL OTHER UNHEARD COPIES WHEN ONE SAVED BY FIRST LISTENER

If equal "Y" when a user in D-LIST listens to a message and saves it,then that message will automatically be deleted from all other members of the D-LIST mailboxes.

If equal "N" then all members control individually any messages received via this D-LIST and they listen,save,delete as needed.



\*\*\* NOW "CONTROL D" to next page 2 of 3

SUMi-8 Series	LIST - 300	Page 2 of 3
List Members		
MBX:201 MBX:202 MBX:203		

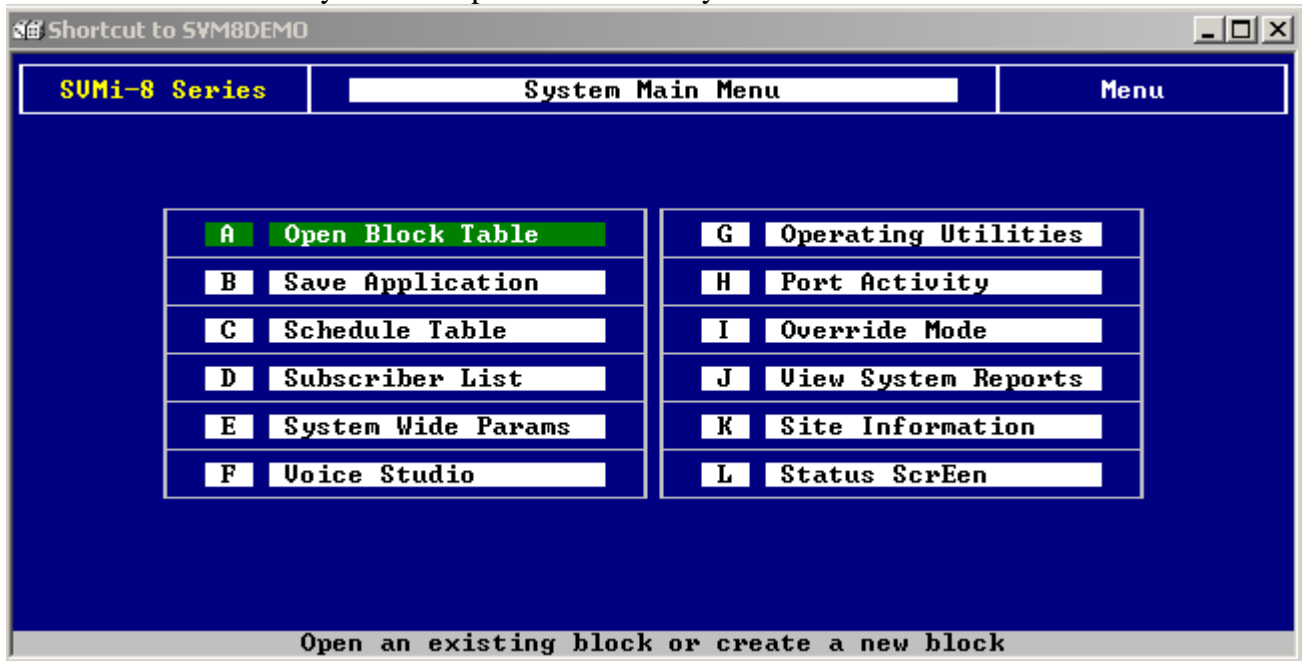
On this page 2 of D-LIST you input all mailbox numbers you want to receive messages sent to this D-LIST

ONCE ALL MAILBOXES INPUTED "CONTROL E" back to make changes be saved

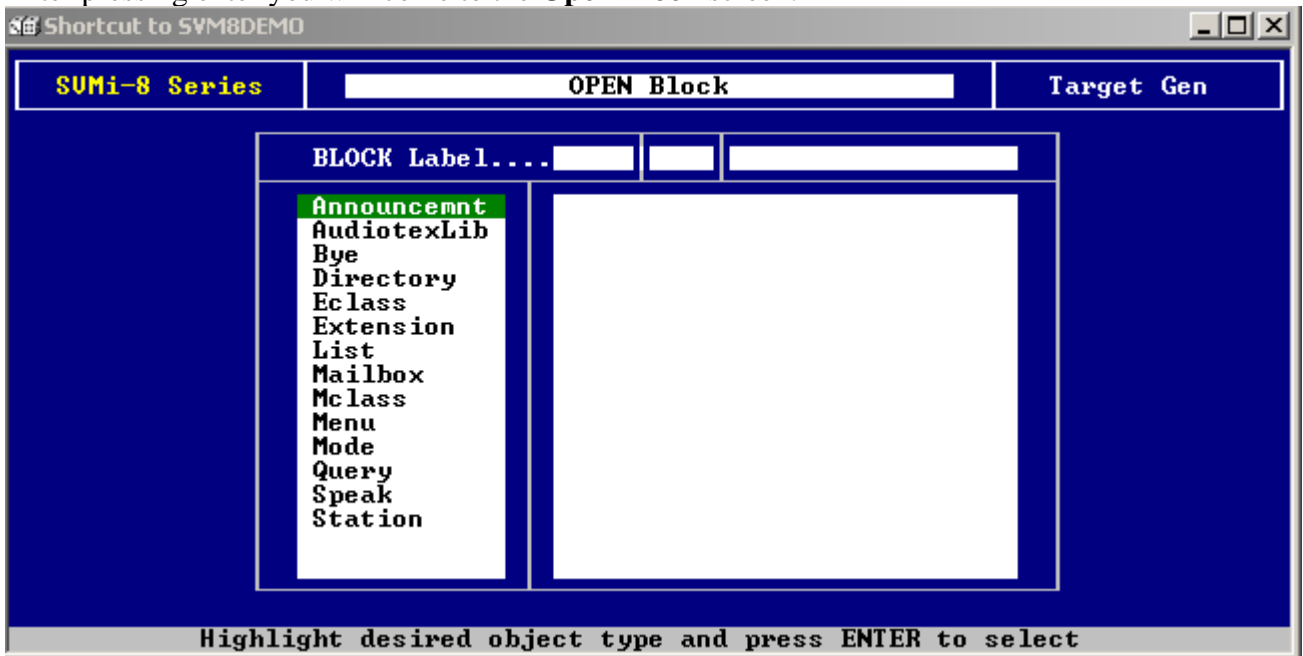
## Phantom Mailboxes

This application involves creating a mailbox in the **SVMi 4, 8 or 16** as well as assigning a voicemail transfer button on a key set in the phone system i.e. **DCS Compact, DCS, IDCS 100, iDCS 400 or IDCS 500**.

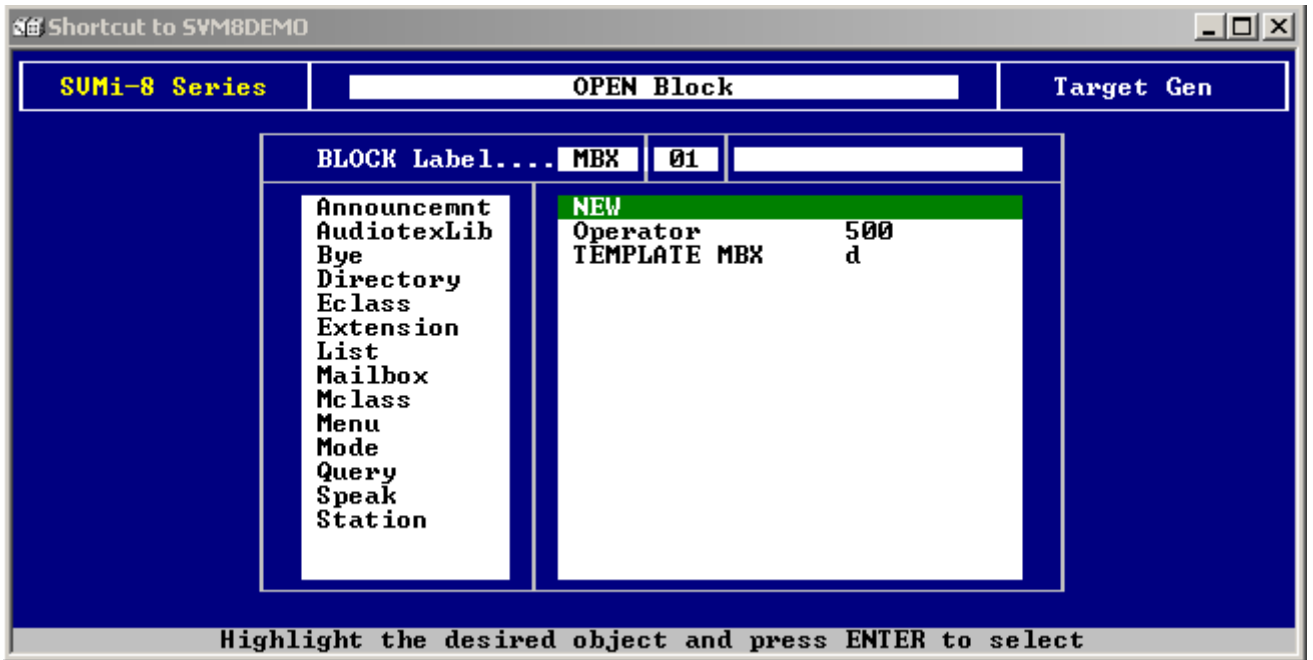
To create the mailbox we high light the **Open Block Table** from the **System Maim Menu** in the voicemail systems and press the **enter** key.



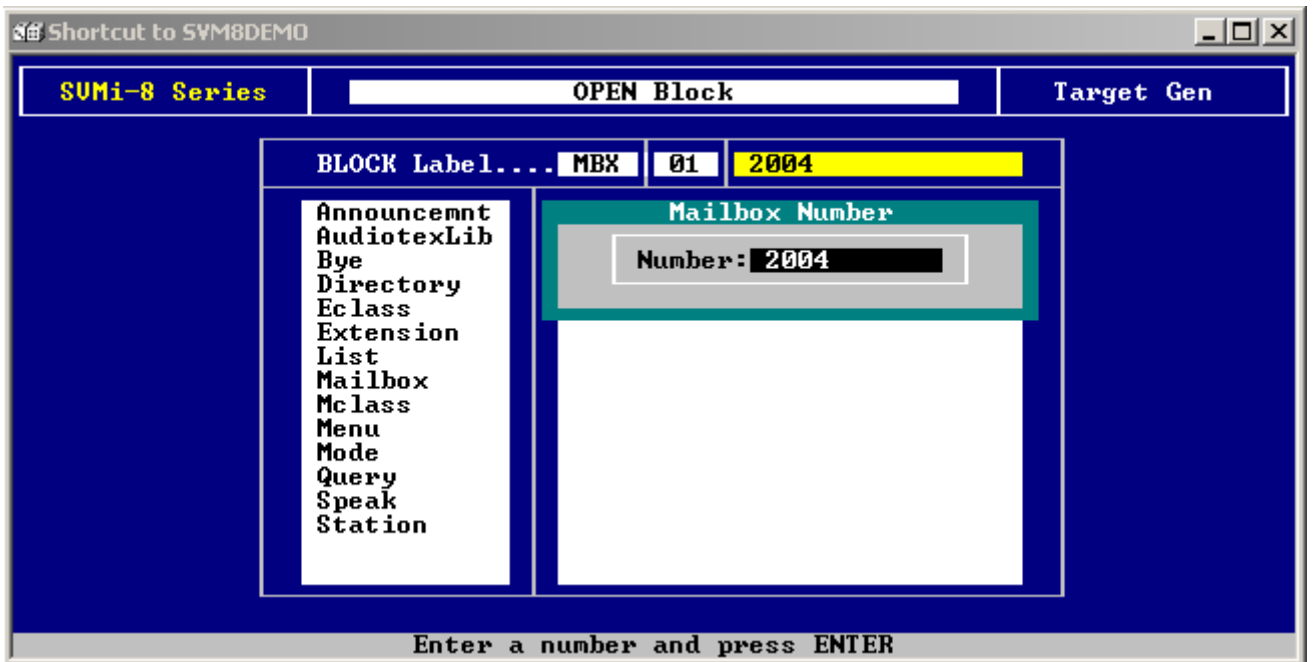
After pressing enter you will come to the **Open Block** screen.



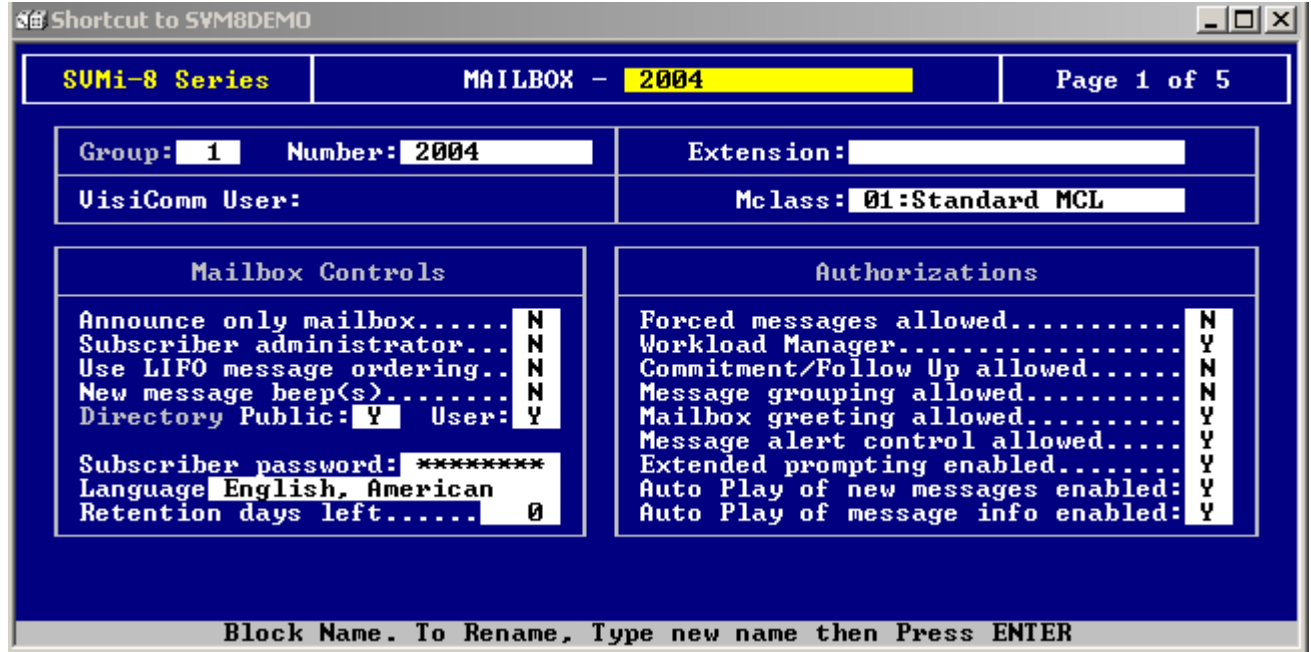
At this point you will create a new mailbox if the system did not create one when the voice mail was installed. You can arrow down to Mailbox or press the letter M to get into the mailbox screen.



You can now arrow up and down, select NEW and press enter. You will now enter a identifier and number for the mailbox. It can be a 2004 and 2004.



Once you enter this information and press enter it open the window for this newly created mailbox.



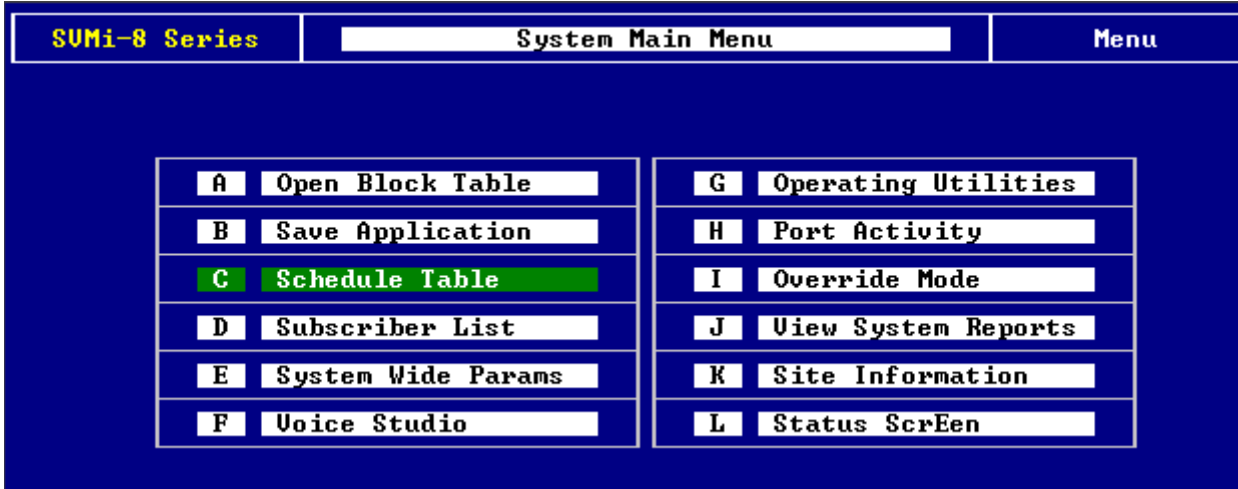
At this point you now have a mailbox to deliver your messages to. The next part of this application involves programming in the appropriate system.

You will have to assign a voicemail transfer button to the key sets. This is done by logging into the appropriate system and adding a VT key along with the voicemail group as the extender using MMC 722; VT509, VT 519, 529 or VT549.

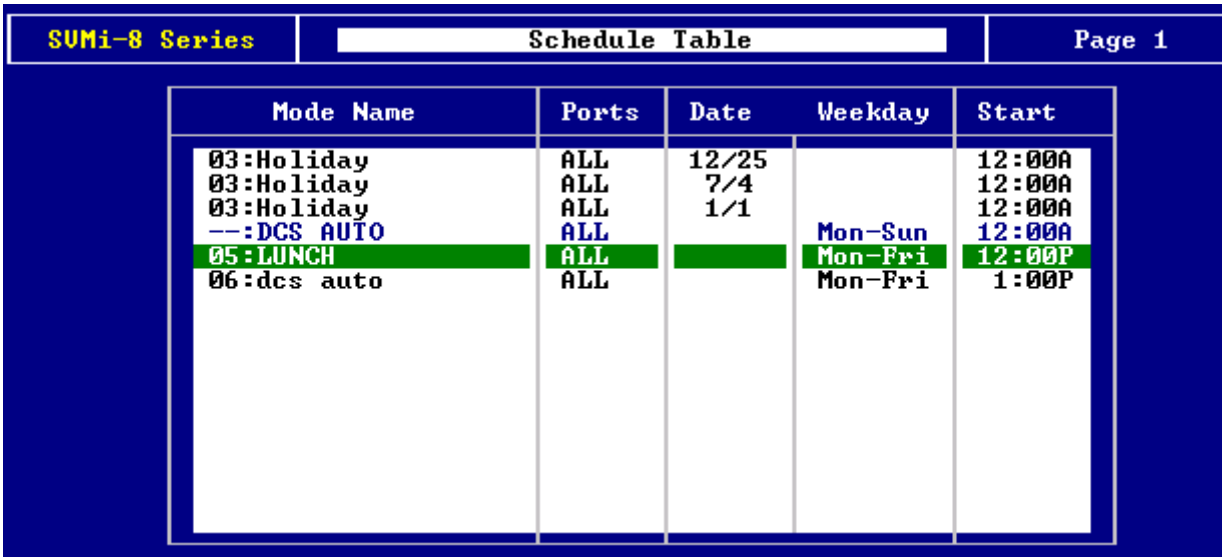
Once you have assigned the VT key with extender you can now take an incoming call and transfer it into the mailbox. If your voice mail system is answering all incoming calls the calling party only needs to dial the mailbox or press a single digit from a menu to leave a message.

SVMi8/4E/8E/16E  
 SETTING UP A LUNCH MENU THAT PLAYS AUTOMATICALLY  
 FROM 12:00 NOON to 1:00 PM (USING SCHEDULE TABLES IN SVMi)

From Main Menu Highlight Schedule Table and Hit ENTER



Now in Schedule Table arrow down to blank entry and define LUNCH schedule as below to start Lunch time  
 Then also define a second "dcs auto" schedule to end lunch time



Now open up Day Menu and do a CONTROL A to create new Menu.

Name it Lunch. Put an unused prompt on page 1 of the new LUNCH Menu, 1st Pmt:1005 will work.

<b>SUMi-8 Series</b>	MENU - <b>LUNCH</b>	Page 1 of 4
INPUT Processor Operating Parameters		
Menu INPUT: Take INPUT from: <b>ENTRY</b>	Store INPUT in.....	
Digit Assignment: Administration: <b>#</b>	Escape..... <b>*</b>	
Caller ENTRY Options and Other INPUT Parameters		
1st Pmt: <b>1005</b>	4th:	Maximum Caller Entry Digits: <b>3</b>
2nd:	5th:	Wait for First Entry Digit.. <b>3</b>
3rd:	6th:	Wait for Subsequent Digits.. <b>3</b>
Invalid Condition Pmt:	Repeat Prompts if NO ENTRY.. <b>1</b>	
Request Password Pmt:	Retry if INVALID Condition.. <b>2</b>	
KEY Value: Append to KEY Register: <b>N</b>	Store KEY Value in:	

Now Control-D to page 2 and setup options you want to have for lunch Menu

<b>SUMi-8 Series</b>	MENU - <b>LUNCH</b>	Page 2 of 4			
Operating MODE.. <b>00</b>	Menu INPUT Processor				
<b>Default</b>	InputValue	Action	Typ	Gp	Target Name
INPUT from... <b>ENTRY</b>	NO-ENTRY	Goto	EXT	01	Operator
	INVALID	Goto	EXT	01	Operator
	FAXCALL				
	*	Goto	BYE		GoodBye
	9	Goto	DIR		Directory
	0	Goto	EXT	01	Operator
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	

Now you need to go to Direck Trunk Menu and page 2 with DEFAULT highlighted, hit enter then arrow down to Lunch and hit enter

SUMi-8 Series		MENU - Direct Trunk		Page 2 of 4	
Operating MODE.. 00		TARGET GENERATOR for.. Pointer Mode			
Default		Target Label... MOD			
INPUT from... TRUNK		Mode		NEW Default Day dcs auto Holiday <b>Lunch</b> Night Weather	

Change No-ENTRY and INVALID to go to Lunch Menu

SUMi-8 Series		MENU - Direct Trunk		Page 2 of 4		
Operating MODE.. 05		Menu INPUT Processor				
Lunch		InputValue	Action	Typ	Gp	Target Name
INPUT from... TRUNK		NO-ENTRY	Goto	MNU		Night Main Menu
		INVALID	Goto	MNU		Night Main Menu
		FAXCALL				

\*\* Note: if also want internal calls to go to Lunch Menu you would have to setup DIRECT STATION Menu just like we did Direct Trunk

## Default of the SVMi-8

This manual will cover the process of defaulting an SVMi-8. This is accomplished via serial port communications.

Hardware requirements:

- Desktop or notebook PC equipped with a serial I/O port
- 9 pin female-to-9 pin female straight-through, pin-to-pin serial cable

Software requirements:

- HyperTerminal, ProComm, or equivalent serial communications program capable of communicating via the ANSI protocol.

### Defaulting

Connect your PC to the SVMi and establish communications.

From the SVMi-8 main menu, choose option G to go to Operating Utilities

<b>A</b> Open Block Table	<b>G</b> Operating Utilities
<b>B</b> Save Application	<b>H</b> Port Activity
<b>C</b> Schedule Table	<b>I</b> Override Mode
<b>D</b> Subscriber List	<b>J</b> View System Reports
<b>E</b> System Wide Params	<b>K</b> Site Information
<b>F</b> Voice Studio	<b>L</b> Status Screen

You should see this:

<b>A</b> Display User Log
<b>B</b> Display Error Log
<b>C</b> Activity Log
<b>D</b> Shutdown SUMi-8
<b>E</b> Clear Report Count
<b>F</b> Backup And Restore
<b>G</b> Exit to Prev Menu



Choose option D to shutdown the SVMi-8. You will be prompted for your password.



Enter your administrator password (4 zeros by default). You will see it begin shutting down voicemail ports and then exit to DOS.

From the "C:\>" prompt type "cd dta" and hit enter.

From the "C:\DTA>" prompt type "default". You should see this:

```
C:\>cd dta
C:\DTA>default
C:\DTA>original\default
C:\DTA>echo off
This operation will set up the system to original configuration.
This means that all the costumization that was done will be REMOVED.
In particular, all the mailboxes and all messages in them will be DELETED.
.
.
Press any key to continue or Ctrl+C to stop this batch process.
Strike a key when ready . . .
```

Hit any key to begin the default process. You will be prompted twice to type "Y" Once completed you should see this:

```
.
Press any key to continue or Ctrl+C to stop this batch process.
Strike a key when ready . . .
  1 file(s) copied
Copied C:\DTA\ORIGINAL\BLOCK.SRD   to C:\DTA\BLOCK.TBL
  1 file(s) copied
Copied C:\DTA\ORIGINAL\SITEINFO.SRD to C:\DTA\SITEINFO.TBL
  1 file(s) copied
Copied C:\DTA\ORIGINAL\SCHEDULE.SRD to C:\DTA\SCHEDULE.TBL
  1 file(s) copied
Copied C:\DTA\ORIGINAL\MESSAGE.SRD to C:\DTA\MESSAGE.TBL
Cannot find original Trunks table file C:\DTA\ORIGINAL\TRUNKS.SRD
  1 file(s) copied
Copied C:\DTA\ORIGINAL\SYSTEM.SRD   to C:\DTA\SVMi8\SYSTEM.CFG
  1 file(s) copied
Copied C:\DTA\ORIGINAL\SVMI-8.SRD   to C:\DTA\SVMi8\SVMI-8.INI
Deleting Mailboxes!
All files in directory will be deleted!
Are you sure (Y/N)?Y
Deleting Messages!
All files in directory will be deleted!
Are you sure (Y/N)?Y
C:\DTA>
```

The default process is now complete and all custom programming is cleared. Note that any user-recorded prompts are NOT erased.



ELECTRONICS

## Specialized Applications

**Date:** 05/28/02  
**Product:** SVMi-4 Ver 1.2 or later, SVMi-8  
**NO.:** 2002-005

### **TITLE: Customizing the Directory to Search on First Name**

#### **Customizing the Directory to Search on First Name**

When a directory name is entered for the extension / mailbox it should be entered as 'last-name', 'first-name.' If the name is entered as 'first-name last-name' SVM will automatically re-sort it to 'last-name, first-name'.

This format is only important because the directory feature will search on a specific field (first-name or last-name) and the search should be consistent for all entries.

By default the directory system will search on the last name (see option on page 1 of Directory block – 'Search First Name' = N). If you change this to Y (search on the first name) it will work but the prompt that will play to callers will still prompt them to enter the last name of the requested party. You must now change the prompt number on page 2 of the directory block titled 'Enter name'. In a default system this is set to prompt number 0127. Change this to 0139.

**Remember:** For the directory to work properly, each subscriber not only has to enter their name, but must also record it.

#### **DIRECTORY SEARCH ON FIRST OR LAST NAME**

When a directory name is entered for the extension / mailbox it should be entered as 'last name', 'first name.' If the name is entered as 'first-name last-name' SVM will automatically re-sort it to 'last-name, first-name'. Note that the difference here is that the two parts of the name are separated by either a space (in the case of 'first-name last-name') or comma (in the case of 'last-name, first-name')

If the SVM detects an entry of 'aaaa, bbbb' it will assume aaaa is the last name because of the comma.

If the SVM detects an entry of 'aaaa bbbb' it will assume bbbb is the last name and reorder the name as bbbb, aaaa.

This format is only important because the directory feature will search on a specific field (first-name or last-name) and the search should be consistent for all entries.

By default the directory system will search on the last name (see option on page 1 of Directory block – 'Search First Name' = N). If you change this to Y (search on the first name) it will work but the prompt that will play to callers will still prompt them to enter the last name of the requested party. You must now change the prompt number on page 2 of the directory block titled 'Enter name'. In a default system this is set to prompt number 0127. Change this to 0139.

If you do not wish to hear the extension number played before being transferred from the directory set 'Speak Key Value on Exit' to No. Also if you do not wish to hear the name played before being transferred set 'Speak Name on Exit' to No. These two items are found on page 1 of the Directory Block.

**Note:** Beginning with SVMi-4 software version 1.2, directory names can now be entered remotely. This is done by accessing the mailbox and correctly entering a password, then selecting '# 7 then 3'. Follow the prompts to enter a directory name.

To Set the search on first or last name change the option on page one of the directory called 'Search First name' (note that in versions prior to 1.2 this field was called 'search last part of label'). This sets the directory feature to search on the first name instead of the last name. Names are entered in the subscriber list as Smith, John. If this value is set to N (no) the directory will search on Smith if this value is set to Y (yes) the directory will search on John

**Remember:** For the directory to work properly, each subscriber not only has to enter their name, but must also record it.

*If you have any questions about this application please contact Technical Support by phone 1800 737 7008 or by email at [techsupportmiami@sta.samsung.com](mailto:techsupportmiami@sta.samsung.com)*

---

## ABC Corporation would like their SVMi-8 to greet their callers by saying:

(PROMPT 1001)

“Thank you for calling ABC Company. If you know your party’s extension, you may dial it now or at any time during this recording.

For Sales, press “2” ..... (see Submenu)

For Technical Support, press “3” .....GP 501/203

For Accounting, press “4” .....GP 502/204

For Directions to our facility, press “5”

### Submenu – (Sales “2”) This submenu will greet the caller by saying:

(PROMPT 1010)

Welcome to our Sales Department:

For North Region Sales, press 1 .....EXT. 201

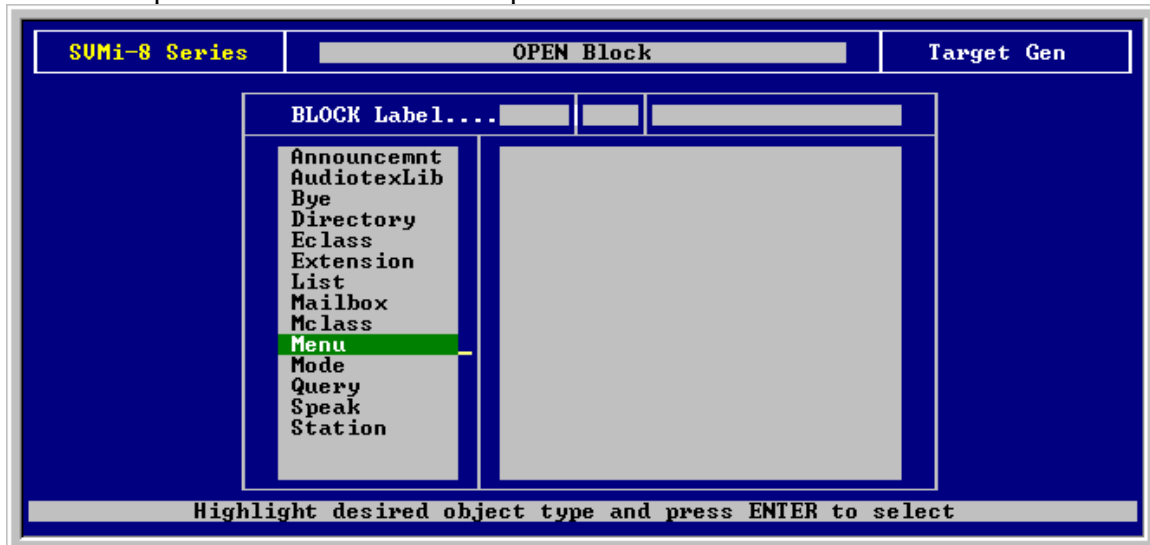
For South Region Sales, press 2 .....EXT. 202

For Western Region Sales, press 3 .....EXT. 203

For Eastern Region Sales, press 4 .....EXT. 204

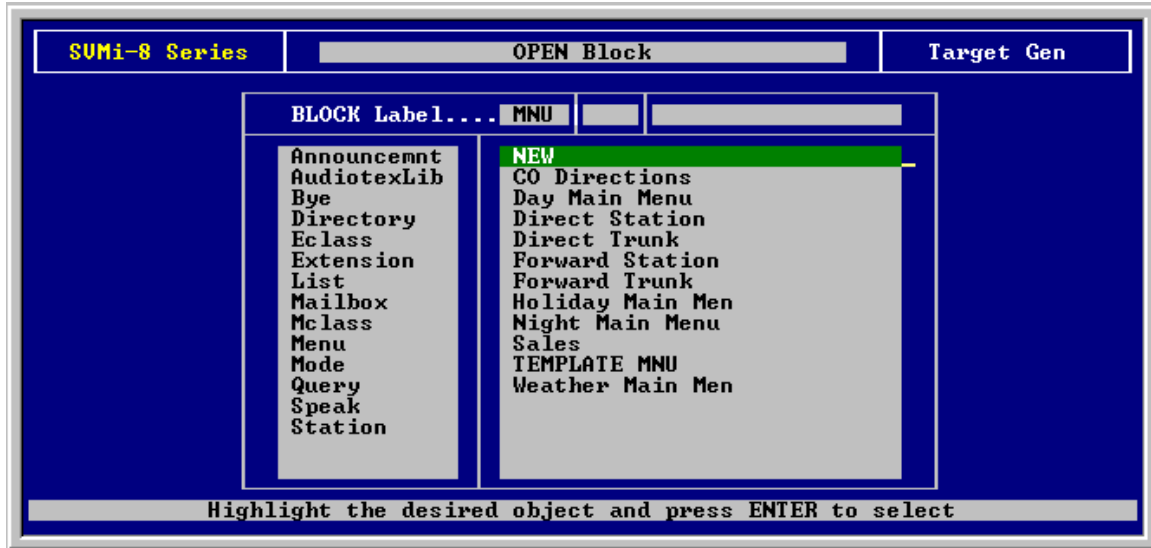
From the System main Menu select Open Block and press ENTER.

From the Open Block select Menu and press ENTER.

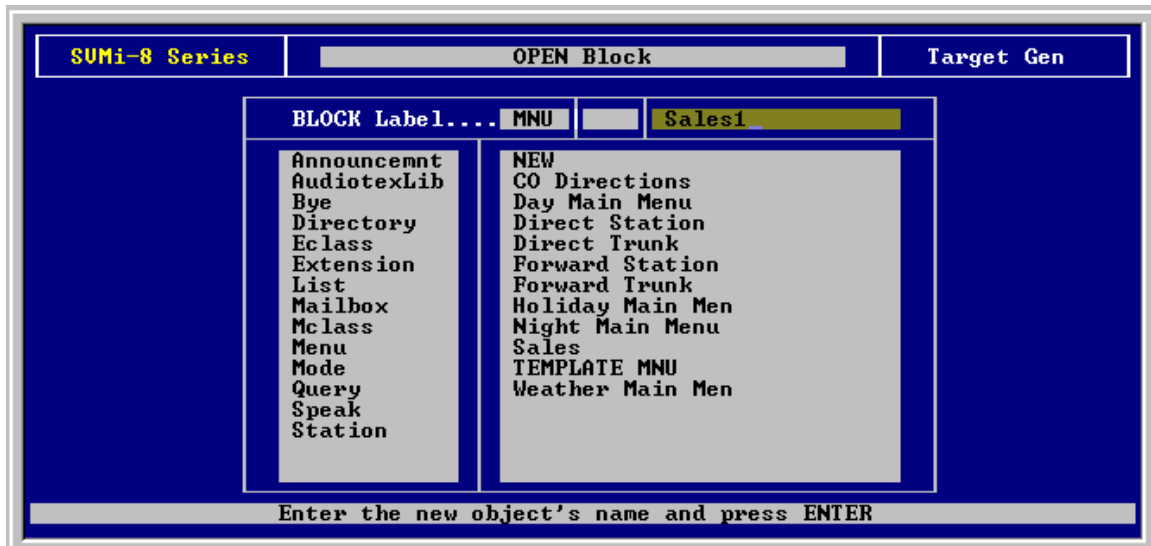


First, we will create the Sales1 Menu, Routing and Greetings

Select NEW to create the Sales1 Menu Block



After selecting New and pressing ENTER, at the yellow line type Sales1 and press ENTER



Now you are at the MENU = Sales1 first page

<b>SUMi-8 Series</b>	MENU - <b>Sales1</b>	Page 1 of 4
INPUT Processor Operating Parameters		
Menu INPUT:	Take INPUT from: <b>ENTRY</b>	Store INPUT in.....
Digit Assignment:	Administration: <b>#</b>	Escape..... <b>*</b>
Caller ENTRY Options and Other INPUT Parameters		
1st Pmt: <input type="text"/>	4th: <input type="text"/>	Maximum Caller Entry Digits: <b>3</b>
2nd: <input type="text"/>	5th: <input type="text"/>	Wait for First Entry Digit.. <b>3</b>
3rd: <input type="text"/>	6th: <input type="text"/>	Wait for Subsequent Digits.. <b>2</b>
Invalid Condition Pmt: <b>0009</b>	Repeat Prompts if NO ENTRY.. <b>1</b>	
Request Password Pmt: <b>0011</b>	Retry if INUALID Condition.. <b>2</b>	
KEY Value: Append to KEY Register: <b>N</b>	Store KEY Value in: <input type="text"/>	
Block Name. To Rename, Type new name then Press ENTER		

Arrow down to the Caller ENTRY Options and Other INPUT Parameters section and select the 1<sup>st</sup> Pmt: (type prompt 1010) This prompt will be used for recording the Submenu for Sales1.

<b>SUMi-8 Series</b>	MENU - <b>Sales1</b>	Page 1 of 4
INPUT Processor Operating Parameters		
Menu INPUT:	Take INPUT from: <b>ENTRY</b>	Store INPUT in.....
Digit Assignment:	Administration: <b>#</b>	Escape..... <b>*</b>
Caller ENTRY Options and Other INPUT Parameters		
1st Pmt: <b>1010</b>	4th: <input type="text"/>	Maximum Caller Entry Digits: <b>3</b>
2nd: <input type="text"/>	5th: <input type="text"/>	Wait for First Entry Digit.. <b>3</b>
3rd: <input type="text"/>	6th: <input type="text"/>	Wait for Subsequent Digits.. <b>2</b>
Invalid Condition Pmt: <b>0009</b>	Repeat Prompts if NO ENTRY.. <b>1</b>	
Request Password Pmt: <b>0011</b>	Retry if INUALID Condition.. <b>2</b>	
KEY Value: Append to KEY Register: <b>N</b>	Store KEY Value in: <input type="text"/>	
Number of the first prompt to be played to the caller		

Alter typing the prompt No. 1010, press "Ctrl + D" to go to the next page (page 2 of 2)

Now you are at page 2 of 4

SUMi-8 Series		MENU - Sales1				Page 2 of 4
Operating MODE.. 00		Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name	
INPUT from... ENTRY	NO-ENTRY	Goto	BYE		GoodBye	
	INVALID	Goto	BYE		GoodBye	
	FAXCALL					
	9	Goto	DIR		Directory	

Mode number and name for pointers being edited or created

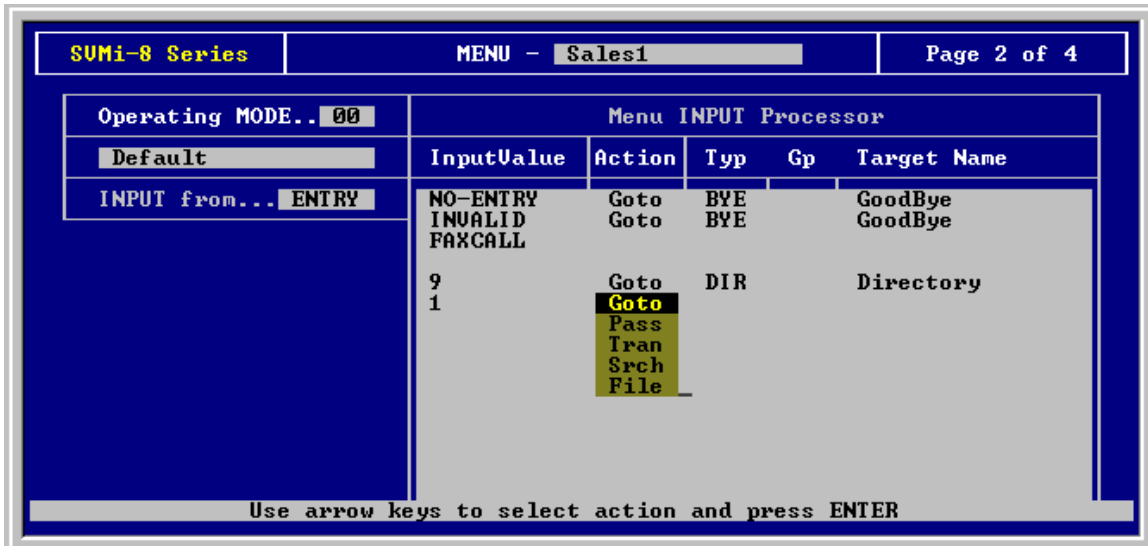
Arrow down to the Menu INPUT Processor section to a blank line and press ENTER. A yellow blank line will show up. Type "1" - this is the "Input Value" dial by the caller trying to reach the North Region Sales Department specified at the System Main Menu Greeting. Now press the Tab key to move to the "Action" field and press ENTER.

