

SVMi-8

Technical Manual Release 2.0

■ [General Description](#)

An overview of the hardware components and a list of software features and their descriptions.

■ [Installation](#)

An explanation of installing the SVMi-8 into compatible DCS telephone equipment. Assembly / Disassembly and optional equipment.

■ [Programming Overview](#)

System Administration and software file structure overview.

■ [Programming Reference](#)

System Main Menu and description of Programming Blocks.

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GENERAL DESCRIPTION

SVMi-8

Complete Integrated Voice Processing

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System Overview

The SVMi-8 System

The SVMi-8 is a self contained plug in Voice Mail and Auto Attendant card for the DCS, iDCS 500 and DCS COMPACT II. It is designed to meet the demands of the sophisticated voice mail user without sacrificing simplicity.

The SVMi-8 may act as an Auto Attendant system only, a Voice Mail System only or both. Out of the box the SVMi-8 can handle 4 calls simultaneously. It can be easily upgraded to handle up to 8 calls simultaneously.

No external line or power connections are necessary, these are accomplished directly through the phone system.

At the time of this writing the memory capacity is about 100 hours, although as time goes on, improvements in technology will allow for changes in storage time.

The SVMi-8's modular design allows it to be expanded to add voice ports as needed. Only one SVMi-8 card can be installed in a system, do not use other voice mail system in combination with the SVMi-8.

Auto Attendant

The SVMi-8 Auto Attendant works by automatically answering calls and playing a custom greeting to the caller along with some dialing instructions. The caller may then press digits on the keypad to direct the call to the appropriate person or department.

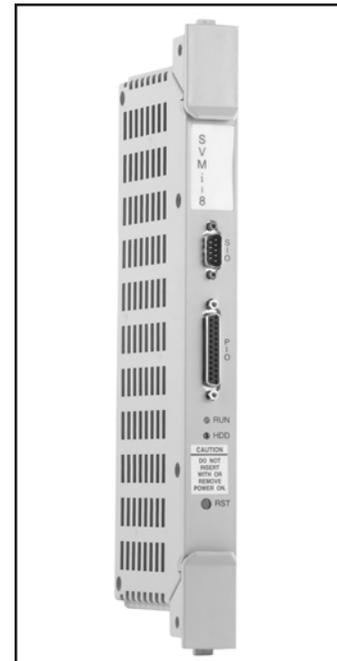
The SVMi-8 Auto Attendant replaces or works in conjunction with your system operator by answering calls with a pre recorded greeting, and offering the caller several possible dialing options including dialing another extension number, transferring to an operator, accessing pre recorded information or connecting to voice mail.

Voice Mail

Voice Mail provides a service if called stations are unavailable. Upon dialing an extension number, callers may be routed directly to voice mail or transferred to the extension first. The call may be forwarded from the station according to various conditions (busy, no answer or all the time).

Each mailbox will answer calls with a custom greeting in the mailbox owner's own voice. The caller can then leave a message.

The mailbox owner can access the mailbox from any location with a DTMF phone and retrieve the messages. Many options are available to handle the message ([see SVMi-8 user guide for more details](#)).



System Capacities

	Default	Range
Maximum Ports	4	4 or 8
Maximum Storage Time	9999 days	0 - 9999 days
Maximum Subscribers	About 1,000	Any number up to 99999999
Message Retention	9999 days	0 - 9999 days
Total Messages per Mailbox	0 - 9999	
Total Message Duration	600 seconds	0 - 9999 seconds

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Hardware Description

Unlike traditional PC based Voice Mail / Auto Attendant Systems, the SVMi-8 installs inside the telephone equipment and operates as an integral part of it.

The component parts of the SVMi-8 are as follows:

SBC (SVMi-8 MOTHERBOARD)

SBC stands for Single Board Computer and it is the main circuit card that connects to the DCS COMPACT II, DCS and iDCS 500 phone system. The disk drive and voice processing modules connect to this card.

On the front of the card there are two connectors. The use of these connectors is optional and it is not necessary to have anything connected in order for the SVMi-8 to run.

The Serial Interface

This can be used to connect a modem or PC and provide local or remote PC based administration. The connector is called SIO.

The Parallel Interface

This is used for data transfer or database back up. The connector is called PIO. The only purpose for this connector is for system file transfer (Back-up and Restore). SVMi-8 is designed to back up and restore data to an Iomega Zip drive. We recommend this method because all the necessary drivers are pre-installed on the SVMi-8.

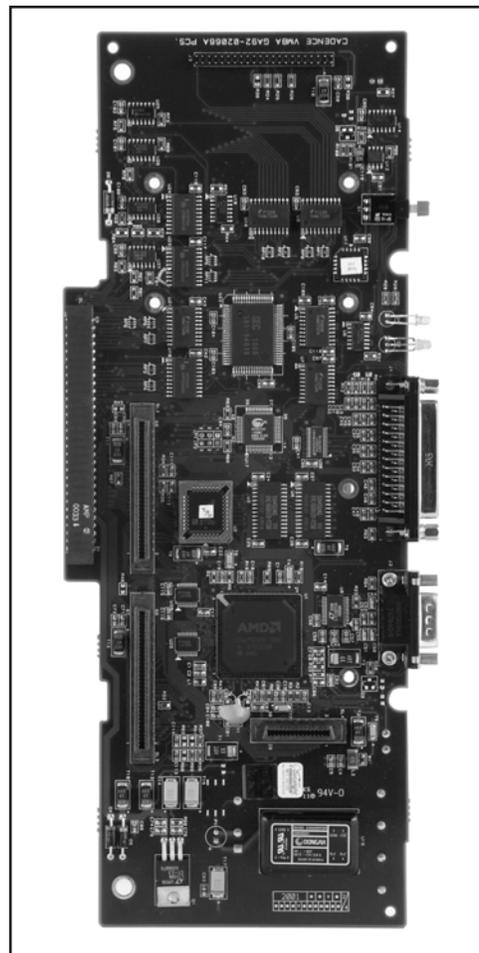
Reset Button

The red button marked RST is the reset button. Pressing this will immediately restart the SVMi-8 system. It will disconnect any calls in progress.

Pressing the RESET button during operation will disconnect all callers and immediately restart the SVMi-8. This should only be used as directed. Pressing this button when the system is performing Disk I/O could result in data loss or file corruption.

Immediately after plugging in the SVMi-8 card and turning the phone system power switch ON, you MUST press this button to initialize the SVMi-8.

This button should not be pressed if the SVMi-8 is actively processing calls.



Back Plane Connector

This is the connector to the phone system.

LED Indications

There are two LEDs on the SVMi-8 motherboard, the one marked HDD will flash green whenever the hard disk drive is being accessed, the one marked ACT shows the operating status of the card.

HDD Access LED

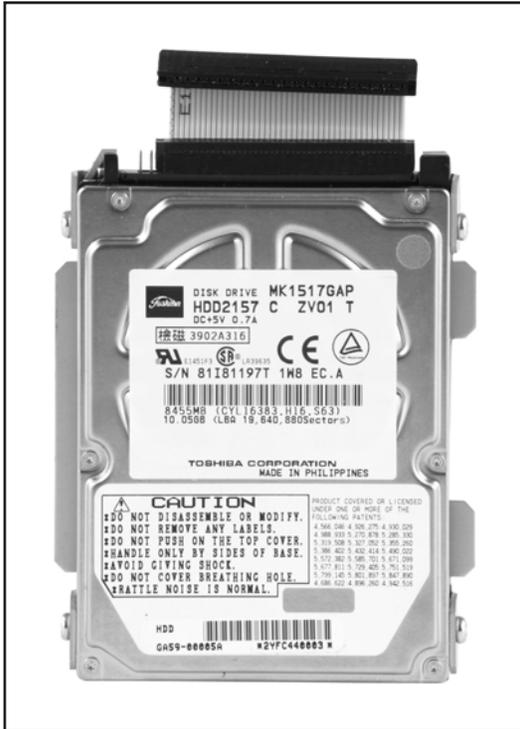
The HDD access LED will flash green whenever the memory is being accessed. This works in a similar way to the Hard Disk access LED on your desk top PC.

Run Status LED

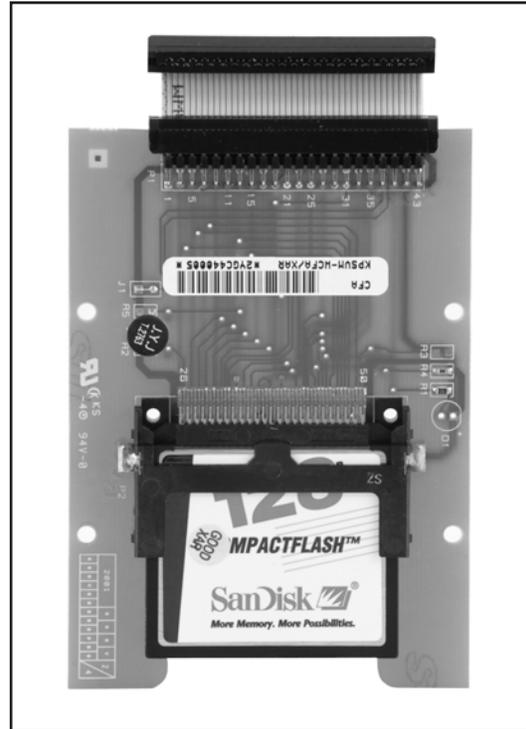
The Run Status LED shows the operating status of the card. The green indicates SVMi-8 is running normally, any other condition indicates a fault.

VPM CONNECTORS

This is a proprietary connector for installing up to 2 voice processing modules. The connector towards the end of the card (behind the serial port) has an additional shorter connector at 90 degrees to it. This connector can be used to install a four port voice VPM or a fax VPM. The connector in the center of the card can only be used to install a 4 port voice VPM.



Memory



Memory (Alternate)

MEMORY

This device is used for storing the main system program as well as all messages, and prompts. The amount of storage time on the hard disk is determined by the size of the drive measured in Mega Bytes (MB).

The memory unit consists of a Hard Disk. The current size of this memory is about 100 hours. The memory for the SVMi-8 card is available only from SAMSUNG.

The Hard Disk Drive can be removed or replaced in the event of a problem or upgrade. It is held in place on the SBC by 4 screws.

The Hard Disk Drive is connected to the SBC with a ribbon cable. Note that the connector on the Hard Drive has 4 extra pins on the end of the connector. Do not use these pins.

MEMORY (ALTERNATE)

The design of the memory interface allows for additional memory formats (Compact Flash) to be included in this design. Contact SEC for availability.

Hardware Description

VOICE PROCESSING MODULE (VPM)

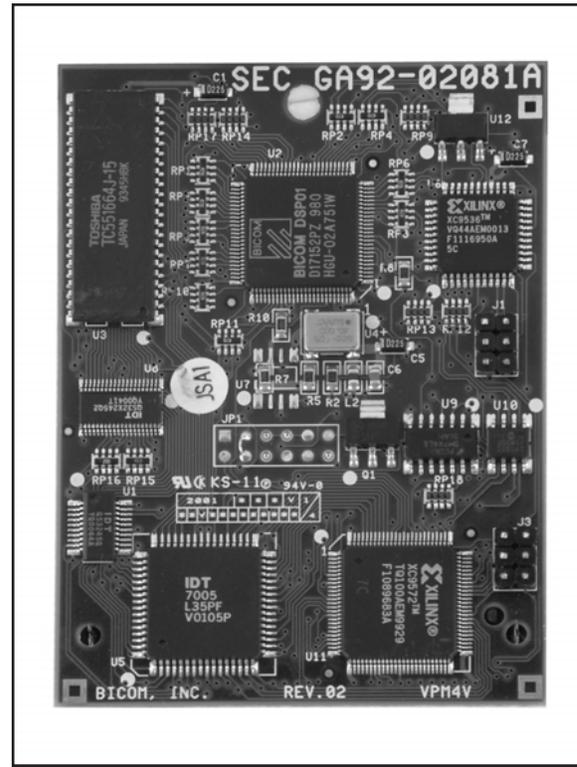
IMPORTANT NOTE: The VPMs used in this product appear very similar to the VPMs in our previous CADENCE product but they are not interchangeable. If the VPMs are not labeled with the letters SEC they will not work in the SVMi-8 product.

The VPM is used to:

- Move the digital speech and fax information between the SVMi-8 system and the phone system
- Generate and detect DTMF
- Record and play back speech

Without at least one VPM, the SVMi-8 will not work. Each VPM has 4 channels. This means that for each VPM installed, up to four simultaneous callers can be connected to the SVMi-8.

The VPM is attached to the SBC by an edge connector. Each SVMi-8 comes equipped with one VPM, but it can be removed or replaced in the event of a problem or upgrade.



The SVMi-8 card can accommodate 2 of these cards allowing up to 8 simultaneous callers.

The 4 port Voice Processing Module is a small removable hardware board called a VPM. It connects to the SVMi-8 motherboard. When it is installed in the SVMi-8 card it increases the number of available ports from 4 to 8. The SVMi-8 card can not be expanded beyond 8 ports.

Types of VPM

There are two types of VPM. The 4 Voice and the 3 Voice + 1 Fax.

- **4 Voice VPM (VPM)—4 Port Voice Processing Module**

This add-on-card provides 4 channels of voice otherwise known as ports. It allows 4 simultaneous callers to use the services of the SVMi-8. One or two of these cards may be added to the SVMi-8.

- **3 Voice + 1 Fax VPM (VPM)—4 Port Voice Processing Module with 1 Port Fax Support**

This add-on-card provides 4 channels of voice otherwise known as ports. It allows 4 simultaneous callers to use the services of the SVMi-8. Any one of these ports can use the fax services of the SVMi-8 card. This module must be located on the SVMi-8 motherboard in the position with the double connector located furthest from the memory module. Only one of these cards can be added to the SVMi-8.

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Software Features

The software for the SVMi-8 is installed at the factory. All that is needed is for it to be customized to meet the individual requirements of each installation. In some cases even this may not be necessary.

The SVMi-8 software comes equipped with many useful features to fit a wide range of call processing requirements.

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Feature Descriptions

SYSTEM FEATURES

Caller ID Compatible If you subscribe to Central Office based Caller ID, the SVMi-8 is compatible. Just as the Caller ID data appears on keysets, so the same information is saved in your voice mail box for each message you receive. This can be used for call back or simply to identify the caller.

Expandable The SVMi-8 can be easily field upgraded from 4 ports, to 8 ports by simply adding an additional 4 port Voice Processing Module. This upgrade doubles the call handling capabilities of the system.

Fax Detection and Transfer The SVMi-8 can detect a fax call and transfer it to any extension in the system. This detection can be enabled at any 'menu' and assigned different destinations. For instance, in a menu offering choices for sales a fax tone would be sent to the sales fax machine, but in a menu offering choices for the finance department a fax tone would be sent to the finance fax machine.

Flexible Numbering Plan An organization can assign an extension, a mailbox, or an announcement to any identification number from one to ten digits. All of these resources can share the same identification numbering plan without conflict. For example, an organization can have, in one SVMi-8 system, an extension numbered 123, a mailbox numbered 123 and an announcement numbered 123. In addition, the SVMi-8 can distinguish between variable length identification numbers beginning with the same digit, such as extension number 1, or 12, or 1234567890.

Keypad Display and Soft Key Support If you have a display keypad the number of new messages will be displayed on it. The display will also echo many of the options available. You will be able to negotiate through the SVMi-8 menus using the keypad display and the soft keys below the display to respond to the prompts.

MOH Supply Music or announcements may be recorded in the SVMi-8 memory and used by the phone system for Music On Hold. The recorded announcement or music will play in a continuous loop and may be used to provide custom on hold announcements or promotional messages.

Multiple Mailbox Support The SVMi-8 can, in principle, support up to 1000 mailboxes, although obviously the 8 port hardware places practical limits on the system according to the individual system traffic, and type of application.

Operating Mode-Oriented Call Processing The SVMi-8 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. SVMi-8's Schedule Table automatically changes to the correct mode without human involvement.

Operating Mode Override Under exceptional circumstances, such as adverse weather conditions or other organizational emergencies when the office may be inaccessible, the administrator can override the Schedule Table. The administrator calls the SVMi-8, enters the administrative password, and selects a new operating mode for any or all ports. The new operating mode can be programmed for the circumstances, or the administrator can simply record a new company greeting which explains the circumstances to callers.

Proprietary Design The SVMi-8 is designed to work specifically with the DCS COMPACT II, DCS and iDCS 500. This allows tighter integration with the phone system and allows for enhanced features like Call Record, Answer Machine Emulation and Display and Soft Key support not normally available with third party Voice Mail / Auto Attendant systems.

Software Features

Recordable System Prompts Although the SVMi-8 contains all the spoken prompts to provide an operational system, some people may want to add or record some additional prompts. This can easily be done using the built in voice studio. Any prompt in the system can be re recorded.

Schedule Table The schedule table automatically controls system mode by individual ports, time of day, day of week and calendar date without human intervention. It is capable of scheduling ninety-nine mode changes per day for 366 consecutive days. The administrator can manually override the schedule table at any time from a touchtone telephone, the system console, or from an administration terminal. For Holidays and Calendar of Events, the Schedule Table can be used to schedule holiday and special event caller greetings to better inform and serve callers.

Synchronized Clock The SVMi-8 clock is responsible for providing each message with a date and time stamp. This clock is always synchronized with the phone system, as is changing between day and night modes.

AUTO ATTENDANT FEATURES

Alphabetic Directory (Multiple) Callers who do not know an extension number in the system but do know a name, may enter the first few letters of the person's name and be transferred. This system may even be used internally if an extension number is not known. The SVMi-8 allows for over 1000 unique directory systems, each one can search on either the first or last name.

Auto Attendant Routing The Auto Attendant can transfer or route callers based on the digits they enter. Callers may be transferred to station, groups or the system directory to select a subscriber based on their name. Additionally, the Auto Attendant will integrate directly with the 'Question and Answer' system and the 'Audiotext' system.

Automatic After Hours Answering The Main Auto Attendant greeting for the SVMi-8 changes from the day to the night greeting automatically when the phone system changes from day to night mode. Multiple additional modes may be defined for special applications.

Announce Hold Position If callers are allowed to hold for a busy extension, the SVMi-8 is able to intermittently inform the caller of their place in the queue.

Announce Hold Time If callers are allowed to hold for a busy extension, the SVMi-8 is able to intermittently inform the caller of the estimated hold time before being answered.

Camp On Support Each station user on the system may decide if they want the SVMi-8 to transfer additional calls to them if they are on the phone. Calls transferred to a busy station, if unanswered will be sent to voice mail or any other destination according to the user's needs.

Direct to Mailbox You may have mailboxes on the SVMi-8 system that do not have associated stations. This is ideal if you have a small number of employees in your office but numerous employees outside the office that need to keep in contact.

Holidays and Special Events When your business closes because of a holiday or special event the SVMi-8 can provide a special appropriate greeting to your callers. You may create specific holiday schedules so that this process becomes automatic.

Incoming Call Overflow The SVMi-8 may be programmed to answer any or all lines immediately or answer only the calls that your operator does not pick up. Overflowed calls may be routed to either a mailbox or the main greeting.

Interruptible Voice Prompts At any time during an announcement or greeting, callers may dial a selection and the SVMi-8 will immediately respond. It is not necessary to listen to all the options if you are a 'power user' and know what you are doing.

Maximum Greeting Length The maximum greeting length can be configured for each subscriber. For example, greeting length for sales personnel may be up to three minutes, purchasing staff up to five minutes and production staff two minutes.

Multiple Call Handling The SVMi-8 can answer and process up to 8 calls simultaneously, with an additional VPM installed.

Multiple Language Support The SVMi-8 can support multiple languages, if they have been installed. Callers may select a language option at the beginning of the call and continue in the chosen language. Additionally, each mailbox may be assigned a default language, so that each subscriber can use a specific language. Check with your Samsung Representative for language availability.

Operator Access Callers may connect with an available operator any time by dialing 0.

Single Digit Call Routing A menu processor can be configured to recognize single digit routing options, or use the same digit as the leading entry of a multidigit routing option. For example, in the menu processor, "1" can be used to route a caller to the sales department and "103" to transfers the caller to a subscriber's extension.

ACCESS MANAGER

The Access Manager is used to manage callers that are trying to reach an individual subscriber. The mailbox owner may prevent calls from ringing at their extension, or have the calls transferred to any other extension in the phone system, transferred off-site to any other phone number, or screen the call before answering them. Any of these conditions can be set to be active until a specified time. The SVMi-8 can even be set with a high priority 'Find Me' instruction that will try to reach the subscriber at multiple locations.

Call Blocking While a subscriber has call blocking set active, the SVMi-8 does not attempt to transfer a caller to the subscriber's extension. Instead, it immediately plays the subscriber's Call Blocking Greeting - if recorded. If the Call Blocking Greeting is not recorded, SVMi-8 plays the subscriber's Primary No-Answer Greeting - if recorded. When that greeting is not recorded, SVMi-8 advises the caller that the called party is not available and offers to the caller additional options.

A subscriber sets Call Blocking active through Access Manager Services. After activating Call Blocking, the subscriber is prompted to indicate how long blocking is to remain active. This feature can be activated for a number of hours, 1 to 9, for the end of the current business day, for the beginning of the next business day, for a day of the coming week, for Monday through Sunday, for a specific date, for hour and minute, or until further notice.

Call Forwarding Forward All Calls allows a subscriber to have their incoming calls answered by an associate at another internal extension - it is not used to forward calls to an external telephone number. To have calls connected an external number, the subscriber use the Designated Location Service.

When calls are forwarded to another associate's extension, a caller entering the forwarder's extension number will immediately hear..."Transferring to 'Called Party's Name'. Calls are being forwarded to 'Associate's Name'". If the associate answers the call, the associate will be prompted as to who the call is forwarded from.

This feature can be activated for a number of hours, 1 to 9, for the end of the current business day, for the beginning of the next business day, for a day of the coming week, for Monday through Sunday, for a specific date, for hour and minute, or until further notice.

Software Features

Day / Night Personal Greeting The Night Personal Greeting works in conjunction with the subscriber's Weekly Availability Schedule.

During the defined day period SVMi-8 will automatically play the Primary No-Answer Greeting to callers, unless the subscriber is busy on another call and has recorded a Busy Greeting or Call Blocking is set active, and a Call Blocking Greeting is recorded. During the time periods a subscriber is not scheduled available to take calls, and does not have Call Blocking activated, SVMi-8 plays the Night Greeting.

Find Me When Find Me is set active, the SVMi-8 attempts to deliver calls to the subscriber's designated location, provided neither Call Blocking, nor Forward All Call, is active. The SVMi-8 first tries to locate the subscriber at the subscriber's designated location. Then, if necessary, it tries each of the subscriber's Stored Telephone Numbers until all numbers have been called.

After each stored telephone number, the SVMi-8 will prompt the caller: "I'm still trying to locate (called party's recorded name). If you would like me to continue, please stay on the line. If not, press the pound key for other options." If SVMi-8 cannot locate the subscriber, the subscriber's Call Blocking Greeting is played to the caller.

This feature can be activated for a number of hours, 1 to 9, for the end of the current business day, for the beginning of the next business day, for a day of the coming week, for Monday through Sunday, for a specific date, for hour and minute, or until further notice.

Follow Me (Off Premises Transfer) Each subscriber may have their calls automatically forwarded to a designated location. We call that location, the subscriber's Designated Location. A Designated Location can be an internal extension or an external telephone number. It can be entered digit-by-digit or the subscriber can enter a Stored Telephone Number Index Digit representing the location of the appropriate number.