SUMi-8 Series		MENU - Sales1				Page 2 of 4
Operating MODE.. 00		Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name	
INPUT from... ENTRY	NO-ENTRY	Goto	BYE		GoodBye	
	INVALID	Goto	BYE		GoodBye	
	FAXCALL					
	9	Goto	DIR		Directory	
	1	Goto				

Highlight desires to select action and press ENTER



After pressing ENTER an option box will open, select "Goto" and press ENTER



This will open a "Target GENERATOR for (digit 1) and from the "Target Label" we have to select to where that caller is routed to. Select Extension and press ENTER



Select EXT 201 and press ENTER

<b>SUMi-8 Series</b>		MENU - Sales1		Page 2 of 4																																																												
Operating MODE.. 00		TARGET GENERATOR for.. 1																																																														
Default		Target Label... EXT 01																																																														
INPUT from... ENTRY		<table border="1"> <tr><td>AudiotexLib</td><td>NEW</td><td></td><td></td></tr> <tr><td>Bye</td><td>202, EXT</td><td>202</td><td></td></tr> <tr><td>Directory</td><td>EXT 201</td><td>201</td><td></td></tr> <tr><td>Eclass</td><td>EXT 203</td><td>203</td><td></td></tr> <tr><td>Extension</td><td>EXT 204</td><td>204</td><td></td></tr> <tr><td>List</td><td>EXT 205</td><td>205</td><td></td></tr> <tr><td>Mailbox</td><td>EXT 206</td><td>206</td><td></td></tr> <tr><td>Mclass</td><td>EXT 207</td><td>207</td><td></td></tr> <tr><td>Menu</td><td>EXT 208</td><td>208</td><td></td></tr> <tr><td>Query</td><td>EXT 209</td><td>209</td><td></td></tr> <tr><td>Speak</td><td>EXT 210</td><td>210</td><td></td></tr> <tr><td></td><td>EXT 211</td><td>211</td><td></td></tr> <tr><td></td><td>EXT 212</td><td>212</td><td></td></tr> <tr><td></td><td>EXT 3501</td><td>3501</td><td></td></tr> <tr><td></td><td>EXT 3502</td><td>3502</td><td></td></tr> </table>			AudiotexLib	NEW			Bye	202, EXT	202		Directory	EXT 201	201		Eclass	EXT 203	203		Extension	EXT 204	204		List	EXT 205	205		Mailbox	EXT 206	206		Mclass	EXT 207	207		Menu	EXT 208	208		Query	EXT 209	209		Speak	EXT 210	210			EXT 211	211			EXT 212	212			EXT 3501	3501			EXT 3502	3502	
AudiotexLib	NEW																																																															
Bye	202, EXT	202																																																														
Directory	EXT 201	201																																																														
Eclass	EXT 203	203																																																														
Extension	EXT 204	204																																																														
List	EXT 205	205																																																														
Mailbox	EXT 206	206																																																														
Mclass	EXT 207	207																																																														
Menu	EXT 208	208																																																														
Query	EXT 209	209																																																														
Speak	EXT 210	210																																																														
	EXT 211	211																																																														
	EXT 212	212																																																														
	EXT 3501	3501																																																														
	EXT 3502	3502																																																														
Highlight the desired object and press ENTER to select																																																																

Now we have completed the routing of digit “1” dialed by the caller to reach the “North Region Sales Department” and the station that will answer the call. It could be an Extension or an Extension Group. If no name is recorded for that extension or extension group then the caller will hear “Transferring to extension 201” instead of name or a department.

<b>SUMi-8 Series</b>		MENU - Sales1		Page 2 of 4																														
Operating MODE.. 00		Menu INPUT Processor																																
Default		<table border="1"> <thead> <tr> <th>InputValue</th> <th>Action</th> <th>Typ</th> <th>Gp</th> <th>Target Name</th> </tr> </thead> <tbody> <tr> <td>NO-ENTRY</td> <td>Goto</td> <td>BYE</td> <td></td> <td>GoodBye</td> </tr> <tr> <td>INVALID</td> <td>Goto</td> <td>BYE</td> <td></td> <td>GoodBye</td> </tr> <tr> <td>FAXCALL</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>9</td> <td>Goto</td> <td>DIR</td> <td></td> <td>Directory</td> </tr> <tr> <td>1</td> <td>Goto</td> <td>EXT</td> <td>01</td> <td>EXT 201</td> </tr> </tbody> </table>			InputValue	Action	Typ	Gp	Target Name	NO-ENTRY	Goto	BYE		GoodBye	INVALID	Goto	BYE		GoodBye	FAXCALL					9	Goto	DIR		Directory	1	Goto	EXT	01	EXT 201
InputValue	Action	Typ	Gp	Target Name																														
NO-ENTRY	Goto	BYE		GoodBye																														
INVALID	Goto	BYE		GoodBye																														
FAXCALL																																		
9	Goto	DIR		Directory																														
1	Goto	EXT	01	EXT 201																														
INPUT from... ENTRY																																		
Press ENTER to Edit a Field on the Line																																		

Repeat the same steps for digits 2, 3 and 4

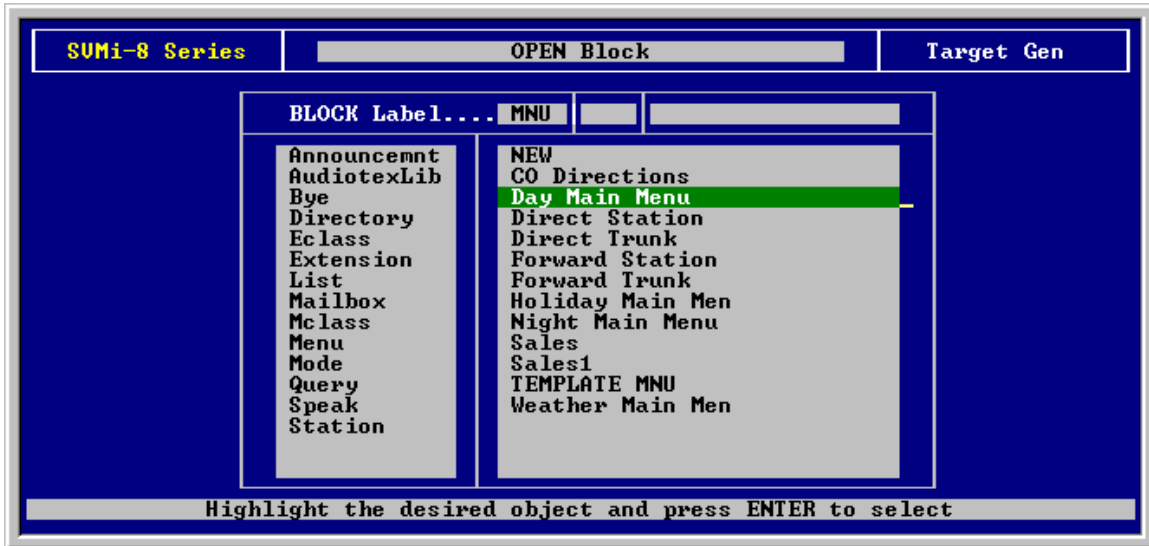
SUMi-8 Series		MENU - Sales1				Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor					
Default	InputValue	Action	Typ	Gp	Target Name	
INPUT from... ENTRY	NO-ENTRY	Goto	BYE		GoodBye	
	INVALID	Goto	BYE		GoodBye	
	FAXCALL					
	9	Goto	DIR		Directory	
	1	Goto	EXT	01	EXT 201	
	2	Goto	EXT	01	202, EXT	
	3	Goto	EXT	01	EXT 203	
	4	Goto	EXT	01	EXT 204	
Press ENTER to Edit a Field on the Line						

Now we will set up the “Day Main Menu” Greeting Prompt and routing digits for our ABC Company example.

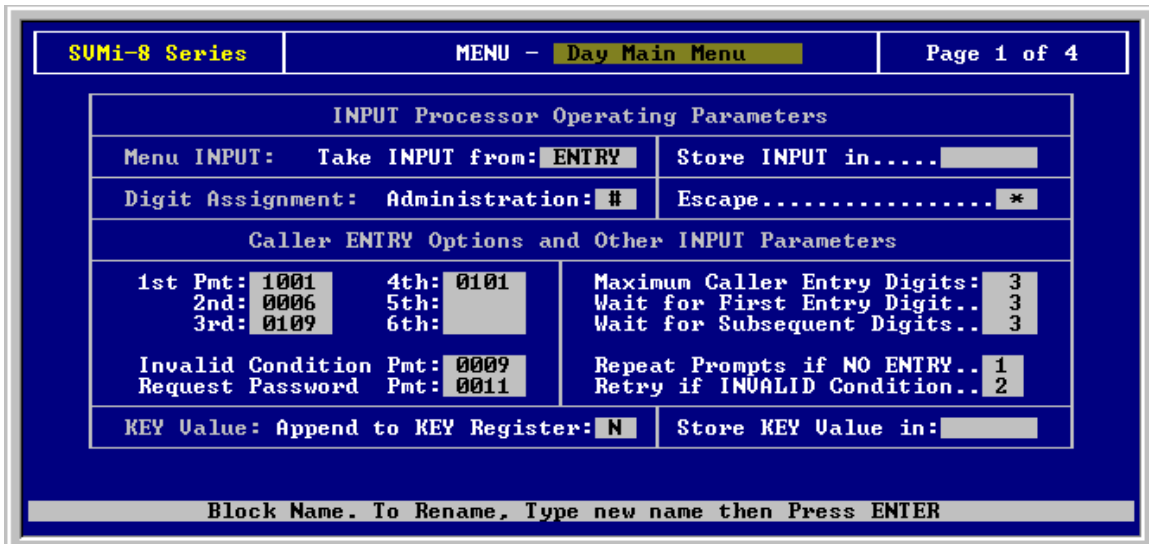
From the System Main Menu select Open Block and press ENTER. This will open a list of blocks. Select the “Menu Block” and press ENTER.

SUMi-8 Series		OPEN Block	Target Gen
BLOCK Label1....			
Annoucemnt			
AudiotexLib			
Bye			
Directory			
Eclass			
Extension			
List			
Mailbox			
Mclass			
Menu			
Mode			
Query			
Speak			
Station			
Highlight desired object type and press ENTER to select			

From the Menu List, select “Day Main Menu” and press ENTER.



Now you are at the “Day Main Menu” screen, Page 1 of 4. At the Caller ENTRY Options and Other INPUT Parameters section, the ( 1<sup>st</sup> Pmt: 1001 ) is the prompt that we are going to use for recording our ABC Company Main greetings.



Press “ctrl. + D” key to go to the next page, Page 2 of 4

You are now at the Day Main Menu “Menu INPUT Processor”. Arrow down to a blank line and press ENTER.

SUMi-8 Series		MENU - Day Main Menu			Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	EXT	01	Operator
		INVALID	Goto	EXT	01	Operator
		FAXCALL				
		*	Goto	BYE		GoodBye
		9	Goto	DIR		Directory
		5	Goto	MNU		CO Directions
		3	Goto	EXT	01	EXT 501
		4	Goto	EXT	01	EXT 502
		0	Goto	EXT	01	Operator
		???	Srch	EXT	01	
		????	Srch	EXT	01	
		???	Srch	MBX	01	
		????	Srch	MBX	01	
Press ENTER to Edit a Field on the Line						

Under Input Value enter the digit “2” and press the Tab key

SUMi-8 Series		MENU - Day Main Menu			Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	EXT	01	Operator
		INVALID	Goto	EXT	01	Operator
		FAXCALL				
		*	Goto	BYE		GoodBye
		2				
		9	Goto	DIR		Directory
		5	Goto	MNU		CO Directions
		3	Goto	EXT	01	EXT 501
		4	Goto	EXT	01	EXT 502
		0	Goto	EXT	01	Operator
		???	Srch	EXT	01	
		????	Srch	EXT	01	
		???	Srch	MBX	01	
		????	Srch	MBX	01	
Press ENTER to Edit a Field on the Line						

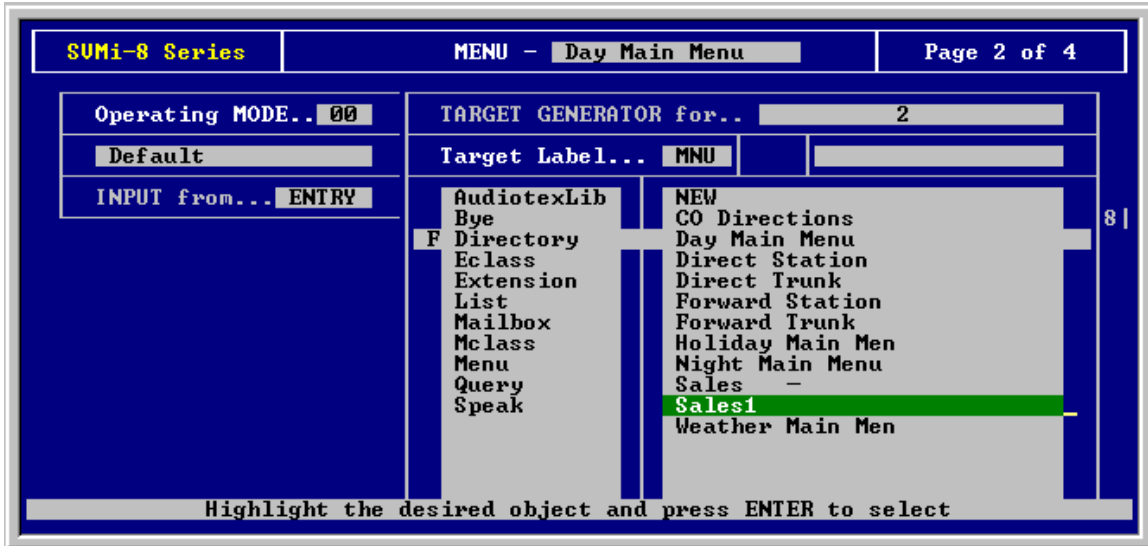
At the Action column select “Goto” and press ENTER. This will take you to the “TARGET GENERATOR for Digit “2”

SUMi-8 Series		MENU - Day Main Menu		Page 2 of 4		
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	EXT	01	Operator
		INVALID	Goto	EXT	01	Operator
		FAXCALL				
		*	Goto	BYE		GoodBye
		2	<b>Goto</b>			
		9	Pass	DIR		Directory
		5	Iran	MNU		CO Directions
		3	Srch	EXT	01	EXT 501
		4	File	EXT	01	EXT 502
		0	Goto	EXT	01	Operator
		???	Srch	EXT	01	
		????	Srch	EXT	01	
		???	Srch	MBX	01	
		????	Srch	MBX	01	
Use arrow keys to select action and press ENTER						

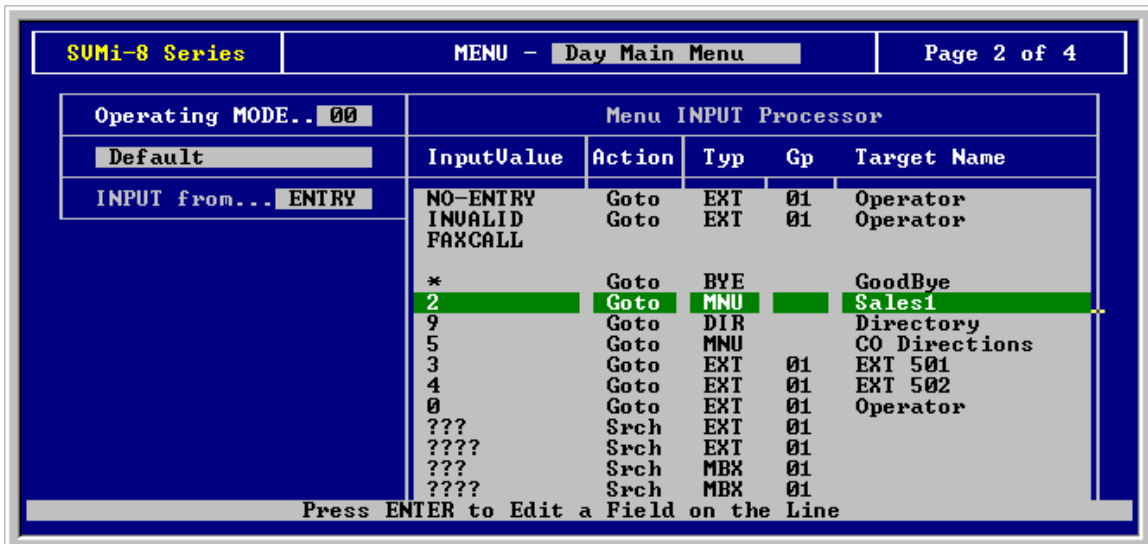
Select from the “Target Label” list “Menu” and press ENTER

SUMi-8 Series		MENU - Day Main Menu		Page 2 of 4	
Operating MODE.. 00		TARGET GENERATOR for.. 2			
Default		Target Label..			
INPUT from... ENTRY		AudiotexLib			
		Bye			
		<b>F</b> Directory			
		Eclass			
		Extension			
		List			
		Mailbox			
		Mclass			
		<b>Menu</b>			
		Query			
		Speak			
Highlight desired object type and press ENTER to select					

Now from the Menu list select the Target Name “Sales1” and press ENTER.



Now we have completed the routing of digit “2” dialed by the caller to reach the “Sales Department” and also to give the caller a second menu of options under the Target Name “Sales1” to select one of four Region of Sales Departments that we previously programmed under New “Sales1” Menu Block.



Repeat steps for the digits 3, 4 and 5

SUMi-8 Series		MENU - Day Main Menu			Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	EXT	01	Operator
		INVALID	Goto	EXT	01	Operator
		FAXCALL				
		*	Goto	BYE		GoodBye
		2	Goto	MNU		Sales1
		9	Goto	DIR		Directory
		5	Goto	MNU		CO Directions
		3	Goto	EXT	01	EXT 501
		4	Goto	EXT	01	EXT 502
		0	Goto	EXT	01	Operator
		???	Srch	EXT	01	
		????	Srch	EXT	01	
		???	Srch	MBX	01	
		????	Srch	MBX	01	
Mode number and name for pointers being edited or created						

The next and final step is to:

- 1- record the System Main Menu Greeting on prompt "1001"
- 2- record the sub menu greeting on prompt 1010 for Sales Regions
- 3- record the Company Directions on prompt 1011
- 4- record the proper name's for extension's and extension group's



## To Record System Prompts

### 1- Access DTMF System Administration

- a- Call SVMi-8 from the Main Menu
- b- Press the “#” Key followed by 3 zeros
- c- Enter your password (0000)  
If you are answered by a prompt to enter your password you are in mailbox and must first press “ \* ” to reach the Main Menu.

### 2- Edit System Prompts

- a- Call the SVMi-8 and access the System Administration Menu
- b- Press 1 to Edit System Prompts
- c- Follow the spoken instructions to Edit System Prompts

## To Record Name & Directory

### 1- Call the SVMi-8

- a- When prompted, enter your password (0000)
- b- For additional Options press “ 0 ”
- c- For Personal Services press “ # ”
- d- For Personal Administration press “ 7 ”
  - 1)- To change your Password, ..... press “ 1 ”
  - 2)- **To record your Name, ..... press “ 2 ”**
  - 3)- **To enter a Directory Name, .....press “ 3 ”**
  - 4)- To disable Extended Prompting, .....press “ 4 ”
  - 5)- To Exit, .....press “ 5 ”

## SVMi-8 Tenanting Applications Solution B

This application was designed for small offices where two companies share a phone switch using analog trunks and an SVMi-8. When a customer calls in to a certain company's lines, the customer wants the caller to hear a custom auto-attendant greeting for their company. They would like for both companies to have a separate day and night menu.

During the day, the main menu will allow the caller to dial a known extension, stay on the line to get that company's operator, hear a list of that company's employees and dial those single-digit options, or leave a message in a general mailbox.

At night, the main menu will allow the caller to dial a known extension to leave a message in that person's mailbox, stay on the line to leave a message in the general delivery mailbox, or hear a list of that company's employees and dial the appropriate single-digit option to get that person's mailbox.

Company one has a sales department consisting of extensions 202, 203, and 204. They are using trunk 701, 702, and 703. The operator phone is extension 201, and the group is 500. Company 1 is programmed using the default Day and Night menus. It can be programmed as though Company 2 does not exist.

Company two has five lawyers at extensions 211, 212, 213, 214, and 215. The trunks they have are 704, 705, and 706. They have an operator at extension 210, in group 501.

1. In MMC 406 have trunks 704, 705, and 706 ring to group 529 in day and at night.
2. In the voicemail open the Day Main Menu. Press CTRL + A and type in "Company 2 Day" for the name, then hit enter". Change the 1<sup>st</sup> Pmt to 1010

<b>SVMi-8 Series</b>	<b>MENU - Day Main Menu</b>	<b>Page 1 of 4</b>	
<b>COPY BLOCK</b>			
Save As... MNU			
Typ	Gp	Name	Number
		<b>Company 2 Day</b>	
1st Pmt: 1001	4th: 0101	Maximum Caller Entry Digits: 3	
2nd: 0006	5th:	Wait for First Entry Digit.. 3	
3rd: 0109	6th:	Wait for Subsequent Digits.. 3	
Invalid Condition Pmt: 0009		Repeat Prompts if NO ENTRY.. 1	
Request Password Pmt: 0011		Retry if INVALID Condition.. 2	
KEY Value: Append to KEY Register: N		Store KEY Value in:	
Enter a name. Press F10 to save, ESC to cancel.			

3. On page 2 of the Company 2 Day menu, change the Input Processor to match the following:

SUMi-8 Series		MENU - Company 2 Day			Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	EXT	01	501
		INVALID	Goto	EXT	01	501
		FAXCALL				
		*	Goto	BYE		GoodBye
		4	Goto	EXT	01	211
		5	Goto	EXT	01	212
		6	Goto	EXT	01	213
		7	Goto	EXT	01	214
		8	Goto	EXT	01	215
		0	Goto	EXT	01	501
		???	Srch	EXT	01	
		????	Srch	EXT	01	
		???	Srch	MBX	01	
		????	Srch	MBX	01	

Mode number and name for pointers being edited or created

4. Press CTRL + A and type in "Company 2 Night". Change the 1<sup>st</sup> Pmt to 1011

SUMi-8 Series		MENU - Company 2 Day			Page 2 of 4	
COPY BLOCK						
0		Typ	Gp	Name	Number	
I		Save As... MNU		Company 2 Night		
		*	Goto	BYE		GoodBye
		4	Goto	EXT	01	211
		5	Goto	EXT	01	212
		6	Goto	EXT	01	213
		7	Goto	EXT	01	214
		8	Goto	EXT	01	215
		0	Goto	EXT	01	501
		???	Srch	EXT	01	
		????	Srch	EXT	01	
		???	Srch	MBX	01	
		????	Srch	MBX	01	

Enter a name. Press F10 to save, ESC to cancel.

5. Set up the Input Processor on page 2 as follows:

SUMi-8 Series		MENU - Company 2 Night			Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	MBX	01	501
		INVALID	Goto	MBX	01	501
		FAXCALL				
		*	Goto	BYE		GoodBye
		4	Goto	MBX	01	211
		5	Goto	MBX	01	212
		6	Goto	MBX	01	213
		7	Goto	MBX	01	214
		8	Goto	MBX	01	215
		0	Goto	MBX	01	501
		???	Srch	MBX	01	
		????	Srch	MBX	01	

Mode number and name for pointers being edited or created

6. Hit CTRL + E then choose the Menu block and open the Direct Trunk menu
7. On page 2 change the operating mode to Day

<b>SUMi-8 Series</b>	MENU - <b>Direct Trunk</b>	Page 2 of 4
Operating MODE.. <b>00</b>	TARGET GENERATOR for.. <b>Pointer Mode</b>	
<b>Default</b>	Target Label... <b>MOD</b>	
INPUT from... <b>TRUNK</b>	Mode	NEW Default <b>Day</b> Holiday Night Weather

Highlight the desired object and press ENTER to select

8. In the Day input processor, add the following entry for 704-706:

<b>SUMi-8 Series</b>	MENU - <b>Direct Trunk</b>	Page 2 of 4		
Operating MODE.. <b>01</b>	Menu INPUT Processor			
<b>Day</b>	InputValue	Action	Typ Gp Target Name	
INPUT from... <b>TRUNK</b>	NO-ENTRY INVALID FAXCALL	Goto Goto	MNU MNU	Day Main Menu Day Main Menu
	704 705 <b>706</b>	Goto Goto <b>Goto</b>	MNU MNU <b>MNU</b>	Company 2 Day Company 2 Day <b>Company 2 Day</b>

Press ENTER to Edit a Field on the Line

9. Change the operating mode to night and add the following entry for 704-706:

<b>SUMi-8 Series</b>	MENU - <b>Direct Trunk</b>	Page 2 of 4		
Operating MODE.. <b>02</b>	Menu INPUT Processor			
<b>Night</b>	InputValue	Action	Typ Gp Target Name	
INPUT from... <b>TRUNK</b>	NO-ENTRY INVALID FAXCALL	Goto Goto	MNU MNU	Night Main Menu Night Main Menu
	704 705 <b>706</b>	Goto Goto <b>Goto</b>	MNU MNU <b>MNU</b>	Company 2 Night Company 2 Night <b>Company 2 Night</b>

Press ENTER to Edit a Field on the Line

10. For Prompt 1010 record the day menu listing for Company 2. For Prompt 1011 record the night menu listing for Company 2.

## SVMi-8 Tenanting Applications Solution B

This application was designed for small offices where two companies share a phone switch using DID trunks and an SVMi-8. When a customer calls in to a certain company's lines, the customer wants the caller to hear a custom auto-attendant greeting for their company. They would like for both companies to have a separate day and night menu.

During the day, the main menu will allow the caller to dial a known extension, stay on the line to get that company's operator, hear a list of that company's employees and dial those single-digit options, or leave a message in a general mailbox.

At night, the main menu will allow the caller to dial a known extension to leave a message in that person's mailbox, stay on the line to leave a message in the general delivery mailbox, or hear a list of that company's employees and dial the appropriate single-digit option to get that person's mailbox.

Company one has a sales department consisting of extensions 202, 203, and 204. They are using DIDs 2341, 2342, and 2343. The operator phone is extension 201, and the group is 500. Company 1 is programmed using the default Day and Night menus. It can be programmed as though Company 2 does not exist.

Company two has five lawyers at extensions 211, 212, 213, 214, and 215. The DIDs they have are 7231, 7232, and 7233. They have an operator at extension 210, in group 501.

1. In MMC601 create group 505 with an unused extension number as a member and have it overflow immediately to voicemail.
2. In MMC 714 have DIDs 7231, 7232, and 7233 ring to group 505 in day and at night.
3. In the voicemail open the Day Main Menu. Press CTRL + A and type in "Company 2 Day" for the name, then hit enter". Change the 1<sup>st</sup> Pmt to 1010

Typ	Gp	Name	Number
Save As... MNU		Company 2 Day	

1st Pmt: 1001	4th: 0101	Maximum Caller Entry Digits: 3
2nd: 0006	5th:	Wait for First Entry Digit.. 3
3rd: 0109	6th:	Wait for Subsequent Digits.. 3
Invalid Condition Pmt: 0009	Repeat Prompts if NO ENTRY.. 1	
Request Password Pmt: 0011	Retry if INVALID Condition.. 2	

KEY Value: Append to KEY Register: N	Store KEY Value in:
--------------------------------------	---------------------

Enter a name. Press F10 to save, ESC to cancel.

4. On page 2 of the Company 2 Day menu, change the Input Processor to match the following:

SUMi-8 Series		MENU - Company 2 Day			Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	501
	INVALID	Goto	EXT	01	501
	FAXCALL				
	*	Goto	BYE		GoodBye
	4	Goto	EXT	01	211
	5	Goto	EXT	01	212
	6	Goto	EXT	01	213
	7	Goto	EXT	01	214
	8	Goto	EXT	01	215
	0	Goto	EXT	01	501
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	

Mode number and name for pointers being edited or created

5. Press CTRL + A and type in "Company 2 Night". Change the 1<sup>st</sup> Pmt to 1011

SUMi-8 Series		MENU - Company 2 Day			Page 2 of 4
COPY BLOCK					
0					
I	Save As... MNU		Company 2 Night		
	*	Goto	BYE		GoodBye
	4	Goto	EXT	01	211
	5	Goto	EXT	01	212
	6	Goto	EXT	01	213
	7	Goto	EXT	01	214
	8	Goto	EXT	01	215
	0	Goto	EXT	01	501
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	

Enter a name. Press F10 to save, ESC to cancel.

6. Set up the Input Processor on page 2 as follows:

SUMi-8 Series		MENU - Company 2 Night			Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	MBX	01	501
	INVALID	Goto	MBX	01	501
	FAXCALL				
	*	Goto	BYE		GoodBye
	4	Goto	MBX	01	211
	5	Goto	MBX	01	212
	6	Goto	MBX	01	213
	7	Goto	MBX	01	214
	8	Goto	MBX	01	215
	0	Goto	MBX	01	501
	???	Srch	MBX	01	
	????	Srch	MBX	01	

Mode number and name for pointers being edited or created

7. Hit CTRL + E then choose the Menu block and open the Forward Trunk menu
8. On page 2 change the operating mode to Day

<b>SUMi-8 Series</b>		MENU - <b>Forward Trunk</b>		Page 2 of 4
Operating MODE.. <b>00</b>	TARGET GENERATOR for.. <b>Pointer Mode</b>			
<b>Default</b>	Target Label...	MOD		
INPUT from... <b>FWDID</b>	Mode	NEW Default <b>Day</b> Holiday Night Weather		

Highlight the desired object and press ENTER to select

9. In the Day input processor, add the following entry for 505:

<b>SUMi-8 Series</b>		MENU - <b>Forward Trunk</b>		Page 2 of 4	
Operating MODE.. <b>01</b>	Menu INPUT Processor				
<b>Day</b>	InputValue	Action	Typ	Gp	Target Name
INPUT from... <b>FWDID</b>	NO-ENTRY INVALID FAXCALL	Goto Goto	MNU MNU		Day Main Menu Day Main Menu
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	
	<b>505</b>	<b>Goto</b>	<b>MNU</b>		<b>Company 2 Day</b>

Press ENTER to Edit a Field on the Line

10. Change the operating mode to night and add the following entry for 505:

<b>SUMi-8 Series</b>		MENU - <b>Forward Trunk</b>		Page 2 of 4	
Operating MODE.. <b>02</b>	Menu INPUT Processor				
<b>Night</b>	InputValue	Action	Typ	Gp	Target Name
INPUT from... <b>FWDID</b>	NO-ENTRY INVALID FAXCALL	Goto Goto	MNU MNU		Night Main Menu Night Main Menu
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	
	<b>505</b>	<b>Goto</b>	<b>MNU</b>		<b>Company 2 Night</b>

Press ENTER to Edit a Field on the Line



11. For Prompt 1010 record the day menu listing for Company 2. For Prompt 1011 record the night menu listing for Company 2.

## SVMi-4 Tenanting Applications Solution A

This application was designed for small offices where two companies share a phone switch and SVMi-4. When a customer calls in to a certain company's lines, the customer wants the caller to hear a custom auto-attendant greeting for their company. They would like for both companies to have a separate day and night menu.

During the day, the main menu will allow the caller to dial a known extension, stay on the line to get that company's operator, hear a list of that company's employees and dial those single-digit options, or leave a message in a general mailbox.

At night, the main menu will allow the caller to dial a known extension to leave a message in that person's mailbox, stay on the line to leave a message in the general delivery mailbox, or hear a list of that company's employees and dial the appropriate single-digit option to get that person's mailbox.

Company one has a sales department consisting of extensions 202, 203, and 204. They are using trunk lines 701, 702, and 703. The operator phone is extension 201, and the group is 500. Company 1 is programmed using the default Day and Night menus. It can be programmed as though Company 2 does not exist.

Company two has five lawyers at extensions 211, 212, 213, 214, and 215. The trunk lines they have are 704, 705, and 706. They have an operator at extension 210, in group 501.

1. In MMC601, create groups 505 and 506 with unused extension numbers and have them overflow immediately to voicemail.
2. In MMC 406 have 701, 702, and 703 ring to group 529 in day and night modes. Have 704, 705, and 706 ring to group 505 during the day and 506 at night.
3. In the voicemail open the Day Main Menu. Press CTRL + A and type in "Company 2 Day" for the name, then hit enter". Change the 1<sup>st</sup> Pmt to 1010

<b>SVMi-4 Series</b>	MENU - <b>Day Main Menu</b>	Page 1 of 4									
<b>COPY BLOCK</b>											
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Typ</th> <th style="width: 10%;">Gp</th> <th style="width: 40%;">Name</th> <th style="width: 25%;">Number</th> </tr> </thead> <tbody> <tr> <td>Save As...</td> <td>MNU</td> <td><b>Company 2 Day</b></td> <td></td> </tr> </tbody> </table>				Typ	Gp	Name	Number	Save As...	MNU	<b>Company 2 Day</b>	
Typ	Gp	Name	Number								
Save As...	MNU	<b>Company 2 Day</b>									
1st Pmt: 1001	4th: 0101	Maximum Caller Entry Digits:	3								
2nd: 0006	5th:	Wait for First Entry Digit..	3								
3rd: 0109	6th:	Wait for Subsequent Digits..	3								
Invalid Condition Pmt: 0009	Repeat Prompts if NO ENTRY..	1									
Request Password Pmt: 0011	Retry if INVALID Condition..	2									
KEY Value: Append to KEY Register: N		Store KEY Value in:									
Enter a name. Press F10 to save. ESC to cancel.											

- On page 2 of the Company 2 Day menu, change the Input Processor to match the following:

SUMi-4 Series		MENU - Company 2 Day				Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor					
Default	InputValue	Action	Typ	Gp	Target Name	
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	501	
	INVALID	Goto	EXT	01	501	
	FAXCALL					
	*	Goto	BYE		GoodBye	
	4	Goto	EXT	01	211	
	5	Goto	EXT	01	212	
	6	Goto	EXT	01	213	
	7	Goto	EXT	01	214	
	8	Goto	EXT	01	215	
	0	Goto	EXT	01	501	
	???	Srch	EXT	01		
	????	Srch	EXT	01		
	???	Srch	MBX	01		
	????	Srch	MBX	01		

If the caller makes no keypad <DTMF> entry, Goto Block

- Hit CTRL + E to return to the Open Block Table menu. Go to the Mailbox Block and open or create Mailbox 505

- On Page 1 set the mailbox to Announce Only

SUMi-4 Series		MAILBOX - 505		Page 1 of 5
Group: 1	Number: 505	Extension: _____		
VisiComm User:		Mclass: 01:Standard MCL		
<b>Mailbox Controls</b> Announce only mailbox..... Y Subscriber administrator... N Use LIFO message ordering.. N New message beep(s)..... N Directory Public: Y User: Y Subscriber password: ***** Language Default, Default Retention days left..... 0		<b>Authorizations</b> Forced messages allowed..... N Workload Manager..... Y Commitment/Follow Up allowed..... N Message grouping allowed..... N Mailbox greeting allowed..... Y Message alert control allowed.... Y Extended prompting enabled..... Y Auto Play of new messages enabled: Y Auto Play of message info enabled: Y		

'Y' if this is an 'Announce Only' mailbox, otherwise 'N'

7. On Page 4, set no message left to go to Company 2 Day Menu

SUMi-4 Series MAILBOX - 505 Page 4 of 5

Operating MODE.. 00

Default

CallDirector					
Event	Action	Typ	Gp	Target Name	
MSG-LEFT					
NOMSG-LEFT	Goto	MNU		Company 2 Day	
ESCAPE					
GREET-DTMF					
OPERATOR					
AUTO-FWD					

If the caller does NOT leave a message, Goto Block

8. Press CTRL + E to go back to the Open Block Table. Go to Menu and open Company 2 Day. Press CTRL + A and type in "Company 2 Night". Change the 1<sup>st</sup> Pmt to 1011

SUMi-4 Series MENU - Company 2 Day Page 1 of 4

COPY BLOCK

Typ	Gp	Name	Number
Save As... MNU		Company 2 Night	

1st Pmt: 1001 4th: 0101 Maximum Caller Entry Digits: 3  
 2nd: 0006 5th: Wait for First Entry Digit.. 3  
 3rd: 0109 6th: Wait for Subsequent Digits.. 3

Invalid Condition Pmt: 0009 Repeat Prompts if NO ENTRY.. 1  
 Request Password Pmt: 0011 Retry if INUALID Condition.. 2

KEY Value: Append to KEY Register: N Store KEY Value in:

A block called [Company 2 Day] already exists

9. Set up the Input Processor on page 2 as follows:

SUMi-4 Series		MENU - Company 2 Night			Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	MBX	01	501
		INVALID	Goto	MBX	01	501
		FAXCALL				
		*	Goto	BYE		GoodBye
		4	Goto	MBX	01	211
		5	Goto	MBX	01	212
		6	Goto	MBX	01	213
		7	Goto	MBX	01	214
		8	Goto	MBX	01	215
		0	Goto	MBX	01	501
		???	Srch	MBX	01	
		????	Srch	MBX	01	

If the caller makes no keypad <DTMF> entry, Goto Block

10. Hit CTRL + E to return to the Open Block Table menu. Go to the Mailbox Block and open or create Mailbox 506
11. On Page 1 set the mailbox to Announce Only
12. On Page 4, set NO-MSGLEFT to go to Company 2 Night Menu
13. Record 1 second of silence for the mailbox greeting in both Mailbox 505 and Mailbox 506
14. For Prompt 1010 record the day menu listing for Company 2. For Prompt 1011 record the night menu listing for Company 2.

## Setting up call Queuing

This manual will cover the process of setting up call queuing in the SVMi.

First go to the system main menu and choose option A to go to Open Block Table.

<b>A</b> Open Block Table	<b>G</b> Operating Utilities
<b>B</b> Save Application	<b>H</b> Port Activity
<b>C</b> Schedule Table	<b>I</b> Override Mode
<b>D</b> Subscriber List	<b>J</b> View System Reports
<b>E</b> System Wide Params	<b>K</b> Site Information
<b>F</b> Voice Studio	<b>L</b> Status Screen

Go to the EClass block and open the Standard eclass. Hit CTRL + A and enter “Queue” for the name.

Typ	Gp	Name	Number
Save As...	ECL	Queue	

System Caller Options							
Option	Prompt	Digit	NoAnsr	Busy	FBusy	Block	Error
Other number....	0719	n/a	Y	Y	Y	Y	Y
Leave a message..	0720	1	Y	Y	Y	Y	Y
Hold.....	0721	2	N	N	N	N	N
Overhead page...	0723	3	N	N	N	N	N
Other options....	0724	4	N	N	N	N	N
Operator.....	0725	0	Y	Y	Y	Y	Y
Escape.....	0726	*	Y	Y	Y	Y	Y

Enter a name. Press Ctrl+0 to save, ESC to cancel.

Change all "Hold" entries to Y:

SVMi-16E		ECLASS - 01 Queue		Page 1 of 5			
Extension Controls		Caller Input Controls					
Extension Retention..... 0		Wait for entry..... 3					
		Retries on invalid entry: 2					
		Repeat on no entry..... 1					
System Caller Options							
Option	Prompt	Digit	NoAnsr	Busy	FBusy	Block	Error
Other number.....	0719	n/a	Y	Y	Y	Y	Y
Leave a message..	0720	1	Y	Y	Y	Y	Y
Hold..... 0721	0722	2	Y	Y	Y	Y	Y
Overhead page....	0723	3	N	N	N	N	N
Other options....	0724	4	N	N	N	N	N
Operator.....	0725	0	Y	Y	Y	Y	Y
Escape.....	0726	*	Y	Y	Y	Y	Y
Prompt giving the option to hold by pressing a digit							

Go to Page 2 and set up queue timing options:

SVMi-16E		ECLASS - 01 Queue		Page 2 of 5		
Prompts		Digit	Prompt	Hold Controls		
Target herald prompt..		0739		Maximum hold queue size..... 2		
Forward herald prompt:		0740		Maximum hold time in minutes..... 10		
Blind xfer prompt.....		0701		Require input every Nth try..... 0		
Monitored xfer prompt:		0702		Retry interval in seconds..... 30		
'Find Me' xfer prompt:		0742		No digit hold prompt..... 0727		
Call screening.....		0700		No digit continue holding prompt: 0728		
No answer prompt.....		0714		Announce hold interval prompt... 0737		
Busy Prompt.... 0715		0716		Use PBX hard hold..... N		
Blocked prompt.....		0717		Monitor ISSI during hold interval... Y		
Error prompt.....		0718		Announce hold position.1st: Y 2nd: Y		
Accept call....		1	0708	Announce hold time....1st: Y 2nd: Y		
Redirect call..		2	0709	Hold Announcement: [REDACTED]		
Reject call....		3	0710			
Record call....						
RT Greeting....		5	0741			
First announcement to play while caller is holding						



Press CTRL + E to go back to the Open Block Table. Choose Extension and open the extension you want to enable queuing for.  
 Change the EClass to point to your new Queue EClass.

SVMi-16E		EXTENSION - 01 MBX 2005		Page 1 of 5	
Number..... 2005		Mailbox: 01:MBX 2005			
Language.. None		Eclass: 01:Queue			
Extension Controls			Authorizations		
Dial number: 2005		Blocking allowed: N Enabled... N			
Alternate...		Call forwarding.. N Enabled... N			
Supervision level... NONE		Call screening... N Enabled... N			
PAN Supervision.... NONE		Find Me allowed.. N Enabled... N			
Subscriber password: *****		Scheduling..... N Intercept: N			
Acct. Code:		Retrieve public caller allowed.. N			
Station....		Private access numbers allowed.. N			
Auto Login..... N		Busy greeting allowed..... N			
Directory Public: Y User: Y		Alternate location allowed..... Y			
Retention days remaining: 0		Stored phone numbers allowed... Y			
		Access profile allowed..... N			
		Extended prompting enabled..... Y			
Eclass associated with this extension block					

Go to page 4 and set the QUE-FULL destination

SVMi-16E		EXTENSION - 01 MBX 2005		Page 4 of 5	
Operating MODE.. 00		CallDirector			
Default		Event	Action	Typ Gp	Target Name
		NO-ANSR			
		BUSY			
		FBUSY			
		BLOCKED			
		ERROR			
		MESSAGE			
		OPTIONS			
		OPERATOR			
		ESCAPE			
		NO-ENTRY			
		INVALID			
		QUE-FULL	Goto	MNU	Day Main
		REMOTE-FWD			
If the max hold time or count is exceeded, send caller to block					

Now when that extension forwards to voicemail the caller will be given the option to press 2 to hold. The voicemail will announce their place in the queue, the estimated hold time, and then place them on hold. It will then call back to the station periodically (as defined on page 2 in EClass). If the queue is full calls will go to the destination specified on page 4.



# Follow Me (Off-Premise Transfer)

1. Log in to your SVMi using hyper terminal, or some other terminal emulation program.
2. From the “system main menu” select “open block table”, then select “extension”.

<b>SUMi-8 Series</b>	<b>OPEN Block</b>	Target Gen																																																												
<table border="1"> <tr> <td>BLOCK Label....</td> <td>EXT</td> <td>01</td> <td></td> </tr> <tr> <td>Announcemnt</td> <td></td> <td></td> <td>NEW</td> </tr> <tr> <td>AudiotexLib</td> <td></td> <td></td> <td><b>Fred</b> 201</td> </tr> <tr> <td>Bye</td> <td></td> <td></td> <td>Operator 500</td> </tr> <tr> <td>Directory</td> <td></td> <td></td> <td>Steven 203</td> </tr> <tr> <td>Eclass</td> <td></td> <td></td> <td>Ted 204</td> </tr> <tr> <td>Extension</td> <td></td> <td></td> <td>TEMPLATE EXT</td> </tr> <tr> <td>List</td> <td></td> <td></td> <td>d</td> </tr> <tr> <td>Mailbox</td> <td></td> <td></td> <td>Tim 202</td> </tr> <tr> <td>Mclass</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Menu</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Mode</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Query</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Speak</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Station</td> <td></td> <td></td> <td></td> </tr> </table>			BLOCK Label....	EXT	01		Announcemnt			NEW	AudiotexLib			<b>Fred</b> 201	Bye			Operator 500	Directory			Steven 203	Eclass			Ted 204	Extension			TEMPLATE EXT	List			d	Mailbox			Tim 202	Mclass				Menu				Mode				Query				Speak				Station			
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Highlight the desired object and press ENTER to select																																																														

3. Select the extension that you want to set up “follow me” on.

<b>SUMi-8 Series</b>	<b>EXTENSION - Steven</b>	Page 1 of 5
Group: 1	Number: 203	Mailbox:
Account Code..		Eclass: 01:Standard ECL
Extension Controls		Authorizations
Dial number: 203		Blocking allowed: N Enabled... N
Alternate...		Call forwarding.. N Enabled... N
Supervision level... NONE		Call screening... N Enabled... N
PAN Supervision.... NONE		Find Me allowed.. N Enabled... N
Subscriber password: *****		Scheduling..... N Intercept.. N
Language English, American		Retrieve public caller allowed.. N
Station...		Private access numbers allowed.. N
Auto Login..... N		Busy greeting allowed..... N
Directory Public: Y User: Y		Alternate location allowed..... N
Retention days remaining: 90		Stored phone numbers allowed... N
		Access profile allowed..... N
		Extended prompting enabled..... Y
Block name. To rename, type new name then press ENTER		

- In the “authorizations” field, on page 1 of 5, set “alternate location allowed” to “Y”. Then in the “alternate” field put the telephone number that you wish the SVMi to dial.

<b>SUMi-8 Series</b>		EXTENSION - <b>Steven</b>		Page 1 of 5	
Group: <b>1</b> Number: <b>203</b>		Mailbox: _____			
Account Code.. _____		Eclass: <b>01:Standard ECL</b>			
Extension Controls			Authorizations		
Dial number: <b>203</b> Alternate... <b>9725551234</b>		Blocking allowed: <b>N</b> Enabled... <b>N</b>			
Supervision level... <b>NONE</b>		Call forwarding.. <b>N</b> Enabled... <b>N</b>			
PAN Supervision.... <b>NONE</b>		Call screening... <b>N</b> Enabled... <b>N</b>			
Subscriber password: <b>*****</b>		Find Me allowed.. <b>N</b> Enabled... <b>N</b>			
Language <b>English, American</b>		Scheduling..... <b>N</b> Intercept. <b>N</b>			
Station... _____		Retrieve public caller allowed.. <b>N</b>			
Auto Login..... <b>N</b>		Private access numbers allowed.. <b>N</b>			
Directory Public: <b>Y</b> User: <b>Y</b>		Busy greeting allowed..... <b>N</b>			
Retention days remaining: <b>90</b>		Alternate location allowed..... <b>Y</b>			
		Stored phone numbers allowed... <b>N</b>			
		Access profile allowed..... <b>N</b>			
		Extended prompting enabled..... <b>Y</b>			

'Y' to allow user to edit their stored phone numbers, 'N' otherwise

- Exit out to the “open block” menu, select “station”, and then select “off premise”.

<b>SUMi-8 Series</b>		OPEN Block		Target Gen	
BLOCK Label.... <b>STN</b> _____					
Announcemnt			NEW		
AudiotexLib			Beepers		
Bye			Centrex STN		
Directory			<b>Off Premise</b>		
Eclass			On Premise		
Extension			Operator STN		
List			TEMPLATE STN		
Mailbox					
Mclass					
Menu					
Mode					
Query					
Speak					
Station					

Highlight the desired object and press ENTER to select

- On page 1 of 4 of the “off premise” station block, make sure that in one of the six fields of the “matching dial strings”; that you have a field that has the same number of question marks in it as the number of digits in the phone number.

<b>SUMi-8 Series</b>	<b>STATION - Off Premise</b>	<b>Page 1 of 4</b>
<b>Matching Dial Strings</b>		
????????????	????????	
????????????	????????	
<b>Prefix and Suffix</b>		<b>Message Waiting Indicator Controls</b>
Prefix: 9,		Dial to set MWI on: _____
Suffix: _____		Dial to set MWI off: _____
<b>Transfer Controls</b>		<b>Call Progress Training</b>
Simultaneous xfers.... Y		Ringing number: _____ 5
Conference calls..... N		Busy number.... _____ 5
Internal station..... N		<b>Train</b> <b>Retrain</b> <b>Reset</b>
Monitor transfers..... N		
Block Name. To Rename, Type new name then Press Enter		

- If you wish for the transfer off premise to be a blind transfer, then put a capital “H” in the “suffix” field on page 1 of 4.

<b>SUMi-8 Series</b>	<b>STATION - Off Premise</b>	<b>Page 1 of 4</b>
<b>Matching Dial Strings</b>		
????????????	????????	
????????????	????????	
<b>Prefix and Suffix</b>		<b>Message Waiting Indicator Controls</b>
Prefix: 9,		Dial to set MWI on: _____
Suffix: <b>H</b>		Dial to set MWI off: _____
<b>Transfer Controls</b>		<b>Call Progress Training</b>
Simultaneous xfers.... Y		Ringing number: _____ 5
Conference calls..... N		Busy number.... _____ 5
Internal station..... N		<b>Train</b> <b>Retrain</b> <b>Reset</b>
Monitor transfers..... N		
Enter any DTMF that must be dialed after the actual number		

8. Follow me is now set up for this extension. If the user wishes to toggle it on or off, or edit the phone number they may do so by entering their mailbox programming and then entering access manager (4) and then follow me (1).

## Find Me Search for User at Internal Numbers

1. Connect to your SVMi-8 with your PC using hyper terminal or some other terminal emulation software.
2. From the “system main menu” choose “open block table”, “extension”, and then select the extension that you would like to set up find me on.

<b>SUMi-8 Series</b>		EXTENSION - <b>Sierra</b>	Page 1 of 5
Group: <b>1</b> Number: <b>201</b>		Mailbox: _____	
Account Code.. _____		Eclass: <b>01:Standard ECL</b>	
Extension Controls		Authorizations	
Dial number: <b>201</b> Alternate... _____  Supervision level... <b>NONE</b> PAN Supervision.... <b>NONE</b> Subscriber password: <b>*****</b> Language <b>English, American</b> Station.... _____ Auto Login..... <b>N</b> Directory Public: <b>Y</b> User: <b>Y</b>  Retention days remaining: <b>90</b>		Blocking allowed: <b>N</b> Enabled... <b>N</b> Call forwarding.. <b>N</b> Enabled... <b>N</b> Call screening.. <b>N</b> Enabled... <b>N</b> Find Me allowed.. <b>N</b> Enabled... <b>N</b> Scheduling..... <b>N</b> Intercept. <b>N</b> Retrieve public caller allowed.. <b>N</b> Private access numbers allowed.. <b>N</b> Busy greeting allowed..... <b>N</b> Alternate location allowed..... <b>N</b> Stored phone numbers allowed... <b>N</b> Access profile allowed..... <b>N</b> Extended prompting enabled..... <b>Y</b>	
Block name. To rename, type new name then press ENTER			

3. In the “authorizations” column, set “find me allowed” to “Y”, “enabled” to “Y”, and if you wish for the user to be able to edit the stored numbers himself set “stored phone numbers allowed” to “Y”.

<b>SUMi-8 Series</b>		EXTENSION - <b>Sierra</b>	Page 1 of 5
Group: <b>1</b> Number: <b>201</b>		Mailbox: _____	
Account Code.. _____		Eclass: <b>01:Standard ECL</b>	
Extension Controls		Authorizations	
Dial number: <b>201</b> Alternate... _____  Supervision level... <b>NONE</b> PAN Supervision.... <b>NONE</b> Subscriber password: <b>*****</b> Language <b>English, American</b> Station.... _____ Auto Login..... <b>N</b> Directory Public: <b>Y</b> User: <b>Y</b>  Retention days remaining: <b>90</b>		Blocking allowed: <b>N</b> Enabled... <b>N</b> Call forwarding.. <b>N</b> Enabled... <b>N</b> Call screening.. <b>N</b> Enabled... <b>N</b> Find Me allowed.. <b>Y</b> Enabled... <b>Y</b> Scheduling..... <b>N</b> Intercept. <b>N</b> Retrieve public caller allowed.. <b>N</b> Private access numbers allowed.. <b>N</b> Busy greeting allowed..... <b>N</b> Alternate location allowed..... <b>N</b> Stored phone numbers allowed... <b>Y</b> Access profile allowed..... <b>N</b> Extended prompting enabled..... <b>Y</b>	
'Y' to allow user to edit their stored phone numbers, 'N' otherwise			

4. Go to page 2 of the extension, and in the “stored numbers” column enter the other extension numbers that you would like for the SVMi-8 to try and reach you at.

SUMi-8 Series	EXTENSION - Sierra	Page 2 of 5																																				
<table border="1"><thead><tr><th>Stored Numbers</th></tr></thead><tbody><tr><td>205</td></tr><tr><td>210</td></tr><tr><td>212</td></tr><tr><td> </td></tr><tr><td> </td></tr></tbody></table>	Stored Numbers	205	210	212			<table border="1"><thead><tr><th>Greeting</th><th>Num</th><th>Recorded</th></tr></thead><tbody><tr><td>No answer:</td><td>1</td><td>n</td></tr><tr><td>Busy.....</td><td>0</td><td>N</td></tr><tr><td>Blocked...</td><td>0</td><td>N</td></tr><tr><td>Night.....</td><td>0</td><td>N</td></tr><tr><td>Screening:</td><td>0</td><td>N</td></tr></tbody></table> <table border="1"><tbody><tr><td>Password set.....</td><td>N</td></tr><tr><td>Name recorded.....</td><td>N</td></tr></tbody></table>	Greeting	Num	Recorded	No answer:	1	n	Busy.....	0	N	Blocked...	0	N	Night.....	0	N	Screening:	0	N	Password set.....	N	Name recorded.....	N	<table border="1"><thead><tr><th>Availability Schedule</th></tr></thead><tbody><tr><td>Sun.. 12:00A 12:00A</td></tr><tr><td>Mon.. 12:00A 12:00A</td></tr><tr><td>Tue.. 12:00A 12:00A</td></tr><tr><td>Wed.. 12:00A 12:00A</td></tr><tr><td>Thu.. 12:00A 12:00A</td></tr><tr><td>Fri.. 12:00A 12:00A</td></tr><tr><td>Sat.. 12:00A 12:00A</td></tr></tbody></table>	Availability Schedule	Sun.. 12:00A 12:00A	Mon.. 12:00A 12:00A	Tue.. 12:00A 12:00A	Wed.. 12:00A 12:00A	Thu.. 12:00A 12:00A	Fri.. 12:00A 12:00A	Sat.. 12:00A 12:00A
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User stored telephone number position 4

5. You have now completed setting up find me for this extension.

# Call Forwarding (SVMi-8)

## Forward Calls to an Alternate Location

1. Log in to your SVMi-8 using HyperTerminal or some other terminal emulation program.
2. From the system main menu select “open block table”, then from the “open block” menu choose “extension”.

<b>SUMi-8 Series</b>	<b>System Main Menu</b>	<b>Menu</b>
----------------------	-------------------------	-------------

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #008000; color: white;"><b>A</b> Open Block Table</td></tr> <tr><td><b>B</b> Save Application</td></tr> <tr><td><b>C</b> Schedule Table</td></tr> <tr><td><b>D</b> Subscriber List</td></tr> <tr><td><b>E</b> System Wide Params</td></tr> <tr><td><b>F</b> Voice Studio</td></tr> </table>	<b>A</b> Open Block Table	<b>B</b> Save Application	<b>C</b> Schedule Table	<b>D</b> Subscriber List	<b>E</b> System Wide Params	<b>F</b> Voice Studio	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td><b>G</b> Operating Utilities</td></tr> <tr><td><b>H</b> Port Activity</td></tr> <tr><td><b>I</b> Override Mode</td></tr> <tr><td><b>J</b> View System Reports</td></tr> <tr><td><b>K</b> Site Information</td></tr> <tr><td><b>L</b> Status ScrEen</td></tr> </table>	<b>G</b> Operating Utilities	<b>H</b> Port Activity	<b>I</b> Override Mode	<b>J</b> View System Reports	<b>K</b> Site Information	<b>L</b> Status ScrEen
<b>A</b> Open Block Table													
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<b>I</b> Override Mode													
<b>J</b> View System Reports													
<b>K</b> Site Information													
<b>L</b> Status ScrEen													

Open an existing block or create a new block

<b>SUMi-8 Series</b>	<b>OPEN Block</b>	<b>Target Gen</b>
----------------------	-------------------	-------------------

<b>BLOCK Label....</b>	<b>EXT</b>	<b>01</b>	
Announcemnt			<b>NEW</b>
AudiotexLib			Bill 202
Bye			Lisa 203
Directory			Operator 500
Eclass			TEMPLATE EXT d
Extension			Tim 201
List			
Mailbox			
Mclass			
Menu			
Mode			
Query			
Speak			
Station			

Highlight the desired object and press ENTER to select

3. Select the extension block that you want to set up call forwarding on.
4. Go to page 3 of 5 of the “extension block”.

SUMi-8 Series		EXTENSION - Bill			Page 3 of 5
Greeting: Basic		Caller Options Processor			
Option Description	To Select	Action	Typ	Gp	Target Name
	Press 1				Leave a Message
	Press 2				Hold for Busy
	Press 3				Page User
	Press 4				Other Options
	Press 5				
	Press 6				
	Press 7				
	Press 8				
	Press 9				
	Press 0				Goto Operator
-- Reserved --	Press *				Escape
-- Reserved --	Press #				Subscriber Logon

Types of personal greetings user can create

5. Select a single digit that is not being used for something else, from the “caller options processor”.
6. Name the single digit option in the “option description” field.
7. Select another extension block such as one that is assigned to a virtual extension on the switch (i.e. 3501).

SUMi-8 Series		EXTENSION - Bill			Page 3 of 5
Greeting: Basic		Caller Options Processor			
Option Description	To Select	Action	Typ	Gp	Target Name
	Press 1				Leave a Message
	Press 2				Hold for Busy
	Press 3				Page User
	Press 4				Other Options
My Cell Phone	Press 5	Goto	EXT	01	Cell, Bill
	Press 6				
	Press 7				
	Press 8				
	Press 9				
	Press 0				Goto Operator
-- Reserved --	Press *				Escape
-- Reserved --	Press #				Subscriber Logon

Personal option if the caller enters '5'



8. Go to the extension block that you selected to use for the call forwarding feature.
9. In “authorizations” set “alternate location allowed” to “Y”.
10. In “extension controls”, in the “alternate” field, put the external phone number.

SUMi-8 Series		EXTENSION - Cell, Bill		Page 1 of 5	
Group: 1	Number: 3501	Mailbox:			
Account Code..		Eclass: 01:Standard ECL			
Extension Controls			Authorizations		
Dial number: 3501		Blocking allowed: N Enabled... N			
Alternate... 9722371234		Call forwarding.. N Enabled... N			
Supervision level... NONE		Call screening... N Enabled... N			
PAN Supervision... NONE		Find Me allowed.. N Enabled... N			
Subscriber password: *****		Scheduling..... N Intercept... N			
Language English, American		Retrieve public caller allowed.. N			
Station....		Private access numbers allowed.. N			
Auto Login..... N		Busy greeting allowed..... N			
Directory Public: Y User: Y		Alternate location allowed..... Y			
Retention days remaining: 90		Stored phone numbers allowed.... N			
		Access profile allowed..... N			
		Extended prompting enabled..... Y			

Number dialed to reach the subscriber at their designated location

11. Go to the “open block” menu, select “station”, and then “off premise”.
12. Make sure that one of the “matching dial strings” fields has the same number of question marks as the number of digits in your external phone number.

SUMi-8 Series		STATION - Off Premise		Page 1 of 4	
Matching Dial Strings					
???????????		?????????			
?????????????		?????????			
Prefix and Suffix			Message Waiting Indicator Controls		
Prefix: 9,		Dial to set MWI on..			
Suffix:		Dial to set MWI off:			
Transfer Controls			Call Progress Training		
Simultaneous xfers.... Y		Ringing number: 5			
Conference calls..... N		Busy number.... 5			
Internal station..... N		Train Retrain Reset			
Monitor transfers..... N					

Enter a phone number that matches this station type

13. If you wish for the external transfer to be a “blind” transfer, place a capital “H” in the “suffix” field, otherwise it will be screened.



# SVMi Function Keys

This manual will provide an overview of the SVMi interface function keys.

## **Facility Keys**

### F1

- Brings up the SVMi help screen.
  - Shows a list of all help keys available from current screen

### CTRL + E

- Save and go up one level
  - From an open block, returns to Open Block Table. From Open Block Table returns to Main Menu.

### CTRL + A

- Save block as...
  - Used to easily replicate blocks

### CTRL + O

- Save and open block / prompt under cursor
  - Used for easily moving between block of different types

### CTRL + R

- Save and return to last block
  - Returns to previously open block, if any

### CTRL + N

- Save and open next block of same type
  - Moves between station block for example

### CTRL + V

- Save and open previous block of same type
  - Moves between station blocks for example

### CTRL + F

- Find blocks that refer to current block
  - Used to quickly see which other blocks are affected by current block

### CTRL + Q

- Sort current field
  - Sorts current field numerically then alphabetically.

## **Cursor Movement Keys**

### Tab

- Move cursor to next field or line

### Shift + Tab

- Move cursor to previous field or line

### Arrow Keys

- Move cursor to field or line corresponding to key pressed

### CTRL + T

- Moves cursor to top of list

### CTRL + B

- Moves cursor to bottom of list

### CTRL + U

- Move up one page

### CTRL + D

- Move down one page

## **Field Editing Keys**

### Delete

- Deletes character under cursor

### CTRL + Y

- Delete field or line

### Backspace

- Delete character to the left of cursor

## **Subscriber Export Keys**

### CTRL + N

- Toggle between selection and search mode

### A or a

- Mark all records for export

### m

- Mark highlighted record

### M

- Mark all records

### Space or t

- Toggle selection status of highlighted record

### T

- Toggle the selection status of all records

### u

- Deselect the highlighted record

### U

- Deselect all records

### CTRL + X

- Begin Subscriber Export
  - If in search mode all records are exported regardless of selection
  - If in selection mode, only selected records are exported

# Line ID Mapping

## Creating Day and Night Main Greetings and trunk assignments for different companies

1- Enter "(A) Open Block Table" and select "Menu" then "Day Main Menu"

SVMi-8 Series	MENU - Day Main Menu	Page 1 of 4
INPUT Processor Operating Parameters		
Menu INPUT: Take INPUT from:	ENTRY	Store INPUT in....
Digit Assignment: Administration:	#	Escape.....*
Caller ENTRY Options and Other INPUT Parameters		
1st Pmt: 1001	4th: 0101	Maximum Caller Entry Digits: 3
2nd: 0006	5th:	Wait for First Entry Digit.. 3
3rd: 0109	6th:	Wait for Subsequent Digits.. 3
Invalid Condition Pmt: 0009		Repeat Prompts if NO ENTRY.. 1
Request Password Pmt: 0011		Retry if INVALID Condition.. 2
KEY Value: Append to KEY Register:	N	Store KEY Value in:
Block Name. To Rename, Type new name then Press ENTER		

2- Press Enter then press Ctrl A. This allows you to copy this Menu.

## SVMi-8 ID Mapping

- 3- Enter an appropriate name for this Menu. (Exp.: Company 01 Day, Company 02 Day, etc. )

The screenshot shows the SVMi-8 Series configuration interface. At the top, it displays 'SVMi-8 Series', 'MENU - Day Main Menu', and 'Page 1 of 4'. A 'COPY BLOCK' window is open, containing a table with columns 'Typ', 'Gp', 'Name', and 'Number'. The 'Name' field is set to 'Company 01 Day'. Below the table, there are several configuration fields: '1st Pmt: 1001', '2nd: 0006', '3rd: 0109', '4th: 0101', '5th:', '6th:', 'Maximum Caller Entry Digits: 3', 'Wait for First Entry Digit.: 3', 'Wait for Subsequent Digits.: 3', 'Invalid Condition Pmt: 0009', 'Request Password Pmt: 0011', 'Repeat Prompts if NO ENTRY.: 1', and 'Retry if INVALID Condition.: 2'. At the bottom, there are fields for 'KEY Value: Append to KEY Register: N' and 'Store KEY Value in:'. A footer message reads 'Enter a name. Press F10 to save, ESC to cancel.'

Press Ctrl E to exit to the Open Block Menu.

- 4- Select "Menu" then the Company Main Menu (Exp.: Company 01 Day)

The screenshot shows the SVMi-8 Series configuration interface. At the top, it displays 'SVMi-8 Series', 'OPEN Block', and 'Target Gen'. A 'BLOCK Label...' window is open, showing a list of menu options. The 'Name' field is set to 'MNU'. The list includes: 'Announcemnt', 'AudiotexLib', 'Bye', 'Directory', 'Eclass', 'Extension', 'List', 'Mailbox', 'Mclass', 'Menu', 'Mode', 'Query', 'Speak', 'Station', 'NEW', 'Company 01 Day', 'Company 01 Night', 'Company 02 Day', 'Company 02 Night', 'Company 03 Day', 'Company 03 Night', 'Day Main Menu', 'Direct Station', 'Direct Trunk', 'Forward Station', 'Forward Trunk', 'Holiday Main Men', 'Night Main Menu', 'TEMPLATE MNU', and 'Weather Main Men'. A footer message reads 'Highlight the desired object and press ENTER to select'.

## SVMi-8 ID Mapping

- 5- Arrow down to the Caller ENTRY Options and select the proper greeting number "1" prompt for each Company Main Greeting page 1 of 4.

SVMi-8 Series		MENU - Company 01 Day		Page 1 of 4	
INPUT Processor Operating Parameters					
Menu INPUT: Take INPUT from: ENTRY		Store INPUT in....			
Digit Assignment: Administration: #		Escape.....*			
Caller ENTRY Options and Other INPUT Parameters					
1st Pmt: 1010		4th: 0101		Maximum Caller Entry Digits: 3	
2nd: 0006		5th:		Wait for First Entry Digit.. 3	
3rd: 0109		6th:		Wait for Subsequent Digits.. 3	
Invalid Condition Pmt: 0009		Repeat Prompts if NO ENTRY.. 1			
Request Password Pmt: 0011		Retry if INVALID Condition.. 2			
KEY Value: Append to KEY Register: N		Store KEY Value in:			
Number of the first prompt to be played to the caller					

Press Ctrl E to exit to the Open Block Menu.

- 6- From the Open block Menu select "Menu" then "Direct Trunk" Menu.

SVMi-8 Series		OPEN Block		Target Gen	
BLOCK Label.... MNU					
Announcemnt		NEW			
AudiotexLib		Company 01 Day			
Bye		Company 01 Night			
Directory		Company 02 Day			
Eclass		Company 02 Night			
Extension		Company 03 Day			
List		Company 03 Night			
Mailbox		Day Main Menu			
Mclass		Direct Station			
Menu		Direct Trunk			
Mode		Forward Station			
Query		Forward Trunk			
Speak		Holiday Main Men			
Station		Night Main Menu			
		TEMPLATE MNU			
		Weather Main Men			
Highlight the desired object and press ENTER to select					

SVMi-8 ID Mapping

7- At the “Direct Trunk” Menu press Ctrl D to go to the 2<sup>nd</sup> page 2 of 4

SVMi-8 Series		MENU - Direct Trunk		Page 1 of 4	
INPUT Processor Operating Parameters					
Menu INPUT: Take INPUT from: TRUNK		Store INPUT in....			
Digit Assignment: Administration: #		Escape..... *			
Caller ENTRY Options and Other INPUT Parameters					
1st Pmt:	4th:	Maximum Caller Entry Digits: 0			
2nd:	5th:	Wait for First Entry Digit.. 2			
3rd:	6th:	Wait for Subsequent Digits.. 3			
Invalid Condition Pmt: 0009		Repeat Prompts if NO ENTRY.. 0			
Request Password Pmt: 0011		Retry if INVALID Condition.. 0			
KEY Value: Append to KEY Register: N		Store KEY Value in:			
Block Name. To Rename, Type new name then Press ENTER					

Under “Operating Mode.. 00” In green, press enter

SVMi-8 Series		MENU - Direct Trunk		Page 2 of 4		
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... TRUNK		NO-ENTRY	Goto	MNU		Night Main Menu
		INVALID	Goto	MNU		Night Main Menu
		FAXCALL				
Mode number and name for pointers being edited or created						

This is where you will assign the different Modes (Exp.: Day, Night, Bad Weather etc.). Select “Day” and press enter.



## SVMi-8 ID Mapping

Now the “Operating Mode” changes from “00 to 01” (01 = Day Mode)  
 Arrow down to a blank line and press enter, then enter the trunk NO.  
 (Exp.: 701, 702 703 etc.) enter 701, press enter. Select “GO TO” press enter  
 and select “Menu” . From the Menu List select one of the Companies that you  
 previously created (Exp.: Company 01 Day, Company 02 Day, etc.) select  
 Company 01 Day and press enter.

SVMi-8 Series		MENU - Direct Trunk			Page 2 of 4
Operating MODE.. 01	Menu INPUT Processor				
Day	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY INVALID FAXCALL	Goto Goto	BYE BYE		GoodBye GoodBye
	701	Goto Pass Tran Srch File			

Use arrow keys to select action and press ENTER

This is how it will look after entering all the trunks and their destination.

SVMi-8 Series		MENU - Direct Trunk			Page 2 of 4
Operating MODE.. 01	Menu INPUT Processor				
Day	InputValue	Action	Typ	Gp	Target Name
INPUT from... TRUNK	NO-ENTRY INVALID FAXCALL	Goto Goto	MNU MNU		Day Main Menu Day Main Menu
	701	Goto	MNU		Company 01 Day
	702	Goto	MNU		Company 02 Day
	703	Goto	MNU		Company 03 Day

If the caller makes no keypad (DTMF) entry, Goto Block

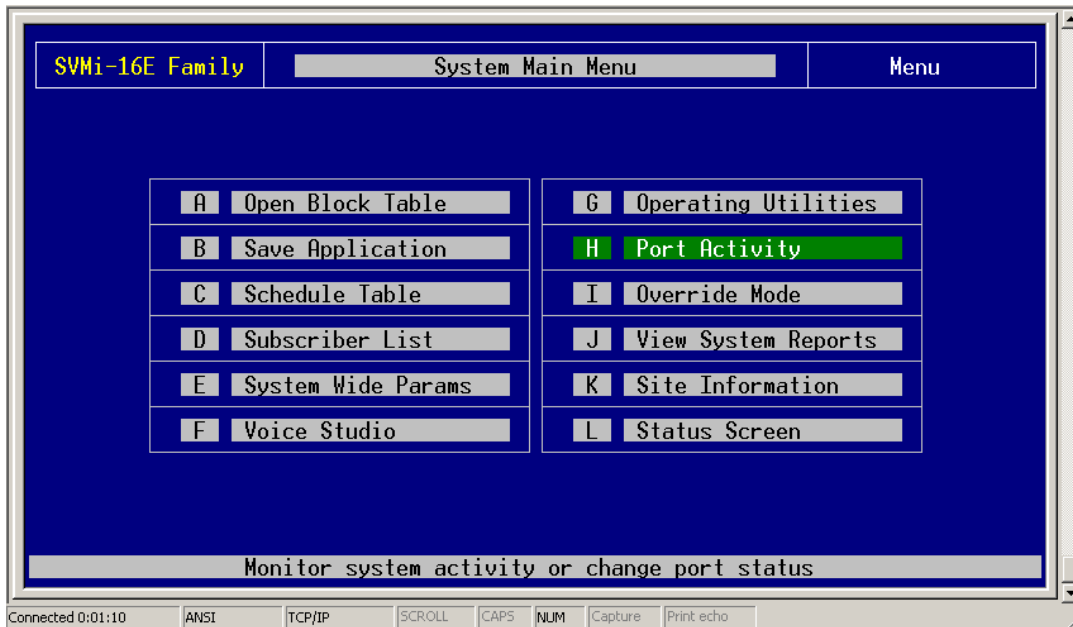
## SVMi-8 ID Mapping

- 8- Repeat step 7 for the “Direct Trunk” Menu, but this time change the “Operating Mode” from “00 to 02” (02 = Night Mode) and assign the different trunks to be answered by the Companies in the Night Mode operation.

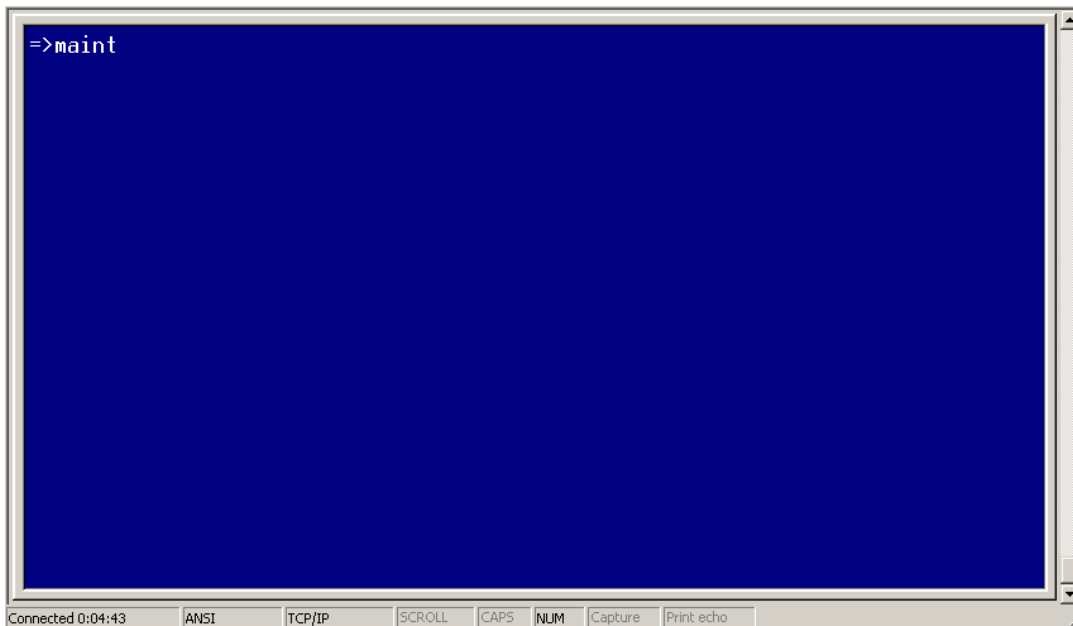
SVMi-8 Series		MENU - Direct Trunk				Page 2 of 4
Operating MODE.. 02	Menu INPUT Processor					
Night	InputValue	Action	Typ	Gp	Target Name	
INPUT from... TRUNK	NO-ENTRY	Goto	MNU		Night Main Menu	
	INVALID	Goto	MNU		Night Main Menu	
	FAXCALL					
	701	Goto	MNU		Company 01 Night	
	702	Goto	MNU		Company 02 Night	
	703	Goto	MNU		Company 03 Night	
Press ENTER to Edit a Field on the Line						

# How to do a manual maintenance on an SVMi (all models)

1. From the system main menu select “port activity”.



2. From the command prompt, type “maint” and press enter.



3. The SVMi will notify you that it is locking the ports on the voicemail.

```
=>maint
Daily Maintenance scheduled
=> 0) Attempting daily mainainance
=>NOTICE - Daily system maintainance
=>
```

**Notice - LOCKING PORTS**

Number of ports active: **08**

All voice ports must be locked before the system can proceed with this function.

Press ESC to Cancel

```
Connected 0:17:11  ANSI  TCP/IP  SCROLL  CAPS  NUM  Capture  Print echo
```

4. The SVMi will then begin maintenance.

```
=>DB 19:21.36.44 1) Line state set to Idle (0)
=>DB 19:21.36.44 2) Line state set to Idle (0)
=>DB 19:21.36.44 3) Line state set to Idle (0)
=>DB 19:21.36.44 8) Line state set to Idle (0)
=>DB 19:21.36.44 5) Line state set to Idle (0)
=>DB 19:21.36.49 4) Line state set to Idle (0)
=>DB 19:2
=>DB 19:2
=>DB 19:2
=>DB 19:2
=>DB 19:2
=>DB 19:2
=>DB 19:2
=>DB 19:2
=>DB 19:2
=>DB 19:2
=>DB 19:21.36.55 1) EVT VOICE-1: First party disconnect
=>DB 19:21.36.60 8) EVT VOICE-8: First party disconnect
=>DB 19:22.00.00 0) Message storage utilization: 13%
=>DB 19:23.00.03 0) Message storage utilization: 13%
=>DB 19:24.00.07 0) Message storage utilization: 13%
=>maint
Daily Maintenance scheduled
=> 0) Attempting daily mainainance
=>NOTICE - Daily system maintainance
=>
```

**NOTICE**

Releasing unused storage space

---

Please wait...

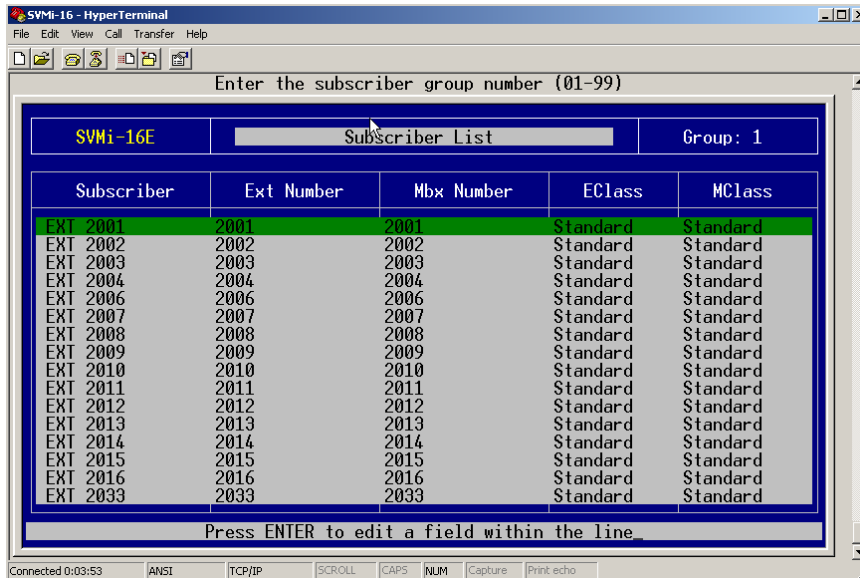
```
Connected 0:20:53  ANSI  TCP/IP  SCROLL  CAPS  NUM  Capture  Print echo
```

5. When it finishes it will return you to a command prompt. You may then either type in “exit” or press “Ctrl+E” to return to the main menu.



# How to Export a Subscriber List from One SVMi E (series) to another

1. Logon to your SVMi, and then go to the subscriber list.

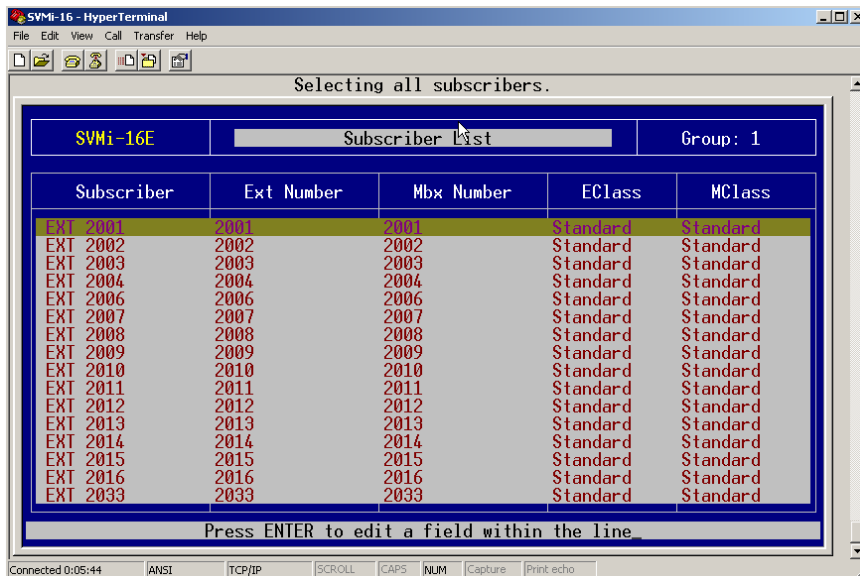


Enter the subscriber group number (01-99)

Subscriber	Ext Number	Mbx Number	EClass	MClass
EXT 2001	2001	2001	Standard	Standard
EXT 2002	2002	2002	Standard	Standard
EXT 2003	2003	2003	Standard	Standard
EXT 2004	2004	2004	Standard	Standard
EXT 2006	2006	2006	Standard	Standard
EXT 2007	2007	2007	Standard	Standard
EXT 2008	2008	2008	Standard	Standard
EXT 2009	2009	2009	Standard	Standard
EXT 2010	2010	2010	Standard	Standard
EXT 2011	2011	2011	Standard	Standard
EXT 2012	2012	2012	Standard	Standard
EXT 2013	2013	2013	Standard	Standard
EXT 2014	2014	2014	Standard	Standard
EXT 2015	2015	2015	Standard	Standard
EXT 2016	2016	2016	Standard	Standard
EXT 2033	2033	2033	Standard	Standard

Press ENTER to edit a field within the line.

2. Press Ctrl + N (to set subscriber export select mode), and then press Shift + A (to mark all records for export).

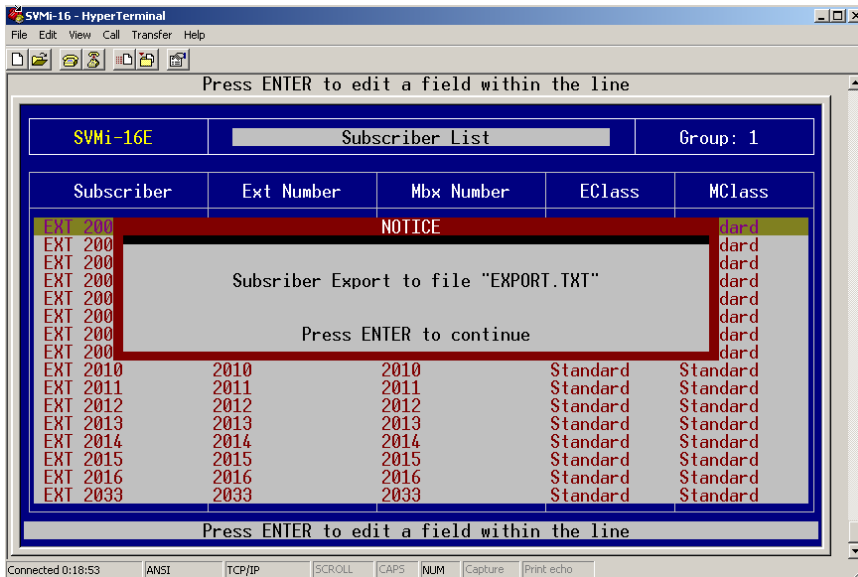


Selecting all subscribers.

Subscriber	Ext Number	Mbx Number	EClass	MClass
EXT 2001	2001	2001	Standard	Standard
EXT 2002	2002	2002	Standard	Standard
EXT 2003	2003	2003	Standard	Standard
EXT 2004	2004	2004	Standard	Standard
EXT 2006	2006	2006	Standard	Standard
EXT 2007	2007	2007	Standard	Standard
EXT 2008	2008	2008	Standard	Standard
EXT 2009	2009	2009	Standard	Standard
EXT 2010	2010	2010	Standard	Standard
EXT 2011	2011	2011	Standard	Standard
EXT 2012	2012	2012	Standard	Standard
EXT 2013	2013	2013	Standard	Standard
EXT 2014	2014	2014	Standard	Standard
EXT 2015	2015	2015	Standard	Standard
EXT 2016	2016	2016	Standard	Standard
EXT 2033	2033	2033	Standard	Standard

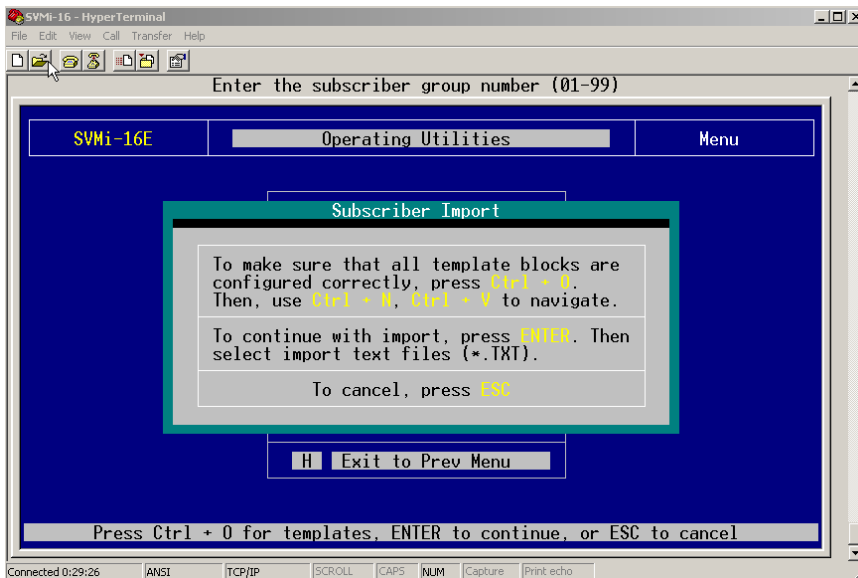
Press ENTER to edit a field within the line.