Whenever a subscriber sets his designated location to a number other than his extension number, SVMi-8 prompts, "How long do you want this number to be your designated location?"

This feature can be activated for a number of hours, 1 to 9, for the end of the current business day, for the beginning of the next business day, for a day of the coming week, for Monday through Sunday, for a specific date, hour and minute, or until further notice.

Hold for Busy Station The SVMi-8 may be enabled to allow callers to hold for a busy station. When a caller elects to hold, the SVMi-8 places the caller in a Hold Queue. If additional callers attempt to reach the busy extension and they choose to hold, they can be informed of their position in the queue and the estimated hold time before being connected. Callers given the option to hold may be limited to insure that system ports are not monopolized. When the limit is reached, callers can be routed to other extensions or applications that have been configured to deal with this condition.

Multiple Personal Greetings (9) When a subscriber does not answer and accept a call, the SVMi-8 will answer. SVMi-8 recognizes five different reasons why a subscriber does not answer a call. We refer to these reasons as 'Call Coverage Conditions'. SVMi-8 allows a subscriber to assign a different personal greeting to each Call Coverage Condition. A condition should be considered a "socket" into which a personal greeting is plugged. The greeting that gets plugged into each "socket" should offer caller options appropriate for that condition.

SVMi-8 provides each subscriber nine (9) personal greetings, labeled 1 through 9. A subscriber can assign (plug in) any greeting to any Call Coverage Condition. However, when a subscriber first logs on to the SVMi-8, personal greetings numbered 1, 2, 3, 4, and 5, are assigned to their respective Call Coverage Conditions (No Answer, Busy, Fwd All/DND, Night and Call Screening). The remaining four personal greetings, labeled 6 through 9 are normally used as alternatives to the greetings assigned to these conditions.

Park and Overhead Page For those users who are frequently away from their desk, the SVMi-8 provides a Park and Page capability. When a subscriber does not answer a call, the subscriber's personal greeting can contain an option to be paged. When the caller elects to have the subscriber paged, the SVMi-8 parks the call and plays a prompt through the overhead paging facility that contains the subscriber's name and a pick-up code. The SVMi-8 waits a programmable period of time for the subscriber to pick-up the call. When the call is not picked up, the SVMi-8 notifies the caller and plays the subscriber's mailbox greeting.

Stored Telephone Numbers A subscriber can store up to five telephone numbers where they can usually be reached, this simplifies the follow me feature as it allows the subscriber to quickly activate commonly used settings.

Weekly Availability Schedule The Weekly Availability Schedule tells SVMi-8 the days of the week, and the hours of the day, that a subscriber is normally available to take calls. When the subscriber does not answer a call during those time periods, the appropriate Day or Night greeting is played. This schedule may be set by the Administrator or the Subscriber.

VOICE MAIL FEATURES

Answer Machine Emulation This feature allows you to monitor calls being left in your voice mail box through the speaker of your keyset. In function it is very much like screening a call on your home answer machine.

Auto Conversation Record With the SVMi-8 card installed in your phone system, you may record all the phone conversations for specific extensions. An optional tone with a programmable delay may be played to alert callers and employees during the recording process. When calls are recorded, any mailbox settings that would normally effect maximum message duration, are ignored.

Note: Call Record utilizes the conference feature. The number of people who can use the CR feature simultaneously, is limited to the number of available conference circuits in the system.

Warning: Before using this feature, make sure that you are not violating any state or federal laws. Some states require that the recorded party be notified. STA is not responsible for any illegal use of this feature.

Auto Forward The Message Auto Forward allows messages left in one mailbox to be automatically forwarded to another mailbox if the message is not listened to. The delay time before the message is forwarded is programmable between 00:00 (immediately) and 23:59 (1 day). After the message is forwarded it may be deleted or saved in the original mailbox. The forwarded message, when accessed by the receiving subscriber, will play "this message was forwarded from 'subscriber recorded name'".

Auto Log In When calling Voice Mail, the system can correctly identify you as the caller and ask for your password (optional). The benefit of this is that you do not have to identify yourself to the SVMi-8, it knows who is calling and what mailbox you want to access.

Auto Message Play Each subscriber may choose to select messages to play (new or old) or may configure their mailbox to automatically play new messages. This is useful if you are in a situation where keystrokes must be kept to a minimum.

Broadcast The designated system administrator can broadcast a message to everyone in the system. Any or all of the subscribers can be given this option.

Software Features

Call Back When listening to your voice mail messages you may press one key to automatically call back the person who left you the message, this call back feature may be allowed for internal calls and / or external calls. Long distance may be either allowed or denied and specific area codes may be allowed or denied. For external calls, Caller ID is used and therefore must be received from the phone company.

Call Forward to Voice Mail Any station on the phone system may be forwarded to the SVMi-8 voice mail. Forwarding types are Forward All Calls, Forward Only When Busy, Forward Only When No Answer, or Forward When either Busy or No Answer.

Call Record With the SVMi-8 card installed in your phone system, you may record conversations in progress. Simply press a button to record the current conversation in your mailbox or any other mailbox. An optional tone with a programmable delay may be played to callers during the recording process. When calls are recorded, any mailbox settings that would normally effect maximum message duration are ignored.

Note: Call Record utilizes the conference feature. The number of people who can use the CR feature simultaneously, is limited to the number of available conference circuits in the system.

Warning: Before using this feature, make sure that you are not violating any state or federal laws. Some states require that the recorded party be notified. STA is not responsible for any illegal use of this feature.

Call Back Request Messages Messages left by and for subscribers may be flagged as Call Back Requested. The caller can enter a specific number that will allow the subscriber to return the call by pressing one key.

Date and Time Stamp Each message you receive will be stamped with the time and date of its arrival. This information may be played to the subscriber before each message or may be played only on demand. Each individual subscriber may set this option.

Delivery Imperative When a message is designated as Delivery Imperative, the SVMi-8 will take extra steps to deliver it. The recipient's pager will be called and then each of his stored telephone numbers will be tried.

Direct Messaging / Quick Memo This feature makes it easier to leave messages for others in the office. It allows the user to access mailboxes without dialing the extension number first. Easily leave a message for anyone that has a mailbox.

Distribution Lists Lists of mailboxes may be set up and given a simple numeric identity. Subscribers may use these lists to easily leave or transfer messages into multiple mailboxes simultaneously. This list can include any number of subscriber mailboxes and other lists. SVMi-8 does not limit the number of lists that a subscriber can access. When a message is sent to a list, each mailbox on the list receives a copy. SVMi-8's unique message management facilities make the process of distributing a copy to each mailbox on the list immediate, even for very large lists.

Extended Prompting With Extended Prompting set active, SVMi-8 offers all prompts for the menu the subscriber has accessed. When Extended Prompting is not set active, SVMi-8 offers only the name of the menu the subscriber is accessing and the prompt... "For additional options, press 0".

External Number Notification When you have messages in your mailbox, you may be alerted at your cell phone, home phone or any other phone. The SVMi-8 will make 3 attempts to contact you. If it encounters a busy signal it will try again in 5 minutes, if it encounters a no answer it will try again in 15 minutes.

External Pager Notification When you have messages in your mailbox you may be notified via your pager. The display on your pager will show your mailbox number. The SVMi-8 will make 3 attempts to contact you. If it encounters a busy signal it will try again in 5 minutes, if it encounters a no answer it will try again in 15 minutes.

Future Delivery When a subscriber leaves a Self Memo (Reminder), Direct Message (Quick Memo) or any other message for another subscriber, a future delivery date may be specified. This is particularly useful if you use the 'reminder' feature as a virtual 'to do' list. Delivery Scheduling options are: for a number of hours, 1 to 9, for the end of the current business day, for the beginning of the next business day, for a day of the coming week, for Monday through Sunday or for a specific date, for hour and minute. Also for any message not yet delivered, a subscriber can review, modify and discard future delivery messages sent, but not yet delivered.

Group and Sort Messages Prior to Play A subscriber can group for playback either new or saved messages at logon time. Grouping categories are, Urgent, Callback Request, Reminders, Messages from a Specific Sender or Private Messages.

Individual Mailbox Greeting Each mailbox has its own associated individual greeting recorded in the mailbox owner's voice. This may be changed as frequently as you desire.

Individual Mailbox Name Each mailbox has its own associated individual name recorded in the mailbox owner's voice.

Individual Mailbox Password Each mailbox has its own associated individual password selected by the user or system administrator. This provides some security and prevents unauthorized access. The password may be up to 8 digits long.

Individually Defined Mailboxes and Extensions Extensions and Mailboxes are separate and independent system resources. A mailbox does not have to be defined in terms of an extension, or an extension in terms of a mailbox, in order for the SVMi-8 to associate them. A subscriber's mailbox number need not match the subscriber's extension number. A subscriber can have multiple extensions within the system. Each extension can be directed to the subscriber's mailbox for taking messages, as in the case of departmental messaging. An extension may also be directed to a different mailbox at different times of the day or days of the week, as in departments with rotating staffs.

Maximum Number of Messages The maximum number of messages a mailbox will hold is 9,999. The maximum number of messages can be set for each mailbox.

Message Address Verification After entering the mailbox number to which a message is being sent, the SVMi-8 echoes the name of the recipient, confirming the message is going to the intended subscriber. The address verification is also played when the subscriber forwards an existing message.

Message Counter Whenever you access your mailbox, you are told the number of new and old messages. You may selectively listen to the new or the old messages.

Message Delete When a message has been heard, you may delete it.

Message Delivery Options At anytime prior to sending a message, a subscriber can assign any or all of the following delivery options to a message, Urgent Priority, Return Receipt / Certified, Callback Request, Private or Reply Required.

Message Fast Forward When listening to a message you may fast-forward 5 seconds. This is useful if you are looking for a specific piece of information like a phone number.

Message Forward With Append Messages received in your mailbox may be forwarded to other mailboxes or lists on the system. A message may be forwarded to another subscriber, or distribution list by entering a destination mailbox. The subscriber may record an introductory comment if desired. The message header is modified to reflect the forwarding party and time. Forwarding multiple copies allows the subscriber to record introductions for each destination mailbox. Forwarded messages may be re-forwarded, with additional introductions, using the same procedure.

Software Features

Message Length Controls Maximum message length can be set for each mailbox. The maximum message length is 166 minutes; however, SVMi-8 ships with the maximum message length set at 16 minutes.

Message Pause At any time while listening to your voice mail messages, you can pause the playback.

Message Play Order Each mailbox may be set up to play messages in order of oldest first (FIFO) or newest first (LIFO).

Message Replay Messages may be replayed as many times as you like.

Message Reply When listening to your voice mail messages you may press one key to automatically leave a message for the person who left you a message, this call return feature may always be used for internal calls, and also outside calls if Caller ID is received, and the feature is allowed by the system administrator. A subscriber may reply to a message sent by a public caller. If the public caller requested a return call, SVMi-8 will play the message envelope and announce, "Callback Requested". This means the public caller entered his telephone number into the mailbox with touch-tone at the time he left the message.

Message Retention Time by Subscriber The length of time messages are stored prior to automatic purging may be set for each mailbox. Retention Time can be set from 1 to 9,999 days. Retention Time applies to both new and saved messages. Each time a message is saved, the Retention Time is reset. Only messages that have not been accessed are automatically deleted.

Message Retrieve Any sent message may be canceled before the recipient has received it. Any message that has been sent but not listened to by the recipient may be retrieved ("pulled back") into the sender's mailbox. If the message was independently sent to several subscribers, each copy may be retrieved separately.

A message sent to a distribution list may be retrieved up to the time it is first played by any member of the list. Retrieving a message from a distribution list pulls it back from all list members. It may then be edited, updated, re-recorded, deleted, or sent to a different destination. This capability is particularly useful if the sender incorrectly addresses one copy of a message to several subscribers or if a change in events makes the message no longer relevant.

Message Rewind When listening to a message you may rewind 5 seconds. This is useful if you are looking for a specific piece of information like a phone number.

Message Save You may save any message. Once saved it will remain as a 'saved' message until it is deleted.

Message Send From within your mailbox you may send a message to any other mailbox owner on the system. This makes it easy for any employee who is out of the office to send a message to another internal user.

Message Scan Message Scan allows a user who is retrieving their messages to 'scan' through them. The first few seconds of each message will be played. This makes it easy to find a specific message.

Message Skip When listening to new messages, if you are searching for a specific one you can skip over new messages. This saves the message as a new message. It's like picking one thing out of your in-basket without disturbing all the others.

Message Undelete At some time, everyone discards a message, and immediately wishes they had kept it. The undelete feature of the SVMi-8 will allow you to retrieve messages that have been deleted.

Message Waiting Light Indication An indication on your keyset tells you when you have new messages. Pressing this one button will connect with your voice mail. Additionally, if you have a display keyset, the display will show you the current new message status.

Multiple Subscriber Mailboxes Multiple subscribers may simultaneously logon to the same mailbox and access messages. All mailbox functions are available to each subscriber. Message playback is distributed. The first subscriber logged on will hear the first message. The second subscriber will first hear the second message, and can access the first message after subscriber 1 is finished. The mailbox continues to be available to receive new messages, regardless of the number of subscribers logged on.

Name Addressing This feature allows a subscriber to address messages to other subscribers by name instead of by mailbox number, eliminating the need to look up numbers or carry personal directories while traveling.

New / Old Selection When you access your mailbox you may choose to listen to either new or old messages. This makes it easier to find specific information contained in an old message without having to listen to all the new messages first.

Message Alert Notification Schedule The Weekly Notification Schedule tells SVMi-8 the days of the week, and the hours of the day, that a subscriber wants to be notified of new messages at an alternate phone number. This Schedule may be set by the Administrator or the Subscriber.

One Touch Access The SVMi-8 Voice Mail can be accessed to check messages or perform administration simply by pressing one button on your keyset.

Pager Notification Schedule The Weekly Notification Schedule tells SVMi-8 the days of the week, and the hours of the day, that a subscriber wants to be notified of new messages via his pager. This Schedule may be set by the Administrator or the Subscriber.

Personal Customized Options Each subscriber may have different personal options played to the caller. For example, the caller may wait while the subscriber is paged or the caller may hold until the subscriber is available to take the call. These options must be enabled by the system administrator.

Personal Mailbox Administration You may change settings for your mailbox any time you like. Personalize the greeting that callers will hear, your name, password and notification options.

Private (Confidential) Messages A message can be marked Private. A private message can not be forwarded to another subscriber. If the recipient of the private message attempts to forward the message he is informed that the message is private and may not be forwarded.

Quick Memo [See Direct Messaging](#)

Reminder [See Self Memo](#)

Reply Required A message marked for delivery as Reply Required cannot be saved or deleted until the recipient performs a voice reply to the message.

Retrieve Public Caller When a subscriber logs on they are notified if a caller is holding, and the SVMi-8 offers to transfer the caller to the subscriber's designated location. If the caller is identified SVMi-8 will speak the caller's name. When the subscriber elects to speak with the caller, he simply presses 1 and hangs up. If the subscriber elects not to speak with the caller, SVMi-8 immediately plays the subscriber's mailbox greeting.

Return Receipt (Certified Messages) A subscriber may request to be notified when the recipient listens to a message. After the message has been delivered and played back by the recipient, a confirmation receipt is placed in the new message queue of the sender's mailbox, it contains the date and time that the message was played.

Software Features

Self Memo / Reminder Easily and quickly leave a reminder in your own mailbox. This virtual notepad is available wherever there is a phone, and can be set for immediate or future delivery. This makes them useful for keeping track of your entire workload to schedule or serve as reminders for meetings.

Self Memo / Reminder Categories If allowed by the system administrator a subscriber may designate the reminders they create as either a Commitment, Follow Up or Task. The individual meaning of these labels may vary from person to person, their intent is to provide a way of separating reminders into different categories. These categories can be reviewed in the subscriber Workload Manager

Speed Control The SVMi-8 supports two message playback speeds. This allows you to hear the message in a convenient manner. You can press '99' during message playback to toggle between two speeds.

Subscriber Workload Manager This allows a subscriber to group reminders by a Commitment, Follow Up or Task in order to better organize the workload.

Until... Scheduling The Until... Scheduling method is an easy way to schedule the termination of an SVMi-8 service relative to the time the service is set active. Most of the services in the SVMi-8 give subscribers greater control over their communications by providing Until... Scheduling. The subscriber just sets a time for the service to terminate, concurrent with activating it, and does not have to worry about remembering to deactivate the service in the future. The Until... Scheduling options are, a number of hours, 1 to 9, the end of the current business day, the beginning of the next business day, a day of the coming week, Monday through Sunday, a specific date, hour and minute, or until further notice.

Urgent Messages Messages left by and for subscribers may be flagged as Urgent. Urgent messages are played first and notification may be configured to only alert you for these urgent messages.

Volume Control The SVMi-8 supports two message playback volumes. This allows you to hear the message in a convenient manner. You can press '77' during message playback to toggle between two volume levels.

ADMINISTRATION FEATURES

Activity Display While the SVMi-8 system is running, a connected administration terminal will show useful statistics about the system. Number of calls, average calls per week, number of times all ports were busy, total messages and space available.

Administrators Mailbox The designated system administrator can perform many routine activities from their mailbox by using the System Administration Special Menu. These activities include adding and removing mailboxes, changing prompts and switching modes of operation.

Auto Delete Subscribers Unused subscribers are automatically deleted after a programmable period of disuse. This prevents unauthorized users from 'High-Jacking' unused mailboxes.

Automatic Setup When the SVMi-8 is first installed a range of mailboxes matching the system's database is created. This reduces set up time.

Back Up And Restore The customer database can be saved and restored at a later date. This is useful in a number of maintenance scenarios. Additional hardware is necessary to accomplish this.

Default Operation The SVMi-8 is designed to be in operation as soon as it is installed.

Password Security All administration is under password control to prevent unauthorized access.

Programming - On Site Or Remote Many of the commonly accessed programming options are accessible from a touch tone telephone. This makes routine administration easy and convenient.

Subscriber Database A database of subscribers can be viewed at the administration terminal.

System Reports Many useful system reports are available from the administration terminal. These may aid in traffic studies, or detecting misuse.

Voice Prompted Programming From any touch-tone phone in the world an administrator can record custom prompts and add or delete mailboxes.

Voice Studio An included voice studio lets you re-record any prompt in the system and even edit it for better sound.

AUDIOTEXT FEATURES

Audiotext You may use the SVMi-8 to supply recorded announcements or audiotext messages to callers. Audiotext allows you to provide information only without giving the option to record a message. An example of this might be directions or movie times. This full featured system allows multiple announcements to be played in sequence with variable options depending on the caller or time of day.

Audiotext Librarian An Audiotext Librarian manages the announcements that together form its library. Its purpose is to make sure that the announcements are not outdated and that the caller receives the appropriate announcement.

Automatic Announcement Delete Time sensitive Announcements can be automatically deleted from an audiotext library. An Announcement retention time may be set from 1 to 999 days or 1 to 9999 plays. The days automatic delete counter is reset to "0" days each time the Announcement plays. The plays automatic delete counter is not reset; for example, if set to 225 plays, the SVMi-8 will delete the Announcement after the 225th play, regardless of the days counter.

Announcement Replay Each Announcement can be configured with an easy replay digit. A caller may be offered the option to replay an Announcement by pressing the replay digit. Replaying an Announcement does not affect the automatic delete counters process.

VOICEFORM QUESTIONNAIRE (Q & A) FEATURES

This feature allows the SVMi-8 to be used to conduct surveys or collect a response to a pre-programmed questionnaire, answers are collated and may be placed in a specific mailbox(s), or the answers may be split into many different mailboxes.

VoiceForm is an information collection and distribution facility, which allows an organization to gather specific information efficiently. An organization creates a series of questions, called a script, designed to elicit specific responses from a caller. One question with its response constitutes a Voice Query, and a complete set of questions is a VoiceForm. The responses generated during a dialogue are collected into one or more messages and delivered to designated transcription mailboxes. The SVMi-8 manages these messages in the same manner as any other voice message. Designated recipients of these messages may review, save, and forward them with comments using the complete range of voicemail features. Because VoiceForm Questionnaire is an integral part of the SVMi-8's software, callers engaged in a VoiceForm dialogue may be routed to any and all system resources.

Software Features

Playback Header Prompt Each response recorded by a caller in a VoiceForm session can be prefaced by a playback header prompt which links the response to the question. This feature helps in transcription of caller responses by providing reference markers within the caller's total response. With playback headers, when a caller skips a question, the transcriber does not lose his place within the composite VoiceForm message.

Multiple Response Destinations Caller responses during a VoiceForm session can be routed to multiple mailboxes. Any part of a caller's response may be distributed among several mailboxes. For example, a VoiceForm session might be designed to process customer orders. Portions of the caller's responses could be sent to an accounting mailbox for credit approval while the rest of the responses are routed to a shipping department mailbox to expedite the order.

Team Transcription SVMi-8 allows simultaneous multiple user access to VoiceForm messages in a Transcription Mailbox. When multiple access occurs, SVMi-8 assigns the user the next new message so that there is no duplication of transcription.

Unlimited Questions The maximum number of questions - Voice Queries - possible in a single VoiceForm session is not bound by architectural constraints. Voice Queries can be linked to form extended VoiceForm transactions.

SVMi-8 Installation

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Installing the SVMi-8 Card in the Phone System

The SVMi-8 card can be installed in the DCS, DCS COMPACT II or iDCS 500. Because the installation instructions are slightly different for each product please follow the section below that corresponds to your particular DCS product.

We are aware that in the past many DCS phone systems have been installed outside the recommended environmental limits and seem to work fine. When installing an SVMi-8 card, it is important to remember that it is a computer, much the same as any desktop PC and it is therefore very important not to exceed these environmental limits.

Installing the SVMi-8 in a DCS COMPACT II

GENERAL

■ SYSTEM RESOURCES

For the purposes of assigning system resources the SVMi-8 card consumes the equivalent system capacity of 8 keysets.

■ DCS COMPACT II HARDWARE COMPATIBILITY

No special requirements.

■ DCS COMPACT II SOFTWARE COMPATIBILITY

To operate the SVMi-8 in the DCS COMPACT II you must have the software release listed below or later.

ROM 01.09.25 V7.00

INSPECTION

Unpack and inspect the unit for any obvious damage. This card should be labeled SVMi-8. If it is not, you have the wrong card.

REMOVING THE COVER

Before the SVMi-8 card can be installed in the DCS COMPACT II the card module must first be disassembled to allow the card to fit the slot. To disassemble the SVMi-8 card, first remove the ejector tabs by pulling them outward until they snap off. Next, to separate the two halves of the casing, remove the four screws and pull the two halves apart. This releases the SVMi-8 card PCB.

INSERTING THE CARD

The SVMi-8 card is installed in the far right slot of the expansion cabinet. This is the slot with the black DCS style connector. The first thing you should do before proceeding is to discharge any static electricity you may have gath-

Installing the SVMi-8 Card in the Phone System

ered by touching a ground point such as the cover of the KSU Power Supply. When you have done this then check the power switch on the left-hand side of the KSU and ensure that the switch is in the OFF position. Next position the SVMi-8 card in the grooves of the card guide, and gently slide the card in until it makes contact with the connector. Press gently but firmly on the top and bottom of the front edge of the card until the card seats in its connector. The KSU can now be turned on.

If the SVMi-8 card is being installed in an existing (not new) system, you will have to use [MMC 806](#) to pre install the card and [MMC 724](#) to assign extension numbers to each SVMi-8 (shown in the MMC as CADENCE) port. Use any available numbers.

The final step is to press the reset button on the front of the SVMi-8.

Installing the SVMi-8 in a DCS

GENERAL

■ SYSTEM RESOURCES

For the purposes of assigning system resources the SVMi-8 card consumes the equivalent system capacity of 8 keysets.

■ DCS HARDWARE COMPATIBILITY

To use SVMi-8 in a DCS you must have a 32 pin KSU.

■ DCS SOFTWARE COMPATIBILITY

To operate the SVMi-8 in the DCS you must have the software release listed below or later.

ROM	01.09.25 V7.00
CPM	01.10.12 V7.0
LPM	01.10.12 V7.0

INSPECTION

Unpack and inspect the unit for any obvious damage. This card should be labeled SVMi-8. If it is not, you have the wrong card.

INSERTING THE CARD

The SVMi-8 card is installed in any slot of any cabinet. Check that the DCS power switch is in the OFF position. Next position the SVMi-8 card in the grooves of the card guide and gently slide the card in until it makes contact with the connector. Press gently but firmly on the top and bottom of the front edge of the card until the card seats in its connector. The KSU can now be turned on.

If the SVMi-8 card is being installed in an existing (not new) system, you will have to use [MMC 806](#) to pre install the card and [MMC 724](#) to assign extension numbers to each SVMi-8 port. Use any available numbers.

The final step is to press the reset button on the front of SVMi-8.

Installing the SVMi-8 in an iDCS 500

GENERAL

■ SYSTEM RESOURCES

For the purposes of assigning system resources the SVMi-8 card consumes the equivalent system capacity of 8 keysets.

■ iDCS 500 HARDWARE COMPATIBILITY

No special requirements.

■ iDCS 500 SOFTWARE COMPATIBILITY

All versions of the iDCS 500 software are compatible with the SVMi-8.

INSPECTION

Unpack and inspect the unit for any obvious damage. This card should be labeled SVMi-8. If it is not, you have the wrong card.

INSERTING THE CARD

The SVMi-8 card is installed in any slot of any cabinet. Check that the iDCS 500 power switch is in the OFF position. Next position the SVMi-8 card in the grooves of the card guide and gently slide the card in until it makes contact with the connector. Press gently but firmly on the top and bottom of the front edge of the card until the card seats in its connector. The cabinet can now be turned on.

If the SVMi-8 card is being installed in an existing (not new) system, you will have to use [MMC 806](#) to pre install the card and [MMC 724](#) to assign extension numbers to each SVMi-8 port. Use any available numbers.

The final step is to press the reset button on the front of SVMi-8.

2

Installing Individual SVMi-8 Components

Installing a Voice Processing Module

Each SVMi-8 comes with one VPM installed. Adding new VPMs is as simple as plugging them in. There is no special programming to do, the card will be recognized when the system powers up.

Removing the Plastic Housing (If Applicable)

The SVMi-8 is protected by a plastic housing. Before any additional VPMs can be added, this plastic housing must be removed. If this card is installed in a DCS COMPACT II this may already be done.

To remove the plastic housing first remove the ejector tabs by pulling them outward until they snap off. Next, to separate the two halves of the casing, remove the four screws and pull the two halves apart. This releases the SVMi-8 card PCB.

Installing the VPM

Discharge any static electricity you may have gathered by touching a ground point such as the cover of the KSU Power Supply. When you have done this then lay the SVMi-8 card face up on a non-conductive surface.

Position the second VPM over the card connector on the SVMi-8 base board and gently apply pressure until the card seats. The SVMi-8 card can now be installed in the KSU.

Installing or Removing the Hard Disk Drive

Removing a Hard Disk Drive (HDD)

1. Power down the phone system and remove the SVMi-8 card.
2. Remove from plastic case (if the Voice Mail card has been removed from a DCS or iDCS 500).
3. AVOID TOUCHING OR APPLYING PRESURE TO THE TOP COVER OF THIS HDD.
4. HANDLE THIS UNIT ONLY BY THE SIDES.
5. Hold the unit with the HDD supported in your hand, held by the edges. The solder side of the card should be facing up.
6. Remove the 4 retaining screws so that the HDD becomes detached.
7. Still holding the HDD by the edges invert the card (component side up) and gently unplug the ribbon cable.
8. Gently pack the HDD in the SEC provided packaging.

Installing a Hard Disk Drive (HDD)

1. Hold the HDD by the sides with the 4 screw studs facing up.
2. Attach the ribbon cable between the HDD and the Voice Mail card. The 4 spare pins on one end of the connector are not used.

3. Position the Voice Mail card with solder side up, so that the holes in the card line up with the studs on the HDD adapter.
4. Insert the 4 screws, and tighten until snug. DO NOT OVERTIGHTEN.
5. Replace the plastic cover (if the Voice Mail card is to be installed in a DCS or iDCS 500).
6. Replace the SVMi-8 in the phone system.

Installing or Removing a Compact Flash Adapter

Removing the Compact Flash (CF) Adapter

1. Power down the phone system and remove the SVMi-8 card.
2. Remove from plastic case (if the Voice Mail card has been removed from a DCS or iDCS 500).
3. Hold the unit with the CF Adapter supported in your hand, held by the edges. The solder side of the card should be facing up.
4. Remove the 4 retaining screws so that the CF Adapter becomes detached.
5. Still holding the CF Adapter by the edges invert the card (component side up) and gently unplug the ribbon cable.
6. Gently pack the CF Adapter in the SEC provided packaging.

Installing the Compact Flash (CF) Adapter

1. Hold the CF Adapter by the sides with the 4 screw studs facing up.
2. Attach the ribbon cable between the CF Adapter and the Voice Mail card. The 4 spare pins on one end of the connector are not used.
3. Position the Voice Mail card with solder side up, so that the holes in the card line up with the studs on the CF adapter.
4. Insert the 4 screws, and tighten until snug. DO NOT OVERTIGHTEN.
5. Replace the plastic cover (if Voice Mail card is to be installed in a DCS or iDCS 500).
6. Replace the SVMi-8 in the phone system.

3

SVMi-8 Set Up with DCS Phone Systems

This section provides the additional steps required to set up the SVMi-8 card for operation in all the DCS telephone system products. Included here is information regarding the software set up for the phone systems.

After inserting the SVMi-8 card and turning the power on there are some key system options that should be set, in order for the SVMi-8 to function correctly. These steps are performed in the phone system. It is necessary to perform these at this time so that the SVMi-8 will initialize properly and synchronize its mailbox database with that of the key system.

Power Up Procedure

Follow the steps below to ensure that the SVMi-8 is properly setup.

POWER UP

1. Complete insertion of the SVMi-8 and all other required interface cards and turn the system power switch ON.
2. There are 2 LEDs on the front of SVMi-8. A RUN LED and a HDD LED:

The RUN LED-This will show steady green when the system has completed booting up.

The HDD LED-This will show hard drive access and will flicker when the HDD (hard drive) is being accessed.

SYSTEM PROGRAMMING

Perform the following programming steps A through F. It is necessary to perform these at this time so that the SVMi-8 will read these MMCs and initialize accordingly.

1. MMC 601: All SVMi-8 ports installed must be assigned to group 529 (549 in the iDCS 500). This should be identified as an SVMi-8 group.
2. MMC 601: Select either SEQUENTIAL or DISTRIBUTED ring mode.
3. MMC 207: Confirm that all SVMi-8 ports are set for VMAA use. This will be done automatically. You are just confirming at this point.
4. If you are using SVMi-8 for Auto Attendant use MMC 406 to set the desired trunk(s) to ring group 529 / 549.
5. If you are using SVMi-8 for Voice Mail make sure that all desired stations are forwarded to group 529 / 549.
6. MMC 751: Select "NO" for each station that you DO NOT want to create a mailbox for.

INITIALIZING THE SVMi-8

Press the red RST button to read the MMC data and initialize SVMi-8 accordingly.

NOTE: After the SVMi-8 restarts you should change the value of MMC 750 so that it indicates "download = No." This will prevent the system from overwriting any future changes you make to the SVMi-8 database.

TESTING THE HARDWARE

1. Call each SVMi-8 port individually and confirm that SVMi-8 answers.
2. Call group 529 / 549 and confirm that SVMi-8 answers.

If steps 1 and 2 above proved to be successful you have completed the installation and setup of the SVMi-8 hardware.

You are now ready to begin programming the SVMi-8 Voice Mail/Auto Attendant system parameters. [See the SAMSUNG SVMi-8 Programming Section.](#)

Correct System Shutdown

Whenever possible the following procedure should be followed when shutting down the SVMi-8 system.

From the Main Status Screen (showing activity and port status):

1. Press 'Escape' and enter passcode
2. Select 'Operating Utilities'
3. Select 'Exit the SVMi-8'
4. Enter Administrator's passcode

The SVMi-8 will now shut down. When the system shows a DOS command line you may power off the system and unplug the SVMi-8 card.

4

Connecting Optional Equipment

There are two ports available on the front of each SVMi-8, a serial interface (the serial port on SVMi-8 is the 9 pin male connector), and a parallel interface.

All the possible peripheral connections will be to one of these ports. The possible connections are:

Serial Communication (PC Connection)

The serial communication feature allows the installer or the system administrator to connect any communication device that supports ANSI emulation to the SVMi-8 system for the purpose of system setup and administration.

The serial port can also be used to transfer files to and from the SVMi-8 and an attached PC.

LOCAL PROGRAMMING

Connect the serial port of the SVMi-8 unit to the serial port of the laptop or terminal using a direct, pin to pin, 9 pin female, to 9 pin female cable. Do not use a null modem cable.

The serial cable for the SVMi-8 is made with pins 2 and 3 already reversed because the SVMi-8 serial port is non-standard (the SVMi-8 COM port uses pin 3 for RXD and pin 2 for TXD). This is why a pin to pin cable works for local programming (direct PC connection) and a null modem cable does not.

■ SETTING UP THE COMMUNICATIONS SOFTWARE (HYPERTERM)

To connect from a laptop you may use any communications software that supports ANSI emulation. SVMi-8 has been tested using Windows HyperTerm and PROCOMM PLUS for DOS.

Launch HyperTerm from your Windows PC and create a new connection.

1. Name the connection
2. Connect using the COM Port to which the SVMi-8 is connected
3. Set 'Bits per second' to 38,400
4. Set 'Data Bits' to 8
5. Set 'Parity' to None
6. Set 'Stop Bits' to 1
7. Set 'Flow Control' to None
Click 'Properties'
Click the 'Settings' tab
8. Select 'Terminal' keys
9. Set 'Emulation type' to ANSI
Click ASCII Set up
10. Set 'Line Wrap' to No

When this is complete press 'Ctrl + L' two or three times to refresh the screen and you should see the SVMi-8 Status Screen. You are now ready to program the system.

■ FILE TRANSFER

The Serial Port is primarily designed as a programming interface but may be used to transfer files using the commands XX (transmit file) and RX (receive file).

With an administration terminal connected to the SVMi-8, go to the Port Activity screen and at the '=' prompt type one of the following commands.

XX - Move a file from the SVMi-8 to the PC attached to the SVMi-8 Serial Port.

Syntax: XX [path] filename. Where [path] filename represents where the source file can be found on the SVMi-8.

Terminal operation: Open an Xmodem file receive window. (Transfer/Receive Xmodem).

RX - Move a file from the PC attached to the SVMi-8 Serial Port to the SVMi-8.

Syntax: RX [path] filename. Where [path] filename represents where the destination file can be found on the SVMi-8.

Terminal operation: Open an Xmodem file send window (Transfer/Send /Xmodem/filename).

Remote Programming

Connecting to the SVMi-8 system via the modem allows a remote administrator to monitor and provide routine administration without having to be on site.

Connect an analog line to the modem line jack of the modem and connect the modem to the SVMi-8 serial port with a 9 pin female connector.

The Cable

For the cable between the SVMi-8 serial port and the modem, the pin configuration should be a straight through cable with TXD and RXD wires crossed. This would be pins 3 and 2 respectively on the 9 pin connector, or pins 2 and 3 on the 25 pin connector.

To make this cable, start with the standard cable that comes with your modem. This will be a straight through cable, because the cable design assumes that the SVMi-8 COM port uses pin 2 for RXD and pin 3 for TXD, when in fact they are reversed.

To adjust for this, you must cross pins 2 and 3 in the modem cable. The easiest way to do this is use a null modem adapter on one end of the cable.

Note that straight through 9 pin to 25 pin cable does not mean pin 1 to pin 1, pin 4 to pin 4, pin 5 to pin 5, etc. The pin assignments on a 9 pin connector are different than the pin assignments on a 25 pin connector.

To avoid dedicated line charges, you can connect the modem to a single line port from the phone system and use the auto attendant to direct your call to the modem.

Connecting Optional Equipment

We recommend that you use HyperTerm to connect to the SVMi-8. The HyperTerm settings are listed in the previous section.

Parallel Port

The parallel port on SVMi-8 is used for UPLOADING (sending) and DOWNLOADING (receiving) files to and from the SVMi-8. This connector is designed to connect to a Zip Drive. STA recommends the use of a Zip drive, because all the necessary drivers are pre installed on the SVMi-8 hard drive and the parallel port is already mapped to our back up and restore utility. Also this arrangement will work independently of PC hardware and operating systems.

[For more information on this, see 'Back Up and Restore'.](#)

SVMi-8

Programming Overview

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1

Auto Configuration

The SVMi-8 has been designed to simplify the installation procedure and minimize set up time. The following have been automated.

- An extension is created for every extension on the system. This means that the automated attendant will immediately recognize all extensions and groups in the equipment.
- A mailbox is created for every extension on the system. Note that mailboxes may be created for unused extensions. You should delete these to prevent unauthorized use.
- The Day / Night service of the SVMi-8 system will change automatically when the phone system's service changes.
- Menus have been created to answer calls in the Day and Night mode. There are also default menus for answering in the Holiday or Bad Weather mode.

Quick Setup

Although the set up process has been automated as much as possible, the following functions must be manually completed.

- Record a greeting for the Day Mode operation (prompt number 1001). The Night Mode operation (prompt number 1002) and optionally the Holiday and Bad Weather Modes (prompt numbers 1003 and 1004 respectively).
- Give everyone the user instructions and have them record their name, personal message and password.

System Administration

System Administration can be on several levels. These levels are as follows:

The Subscriber

A subscriber is someone who has an extension or mailbox on the SVMi-8 system. Each subscriber has control over individual options associated with their mailbox and extension settings.

Each subscriber (mailbox owner) will have the option of setting or changing certain mailbox options. [These are listed in the user guide.](#)

The mailbox owner will use DTMF subscriber administration to change and set these options.

[For a full description of this process refer to the SVMi-8 user guide.](#)

The System Administrator

The installing Technician or System Administrator has ultimate authority over the operation of the SVMi-8 system and can set or change all the options that require specialized knowledge.

It is the responsibility of the installing Technician to install and program the SVMi-8 to suit the customer's requirements. This includes initial set up and creation of the customer database. The Technician will use the Screen Interface to program and set up the SVMi-8.

The Applications Administrator

The Applications Administrator has limited authority, to make changes within the SVMi-8 system, that pertain to the day to day operation of the system.

Following the installation of the SVMi-8, any ongoing changes, including the creation and deletion of mailboxes, recording or changing system greetings and activating holiday and emergency greetings.

The System Administrator may use DTMF System Administration or an attached PC terminal to perform this service.

2

Programming Methods

Data may be entered and changed in the SVMi-8 by three methods. These are, the Screen Interface, DTMF System Administration, and DTMF Subscriber Administration.

The Screen Interface

Most of the programming is achieved using a PC attached to the SVMi-8 serial port. This makes use of a graphical user interface (GUI), and is considered necessary for initial set up.

Knowledge Requirements

A general knowledge of PC's and Windows is required. Some understanding of serial port communications is advised.

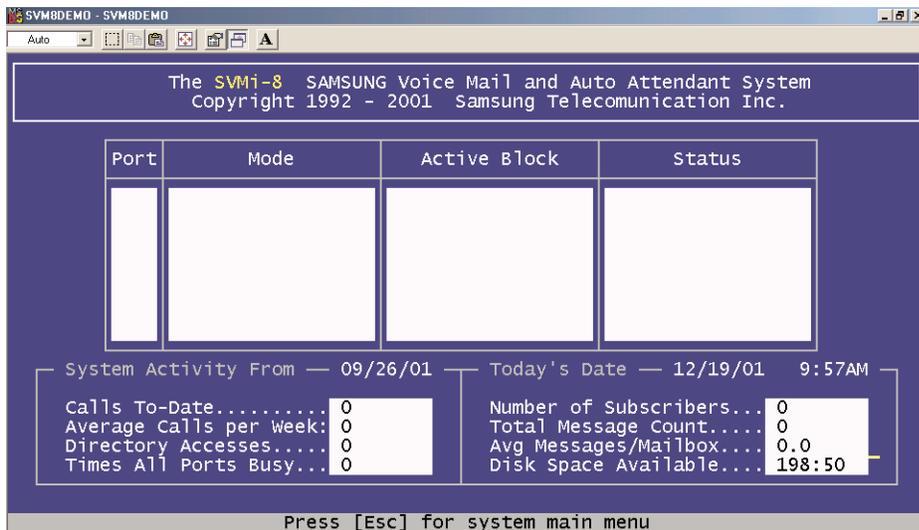
Equipment Requirements

A Windows PC running HyperTerm (or equivalent) is needed. You will also require a serial cable with straight through wiring. (If you already have a cable for programming the Samsung CADENCE card, you can use this.)

Using the Screen Interface

After connecting the terminal equipment press 'Ctrl+L' to clear and refresh the screen. You will see a status of the current operating condition including the status of each port and some general system data.

The main screen looks like this and shows port activity and general statistics.



Logging In

To log into the system press the ESCAPE key and enter the password, the default password is 0000. You will now be at the System Administration Main Menu, and are ready to begin programming.

NOTE: From time to time 'electronic noise' on the serial cable may cause some erroneous characters to print on the terminal, or some items not to be displayed correctly. If this happens you should press 'Ctrl + L'. This will refresh the screen.

Getting Help

The key-strokes available to you during editing can be viewed by pressing F1, and are as follows:

F1	Navigation Keys Help
Ctrl + E	Save and RETURN TO Starting Facility
Ctrl + A	Save Block As
Ctrl + O	Save and OPEN Block or Prompt Text under Cursor
Ctrl + R	Save and RETURN TO LAST Block in Control Path
Ctrl + N	Save and OPEN Next Block of Same Type or Template Blocks
Ctrl + V	Save and OPEN Previous Block of Same Type or Templates
Ctrl + F	Find Blocks that refer to the Current Block
F3	Sort in Current Object or Facility

Screen Movement Keys

Tab	Moves Cursor to NEXT Field or Line (Wraps Around)
Ctrl + Q	Moves Cursor BACK to Previous Field or Line
Arrow Keys	Move Cursor Between Fields or Lines in Arrow Direction
Ctrl + T	Moves Cursor to TOP Field on Screen
Ctrl + B	Moves Cursor to BOTTOM Field on Screen
Ctrl + U	Page Up, Displays Previous Page/Screen
Ctrl + D	Page Down, Displays Next Page/Screen

Editing and Moving within a Field

Delete	Deletes Contents of a Field
Ctrl + Y	Deletes Contents of Field or Line
Backspace	Deletes (1) Character to Left of Insert Point in Field

Navigation

As you move the cursor around in each screen, you will notice that some fields cannot be accessed. This is normal and is intended to simplify the installation.

As the cursor is placed on different fields the data will be shown in different colors.

YELLOW	You may type new data in the selected field.
GREEN	This indicates that the data represents a Block. You may press the ENTER key to select a different block or you may press 'Ctrl + O' to Open the block beneath the cursor. This non-linear method of navigation is extremely flexible as you can easily follow the path of any call. To return to the previous block in this path press 'Ctrl + R'.

DTMF System Administration

Some System Administration functions can be accessed by calling the SVMi-8 from a touch tone phone. These administrative functions allow the System Administrator to:

- a) Edit System Prompts
- b) Edit (add and remove) Subscribers
- c) Change the Operating Mode (Day, Night, etc.)

Accessing DTMF System Administration

To access the DTMF System Administration mode:

- 1) Call the SVMi-8 and from the Main Menu press the '#' key followed by 3 zeros. If you are answered by a prompt to enter your password you are in a mailbox and must first press '*' to reach the Main Menu.
- 2) When prompted, enter the administration password specified in the System Wide Parameters. You will be presented with the System Administration Menu.

Edit System Prompts

This allows you to create or edit system prompts.

- Call the SVMi-8, and access the System Administration Menu.
- Press 1 to edit system prompts.
- Follow the spoken instructions to edit system prompts.

At the very least you will probably need to create the following:

- Day Greeting = Prompt 1001
- Night Greeting = Prompt 1002
- Holiday Greeting = Prompt 1003
- Emergency (Bad Weather) Greeting = Prompt 1004

Only prompts above prompt # 1000 may be recorded using the DTMF System Administration. To record prompts lower than # 1000 (system prompts) you must use the Voice Studio Administration Tool.

NOTE: When a prompt has been recorded, sometimes there is some ambient noise at the front or back that needs to be trimmed. Press 4 and select trim mode. You may now clip small amounts of 'noise' from the front or back of the voice prompt. Repeatedly press 1 (or 2) to trim small amounts from the front (or back) until the prompt sounds clean.

Subscriber Administration

This allows you to add and delete subscribers.

- Call the SVMi-8, and access the System Administration Menu.
- Press 2 for subscriber information.
- Follow the spoken instructions to create or delete subscribers.

Manual Mode Selection

This allows you to change the operating mode of the SVMi-8. You may select a specific mode (as long as it has been defined as a mode block) or you may select automatic scheduling. Changes to a specific mode will remain in effect until you manually change it back to automatic scheduling.

You may select a mode for each port in the system.

- Call the SVMi-8, and access the System Administration Menu.
- Press 3 to manually set the mode.
- Follow the spoken instructions to change the port number
- Follow the spoken instructions to change the operating mode. According to the following list of options:

- 1 Day Mode
- 2 Night Mode

3	Holiday Mode
4	Emergency (Bad Weather) Mode
5-99	Any additional modes that you may create
0	Automatic Scheduling - automatically follow the system Schedule Table

3

Programming Categories

When programming the SVMi-8 there are three types of data: Subscriber Options, SVMi-8 Administration Options, and Phone System Options.

Subscriber Options

These are the options entered by a subscriber, that control the individual behavior of their mailbox. The instructions for this can be found in the SVMi-8 System User Guide.

SVMi-8 Administration Options

This is all the programming options for the SVMi-8, that are unique to the particular installation.

DCS / DCS COMPACT II/ iDCS 500 Related Options

This is a collection of the programming options to make SVMi-8 operate correctly. When the SVMi-8 is initialized, much of the set up is completed, but there is still some phone system programming that must be entered.

Note that if the SVMi-8 card is being installed in an existing system (a system that did not previously have an SVMi-8), you will have to use MMC 806 to pre install the card and MMC 724 to assign extension numbers to each SVMi-8 port. Use any available numbers.

In addition to the MMCs listed below you must set call forwarding to the SVMi-8 at every phone that wants to use voice mail.

MMC Listing

The following is a listing of all the system MMCs that relate to the SVMi-8.

● DCS COMPACT II

MMC 110	MMC 207	MMC 308	MMC 309
MMC 408	MMC 501	MMC 601	MMC 701
MMC 722	MMC 723	MMC 724	MMC 727
MMC 750	MMC 751	MMC 752	MMC 753
MMC 754	MMC 755	MMC 756	MMC 757

● DCS

MMC 110	MMC 207	MMC 308	MMC 309
MMC 408	MMC 501	MMC 601	MMC 701
MMC 722	MMC 723	MMC 724	MMC 727
MMC 750	MMC 751	MMC 752	MMC 753
MMC 754	MMC 755	MMC 756	MMC 757

● iDCS 500

MMC 110	MMC 207	MMC 308	MMC 309
MMC 408	MMC 501	MMC 601	MMC 701
MMC 722	MMC 723	MMC 724	MMC 727
MMC 750	MMC 751	MMC 752	MMC 753
MMC 754	MMC 755	MMC 756	MMC 757

4

SVMi-8 Directory Structure

The TABLE Files (*.TBL)

All customer configuration is located in the \Dta*.tbl files.