3. Press Ctrl + X to start the subscriber export process.

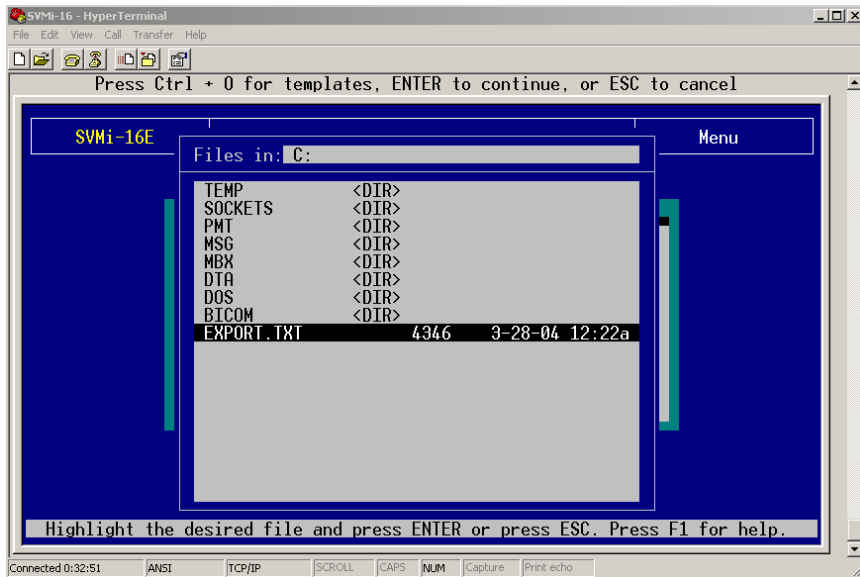


4. Press enter and then press Ctrl + E to exit out to the main menu.

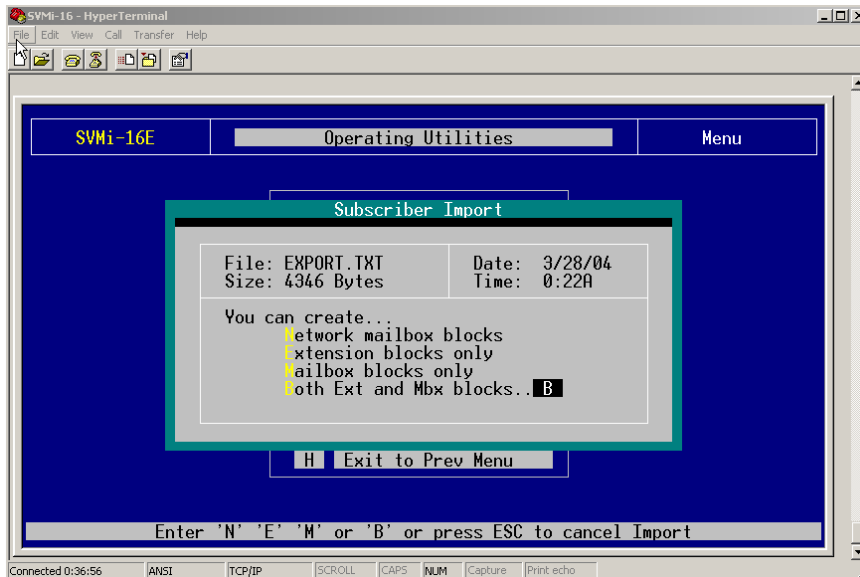
5. Select operating utilities, and then select subscriber import.



6. Press enter to continue to the next screen.

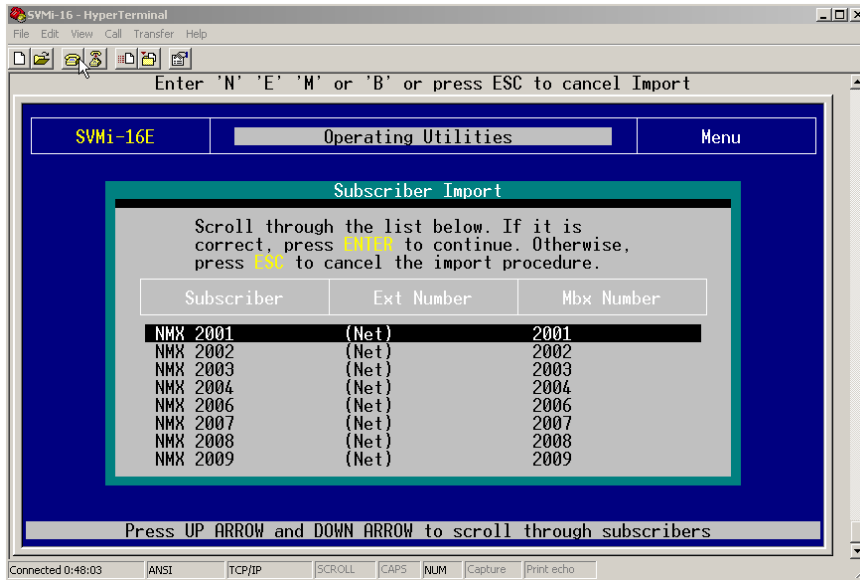


7. Highlight export.txt and press enter.



8. Select what you wish to create (network mailboxes, extension blocks only, mailbox blocks only, or both ext. and mbx blocks).



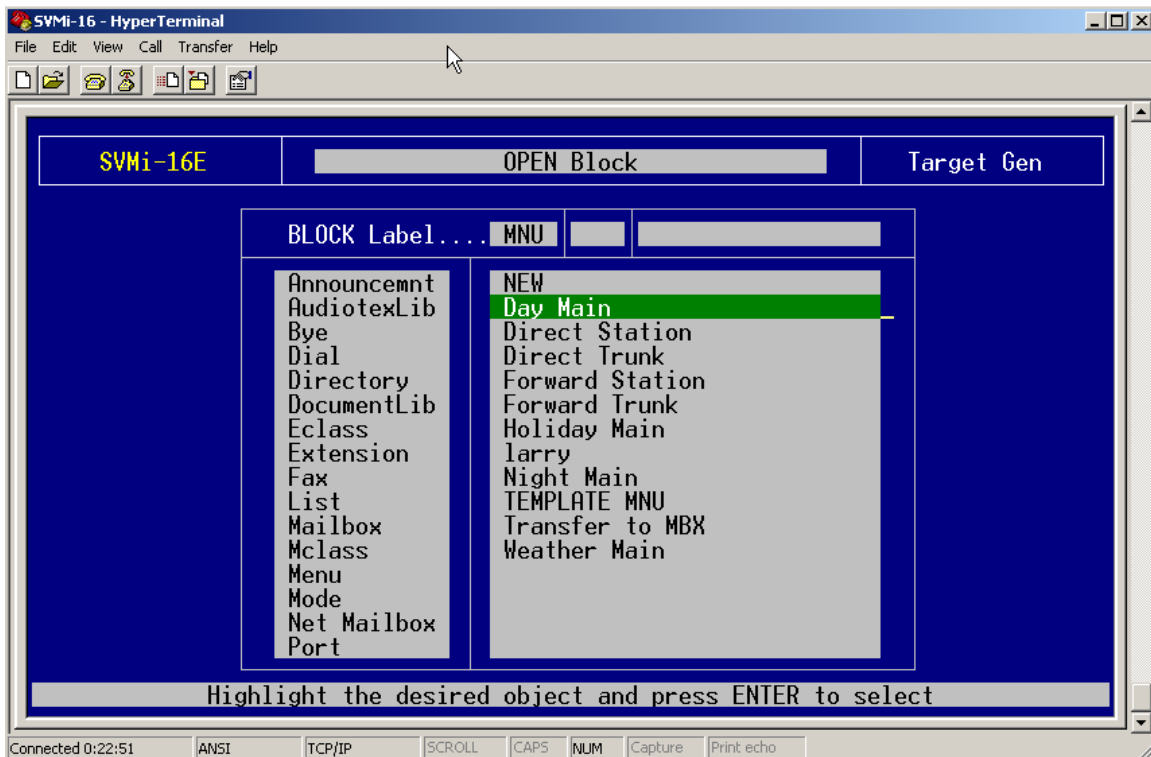


9. Press enter to continue the import process.

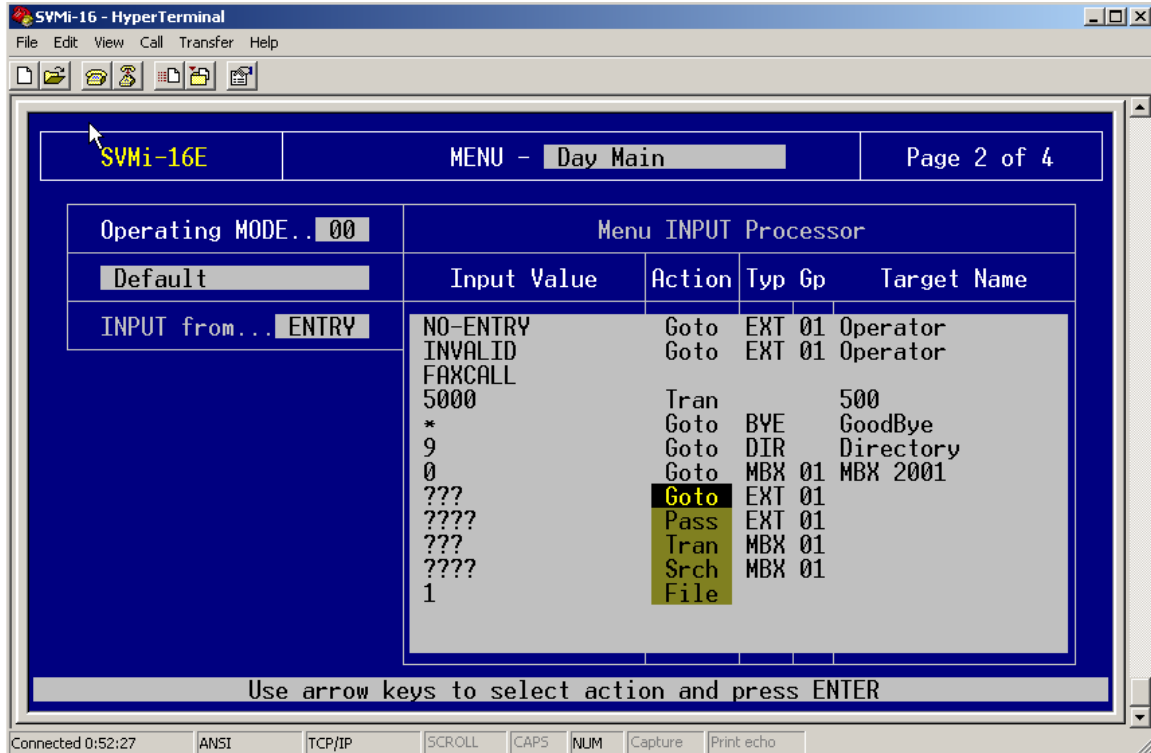
# How to Outdial on an SVMi-E series Voice Mail without using an Extension Block

With the new E series SVMi's you now have the ability to make outdials with the voice mail without tying up virtual extensions out of the switch, and with out the need to use an extension block. In the following example we will set up a single digit option out of a menu that outdials to a specific phone number.

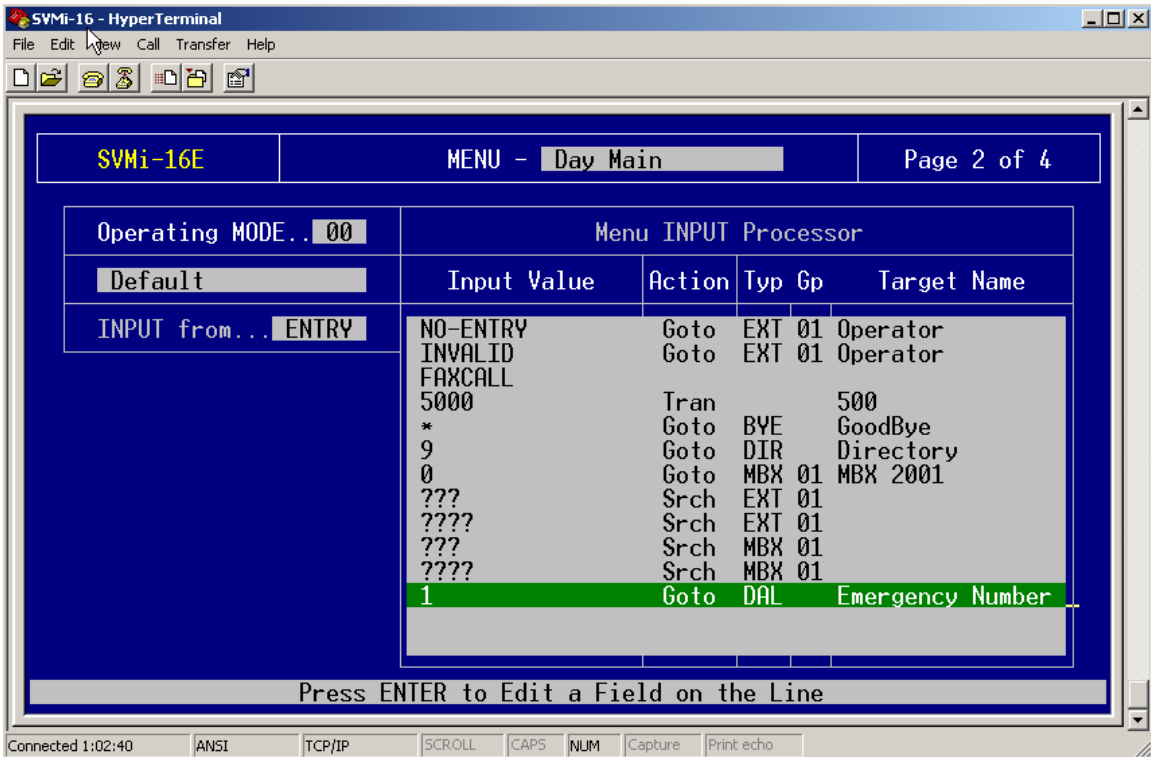
1. Log in to the SVMi-E series voice mail.
2. From the main menu select "open block table".
3. From the block table menu select "menu".
4. From the "menu" list, select the menu that you wish to modify.



5. Go to page 2 of 5 of the menu.
6. Find an available line in the “menu input processor”.
7. Enter a number for the single digit, and then select “goto”.

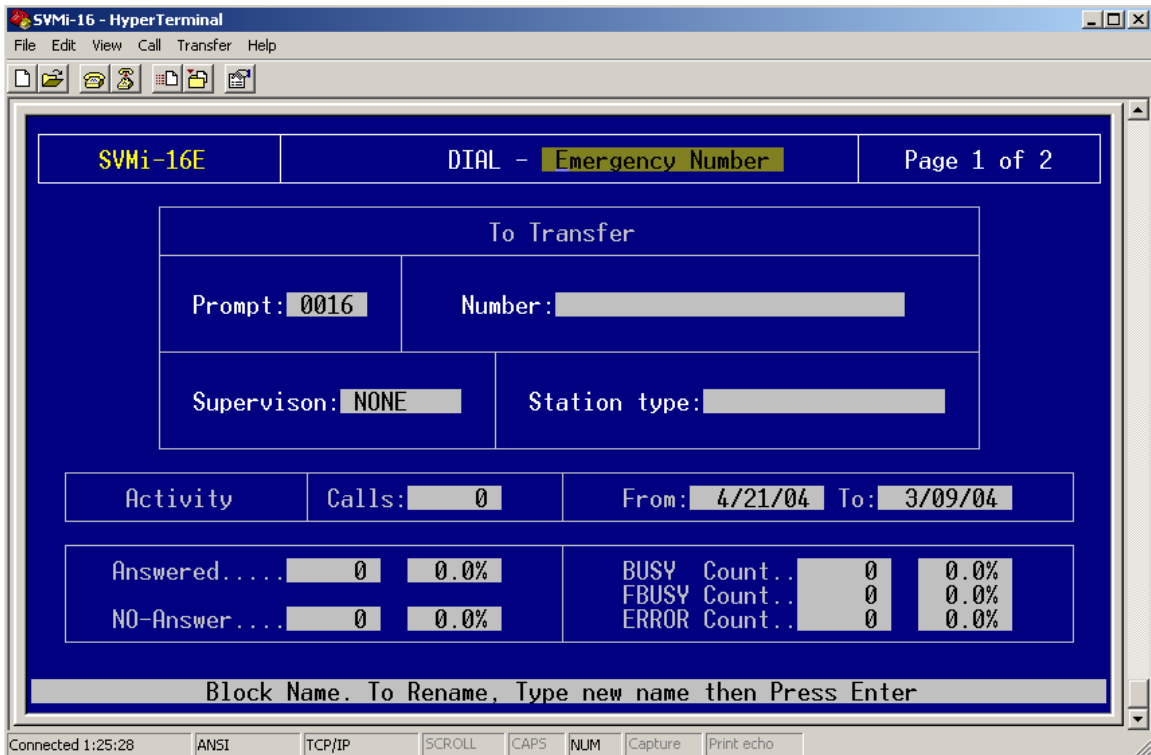


8. Select “dial”, and then “new”.
9. Name the new dial block and press “enter”.

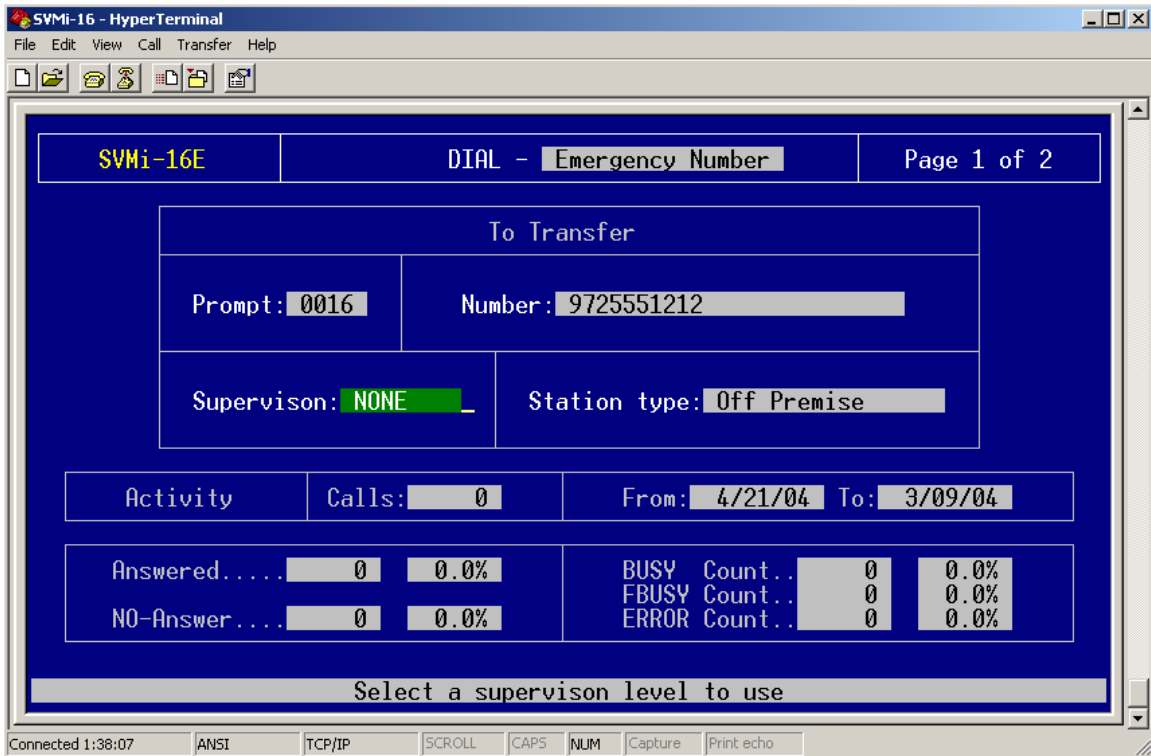


10. Press “Ctrl+E” to exit out of the menu and save.

11. From the “open block” menu select “dial”, and then select the new dial block that you created earlier.



12. Enter the phone number that you wish to call in the “number” field.
13. Select the type of station block that you need to use to make the call (like the off premise station block for an outside call).
14. Choose the “supervision level”.
15. If you want something other than the default prompt 0016 (“Thank you, one moment please”), then assign the prompt number that you will be recording in the “prompt” field.




16. That’s all there is to it. You can also use dial blocks in an extension block by using the “caller options processor” on page 3 of 5.

**Setting up Day and Night Personal Greeting (Example using Extn 2003)  
 Day will be same as usually No Answer Greeting #1, this example shows  
 how to have a different greeting at night**

Page 1 of extn block have to put "Y" for Scheduling and "Y" for Intercept

SVMi-16E		EXTENSION - 01 EXT 2003		Page 1 of 5	
Number..... 2003		Mailbox: 01:MBX 2003			
Language.. None		Eclass: 01:Standard			
Extension Controls			Authorizations		
Dial number: 2003		Blocking allowed: N Enabled... N			
Alternate...		Call forwarding.. N Enabled... N			
Supervision level... NONE		Call screening... N Enabled... N			
PAN Supervision.... NONE		Find Me allowed.. N Enabled... N			
Subscriber password: *****		Scheduling..... Y Intercept: Y			
Acct. Code:		Retrieve public caller allowed.. N			
Station....		Private access numbers allowed.. N			
Auto Login..... N		Busy greeting allowed..... N			
Directory Public: Y User: Y		Alternate location allowed..... Y			
Retention days remaining: 0		Stored phone numbers allowed... Y			
		Access profile allowed..... N			
		Extended prompting enabled..... Y			

Page 2 of extn block assign greeting number for night (using 2 in this example)  
 Now when access mailbox Enter Password, then 0 for access manager, then 5 for personal  
 greetings, then 4 for night greeting, you  
 will be prompted accordingly

SVMi-16E		EXTENSION - 01 EXT 2003		Page 2 of 5	
Stored Numbers		Greeting Num Recorded		Availability Schedule	
		No answer: 1 N		Sun.. 12:00A 12:00A	
		Busy..... 0 N		Mon.. 12:00A 12:00A	
		Blocked... 0 N		Tue.. 12:00A 12:00A	
		Night..... 2 N		Wed.. 12:00A 12:00A	
		Screening: 0 N		Thu.. 12:00A 12:00A	
Password set..... N		Fri.. 12:00A 12:00A		Sat.. 12:00A 12:00A	
Name recorded..... N					

PROMPT LISTING

FILE: 0001.PMT

"Thank you for calling."

USAGE.....

System salutation. "Thank you for calling. An operator will be with you in a moment. If you know the extension... (etc.)."

FILE: 0002.PMT

"An operator will be with you in a moment."

USAGE.....

System salutation (when an operator is available). "Thank you for calling. An operator will be with you in a moment. If you know the extension... (etc.)."

FILE: 0003.PMT

"Our office hours are 8 AM to 5 PM, Monday through Friday."

USAGE.....

System salutation (after hours). "Thank you for calling. Our office hours are 8 AM to 5 PM, Monday through Friday. If you know the extension... (etc.)."

FILE: 0004.PMT

"Our office is closed for the holiday."

USAGE.....

System salutation. "Thank you for calling. Our office is closed for the holiday. If you know the extension... (etc.)."

FILE: 0005.PMT

"Our office is closed due to emergency conditions. We hope to return to normal operation soon. Some of our employees may be in."

USAGE.....

System salutation (inclement weather or other emergency conditions). "Thank you for calling. Our office is closed due to emergency conditions. We hope to return to normal operations soon. If you know the extension... (etc.)."

FILE: 0006.PMT

"If you know the extension of the person you are calling, you may enter it now."

USAGE.....

"Thank you for calling. An operator will be with you in a moment. If you know the extension of the person you are calling, you may enter it now. To reach the sales department, press 1. For the service department, press 2."

FILE: 0007.PMT

"To reach the sales department, press 2. For the service department, press 3."

USAGE.....

"Thank you for calling. An operator will be with you in a moment. If you know the extension of the person you are calling, you may enter it now. To reach the sales department, press 2. For the service department, press 3."

FILE: 0008.PMT

"To leave a message in our after hours message center, please stay on the line."

USAGE.....

When an operator is not available and the system is set up to take messages in a general mailbox (assumes rotary phone callers "Thank you for calling. Our office hours are 8 AM to 5 PM, Monday through Friday. If you know the extension of the person you are calling you may enter it now. To leave a message in our message center, please stay on the line."

FILE: 0009.PMT

"Sorry, that is not a valid entry. Please try again."

USAGE.....

Maybe used in any Block which accepts caller entry.

FILE: 0010.PMT

"Sorry, that is not a valid entry. Please try again, or hold for an operator."

USAGE.....

Optional MENU prompt to indicate invalid entry to the caller.

FILE: 0011.PMT

"Please enter your password."

USAGE.....

Used only in a Menu Block to request a Subscriber's Extension or Mailbox. Also used for Password-Protected pointers.

FILE: 0016.PMT

"Thank You. One moment please."

USAGE.....

Played to a caller prior to initiation of a transfer to an extension.

FILE: 0023.PMT

"Thank you."

USAGE.....

Played to the called party to acknowledge that a screened call has been rejected or redirected.

FILE: 0040.PMT

For a directory of extensions, press 1.

USAGE.....

Used in a menu block, to tell the caller which digit to press to access the extension directory.

FILE: 0051.PMT

"Goodbye, and thank you for calling."

USAGE.....

Played to caller prior to the system hanging up.

FILE: 0052.PMT

Subscriber Services. To access your Executary, please enter your subscriber number.



FILE: 0053.PMT

To access the main menu, press '1'. To return to your Executory, press the pound key. To exit this call, press the star key.

FILE: 0054.PMT

"Your call has been directed to the message center".

USAGE.....

Used in a MENU block for non-integrated voice mail installations to greet the caller. It is typically followed by instructions to re-enter the called party's extension number.

FILE: 0055.PMT

"An operator will be with you in a moment."

USAGE.....

In a MENU block to inform the caller they will be connected to a human attendant shortly if no action is taken.

FILE: 0056.PMT

"To leave a confidential message for the person you are calling, please re-enter the number you called."

USAGE.....

In a MENU block in non-integrated voice mail installations to request the destination mailbox for a public message.

FILE: 0057.PMT

"If you are calling from a rotary phone, please stay on the line."

USAGE.....

In a MENU block after the opening options to tell callers that they will be connected to a human operator after a brief wait.

FILE: 0058.PMT

"Please enter the mailbox number for which the message is intended."

USAGE.....

Menu for subscribers who are transferring a caller into someone else's mailbox to leave a message.

FILE: 0059.PMT

"To access the main menu, press 1. To end this call, press the star key."

USAGE.....

Default prompt in menu which follows subscriber exit from a mailbox or extension menu.

FILE: 0060.PMT

"Please enter the announcement number."

USAGE.....

Default prompt for an audiotex information center.

FILE: 0061.PMT

"To replay this announcement, press 1."

USAGE.....

Default prompt to offer replay of the announcement.

FILE: 0062.PMT

No announcements match your entry.

USAGE.....

Used in the Announcement Librarian to inform the caller that no announcement was found.

FILE: 0063.PMT

I'm sorry, the message storage unit is full.

USAGE.....

Used in the Announcement Librarian to inform the administrator that they are unable to record an announcement.

FILE: 0071.PMT

To review, press '1'. To rerecord, press '2'. To confirm, press '3'. To exit and return to the main menu, press the star key.

FILE: 0101.PMT

"For assistance, please hold. An operator will be with you in a moment."

USAGE.....

Optional prompt for use in a MENU or SPEAK block.

FILE: 0103.PMT

"Please hold while I connect your call."

FILE: 0109.PMT

For a directory of extensions, press 9.

USAGE.....

Used in a menu block, to tell the caller which digit to press to access the extension directory.

FILE: 0110.PMT

"I'll transfer you to an operator."

USAGE.....

Optional prompt used prior to transfer to a switchboard attendant in a DIAL or ECLASS block.

FILE: 0111.PMT

"Goodbye."

USAGE.....

Optional hang up prompt for use in a BYE block.

FILE: 0112.PMT

"To leave a confidential message for the person you are calling, please enter the mailbox number now."

USAGE.....

Optional prompt used in a MENU supporting messaging in a non-integrated environment.

FILE: 0114.PMT

"For a directory of mailboxes, press '1'."

USAGE.....

Optional prompt used in a menu to advise a caller of the availability of directory services.

FILE: 0115.PMT

"Please enter the first few letters of the person's last name.  
For the letter 'Q' use the '7' key. For the letter 'Z' use the  
'9' key. Please enter the letters now."

USAGE.....

Used in the Directory facility to inform the caller how to  
enter a party's name for lookup.

FILE: 0116.PMT

"One moment."

USAGE.....

Optional short prompt to use in an ECLASS or DIAL block prior  
to call transfer.

FILE: 0118.PMT

Press one.

USAGE.....

Used by the System Directory Facility.

FILE: 0119.PMT

Press two.

USAGE.....

Used by the System Directory Facility.

FILE: 0120.PMT

Press three.

USAGE.....

Used by the System Directory Facility.

FILE: 0121.PMT

Press four.

USAGE.....

Used by the System Directory Facility.

FILE: 0122.PMT

Press five.

USAGE.....

Used by the System Directory Facility.

FILE: 0123.PMT

Press six.

USAGE.....

Used by the System Directory Facility.

FILE: 0124.PMT

Press seven.

USAGE.....

Used by the System Directory Facility.

FILE: 0125.PMT

Press eight.

USAGE.....

Used by the System Directory Facility.

FILE: 0126.PMT

"For additional names, press 9."

USAGE.....  
When the number of matches, entered by a caller, exceeds the "Maximum number of matches allowed" value set in the system directory facility, they will be asked to press 9 for additional

FILE: 0127.PMT  
"Enter the first few letters of the party's last name on the telephone keypad. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key."  
USAGE.....  
Used by the System Directory Facility.

FILE: 0128.PMT  
"No names matching your entry were found."  
USAGE.....  
Used by the System Directory Facility.

FILE: 0129.PMT  
To enter a new name, press '0'.  
USAGE.....  
Used by the System Directory Facility.

FILE: 0130.PMT  
To exit, press the Star key.  
USAGE.....  
Used by the System Directory Facility.

FILE: 0131.PMT  
Invalid entry.  
USAGE.....  
Used by the System Directory Facility.

FILE: 0132.PMT  
For...  
USAGE.....  
Used by the System Directory Facility.

FILE: 0133.PMT  
To reach...  
USAGE.....  
Used by the System Directory Facility.

FILE: 0139.PMT  
Enter the first few letters of the party's first name on the telephone keypad. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key.  
USAGE.....  
Used as an alternate prompt for the System Directory Facility.

FILE: 0200.PMT  
"Document number..."  
USAGE.....  
Played in the Document Librarian prior to announcing a fax document key.

FILE: 0201.PMT  
"This document was last revised on..."

USAGE.....  
Played in the Document Librarian prior to announcing the last revision date of a fax document.

FILE: 0202.PMT  
"This document is currently unavailable."  
USAGE.....  
Played by the Document Librarian when a fax block exists but contains no fax document.

FILE: 0203.PMT  
"If this selection is correct, press '1'."  
USAGE.....  
Played in the Document Librarian to describe to the caller how to confirm a fax document selection.

FILE: 0204.PMT  
"If this selection is not correct, press '2'."  
USAGE.....  
Used in the announcement librarian to explain how to reject a selected fax document.

FILE: 0205.PMT  
"To hear your selection again, press '3'."  
USAGE.....  
Played by the Document Librarian to explain how to hear a document selection again.

FILE: 0206.PMT  
"To receive the selected fax documents, press '4'."  
USAGE.....  
Played in the document librarian to explain how to have requested fax documents delivered.

FILE: 0207.PMT  
"To select additional documents, press '5'."  
USAGE.....  
Played by the Document Librarian to explain how to select additional fax documents.

FILE: 0208.PMT  
"To cancel your selections and access other options, press the star key."  
USAGE.....  
Played by the Document Librarian to explain how to escape from the document selection process.

FILE: 0209.PMT  
"To cancel your selections and to speak with an operator, press '0'."  
USAGE.....  
Played by the Document Librarian to explain how to reach an operator for help.

FILE: 0210.PMT  
"If you are calling from your fax machine and would like your

selections faxed to you immediately, press '1'. If you would like to have your selections faxed to another number, press '2'."

USAGE.....

Played by the Document Librarian to explain how to specify the document delivery method.

FILE: 0211.PMT

"Enter the telephone number, including area code, where you would like your documents delivered. If you make a mistake, press the star key.

USAGE.....

Played by the Document Librarian to explain how to enter a phone number for fax back delivery.

FILE: 0212.PMT

"The telephone number you have entered is..."

USAGE.....

Played by the Document Librarian prior to repeating the phone number entered for fax back delivery.

FILE: 0213.PMT

"If the telephone number is correct, press '1', otherwise, press '3'."

USAGE.....

Played by the Document Librarian to ask for confirmation of a telephone number entered for fax back delivery.

FILE: 0214.PMT

"Thank you. The documents you have selected will be delivered shortly. We will make up to 5 attempts to deliver your selections."

USAGE.....

Played by the Document Library upon completion of a fax back document selection session.

FILE: 0215.PMT

"Please press the start or manual receive button on your fax machine."

USAGE.....

Played by the Document Librarian at the end of a single call fax delivery session.

FILE: 0216.PMT

"We're sorry, but due to technical difficulties, your document selections cannot be delivered at this time. Please try again later."

USAGE.....

Played by the Document Librarian in the event of a system error during the fax retrieval process.

FILE: 0217.PMT

"Invalid entry. Try again."

USAGE.....

Played by the Document Librarian when a caller makes an invalid entry.

FILE: 0218.PMT  
"Please enter your password."  
USAGE.....  
Played by the Document Librarian to ask the system administrator to enter their password.

FILE: 0219.PMT  
"For voice label administration, press '1'.  
USAGE.....  
Played by the Document Librarian to ask the administrator to specify voice administration.

FILE: 0220.PMT  
"To load a new fax document, press '2'.  
USAGE.....  
Played by the Document Librarian to offer the 'load a new fax document' option.

FILE: 0221.PMT  
"To discard the fax document currently in memory, press '3'.  
USAGE.....  
Played by the Document Librarian to instruct the administrator on how to erase a fax document currently in the system.

FILE: 0222.PMT  
"To exit, press the star key."  
USAGE.....  
Played by the Document Librarian explain to the administrator how to exit fax administration.

FILE: 0223.PMT  
"Load the new document into your fax machine and press the start button."  
USAGE.....  
Played by the Document Librarian to tell the administrator to start the transmission process.

FILE: 0224.PMT  
"The fax document has been received."  
USAGE.....  
Played by the Document Librarian to confirm that a fax document has been received and stored.

FILE: 0225.PMT  
"The fax document has been discarded."  
USAGE.....  
Played by the Document Librarian to confirm that a document has been deleted.

FILE: 0226.PMT  
"I'm sorry, the document storage unit is full."  
USAGE.....  
Played by the Document Librarian in the event that the storage system is full during fax administration.

FILE: 0300.PMT

To listen to new messages, press '1'.

FILE: 0301.PMT

To group new messages, press '11'.

FILE: 0302.PMT

Direct call.

FILE: 0303.PMT

"Enter the telephone number"

FILE: 0304.PMT

For a directory, press the '#' key alone.

FILE: 0305.PMT

Please hold while I dial that number.

FILE: 0306.PMT

When you are finished with the call, press the star key.

FILE: 0307.PMT

Access Manager.

FILE: 0308.PMT

To record and send a message, press '2'.

FILE: 0309.PMT

To forward calls to another extension, press '4'.

FILE: 0310.PMT

To cancel call forwarding, press '4'.

FILE: 0311.PMT

To set call blocking, press '3'.

FILE: 0312.PMT

To cancel call blocking, press '3'.

FILE: 0313.PMT

To review saved messages, press '3'.

FILE: 0314.PMT

To group saved messages, press '33'.

FILE: 0315.PMT

...forwarded to...

FILE: 0316.PMT

"Enter the extension to which calls should be forwarded"

FILE: 0317.PMT

Call forwarding is canceled.

FILE: 0318.PMT

...temporarily blocked with...



FILE: 0319.PMT  
...indefinitely blocked with...

FILE: 0320.PMT  
For the Access Manager, press '4'.

FILE: 0321.PMT  
Call blocking is canceled.

FILE: 0322.PMT  
Call Screening is set.

FILE: 0323.PMT  
Call screening is canceled.

FILE: 0324.PMT  
For personal greetings, press '5'.

FILE: 0325.PMT  
Calais is routing calls from...

FILE: 0326.PMT  
...all callers...

FILE: 0327.PMT  
...PAN callers and subscribers...

FILE: 0328.PMT  
...privileged PAN callers...

FILE: 0329.PMT  
...no callers...

FILE: 0330.PMT  
...all other callers are...

FILE: 0331.PMT  
...all callers are...

FILE: 0332.PMT  
"Enter the number of a caller you are taking calls from"

FILE: 0333.PMT  
"Enter the next number of a caller you are taking calls from"

FILE: 0334.PMT  
When you are finished, press the pound key alone.

FILE: 0335.PMT  
...to your designated location.

FILE: 0336.PMT  
If you are taking all calls, press '1'. If you are taking calls from PAN callers, press '2'. To limit calls to privileged PAN's press '3'. If taking calls from a specified

list, press '4'. If you are not taking any calls, press '5'.

FILE: 0337.PMT  
...your extension...

FILE: 0338.PMT  
"Enter the telephone number where you can be reached"

FILE: 0339.PMT  
"For Mailbox Administration, press '6'."

FILE: 0340.PMT  
For personal administration, press '7'.

FILE: 0341.PMT  
To pause, press '8'.

FILE: 0342.PMT  
"For Personal Services, press the pound key."

FILE: 0343.PMT  
For additional options, press '0'.

FILE: 0344.PMT  
Enter two digits each for the hour and minute.

FILE: 0345.PMT  
For AM, press '1'. For PM, press '2'.

FILE: 0346.PMT  
For your extension, press the pound key alone.

FILE: 0347.PMT  
To exit, press the '\*' key.

FILE: 0348.PMT  
To place a direct call to the sender, press '5'.

FILE: 0349.PMT  
To receive the attached fax document, press '55'.

FILE: 0350.PMT  
To forward a copy to someone else, press '6'.

FILE: 0351.PMT  
"To review your Workload, press '1'."

FILE: 0352.PMT  
Until further notice.

FILE: 0353.PMT  
To place a direct call, press '5'.

FILE: 0354.PMT  
"Personal Services"

FILE: 0355.PMT

To enable auto play of new messages, press '5'.

FILE: 0356.PMT

To disable auto play of new messages, press '5'.

FILE: 0357.PMT

Auto play of new messages is enabled.

FILE: 0358.PMT

Auto play of new messages is disabled.

FILE: 0359.PMT

"To record a Reminder, press the pound key."

FILE: 0360.PMT

Copy message.

FILE: 0361.PMT

New messages.

FILE: 0362.PMT

Record Message

FILE: 0363.PMT

Discarded.

FILE: 0364.PMT

Saved.

FILE: 0365.PMT

Saved messages.

FILE: 0366.PMT

"To go to the previous message, press '11'."

FILE: 0367.PMT

Personal Greetings.

FILE: 0368.PMT

This message will be sent to...

FILE: 0369.PMT

Enter your password.

FILE: 0370.PMT

To set message alert options, press '1'.

FILE: 0371.PMT

To enable pager notification, press '1'.

FILE: 0372.PMT

To disable pager notification, press '1'.

FILE: 0373.PMT

To review deleted messages, press '3'.

FILE: 0374.PMT  
I'm sorry, the call was not answered.

FILE: 0375.PMT  
I'm sorry, the number is busy.

FILE: 0376.PMT  
I'm sorry, your call did not go through.

FILE: 0377.PMT  
"I'm sorry. That party is not available."  
USAGE.....  
Played to caller when a screened call is rejected or when call blocking is set and no target is set for the Blocked pointer.  
"I'm sorry. That party is not available. To transfer to a different extension, please enter it now."

FILE: 0378.PMT  
To review undelivered messages, press '4'.

FILE: 0379.PMT  
To set voice message delivery, press '1'.

FILE: 0380.PMT  
"...is holding."  
USAGE.....  
Used in the ECLASS following the name of the party holding for a page.

FILE: 0381.PMT  
To set fax message delivery, press '2'.

FILE: 0382.PMT  
Weekly Schedule.

FILE: 0383.PMT  
All day.

FILE: 0384.PMT  
To set to all day, press '4'.

FILE: 0385.PMT  
To copy the previous day's setting, press '5'.

FILE: 0386.PMT  
The current setting is...

FILE: 0387.PMT  
To exit, press the star key.

FILE: 0388.PMT  
For a list of options, press '0'.

FILE: 0389.PMT  
That option is not available.

FILE: 0390.PMT

I could not process your entry.

FILE: 0391.PMT

To accept, press '1'. To change, press '2'.

FILE: 0392.PMT

If this is correct, press the pound key; otherwise...

FILE: 0393.PMT

Start time.

FILE: 0394.PMT

Stop time.

FILE: 0395.PMT

To schedule your availability, press '3'.

FILE: 0396.PMT

To edit your mailbox greeting, press '7'.

FILE: 0397.PMT

To assign your Night greeting, press '4'.

FILE: 0398.PMT

To assign your Call Screening greeting, press '5'.

FILE: 0399.PMT

To edit your personal greetings, press '6'.

FILE: 0400.PMT

Your night greeting is...

FILE: 0401.PMT

Your call screening greeting is...

FILE: 0402.PMT

To assign your no answer greeting, press '1'.

FILE: 0403.PMT

To assign your busy greeting, press '2'.

FILE: 0404.PMT

To assign your blocked greeting, press '3'.

FILE: 0405.PMT

"For private access numbers, press '7'."

FILE: 0406.PMT

Your busy greeting is

FILE: 0407.PMT

Your no answer greeting is...

FILE: 0408.PMT

Your blocked greeting is

FILE: 0409.PMT

To change your phone number, press '1'.

FILE: 0410.PMT

The system caller options.

FILE: 0411.PMT

Enter the options you wish to enable, followed by the pound key. To enable All Options, press the pound key alone.

FILE: 0412.PMT

How long do you wish calls to be forwarded?

FILE: 0413.PMT

Enter a personal greeting number, '1' through '9'.

FILE: 0414.PMT

To clear the currently assigned greeting, press '0'.

FILE: 0415.PMT

All Options enabled.

FILE: 0416.PMT

To edit the greeting, press '2'.

FILE: 0417.PMT

If this is the correct greeting, press '1'.

FILE: 0418.PMT

To select a different greeting, press '3'.

FILE: 0419.PMT

Personal Greeting Number.

FILE: 0420.PMT

Greeting assigned.

FILE: 0421.PMT

"To stop recording, press '2'."

FILE: 0422.PMT

Subscriber Administration.

FILE: 0423.PMT

To change your password, press '1'.

FILE: 0424.PMT

To edit stored telephone numbers, press '2'.

FILE: 0425.PMT

To enable extended prompting, press '4'.

FILE: 0426.PMT

To disable extended prompting, press '4'.

FILE: 0427.PMT

To hear a list of existing numbers, press '9'.

FILE: 0428.PMT

To set call screening, press '5'.

FILE: 0429.PMT

The current password is...

FILE: 0430.PMT

Enter the new password followed by the pound key.

FILE: 0431.PMT

Password set.

FILE: 0432.PMT

To reset the password to the default value, press '1'.

FILE: 0433.PMT

To record your name, press '2'.

FILE: 0434.PMT

Subscriber name.

FILE: 0435.PMT

Extended prompting enabled.

FILE: 0436.PMT

Extended prompting disabled.

FILE: 0437.PMT

To cancel call screening, press '5'.

FILE: 0438.PMT

To edit your access profile, press '2'.

FILE: 0439.PMT

Subscriber Editor.

FILE: 0440.PMT

This subscriber does not exist.

FILE: 0441.PMT

To create an extension, press '1'.

FILE: 0442.PMT

To create a mailbox, press '2'.

FILE: 0443.PMT

To create both, press '3'.

FILE: 0444.PMT

To delete this subscriber, press '4'.

FILE: 0445.PMT

Subscriber deleted.

FILE: 0446.PMT

To edit the subscriber, press '5'.

FILE: 0447.PMT

Subscriber created.

FILE: 0448.PMT

"Enter a subscriber number"

FILE: 0449.PMT

Private Access Numbers.

FILE: 0450.PMT

Enter the PAN Id. number followed by the pound key.

FILE: 0451.PMT

No recorded name exists.

FILE: 0452.PMT

A privileged caller.

FILE: 0453.PMT

No interactive message exists.

FILE: 0454.PMT

The interactive message is temporary.

FILE: 0455.PMT

The interactive message is permanent.

FILE: 0456.PMT

Your phone number is...

FILE: 0457.PMT

Call blocking is set.

FILE: 0458.PMT

End of PAN list.

FILE: 0459.PMT

PAN editor.

FILE: 0460.PMT

To go to the next PAN, press the pound key.

FILE: 0461.PMT

To set until further notice, press the '#' key.

FILE: 0462.PMT

To play the message, press '1'.

FILE: 0463.PMT

To edit the interactive message, press '2'.



FILE: 0464.PMT

To discard the interactive message, press '3'.

FILE: 0465.PMT

To give this PAN privileged access, press '4'.

FILE: 0466.PMT

To take away privileged access, press '4'.

FILE: 0467.PMT

Privilege granted.

FILE: 0468.PMT

Privilege revoked.

FILE: 0469.PMT

To make the interactive message permanent, press '6'.

FILE: 0470.PMT

If you wish the interactive message to be automatically deleted after it plays to the PAN caller, press '6'.

FILE: 0471.PMT

To edit stored telephone numbers, press '7'.

FILE: 0472.PMT

Stored telephone numbers.

FILE: 0473.PMT

Enter the stored telephone number position, 1 through 5.

FILE: 0474.PMT

The interactive message was last updated on...

FILE: 0475.PMT

No PAN records are available.

FILE: 0476.PMT

Your message was last played on...

FILE: 0477.PMT

To review statistics, press '0' '0'.

FILE: 0478.PMT

To discard this entire record, press '9'.

FILE: 0479.PMT

For immediate delivery, press the '#' key.

FILE: 0480.PMT

How long do you wish this number to be your designated location.

FILE: 0481.PMT

How long do you wish calls to be blocked.

FILE: 0482.PMT

...press the pound key.

FILE: 0483.PMT

Enter two digits each for the month and day.

FILE: 0484.PMT

To set call blocking, press '1'.

FILE: 0485\_SRD.PMT

Executary.

FILE: 0486.PMT

For Pager Notification, press '2'.

FILE: 0487.PMT

To schedule pager notification, press '2'.

FILE: 0488.PMT

To clear the current setting, press '3'.

FILE: 0489.PMT

Fax deliver is set.

FILE: 0490.PMT

Fax deliver is not set.

FILE: 0491.PMT

The new setting is...

FILE: 0492.PMT

To enable fax delivery, press '1'.

FILE: 0493.PMT

Fax document attached.

FILE: 0494.PMT

No fax document is attached.

FILE: 0495.PMT

No message is recorded.

FILE: 0496.PMT

For fax messages, press '5'.

FILE: 0497.PMT

Mailbox Greeting.

FILE: 0498.PMT

If you are calling from your fax machine and would like to receive the fax documents immediately, press '1'. To deliver the documents to another number, press '2'.

FILE: 0499.PMT

For the current document, press '1'. To receive all documents, press '2'.

FILE: 0500.PMT  
Access Profile.

FILE: 0501.PMT  
To hear your access profile, press the '#' key.

FILE: 0502.PMT  
For special scheduling features, press the '#' key.

FILE: 0503.PMT  
For the next few hours, press '1'.

FILE: 0504.PMT  
Urgent.

FILE: 0505.PMT  
Certified.

FILE: 0506.PMT  
Confidential.

FILE: 0507.PMT  
Callback requested.

FILE: 0508.PMT  
"Enter the sender's number"

FILE: 0509.PMT  
"To create a reminder, press '#' '#'."

FILE: 0510.PMT  
For urgent messages, press '1'.

FILE: 0511.PMT  
For callbacks, press '2'.

FILE: 0512.PMT  
For reminders, press '3'.

FILE: 0513.PMT  
For messages from a specific sender, press '9'.

FILE: 0514.PMT  
For private messages, press '4'.

FILE: 0515.PMT  
End of recording.

FILE: 0516.PMT  
End of list.

FILE: 0517.PMT  
Your message was received by...

FILE: 0518.PMT  
This message is confidential and cannot be forwarded.

FILE: 0519.PMT  
For the end of the current business day, press '2'.

FILE: 0520.PMT  
This message was forwarded by...

FILE: 0521.PMT  
There is no return address.

FILE: 0522.PMT  
Reply to sender.

FILE: 0523.PMT  
Forward Message.

FILE: 0524.PMT  
For the beginning of the next business day, press '3'.

FILE: 0525.PMT  
You can now dispose of the original.

FILE: 0526.PMT  
For a coming day of the week, press '4'.

FILE: 0527.PMT  
Enter the number of hours, 1 through 9.

FILE: 0528.PMT  
Enter the day of week. Monday is day 1.

FILE: 0529.PMT  
"Enter the recipient's number"

FILE: 0530.PMT  
Delivery options.

FILE: 0531.PMT  
For urgent delivery, press '1'.

FILE: 0532.PMT  
To cancel urgent delivery, press '1'.

FILE: 0533.PMT  
To request a return receipt, press '2'.

FILE: 0534.PMT  
To cancel return receipt, press '2'.

FILE: 0535.PMT  
To request a call back, press '3'.

FILE: 0536.PMT  
To cancel your callback request, press '3'.

FILE: 0537.PMT

For private delivery, press '4'.

FILE: 0538.PMT

To cancel private delivery, press '4'.

FILE: 0539.PMT

To cancel imperative delivery, press '6'.

FILE: 0540.PMT

To enable message alert, press '1'.

FILE: 0541.PMT

To modify call blocking, press '1'.

FILE: 0542.PMT

Message alert is set.

FILE: 0543.PMT

Message alert is not set.

FILE: 0544.PMT

The phone number is...

FILE: 0545.PMT

...blocked with...

FILE: 0546.PMT

When would you like this message to be delivered.

FILE: 0547.PMT

To enable 'reply required' press '5'.

FILE: 0548.PMT

To cancel 'reply required' press '5'.

FILE: 0549.PMT

To enable imperative delivery, press '6'.

FILE: 0550.PMT

Reminder.

FILE: 0551.PMT

This reminder has been sent.

FILE: 0552.PMT

To add a contact number, press '1'; otherwise, press '2'.

FILE: 0553.PMT

Message Hook.

FILE: 0554.PMT

No undelivered message was found.

FILE: 0555.PMT

Reply required.

FILE: 0556.PMT  
Pager notification is set.

FILE: 0557.PMT  
"Pager notification is not set."

FILE: 0558.PMT  
"Mailbox Administration"

FILE: 0559.PMT  
To hear a list of messages, press the pound key.

FILE: 0560.PMT  
Imperative.

FILE: 0561.PMT  
...is in your mailbox.

FILE: 0562.PMT  
To have the caller transferred to your location, press '1'  
and hang up. Otherwise, press '2'.

FILE: 0563.PMT  
To enable 'Find Me', press '6'.

FILE: 0564.PMT  
To disable 'Find Me', press '6'.

FILE: 0565.PMT  
'Find Me' is enabled.

FILE: 0566.PMT  
'Find Me' is disabled.

FILE: 0567.PMT  
To retrieve this message, press '2'.

FILE: 0568.PMT  
No matching recordings were found.

FILE: 0569.PMT  
New messages have arrived.

FILE: 0570.PMT  
This message has been retrieved and placed in your new  
message que.

FILE: 0571.PMT  
"To enable auto-play of message information, press '6'."

FILE: 0572.PMT  
"To disable auto-play of message information, press '6'."

FILE: 0573.PMT  
"Auto-play of message information is enabled."

FILE: 0574.PMT  
Broadcast message.

FILE: 0575.PMT  
"Auto-play of message information is disabled."

FILE: 0576.PMT  
No greeting is recorded.

FILE: 0577.PMT  
"Personal Administration"

FILE: 0578.PMT  
"To send a broadcast message, press '9'."

FILE: 0579.PMT  
"To send a broadcast message, press '9'."

FILE: 0580.PMT  
Quick Memo.

FILE: 0581.PMT  
"...followed by the pound key."

FILE: 0582.PMT  
"To create a Follow Up, press '1'."

FILE: 0583.PMT  
"To create a Commitment, press '2'."

FILE: 0584.PMT  
"To create a Task, press '3'."

FILE: 0585.PMT  
"To review Follow Up reminders, press '1'."

FILE: 0586.PMT  
"To review Commitment reminders, press '2'."

FILE: 0587.PMT  
"Sorry. The message storage unit is full."  
USAGE.....  
Played when a caller has chosen to record something when the  
disk is full.

FILE: 0588.PMT  
"To review Task reminders, press '3'."

FILE: 0589.PMT  
Message sent.

FILE: 0590.PMT  
To play, press '1'.

FILE: 0591.PMT  
To save, press '2'.

FILE: 0592.PMT

"To rewind, press '7'."

FILE: 0593.PMT

"To pause or continue, press '8'."

FILE: 0594.PMT

"To fast forward press '9'."

FILE: 0595.PMT

"To skip this message, press the pound key."

FILE: 0596.PMT

"For message information, press '00'."

FILE: 0597.PMT

"To review all reminders, press '4'."

FILE: 0598.PMT

If you are finished, press the pound key.

FILE: 0599.PMT

"To reply to the message sender, press '4'."

FILE: 0600.PMT

"Thank you. The documents you have selected will be delivered shortly."

FILE: 0601.PMT

"Please press the start or manual receive button on your fax machine."

FILE: 0602.PMT

"Select the kind of Follow Ups you wish to review."

FILE: 0603.PMT

"Select the kind of Commitments you wish to review."

FILE: 0604.PMT

"Select the kind of Tasks you wish to review."

FILE: 0605.PMT

"For active only, press '1'."

FILE: 0606.PMT

"For pending only, press '2'."

FILE: 0607.PMT

"For all, press '3'."

FILE: 0608.PMT

"To review the greeting, press '4'."

FILE: 0609.PMT

"...for all messages."



FILE: 0610.PMT

"...for Urgent Messages only."

FILE: 0611.PMT

"To select all messages, press '3'."

FILE: 0612.PMT

"To select Urgent Messages only, press '3'."

FILE: 0613.PMT

"To change the phone number, press '4'."

FILE: 0614.PMT

To schedule Voice Message Delivery, press '2'.

FILE: 0615.PMT

"To schedule fax delivery, press '2'."

FILE: 0616.PMT

"To disable pager notification, press '1'."

FILE: 0617.PMT

"To disable message alert, press '1'."

FILE: 0618.PMT

"To disable fax delivery, press '1'."

FILE: 0619.PMT

"To enable pager notification, press '1'."

FILE: 0620.PMT

"For a specific date and time, press '5'."

FILE: 0621.PMT

Call forwarding is set.

FILE: 0622.PMT

"To set Night Intercept, press '7'."

FILE: 0623.PMT

"To cancel Night Intercept, press '7'."

FILE: 0624.PMT

"Night Intercept is set."

FILE: 0625.PMT

"Night Intercept is cancelled."

FILE: 0700.PMT

"Who's calling please?"

FILE: 0701.PMT

"One moment please."

FILE: 0702.PMT

"Please hold while I connect your call."

FILE: 0703.PMT

"Transferring a call."

USAGE.....

Played to called party when call is answered.

FILE: 0704.PMT

"This call is forwarded from..."

USAGE.....

Played to the forwarded party upon presentation of a remote forwarded call. "This call is forwarded from... extension 123."

FILE: 0705.PMT

"This call is for..."

USAGE.....

Used in the ECLASS just prior to announcing the called party name to the called party in a confirmed transfer.

FILE: 0706.PMT

"This call is from..."

USAGE.....

Played to called party before the caller's recorded name if call screening is set. "This call is from... John Doe. To accept this call, press 1. To redirect the call, press 2. To reject the call, press 3 and hang-up immediately."

FILE: 0707.PMT

"...calling for..."

FILE: 0708.PMT

To accept the call, press '1'.

FILE: 0709.PMT

To redirect the call, press '2'.

FILE: 0710.PMT

To reject the call, press '3'.

FILE: 0711.PMT

To record the conversation, press '4'.

FILE: 0712.PMT

"Enter the extension to which this call should be redirected."

USAGE.....

Played to the called party who has chosen to redirect a screened call when call screening is set.

FILE: 0713.PMT

"Thank you. Please hang up now."

USAGE.....

Played to the called party to acknowledge that a screened call has been rejected or redirected.

FILE: 0714.PMT

I'm sorry, the call was not answered.

FILE: 0715.PMT

I'm sorry, the number is busy.

FILE: 0716.PMT

"I'm sorry. That extension is still busy."

USAGE.....

Played to a caller in the hold queue if the called party's extension is still busy. "I'm sorry. That extension is still busy. To leave a message, press 1. To continue holding, press 2. To transfer to a different extension, please enter it now."

FILE: 0717.PMT

"I'm sorry. That party is not available."

USAGE.....

Played to caller when a screened call is rejected or when call blocking is set and no target is set for the Blocked pointer.

"I'm sorry. That party is not available. To transfer to a different extension, please enter it now."

FILE: 0718.PMT

I'm sorry, your call did not go through.

FILE: 0719.PMT

To try another extension, enter it now.

FILE: 0720.PMT

"To leave message, press 1."

USAGE.....

Option given to a caller if a call transfer is not successful.

"I'm sorry. That extension was not answered. To leave a message press 1. To transfer to a different EXT, please enter it now."

FILE: 0721.PMT

"If you would like to hold, press 2."

USAGE.....

If the extension is authorized, option given caller to hold.

"I'm sorry. That extension is busy. To leave a message, press 1.

If you would like to hold, press 2. To transfer to a different extension, please enter it now."

FILE: 0722.PMT

"To continue holding, press 2."

USAGE.....

Option given a caller in the hold queue if the extension is busy on subsequent attempts to transfer. "I'm sorry. That extension is busy. To leave a message press 1. To continue holding, press 2. To transfer to a different extension, please enter it now."

FILE: 0723.PMT

"To have your party paged, press '3'."

USAGE.....

Used in the ECLASS to offer the page option to a caller.

FILE: 0724.PMT

"For additional options, press 4."

USAGE.....  
Played to caller if extension is not answered. "I'm sorry. That extension was not answered. To leave a message, press 1. To have your party paged, press 3. For additional options, press 4.

FILE: 0725.PMT  
For assistance, press '0'.

FILE: 0726.PMT  
To exit, press the '\*' key.

FILE: 0727.PMT  
"If you would like to hold, please stay on the line."

FILE: 0728.PMT  
"To continue holding, please stay on the line."  
USAGE.....  
Used in the ECLASS to inform the caller that they can hold for a busy extension by doing nothing.

FILE: 0729.PMT  
"Please hold while I page your party."  
USAGE.....  
Used in the ECLASS to inform the caller that a page is being carried out.

FILE: 0730.PMT  
"I'm sorry, your party is already being paged. Please make another selection."  
USAGE.....  
Played by the ECLASS if paging is selected from a custom voice script to inform the caller that the overhead pager is in use.

FILE: 0731.PMT  
"There is a call for"  
USAGE.....  
Used in the ECLASS to announce an overhead page.

FILE: 0732.PMT  
"...is holding."  
USAGE.....  
Used in the ECLASS following the name of the party holding for a page.

FILE: 0733.PMT  
"To pick up, dial..."  
USAGE.....  
Used in the ECLASS to give instructions on how to pick up a parked caller during a page.

FILE: 0734.PMT  
"I'm sorry, your page was not answered."  
USAGE.....  
Played by the ECLASS to inform the caller that the called party did not respond to their page.

FILE: 0735.PMT

"You are now the..."

USAGE.....

If announce hold position is authorized, played to caller each time the caller chooses to hold. Updates position while caller is in queue. "You are now the...fifth caller."

FILE: 0736.PMT

"The estimated hold time is..."

USAGE.....

Played in the ECLASS prior to announcing the approximate hold time for a busy extension.

FILE: 0737.PMT

"I'll try that extension again in a moment."

FILE: 0738.PMT

Invalid entry, please try again.

FILE: 0739.PMT

Transferring to...

FILE: 0740.PMT

...Forwarding to...

FILE: 0741.PMT

"To record a real time greeting, press '5'."

FILE: 0742.PMT

"Please hold while I locate your party."

FILE: 0743.PMT

"Thank you."

USAGE.....

Played to the called party to acknowledge that a screened call has been rejected or redirected.

FILE: 0760.PMT

Please begin speaking at the tone. To stop recording, press '2' or simply hang up.

USAGE.....

Used in the system wide record facility for a public caller leaving a message.

FILE: 0761.PMT

"Sorry. The message storage unit is full."

USAGE.....

Played when a caller has chosen to record something when the disk is full.

FILE: 0762.PMT

"Message discarded."

USAGE.....

Confirms that a message has been erased.

FILE: 0763.PMT  
Message sent.

FILE: 0764.PMT  
To send your message with normal delivery, press '1'.

FILE: 0765.PMT  
To mark your message urgent, press '2'.

FILE: 0766.PMT  
To request a callback, press '3'.

FILE: 0767.PMT  
"Enter the telephone number where you can be reached"

FILE: 0768.PMT  
Invalid entry. Try again.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0769.PMT  
...is now available.

FILE: 0770.PMT  
"Please hold while I connect your call."

FILE: 0771.PMT  
Recording.  
USAGE:.....  
Used in the system wide record facility to signal the start of a

FILE: 0900.PMT

<<SPECIAL "EXECUTARY" INDEXED PROMPT>>  
USAGE:.....  
This is a special indexed prompt containing digits, days of  
the week, etc. See end of this chapter

FILE: 0901.PMT  
System administration menu. To edit system prompts, press 1.  
To set system date and time, press 2. To manually set the mode  
of one or all ports, press 3. To exit from system  
administration, press the star key.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0902.PMT  
Enter the prompt number.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0903.PMT  
Invalid entry. Try again.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0906.PMT  
File saved.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0907.PMT  
File discarded.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0909.PMT  
Enter 2 digits each for the month, day and year, or to exit,  
press the star key.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0910.PMT  
Enter 2 digits each for the hour and minute, or to exit,  
press the star key.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0911.PMT  
Enter the port number for the new mode, or to change the mode on  
all ports, enter 0.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0912.PMT  
Enter the new mode number, or for automatic scheduling, enter 0.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0915.PMT  
Disk error!  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0916.PMT  
System error!  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0917.PMT  
Enter your password.

FILE: 0918.PMT  
"There is a voice message for..."  
USAGE.....  
Played when a message alert out call is answered. "There is a  
voice message for... Pat Smith. Please enter the password."

FILE: 0921.PMT  
Goodbye.  
USAGE:.....  
System Administration Prompt. Do not edit.

FILE: 0923.PMT

To begin, press any key.

USAGE:.....

System Administration Prompt. Do not edit.

FILE: 0924.PMT

Recordings cannot be made at this time. Try again later.

USAGE:.....

Used in the system wide record facility to denote an unrecoverable error.

FILE: 0925.PMT

Recording.

USAGE:.....

Used in the system wide record facility to signal the start of a

FILE: 0926.PMT

To review, press '1'.

USAGE:.....

Used in the system wide record facility to tell a caller how to review their recording.

FILE: 0927.PMT

To record, press '2'. To stop, press '2' again.

USAGE:.....

Used in the system wide record facility to tell a caller how to access the record operation.

FILE: 0929.PMT

To discard, press '3'.

USAGE:.....

Used in the system wide record facility to tell a caller how to access the delete operation.

FILE: 0930.PMT

FILE: 0931.PMT

When you are satisfied with the recording, press the pound key.

USAGE:.....

Used in the system wide record facility to tell a caller how to exit the record facility and save changes to the recording.

FILE: 0932.PMT

For additional options, press '0'.

USAGE:.....

Used in the system wide record facility to tell a caller how to access context sensitive help.

FILE: 0933.PMT

To cancel, press the star key.

USAGE:.....

Used in the system wide record facility to tell a caller how to exit the record facility and abandon changes to the recording.

FILE: 0934.PMT



No recording exists.  
USAGE.....  
Used in the system wide record facility to inform the caller they attempted an operation like review on an empty recording.

FILE: 0935.PMT  
End of recording.  
USAGE.....  
Used in the system wide record facility to inform the caller when the end of the recording has been reached.

FILE: 0936.PMT  
Discarded.  
USAGE.....  
Used in the system wide record facility to confirm that a recording has been deleted.

FILE: 0938.PMT  
Playback paused.  
USAGE.....  
Used in the system wide record facility to inform the caller they have entered pause mode during recording playback.

FILE: 0939.PMT  
Recording paused.  
USAGE.....  
Used in the system wide record facility to inform the caller they have entered pause mode during the record operation.

FILE: 0940.PMT  
"To continue, press '8'."

FILE: 0942.PMT  
"To fast forward, press '9'."

FILE: 0943.PMT  
"To rewind, press '7'."

FILE: 0944.PMT  
"To pause or continue, press '8'."

FILE: 0946.PMT  
To trim the front, press '1'. To trim the back, press '2'. When you are finished, press the pound key.  
USAGE.....  
Used in the system wide record facility to tell an administrator

FILE: 0948.PMT  
This is a network message. Please press 1.

FILE: 0951.PMT  
"The fax document has been received."  
USAGE.....  
Played by the Document Librarian to confirm that a fax document has been received and stored.

FILE: 0952.PMT

"To append to the recording, press '3'."

FILE: 0953.PMT

"To set message attributes, press '4'."

FILE: 0954.PMT

"To schedule delivery, press '5'."

FILE: 0955.PMT

"To send a copy to someone else, press '6'."

FILE: 0956.PMT

"To create a reminder, press '66'."

FILE: 0957.PMT

"To change playback volume, press '77'."

FILE: 0958.PMT

"To change playback speed, press '9'9'."

FILE: 0959.PMT

"To continue recording, press '2'."

FILE: 0960.PMT

"To discard and re-record, press '3'."

FILE: 0961.PMT

"To record an introduction, press '2'."

FILE: 0962.PMT

"When you are finished, press the '#' key."

FILE: 0963.PMT

"Paused."

FILE: 0964.PMT

System administration menu. To edit system prompts, press 1.

For subscriber administration, press '2'.

To manually set the mode, press 3. To exit from system administration, press the star key.

FILE: 0965.PMT

To reset the password to the default value, press 5.

FILE: 0966.PMT

To enter your directory name, press three.

FILE: 0967.PMT

Directory name set.

FILE: 0968.PMT

Enter your last name followed by the pound key. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key.

FILE: 0969.PMT

Enter your first name followed by the pound key. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key.

FILE: 0970.PMT

Enter your name followed by the pound key. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key.

FILE: 0971.PMT

The number you have entered is.

FILE: 0972.PMT

The current directory name is.

## INDEX PROMPTS

0	"ZERO"
1	"ONE"
2	"TWO"
3	"THREE"
4	"FOUR"
5	"FIVE"
6	"SIX"
7	"SEVEN"
8	"EIGHT"
9	"NINE"
10	"TEN"
11	"ELEVEN"
12	"TWELVE"
13	"THIRTEEN"
14	"FOURTEEN"
15	"FIFTEEN"
16	"SIXTEEN"
17	"SEVENTEEN"
18	"EIGHTEEN"
19	"NINETEEN"
20	"TWENTY"
21	"THIRTY"
22	"FORTY"
23	"FIFTY"
24	"SIXTY"
25	"SEVENTY"
26	"EIGHTY"
27	"NINETY"
28	"DATE"
29	"TIME"
30	"AM"
31	"PM"
32	"SUNDAY"
33	"MONDAY"
34	"TUESDAY"
35	"WEDNESDAY"
36	"THURSDAY"
37	"FRIDAY"
38	"SATURDAY"
39	"NOT SET"
40	"PAUSE"
41	"WAIT FOR DIAL TONE"
42	"WAIT FOR ANSWER"
43	"IMMEDIATE"
44	"STAR"
45	"POUND"
46	"MAILBOX"
47	"MESSAGE"
48	"MESSAGES"
49	"EXTENSION"
50	"OH"
51	"NO"

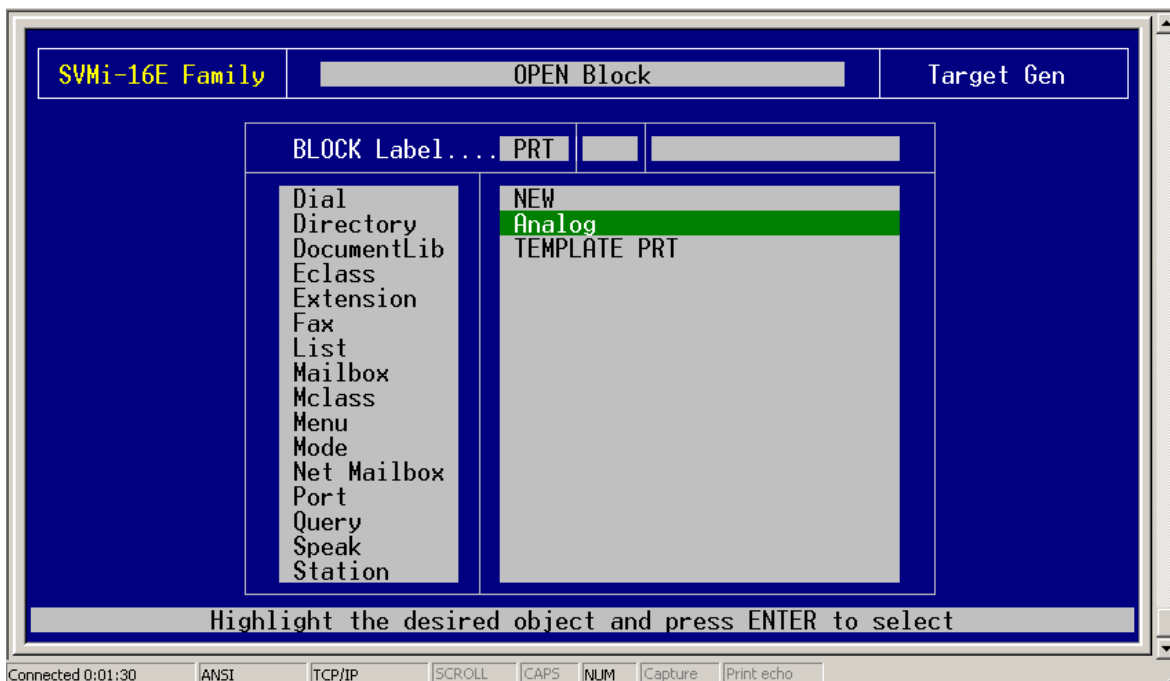
52 "A PUBLIC CALLER"  
53 "CALLER"  
54 "NEXT"  
55 "FIRST"  
56 "SECOND"  
57 "THIRD"  
58 "FOURTH"  
59 "FIFTH"  
60 "SIXTH"  
61 "SEVENTH"  
62 "EIGHTH"  
63 "NINTH"  
64 "TENTH"  
65 "ELEVENTH"  
66 "TWELVTH"  
67 "THIRTEENTH"  
68 "FOURTEENTH"  
69 "FIFTEENTH"  
70 "SIXTEENTH"  
71 "SEVENTEENTH"  
72 "EIGHTEENTH"  
73 "NINETEENTH"  
74 "TWENTIETH"  
75 "THIRTIETH"  
76 "CALLER IS"  
77 "CALLERS ARE"  
78 "YOU HAVE"  
79 "NEW MESSAGES"  
80 "SAVED MESSAGES"  
81 "NEW MESSAGE"  
82 "SAVED MESSAGE"  
83 "SECOND"  
84 "SECONDS"  
85 "MINUTE"  
86 "MINUTES"  
87 "OPTIONS"  
88 "JANUARY"  
89 "FEBRUARY"  
90 "MARCH"  
91 "APRIL"  
92 "MAY"  
93 "JUNE"  
94 "JULY"  
95 "AUGUST"  
96 "SEPTEMBER"  
97 "OCTOBER"  
98 "NOVEMBER"  
99 "DECEMBER"  
100 "HUNDRED"  
101 "THOUSAND"  
102 "MILLION"  
103 "BILLION"  
104 "HOURS"  
105 "HOUR"  
106 "AND"  
107 "TELEPHONE NUMBER"

108 "DELETED MESSAGE"  
109 "DELETED MESSAGES"  
110 "UNDELIVERED MESSAGE"  
111 "UNDELIVERED MESSAGES"  
112 "URGENT MESSAGE"  
113 "URGENT MESSAGES"  
114 "CALLBACK MESSAGE"  
115 "CALLBACK MESSAGES"  
116 "REMINDER"  
117 "REMINDERS"  
118 "PRIVATE MESSAGE"  
119 "PRIVATE MESSAGES"  
120 "PRIMARY"  
121 "NUMBER"  
122 "TO"  
123 "UNTIL "  
124 "FAX MESSAGE"  
125 "FAX MESSAGES"  
126 "CURRENTLY HOLDING"  
127 "FOLLOW UP"  
128 "FOLLOW UPS"  
129 "COMMITMENT"  
130 "COMMITMENTS"  
131 "TASK"  
132 "TASKS"  
133 "ACTIVE"  
134 "PENDING"  
135 "SENT BY"  
136 "FORWARDED BY"

# Adjusting for the lack of a Disconnect Signal on the SVMi-16E, 8E, and 4E

On the new releases of the SVMi product it is now possible to compensate for the lack of a disconnect signal from your central office. The port block which was previously hidden on older releases is now accessible.

1. Once you have determined that you are not receiving a disconnect signal from your central office, log in to your SVMi and go to the main menu.
2. Select “open block table” from the main menu. Then select “port”, and then select “analog” from the port menu.





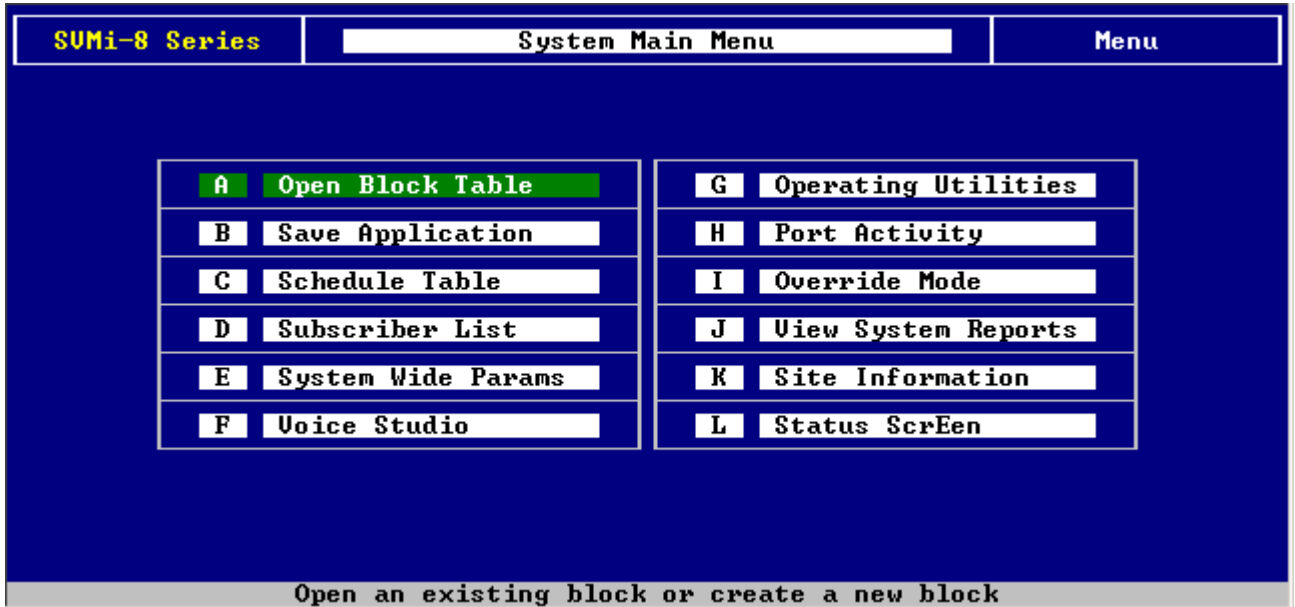
3. On page one of the analog port block, under the heading “phone system interface”, you will see the setting “disconnect signal”.
4. Select disconnect signal, then from the pull down menu select the parameter you want to substitute for a loop open disconnect, such as dial tone.



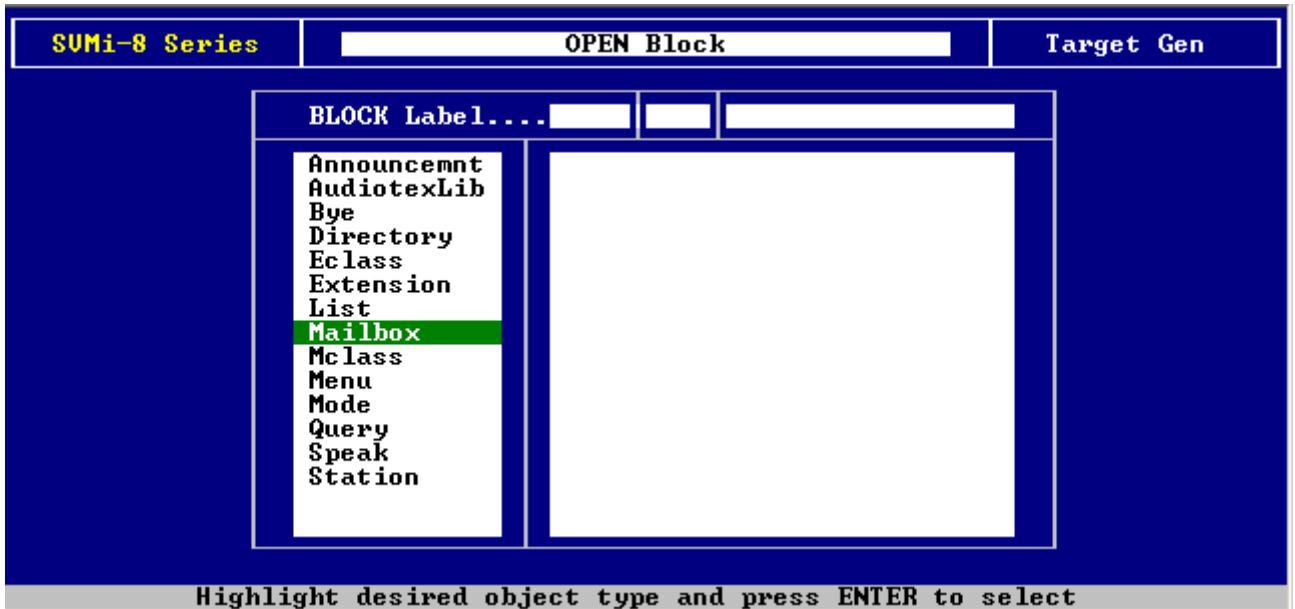


**SVMi8 PAGER NOTIFICATION USING A SPECIFIC SCHEDULE**  
THIS EXAMPLE X202 SCHEDULE MON-FRI 5PM to 12 MIDNIGHT and 24 HRS  
on SAT-SUN

(1) From MAIN MENU Highlight OPEN BLOCK and hit ENTER



(2) Highlight MAILBOX and hit ENTER



(3) Highlight desired MAILBOX and hit ENTER

<b>SUMi-8 Series</b>	<b>OPEN Block</b>	<b>Target Gen</b>
BLOCK Label.... MBX 01		
Announcemnt	NEW	
AudiotexLib	201	201
Bye	202	202
Directory	203	203
Eclass	204	204
Extension	Operator	500
List	TEMPLATE MBX	d
Mailbox		
Mclass		
Menu		
Mode		
Query		
Speak		
Station		

Highlight the desired object and press ENTER to select

(4) Now on page 1 of Mailbox,, CONTROL "D" to page 3 of Mailbox

<b>SUMi-8 Series</b>	<b>MAILBOX - 202</b>	<b>Page 1 of 5</b>
Group: 1	Number: 202	Extension: 01:202
VisiComm User:	Mclass: 01:Standard MCL	
<b>Mailbox Controls</b> Announce only mailbox..... N Subscriber administrator... N Use LIFO message ordering.. N New message beep(s)..... N Directory Public: Y User: Y Subscriber password: ***** Language English, American Retention days left..... 0		<b>Authorizations</b> Forced messages allowed..... N Workload Manager..... Y Commitment/Follow Up allowed..... N Message grouping allowed..... N Mailbox greeting allowed..... Y Message alert control allowed.... Y Extended prompting enabled..... Y Auto Play of new messages enabled: Y Auto Play of message info enabled: Y

Block Name. To Rename, Type new name then Press ENTER

(5) Page 3 of Mailbox

Pager notification is enable = Y

Station.....= Beepers

Dial= 9722785678 ( Number of Beeper/Pager)

\*\* Then fill in days and times desired in "Notification Schedule"

Example: Mon-Fri 5 PM to 12 Midnight and 24 Hours on Sat and Sun

<b>SUMi-8 Series</b>	<b>MAILBOX - 202</b>	<b>Page 3 of 5</b>
<b>Pager Notification</b>		<b>Fax Mail</b>
Pager notification is enabled..... <b>Y</b>		Mailbox can receive faxes.. <b>N</b>
Notify on urgent messages only.... <b>N</b>		Mailbox can send faxes..... <b>N</b>
Station..... <b>Beepers</b>		Fax delivery is on..... <b>N</b>
Dial: <b>9722785678</b>		Deliver urgent faxes only.. <b>N</b>
<b>Notification Schedule</b>		Fax number..
Sunday..... 12:00A 12:00A		<b>Delivery Schedule</b>
Monday..... 5:00A 12:00A		Sunday.....
Tuesday..... 5:00A 12:00A		Monday.....
Wednesday..... 5:00A 12:00A		Tuesday.....
Thursday..... 5:00A 12:00A		Wednesday...
Friday..... 5:00A 12:00A		Thursday.....
Saturday..... 12:00A 12:00A		Friday.....
		Saturday.....
'Y' to enable pager notification of new messages, 'N' to disable		

\*\* Mailbox now setup, Now go to Station Block BEEPERS

(6) From Main Menu Highlight OPEN BLOCK and hit ENTER

<b>SUMi-8 Series</b>	<b>System Main Menu</b>	<b>Menu</b>
<b>A Open Block Table</b>	<b>G Operating Utilities</b>	
<b>B Save Application</b>	<b>H Port Activity</b>	
<b>C Schedule Table</b>	<b>I Override Mode</b>	
<b>D Subscriber List</b>	<b>J View System Reports</b>	
<b>E System Wide Params</b>	<b>K Site Information</b>	
<b>F Voice Studio</b>	<b>L Status ScrEen</b>	
Open an existing block or create a new block		

(7) Highlight STATION and hit ENTER

<b>SUMi-8 Series</b>	<b>OPEN Block</b>	<b>Target Gen</b>
<b>BLOCK Label....</b>		
Announcemnt AudiotexLib Bye Directory Eclass Extension List Mailbox Mclass Menu Mode Query Speak <b>Station</b>		