Block.TBL	All block parameter data.
Schedule.TBL	The schedule table is not a block, so its data is stored separately in this file.
SiteInfo.TBL	Useful customer data entered in "Site Information" off of the Main Menu.
Message.TBL	Automatically gets updated every time a new message is recorded, saved, forwarded, or deleted.

Prompts

All prompt directories are located in the \Prompts directory. There will be a separate prompt directory for each language installed

Prompts are stored in uniquely named language subdirectory located in the PMT directory. The reference to speak the prompt in a particular block is stored in the "Block.TBL" file, but the recorded prompt itself and its associated text are stored in the PMT \xxx directory. The file format is '{4 digits}.PMT'.

Prompts below 1000 are system prompts and should only be edited using great care.

Messages

All Message data is located in the \Msg*. * files.

Mailboxes

All Mailbox data is located in the \Mailbox*. * files.

Defaulting the Configuration

To default the configuration quit the application as described in System Shutdown, when you get to the c:\DTA> prompt type 'default'.

This will restore default block tables and delete any existing mailboxes and messages.

NOTE: Any custom prompts or re-recorded prompts will not be removed!! The System Administrator password will not be changed

SVMi-8

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1

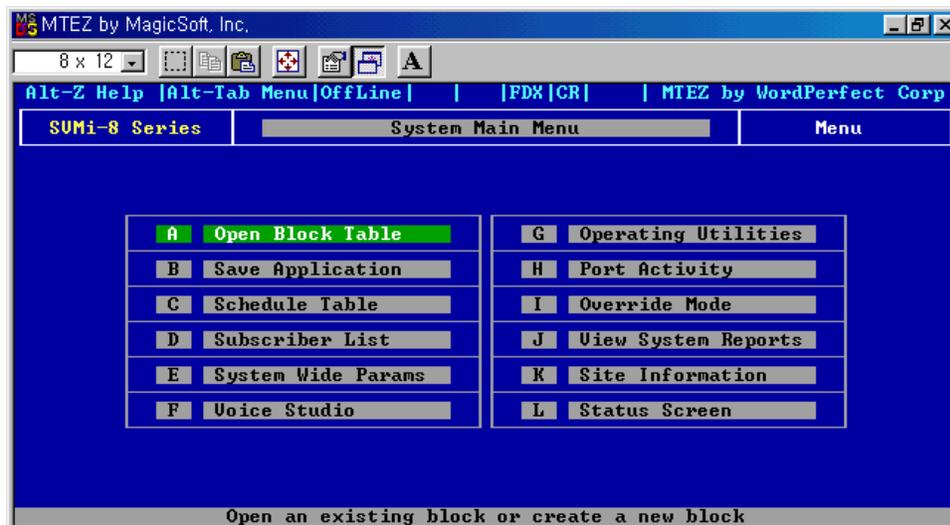
System Main Menu

The following section provides in-depth definitions and descriptions of all the programmable fields within the SVMi-8 software. Some fields are not accessible in the SVMi-8. If you cannot put the cursor on them you can not change them.

To access the System Main Menu, from the Status screen press [ESCAPE] and enter the password, then press ENTER.

The System Main Menu provides easy access to the different areas of SVMi-8 programming. The specific areas can be accessed using the cursor controls or by selecting the designation letter. The areas that can be accessed are:

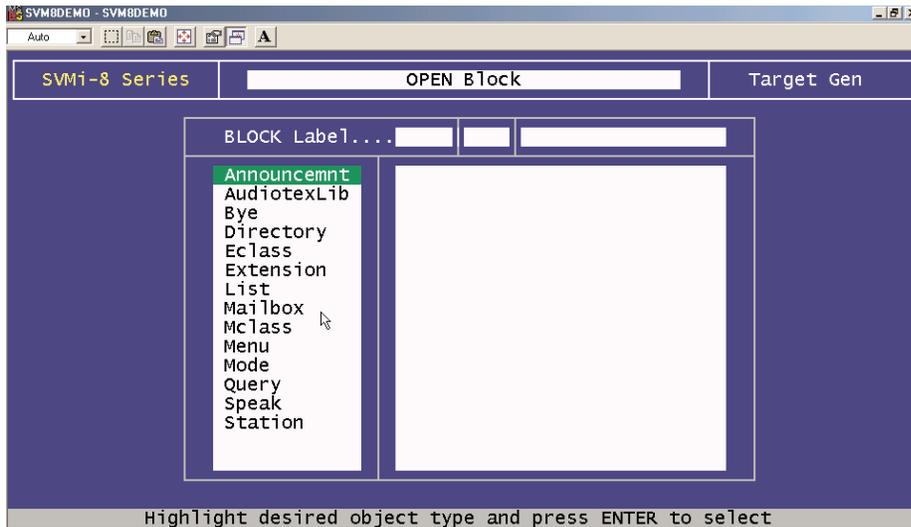
- [A] OPEN BLOCK TABLE
- [B] SAVE APPLICATION
- [C] SCHEDULE TABLE
- [D] SUBSCRIBER LIST
- [E] SYSTEM WIDE PARAMETERS
- [F] VOICE STUDIO
- [G] OPERATING UTILITIES
- [H] PORT ACTIVITY
- [I] OVERRIDE MODE
- [J] VIEW SYSTEM REPORTS
- [K] SITE INFORMATION
- [L] STATUS SCREEN



System Main Menu

Open Block Table

To Open a Block Table, from the System Main Menu select OPEN BLOCK TABLE and press ENTER.



The Block Table is used for building SVMi-8 call routing applications. This is the most frequently accessed area in the SVMi-8 and determines its behavior when it is routing calls. All the prompts and options offered to callers are programmed here.

Because most of the programming for any customer, will usually be in the Block Tables, these are dealt with separately in the next section. [For more information on building call routing applications see BLOCK TABLES.](#)

Save Application

If changes are made to the customer database they are not immediately saved. The save will only take place if:

- a) The administrator reboots the system after gracefully exiting using 'Operating Utilities' and 'Exit SVMi-8'.
OR
- b) The nightly maintenance runs. This happens each night at 3 a.m.

The save application option forces the changes to be written to the database immediately. This will ensure that if the SVMi-8 loses power between the time that the changes are made and the nightly maintenance, the changes will be preserved.

Warning: For this data to be saved the SVMi-8 must lock its ports temporarily. Any idle ports are immediately locked. As ports become free they are also locked. When all ports are locked the data will be backed up and the ports placed back online.

Schedule Table

The Schedule Table determines when the SVMi-8 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 AUTO then the SVMi-8 will change between mode 1 (Day Mode) and Mode 2 (Night Mode) whenever the phone system changes between Day and Night operation.

The SVMi-8 selects a mode from this schedule based on an Order of Precedence. Schedule table entries which select the mode based on port number take precedence over those based on date. Date takes precedence over Day of Week (DOW), and time is at the bottom of the order.

Each entry defines a start time for the mode. The mode will continue until the start time for the next defined mode.

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-8 will switch to Holiday Mode on December 25, 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:

Mode Name	Ports	Date	Weekday	Start
03:Holiday	ALL	12/25		12:00A
03:Holiday	ALL	7/4		12:00A
03:Holiday	ALL	1/1		12:00A
--:DCS AUTO	ALL		Mon-Fri	7:00A

Press ENTER to edit a field within the line

Schedule Table

Page 1 of 1

Mode Name Column This is the mode block which will start the application. To create a new mode, highlight a blank line and press ENTER to bring up the Target Generator. Select a new or existing mode block and press ENTER. The Mode Name column is automatically filled in. Fill in the rest of the line with the following information. To review or edit an existing mode block in the Schedule Table, highlight the desired field and press 'Ctrl + O'.

System Main Menu

Ports Column The port number (1 through 8) sets a mode change for a particular port. If there are no other entries in the Schedule Table for this port, it will run the specified mode continuously. If this field is set to All, this entry will be used by all ports which do not have specific port entries.

Date Column Month and day of month (mm/dd) when the change of mode will occur. If a date is entered in this field, no option will be given to make an entry in the DOW (Day of Week) field. This entry will take a higher order of precedence over records based on DOW only on the date specified. Therefore, to guarantee a particular mode setting over a three day period, a date entry should be created for each day of that period.

Weekday Column Day of Week when a mode change is to occur. Either the Date or Weekday column may be filled in. If you should manage to make entries in both columns, SVMi-8 will automatically delete one of them.

Start Column The Hour and Minute when a change in mode should occur. The hour must be specified in 24 Hr. format (i.e., 1:30 P.M. is entered as 13:30).

Subscriber List

To access the subscriber list, from the System Main Menu select SUBSCRIBER LIST and press ENTER.

This area of programming is used to quickly view, or edit the subscriber list. You will see a list of subscribers along with their extension and their mailbox number.

The number of mailboxes activated on your system will depend on the existence of a valid upgrade key.

Subscriber	Ext Number	Mbx Number	EClass	MClass
Operator	500		Standard ECL	

Press ENTER to edit a field within the line

To view a subscriber's data, scroll to the correct subscriber using the arrow keys and press ENTER. Use the right arrow key to select extension block or mailbox block. When you have made your selection press 'Ctrl + O' (to open) and the highlighted block will open. You can then edit specific fields. [See Extension Block and Mailbox Block for additional information.](#)

You will also see an EClass and MClass. These are class of service options for the extension and mailbox, and can be accessible by placing the cursor on them and pressing 'Ctrl + O' (Open).

Entering a New Subscriber

To enter a new subscriber, highlight a blank line and press ENTER. Type in the subscriber's last name, enter a comma (,) and type the subscriber's first name. Press ENTER and then type the extension and mailbox numbers for this subscriber. SVMi-8 automatically creates the extension and mailbox for the subscriber to use and fills in the EClass and MClass data.

SVMi-8 stores the subscriber's name in 'last name, firstname' format. When entering the subscriber's name this format should be followed.

Beginning with software version 1.2, an automatic real time conversion has been added. If the name is entered as 'firstname lastname' SVMi-8 will automatically re-sort it to 'lastname, firstname'.

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

System Wide Parameters

To access the System Wide Parameters, from the System Main Menu select SYSTEM WIDE PARAMETERS and press ENTER.

The System Wide Parameters include the software release, version number, the authorized number of ports, and options. Starred (*) items require the system to be restarted before they take effect.

The first screen provides information only. It may be useful to you or may be needed during a technical support call.

General Information

This is an information only page.

SVMi-8 Series		System Wide Parameters		Page 1 of 3	
The SVMi-8 Release 2.0 V0: Dec 6, 2001 07:35.58 (4) 25x80					
Serial No.....	DEMONSTRATION				
Startup.....	12/21/03	14:55.00			
Voice ports installed.....	1				
Maximum subscribers.....	33				
Total run time.....	0.0				
Run time remaining.....	4.0				
Press Ctrl+D for page down or Ctrl+E to exit					

System Wide Parameters

Page 1 of 3

System Timers

System Timers		Timing Protocols	
Screen timeout.....	1800	*Hook flash duration....	70
Clock adjustment.....	0	*Prompt off hook delay...	50
Daily maintenance.....	3:00A	*Min loop current off....	30
Ring Cycle		Voice Files	
*Minimum ring on.....	20	Min recorded length.....	100
*Minimum ring off.....	50	Dial tone trim size.....	150
*Detect on leading edge...	Y	Use 32 Kbit/s rate.....	Y
System Passwords		Touch-Tone Management	
Subscriber default..	0000	Detect on leading edge....	Y
System admin.....	0000	Minimum DTMF duration....	5
Application admin...	0000	DTMF cutout period.....	5
Subscriber admin....	0000	*Outbound DTMF duration...	8
		*Outbound DTMF gap length:	8

Time to wait for keyboard entry before time out in seconds

System Wide Parameters

Page 2 of 3

Screen Timeout This is the time before the administration screen will revert to the port status screen.

Daily Maintenance Time This is the time when SVMi-8 performs routine daily maintenance. Daily maintenance will save the system tables and perform message purging (Voice Mail or Announcement features). Inputs must be specified in 24-hour time. The default setting is 3:00 AM.

Maintenance will not occur until:

- It is after the daily maintenance time, and
- 23 hours have elapsed since startup or the last daily maintenance interval.

Additionally the system will perform an orderly reset after approximately 240 days of operation right after daily maintenance.

System Passwords

Subscriber Default Password The digits used as the default settings for extension and mailbox passwords. The digit input may be from 1 to 8 digits. When a mailbox or extension password is reset, this is the value that the password will be reset to. The default setting is 0000.

System Admin This effects both the GUI and the TUI. With the GUI (Graphical User Interface); this password gives the administrator access to all parameters. It is the highest level password and enables the administrator access to shutting the system down. With the TUI (Telephony User Interface), this password along with the remote login procedure gives the administrator access to recording system prompts and overriding the scheduling by engaging a specific mode.

Application Admin This works with the GUI only and denies access to only three areas: System Wide Parameters, Exit SVMi-8, and Port Activity. This is typically given out to an administrator's assistant. Though accessing the system with this password could still allow the user to damage the application, they would not be able to shut down the system or change the passwords.

Subscriber Admin This effects only the GUI and allows access only to the following: Subscriber List, Display User Log, and Status Screen.

Voice Files

Min Recorded Length This parameter sets the minimum record time that is to be considered valid. It is specified in hundredths of seconds. A setting of 50 means 0.5 seconds or 500 milliseconds. The default value is 75. If this value is too high, short recordings will be discarded. If it is too low, the system will consider disconnects as a valid recording.

Dial Tone Trim Size This amount is trimmed off the end of any recorded message that is terminated by dial tone. This parameter is measured in hundredths of seconds.

Touch-Tone Management

Minimum DTMF Duration This parameter controls the sensitivity of the DTMF (touch-tone) detectors only during recording of voice prompts and announcements. The value represents the minimum time period (in hundredths of seconds) during which a tone must be valid in order to be accepted as a caller entry. A lower value makes the SVMi-8 more sensitive to DTMF tones. If excessive "Talk Off" problems are experienced during recording operations, the value should be increased. Talk Off occurs when a human voice emulates a DTMF tone. If users frequently experience difficulty in stopping recording (as evidenced by touch tones being included in the recordings), this value should be reduced. This parameter is expressed in hundredths of a second. The default is 7 (70 ms).

Note: Drastic changes of this value are not recommended. A small change can make a significant difference. This parameter has no effect during playback.

DTMF Cutout Period If, during prompt playback, the DTMF detector senses a tone, the SVMi-8 will temporarily suspend playback for the time period specified by this parameter. If the tone remains valid during this time, it is considered to be a valid caller entry and playback is stopped. If the tone becomes invalid while playback is temporarily suspended, it is considered to be "Talk Off" and playback is resumed. This value is expressed in hundredths of a second. The default is 1 (10 ms).

Note: This parameter has no effect during recording.

***Outbound DTMF Duration** This parameter controls the duration of tones dialed by SVMi-8. Tone Duration sets the duration of each tone dialed. This value is expressed in hundredths of a second. The default is 8 (80 ms).

***Outbound DTMF Gap Length** These parameters control the duration of tones dialed by SVMi-8. Inter-Digit Time sets the time between dialed tones. This value is expressed in hundredths of a second. The default is 8 (80 ms).

Multilingual Voice Prompts Support

The Multilingual Voice Prompt Support page shows a list of all installed languages. Languages are defined by Language and Locale (or dialect). The two fields on this page that you can edit are:

Multi-Lingual Voice Prompts Support			
Language	Locale	Language Code	Key Code
English	American	en_US	1

Default System Language: English, American

Language DTMF Key. This languages has to be active.

*System Wide Parameters
Page 3 of 3*

Key Code The key code is the digit entered by the caller and used by the SVMi-8 to identify a language selection. This key code is used in a language selection menu that must be built specifically for your application.

Default System Language This sets the default operating language of the system. By default this is American English but can be changed to any installed language.

Note: All language selection is based on the order of the defined languages in this screen. If the languages are to be re-ordered, added to or changed, then it should be done first, before any mailbox language options are set.

Voice Studio

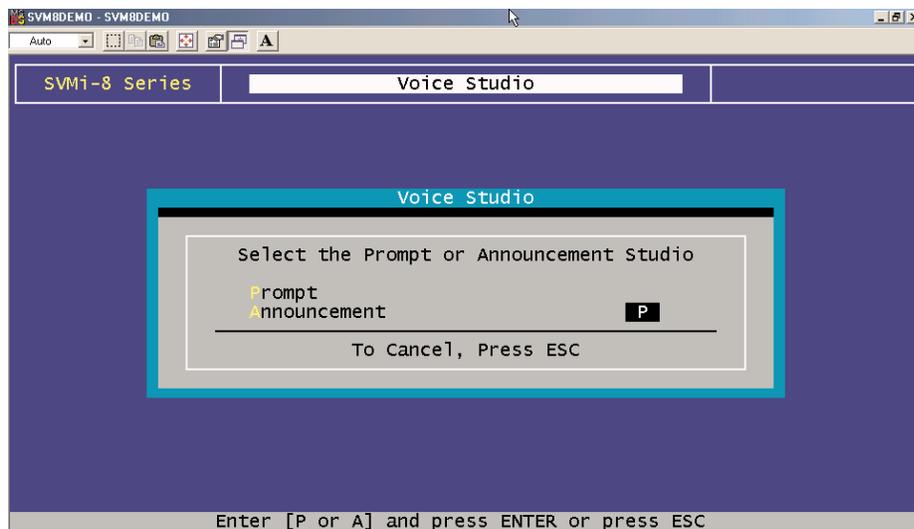
To access the Voice Studio, from the System Main Menu select VOICE STUDIO and press ENTER.

The Voice Studio is an utility for recording custom prompts and announcements. A series of dialog screens will lead you through setting up your system for recording. You will be asked the following questions.

The Telephone Extension The telephone extension number to use. Enter your extension or telephone number that the SVMi-8 will call to set up a recording session. Typically this will be a conveniently located station on the system.

Leave the telephone number blank to review the prompt or announcement text only.

Prompt or Announcement Two studios are available to choose from. Select either Prompt (P) or Announcement (A).



Prompt Recording Studio

Language This is a language option. You may select from any installed language and from that point on the Voice studio will interact with that language.

Code This is the code for the language (actually it represents the directory in which the Language is installed). It is a memo field only and can not be changed.

Prompt Number The number of the Prompt or Announcement to be recorded or reviewed. After entering a valid prompt number you will be presented with instructions to record or re-record. You may re-record any prompt in the system, but if you re-record system prompts (prompts below # 1000) the original prompt will be lost.

Length The length of the recording in seconds. This parameter is automatically filled in by the SVMi-8 when the Prompt or Announcement is recorded.

Recorded The date the recording was made or last updated.

System Main Menu

Text Space is provided for entering the text of the Prompt or Announcement to be recorded. Use this space to provide information on the intended usage of the recording. The entered text has no effect on the actual recording. However, it is recommended that the recording be the same as the text to make later editing or re-recording easier.

Note: When a prompt has been recorded, sometimes there is some ambient noise at the front or back that needs to be trimmed. Press 4 and select trim mode. You may now clip small amounts of 'noise' from the front or back of the voice prompt. Repeatedly press 1 (or 2) to trim small amounts from the front (or back) until the prompt sounds clean.

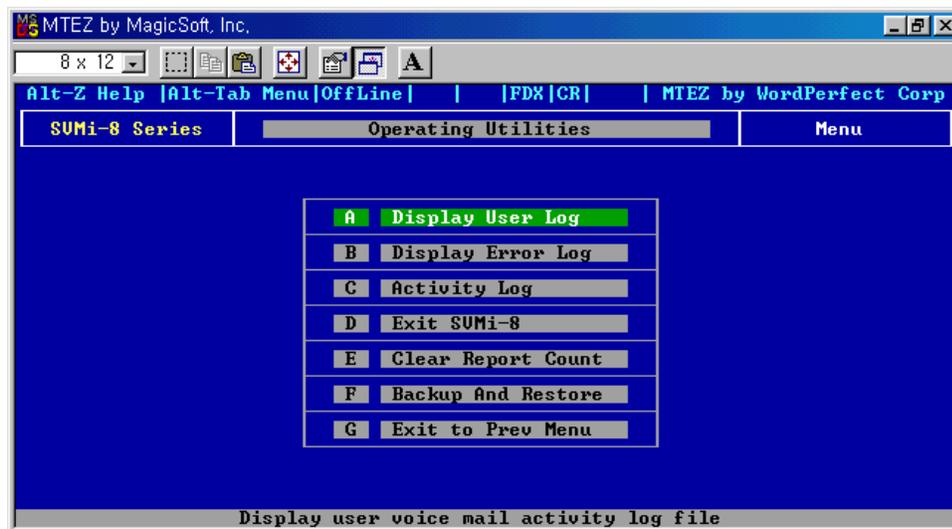
Operating Utilities

To access Operating Utilities, from the System Main Menu select OPERATING UTILITIES and press ENTER.

This menu screen is used for accessing various display logs and System Administrator facilities. The utilities and parameters contained within the Operating Utilities are as follows:

Display User Log

This log provides information on all user accesses to the system. Information displayed includes Subscriber Logon, Port Used, Service Accessed, Message Center Activities, Greetings Recorded, and all other User Activities. During system maintenance this log will be truncated. Only the most recent 1MB will be kept.



Display Error Log

This is a log of all system errors and other information including startup and System Daily Maintenance. The information supplied in this log includes: SVMi-8 breeding mailbox, lost message file recovered, SVMi-8 shutting down and other system information. During system maintenance this log will be truncated. Only the most recent 1MB will be kept.

```

SVMi-8 DEMO - SVMi-8 DEMO
Auto
NOTICE - Tue Oct 30 16:04:34 2001
0) Examining directory "EN_US" for LANGUAGE.INI file.

NOTICE - Tue Oct 30 16:04:34 2001
Read VoicePromptLang: Language="English"   Locale="American", Code="en_US",
Key='1'

NOTICE - Tue Oct 30 16:04:34 2001
Reading default language: section "VoicePromptLang" in file "D:\SVMi-4\DTA
\SVMi-4.INI" parameter "Default"="".

NOTICE - Tue Oct 30 16:04:34 2001
The value read in for default language is a null string. Setting it to "en_U
s"

NOTICE - Tue Oct 30 16:04:34 2001
0) Examining language "en_US" for a match with System Default language "en_U
s".

NOTICE - Tue Oct 30 16:04:34 2001
0) Language "en_US" matches with System Default language "en_US".

NOTICE - Tue Oct 30 16:04:34 2001
Match found. Setting language "en_US" (index = 0) to System Default Language
0.0%      [S] [N] [Ctrl+U] [Ctrl+D] [Ctrl+T] [Ctrl+B] [ESC]

```

Activity Log

This screen provides a log of all of SVMi-8 activities. These include: changing to another mode, SVMi-8 hanging up, new call and call data, or searching on caller ID or entry. Everything SVMi-8 does is logged here. Usually this will only be used under direction of Samsung Technical Support. During system maintenance this log will be truncated. Only the most recent 1MB will be kept.

Note: A useful feature of the Activity Log is the ability to search for a specific event. Press "s" to bring up the Activity Search Dialog Box. Under "Search for:" enter the text to find. Set "Search Backward" to Y to search previous entries. Set "Match case" to N to locate the entry in either upper-case, or lower-case type.