Highlight desired object type and press ENTER to select

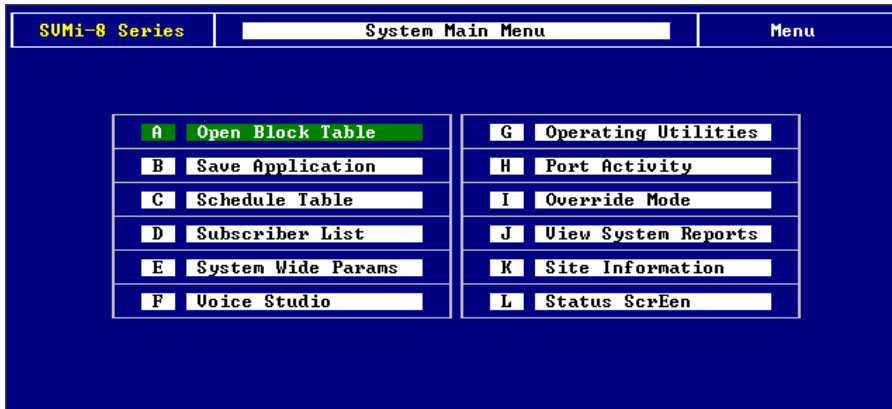
(8) Highlight BEEPERS and hit ENTER

<b>SUMi-8 Series</b>	<b>OPEN Block</b>	<b>Target Gen</b>
<b>BLOCK Label.... STN</b>		
Announcemnt AudiotexLib Bye Directory Eclass Extension List Mailbox Mclass Menu Mode Query Speak Station	NEW <b>Beepers</b> Centrex STN Off Premise On Premise Operator STN TEMPLATE STN	

Highlight the desired object and press ENTER to select

(9) Normally most beepers work ok with Default Values in BEEPERS Station Block  
 \*\* Note: Can use TRAIN option to try and match up Dial String in SUFFIX field on non standard beepers

<b>SUMi-8 Series</b>	STATION - <b>Beepers</b>	Page 1 of 4																															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="3" style="text-align: center;">Matching Dial Strings</th> </tr> <tr> <td style="width: 33%; height: 20px;"></td> <td style="width: 33%; height: 20px;"></td> <td style="width: 33%; height: 20px;"></td> </tr> <tr> <td style="width: 33%; height: 20px;"></td> <td style="width: 33%; height: 20px;"></td> <td style="width: 33%; height: 20px;"></td> </tr> </table>			Matching Dial Strings																														
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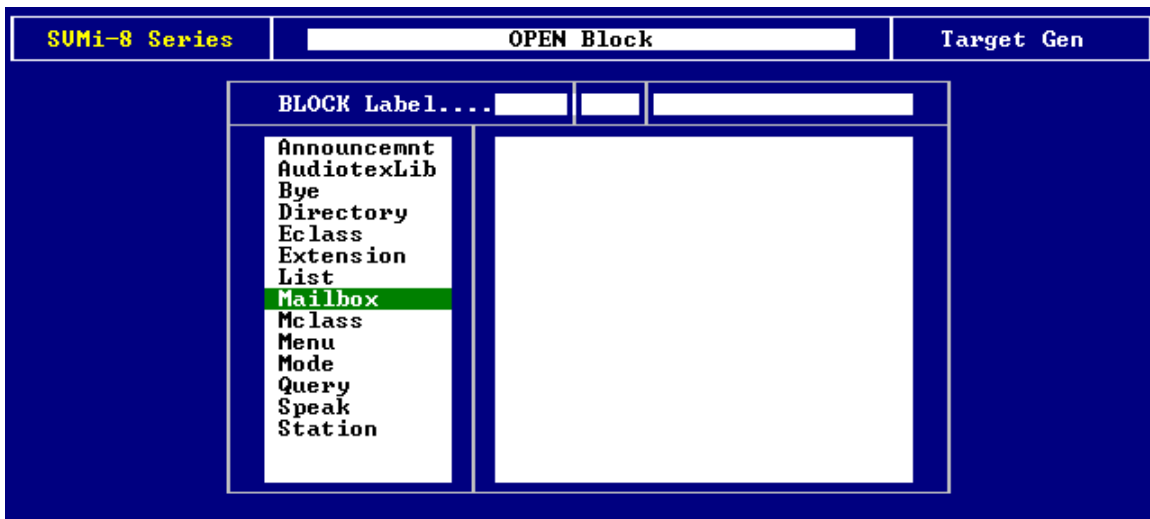


**Page-1**

**MAIL BOX MESSAGE ALERT TO EXTERNAL NUMBER SVMI8  
USING A SET SCHEDULE**

**\*\* X201 in this example Alert set for Mon-Fri , 8 AM to 5 PM**

**From Main Menu HIGHLIGHT “OPEN BLOCK” and ENTER**



**Page-2**

**Highlight Mailbox and ENTER**

SUMi-8 Series	OPEN Block	Target Gen
BLOCK Label.... MBX 01		
Announcemnt	NEW	
AudiotexLib	201	201
Bye	Operator	500
Directory	TEMPLATE MBX	d
Eclass		
Extension		
List		
Mailbox		
Mclass		
Menu		
Mode		
Query		
Speak		
Station		

**Page-3**

Highlight Mailbox and ENTER

SUMi-8 Series	MAILBOX - 201	Page 1 of 5
Group: 1	Number: 201	Extension: 01:201
VisiComm User:	Mclass: 01:Standard MCL	
<b>Mailbox Controls</b> Announce only mailbox..... N Subscriber administrator... N Use LIFO message ordering.. N New message beep(s)..... N Directory Public: Y User: Y Subscriber password: ***** Language English, American Retention days left..... 0		<b>Authorizations</b> Forced messages allowed..... N Workload Manager..... Y Commitment/Follow Up allowed..... N Message grouping allowed..... N Mailbox greeting allowed..... Y Message alert control allowed.... Y Extended prompting enabled..... Y Auto Play of new messages enabled: Y Auto Play of message info enabled: Y

**Page-4**

No settings or changes on Page 1  
 CONTROL-D to next page 2

SUMi-8 Series	MAILBOX - 201	Page 2 of 5																					
<p align="center"><b>Message Alert</b></p> <p>Message alert is currently on..... <b>Y</b>  Alert on urgent messages only..... <b>N</b></p> <p>Alert phone number: <b>9727895678</b></p>																							
<p align="center"><b>Message Waiting Indicators</b></p> <p>This mailbox has an MWI... <b>N</b>  MWI is currently on..... <b>N</b></p> <p>MWI number: 201</p>																							
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<p align="center"><b>Message Autoforward</b></p> <p>Enable autoforward..... <b>N</b>  Delete after forwarding... <b>N</b></p> <p>Auto forward delay... <b>0:00</b></p>																							

## Page-5

Page 2 of mailbox

Message Alert is currently on = Y

Alert phone number = 9727895678

Now setup "Delivery Schedule" accordingly Example here = Mon-Fri , 8 AM to 5 PM

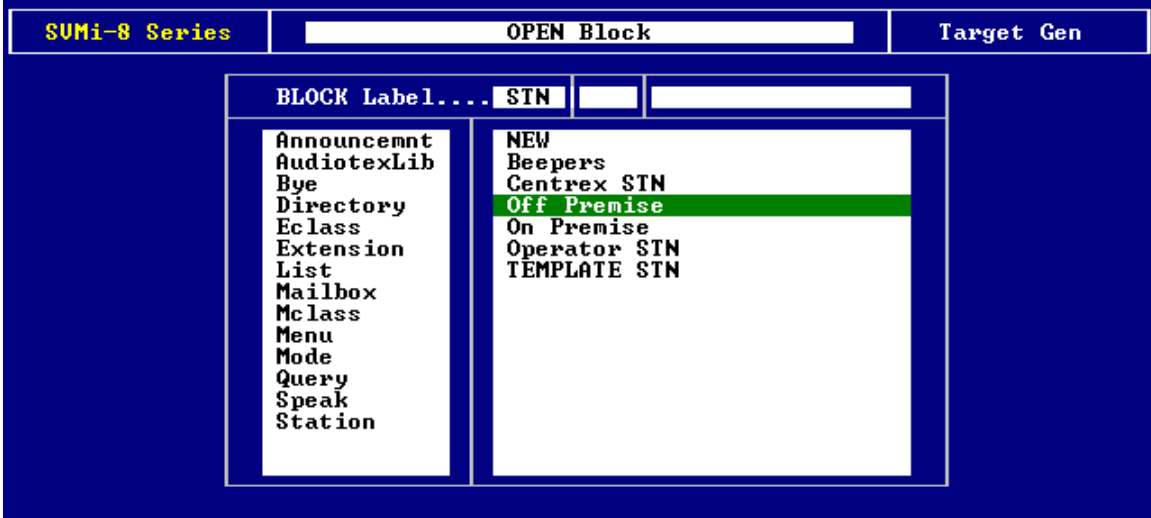
- **NOW MAILBOX SETUP COMPLETE**
- **Go TO STATION BLOCK "OFF PREMISE" to setup outdial attributes**

SUMi-8 Series	OPEN Block	Target Gen																												
<p>BLOCK Label....</p> <table border="1"> <tr> <td>Announcemnt</td> <td></td> </tr> <tr> <td>AudiotexLib</td> <td></td> </tr> <tr> <td>Bye</td> <td></td> </tr> <tr> <td>Directory</td> <td></td> </tr> <tr> <td>Eclass</td> <td></td> </tr> <tr> <td>Extension</td> <td></td> </tr> <tr> <td>List</td> <td></td> </tr> <tr> <td>Mailbox</td> <td></td> </tr> <tr> <td>Mc class</td> <td></td> </tr> <tr> <td>Menu</td> <td></td> </tr> <tr> <td>Mode</td> <td></td> </tr> <tr> <td>Query</td> <td></td> </tr> <tr> <td>Speak</td> <td></td> </tr> <tr> <td><b>Station</b></td> <td></td> </tr> </table>			Announcemnt		AudiotexLib		Bye		Directory		Eclass		Extension		List		Mailbox		Mc class		Menu		Mode		Query		Speak		<b>Station</b>	
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Speak																														
<b>Station</b>																														

## Page-6

Highlight "STATION" and ENTER





**Page-7**

Highlight “OFF PREMISE” and ENTER



**Page-8**

Make sure you have appropriate number of Question Marks in matching dial string  
 Example shows 7,8,10,11 question marks in 4 blocks above. That covers any dialed  
 number from Local to Long Distance  
 PREFIX show 9 and a comma,, 9 would be trunk access in switch SVMI is installed in.  
 Comma is a pause \*\*\* NOTE : Train option is also on this page





ELECTRONICS

## Specialized Applications

**Date:** 05/28/02  
**Product:** SVMi-4, SVMi-8  
**NO.:** 2002-004

**TITLE: Overflow Destination**

### OVERFLOW DESTINATION

When a station call forwards to VM (or a group overflows) the call is passed to the SVMi and answered by either the Main Auto Attendant (according to operating mode) or the mailbox associated with the forward or overflow.

**Overflow to Mailbox** Sometimes, when the SVM is being used in a 'part time operator' type of application, the operator phone or group will ring, and if not answered, the call should go to voice mail. It is easy to program this. Simply create a mailbox for the station or group that forwards or overflows.

**Overflow to Auto Attendant** Sometimes, when the SVM is being used in a 'delayed ring' type of application, the operator phone or group will ring, and if not answered, the Auto Attendant should pick up. It is easy to program this.  
SVMi-8: simply remove the mailbox and extension for the station or group that forwards or overflows.

SVMi-4: simply remove the mailbox for the station or group that forwards or overflows.

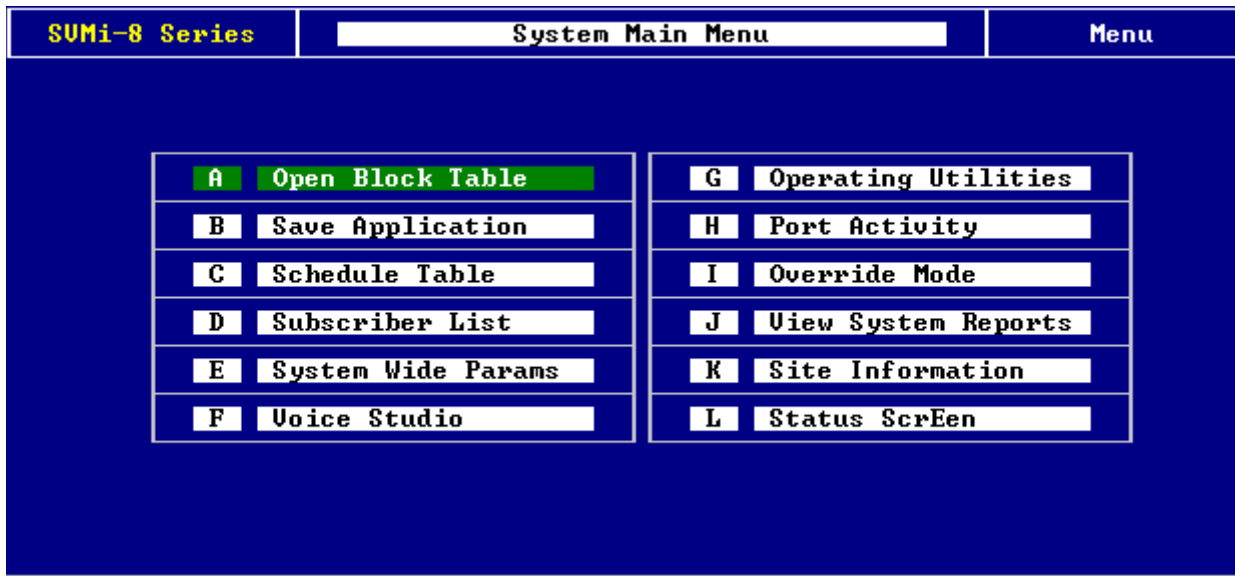
The above two examples follow a simple rule. Forwarded calls from stations or overflowed calls from a group will go to the main menu if no mailbox is available. If a mailbox exists the caller will be routed to the mailbox.

*If you have any questions about this application please contact Technical Support by phone 1800 737 7008 or by email at [techsupportmiami@sta.samsung.com](mailto:techsupportmiami@sta.samsung.com)*

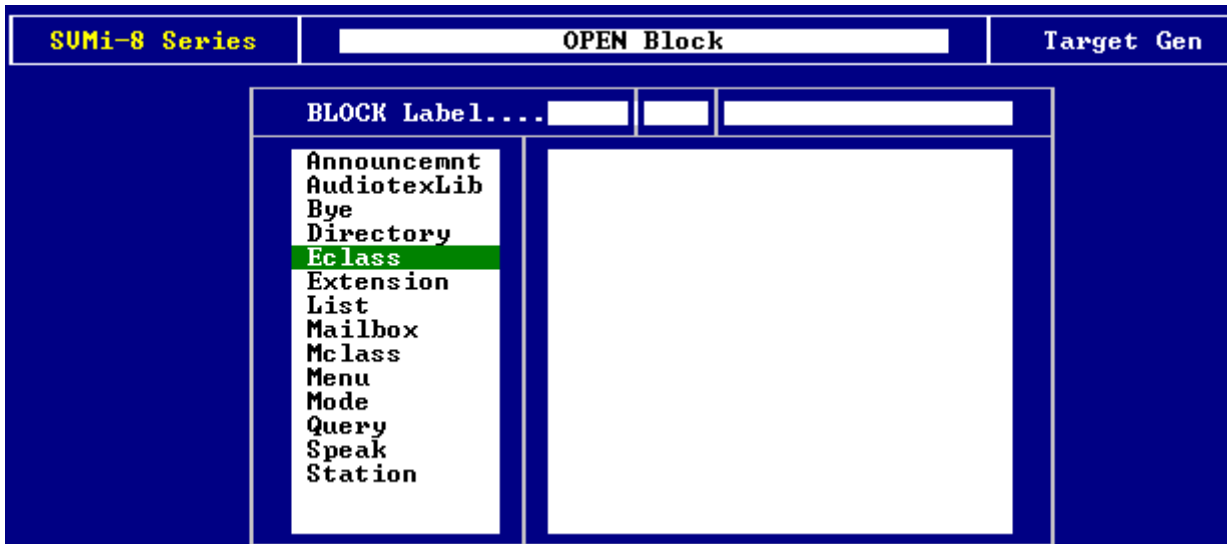
Setting up Toll Restricting for outcall applications to only go to Local Numbers  
SVMi8,,SVMi4E,,SVMi8E,,SVMi16E

Easily done in Eclass , then can assign Eclass to any users you want.

From Main Menu Highlight Open Block Table and Hit ENTER



Highlight Eclass and hit ENTER Then pick Standard Eclass and hit ENTER



Now in Standard Eclass Control D to page 4 of Eclass

Here you can have On Premise = Y

Off Premise = Y

Long Distance= N

Now in Exception Area Codes put in any local area codes you want to allow

<b>SUMi-8 Series</b>	<b>ECLASS - Standard ECL</b>	<b>Page 4 of 5</b>
<b>Outcall Authorizations</b>		<b>Excepted Area Codes</b>
On Premise....	<b>Y</b>	<b>Station Type</b>
Off premise...	<b>y</b>	
Long distance:	<b>N</b>	
		<b>972 214 469</b>

## Setting Weekly Call Delivery Scheduling

This manual will cover the process of setting up an availability schedule in the SVMi. The availability schedule determines when calls should ring to a user and when they should go straight to voicemail.

First go to the system main menu and choose option A to go to Open Block Table.

<b>A</b> Open Block Table	<b>G</b> Operating Utilities
<b>B</b> Save Application	<b>H</b> Port Activity
<b>C</b> Schedule Table	<b>I</b> Override Mode
<b>D</b> Subscriber List	<b>J</b> View System Reports
<b>E</b> System Wide Params	<b>K</b> Site Information
<b>F</b> Voice Studio	<b>L</b> Status Screen

Choose the Extension block and open the extension of the user in question.

On page 1 set Scheduling to Y and Intercept to Y.

<b>SUMi-8 Series</b>		EXTENSION - <b>Operator</b>		Page 1 of 5	
Group: <b>1</b> Number: <b>500</b>		Mailbox: <b>01:Operator</b>			
Account Code..		Eclass: <b>01:Standard ECL</b>			
Extension Controls			Authorizations		
Dial number: <b>0</b>		Blocking allowed: <b>N</b> Enabled... <b>N</b>			
Alternate...		Call forwarding.. <b>N</b> Enabled... <b>N</b>			
Supervision level... <b>NONE</b>		Call screening.. <b>N</b> Enabled... <b>N</b>			
PAN Supervision.... <b>NONE</b>		Find Me allowed.. <b>N</b> Enabled... <b>N</b>			
Subscriber password: <b>*****</b>		Scheduling..... <b>Y</b> Intercept. <b>Y</b>			
Language <b>English, American</b>		Retrieve public caller allowed.. <b>N</b>			
Station....		Private access numbers allowed.. <b>N</b>			
Auto Login..... <b>N</b>		Busy greeting allowed..... <b>N</b>			
Directory Public: <b>N</b> User: <b>N</b>		Alternate location allowed..... <b>N</b>			
Retention days remaining: <b>0</b>		Stored phone numbers allowed.... <b>N</b>			
		Access profile allowed..... <b>N</b>			
		Extended prompting enabled..... <b>Y</b>			
'Y' to block calls when user is unavailable, 'N' to ring the user					

Scheduling tells the SVMi to allow the user to set their availability schedule. Intercept says that if a call comes in outside of that schedule, send it to voicemail.

Now go to page 2 and set the schedule. Times are in 12 hour format. Off means the user is unavailable all day. On means the user is available all day (midnight to midnight).

<b>SUMi-8 Series</b>	EXTENSION - <input type="text" value="Operator"/>	Page 2 of 5																																																		
<table border="1"> <tr> <th colspan="2">Stored Numbers</th> </tr> <tr> <td colspan="2" style="height: 80px;"></td> </tr> </table>	Stored Numbers				<table border="1"> <tr> <th>Greeting</th> <th>Num</th> <th>Recorded</th> </tr> <tr> <td>No answer:</td> <td>1</td> <td>n</td> </tr> <tr> <td>Busy.....</td> <td>0</td> <td>N</td> </tr> <tr> <td>Blocked...</td> <td>0</td> <td>N</td> </tr> <tr> <td>Night.....</td> <td>0</td> <td>N</td> </tr> <tr> <td>Screening:</td> <td>0</td> <td>N</td> </tr> </table> <table border="1"> <tr> <td>Password set.....</td> <td>N</td> </tr> <tr> <td>Name recorded.....</td> <td>N</td> </tr> </table>	Greeting	Num	Recorded	No answer:	1	n	Busy.....	0	N	Blocked...	0	N	Night.....	0	N	Screening:	0	N	Password set.....	N	Name recorded.....	N	<table border="1"> <tr> <th colspan="3">Availability Schedule</th> </tr> <tr> <td>Sun..</td> <td><b>Off</b></td> <td><b>Off</b></td> </tr> <tr> <td>Mon..</td> <td>8:00A</td> <td>5:00P</td> </tr> <tr> <td>Tue..</td> <td>8:00A</td> <td>5:00P</td> </tr> <tr> <td>Wed..</td> <td>8:00A</td> <td>5:00P</td> </tr> <tr> <td>Thu..</td> <td>8:00A</td> <td>5:00P</td> </tr> <tr> <td>Fri..</td> <td>8:00A</td> <td>5:00P</td> </tr> <tr> <td>Sat..</td> <td>Off</td> <td>Off</td> </tr> </table>	Availability Schedule			Sun..	<b>Off</b>	<b>Off</b>	Mon..	8:00A	5:00P	Tue..	8:00A	5:00P	Wed..	8:00A	5:00P	Thu..	8:00A	5:00P	Fri..	8:00A	5:00P	Sat..	Off	Off
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Start time for Sunday availability, OFF for none, ON for all day.																																																				

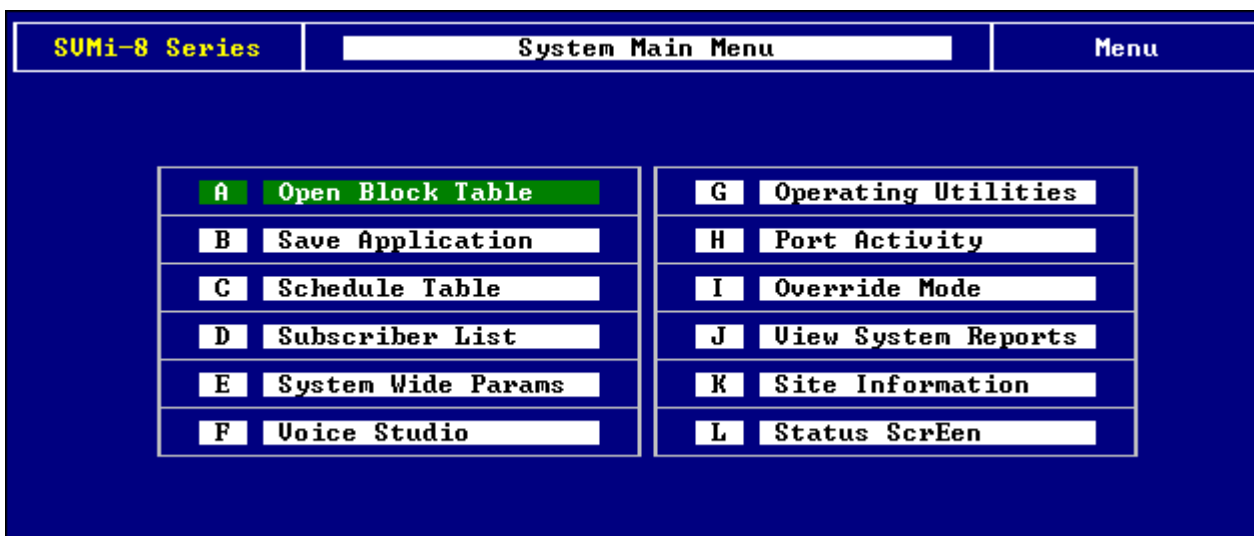
The user's scheduling is now set. Any caller trying to dial this person from the AA during business hours will ring to that user's station. Calls made outside of business hours get forwarded to voicemail automatically.

# Cascading message notification on the SVMi series products (3-Tier emergency alert messaging)

1. Log in to your SVMi using hyper terminal or some other terminal communication software.



2. From the system main menu select "open block table".





3: Select “menu” from the open block menu, then choose the menu that you wish to place the emergency mailbox option in and select it.

<b>SUMi-8 Series</b>	<b>OPEN Block</b>	<b>Target Gen</b>
BLOCK Label.... MNU		
Announcemnt AudiotexLib Bye Directory Eclass Extension List Mailbox Mclass Menu Mode Query Speak Station	NEW <b>Day Main Menu</b> Direct Station Direct Trunk Forward Station Forward Trunk Holiday Main Men Night Main Menu TEMPLATE MNU Weather Main Men	

Highlight the desired object and press ENTER to select

<b>SUMi-8 Series</b>	<b>MENU - Day Main Menu</b>	<b>Page 1 of 4</b>
INPUT Processor Operating Parameters		
Menu INPUT: Take INPUT from: <b>ENTRY</b>	Store INPUT in.....	
Digit Assignment: Administration: <b>#</b>	Escape..... <b>*</b>	
Caller ENTRY Options and Other INPUT Parameters		
1st Pmt: <b>1001</b>	4th: <b>0101</b>	Maximum Caller Entry Digits: <b>3</b>
2nd: <b>0006</b>	5th:	Wait for First Entry Digit.. <b>3</b>
3rd: <b>0109</b>	6th:	Wait for Subsequent Digits.. <b>3</b>
Invalid Condition Pmt: <b>0009</b>	Repeat Prompts if NO ENTRY.. <b>1</b>	
Request Password Pmt: <b>0011</b>	Retry if INVALID Condition.. <b>2</b>	
KEY Value: Append to KEY Register: <b>N</b>	Store KEY Value in:	

Block Name. To Rename, Type new name then Press ENTER

4. Go to page 2 of 4 of the menu that you are in.

SUMi-8 Series		MENU - Day Main Menu			Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	Operator
	INVALID	Goto	EXT	01	Operator
	FAXCALL				
	*	Goto	BYE		GoodBye
	9	Goto	DIR		Directory
	0	Goto	EXT	01	Operator
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	

Mode number and name for pointers being edited or created

5. Use the arrow keys to navigate to the first available place in the Menu Input Processor that you can place an entry in.

SUMi-8 Series		MENU - Day Main Menu			Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	Operator
	INVALID	Goto	EXT	01	Operator
	FAXCALL				
	*	Goto	BYE		GoodBye
	9	Goto	DIR		Directory
	0	Goto	EXT	01	Operator
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	

Press ENTER to Edit a Field on the Line

6. Press “enter” on your keyboard, then put in the entry that you want to use to send them to the emergency mailbox. Then select “goto”, then choose “mailbox”, then choose the mailbox that you are going to use as your emergency mailbox.

SUMi-8 Series		MENU - Day Main Menu			Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	Operator
	INVALID	Goto	EXT	01	Operator
	FAXCALL				
	*	Goto	BYE		GoodBye
	9	Goto	DIR		Directory
	0	Goto	EXT	01	Operator
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	
	3	Goto	MBX	01	Box, Emergency

Press ENTER to Edit a Field on the Line

7. Exit out of the menu. From the open block menu select “mailbox”, and then the mailbox that you are using as your emergency mailbox.

SUMi-8 Series		OPEN Block	Target Gen
BLOCK Label....	MBX	01	
Announcemnt	NEW		
AudiotexLib	Bill	203	
Bye	Box, Emergency	400	
Directory	Lisa	201	
Eclass	Operator	500	
Extension	Steve	202	
List	TEMPLATE MBX	d	
Mailbox			
Mclass			
Menu			
Mode			
Query			
Speak			
Station			

Highlight the desired object and press ENTER to select

<b>SUMi-8 Series</b>	<b>MAILBOX - Box, Emergency</b>	<b>Page 1 of 5</b>
Group: <b>1</b>	Number: <b>400</b>	Extension: <b></b>
VisiComm User:		Mclass: <b>01:Standard MCL</b>
<b>Mailbox Controls</b> Announce only mailbox..... <b>N</b> Subscriber administrator... <b>N</b> Use LIFO message ordering.. <b>N</b> New message beep(s)..... <b>N</b> Directory Public: <b>Y</b> User: <b>Y</b> Subscriber password: <b>*****</b> Language <b>English, American</b> Retention days left..... <b>0</b>		<b>Authorizations</b> Forced messages allowed..... <b>N</b> Workload Manager..... <b>Y</b> Commitment/Follow Up allowed..... <b>N</b> Message grouping allowed..... <b>N</b> Mailbox greeting allowed..... <b>Y</b> Message alert control allowed..... <b>Y</b> Extended prompting enabled..... <b>Y</b> Auto Play of new messages enabled: <b>Y</b> Auto Play of message info enabled: <b>Y</b>
Block Name. To Rename, Type new name then Press ENTER		

8. Go to page 2 of 5 and set both “enable autofoward”, and “delete after forwarding”, to “Yes”.

<b>SUMi-8 Series</b>	<b>MAILBOX - Box, Emergency</b>	<b>Page 2 of 5</b>																					
<b>Message Alert</b> Message alert is currently on..... <b>N</b> Alert on urgent messages only..... <b>N</b> Alert phone number: <b></b>		<b>Message Waiting Indicators</b> This mailbox has an MMI... <b>N</b> MMI is currently on..... <b>N</b> MMI number: <b>400</b>																					
<b>Delivery Schedule</b> <table border="1"> <tr><td>Sunday.....</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Monday.....</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Tuesday.....</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Wednesday.....</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Thursday.....</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Friday.....</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Saturday.....</td><td>12:00A</td><td>12:00A</td></tr> </table>		Sunday.....	12:00A	12:00A	Monday.....	12:00A	12:00A	Tuesday.....	12:00A	12:00A	Wednesday.....	12:00A	12:00A	Thursday.....	12:00A	12:00A	Friday.....	12:00A	12:00A	Saturday.....	12:00A	12:00A	<b>Message Autofoward</b> Enable autofoward..... <b>Y</b> Delete after forwarding... <b>Y</b> Auto forward delay.... <b>0:00</b>
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Thursday.....	12:00A	12:00A																					
Friday.....	12:00A	12:00A																					
Saturday.....	12:00A	12:00A																					
Time delay before forwarding an unread message <HH:MM>																							

9. Go to page 4 of 5, and select “auto-FWD”.

<b>SUMi-8 Series</b>		MAILBOX - <b>Box, Emergency</b>			Page 4 of 5
Operating MODE.. <b>00</b>	CallDirector				
<b>Default</b>	Event	Action	Typ	Gp	Target Name
	MSG-LEFT				
	NOMSG-LEFT				
	ESCAPE				
	GREET-DTMF				
	OPERATOR				
	<b>AUTO-FWD</b>				

Mailbox for messages to be 'Auto-Forwarded' to

10. Select "mailbox", and then select the mailbox of the first person that needs to be notified.

<b>SUMi-8 Series</b>		MAILBOX - <b>Box, Emergency</b>			Page 4 of 5
Operating MODE.. <b>00</b>	TARGET GENERATOR for.. <b>AUTO-FWD</b>				
<b>Default</b>	Target Label...	<b>MBX</b>	<b>01</b>		
	List	NEW			
	Mailbox	Bill	203		
		Box, Emergency	400		
		<b>Lisa</b>	<b>201</b>		
		Operator	500		
		Steve	202		

Highlight the desired object and press ENTER to select

<b>SUMi-8 Series</b>	<b>MAILBOX -</b> <input type="text" value="Box, Emergency"/>	<b>Page 4 of 5</b>			
<b>Operating MODE..</b> <input type="text" value="00"/>	<b>CallDirector</b>				
<b>Default</b>	<b>Event</b>	<b>Action</b>	<b>Typ</b>	<b>Gp</b>	<b>Target Name</b>
	MSG-LEFT				
	NOMSG-LEFT				
	ESCAPE				
	GREET-DTMF				
	OPERATOR				
	<b>AUTO-FWD</b>	<b>Goto</b>	<b>MBX</b>	<b>01</b>	<b>Lisa</b>

Mailbox for messages to be 'Auto-Forwarded' to

11. Exit out of this mailbox and select “mailbox” from the “open block” menu. Then select the mail box of the first person to be notified and go to page 2 of 5. Set “enable autoforward” to “yes”, and then in “auto forward delay” blank, enter the amount of time that you wish to transpire before it is forwarded to the next on call person.

<b>SUMi-8 Series</b>	<b>MAILBOX -</b> <input type="text" value="Lisa"/>	<b>Page 2 of 5</b>																					
<p style="text-align: center;"><b>Message Alert</b></p> <p>Message alert is currently on..... <input type="text" value="N"/></p> <p>Alert on urgent messages only..... <input type="text" value="N"/></p> <p>Alert phone number: <input type="text"/></p>		<p style="text-align: center;"><b>Message Waiting Indicators</b></p> <p>This mailbox has an MWI... <input type="text" value="N"/></p> <p>MWI is currently on..... <input type="text" value="N"/></p> <p>MWI number: <input type="text" value="201"/></p>																					
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Sunday.....	12:00A	12:00A																					
Monday.....	12:00A	12:00A																					
Tuesday.....	12:00A	12:00A																					
Wednesday.....	12:00A	12:00A																					
Thursday.....	12:00A	12:00A																					
Friday.....	12:00A	12:00A																					
Saturday.....	12:00A	12:00A																					

'Y' to delete original message after forwarding, 'N' to leave a copy

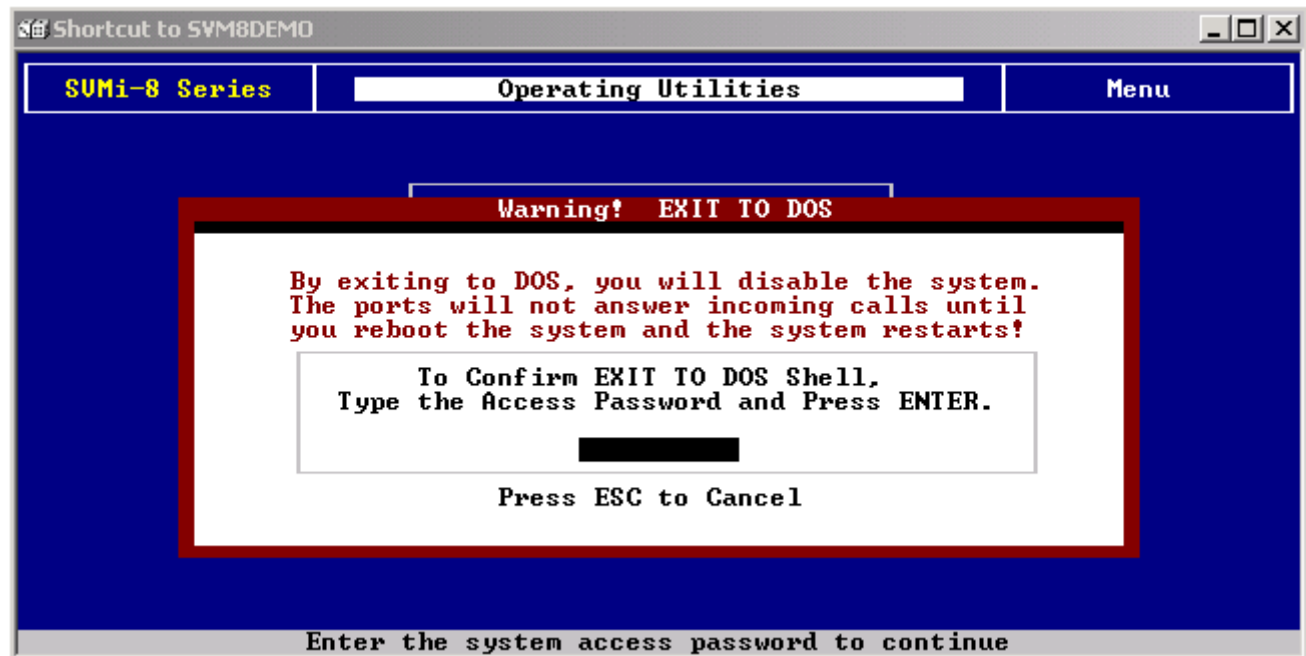
12. Repeat steps #10 and #11 for each additional mailbox that needs to be notified.

Proper shutdown of the SVMi systems

To do a proper shutdown of the SVMi system you need to navigate from the main menu to the Operating Utilities menu. Once there you select **Shutdown SVMi-4,8 or 16** in our example we are using the SVMi-8.



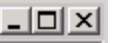
Once there you will be prompted to enter the password.



Once you enter the password the system shut the ports down and put you at the DOS prompt. At this point you can power your KSU down to perform whatever you need to do.



Shortcut to SVM8DEMO



Microsoft(R) Windows DOS  
(C)Copyright Microsoft Corp 1990-1999.

C:\



ELECTRONICS

## Specialized Applications

**Date:** 7/25/2002

**Product:** SVMi-8

**NO.:** 2002-006

### **TITLE: Audiotext Librarian and Announcements**

SVMi's Audiotext System delivers on-demand voice information to callers, using Announcements Blocks. It also provides the facilities to create and maintain audiotext libraries to group and control the use of Announcements. Applications can be configured ranging from simply giving directions to the company location; to complex applications requiring "search keys" support to find and play the appropriate Announcement based on accumulated caller entries. Announcements in a library may be linked to build applications of any size - and may be accessed at any time during a call session. An audiotext library consists of one or more Announcement Blocks and an Audiotext Librarian.

The Announcement Block contains the voice information and parameters used by the audiotext librarian to manage the Library. An Announcement Block can be created at the system administration PC console or from any touch-tone telephone. When it is created at the console, the Announcement's text can be typed into the Block for recording at a later time from the Voice Studio.

The Audiotext Librarian controls all the prompting and parameters used when recording and playing back Announcements. This information includes the allowed length of the message and the number of days it will be retained. It may be useful to think of the audiotext librarian as a class of service for announcement blocks

The Audiotext Librarian Block is used in conjunction with a Menu Block to access the audiotext information. The Audiotext Librarian does not contain pointers to announcement blocks. To play an announcement block, a menu is used to collect digits from the caller that match the number of the announcement block, and then the menu block passes control to an Audiotext Librarian. The Audiotext Librarian plays the announcement that matched the digits entered by the caller.

This Audiotext system can be used any time a caller needs specific information. Calling a Real Estate office to request spoken information about a property by entering that properties ID number might be one example. Another application would be in a community college, where the caller entering a course number would hear a description of the subject matter covered in the course.

### EXAMPLE

A typical application using Announcements is a Service Information Center at an automobile repair shop. In this application, the caller is prompted in a Menu Block to input his home phone number to identify the car being serviced. The associated Announcement would then inform the caller of the status of their car, e.g., "I'm sorry Mr. Jones, your car is not ready yet. It should be done the latter part of this week."

- a) From the main menu the customer will select a single digit to be directed to another menu where they are asked to enter their 7-digit phone number to receive information on their car.
- b) The menu Input processor (page 2 of the menu block the caller was transferred to from the main menu) should include an entry that collects any caller entered phone number (entered in the Input processor as ????????)
- c) The action to take on this input should be 'GoTo'
- d) The Target name should be a newly created Audiotext Librarian (you can leave all the Audiotext Librarian parameters as default) This Audiotext Librarian will call the announcement with the number that matches the digits entered by the caller.
- e) Ensure that the Audiotext Librarian 'User can create ANN' option is set to Yes. This will allow the audiotext administrator to add new announcements for each new customer
- f) In the Audiotext Librarian menu block set 'Wait for caller Entry' to 7. This will allow the entire phone number to be collected.
- g) Change the Audiotext Librarian password to one that is known only to the Audiotext administrator.
- h) Change the Audiotext Librarian Retention days to the time you want this announcement to remain in the system. By default it will remain 90 days and then be destroyed.

## CREATING A NEW ANNOUNCEMENT

Announcements are created by calling into the Audiotext system and when you reach the Audiotext Librarian (the menu where you would normally enter the announcement number) enter # + the announcement number. This process is similar to logging into your mailbox, but you are actually logging into the announcement block. Enter the password that is assigned for the Audiotext Librarian and record or delete the Announcement.

If the Audiotext Librarian 'User can create ANN' is set to 'Y', the system requests a password, creates the announcement (with no recording in it), and drops the administrator into a record session. If the administrator deletes the voice within the announcement, the system marks the announcement for deletion when the administrator exits. In short, the administrator can create and destroy announcements by deleting the contained speech.

If the Audiotext Librarian 'User can create ANN' is set to 'N' and the administrator tries to create a new announcement, the system replies with 'Invalid entry' and the administrator remains in the menu block (until retries are exhausted). If the administrator deletes the speech in an existing announcement, the announcement remains in existence. In short, administrators can manage the recordings contained within the announcements but the announcements themselves remain in place.

*If you have any questions about this application please contact Technical Support by phone 1800 737 7008 or by email at [techsupportmiami@sta.samsung.com](mailto:techsupportmiami@sta.samsung.com)*

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## SVMi-8 Real Estate Applications Solution A

This application was designed specifically for a small real estate firm. From the Main Menu the dealer wanted to be able to direct callers to a second Menu which would ultimately direct the caller to home listing announcements

Home Listings need to be administered via DTMF by specified agents. A single digit is required to identify the number of bedrooms, and there will be a unique 4 digit listing number assigned to every listing. The result will be that the Home Listing number will be a total of 5 digits.

SUMi-8 Series		MENU - Day Main Menu			Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	Operator
	INVALID	Goto	EXT	01	Operator
	FAXCALL				
	*	Goto	BYE		GoodBye
	9	Goto	DIR		Directory
	0	Goto	EXT	01	Operator
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	
	2	Goto	MNU		Listings

Press ENTER to Edit a Field on the Line

1. From the Day Main Menu create a single digit choice which will direct callers to a new Menu called "Listings." (This will also need to be done in "Night Main Menu", "Holiday Main Menu", and "Weather Main Menu").
2. While this choice is highlighted press CTRL + O to open the new Menu Listings

SUMi-8 Series	MENU - Listings	Page 1 of 4
INPUT Processor Operating Parameters		
Menu INPUT: Take INPUT from:	ENTRY	Store INPUT in.....
Digit Assignment: Administration:	#	Escape..... *
Caller ENTRY Options and Other INPUT Parameters		
1st Pmt: 0060	4th:	Maximum Caller Entry Digits: 5
2nd:	5th:	Wait for First Entry Digit.. 3
3rd:	6th:	Wait for Subsequent Digits.. 2
Invalid Condition Pmt: 0009		Repeat Prompts if NO ENTRY.. 1
Request Password Pmt: 0011		Retry if INVALID Condition.. 2
KEY Value: Append to KEY Register:	N	Store KEY Value in:
Block Name. To Rename, Type new name then Press ENTER		

3. Assign a new prompt # that callers will hear when they arrive at the Listings Menu. For this example we use prompt # 0060 to test the application with. A custom prompt would be required for the actual application.

“Welcome to our Home Listings Hotline. To hear information on one bedroom homes please press 1. For two bedroom homes please press 2. For three, or more bedroom homes please press 3. For homes located outside of town please press 4. And, for commercial properties please press 5. To return to the Main Menu press the star key.”

4. Make sure that the Maximum Caller Entry Digits is set to 5
5. Make sure Administration is set to ‘#’ so Administrators can record Announcements

SUMi-8 Series		MENU - Listings			Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	BYE		GoodBye
		INVALID	Goto	BYE		GoodBye
		FAXCALL				
		1	Tran			1aaaa
		2	Tran			2aaaa
		3	Tran			3aaaa
		4	Tran			4aaaa
		5	Tran			5aaaa
		?????	Tran			a????
		?????	Goto	AXL	01	Standard AXL
		*	Goto	MNU		Day Main Menu

Mode number and name for pointers being edited or created

6. The customer specified that they wanted the following menu choices in the Listings Menu:
  - <1> for a listing of 1 bedroom recordings
  - <2> for a listing of 2 bedroom recordings
  - <3> for a listing of 3 or more bedroom recordings
  - <4> for a listing of homes outside of town
  - <5> for a listing of Commercial properties
  - Or just enter the 4 digit MLS number for exact Audiotext recording
  - <\*> for returning to the appropriate Menu
  
7. Please note the Target name in the example listed below. The 'a' entries are actually wildcards that are referenced by the Audiotext Librarian.
  
8. Make sure these settings are the same for all Operating Modes.

SUMi-8 Series		AudiotexLib - Standard AXL		Page 1 of 2	
Library Administration			Caller Interface		
ANN Group Number..... 1			Wait for caller entry... 3		
Max ANN length..... 300			Repeat pmts if no entry: 1		
User can create ANN... Y			Offer to replay ANN..... Y		
Replay digit..... 1			Empty ANN prompt..... 0062		
Escape digit..... *			Disk is full prompt... 0063		
Wild card digit..... a			Offer replay prompt... 1061		
Admin password... 0000			Get password prompt... 0011		
			Invalid entry prompt.. 0009		
Retention		Days: 90	Plays: 0	Refresh: Y	
Block name. To rename, type a new name then press ENTER					

- In the AudioText Librarian make sure that Users are allowed to create Announcements.
- Create, and assign a custom prompt to: Offer Replay Prompt parameter. This prompt should read as follows, "To replay this listing press 1, to hear the next listing press the pound key."

SUMi-8 Series		AudiotexLib - Standard AXL		Page 2 of 2		
Operating MODE.. 00		CallDirector				
Default		Event	Action	Typ	Gp	Target Name
		NEXT	Goto	MNU		Listings
		NO-DATA	Goto	MNU		Night Main Menu
		ESCAPE	Goto	MNU		Night Main Menu
		NO-ENTRY	Goto	MNU		Night Main Menu
		USER-EXIT	Goto	MNU		Listings
Open Audiotex Announcements						
After a user finishes announcement administration, Goto Block						

- For ease of administration make sure USER-EXIT is set to Goto MNU Listings so the recording of announcements by Administrators is made easy
- Also set NEXT to Goto MNU Listings so users can listen to multiple listings in the AudioText Library
- Make sure these settings are the same for all Operating Modes



14. Once all these steps are taken please dial into the SVMi
15. When prompted for a password press '\*'
16. From the Main Menu press '2' to go to Listings menu
17. To record an announcement press '#' followed by the five digit number of the Audiotex announcement
18. For testing purposes create (2) recordings that begin with a 1, two that begin with a 2, etc. Remember that the first digit represents the type of home, and the last 4 digits must be unique throughout the application
19. Once all Announcements are recorded call into SVMi like a public caller to test the application
20. Press '2' at the main menu
21. When you get the Listings Menu recording select a menu choice 1-5, or enter the 4 digit listing number
22. Once the first recorded announcement has played press '#' to advance to the next one

# SVMi System Architecture

This manual will provide an overview of the SVMi system architecture.

Calls to the SVMi are initially picked up by the Port block. The Port block controls the physical hardware associated with the voicemail extensions.

The Port block checks the Schedule Table to see if any specific mode has been assigned for that particular time of day. If none are found it will follow whatever ring mode is designated in MMC 744 for that ring plan. The call is then passed to the Mode block.

The Mode block handles which call types go to where during specific times. By default this simply assigns which Menu block to go to during what times.

The Menu block defines routing options for a call. It can base these options on any one of several different input options (ENTRY, TRUNK, CID, etc). It will then speak to the caller any prompts that have been programmed and route the call accordingly. The Menu block can pass a call to any of the Call Processor or Service Provider blocks.

The Call Processor blocks are comprised of the following:

- Speak Block
  - Speaks a prompt to a caller and then processes on to another destination
- Bye Block
  - Tells the customer goodbye and then hangs up the port.
- Dial Block
  - Dials a number and based on supervision settings hang up or process to another destination
- Query Block
  - Asks a caller a question and records the answer

The Service Provider blocks are comprised of the following:

- Directory Block
  - Allows the caller to search through subscribers to find the party they are trying to contact
- Audiotext Librarian
  - Plays an announcement or series of announcements. Uses the Announcement block.
  - Announcement Block
    - Plays a message to a customer and sends call to another destination
- Document Librarian
  - Allows the caller to request a fax or series of faxes. Uses the Fax block.
  - Fax Block
    - Plays a voice header, sends a fax to a specified location, and then sends call to another destination
- Extension Block
  - Dials an extension in the switch

- Plays custom greetings to caller before passing off to mailbox block
  - Controlled by the EClass block
  - EClass Block
    - Defines standard setup information for the extension block
- Mailbox Block
  - Records messages from callers
  - Plays recorded messages back to user
  - Performs message alert and pager notification
  - Controlled by MClass
  - MClass
    - Defines certain global settings for the mailbox block
- Network Mailbox Block
  - Records messages in local voicemail and then transmits them to another voicemail system. Most commonly used in networking applications where centralized VM is not an option.
- List Block
  - Sends a recorded message to a predefined mailbox or series of mailboxes. Most commonly used for system broadcasts.

## Operating Mode

The SVMi-8/16 can be configured to automatically change between up to 99 different customer operating modes, based upon the time of day, day of week, or specific calendar date. During an operating mode, every aspect of the call automation application, including port utilization; caller scripts; routing solutions; call coverage options; and even an individual subscriber's mailbox prompting can be customized to meet the organization's operating requirements. At anytime during the day the SVMi-8/16 system is in a specific operating mode. This may be as simple as Day Mode (business hours) or Night Mode (business closed) or it can be a very complex (Special Mode for Port 2 Only, on October 13<sup>th</sup> between 5 and 7 pm).

Shortcut to SVM8DEMO

SUMi-8 Series      MODE - Day      Page 1 of 1

Mode Number..... 1	Call Code Processor				
Salutation Prompts	CallCode	Action	Typ	Gp	Target Name
First.....	NEXT	Goto	MNU		Day Main Menu
Second.....	DEFAULT	Goto	BYE		GoodBye
Third.....					
Fourth.....	DT	Goto	MNU		Direct Trunk
Fifth.....	DS	Goto	MNU		Direct Station
Sixth.....	AT	Goto	MNU		Forward Trunk
	AS	Goto	MNU		Forward Station
	BT	Goto	MNU		Forward Trunk
	BS	Goto	MNU		Forward Station
	NT	Goto	MNU		Forward Trunk
	NS	Goto	MNU		Forward Station
	TS	Goto	MNU		Day Main Menu
	TI	Goto	MNU		Day Main Menu
	RC	Goto	MNU		Record Call

Block Name. To Rename. Type new name then Press ENTER

The behavior of the SVMi8/16 when it answers a new cal during each specific operating mode is defined in the Mode Block. SVMi-8's Schedule Table automatically changes to the correct mode without human involvement.

## Operating Mode

A Mode block exists for each operating mode. An operating mode is defined by a combination of port(s) and time. It can be as simple as Day or Night mode, or more complex (e.g. a special mode that is in effect for port 2 and 3 between 9.23 AM and 7.41 PM on Mondays and Wednesdays).

The MODE Block is the entry point into the call routing solution for a particular operating mode and can contain the opening voice prompts which the SVMi-8E/SVMi-16E will speak when answering a call. The main purpose of the MODE Block is to provide the SVMi-8E/SVMi-16E with an entry point into the call session and to direct it to other blocks depending on the type of call.

The MODE Block receives call information from the phone system, speaks a salutation (optional), and then transfers control to the next Block. A mode can have only one MODE Block.

Every Call reaching the SVMi-8E/SVMi-16E is identified by a call code. A call code consists of 2 letters. The first letter will indicate how the call arrived and will be D (Direct Call), A (Forward All), B (Forward Busy), N (Forward No Answer) or T (Manual Transfer). The second letter indicates the type of call and will be T (trunk) or S (Station).

SVMi-8E/SVMi-16E can direct the call to a different Block for each different Call code.

SVMi-8E/SVMi-16E applications may contain up to 99 different modes, (although this many are seldom necessary) each corresponding to a particular style of organizational operation. As the organization changes its behavior by changing work shifts, scheduling inventory and other special events or conditions, SVMi-8E/SVMi-16E automatically adjusts the Call Routing Solutions required to meet callers' needs.

Shortcut to SVM8DEMO

SUMi-8 Series      MODE - **Holiday**      Page 1 of 1

Mode Number..... 3	Call Code Processor				
Salutation Prompts	CallCode	Action	Typ	Gp	Target Name
First.....	NEXT	Goto	MNU		Holiday Main Men
Second.....	DEFAULT	Goto	BYE		GoodBye
Third.....					
Fourth.....	DT	Goto	MNU		Direct Trunk
Fifth.....	DS	Goto	MNU		Direct Station
Sixth.....	AI	Goto	MNU		Forward Trunk
	AS	Goto	MNU		Forward Station
	BI	Goto	MNU		Forward Trunk
	BS	Goto	MNU		Forward Station
	NI	Goto	MNU		Forward Trunk
	NS	Goto	MNU		Forward Station
	IS	Goto	MNU		Holiday Main Men
	IT	Goto	MNU		Holiday Main Men
	RC	Goto	MNU		Record Call

Block Name. To Rename, Type new name then Press ENTER

**MODE** The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

## General Parameters

**MODE NUMBER** The number is identified with the name of the mode.

**SALUTATION PROMPTS** The prompt numbers to be spoken when SVMi-8E/SVMi-16E answers a call in this mode. The prompts are only spoken if the call uses the NEXT pointer or is a Direct Trunk (DT) call. The prompts are spoken in sequence beginning with prompt-1. These should include prompts that are only spoken upon answering (e.g., "Thank you for calling ABC company.") and are not repeated for the duration of the call. Allowable values include any four digit prompt number 1000 - 9999. If DTMF tones are entered while these prompts are being spoken, they will be interrupted and the digits will be carried forward into the next MENU Block.

To edit the prompts, highlight the prompt to be changed and enter the desired prompt number if different from the existing number. Press 'Ctrl + O' to bring up the Prompt Text Generator.

## Call Code Processor

To make changes to the Event Pointers, highlight the desired field and press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block from the Target Generator pick list and press ENTER. Press Ctrl + 'O' to review or edit the selected Block.

**NEXT POINTER** This points to the next Block SVMi-8E/SVMi-16E will execute after answering a call and speaking the prompts in the MODE Block. Any DTMF digits entered in the MODE Block will be carried forward to the next MENU block.

**DEFAULT POINTER** The Default pointer of the MODE Block determines what to do if a condition occurs while operating in this mode and a pointer has not been set. This is intended to be a back-up precaution, in the event of programming error. It is normally directed to a BYE Block which will hang up.

**CALLCODE POINTERS** CallCode events represent call information that the SVMi-8E/SVMi-16E receives from the phone system. They determine the next Block to pass control to. The CODE values are as follows:

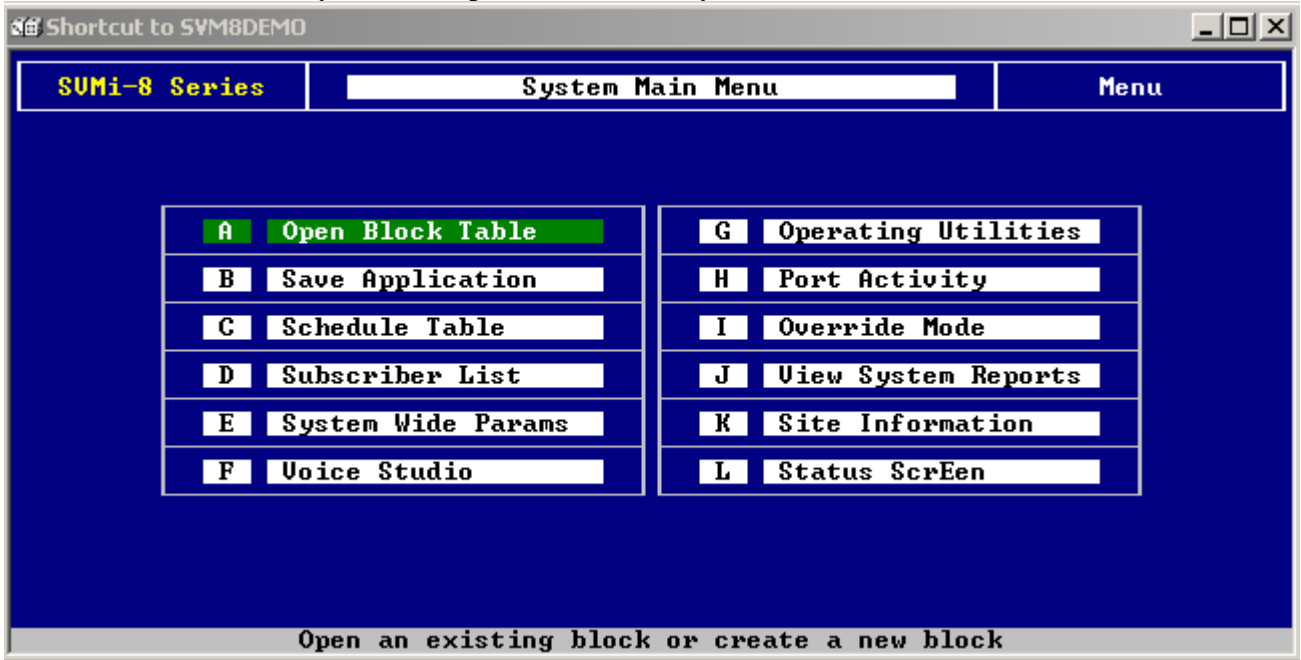
- DT** - Direct call originating from a Trunk.
- DS** - Direct call originating from a Station.
- AT** - All calls forwarded, originating from a Trunk.
- AS** - All calls forwarded, originating from a Station.
- BT** - Forwarded on busy, originating from a Trunk.
- BS** - Forwarded on busy, originating from a Station.
- NT** - Forwarded on no answer, originating from a Trunk.
- NS** - Forwarded on no answer, originating from a Station.
- TS** - Manually transferred Station Call.
- TT** - Manually transferred Trunk Call.
- RC** - Record Call Request.

If no CallCode is given or the CallCode does not match any programmed, the NEXT pointer is used.

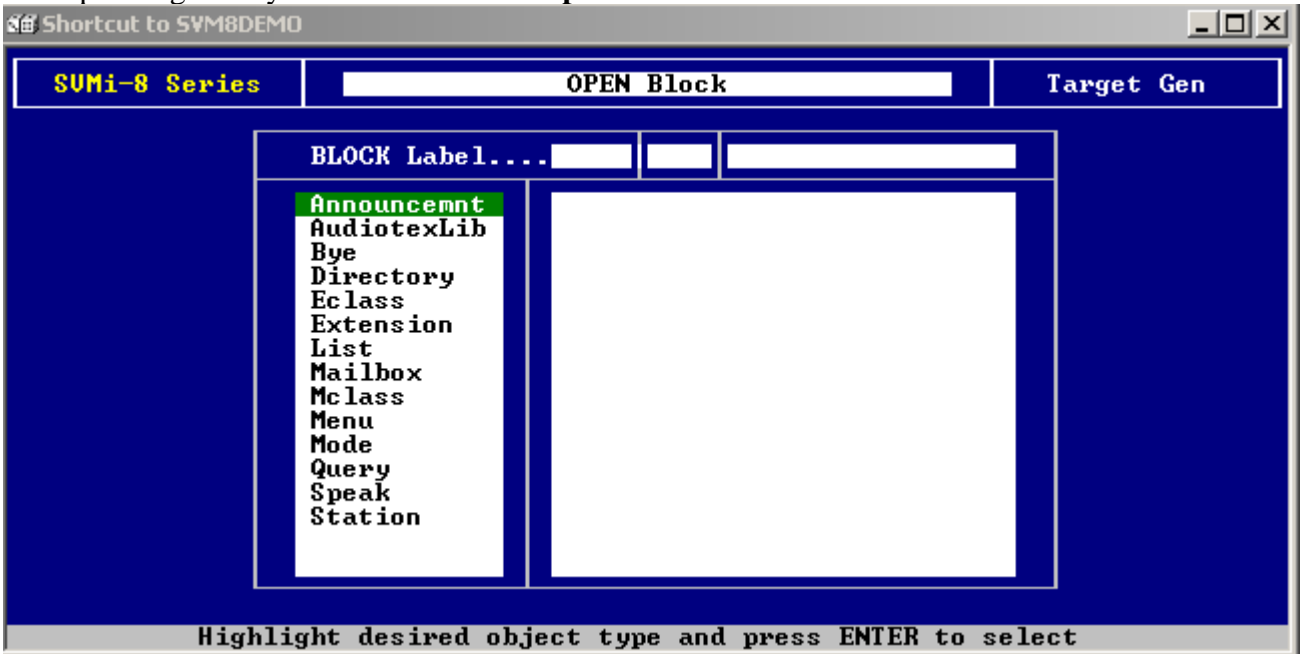
## Answering Machine Emulation

This application involves creating a mailbox in the **SVMi 4, 8 or 16** as well as assigning a voicemail transfer button on a key set in the phone system i.e. **DCS Compact, DCS, IDCS 100, iDCS 400 or IDCS 500**.

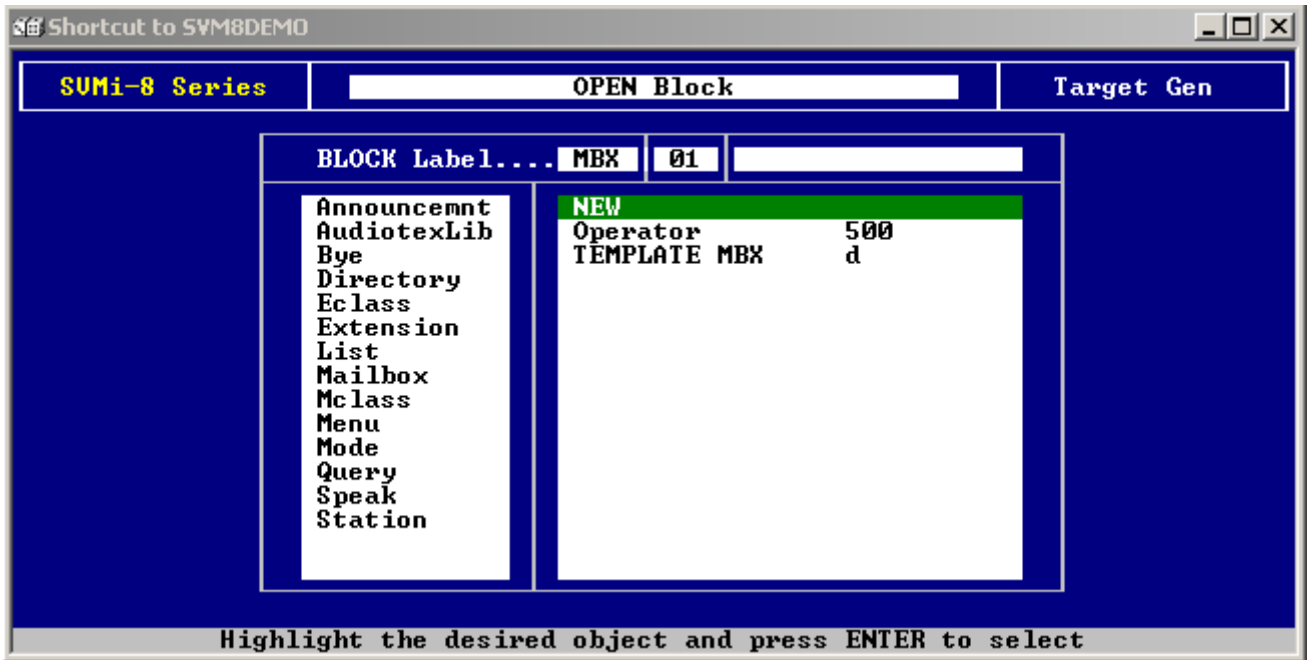
To create the mailbox we high light the **Open Block Table** from the **System Maim Menu** in the voicemail systems and press the **enter** key.



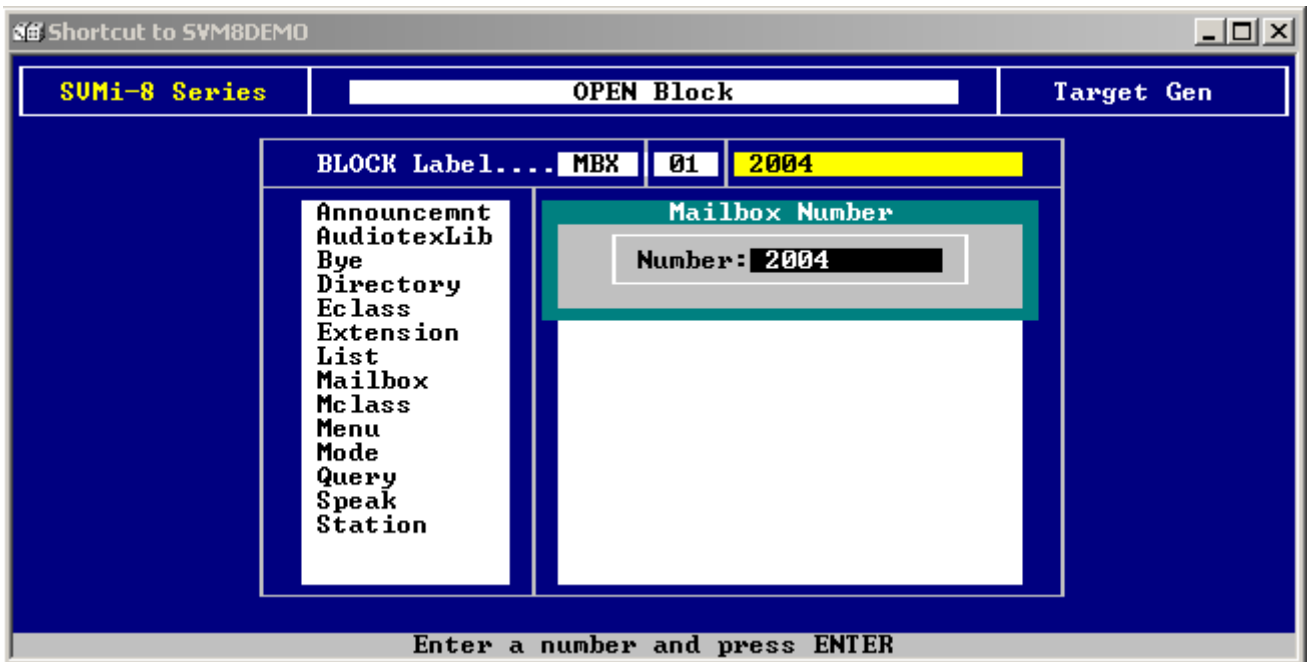
After pressing enter you will come to the **Open Block** screen.



At this point you will create a new mailbox if the system did not create one when the voice mail was installed. You can arrow down to Mailbox or press the letter M to get into the mailbox screen.



You can now arrow up and down, select NEW and press enter. You will now enter a identifier and number for the mailbox. It can be a 2004 and 2004.





Once you enter this information and press enter it open the window for this newly created mailbox.



At this point you now have a mailbox to deliver your messages to. The next part of this application involves programming in the appropriate system.

You will need to make sure the AME password is not turned on in MMC 110. Assign a AME key in MMC 722. Note in an iDCS system it will be a VMAME key. You must make sure in MMC 701 feature is on. VMS AME = YES

Once you have this feature programmed it is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to your voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mail box. At this time you will only be monitoring the call, you can not talk to the other party until you answer. You may pick up the call at any time or ignore it.

To activate this feature press the **AME** key. It will light and the feature is set. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

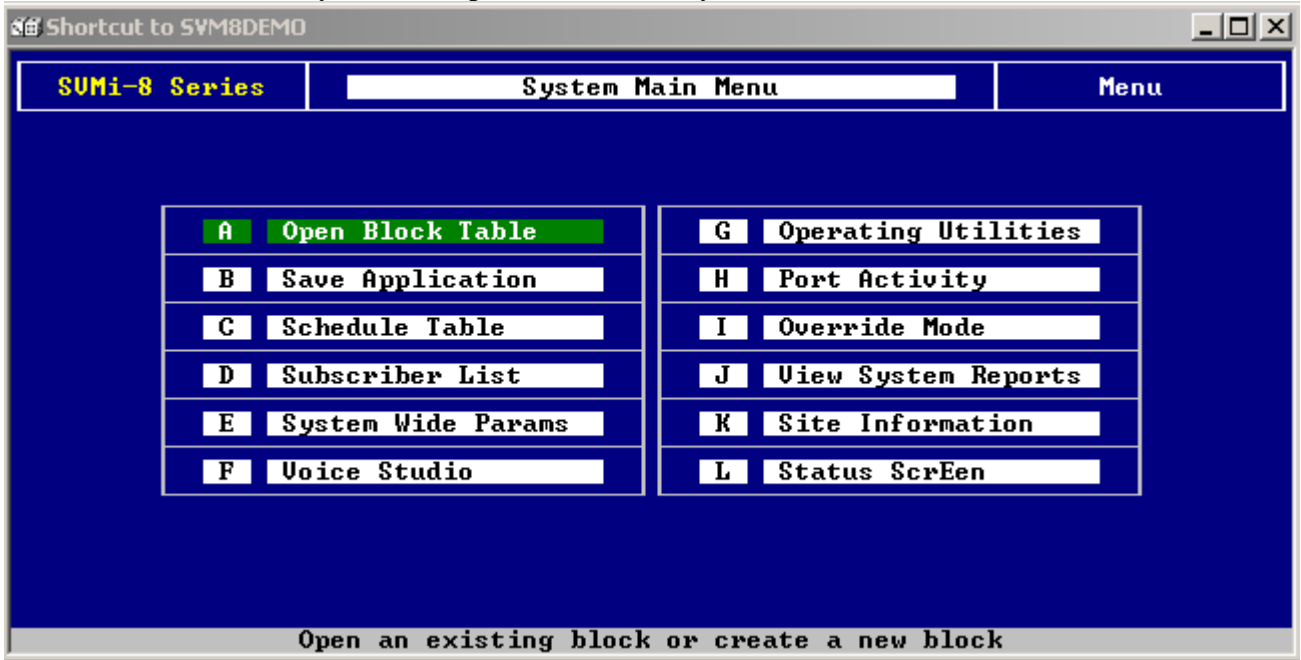
While the caller is leaving a message or ringing you may:

- Press **[#]** to immediately put the caller in your voice mailbox and monitor it.
- Press **[\*]** to immediately disconnect your station. The caller continues to leave a message normally.
- Pick up the handset and monitor privately.
- Press **ANS / RLS** to answer the call (using the handset or speaker).

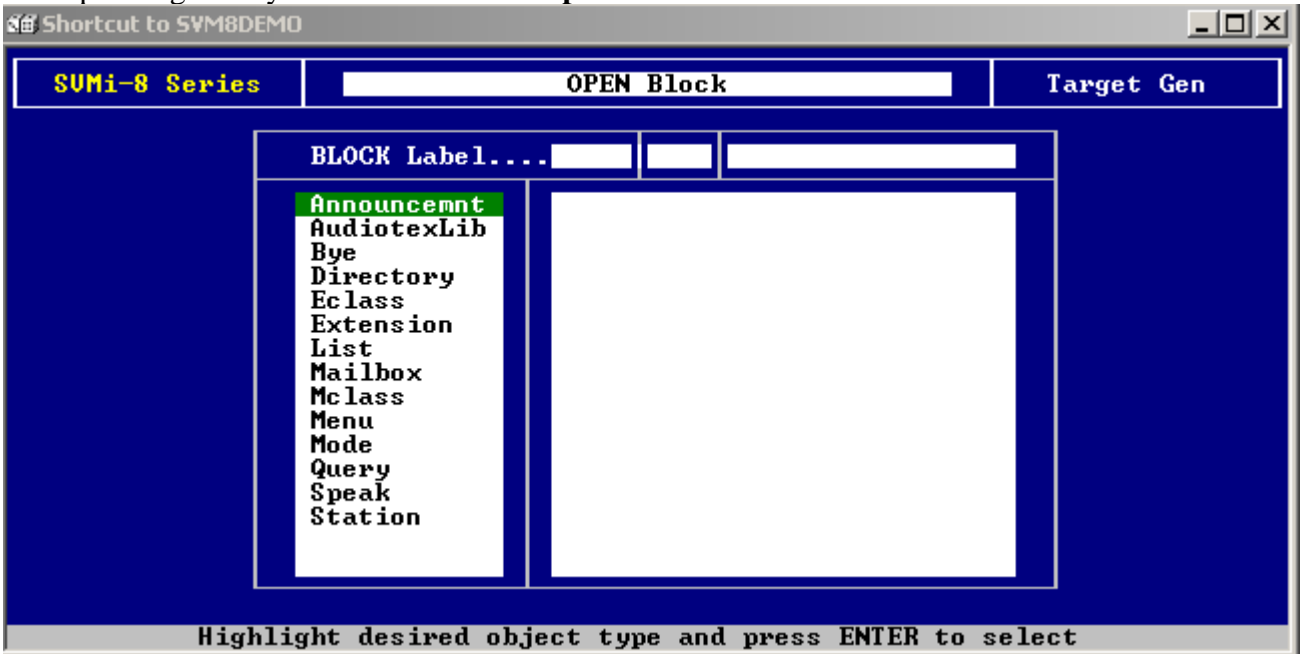
## Auto Record

This application involves creating a mailbox in the **SVMi 4, 8 or 16** as well as turns the feature on in the phone system i.e. **DCS Compact, DCS, IDCS 100, iDCS 400 or IDCS 500**.

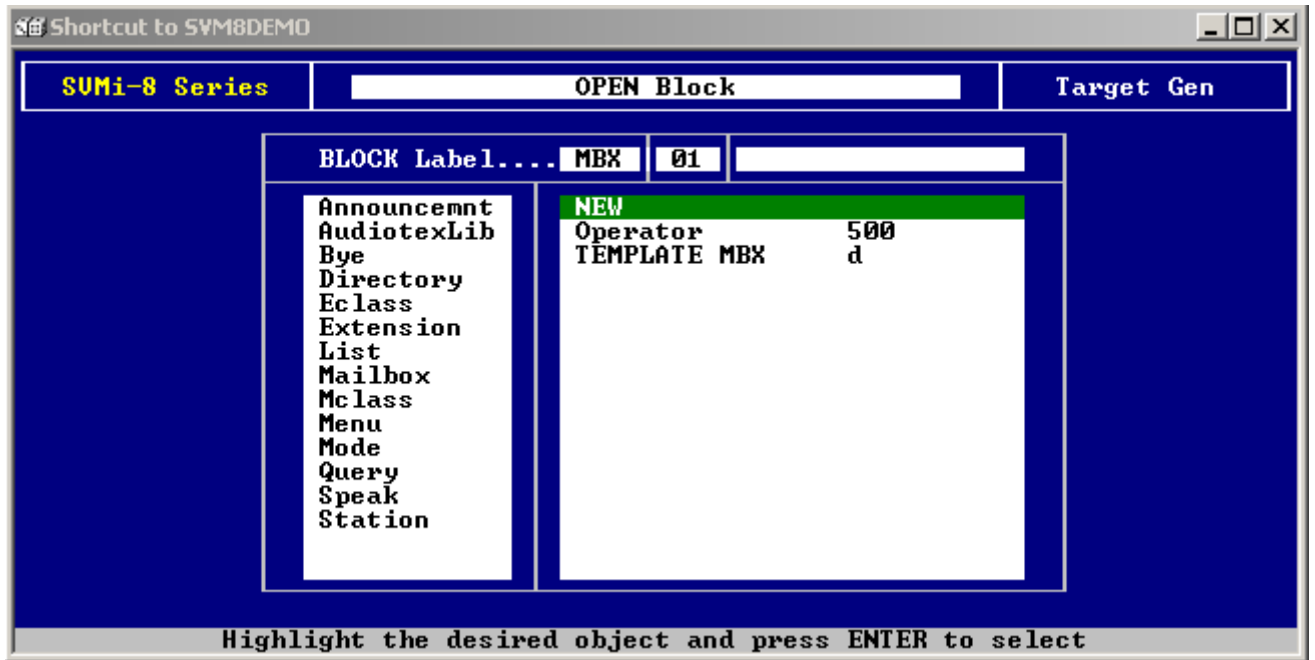
To create the mailbox we high light the **Open Block Table** from the **System Maim Menu** in the voicemail systems and press the **enter** key.



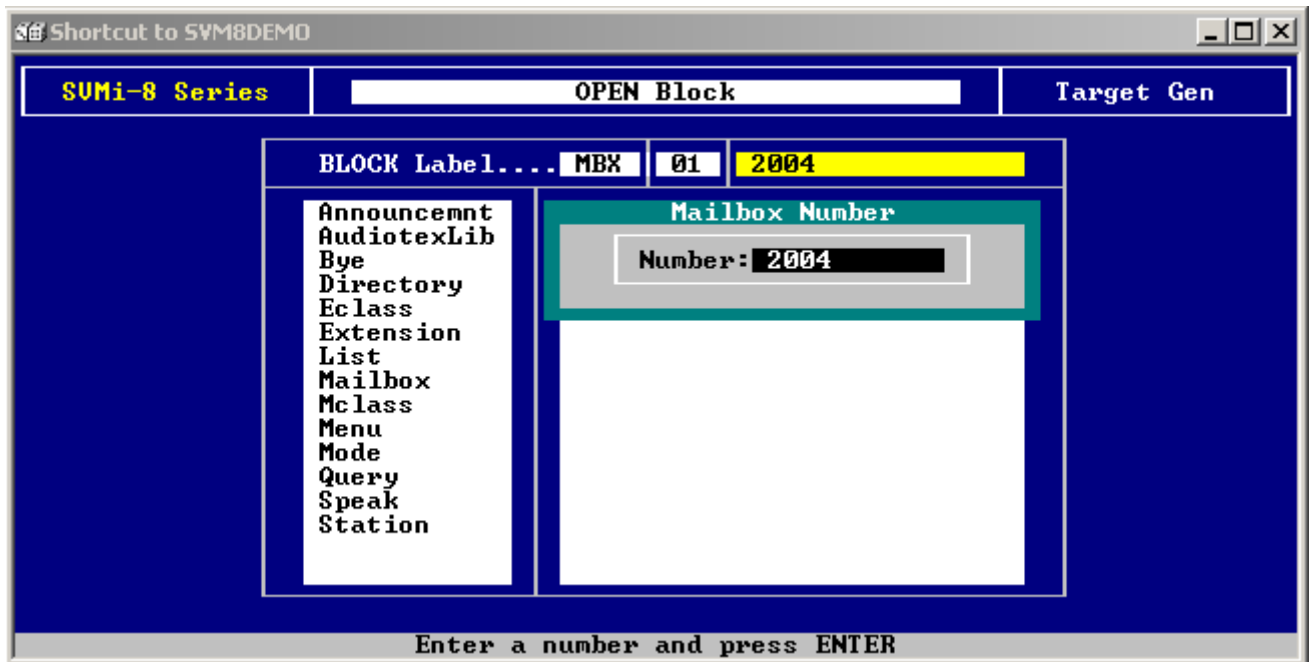
After pressing enter you will come to the **Open Block** screen.



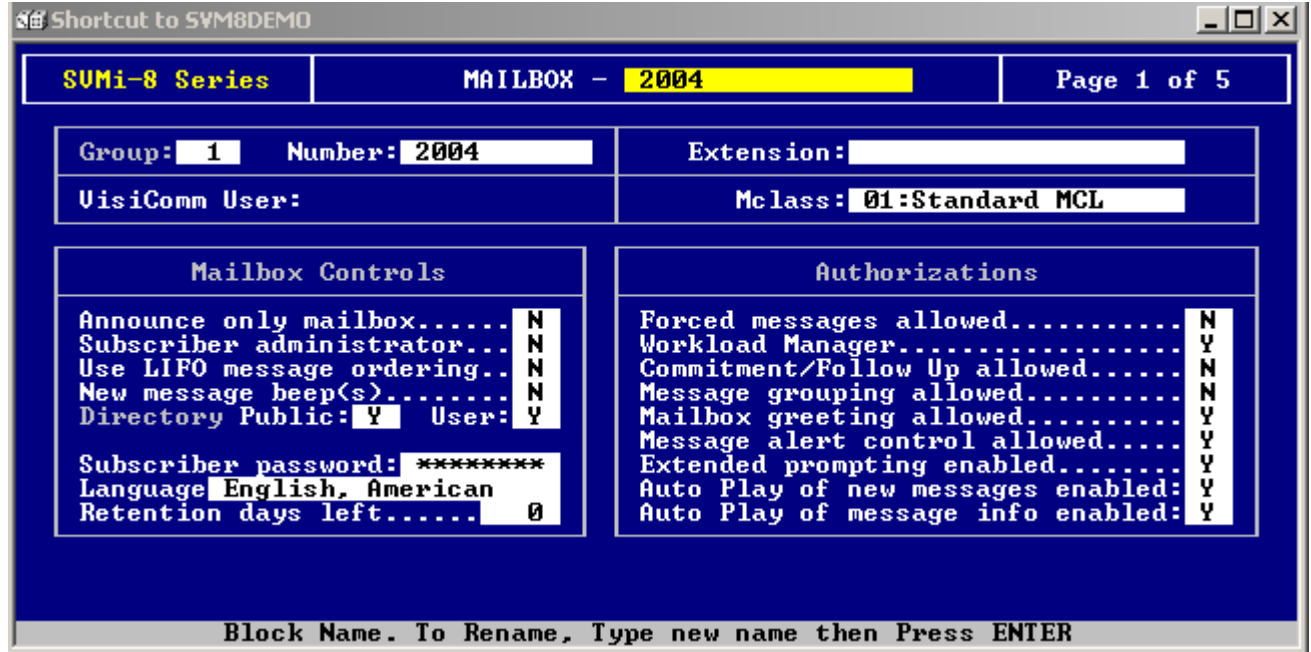
At this point you will create a new mailbox if the system did not create one when the voice mail was installed. You can arrow down to Mailbox or press the letter M to get into the mailbox screen.



You can now arrow up and down, select NEW and press enter. You will now enter a identifier and number for the mailbox. It can be a 2004 and 2004.



Once you enter this information and press enter it open the window for this newly created mailbox.



At this point you now have a mailbox to store your recorded conversation in. The next part of this application involves programming in the appropriate system.

You will have to activate the VM REC and VM AREC features in the appropriate class of service in MMC 701. Once you have turned these features on you will use MMC 743 to program the feature.

In this MMC you can assign:

1. Which station use this feature. – Station number
2. What mailbox the conversation are recorded in. – Mailbox number
3. What type of conversations are recorded, in, out or both. – I, O or B
4. What port is dedicated to the station. – Voice mail port number



ELECTRONICS

## Specialized Applications

Date: 07/24/2002

Product: SVMi-4/8

NO.: 2002-003

**TITLE: Multi-Language Operation**

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### MULTI-LANGUAGE OPERATION

**Caller Language Selection** Callers may select a language option\* when the SVMi-4/8 answers their call. The prompts played to the caller will continue in the selected language until the SVMi-4/8 releases the call.

**Mailbox Language Selection** Mailboxes may be associated with a specific language so that when a subscriber accesses their mailbox prompts will play in the language assigned to the mailbox. The call session will continue in this language even if the caller leaves their mailbox.

#### Caller Language Selection

- 1) Keep the main automated attendant prompt short (for example - announce the company name but do not provide other options)
- 2) Add to this main menu an option to select a language, for example "...for English press 1, for French press 2". The languages installed on your system as well as the actual numbers used to select them can be found in page 3 of 'System Wide Parameters'.
- 3) In the main menu "Menu Input Processor" (page 2), scroll to a new line and press enter.
- 4) Add a new entry that has one question mark and press return.
- 5) Select 'GOTO' and press return.
- 6) Now we must pick a target to go to if anyone dials a single digit (more correctly, we must pick a target if anyone dials a single digit not specifically listed in the menu input processor). For this application we will select 'menu'.
- 7) The list of menu blocks displayed is limited and not fit our requirement so we must create a new one. Select New and give it a name a name. We will call this "Language".
- 8) It is not necessary for this block to play any prompts in this menu block, so no changes need to be made to the caller entry options.

- 9) We want to use this menu block only to tell the software what language to use for the rest of this call. To do this we must assign the single digit entered by the caller in the previous menu to a language register that is used by the system to process a call. Fortunately this is easier than it sounds!
- 10) First we must tell the menu to use the data entered on the previous block. On page 1 of the newly created "Language" menu block, put the cursor on the field called 'take input from' and press return. From the available list pick 'Key' and press enter.
- 11) Next we must tell the system to use the key value to select a language. Move the cursor to the field called 'store input in' and press enter. Select Language. Your system is now using the language selected entered in the previous menu.
- 12) You have successfully implemented language selection, but we must now decide what happens to the call now. Press 'Ctrl + D' to go to the next page of the 'Language Menu Block'.
- 13) The Menu input processor contains some default values created based on the 'Template MNU', you may remove these by placing the cursor on each one and pressing 'Ctrl + Y'.
- 14) If you look at the right hand side of the screen you will be reminded that the input that the Menu Input processor will search on is taken from the 'key' value (i.e. the single digit value of 1 or 2 that was collected from the previous block).
- 15) In the menu input processor make two entries for 1 and 2, and decide where you want the caller to go. The target(s) can be any valid block and may point to completely different objects.