Exit SVMi-8

Exit SVMi-8 does exactly what you would expect. It will deactivate SVMi-8 and shut down the application. The SVMi-8 will not answer the telephone until restarted. This is the preferred and recommended method of shutting down the SVMi-8.

Warning: For the system to be shut down the SVMi-8 must lock its ports temporarily. Any idle ports are immediately locked. As ports become free they are also locked. When all ports are locked the system will exit. You must restart the system to bring the ports back online.

Clear Report Count

This clears all report counters. Report counters can be found throughout the SVMi-8 block definitions and on the Status Screen. This will not clear the total run time display in System Wide Parameters.

Backup and Restore

This is a series of dialog boxes that will take the System Administrator through the process of backing up or restoring the system files. The back up may include customer configuration, the system prompts, all the voice mail messages and audiotext announcements and all customized subscriber names and greetings.

NOTE: BEFORE PROCEEDING WITH A BACK UP, PERFORM A 'SAVE APPLICATION' TO WRITE CURRENT DATA TO THE DISK. NEXT GO TO THE PORT ACTIVITY SCREEN AND TYPE 'Shell Zip'. THIS WILL LOAD THE NECESSARY ZIP DRIVERS INTO MEMORY.

Backup or Restore Dialog

Select Backup or Restore This dialog box offers the choice of: Backup or Restore. Select B or R.

■ BACKUP

File Selection Dialog

The System Administrator can select the type of files to transfer.

Type of Backup

Block and Facility Parameters: This is the customer configuration.

System and Custom Prompts: The system prompts. It should only be necessary to back these up if they have been changed.

Messages and Announcement: All the voice mail messages and audiotext announcements.

Subscriber Names and Greetings: All customized subscriber names and greetings.

Files to be Included

Select the file spec. Choices are:

All: A complete back up of all files.

Newer: Only the files that have changed since the last back up.

Destination Drive

Select the destination drive:

C: This will perform a back up and save the files on the local drive. This is useful if you are making programming changes and think you may need to restore older files in case of a mistake.

D: This will perform a back up and save the files on the Zip drive connected to the SVMi-8 parallel port.

Starting the File Transfer

Press 'Ctrl + W'.

AFTER THE FILE BACK UP PRESS THE RED RESET BUTTON ON THE SVMi-8 TO RESTART THE SYSTEM.

■ RESTORE

File Selection Dialog

The System Administrator can select the type of files to transfer.

Type of Backup

This is not available on a Restore, since the file list was predefined by the back up operation.

Files to be Included

Select the file spec. Choices are:

All: A complete back up of all files.

Newer: Only the files that have changed since the last back up.

Destination Drive

Select the destination of the drive containing the backup data. The data will always be written to the correct location on the C: drive.

C: This will perform a restore from the back up files located on the local drive.

D: This will perform a restore from the back up files located on the Zip drive connected to the SVMi-8 parallel port.

Starting the File Transfer

Press 'Ctrl + W' to begin the file transfer. When the transfer is finished:

AFTER THE FILE RESTORE, IMMEDIATELY PRESS THE RED RESET BUTTON ON THE SVMi-8 TO RESTART THE SYSTEM. THIS IS NECESSARY TO UPLOAD THE ZIP DRIVERS FROM MEMORY AND WRITE THE NEWLY RESTORED DATA TO THE APPLICATION.

Exit to Previous Menu

Returns to the Main Menu.

Port Activity

This screen provides the System Administrator the ability to observe, port specific, line by line system activity in either real time (as it happens) or through the SVMi-8's Activity Log (if it's already happened). This activity contains detailed information for both subscriber and public caller, call sessions. Refer to the Port Activity Help screen for detailed options.

The following commands can be typed in at the => prompt to determine how much and what type of information is displayed:

CP [ALL, OFF, or PORT NO.] Turns on/off call progress monitoring for all or specific ports. Must be turned off with "OFF" command. May be used in combination with "MONIT" command or alone.

DEBUG [ALL, OFF, or PORT NO.] Turns on/off extended debug monitoring for all or specific ports. Must be turned off with "OFF" command—not done by maintenance. May be used in combination with "MONIT" and/or "CP".

DISPLAY [FILESPEC] Equivalent to DOS "Type" command to show contents of test file. Scroll through files with the arrow keys.

EXITALL Forces shutdown of SVMi-8 and returns to the DOS command prompt. Does not wait for ports to clear—will disconnect all callers.

FILES [path or filespec - default is C:\DTA directory if no path specified] Similar to DOS "DIR" command. Displays listing of files in specified subdirectory, one at a time. At each file, user may press ENTER to display next file, or TAB, which gives options to "[C]opy, [R]ename, [D]elete" each file. Pressing ESCAPE exits options and displays next file. From filename ESCAPE terminates the command.

IPC [ALL, or PORT NO.] Turns on/off monitoring system communication messages for all or specific ports. Must be turned off with "OFF" command—not done by maintenance. May be used in combination with "MONIT" and/or "CP".

LOCK/UNLOCK [ALL, or PORT NO.] Buses out all ports or a specific SVMi-8 port. Released at maintenance or with "UNLOCK" command. Default (no argument) is ALL.

MAINT or MAINTENANCE Forces daily maintenance as soon as user returns to Port Status screen.

MESS or MESSAGE [GROUP NO, optional. Displays all groups if not specified]

Displays a list of all message files in the form:
Recipient Name (from Mailbox Label)
Sender Name (blank if public or unknown)
Date and Time Sent
Type (V - Voice)
Message Status (Saved, New)
Filename

MONIT [ALL, OFF, or PORT NO.] Turns on/off monitor function for all or specific ports. Must be turned off with "OFF" command—not done by maintenance. May be used in combination with "CP" command or alone.

SHELL [any valid DOS command] Shells out to DOS command screen, executes any valid DOS command. Returns to the Port Activity screen upon completion of command. If no command is given, remains at DOS command prompt until user types "Exit" to return to Activity screen.

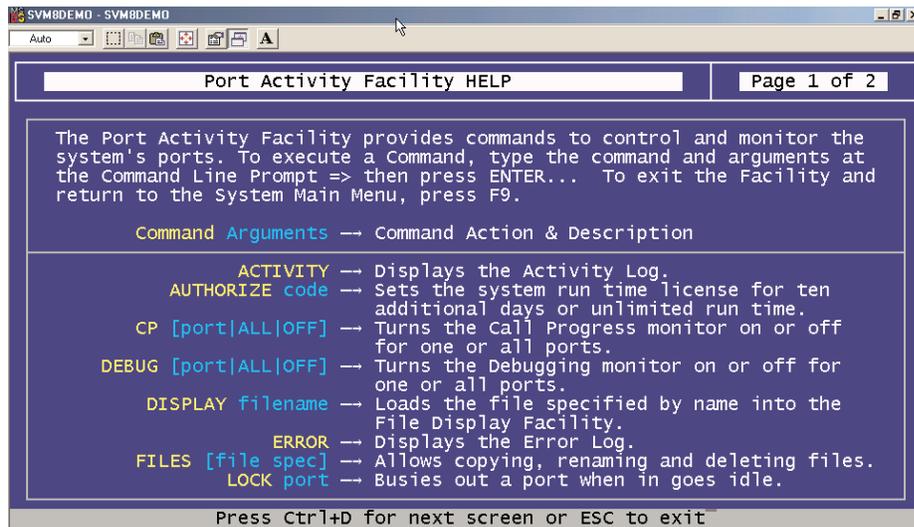
STATUS Displays system information including: mode and "status number" for all ports, total number of blocks in system, available RAM, current (or highest) message index value, minutes of remaining message space available, current message partition in use, and status of RMATS terminal (active/idle).

STOP [PORT NO.] Stops and reinitializes specified port. Will disconnect any call in progress on that port. Immediately places port back in service when initialization is complete. Must be executed on individual ports only.

SHELL ZIP Loads the 'Zip' drivers into memory so that a back up or restore can be performed.

Port Activity Facility HELP There are two pages of help screens immediately available to the System Administrator. To access the help screens, press F1 to bring up the first page of help and page up or down to move between the two pages. The help screens provide information on commands to control and monitor the SVMi-8's ports. To execute a command, type the command and arguments at the command line prompt => and then press ENTER. To exit the facility and return to the System Main Menu, press F9.

You may be asked to access this screen by Samsung Technical Support.



Override Mode

The Override Mode bypasses control of the Schedule Table. This allows the System Administrator to immediately put a single port or group of ports in a specific mode. This override will stay active, on the specified ports, until the System Administrator reasserts the automatic schedule. The Override Mode can be activated remotely by the System Administrator. [See Manual Mode Selection.](#)

The Override Mode has one page which contains all parameters. The parameters are grouped by category as follows:

PORTS This parameter specifies which port(s) are to be set active to a specific Mode Block. Entering "All" in this field would assert a Mode Block to all ports.

USE MODE This field is used to pick which Mode Block is to be asserted. To select a Mode, press ENTER to bring up the Target Generator pick list. Select the appropriate Mode and press ENTER. Press F10 to review or edit the selected Mode.

PORT : MODE COLUMN This field shows the controlling Mode Block for each of the active ports on the system, as well as those ports that are controlled by the schedule. It will reflect the changes made in the 'Ports' and 'Use Mode' entries.

View System Reports

Management Information

The SVMi-8 architecture provides a large number of counters to track specific events occurring in an application and on a system wide basis, this allows an administrator to quickly view activity and parameter value settings.

The SVMi-8 offers activity data and parameter value settings that provide management information on volume of calls, call connect time, messaging status, and resource utilization.

Note that there are many applications that may be created that introduce complexity to the reporting process. For instance, blind transfers will cause a call record when the SVMi-8 answers and then another record when the station forwards or recalls (2 records for 1 call). Also the calculations are made by each module of software and may seem to be inconsistent if a comparison to another statistic is assumed. For this reason, we suggest you use these reports as a guideline only or to observe trends over time. We can explain how each number is generated, but because each application is different we may not be able to explain apparent inconsistencies.

By Application (Call Distribution)

Displays call activity by application type.

Reporting Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

Created The date and time the report was actually created.

Calls The total number of calls serviced by an application type. One caller accessing more than one application, such as Voicemail and Fax Applications (two applications), counts as two callers.

Minutes Total minutes callers were connected to an application type.

% TT The total percentages of callers connected to an application type.

Application Call Distribution A bar chart of the different applications and the percentages of calls each application serviced. IntraAppIs is Intra-application which represents the callers who accessed more than one type of application.

To Subscribers (Call Distribution)

Displays call activity at subscriber's extensions.

Reporting Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

Created The date and time the report was actually created.

Subs Calls The total number of calls to the subscriber's extensions, listed by how the calls were handled (completed, redirected, rejected, etc.).

Calls to Subscribers - EXTENSIONS A listing of how all calls to the subscribers were handled and their percentages. For example, 9% of all calls to subscribers were cases where the subscriber's extension was busy.

Tot SubsCalls The total number of calls to the subscriber's extensions.

Caller Hold Time The total number of minutes callers were on hold.

Message Activity (Call Distribution)

Displays call activity for public callers and subscribers in Mailboxes.

Reporting Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

Created The date and time the report was actually created.

Activity The Message Activity types. Several different categories are shown.

Public The first column is the total number of public callers that accessed a particular type of Message Activity. The second column is the percentage of public callers out of the total number of callers, including subscribers, that accessed a particular type of Message Activity.

Subscriber The first column is the total number of subscriber callers that accessed a particular type of Message Activity. The second column is the percentage of subscriber callers, out of the total number of callers, including public callers, that accessed a particular type of Message Activity.

Totals The total number of all callers that accessed a particular type of Message Activity.

System Main Menu

By Call Code (Call Distribution)

Displays activity by all types.

Reporting Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

Created: The date and time the report was actually created.

Calls The total number of calls listed by each Call Code.

%TC The percentage of the total count of all calls of a particular Call Code.

Minutes The total connect time, in minutes, of all calls of a particular Call Code.

Port Utilization by Call Code A listing of the Call Code types and their port utilization by percentage.

By Hour (Port Utilization)

Displays call activity by each hour of the day.

Reporting Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

Created The date and time the report was actually created.

Calls The total number of calls that came in during a specific hour.

%TC The percentage of all calls received during a specific hour.

Minutes The total connect time, in minutes, of all calls during a specific time period.

Port Utilization by Hour A listing of the time periods and their port utilization by percentage.

By Port Number (Port Utilization)

Displays call activity by port.

Reporting Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

Created The date and time the report was actually created.

Calls The total number of calls that came in on a specific port.

%TC The percentage of all calls received on a specific port.

Minutes The total connect time, in minutes, of all calls on a specific port.

Port Utilization by Port Number A listing of the ports and the percentage of calls handled by each port represented by a bar chart.

By Day of Week (Port Utilization)

Displays call activity by day of week.

Reporting Indicates the report period. This is the date beginning when the Report Counters were last cleared and ending at the current date.

Created The date and time the report was actually created.

Calls The total number of calls that came in on a specific day of the week.

%TC The percentage of all calls received on a specific day of the week.

Minutes The total connect time, in minutes, of all calls on a specific day of the week.

Port Utilization by Day of Week A listing of the days of the week and the percentage of calls handled by each day, represented by the bar chart.

Exit to Previous Menu (Port Utilization)

Returns to Main Menu.

Site Information

This screen menu allows the System Administrator access to helpful information about the site in which the SVMi-8 is installed. This information becomes very useful long after the system installation has been completed.

These are only memo screens but it is recommended that these screens be filled out for all sites. Having a record of all port connections helps make trouble shooting easier, if it becomes necessary.

Status Screen

This is the normal operating screen for the SVMi-8. The Status Screen is a display only facility, and shows information in real time relating to the current status of the SVMi-8. The following information is displayed.

The screenshot shows a window titled 'SVM8DEMO - SVM8DEMO' with a menu bar containing 'Auto' and several icons. The main content area has a dark blue background with white text. At the top, it reads 'The SVMi-8 SAMSUNG Voice Mail and Auto Attendant System Copyright 1992 - 2001 Samsung Telecommunication Inc.' Below this is a table with four columns: 'Port', 'Mode', 'Active Block', and 'Status'. The table is currently empty. Below the table, there is a section for 'System Activity' with the following data:

System Activity From — 09/26/01		Today's Date — 12/20/01 3:15PM	
Calls To-Date.....	0	Number of Subscribers...	0
Average Calls per Week:	0	Total Message Count....	0
Directory Accesses....	0	Avg Messages/Mailbox....	0.0
Times All Ports Busy...	0	Disk Space Available....	198:50

At the bottom of the window, it says 'Press [Esc] for system main menu'.

Port Column The Port column gives you the number of the voice circuit that the call is taking place on.

Mode Column The Mode Number column lets you know which mode the port is in.

Active Block Column This column shows you which block is currently servicing the call, as the call gets directed through the call session.

Status Column The status column displays the current condition that the port is in. Some examples are: Idle, Processing, Transferring, Messaging, etc.

System Activity

Calls To - Date The total number of calls that the SVMi-8 has processed.

Average Calls per Week The average number of calls per week averaged over all weeks.

Directory Accesses The total number of callers that have accessed the directory.

Times All Ports Busy The total number of times all ports have been busy.

Number of Subscribers The total number of subscribers on the system. This is actually a mailbox count. Extensions are created for every station port on the phone system.

Total Message Count The total number of messages in the system. This includes new and saved messages.

Avg Messages/Mailbox The average number of messages in the subscriber's mailboxes.

Disk Space Available The total disk space available in hours and minutes.

2

Explanation of Default Configuration

Application Design

Creating an application consists of linking the appropriate Blocks into a set of Call ControlPaths which, for a particular caller, or group of callers, represents a Call Routing Solution. The number of ControlPaths, needed to establish a satisfactory Routing Solution, depends upon how many alternatives or variations the organization wishes to provide, to satisfy the anticipated needs of the caller(s).

The default application is built using Blocks. Each block has a specific purpose and are chained together to build the application. This allows the caller to pass from one to the other as the call is processed.

The default configuration in the SVMi-8 has been designed to simplify installation and reduce the amount of time it takes to learn the application. Many of the programming options have been disabled or fixed at a default value.

When a call is answered, it is processed by a number of blocks behind the scenes. These blocks are hidden for reasons of simplicity. The call is processed in the following way:

New CO Calls These are answered by one of the MENU blocks depending on the current mode (Day, Night, Holiday, or Weather). A custom greeting is played and the caller is directed to any other block based on the DTMF input.

Forwarded Calls These calls are automatically answered by mailbox blocks, and the caller may leave a message.

Important Basic Concepts

Blocks

Blocks are the components used to build your individual customer application. All call flow is programmed using these blocks. Each block type has a specific function, and can be chained together with other blocks to provide a complete call processing solution.

There are 13 blocks available in the SVMi-8. They are the following:

Announcement Block	Houses up to 15 minutes of recorded voice information for playback in an audiotext application. It is associated with and managed by an Audiotext Librarian.
Audiotext Librarian Block	Manages the Announcement Blocks, that together forms its Audiotext Library. On-demand, it finds and plays the caller specified Announcement(s). Manages Announcement Block retention, recording length and authorizations, and caller replay options. It also controls the caller's path through its library.
Bye Block	Speaks a prompt, usually "Good-bye", then terminates the call session.
Directory Block	This is a utility that sets up the necessary parameters used in the subscriber's directory list.
EClass Block	This is a class of service block for extensions, and contains additional permissions that apply to all extensions in this class.
Extension Block	Represents the subscriber to a caller. Houses subscriber's settings, personal greetings, and call coverage controls such as call blocking and screening. Contains Caller Option Processor and Designated Location facility for routing callers to subscriber's current telephone, regardless of physical location. Multiple subscribers, each with their own Extension Object, can effectively share a single telephone.
List Block	Delivers recorded voice message to a list of mailboxes. May contain other lists as members.
Mailbox Block	Receives, records, sends, and stores multimedia messages. Contains default personal greeting, name and password for the subscriber. This block contains all the parameters for the mailbox including pager and cell phone notification. One usually exists for each phone on the system.
MClass Block	This is a class of service block for Mailboxes, and contains additional permissions that apply to all Mailboxes in this class.
Menu Block	Speaks prompts to caller and routes on Input from caller entry. The Auto Attendant Main Menu is an example of a menu block.
Mode Block	Answers incoming calls for assigned port(s) by mode, as assigned in the Schedule Table. Collects and stores CallData in appropriate call session Memory Registers. Can speak salutation prompts.
Query Block	Speaks a question/statement and expects to record a voice and or DTMF response. Delivers recorded response to one or more mailboxes for transcription.

Explanation of Default Configuration

Station Block

The station block is responsible for dialing. When the SVMi-8 dials or transfers any calls it uses a station block. All devices accessible via Touch-Tone dialing in SVMi-8 use at least one of these. Each contains the call progress information to monitor and process calls to the associated device(s).

Extension and Mailbox Objects

On the SVMi-8 Subscribers are defined by both extension blocks and mailbox blocks.

The extension block is responsible for playing the appropriate personal greeting, and performing all transfers. It may initiate any hold conditions, park and page and other caller options. Through the access manager you can control call screening, forwarding and blocking, find me and follow me. It is the main component that callers will experience when they dial an extension number and it provides the subscriber with a collection of management tools and personal services including workload manager, availability schedule, stored phone numbers and direct calling.

The mailbox block, is far more simple. It is used primarily for two things.

- Recording messages and notification (Alert and Pager).
- Each subscriber may have one or both blocks.

Call Directors

Call Directors are powerful tools used to connect the various blocks together. All blocks that pass control of the call to another block use Call Directors. Call Directors pass control of the call to the next block. Which block they pass control to is dependent on certain conditions called events, that have occurred within the current block.

Events may include no entry, invalid entry, no message left, operator requested and user exit. There are many possible events and they will vary depending on the type of block being programmed.

In a Menu Block, the Call Director is called the 'Menu Input Processor' and also acts on data entered by the caller.

In an Extension Block, the Call Director is called the 'Caller Options Processor' and also acts on data entered by the caller.

In a Mode Block, the Call Director is called the 'Call Code Processor' and also acts on call type data received from the phone system.

The Bye Block and the Station Block do not have Call Directors, as they are considered the end of a Call Control Path.

Event Pointers

The Call Director uses EVENT POINTERS to pass control of the call to the next block. All Event Pointers consist of an INPUT value, an ACTION, a Block TYPE, and a TARGET.

The INPUT value is the collection of digits, whether received from the caller via DTMF, or telephone system or network integration information, collected in the block.

The ACTION is that which takes place when input from the caller equals the INPUT value.

TYPE, is the type of Block to pass control to, there are five types of ACTIONS: GOTO, TRANSLATE, PASSWORD then GOTO, SEARCH ON, and FILE.

The TARGET is the Name of the Block to pass control to next.

Modes

At any time of the day the SVMi-8 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 very complex (Special Mode for Port 2 Only, on July 19th between 7 and 8 p.m.). New modes may be added as needed. The times that operating modes are effective are defined in the Schedule Table. The behavior of the SVMi-8 when it answers a new call during each specific operating mode is defined in the Mode Block.

SVMi-8 can be made to change modes either manually, by using Special Administrative commands, or automatically as specified in the Schedule Table.

Mode Specific Event Pointers

When programming any block that defines event targets (exit points from the block) the SVMi-8 will first ask you to select a mode. This allows the exit destinations to be different for each mode.

For example, the next pointer might access an announcement informing callers of special daytime sales events during the 'Day' Mode, but after 5:00 p.m., it would pass control to a different announcement about evening shopping hours, during 'Night' Mode.

Pointers set in the 'Default' mode are always in effect unless the same pointer is set in another Operating Mode. The SVMi-8 will display 'Default' mode pointers in a block while viewing pointers in another mode. The 'Default' mode pointers will be grayed out to denote that they are not in the current mode.

Each Operating Mode is given an unique number by the system. Valid numbers are 01-99, and are assigned in sequence as new modes are created. Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing mode name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number.

The mode number and name are associated with the block's pointers, not the block itself. This allows one block to route calls to different destinations in different modes, using different Targets for the pointers' various mode references.

Template Blocks

To simplify creating multiple blocks of a given type, SVMi-8 provides a template for each type of block. Templates have default values preset for many of their parameters. You may change these defaults and save the modified Template, or by using the 'Save As...' option, create a new block of that type, while preserving the original template. Each time a block is created, it will be initialized with the parameter values which are set in the template. This is particularly useful when building mailbox and extension blocks for subscribers, where many of the parameter settings will be uniform from subscriber to subscriber.

3

Block Types and Descriptions

Announcements Block

Description

An Announcement Block contains recorded voice information. Each block may contain up to 15 minutes of recorded voice information for playback in an audiotext application. After playing the announcement, control is passed to the target of the NEXT pointer. This is either another announcement block, or back to the Audiotext Librarian Block controlling this announcement application. Each block, or group of announcement blocks, is associated with and managed by an Audiotext Librarian. The Announcement Block is commonly used to speak information to the caller which is updated on a regular basis.

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 calls the announcement that matches the digits entered by the caller.

Announcements may be up to 15 minutes long and can easily be added or changed by an authorized person calling from any Touch-Tone phone.

SVMi-8 Series		ANNOUNCEMENT - TEMPLATE ANN		Page 1 of 2		
ANN GP No:	1	ANN Number:	d	Retention Remaining:	90	
ANN Text	Length in Secs...	0	Recorded On...			
Activity	ANN Plays:	0	From:	9/26/01	To:	12/20/01
The Announcement Number						

Announcement Block

Page 1 of 2

Announcement The name of the announcement. 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.

ANN Number The number representing this announcement. It may not be the same as the number of any other announcement. This range of numbers is a different range from the mailbox or extension numbers.

Retention Remaining The number of days, from 1 to 999, that the SVMi-8 will retain an announcement, if it is not played. This is updated each time an announcement is played if the parameter Refresh Retention is set to 'Y' in the Librarian Block associated with this announcement.

Ann Text

Length in Secs SVMi-8 automatically fills in the length of the recorded announcement. If nothing is recorded, this value is '0'.

Recorded On The last date the recording was modified or, if unchanged, the original date of recording. This information is automatically filled in by the system.

Text For convenience in recording and documenting what an announcement plays to callers, enter the exact wording of the recorded speech. If the recording is music or other non-speech audio, enter a brief description of the recording. This text has no effect on what is actually recorded in the announcement.

Activity

ANN Plays Shows the total number of times the announcement has played during the "From - To" period.

From - To Indicates the period from the date when the Report Counters were last cleared to the current date.

SVMi-8 Series ANNOUNCEMENT - TEMPLATE ANN Page 2 of 2

Operating MODE..00		CallDirector			
Default	Event	Action	Typ	Gp	Target Name
	NEXT				

Mode number and name during which NEXT pointer is in effect

Announcement Block

Page 2 of 2

This page determines what happens to the call when the announcement has played.

Operating Mode

Operating Mode This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the Schedule Table. This selection allows you to program different destinations called event pointers for each mode. Press return on this field and all the mode blocks will be displayed. Choose the mode for which you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events. In the case of the announcement block there is only one target. That is the 'Next' event. This determines what block the control will pass to after the current block.

CallDirector Event Pointers To edit an Event Pointer, position the cursor on the event (in this case NEXT is the only available option) and press ENTER to bring up the Target Generator. Select and open the appropriate block type from the Target Generator pick list. This will be the destination to go to 'NEXT' highlight and open an existing block or create a new block. Press 'Ctrl + O' to review or edit the selected block.

NEXT Pointer The next block to go to after an announcement has played. This may only be another announcement. If left blank, this announcement is the last to play unless a wild card digit was used to select a list of announcements to play (see the 'Audiotext Librarian' which is used to control Announcement Blocks). Once the last announcement has played, control returns to the audiotext.

AudioText Librarian

Description

This provides the control for Announcement Blocks.

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. The Audiotext Librarian Block is used in conjunction with a Menu Block to disseminate information. This block 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 calls the announcement that matched the digits entered by the caller.

There is no limit to the number of Announcement Blocks a Librarian may manage. Also, an individual Announcement Block may be accessed through different Librarians. This is useful for setting different control conditions for the person administering the recordings. The Librarian determines when an announcement should be discarded, based on either elapsed time, or how many times it should be played. The retention time may also be reinitialized each time the Announcement plays. These controls assure the information available is always current.

The CallDirector section of the Audiotext Librarian uses Event Pointers to pass control of the caller after the appropriate announcements have played.

SVMi-8 Series		AudiotexLib - Standard AXL		Page 1 of 2	
Library Administration			Caller Interface		
ANN Group Number.....	1	Wait for caller entry...	3	Repeat pmts if no entry:	1
Max ANN length.....	300	Offer to replay ANN.....	Y	Empty ANN prompt.....	0062
User can create ANN...	Y	Empty ANN prompt.....	0062	Disk is full prompt...	0063
Replay digit.....	1	Offer replay prompt...	0061	Get password prompt...	0011
Escape digit.....	*	Invalid entry prompt..	0009		
Wild card digit.....	a				
Admin password...	0000				
Retention	Days: 90	Plays: 0	Refresh: Y		

Block name. To rename, type a new name then press ENTER

AudioText Librarian

Page 1 of 2

Library Administration

AudiotexLib 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.

Max Ann Length The maximum recordable length, in seconds, of any announcement created via access through this Librarian. Values may be from 1 to 999 seconds.

User Can Create ANN When this parameter is set to 'Y' the user can create new Announcement Blocks over the telephone. If this parameter is set to 'N' the user may only record announcements in existing Announcement Blocks.

Replay Digit The digit that may be pressed by the caller to replay the announcement. If this parameter is blank, the caller will not be given the option of listening to the announcement again.

Escape Digit The Escape Digit (normally the '*' key) causes an immediate exit from playing the announcement. When the Escape Digit is pressed the SVMi-8 will not wait for subsequent digits to be pressed, but goes immediately to the Target of the active Escape Pointer.

Wild Card Digit The Wild Card Digit is used to play a set of announcements in a contiguous series whose Announcement Block Numbers all match the wild card specification. Announcements play without pause in ascending numeric order.

Example: When callers enter any number from 500 through 599, the menu translates this entry to 5## (if # is the wild card digit). The caller then hears all announcements in blocks having numbers that are 3 digits in length and begin with the digit '5'.

Admin Password The administrative password used to allow the caller to record an announcement. When entering the administrative password it must be preceded by the Admin digit (specified in the MENU Block), plus the number of the announcement block to be edited. The length of the password may be from 1 to 8 digits.

Block Types and Descriptions

Caller Interface

Wait for Caller Entry This is the number of seconds, from 0 to 20, SVMi-8 waits for an entry after the caller has been prompted to replay the announcement. The time begins at the end of any prompt that requests an entry from the caller.

Repeat Pmts if NO Entry Indicates the number of times, from 0 to 9, the replay prompt is repeated, if no entry is made by the caller.

Offer to Replay ANN This parameter provides the caller the ability to replay each announcement after play. If this parameter is set to 'N' the caller will not be offered the option of replaying the announcement.

Empty ANN Prompt A prompt that will play when there is no recorded voice for the announcement selected. Valid entries are 0001 - 9999 with blank indicating "say nothing." Press 'Ctrl + O' to review or edit the prompt text.

Disk is Full Prompt A prompt which will be played when the announcement storage unit is unable to record an announcement of the Max ANN Length. Valid entries are 0001 - 9999 with blank indicating "say nothing." Press 'Ctrl + O' to review or edit the prompt text.

Offer To Replay the Prompt A prompt, after the announcement has played, which instructs the caller to dial the Digit to Replay, to hear the announcement again. Valid entries are 0001 - 9999 with blank indicating "say nothing." This prompt will not be played if "digit to replay message" is blank. Press 'Ctrl + O' to review or edit the prompt text.

Get Password Prompt A prompt which instructs the subscriber to enter their admin password. Press 'Ctrl + O' to review the prompt text.

Invalid Entry Prompt The number of the prompt to play if the caller makes an invalid entry. Press 'Ctrl + O' to review the prompt text.

Retention

Days The number of days, from 1 to 999, that the SVMi-8 will retain an announcement if it is not played.

Plays The maximum number of times an announcement will be played before being automatically erased. If set to zero, there is no limit on the number of times played.

Refresh When this parameter is set to 'Y', the announcement(s) played during the call session will have the retention time reset to the value set in the Retention Days parameter of this Audiotext Librarian. If this parameter is set to 'N', the announcement retention time is controlled by the retention time in the announcement.

The screenshot shows a software window titled 'SVM8DEMO - SVM8DEMO'. At the top, there are tabs for 'SVMi-8 Series', 'AudiotexLib - Standard AXL', and 'Page 2 of 2'. Below the tabs, there is a section for 'Operating MODE..00' with a dropdown menu currently set to 'Default'. To the right of this is a table titled 'CallDirector' with columns for 'Event', 'Action', 'Typ', 'Gp', and 'Target Name'. Below the table is a button labeled 'Open Audiotex Announcements'. At the bottom of the window, a status bar reads 'Mode number and name for pointers being edited or created'.

Event	Action	Typ	Gp	Target Name
NEXT	Goto	MNU		Night Main Menu
NO-DATA	Goto	MNU		Night Main Menu
ESCAPE	Goto	MNU		Night Main Menu
NO-ENTRY	Goto	BYE		GoodBye
USER-EXIT	Goto	MNU		Night Main Menu

*AudioText Librarian**Page 2 of 2*

Operating Mode

This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

Press ENTER on this field and all the mode blocks will be displayed. Choose the mode for which you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events. To edit any of the event pointers, select the event and press ENTER to bring up the Target Generator. Select and open the appropriate block type from the Target Generator pick list. Highlight and open an existing Block of that type or create a new block. Press 'Ctrl + O' to review or edit the selected Block. The possible events are:

NEXT Pointer The block to go to after the caller has listened to the announcement(s). Pressing ENTER at this field opens up a Target Generator. Choose an existing block to pass control to or select 'New' to create a new Announcement Block and press ENTER. Press 'Ctrl + O' to review or edit the selected block.

NO-DATA Pointer The block to go to if there is not an announcement recorded, but an Announcement Block exists.

ESCAPE Pointer The block to go to if the caller presses the Escape digit to escape from an announcement (the Escape digit may be pressed anytime during the play of the announcement). It is recommended that the target block be the initial MENU Block. This allows the caller to return to the main options.

NO-ENTRY Pointer This is the block to go to if the caller is prompted to replay the announcement and does not enter anything.

Block Types and Descriptions

USER-EXIT Pointer The next block to go to when the administrator is done recording an announcement. It is recommended that the named block be the MENU Block that control was transferred from, to allow the administrator to record another announcement.

Open Audiotext Announcements

Open Audiotext Announcements This field is a navigation facility. Press ENTER to bring up the Target Generator, then select and open any Announcement Block from the Target Generator pick list.

Bye Block

Description

The BYE Block is very simple. Its purpose is to say good-bye to the caller, disconnect the call, and free the port. The only parameter is the prompt to be spoken before disconnecting. There is only one bye block available in the SVMi-8 but additional Bye blocks can be added.

SVMi-8 Series BYE - GoodBye Page 1 of 1

Bye Block Controls

Prompt played to caller prior to disconnect: 0051

Activity Calls: 0 From: 9/26/01 To: 12/20/01

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

Bye Block

Page 1 of 1

Bye 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. MBX, EXT or LIST Numbers may not be duplicated within the same group.

Prompt The number of the prompt that the SVMi-8 speaks before disconnecting the caller. Allowable inputs are 0001-9999 with blank indicating "say nothing". Press 'Ctrl+O' at this field to review or edit the prompt text.

Directory Block

Description

A Directory Block defines necessary information about how the system Dial-by-Name Directory will function. Note that in order for the directory feature to work the included subscribers must have recorded their names and entered DTMF values for them.

This information includes the maximum number of digits the caller may enter to search for an individual's name, the maximum number of names matching the caller's entry, and also, whether or not to speak the extension number of the matching name to the called party. The directory will search on extensions first, if no match is found then it will search mailboxes.

Input Controls		Search Controls	
Maximum entry digits.....	3	Maximum number of matches...	4
Wait for first digit.....	3	Search based on first name..	N
Wait for subsequent digits:	3	Include unnamed objects....	N
Repeat prompts if no entry.	1	Speak name on exit.....	Y
Retries if no match.....	2	Speak key value on exit....	Y
		Verify before exit.....	N

Search Targets		Typ	Gp	Typ	Gp
		EXT	01		
		MBX	01		

Directory name. To rename, type new name and press ENTER

Directory Block

Page 1 of 3

Directory 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.

Input Controls

Maximum Entry Digits The maximum number of digits the caller may enter, to search for the target, the caller is trying to locate. This is usually set to three because most people's names do not have the same first three letters. This number can be between 1 and 10.

Wait For First Digit This is the amount of time, in seconds, the system waits for the caller to enter the first digit.

Wait For Subsequent Digits The amount of time, in seconds, the system waits for the caller to enter the digits following his first entry digit.

Repeat Prompts If No Entry The number of times the system repeats prompts if the caller does not enter any digits.

Retries If No Match This is the maximum number of names a caller may enter if no match is found on the digits the caller entered. If this occurs, it is considered an INVALID entry.

Block Types and Descriptions

Search Controls

Maximum Number Of Matches The number of names played to the caller if more than one name matches the entry. The number can be between 1 and 8.

Search Based on First Name When an extension is set up, generally people are listed by last name, comma, and first name. This parameter determines which part of the name (label) that will be searched for a match. Example name is 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.

Include Unnamed Objects If this parameter is set to YES, Search Targets with no recorded name will be included in the directory listing played to the caller. In this case, the SVMi-8 speaks the number of the Search Target. This could, for example, be an extension or mailbox number.

Speak Name on Exit If this parameter is set to YES, the selected object's name is played to the caller prior to exiting the directory. If no name is recorded, the selected object's number is played to the caller. This could, for example, be an extension or mailbox number.

Speak Key Value on Exit If set to YES, the selected object's number is played to the caller prior to exiting the directory.

Verify Before Exit If this parameter is set to YES, the system requests the caller to confirm the object selection before transferring the caller to that object. If set to NO, confirmation is not needed.

Search Targets

Type This is a list of the block type priority for this particular directory system to search. By default, the directory will search for extensions first and then mailboxes.

The screenshot shows a software interface for the SVMi-8 Series. The title bar reads 'SVMi-8 Series' and 'DIRECTORY - Directory'. The page is 'Page 2 of 3'. The interface is divided into three main sections:

- Directory Control Prompts:** A list of prompts with associated numbers:

Enter name.....	0127
Target name prefix.....	0132
No matches found.....	0128
Invalid entry.....	0131
Press '9' for more names:	0126
Press '0' for a new name:	0129
Press '*' to exit.....	0130
- Selection Prompts:** A list of prompts with associated numbers:

Press one.....	0118
Press two.....	0119
Press three.....	0120
Press four.....	0121
Press five.....	0122
Press six.....	0123
Press seven.....	0124
Press eight.....	0125
- Directory Activity:** A summary table showing counts and percentages:

Accessed.....	0		No response..	0	0.0%
Target Found:	0	0.0%	Disconnect..	0	0.0%
Escape.....	0	0.0%	None found..	0	0.0%

At the bottom of the interface, a status bar reads: 'Prompt asking caller to spell the target's name on their phone'.

Directory Block

Page 2 of 3

This page contains a list of the prompts that the SVMi-8 plays to the caller when the directory feature is being used. Highlight the prompt number and press 'Ctrl+O' to review the prompt text and usage. These prompts may be edited.

To use a custom prompt, highlight the prompt number to be changed, enter the new number, and press 'Ctrl + O' to bring up the Prompt Text Generator. Enter the desired prompt text and press ESCAPE to return to the directory screen. You must go into the Voice Studio and record the custom prompt before it can actually be used.

Directory Control Prompts

Enter Name The prompt asking the caller to spell the called party's name. This is the prompt you would change, if you wanted to ask the caller to enter the parties FIRST name.

Target Name Prefix The prompt spoken in front of the target object's name. "To reach..."

No Matches Found The prompt indicating no matches were found.

Invalid Entry The prompt indicating the caller input is invalid.

Press '9' for More Names The prompt offering the caller additional matches.

Press '0' for a New Name The prompt offering the caller the option to search for another name.

Press '*' to Exit The prompt offering the caller the option to return to the previous menu.

Selection Prompts

Press...(1...8) A brief description of the prompt that is played to the caller and its associated prompt number.

Directory Activity

This is a record of directory activity and may be useful for system planning or troubleshooting.

Operating MODE..00		CallDirector			
Default	Event	Action	Typ	Gp	Target Name
	ESCAPE	Goto	EXT	01	Operator
	NO-ENTRY	Goto	EXT	01	Operator
	INVALID	Goto	EXT	01	Operator
	AUDIOLIB				

Mode number and name for pointers being edited or created

Directory Block

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Operating Mode

This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

Press ENTER on this field and all the mode blocks will be displayed. Choose the mode you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events. To edit any of the Event Pointers, select the Event and press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the Target Generator pick list. Highlight and open an existing Block of that type or create a new Block. Press 'Ctrl + O' to review or edit the selected Block. The possible Events are:

ESCAPE Pointer The Block to go to if the caller presses the Escape digit to escape from an announcement (the Escape digit may be pressed anytime during the play of the announcement). It is recommended that the target Block be the initial MENU Block. This allows the caller to return to the main options.

NO-ENTRY Pointer This is the Block to go to if the caller is prompted to replay the announcement and does not enter anything.

INVALID Pointer This is the Block to go to if the caller enters data (DTMF) that is not recognized by the system

AUDIOLIB This is the block to go to if an announcement is selected (See page 1 of 3 - Search Targets).

EClass Block

Description

The EClass (Class of Service) Block is an expansion or extension of service parameters which pertain to an Extension Block. All extension blocks are associated with one Eclass Block.

Eclass Blocks specify the voice prompts and operating parameters to be used when transferring calls to Extension Blocks and what to do in the event of a failed transfer (ring-no-answer or busy). It authorizes subscribers to make Outcalls and allows their callers to have them paged via Overhead Paging. There is no limit to the number of Extension Blocks the EClass Block may be associated with.

The Operating Modes in the CallDirector section of the EClass Block provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the caller.

The screenshot shows a configuration window for the SVMi-8 Series, specifically for the ECLASS - Standard ECL. The window is titled 'SVMi-8 Series' and 'ECLASS - Standard ECL' and is on 'Page 1 of 5'. It contains three main sections:

- Extension Controls:**
 - Extension Group Number: 1
 - Extension Retention: 0
- Caller Input Controls:**
 - Wait for entry: 3
 - Retries on invalid entry: 2
 - Repeat on no entry: 1
- System Caller Options:** A table with columns: Option, Prompt, Digit, NoAnsr, Busy, FBusy, Block, Error.

At the bottom of the window, it says: 'Block name. To rename, type new name then Press ENTER'.

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

EClass Block

Page 1 of 5

Eclass 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. MBX, EXT or LIST Numbers may not be duplicated within the same group.

Extension Controls

Extension Retention The number of days, from 1 to 999, an inactive extension or EXT Block will be retained. If an extension goes unused for the specified number of days, it will be automatically deleted. The default value is 60 days.

Caller Input Control

Wait for Entry The time, in seconds, that extensions in this ECLASS will wait for the caller to make an entry. This parameter is in effect after prompts play requesting caller entry on a failed transfer. This time begins after a prompt is spoken or after the last digit is pressed. This parameter should be kept in the 3-5 second range to avoid long delays by the SVMi-8. The allowable inputs are 0-99 seconds.

Block Types and Descriptions

Retries on Invalid The number of times from 0 to 99 that the SVMi-8 will allow the caller to re-enter his password if an invalid password was entered.

Repeat on No Entry The number of times from 0 to 9 that the SVMi-8 will repeat prompts, if no entry is made by the caller. This only effects prompts associated with the ECLASS Block.

System Caller Options Digit Assignment

This section defines the permission and options for all extensions that are assigned to this Eclass. The programmable fields are:

- a) The prompts that play to callers for each option that is offered in the Extension Block.
- b) The digits that are assigned as caller inputs to activate these options
- c) What options are available for each type of call.

The options for each of these are:

Other Number No digit is assigned for this. This controls the ability of the SVMi-8 to allow callers reaching extensions, to dial another extension.

Leave Message This is the digit a caller enters to indicate they wish to leave a message. Allowable digits are 0-9, but cannot be the same as the hold digit.

Hold This is the digit the caller enters when he elects to hold for an extension that is busy. Allowable digits are 0 - 9, but cannot be the same as the Digit to Leave Message, Digit to Request Paging or Digit for other options. This digit is active after a call transfer that results in a busy condition.

Request Paging This is the digit the caller enters to have the called party paged via an external paging system. Allowable digits are 0 - 9, but cannot be the same as the Digit to Leave Message, Digit to Hold or Digit for other options.

Other Options This is the digit the caller enters to indicate they wish options, other than leaving a message or holding. Allowable digits are 0 - 9, but cannot be the same as the Digit to Leave Message, Digit to Hold or Digit to Request Paging.

Escape Digit This is the digit the caller enters to exit immediately from the current process. Control is passed to the block indicated by the Options pointer. This digit is also used by the Subscriber when exiting from the Extension Menu. Control is passed to the block specified by the USER-EXIT pointer. Allowable digits are 0 - 9, * and #.

Prompts	Digit	Prompt
Target herald prompt...	0739	
Forward herald prompt:	0740	
Blind xfer prompt....	0701	
Monitored xfer prompt:	0702	
'Find Me' xfer prompt:	0742	
Call screening.....	0700	
No answer prompt.....	0714	
Busy Prompt....	0715	0716
Blocked prompt.....	0717	
Error prompt.....	0718	
Accept call....	1	0708
Redirect call..	2	0709
Reject call....	3	0710
Record call....		
RT Greeting....	5	0741

Hold Controls	
Maximum hold queue size.....	4
Maximum hold time in minutes.....	5
Require input every Nth try.....	3
Retry interval in seconds.....	15
No digit hold prompt.....	0727
No digit continue holding prompt:	0728
Announce hold interval prompt...	0737
Use PBX hard hold.....	N
Monitor ISSI during hold interval...	Y
Announce hold position.1st:	N
Announce hold position.2nd:	Y
Announce hold time....1st:	Y
Announce hold time....2nd:	N
Hold Announcement:	

Prompt played before called party name, 0 disables name play

*Eclass Block**Page 2 of 5*

Transfer Prompts

Target herald Prompt The prompt # that plays during a transfer. By default this is "transferring to...".

Forward herald Prompt The prompt # that plays when a call is forwarded. By default this is "forwarding to...".

Blind transfer Prompt The prompt # that plays during a blind transfer. By default this is "one moment please".

Monitored transfer Prompt The prompt # that plays during a monitored transfer. By default this is "Please hold while I connect your call".

Find me transfer Prompt The prompt # that plays during a 'find me' operation. By default this is "Please hold while I locate your party".

Call Screening Prompt The prompt # that plays during call screening. By default this is "Whose calling please?"

No Answer Prompt The prompt # that plays to a caller during an unanswered transfer. By default this is "I'm sorry the call was not answered".

Busy Prompt The prompt # that plays when a caller is holding for a busy station. By default there are two, they are "I'm sorry the number is busy" and "I'm sorry the number is still busy".

Blocked Prompt The prompt # that plays to a caller when the subscriber has blocked their calls. By default this is "I'm sorry, that party is not available".

Error Prompt The prompt # that plays in an error condition. By default this is "I'm sorry, that call did not go through".

Digits and Prompts

Accept Call This is the digit a called party enters to indicate they will accept the call during a screened transfer. Allowable digits are 0-9. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

Redirect Call This is the digit a called party enters to indicate they wish to redirect a screened call to another extension. Allowable digits are 0-9. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

Reject Call This is the digit a called party enters to indicate they wish to reject a call. If the call is rejected, the blocked greeting is played to the caller. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

Hold Controls

Max Hold Queue Size The maximum number of callers allowed to hold in queue while waiting to be transferred to a WorkGroup member. Once this parameter is exceeded, the SVMi-8 will look to the Que-Full or Expand event pointer to determine what action to take. Allowable inputs are 1 to maximum number of ports installed.

Max Hold Time (in minutes) The maximum amount of minutes the caller will hold in queue while waiting to be transferred to a WorkGroup member. Once this parameter is exceeded, SVMi-8 will look to the Que-Full or Expand event pointer to determine what action to take. Allowable inputs range from 1 to 99 minutes.

Require Input every Nth try This allows the caller to remain on hold for a busy extension without pressing the hold digit for each retry interval. This parameter specifies the number of retry intervals that the caller is not prompted to enter a digit to indicate they wish to continue holding. Allowable entry for this parameter are 1-99. If this parameter is set greater than "1", the SVMi-8 will default to 'hold' on a busy condition if the caller makes no input on the first busy.

Retry Interval (in seconds) This is the maximum number of seconds, from 1 to 99, SVMi-8 waits when a caller elects to hold before re-trying the extension.