In our example we want to offer the same call flow to both English and French callers. We want to tell the caller 3 things:

- i) They can dial an extension number if they know it (this is prompt # 0006).
  - ii) They can access the directory feature by pressing 9 (prompt # 0109).
  - iii) They may hold for an operator (prompt # 0101).
- Whatever language the caller has selected, they will be routed to the same block – it is only the language that will change.

- 16) Move your cursor to a new line in the 'menu input processor' on page two of our language menu block and press enter. Since we know the digits we are working with from our key value, selection will be only 1 or 2, and they will both be routed to the same destination, we can do this with one entry for the menu Input processor. Enter a single question mark, which is a wild card for any digit.
- 17) Press enter. Select 'Goto', and when the 'Target generator' window appears select Menu.
- 18) Again we have no existing menu that is suitable for our purpose so we must create one.
- 19) Select 'New' and call the new menu 'Options'.

- 20) The 'take input from' field will show 'ENTRY'. This means digits entered by the caller, and this is fine for our purpose.
- 21) Go to caller entry options lower on the same page. It is here that we must enter the prompts to play to the caller. For 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> prompt enter 0006, 0109, and 0101 (remember step 15?).

**Note:** When an additional language is installed on the SVM system it consists of a duplicate set of prompts in a different directory. These prompts are in a different language but use the same numbers. The menu block will look for them in a specific directory determined by the language selection. This means that we only need to tell the menu block what prompt to play and the language register will determine what language to play it in.

- 22) We must now go to page 2 of the 'options menu block' and assign routing instructions in the 'Menu input processor'.
- 23) The no entry field already points to an operator, 9 is assigned to the directory feature and the '???' (any digits) will first look for an extension to transfer to, and if none is found, it will look for a mailbox to transfer to. So there is really nothing to do here. Your setup is complete.

### Mailbox Language Selection

When a caller has selected a language the prompts will continue in the selected language until the SVM releases the call.

When a subscriber (owner of an extension / mailbox) call the SVM and identifies themselves by correctly entering a passcode. A language will be selected based on the mailbox. Once selected the call (from the subscriber) will continue until it is released by the SVM or the language is deliberately changed. The mailbox language selection can be found in page 1 of mailbox programming.

\* Check with your Samsung Representative for availability of languages. These must be loaded onto your system before this feature can be used.

*If you have any questions about this application please contact Technical Support by phone 1800 737 7008 or by email at [techsupportmiami@sta.samsung.com](mailto:techsupportmiami@sta.samsung.com)*

---

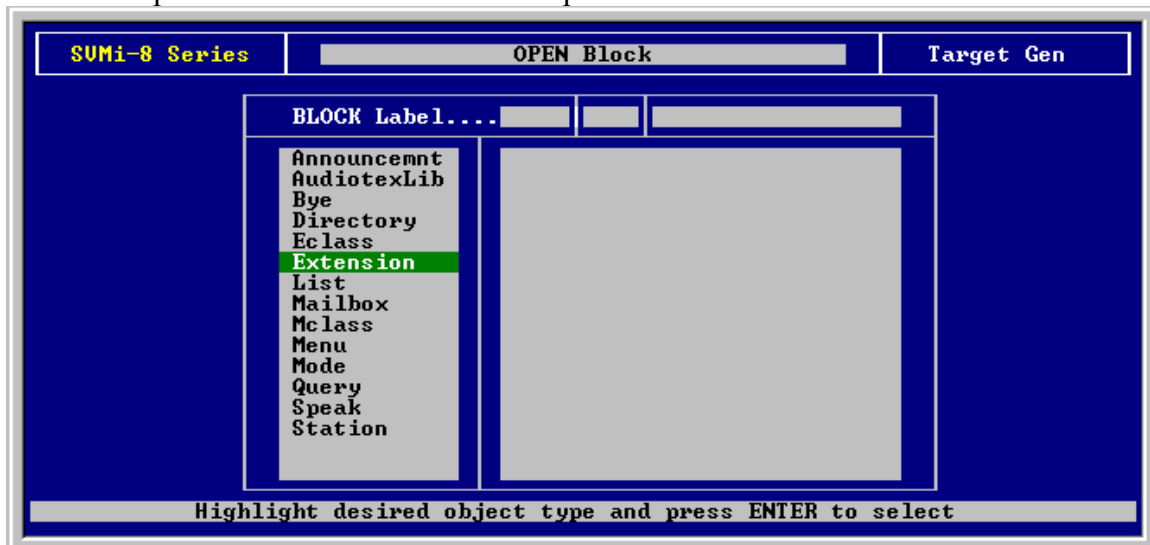


## ABC Corporation wants his VP of Sales Extension 202 to have his No Answer Call's to use the "FIND ME" feature as follow:

When a call is transferred to extension 202 and there is no answer the SVMi-8 will locate and call extension 203, if there is no answer then it will locate the next preprogrammed extension, 204. If at this time there is still no answer, the SVMi-8 will give the caller additional options.

**Note:** *The Find Me Option is available only if the Administrator has assigned you this feature. Find Me, when enabled, will attempt to locate the subscriber by calling a list of preprogrammed phone numbers. The stored phone numbers are entered in 'Personal Services' (if allowed by the Administrator)*

From the System Main Menu select Open Block and press ENTER.  
From the Open Block select Extension and press ENTER.



At the BLOCK Label... EXT select extension 202, and press ENTER

<b>SUMi-8 Series</b>		OPEN Block		Target Gen
BLOCK Label....		EXT	01	
Announcemnt	NEW			
AudiotexLib	202, EXT	202		
Bye	EXT 201	201		
Directory	EXT 203	203		
Eclass	EXT 204	204		
Extension	EXT 205	205		
List	EXT 206	206		
Mailbox	EXT 207	207		
Mclass	EXT 208	208		
Menu	EXT 209	209		
Mode	EXT 210	210		
Query	EXT 211	211		
Speak	EXT 212	212		
Station	EXT 3501	3501		
	EXT 3502	3502		
	EXT 3503	3503		
Highlight the desired object and press ENTER to select				

Now you are at the EXTENSION Block screen. Arrow down to the Extension Controls and at the Supervision level press ENTER.

<b>SUMi-8 Series</b>		EXTENSION - 202, EXT		Page 1 of 5
Group: 1	Number: 202	Mailbox: 01:MBX 202		
Account Code..		Eclass: 01:Standard ECL		
Extension Controls		Authorizations		
Dial number: 202		Blocking allowed: N	Enabled... N	
Alternate...		Call forwarding.. N	Enabled... N	
Supervision level... NONE		Call screening.. N	Enabled... N	
PAN Supervision.... NONE		Find Me allowed.. N	Enabled... N	
Subscriber password: *****		Scheduling..... N	Intercept.. N	
Language English, American		Retrieve public caller allowed.. N		
Station.... On Premise		Private access numbers allowed.. N		
Directory Public: Y User: Y		Busy greeting allowed..... N		
Retention days remaining: 90		Designated location allowed.... N		
		Stored phone numbers allowed.... N		
		Access profile allowed..... N		
		Extended prompting enabled..... V		
Block name. To rename, type new name then press ENTER				

At the Supervision level select FULL, and press ENTER

<b>SUMi-8 Series</b>		EXTENSION - 202, EXT		Page 1 of 5	
Group: 1 Number: 202		Mailbox: 01:MBX 202			
Account Code..		Eclass: 01:Standard ECL			
Extension Controls			Authorizations		
Dial number: 202		Blocking allowed: N Enabled... N			
Alternate...		Call forwarding.. N Enabled... N			
Supervision level... NONE		Call screening... N Enabled... N			
PAN Supervision.... FULL		Find Me allowed.. N Enabled... N			
Subscriber password: SCREEN		Scheduling..... N Intercept.. N			
Language English, American		Retrieve public caller allowed.. N			
Station.... On Premise		Private access numbers allowed.. N			
Directory Public: Y User: Y		Busy greeting allowed..... N			
Retention days remaining: 90		Designated location allowed..... N			
		Stored phone numbers allowed.... N			
		Access profile allowed..... N			
		Extended prompting enabled..... Y			
Use arrow keys to select and press ENTER					

Next, arrow down to Station, and press ENTER.

<b>SUMi-8 Series</b>		EXTENSION - 202, EXT		Page 1 of 5	
Group: 1 Number: 202		Mailbox: 01:MBX 202			
Account Code..		Eclass: 01:Standard ECL			
Extension Controls			Authorizations		
Dial number: 202		Blocking allowed: N Enabled... N			
Alternate...		Call forwarding.. N Enabled... N			
Supervision level... FULL		Call screening... N Enabled... N			
PAN Supervision.... FULL		Find Me allowed.. Y Enabled... Y			
Subscriber password: *****		Scheduling..... N Intercept.. N			
Language English, American		Retrieve public caller allowed.. N			
Station.... On Premise		Private access numbers allowed.. N			
Directory Public: Y User: Y		Busy greeting allowed..... N			
Retention days remaining: 0		Designated location allowed..... N			
		Stored phone numbers allowed.... Y			
		Access profile allowed..... N			
		Extended prompting enabled..... Y			
Station type for this extension or leave blank for automatic selection					

To customize the parameters for the controls of extension 202, we need to create a Target called On Prem 202. Go to Target Label ... and select NEW and press ENTER.

SUMi-8 Series      EXTENSION - 202, EXT      Page 1 of 5

Group: 1    Number: 20

Account Code..

Extension Contro

Dial number: 202

Alternate...

Supervision level... F

PAN Supervision.... F

Subscriber password: \*

Language English, Amer

Station... On Premis

Directory Public: Y

Retention days remaini

TARGET GENERATOR for.. STATION

Target Label... STN

Station

NEW

Beepers

off prem

On Premise

Highlight the desired object and press ENTER to select

At the yellow line type On Prem. 202 and press ENTER.

SUMi-8 Series      EXTENSION - 202, EXT      Page 1 of 5

Group: 1    Number: 20

Account Code..

Extension Contro

Dial number: 202

Alternate...

Supervision level... F

PAN Supervision.... F

Subscriber password: \*

Language English, Amer

Station... On Premis

Directory Public: Y

Retention days remaini

TARGET GENERATOR for.. STATION

Target Label... STN    On Prem. 202

Station

NEW

Beepers

off prem

On Premise

Enter the new object's name and press ENTER

Now under Extension Controls, and at Station... it will show On Prem 202

SUMi-8 Series		EXTENSION - 202, EXT		Page 1 of 5	
Group: 1	Number: 202	Mailbox: 01:MBX 202			
Account Code..		Eclass: 01:Standard ECL			
Extension Controls			Authorizations		
Dial number: 202	Alternate...	Blocking allowed:	N	Enabled...	N
Supervision level... FULL		Call forwarding..	N	Enabled...	N
PAN Supervision.... FULL		Call screening...	N	Enabled...	N
Subscriber password: *****		Find Me allowed..	Y	Enabled...	Y
Language English, American		Scheduling.....	N	Intercept..	N
Station.... On Prem 202		Retrieve public caller allowed..	N		N
Directory Public: Y User: Y		Private access numbers allowed..	N		N
Retention days remaining: 0		Busy greeting allowed.....	N		N
		Designated location allowed.....	N		N
		Stored phone numbers allowed....	Y		Y
		Access profile allowed.....	N		N
		Extended prompting enabled.....	Y		Y
Station type for this extension or leave blank for automatic selection					

Arrow to the Authorizations section and select Find Me allowed and change it to "Y".  
Arrow to Enabled and change to "Y"

SUMi-8 Series		EXTENSION - 202, EXT		Page 1 of 5	
Group: 1	Number: 202	Mailbox: 01:MBX 202			
Account Code..		Eclass: 01:Standard ECL			
Extension Controls			Authorizations		
Dial number: 202	Alternate...	Blocking allowed:	N	Enabled...	N
Supervision level... FULL		Call forwarding..	N	Enabled...	N
PAN Supervision.... FULL		Call screening...	N	Enabled...	N
Subscriber password: *****		Find Me allowed..	Y	Enabled...	Y
Language English, American		Scheduling.....	N	Intercept..	N
Station.... On Prem 202		Retrieve public caller allowed..	N		N
Directory Public: Y User: Y		Private access numbers allowed..	N		N
Retention days remaining: 0		Busy greeting allowed.....	N		N
		Designated location allowed.....	N		N
		Stored phone numbers allowed....	N		N
		Access profile allowed.....	N		N
		Extended prompting enabled.....	Y		Y
'Y' to allow user to activate 'Find Me', 'N' otherwise					

Arrow to Stored phone numbers allowed and change it to “Y”

<b>SUMi-8 Series</b>		EXTENSION - 202, EXT		Page 1 of 5	
Group: 1 Number: 202		Mailbox: 01:MBX 202			
Account Code..		Eclass: 01:Standard ECL			
Extension Controls			Authorizations		
Dial number: 202 Alternate...		Blocking allowed: N Enabled... N			
Supervision level... FULL		Call forwarding.. N Enabled... N			
PAN Supervision.... FULL		Call screening... N Enabled... N			
Subscriber password: *****		Find Me allowed.. Y Enabled... Y			
Language English, American		Scheduling..... N Intercept.. N			
Station... On Prem 202		Retrieve public caller allowed.. N			
Directory Public: Y User: Y		Private access numbers allowed.. N			
Retention days remaining: 0		Busy greeting allowed..... N			
		Designated location allowed.... N			
		Stored phone numbers allowed... Y			
		Access profile allowed..... N			
		Extended prompting enabled..... Y			
'Y' to allow user to edit their stored phone numbers, 'N' otherwise					

Next, to store phone numbers, press Ctrl. + D to go to next screen or page, Page 2 of 4

Now you are at page 2 of the Extension Block. Arrow down to Stored Numbers

<b>SUMi-8 Series</b>		EXTENSION - 202, EXT		Page 2 of 5	
Stored Numbers		Greeting Num Recorded		Availability Schedule	
		No answer: 1 n		Sun.. 12:00A 12:00A	
		Busy..... 0 N		Mon.. 12:00A 12:00A	
		Blocked... 0 N		Tue.. 12:00A 12:00A	
		Night.... 0 N		Wed.. 12:00A 12:00A	
		Screening: 0 N		Thu.. 12:00A 12:00A	
		Password set..... N		Fri.. 12:00A 12:00A	
		Name recorded..... N		Sat.. 12:00A 12:00A	
User stored telephone number position 1					

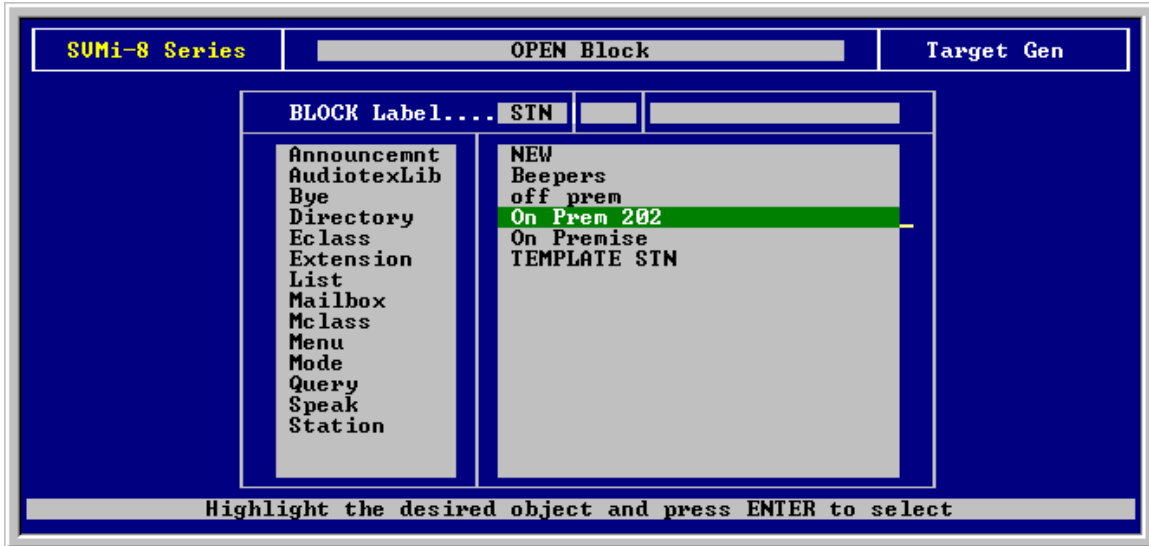
Enter extension 203 & 204 at the Stored Numbers section. After entering the extensions press Ctrl + E to save and return to the Open Block Screen.

<b>SUMi-8 Series</b>	EXTENSION - 202, EXT	Page 2 of 5																																																													
<table border="1"> <tr><th colspan="2">Stored Numbers</th></tr> <tr><td>203</td><td></td></tr> <tr><td>204</td><td></td></tr> <tr><td> </td><td></td></tr> <tr><td> </td><td></td></tr> </table>	Stored Numbers		203		204						<table border="1"> <tr><th colspan="3">Greeting Num Recorded</th></tr> <tr><td>No answer:</td><td>1</td><td>n</td></tr> <tr><td>Busy.....</td><td>0</td><td>N</td></tr> <tr><td>Blocked...</td><td>0</td><td>N</td></tr> <tr><td>Night.....</td><td>0</td><td>N</td></tr> <tr><td>Screening:</td><td>0</td><td>N</td></tr> <tr><td colspan="3"> </td></tr> <tr><td>Password set.....</td><td></td><td>N</td></tr> <tr><td>Name recorded.....</td><td></td><td>N</td></tr> </table>	Greeting Num Recorded			No answer:	1	n	Busy.....	0	N	Blocked...	0	N	Night.....	0	N	Screening:	0	N				Password set.....		N	Name recorded.....		N	<table border="1"> <tr><th colspan="3">Availability Schedule</th></tr> <tr><td>Sun..</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Mon..</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Tue..</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Wed..</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Thu..</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Fri..</td><td>12:00A</td><td>12:00A</td></tr> <tr><td>Sat..</td><td>12:00A</td><td>12:00A</td></tr> </table>	Availability Schedule			Sun..	12:00A	12:00A	Mon..	12:00A	12:00A	Tue..	12:00A	12:00A	Wed..	12:00A	12:00A	Thu..	12:00A	12:00A	Fri..	12:00A	12:00A	Sat..	12:00A	12:00A
Stored Numbers																																																															
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Thu..	12:00A	12:00A																																																													
Fri..	12:00A	12:00A																																																													
Sat..	12:00A	12:00A																																																													
User stored telephone number position 2																																																															

At the Open Block Screen select Station and press ENTER.

<b>SUMi-8 Series</b>	OPEN Block	Target Gen														
BLOCK Label1....																
<table border="1"> <tr><td>Announcemnt</td></tr> <tr><td>AudiotexLib</td></tr> <tr><td>Bye</td></tr> <tr><td>Directory</td></tr> <tr><td>Eclass</td></tr> <tr><td>Extension</td></tr> <tr><td>List</td></tr> <tr><td>Mailbox</td></tr> <tr><td>Mclass</td></tr> <tr><td>Menu</td></tr> <tr><td>Mode</td></tr> <tr><td>Query</td></tr> <tr><td>Speak</td></tr> <tr><td><b>Station</b></td></tr> </table>	Announcemnt	AudiotexLib	Bye	Directory	Eclass	Extension	List	Mailbox	Mclass	Menu	Mode	Query	Speak	<b>Station</b>		
Announcemnt																
AudiotexLib																
Bye																
Directory																
Eclass																
Extension																
List																
Mailbox																
Mclass																
Menu																
Mode																
Query																
Speak																
<b>Station</b>																
Highlight desired object type and press ENTER to select																

Now select On Prem 202 and press ENTER to go to the Station On Prem 202 Screen.



At the STATION – On Prem 202 Screen, arrow down to the Matching Dial Strings.





Enter the two extension numbers 203 & 204.

<b>SUMi-8 Series</b>	STATION - <input type="text" value="On Prem 202"/>	Page 1 of 4
Matching Dial Strings		
<input type="text" value="203"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="204"/>	<input type="text"/>	<input type="text"/>
Prefix and Suffix		Message Waiting Indicator Controls
Prefix: <input type="text"/>	Dial to set MWI on: <input type="text"/>	
Suffix: <input type="text"/>	Dial to set MWI off: <input type="text"/>	
Transfer Controls		Call Progress Training
Simultaneous xfers.... <input type="checkbox"/> N	Ringing number: <input type="text"/> 5	
Conference calls..... <input type="checkbox"/> N	Busy number.... <input type="text"/> 5	
Internal station..... <input type="checkbox"/> N	<input type="button" value="Train"/> <input type="button" value="Retrain"/> <input type="button" value="Reset"/>	
Monitor transfers..... <input type="checkbox"/> N		
Enter a phone number that matches this station type		

Then arrow down to the Transfer Controls, select Internal Station and change it to "Y"

<b>SUMi-8 Series</b>	STATION - <input type="text" value="On Prem 202"/>	Page 1 of 4
Matching Dial Strings		
<input type="text" value="203"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="204"/>	<input type="text"/>	<input type="text"/>
Prefix and Suffix		Message Waiting Indicator Controls
Prefix: <input type="text"/>	Dial to set MWI on: <input type="text"/>	
Suffix: <input type="text"/>	Dial to set MWI off: <input type="text"/>	
Transfer Controls		Call Progress Training
Simultaneous xfers.... <input type="checkbox"/> N	Ringing number: <input type="text"/> 5	
Conference calls..... <input type="checkbox"/> N	Busy number.... <input type="text"/> 5	
Internal station..... <input checked="" type="checkbox"/> Y	<input type="button" value="Train"/> <input type="button" value="Retrain"/> <input type="button" value="Reset"/>	
Monitor transfers..... <input type="checkbox"/> N		
Is this an on premise extension		

Press Ctrl. + D to go to the next page, Page 2 of 4

Arrow down to the Ring and Busy Counts to adjust these parameters. Select Rings for no answer ... and change it to "2".

SUMi-8 Series		STATION - On Prem 202		Page 2 of 4	
Initial Delay			Answer Detection		
Before listening.....	75	Max Size of "Hello"....	1000	"Hello" filter duration:	0
Before testing loop....	400	Leading or trailing edge..	1		
Ring and Busy Counts			Sound and Silence Filters		
Initial sounds ignored..	1	Sound filter duration...	19		
Rings for no answer....	4	Silence filter duration:	15		
Busy cycles for busy....	3	Sound and Silence Tolerance			
Maximum Sound and Silence			Sound tolerance above..	13	%
Continuous noise.....	650	Sound tolerance below..	13	%	
Continuous silence.....	3000	1st silence tol. above:	13	%	
Delay Before Returning			1st silence tol. below:	13	%
After loop current drop:	10	2nd silence tol. above:	13	%	
			2nd silence tol. below:	13	%
Number of ring cycles to count before reporting no answer					

Now we are ready to test extension 202.

From extension 201 access the SVMi-8 System Main Greeting and dial extension 202

## Park and Page

In order for you to page a party you must first enable the feature in the ECLASS. By default the feature is set to NO. You can also choose what callers will have this option based on what condition the extension is in at the time they reached voice mail. Example: Caller was transferred to voice mail by a no answer (NoAnsr) condition.

Select Shortcut to SVM8DEMO

SUMi-8 Series      ECLASS - Standard ECL      Page 1 of 5

Extension Controls		Caller Input Controls	
Extension Group Number...	1	Wait for entry.....	3
Extension Retention.....	0	Retries on invalid entry:	2
		Repeat on no entry.....	0

System Caller Options							
Option	Prompt	Digit	NoAnsr	Busy	FBusy	Block	Error
Other number.....	0719	n/a	Y	Y	Y	Y	Y
Leave a message..	0720	1	Y	Y	Y	Y	Y
Hold.....	0721	2	N	N	N	N	N
Overhead page...	0723	3	N	N	N	N	N
Other options....	0724	4	N	N	N	N	N
Operator.....	0725	0	Y	Y	Y	Y	Y
Escape.....	0726	*	Y	Y	Y	Y	Y

Block name. To rename, type new name then Press ENTER

After the feature is turned on your screen should look as follows.

Shortcut to SVM8DEMO

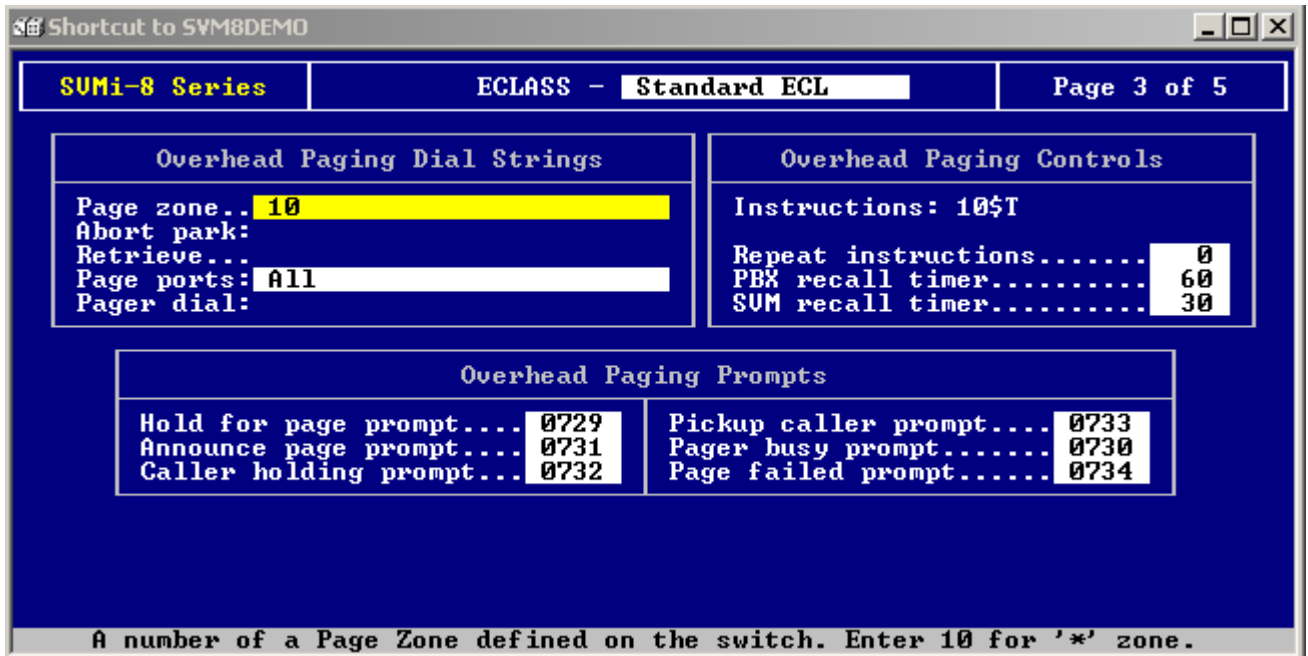
SUMi-8 Series      ECLASS - Standard ECL      Page 1 of 5

Extension Controls		Caller Input Controls	
Extension Group Number...	1	Wait for entry.....	3
Extension Retention.....	0	Retries on invalid entry:	2
		Repeat on no entry.....	0

System Caller Options							
Option	Prompt	Digit	NoAnsr	Busy	FBusy	Block	Error
Other number.....	0719	n/a	Y	Y	Y	Y	Y
Leave a message..	0720	1	Y	Y	Y	Y	Y
Hold.....	0721	2	N	N	N	N	N
Overhead page...	0723	3	Y	Y	Y	Y	Y
Other options....	0724	4	N	N	N	N	N
Operator.....	0725	0	Y	Y	Y	Y	Y
Escape.....	0726	*	Y	Y	Y	Y	Y

Prompt giving the option to access other options or exit hold

Set up the codes that the vmail will dial to activate the page feature on page 3 of 5. By default the code 10 is there. This is the same as \* on the phone system, meaning all page.



The following is an example of a Port Activity screen shot for Park and Page.

```

=>CP 17:42.53.82 1) DCS Dial: 211
=>CP 17:42.53.82 1) Call progress result: Answer - No supervision
=> 1) [EXT 01 EXT 211] Immediate release
=> 1) [EXT 01 EXT 211] Answered
=> 1) SVMi-8 hanging up
=> 1) [MOD 01 Day] New call - Mon Aug 4 17:43:08 2003
=>CP 17:43.08.65 1) Collecting out of band data
=> 1) [MOD 01 Day] CODE = <NT> CID = <701> FID = <211> TRUNK = <701>
=> 1) [MOD 01 Day] Searching on Call Code - NT
=> 1) [MNU Forward Trunk]
=> 1) [MNU Forward Trunk] Searching on Forwarding party ID - 211
=>CP 17:43.09.36 1) Key set to <211>
=>CP 17:43.09.42 1) External circuit detected
=> 1) [EXT 01 EXT 211] No answer
=> SVMi-8 PBX: iDCS (8) ID: 5, max ports: 8, max users: 8
0) Set max ports to 8 and max subscribers to 1001
=> 1) [EXT 01 EXT 211] Overhead paging requested
=> 1) [EXT 01 EXT 211] Park and page
=>CP 17:43.24.30 1) Using page zone: 10, park extension: 211
=> 1) [EXT 01 EXT 211] Call parked, paging user
=> 1) [EXT 01 EXT 211] Park and page completed
=> 1) SVMi-8 hanging up
=>

```

In this screen shot the calling party dialed extension 211. The SVMi 8 then dialed the extension. After ringing the station the call forwarded to back voicemail.

**Voicemail then gave them the option to press #3 to page the party. The calling party pressed #3, voicemail then parked and announced that there is a call for ext 211. After informing 211 there is a call for them they are instructed to dial 10 plus the trunk number which is its equivalent to an all page.**

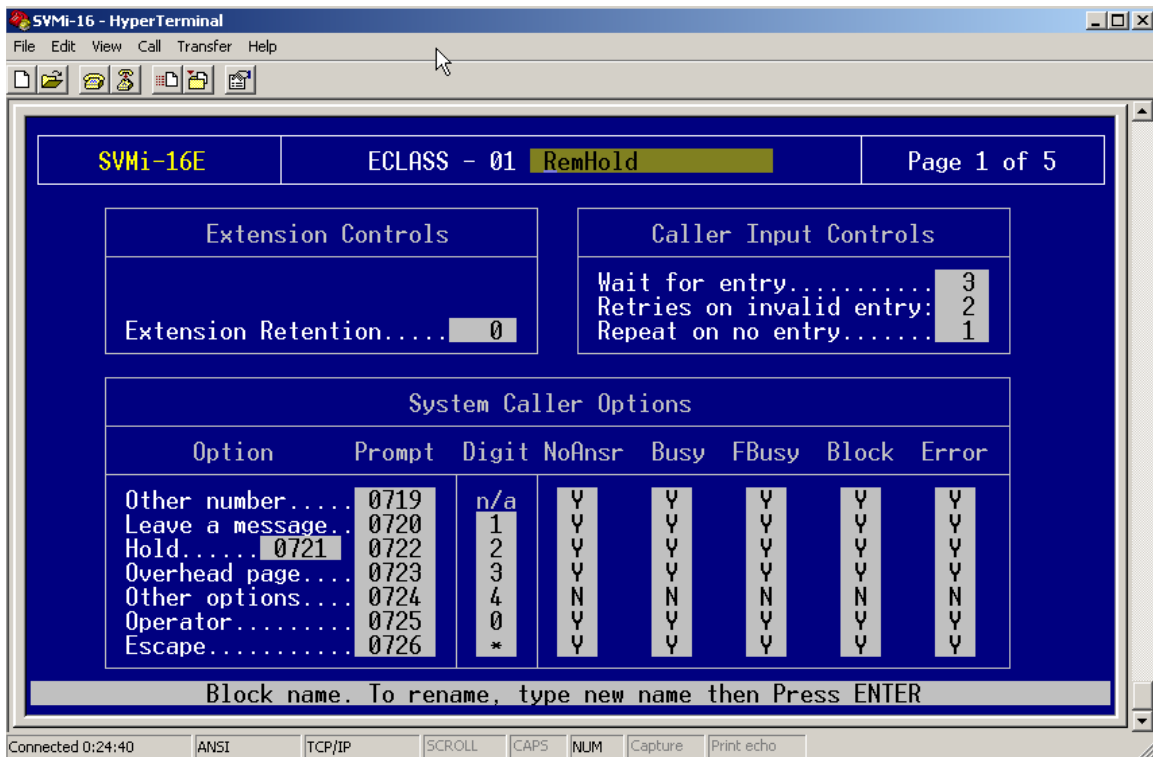
**Note:**

**When you allow this feature in the ECLASS you must inform the customer that when they record the primary no answer greeting; they have to make this feature apart of their greeting.**

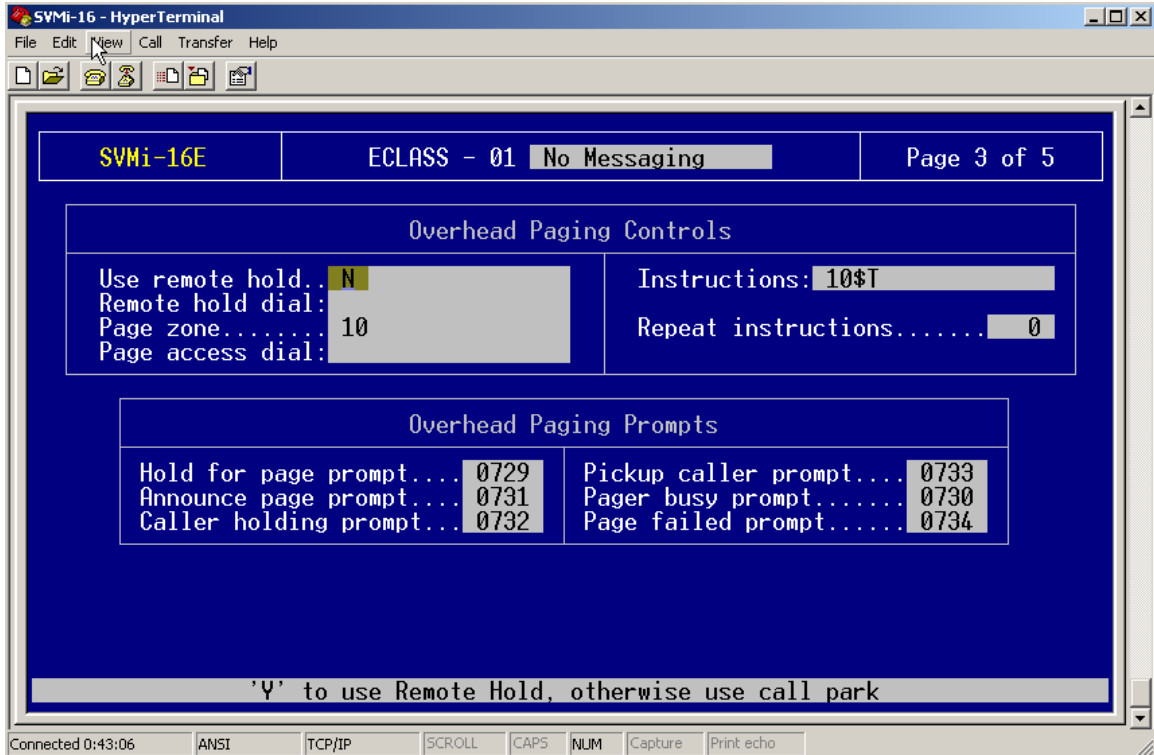
**Example: You have reached the mailbox of John Brown; I am either on the phone or away from my desk. To leave a message press 1 or to page me press 3.**

# How to set up any SVMi-E series Voice Mail to use the Park and Page feature to park the call at the extension instead of an orbit

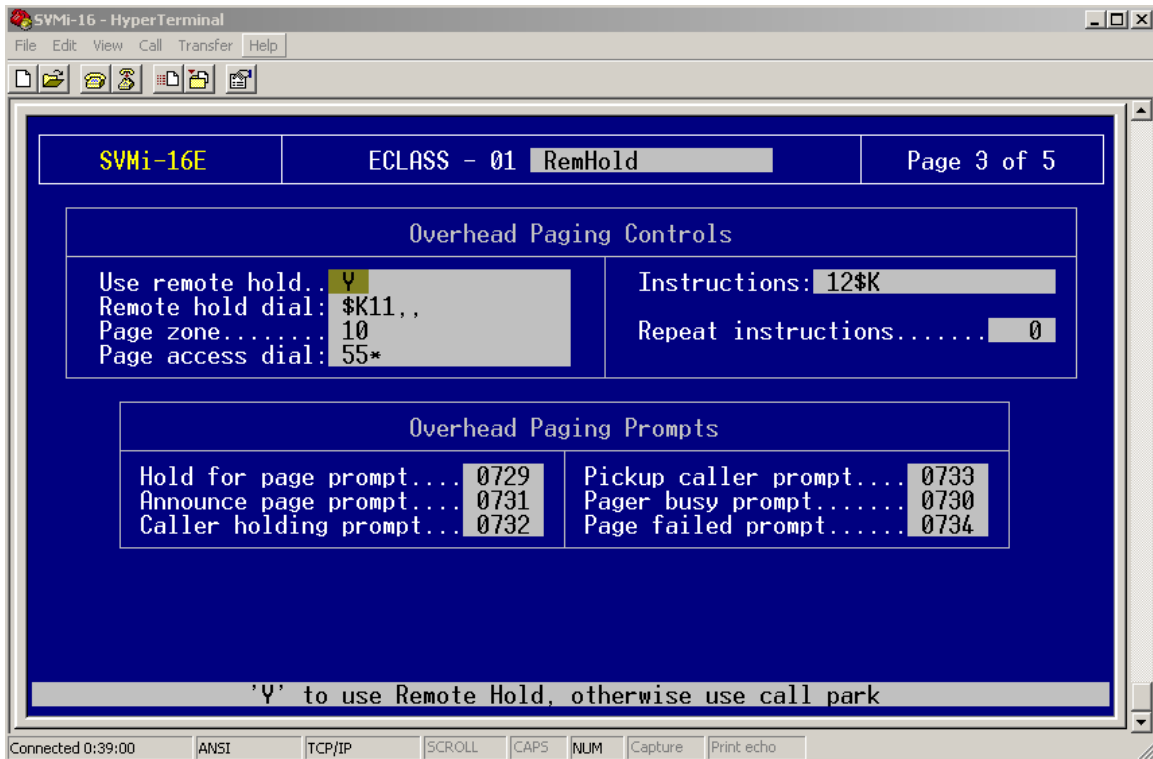
1. Log in to the SVMi-4E, 8E, or 16E. Select “open block table”.
2. Select “ECLASS”, then select the ECLASS that you wish to modify or create a new one.



3. Go to page 3 of 5.



4. Change “use remote hold” to “Y”.
5. In the “remote hold dial” field enter “\$K11”.
6. In the “page access dial” field enter “55\*”.
7. Change the “instructions” field from “10\$T” to “12\$K”.



8. Now when you use the park and page feature with the SVMi, it will park the call at the extension instead of in a park orbit.



## Schedule Table

The Schedule Table determines when the SVMi-8E/SVMi-16E will automatically change Modes. A mode is a set of operating rules for a specific situation, like day mode or night mode. These changes may be based on Port Number, Date or Day of Week, and Time of Day. The Schedule Table contains one record for each scheduled change.

This selection of modes may be automatically set by this schedule table or manually overridden via a touch tone phone, using the MANUAL MODE SELECTION function. When a call comes in, the schedule table is checked to find out which mode rules to apply to the call.

If the entry says 'DCS AUTO' then the SVMi-8E/SVMi-16E will change between mode 1 (Day Mode) and Mode 2 (Night Mode) whenever the phone system changes between Day and Night operation.

The SVMi-8E/SVMi-16E selects a mode from this schedule based on an Order of Precedence. Schedule table entries which select the mode based on Date takes precedence over Day of Week (DOW).

Each entry defines a start time for that specific mode. The mode will continue until the next scheduled start time for a particular port.

In the example screen shown, if an additional entry is made which selects Holiday Mode, when Date = 12/25, it will take precedence over the other records. In other words, the SVMi-8E/SVMi-16E will switch to Holiday Mode on December 25 at Midnight, regardless of what Day of Week, it happens to be.

The information contained within the Schedule Table screen shown in this section is for discussion and display purposes only.

One page contains the Schedule Table parameters. The parameters are grouped by category as follows:

# **How the “Maximum Caller Entry Digits” Setting on the SVMi affects the Administration Box**

Since Samsung recently released the SVMi-E series of the SVMi voice mail system we have been getting more calls about this. Many people think that the mailbox number of the administration box is always “000”. This is actually not the case at all. The number of digits that make up the administration box is actually determined by the “maximum caller entry digits” field on page 1 of 5, of every menu. When you call into the voice mail this setting in whatever menu happens to be the one answering the call (ie. Day, Night, ect) actually determines what the administration mailbox’s number will be. If it is set to 3 then the administration box will be “000”, if it set to 4 then it will be “0000”.

This has become an issue more often now because the default entry for this setting on the SVMi-E series is set to 4 instead of 3 like it used to be.

## **Mailbox Leave Message by Default Leave Message without Pressing 1**

The most common reason that you hear the factory default primary no answer greeting on the SVMi-8 instead of the greeting that you recorded is that you have recorded the mailbox greeting instead of the primary no answer greeting. On the SVMi-8 there are two types of blocks that are involved in answering a call that has been transferred to an extension.

The first is the extension block. The extension block is actually where all of the different types of greetings (primary no answer, busy, blocked call, ect.) are actually located. The only time that you should need to record the mailbox greeting instead of the primary no answer greeting is if you have a phantom mailbox that does not have either a physical extension, or virtual extension tied to it, which means that it in turn does not have an extension block attached to it. The greetings in the extension block answer the call first and then the call is sent to the mailbox block to be recorded.

If you only want to use one greeting and not have to record any other, then simply record the primary no answer greeting and it will answer all calls.

The second most common reason that you may hear the factory default primary no answer greeting on the SVMi-8 instead of the greeting that you recorded is that you have a software version earlier than release 2.3 V4 on your voice mail. There was a problem with the earlier software versions that caused you to have to make changes in the e-class in order to work around the problem. If you have an earlier version Samsung recommends that you install the software patch (S\_8U2342.exe) which will bring your SVMi-8 up to release 2.3 V4 and correct the problem.