Hold Prompts

No digit hold Prompt The prompt # that plays during caller hold options. By default this is "If you would like to hold, please stay on the line".

No digit continue holding prompt The prompt # that plays during caller hold options. By default this is "To continue holding, please stay on the line".

Announce hold interval Prompt The prompt # that plays during caller hold options. By default this is "I will try that extension in a moment".

On Hold Information Messages

Announce Hold Position The system will advise the caller of his position in the hold queue when selecting to hold for a busy extension, there are two parameters for this feature.

- 1st - The Hold position will be played when the caller first begins to hold.
- 2nd - The Hold position will be played each time the SVMi-8 attempts to connect the call.

Announce Hold Time The system will advise the caller of the average hold time when selecting to hold for a busy extension, if this parameter is set to 'Y'. There are two parameters for this feature.

- 1st - The Estimated hold time will be played when the caller first begins to hold.
- 2nd - The Estimated hold time will be played each time the SVMi-8 attempts to connect the call.

Hold Announcement This is the Announcement Block the caller hears when he elects to hold for a busy extension. This may be used to provide the caller music or promotional information rather than waiting silently on hold. To select an Announcement, press ENTER at this field to bring up the Target Generator. Select a new or existing Announcement and press ENTER. Press 'Ctrl + O' to review or edit the Announcement text.

The screenshot shows a configuration window titled 'SVMi-8 Series' with 'ECLASS - Standard ECL' and 'Page 3 of 5'. It contains three main sections:

- Overhead Paging Dial Strings:**
 - Park zone: [Yellow bar]
 - Abort park: [Yellow bar]
 - Retrieve: [Yellow bar]
 - Page ports: All
 - Pager dial: 10
- Overhead Paging Controls:**
 - Instructions: 10ST
 - Repeat instructions: 0
 - PBX recall timer: 60
 - SVM recall timer: 30
- Overhead Paging Prompts:**

Hold for page prompt...	0729	Pickup caller prompt...	0733
Announce page prompt...	0731	Pager busy prompt...	0730
Caller holding prompt...	0732	Page failed prompt...	0734

At the bottom, there is a text field: 'Dial string to park a caller prior to overhead paging'.

Eclass Block

Page 3 of 5

Overhead Paging

The Overhead Paging feature allows a subscriber to be reached, by his callers, when he is either on the phone or away from the desk. The Overhead Paging function is allowed or disallowed, for each extension, by the system administrator. The subscriber can either activate or deactivate the option from within the extension menu.

Overhead Paging Dial Settings

Page Ports These are the ports that the park and page feature will use to access the office paging system.

Page Zone This field identifies the zone that should be paged by extension blocks belonging to this Eclass. Valid entries are:

Block Types and Descriptions

- 0 All Internal Zones
- 1 Internal Zone 1
- 2 Internal Zone 2
- 3 Internal Zone 3
- 4 Internal Zone 4
- 5 External Zone 1
- 6 External Zone 2
- 7 External Zone 3
- 8 External Zone 4
- 9 All External Zones
- * All Zones

Overhead Paging Controls

Repeat Pick Up Instructions The number of times SVMi-8 will announce the call over the paging system in succession.

PBX Recall Time The time, in seconds, SVMi-8 will wait after it has parked a call and made an Overhead Page, before it retrieves the call and plays the system RNA or BUSY options prompt.

SVM Recall Time SVMi-8 retrieves the caller after this time has elapsed. Once the PBX time has expired, SVMi-8 will drop the caller. SVMi-8's time must be less than the PBX time interval.

Overhead Paging Prompts

Hold for Page Prompt The prompt # that plays during caller paging options. By default this is "Please Hold while I page your party".

Announce Page Prompt The prompt # that plays during caller paging options. By default this is "There is a call for".

Caller Holding Prompt The prompt # that plays during caller paging options. By default this is "...is holding".

Pick Up caller Prompt The prompt # that plays during caller paging options. By default this is "to pick up dial".

Pager busy prompt The prompt # that plays during caller paging options. By default this is "I'm sorry that party is already being paged, please make another selection".

Page failed Prompt The prompt # that plays during caller paging options. By default this is "I'm sorry, your page was not answered".

Outcall Authorizations		Excepted Area Codes				
	Y/N	Station Type				
On Premise...	Y		900	976		
Off premise...	Y					
Long distance:	Y					

Allow outcalls and conference calls to on premise stations

*Eclass Block**Page 4 of 5*

Outcall Authorizations

On Premise (Y/N) Set to 'Y' to allow the subscriber to make on-premise Outcalls. The On Premise Station Type—Station type to use for on-premise out calls. If left blank, SVM will automatically select a Station type. Press ENTER to bring up the Target Generator. Select a new or existing Station type from the Target Generator pick list and press ENTER. Press F10 to review or edit the selected Station Block.

Off Premise (Y/N) Set to 'Y' to allow the subscriber to make local Outcalls. The Off Premise Station Type—Station type to use for off-premise out calls. Leave blank for auto select. Press ENTER to bring up the Target Generator. Select a new or existing Station type from the Target Generator pick list and press ENTER. Press F10 to review or edit the selected Station Block.

Long Distance (Y/N) Set to 'Y' to allow subscriber to make long distance Outcalls. The Long Distance Station Type—Station type to use for long distance out calls. Leave blank for auto select. Press ENTER to bring up the Target Generator. Select a new or existing Station type from the Target Generator pick list and press ENTER. Press F10 to review or edit the selected Station Block.

Excepted Area Codes

Excepted Area Codes These 10 spaces are used to specify area codes subscribers may not call. Use these settings to restrict toll calls such as calls to 900 numbers.

Block Types and Descriptions

The screenshot shows a window titled 'SVMi-8 Series' with a sub-header 'ECLASS - Standard ECL' and 'Page 5 of 5'. The main content area is titled 'CallDirector' and contains a table with the following data:

Event	Action	Typ	Gp	Target Name
MESSAGE	Goto	EXT	01	Operator
OPTIONS	Goto	BYE		GoodBye
OPERATOR	Goto	DIR		Directory
ESCAPE				
NO-ENTRY				
INVALID				
QUE-FULL				
USER-EXIT				
DIRECTORY				

Below the table is a button labeled 'Open Extensions and WorkGroups'. At the bottom of the window, a status bar reads 'Mode number and name for pointers being edited or created'.

*Eclass Block**Page 5 of 5*

Operating Mode

This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

Press ENTER on this field and all the mode blocks will be displayed. Choose the mode you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events.

To edit any of the Event Pointers, select the Event and press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the Target Generator pick list. Highlight and open an existing Block of that type or create a new Block. Press 'Ctrl + O' to review or edit the selected Block. The possible Events are:

MESSAGE Pointer This causes the SVMi-8 to go directly to the designated Block, if the caller chooses to leave a message. This is usually an MCLASS Block, which routes the caller to a mailbox with the same number as the Extension Block. However, it may be a DIAL Block or Extension Block if messages are to be taken by a secretary or separate voice mail system. SVMi-8 will ignore this pointer if the <MSG> pointer is set in the Extension Block.

OPTIONS Pointer When a transfer to an extension results in a busy or ring-no-answer condition, the caller is given choices such as "To leave a message, press 1, to hold, press 2, or for additional options, press 3." This pointer determines the MENU Block which control will be passed to, if the caller presses the digit for additional options.

OPERATOR Pointer This is the Block control is passed to if the caller presses '0' for the operator while listening to: "To leave a message, press 1, to hold, press 2, or for additional options, press 3".

ESCAPE Pointer This is the Block to go to if a public caller presses the escape digit.

NO-ENTRY Pointer This is the Block to go to if no entry is made within the ECLASS Block when prompted.

INVALID Pointer This is the Block to go to if an invalid entry is made within the ECLASS Block when prompted.

QUE-FULL Pointer The next Block to go to if the number of callers allowed to hold in queue is exceeded. (See Max in hold queue parameter in the MODE Block.) SVMi-8 will ignore this pointer if the <QUE-FULL> pointer is set in the Extension Block.

USER-EXIT Pointer The next Block to go to if a subscriber presses star (*) to exit from their extension administration menu. It is recommended that the named Block, be the initial MENU Block to allow the user to return to the beginning of the application.

DIRECTORY Pointer This is the Block to go to if the caller presses the digit associated with the Directory Assistance.

Open Extensions and WorkGroups

This field is a navigation facility. Press ENTER to bring up the Target Generator, then select and open an extension block from the Target Generator pick list.

Extension Block

Description

The Extension Block is one of the two Blocks (Extension, Mailbox) that describes a subscriber. The Extension Block controls the operating characteristics specific to a subscriber's extension. This includes all the caller options and transfer instructions.

It is important to understand that in the SVMi-8 system the only function of a mailbox block is to take a message and perform notification. All other subscriber features and options are provided by the extension block.

SVMi-8 Series		EXTENSION Operator		Page 1 of 5
Group: 1	Number: 500	Mailbox:		
Account Code..		Eclass: 01:Standard ECL		
Extension Controls		Authorizations		
Dial number: 500	Alternative...	Blocking allowed:	N Enabled... N	
Supervision level... NONE	PAN Supervision... NONE	Call forwarding...	N Enabled... N	
Subscriber password: *****	Language: English, British	Call screening...	N Enabled... N	
Station... On Premise	Directory Public: N User: N	Find Me allowed...	N Enabled... N	
Retention days remaining: 0		Scheduling...	N Blocks... N	
		Retrieve public caller allowed...	N	
		Private access numbers allowed...	N	
		Busy greeting allowed...	N	
		Designated location allowed...	N	
		Stored phone numbers allowed...	N	
		Access profile allowed...	N	
		Extended prompting enabled...	Y	

Block name. To rename, type new name then press ENTER

Extension Block

Page 1 of 5

Block Types and Descriptions

Extension 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. MBX, EXT or LIST Numbers may not be duplicated within the same group.

SVMi-8 stores the subscriber name in 'last name, firstname' field. When entering the subscriber name this format should be followed. If the name is entered as 'firstname, lastname' SVMi-8 will automatically re-sort it to 'lastname, firstname'.

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

Extension Number The number that must be entered by the caller in order to access the subscriber extension. It does not necessarily have to be the same number dialed by SVMi-8 when transferring to the extension on the telephone system. This can not be the same number of any other extension.

Account Code Entered if the subscriber has an access code used for long distance access. This access code can be inserted in any dial string using '\$A'.

Mailbox The mailbox corresponding to the subscriber Extension Block. Press ENTER to bring up the Target Generator. Select and open the appropriate block type from the Target Generator pick list. Choose a new or existing block of that type and press ENTER. Press 'Ctrl+O' at this field to review or edit the Mailbox Block or Distribution List associated with the Block.

Eclass The name of the Eclass block that contains the class of service information for this Extension. Much of the prompts, control, and parameters are located here. [See the EClass Block for detailed information and operation.](#) Press Ctrl + 'O' (Open) at this field to review or edit the ECLASS Block associated with the Extension. To change this entry, press ENTER to bring up the Target Generator. Select a new or existing Block.

Extension Controls

Dial Number The actual number that the SVMi-8 will dial to complete the transfer. SVMi-8 associates two types of numbers with an extension: the block identification number called the Key and the Dial Number. The Key is the number the caller enters for a particular called party's telephone. The Dial Number is the number the telephone system database recognizes as one of its stations. When the SVMi-8 receives the Key from the caller, it transmits the Dial Number to the telephone system to execute the transfer to the called party's telephone.

The Key and the Dial Number are usually the same, but they can be different. When they are different, the extension is a virtual extension. A virtual extension can be configured with the same set of call automation attributes as a regular extension. It is particularly useful when a group of people in an organization share a single telephone. Each person in the group can be assigned his own Key in the SVMi-8 subscriber database. The Dial Number, however, will be the same for each virtual extension. This allows callers to enter a distinctive Key for each member of the group, even though they ring the same telephone. A call presentation prompt can be customized for each virtual extension subscriber; for example, "Call for John Smith," or "Call for Jane Doe".

Alternate Number The SVMi-8 has a feature where a subscriber can enter an alternate location and all calls processed by the extension block will be transferred to this alternate number. This number can be an internal number (other extension) or an external number like your home number.

The Designated location option must be set to Yes to use this feature. When calls are transferred to a designated location (alternate number) the SVMi-8 will supervise the transfer, i.e. it will monitor the call progress until the call is

answered. If the call is not answered it will be routed to the destination specified in this extension block's call director, for the no answer event.

Supervision Level This sets the type of transfer that this extension block uses to transfer callers. Press ENTER at this field to bring up a pick list with the following options:

NONE (Blind Transfer) SVMi-8 transfers the call, releases, and doesn't wait for any subsequent condition.

FULL (Supervised) SVMi-8 transfers the call and waits until the call is answered. If the call is not answered (NO-ANSWER), the call is directed to the CallDirector on page two for instructions on where to send the call.

SCREEN The system requests the name of the caller, rings the subscriber and announces who is calling. The subscriber has the option of accepting, redirecting, or rejecting the call. If the call is rejected the blocked greeting is played to the caller.

Subscriber Password The digits the extension user enters to gain access to the extension user menu. In the SVMi products, subscribers usually have both an Extension Block and a Mailbox Block (but may have only one of them). Since each of these blocks have a password option, if different password values are entered in each of these blocks (extension and mailbox) the SVMi-8 will try to resolve these two password fields into one value. The extension password will override the value in the mailbox field.

Valid entries for this field are "NONE" - No password and "DEFAULT" - Password will be set to the default of 0000. This field will not display the subscribers password.

Language This is a language option. You may select from any installed language and from that point on the extension will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

The mailbox block also has a language field, and the SVMi-8 will try to resolve these fields to a single value (make them match). If conflicting information is contained in these fields, the Extension Block has priority and the Mailbox Block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

Station If there is no entry entered here the system will automatically search the Station options for the appropriate Station block required to send the call. Press ENTER at this field to bring up the Target Generator. Select a new or existing Station Block from the Target Generator pick list. Press 'Ctrl+O' to review the selected Station Block. This block is used to dial the 'Dial Number'. If there is an Alternate number it will select a station block automatically.

Directory Public/User A 'Y' in these parameters, and the subscribers' name recorded in the mailbox, allows this object to be listed in either of the appropriate Directories. The Public directory is the directory that callers access, the User directory is the directory that subscribers access.

Retention Days Remaining The number of days remaining before this block is automatically discarded during system maintenance if unused. The range is 0 - 999 days. An entry of 0 means indefinite.

Authorizations

Blocking Allowed Call blocking will prevent any calls from being transferred to your extension or designated location. You may think of it as a DND feature. It will override all call transfer instructions (follow me, forward, find me etc.), but it will not override call screening.

A 'Y' in this field allows the Subscriber to set Call Blocking for their extension. An 'N' in this field disables the option and it will not be spoken as an option in the extension user menu.

The 'enabled' field shows if this option is currently set. This setting must be 'Y' to allow a subscriber to set this greeting. This option can only be set by the subscriber if the extension has Greeting type of "Basic."

Call Forwarding A 'Y' in this parameter allows the Subscriber to remotely redirect calls to another extension. An 'N' in this parameter disables the option and it will not be spoken as an option in the extension user menu. The 'enabled' field shows if this option is currently set. If you 'enable' this feature here you must also assign a destination to the Remote - Fwd pointer in the Extension Block page 4 of 5. When this feature is activated the SVMi-8 will perform a blind transfer and the control of the call will then be passed to the forward destination.

Call Screening A 'Y' in this parameter allows the Subscriber to set call screening for their extension. SVMi-8 asks the calling party to speak his name before transferring the call and allows the called party to accept or reject the call when answered. If the call is rejected, SVMi-8 will prompt the caller that their party is unavailable and allow them to dial another extension or leave a message. Allowable inputs are 'Y' for yes or 'N' for no.

The 'enabled' field shows if this option is currently set. This setting must be 'Y' to allow a subscriber to set this greeting. This option can only be set by the subscriber if the extension has Greeting type of "Basic".

Find Me Allowed Find Me is a feature that may be programmed by the subscriber as a high priority call connection method. When this feature is set, the SVMi-8 will begin to dial the first 5 numbers in your stored number list until you are reached. The 'enabled' field shows if this option is currently set.

Scheduling Each subscriber (if allowed by setting this parameter to 'Y'), may define a weekly availability schedule. This schedule is used to automatically select a day or night greeting to play to callers. During the time a subscriber is (according to this schedule) available the call will be transferred to the extension blocks dial number, and the no answer greeting will play (if recorded).

If the subscriber is 'not available' (according to this schedule) the call will be transferred to the extension blocks dial number, and the extension night greeting will play (if recorded).

Blocks(Auto Night Intercept) This feature only affects subscribers who are using an availability schedule (this must be allowed by a System Administrator.) When the intercept feature is set, and the subscriber is unavailable, callers will not be transferred to the subscriber station, instead they will immediately hear the night message (if recorded).

Retrieve Public Caller Allowed When this option is available, a subscriber that accesses their mailbox while another caller is leaving a message will be given the opportunity to immediately connect with that caller.

Busy Greeting Allowed Allows a subscriber to record a busy greeting This option can only be set by the subscriber if the extension has Greeting type of "Basic".

Designated Location Allowed If this is set to Yes, then a subscriber can use the Access Manager Menu (digit 4 from the Main Menu) to set an alternate number where they can be reached. This number can be an internal or

external location. When this feature is activated, SVMi-8 will perform a full (supervised) transfer. If there is no answer at the designated location the caller will be returned to voice mail.

Stored Phone Numbers Allowed This allows the subscriber to enter a list of up to 9 personal phone numbers where the subscriber can be reached. Examples of this would be cell phone, branch office, home, etc. These numbers may be quickly entered into the designated location (Alternate #) or may be used by the find me feature. [See 'Stored Numbers'](#).

Extended Prompting Enabled A 'Y' in this parameter allows the subscriber to use Extended Subscriber Prompting. Extended Prompting plays all of the options available to a subscriber. An 'N' in this parameter, disables the option and will play only the first three or four prompts.

The screenshot shows a configuration window for SVMi-8 Series, titled 'EXTENSION - Operator', on 'Page 2 of 5'. The window contains three main sections:

- Stored Numbers:** A large empty text area for entering phone numbers.
- Greeting:** A table with columns 'Greeting' and 'Num Recorded'.

Greeting	Num Recorded	
No answer:	1	n
Busy.....	0	N
Blocked...	0	N
Night.....	0	N
Screening:	0	N
- Availability Schedule:** A table showing time slots for each day of the week.

Day	Start Time	End Time
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

At the bottom of the window, there are two status indicators: 'Password set..... N' and 'Name recorded..... N'. The status bar at the very bottom reads 'User stored telephone number position 1'.

Extension Block

Page 2 of 5

Stored Numbers

Stored Numbers This is a list of nine phone numbers where the subscriber can be reached. Examples of this would be cell phone, branch office, home, etc.

These numbers may be quickly entered into the designated location (Alternate #) or may be used by the Find Me feature.

These numbers can be entered in this screen or if allowed, by setting the Stored Phone Numbers Allowed flag, in page 1 of 5, the subscriber may enter and edit them.

Greeting Number Recorded

Greeting Numbers When a subscriber is using the 'Basic' greeting type, different greetings will play depending on different call coverage conditions.

When a subscriber has the 'Basic' greeting enabled, they will be able to access and program the Personal greeting menu from their telephone. There are 9 personal greetings available, and any greeting may be assigned to any call coverage condition. The call coverage conditions are:

No Answer Your telephone has rung but it did not answer.

Busy Your telephone is busy (must be allowed by Administrator - [See Busy Greeting Allowed](#)).

Blocked A subscriber has 'blocked' calls to their extension (must be allowed by administrator - [See Blocking Allowed](#)).

Night The subscribers personal availability schedule reports that the subscriber is an unavailable extension (must be allowed by administrator - [See Scheduling](#)).

Call Screening The subscriber has selected the call screening option (must be allowed by Administrator - [See Call Screening](#)).

If a subscriber records only the greeting assigned to the No-Answer Call Coverage Condition, then that greeting will play to callers for all Call Coverage Conditions (No-Answer, Busy, Blocked, Night, and Rejected Caller). In this case the greeting should be very general.

Availability Schedule

Availability Schedule If allowed by setting "Scheduling" to 'Y', a subscriber may define an availability schedule. During the time a subscriber is (according to this schedule) available, the call will be transferred to the extension blocks dial number, and the no answer greeting will play (if recorded).

If the subscriber is 'not available' (according to this schedule), the call will be transferred to the extension blocks dial number, and the extension night greeting will play (if recorded).

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

Types of personal greetings user can create

*Extension Block**Page 3 of 5*

Caller Options Processor

Greeting Two greeting options are available in the SVMi-8 Extension Block. They are NONE and BASIC.

If the greeting is NONE, the subscriber may not record a greeting in their extension (they may however, if allowed, record a mailbox greeting). The caller will be played a list of caller options that match the selections that have been allowed in [Eclass System Caller Options Digit Assignment](#). These may include any or all of the following:

Dialing another number, leave a message, hold, have the subscriber paged on the overhead paging system, select other custom options or reach the operator.

If the greeting type is BASIC the caller may record custom greeting(s) according to the features allowed in extension block [Authorizations](#). The caller will still be able to access a list of caller options that match the selections that have been allowed in [Eclass System Caller Options Digit Assignment](#), but the subscribers greeting will have to announce these. Additionally any other options that have been assigned in the extension Caller Options Processor (Extension Block page 3 of 5) will be available to callers.

Caller Options Processor Parameters

Option Description This column contains text fields for a description of what the caller will experience as a result of pressing the 'To Select' column digit in the Caller Options Processor target generator. Example, 'I'm in the facility, if you would like to page me, please press 3'.

To Select Column The fields in this column are Event Pointers. They are activated by the administrator at time of installation for each mailbox. subscriber through the extension telephone interface in System Caller Options.

Action, Typ, Gp and Target Name Columns Action specifies the operation to take place. In the Extension Block, go to (or leave blank) is the only possible action. Typ indicates the type of block targeted. Gp represents the group number (if appropriate) and will always be 01. Target Name specifies the block to pass control to. To edit the information in the Select, Action, Typ, Gp, or Target Name columns, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type from the Target Generator pick list. Select a new or existing Block of that type. Press 'Ctrl + O' to review or edit the selected Block.

Block Types and Descriptions

The screenshot shows a terminal window titled 'SVMi-8 Series' with the extension 'Operator' selected. The 'CallDirector' section displays a table of event pointers. The 'Default' mode is highlighted in green. The table lists various events such as NO-ANSR, BUSY, FBUSY, BLOCKED, ERROR, MESSAGE, OPTIONS, OPERATOR, ESCAPE, NO-ENTRY, INVALID, QUE-FULL, and REMOTE-FWD. The 'Action', 'Typ', 'Gp', and 'Target Name' columns are currently empty.

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				
	REMOTE-FWD				

Mode number and name for pointers being edited or created

*Extension Block**Page 4 of 5***Call Director**

Operating Mode Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given an unique Number by the system. Valid numbers are 01 - 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during the 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. The SVMi-8 will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers To edit any of the event Pointers, press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the Target Generator pick list. Choose a new or existing Block of that type. Press 'Ctrl + O' to review or edit the chosen Block. Translation Pointers may be used to alter call progress results.

NO-ANSR Pointer SVMi-8 goes immediately to the designated target Block when a ring-no-answer condition is encountered. It will not prompt the caller prior to doing this.

BUSY Pointer SVMi-8 goes immediately to the designated target Block when a busy condition is encountered. It will not prompt the caller prior to doing this.

FBUSY Pointer SVMi-8 goes immediately to the designated target Block when a fast busy condition is encountered. It will not prompt the caller prior to doing this.

BLOCKED Pointer SVMi-8 goes immediately to the designated target Block when call blocking is activated in the extension administration menu. It will not prompt the caller prior to doing this.

ERROR Pointer SVMi-8 goes immediately to the designated target Block when an error is encountered during the transfer. It will not prompt the caller prior to doing this.

MESSAGE Pointer This causes SVMi-8 to go directly to the designated Block if the caller chooses to leave a message for this extension. The target is usually a MBX Block. However, it may be another EXT or DIAL Block. If left unspecified in this block, and the <MSG> pointer in the EClass block associated with it is set, SVMi-8 will attempt to find a mailbox with the same number as the Extension. If a mailbox is not found SVMi-8 will automatically create one. If this parameter is not specified in this block and the EClass block associated with it, SVMi-8 will not present the caller the option to leave a message in the event of a busy or no answer for this extension.

Note: The MESSAGE Pointer may also be specified in the associated ECLASS Block. However, the MESSAGE pointer in this Extension Block will take precedence.

Options This pointer is reached because the Eclass (page 1 of 5) assigned a specific digit to 'options' and allowed the feature for at least one call condition. The extension block (page 3 of 5) will then show that 'Other Options' has been assigned to that digit.

On this Call Director page you may assign any destination to this options pointer. This is used if a subscriber wants to offer callers the option to press a certain digit to route to an audiotext system, list of departments to transfer to or any other condition that may be programmed in the SVMi-8. SVMi-8 goes immediately to the designated Target Block. It will not prompt the caller prior to doing this.

Operator Pointer This pointer is reached because the Eclass (page 1 of 5) assigned a specific digit to 'operator' and allowed the feature for at least one call condition.

The extension block (page 3 of 5) will then show that 'Operator' has been assigned to that digit. On this call director page you may assign any destination to this operator pointer. SVMi-8 goes immediately to the designated target Block. It will not prompt the caller prior to doing this.

Escape Pointer This pointer is reached because the Eclass (page 1 of 5) assigned a specific digit to 'escape' and allowed the feature for at least one call condition. The extension block (page 3 of 5) will then show that 'escape' has been assigned to that digit. On this call director page you may assign any destination to this escape pointer. SVMi-8 goes immediately to the designated target Block. It will not prompt the caller prior to doing this.

No Entry Pointer SVMi-8 goes to the designated target Block, when the caller makes no input. It will not prompt the caller prior to doing this. The 'wait for input' is located on page 1 of 5 of the Eclass Block.

Invalid Pointer SVMi-8 goes immediately to the designated target Block, when a caller makes an invalid input. SVMi-8 will not prompt the caller prior to doing this Page 1 of 5 of the EClass block allows for multiple caller mistakes in a parameter called 'Retries on invalid input'.

QUE-FULL Pointer The next block to go to if the number of callers allowed to hold in queue is exceeded. ([See Eclass page 2 of 5](#)).

Note: The <QUE-FULL> Pointer may also be specified in the associated ECLASS Block. However, the <QUE-FULL> Pointer in the EXT Block will take precedence.

REMOTE-FWD Pointer The Remote-Forward pointer is used to display the target extension, when CallForwarding is activated in the extension administration menu. This feature can be set by the Subscriber - (but must first be allowed by administrator - [See Call Screening](#)).

Block Types and Descriptions

The screenshot shows a window titled 'SVM8DEMO - SVM8DEMO' with a toolbar and a report interface. The report is for 'EXTENSION - Operator' and is 'Page 5 of 5'. It displays call activity statistics for the period from 9/26/01 to 12/20/01. The total number of calls is 0, and all activity percentages are 0.0%.

Activity	Total:	0	From:	9/26/01	To:	12/20/01
Answered.....	0	0.0%	Abandoned....	0	0.0%	
No answer....	0	0.0%	No response..	0	0.0%	
Busy.....	0	0.0%	Left message:	0	0.0%	
Blocked.....	0	0.0%	Operator.....	0	0.0%	
Rejected.....	0	0.0%	Page.....	0	0.0%	
Redirected...	0	0.0%	Other option:	0	0.0%	
Hold count...	0	0.0%	Avg. hold time in sec:	0		

Press Ctrl+U for page up or Ctrl+E to exit

*Extension Block**Page 5 of 5***Activity Counters**

This page will keep track of this extension blocks activity. It contains the following statistics. Total shows the total number of calls this Block has processed during the period specified in the following range.

From - To Indicates the period, from the date when the Report Counters were last cleared, until the current date. Applies to all call counts in this report.

Answered The number of calls processed by this Block, which were answered by the called party, and what percentage of the total calls this number represents.

NO-Answer The number of calls processed by this Block, which encountered a ring-no-answer condition, and what percentage of the total calls this number represents.

Busy The number of calls processed by this Block, which encountered a busy signal, and what percentage of the total calls this number represents

Blocked The number of calls which encountered call blocking set on this extension, and the percentage of the total calls this number represents.

Rejected The number of calls processed as screened transfers, which were rejected by the subscriber, and the percentage of the total calls this number represents.

ReDirected The number of callers redirected to another extension by the subscriber, and the percentage of the total calls this number represents.

Abandoned The number of calls processed by this Block, during which the caller disconnected without selecting any options, and the percentage of the total calls this number represents.

NO Response The number of calls processed by this Block, during which the caller made no entry in response to the available options, and what percentage of the total calls this number represents.

Left Message The number of calls processed by this Block, during which the caller chose to record a voicemail message, and the percentage of the total calls this number represents.

Operator The number of calls processed by this Block, during which the caller elected to go to the Operator, and what percentage of the total calls this number represents.

Page The number of callers who chose to have the called party paged, while in this Block, and the percentage of the total calls this number represents.

Other Option The number of calls processed by this Block, during which the caller elected to hear the other options, and what percentage of the total calls this number represents.

HOLD Count The number of callers who elected to hold, after encountering a busy signal, and the percentage of the total calls this number represents. It includes callers who may have elected to hold and subsequently hung-up prior to connecting.

Avg. Hold Time in Seconds The total time, in seconds, callers were holding for this extension. Dividing this number by the Hold Count gives an approximation of the average hold time per caller.

List Block

Description

A LIST is a special type of Mailbox Block that is used to distribute copies of recordings to a predetermined list of mailboxes.

When a message is addressed to a LIST mailbox, a copy of it is sent to each of the member mailboxes. A List Block can also verify addressees and password protect information. It can record a voice response or connect the recipient to the sender when authorized. Other LIST mailboxes may be members of this list, thereby creating "nested" lists. Members may be changed according to changes in operating mode.

The screenshot shows a configuration window for a LIST block in the SVMi-8 Series. The window title is "SVMi-8 Series" and the subtitle is "LIST - TEMPLATE LST". The page number is "Page 1 of 3".

Group: <input type="text" value="1"/>	Number: <input type="text" value="d"/>	Extension: <input type="text"/>
VisiComm User: <input type="text"/>	Mclass: <input type="text" value="01:Standard MCL"/>	
List Controls		
Subscriber administrator... <input type="checkbox" value="N"/>	Directory Public: <input type="checkbox" value="N"/>	User: <input type="checkbox" value="Y"/>
Extended prompting enabled: <input type="checkbox" value="Y"/>	Mailbox greeting allowed..... <input type="checkbox" value="Y"/>	
Subscriber password: <input type="text" value="*****"/>	Retention Days Remaining..... <input type="text" value="90"/>	
Activity	Msgs Distributed: <input type="text" value="0"/>	From: <input type="text" value="9/26/01"/> To: <input type="text" value="12/20/01"/>

Mailbox number used to address and send a message to this list

List Block

Page 1 of 3

Block Types and Descriptions

List 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. MBX, EXT or LIST Numbers may not be duplicated within the same group.

General Parameters

List Number The number representing this LIST. It may not be the same as the Number of any other LIST or Mailbox.

Extension The name of the Extension that belongs to this list. To edit this field, press ENTER to bring up the Target Generator. Select and open Extension. Choose a new or existing Block from the Target Generator pick list and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block.

MCLASS The name of the mailbox class of service that defines operating characteristics for this List. To change the MCLASS, press ENTER at this field to bring up the Target Generator. Select and open a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block.

List Controls

Subscriber Administrator Set this parameter to Y if this list is a subscriber administrator. Otherwise, set to N. If this is set to Yes then broadcast messages will be allowed from this list box.

Enable Extended Prompting Set this parameter to Y to use the full set of SVMi-8 menu prompts. Otherwise, set to N.

List In Public Directory A 'Y' in this parameter, and the recorded List name, allows the listing in the Public Directory.

List In User Directory A 'Y' in this parameter, and the name recorded in the List, allows the listing in the Voice Mail Directory.

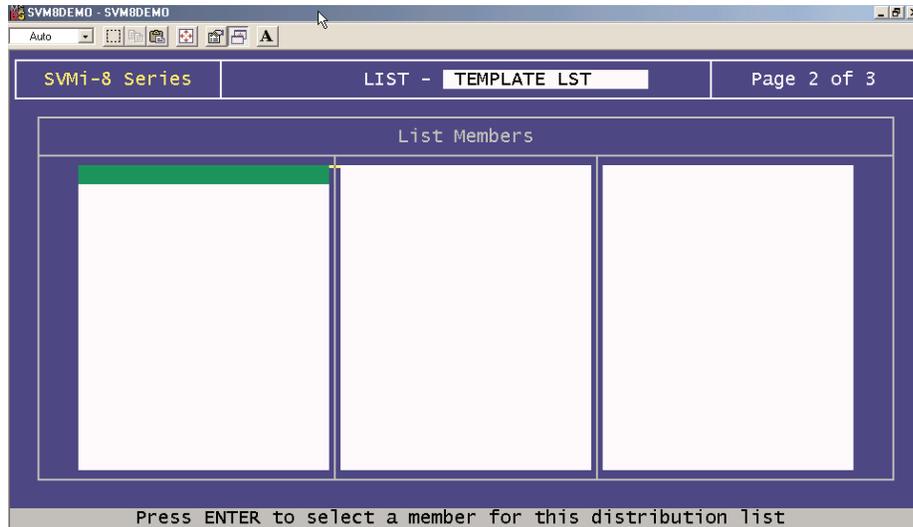
Subscriber Password Allows the list password to be changed to the default digits specified by Default password in the System Wide Parameters or removed completely. Inputs are "DEFAULT" or "NONE".

Retention Days Remaining The number of days remaining before this block is automatically discarded during system maintenance if there are no list members. List Blocks are not automatically deleted for lack of use as long as they contain members.

Activity

Msgs Distributed The total number of messages distributed to list members during the period specified in the range below.

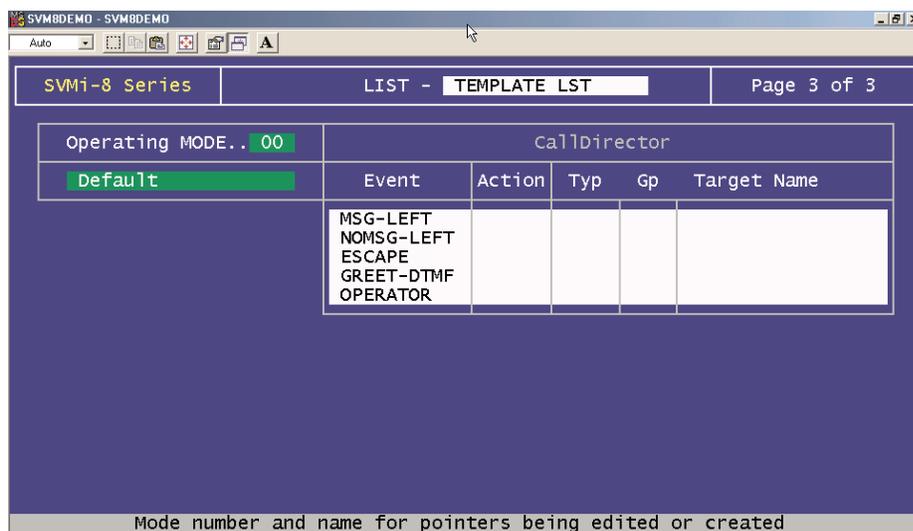
From - To: Indicates the period from the date when the Report Counters were last cleared till the current date.



List Block
Page 2 of 3

List Members

This page contains a list of the mailboxes, that messages left in this list, mailbox will be distributed to. Members may include other list mailboxes thereby creating "nested" lists. A System Administrator using the PC interface must enter the members contained in this list.



List Block
Page 3 of 3

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 - 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field, opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows each Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references.

For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. SVMi-8 will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit any Event Pointer, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the Block.

MSG-LEFT Pointer This is the Block that the SVMi-8 will pass control to if the caller leaves a message. The target block allows the caller the option of returning to the beginning of the application, or may send the caller to the Bye block, if the organization does not want to give the caller additional options.

NOMSG-LEFT Pointer This is the Block that the SVMi-8 will pass control to if the caller does not leave a message. The target block may allow the caller the option of returning to the beginning of the application, or sending the caller to the Bye block if the organization does not want to give the caller additional options.

ESCAPE Pointer This is the Block that the SVMi-8 will pass control to if the caller presses the escape digit while listening to the List greeting or while leaving a message. When the Escape digit is pressed the SVMi-8 will immediately exit the process it's in and go to the block defined in this pointer.

GREET-DTMF Pointer This is the Block that the SVMi-8 will pass control to if the caller enters any valid DTMF while listening to the List greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit are not considered valid for this pointer. The target block is a menu. The menu will perform a search operation to match the caller ENTRY to the INPUT value of a pointer, or Number of an Extension, Mailbox or Announcement.

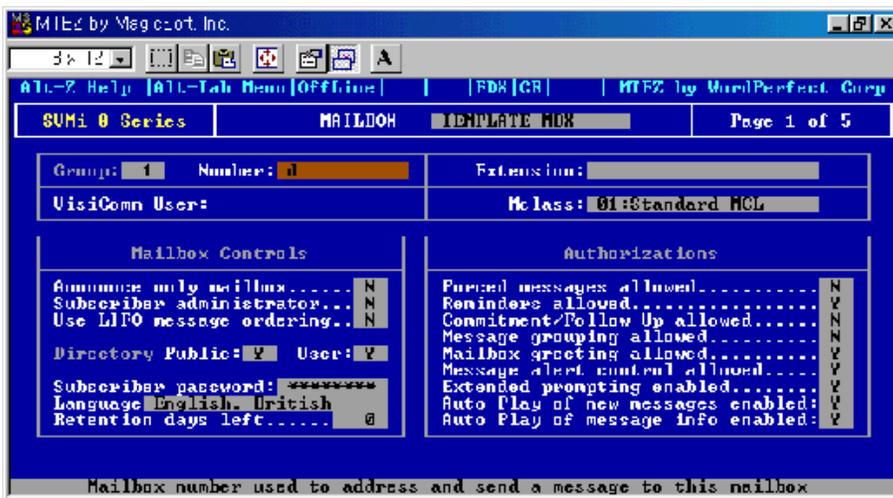
Operator This is the Block to go to if Operator assistance is requested.

Mailbox Block

Description

The Mailbox Block is used to implement the Voice Mail messaging features on SVMi-8. It also controls the operating characteristics specific to an individual mailbox such as whether the Mailbox is announce only or if the subscriber has Mailbox Administration capabilities. This Block maintains the message notification details. The Mailbox is where a subscriber receives, sends, and manages messages. The public caller may record a message after hearing a personal greeting from the Mailbox User and choose to review, re-record, send, or discard his message.

Event pointers are used to provide the flexibility to handle messaging differently for various modes of operation (typically at different times of the day).



Mailbox Block

Page 1 of 5

Mailbox 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. MBX, EXT or LIST Numbers may not be duplicated within the same group.

General Parameters

Mailbox The name of the mailbox. This will typically be the name of the person who 'owns' the mailbox, e.g. Smith, John.

SVMi-8 stores the subscriber name in 'last name, firstname' field. When entering the subscriber's name this format should be followed. If the name is entered as 'firstname, lastname' SVMi-8 will automatically re-sort it to 'lastname, firstname'.

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

Number This is the number of the mailbox. It can not be the same as any other mailbox block or list block. This is the number that is used to give the block a unique identity. It is also the number that is used to call the mailbox.

Block Types and Descriptions

Extension The Extension number to which the mailbox belongs. To edit this field, press ENTER to bring up the Target Generator. Select and open Extension. Choose a new or existing Block from the Target Generator pick list and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block.

MCLASS This is the name of the mailbox class of service that defines operating characteristics for this Mailbox. To change the MCLASS, press ENTER at this field to bring up the Target Generator. Select and open a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block.

Mailbox Controls

Announce Only Mailbox A 'Y' in this field designates this as an announcement only mailbox. When a public caller accesses this mailbox, it will play the greeting message (announcement) and exit immediately without recording a message. This may be used for bulletin boards and other simple audiotex applications. After playing the announcement, SVMi-8 will pass control to the block defined by the <No Msg Left> pointer.

Subscriber Administrator A 'Y' in this field gives the mailbox user the ability to send a broadcast message to all subscribers on the system.

Use LIFO message ordering If set to 'Y', messages are reviewed in "Last In First Out" order. If set to 'N', they are reviewed in "First In Last Out" order.

Directory Public/User A 'Y' in these parameters, and the subscribers' name recorded in the mailbox, allows this object to be listed in either of the appropriate Directories. The Public directory is the directory that callers access, the User directory is the directory that subscribers access.

Subscriber Password Allows the mailbox password to be changed, to the default digits, specified by Default password in the System Wide Parameters or removed completely. Inputs are "DEFAULT" or "NONE". In the SVMi products, subscribers usually have both an Extension Block and a Mailbox Block (but may have only one of them). Since each of these blocks have a password option, if different password values are entered in each of these blocks (extension and mailbox), the SVMi-8 will try to resolve these two password fields into one value. The extension password will override the value in the mailbox field.

Language This is a language option. You may select from any installed language and from that point on the extension will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

The Extension block also has a Language field, and the SVMi-8 will try to resolve these fields to a single value (make them match). If conflicting information is contained in these fields, the Extension block has priority and the Mailbox block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

Retention Days The number of days remaining before this block is automatically discarded during system maintenance. This only applies to unused mailboxes.

Authorizations

Forced Messages Allowed This option makes the mailbox capable of sending Forced Messages. Forced Messages are messages that have either "Reply Required" or Delivery Imperative.

When a message is designated as Reply Required, the messages recipient MUST reply to the message before the message can be saved or deleted.

When a message is designated as Delivery imperative, the SVMi-8 will take extra steps to deliver it. The recipient's pager will be called and then each of his stored telephone numbers will be tried.

Reminder Allowed This allows access to the subscriber workload manager in the subscriber telephone interface. It makes available option #1 (dial #1 at the Subscriber Main Menu), and will allow the subscriber to group their reminders as Commitments, Follow-ups or Tasks.

Commitment / Follow up Allowed If this is enabled, subscribers can designate the reminders they create as either a Commitment, Follow-up or Task. The individual meaning of these labels may vary from person to person, their intent is to provide a way of separating reminders into different categories. These categories can be reviewed in the subscriber Workload Manager. Workload Manager must be Y to make Commitment / Follow up Allowed Work.

Message Grouping Allowed If this is enabled a subscriber may group messages for playback. Reminders, messages from a specific sender, Urgent messages, Call back messages and Private messages may all be grouped separately. (Reminders may be further sub divided in the Subscriber Workload manager).

Mailbox Greeting Allowed When set to yes the caller is allowed to record a mailbox greeting.

Message Alert Control Allowed When set to yes the caller is allowed to turn on and off the message alert and set the alert number.

Enable Extended Prompting A 'Y' in this field enables the full length, extended prompting to play to the subscriber the next time he logs into his mailbox. Once the flag is set to 'N', extended prompting does not play again and the subscriber does not have to listen to all the dialing options. The extended prompting is used to aid the new mailbox user.

Auto Play New Messages If set to "Y", any new messages, or those messages not saved, will automatically begin to play when the subscriber logs in to their Executary.

Auto Play Message Info If this option is set, the sender information and time will be automatically played for each message. If this is not set to Y, the caller can still get this information on demand by pressing '00' while a message is playing.

Block Types and Descriptions

The screenshot shows a web-based configuration interface for a mailbox. The title bar indicates 'SVM8DEMO - SVM8DEMO'. The main header shows 'SVMi-8 Series', 'MAILBOX - TEMPLATE MBX', and 'Page 2 of 5'. The interface is divided into several sections:

- Message Alert:** Contains two status indicators: 'Message alert is currently on.... N' and 'Alert on urgent messages only.... N'. Below them is a text input field for 'Alert phone number: d'.
- Message Waiting Indicators:** Contains two status indicators: 'This mailbox has an MWI... N' and 'MWI is currently on..... N'. Below them is a text input field for 'MWI number: d'.
- Delivery Schedule:** A table with three columns: Day, Start Time, and End Time. All times are set to 12:00A.
- Message Autoforward:** Contains three status indicators: 'Enable autoforward..... N', 'Delete after forwarding... N', and 'Auto forward delay... 0:00'.

At the bottom of the interface, a footer reads: ''Y' to enable Message Alert, 'N' to disable Message Alert'.

Mailbox Block
Page 2 of 5

Message Alert Controls (Notification)

Message Alert allows the subscriber to be notified at an alternate number (home, cell phone, etc.) of any new messages in their mailbox.

Alert On A 'Y' in this field enables Message Alert capabilities for this mailbox. An 'N' disables the Message Alert feature. This parameter setting may be overridden by the phone interface.

Alert on Urgent Message Only Alerts the subscriber only if the message left was designated as urgent.

Alert Phone Number This is the phone number where you want to be notified of your new messages, if you have enabled message alert in your mailbox.

Delivery Schedule

Enter the from-to times for each day of the week that this subscriber should be notified of new messages. Enter 2 digit for the hour (12 or 24 hour clock) and 2 digits for the minute. This schedule may also be set by the subscriber.

Message Auto Forward

Enable Auto Forward This option turns Auto Forward on. When set any messages arriving in this mailbox will be automatically forwarded to the destination specified on Mailbox Block page 4 of 5.

Delete After Forwarding If this parameter is set to 'Y', the new message that is to be Auto Forwarded will be discarded from this mailbox, when the forwarding takes place. If this parameter is set to 'N' the mailbox will retain a copy of the message that is Auto-Forwarded. This parameter is only active when 'Enable Auto-Forward' parameter is set to 'Y'.

Auto-Forward Delay The number of hours and/or minutes before a new message is automatically forwarded to another mailbox. Auto Forwarding is disabled if this parameter is left blank. The range for this is from 0 (no forward) to 23:59 (almost one day).

Day	Start Time	End Time
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

*Mailbox Block**Page 3 of 5*

Pager Notification (Beeper)

Pager Notification Enabled A 'Y' enables the pager notification of new messages received. An 'N' disables this option.

Notify on Urgent Message Only Alerts the subscriber only if the message left was designated as urgent.

Station The type of station block to use for pager outdials. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl+0' to review or edit the selected Station Block.

Dial The pager number to dial to notify of new messages.

Notification Schedule

Enter the from-to times for each day of the week that this pager should be notified of new messages. Enter 2 digit for the hour (12 or 24 hour clock) and 2 digits for the minute. This schedule may also be set by the subscriber.

Event	Action	Typ	Gp	Target Name
MSG-LEFT				
NOMSG-LEFT				
ESCAPE				
GREET-DTMF				
OPERATOR				
AUTO-FWD				

*Mailbox Block**Page 4 of 5*

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows each Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references.

For example, the Message Left pointer might route callers to an operator during the 'Day' Mode, but after 5:00 PM, it would route them to a Bye block. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. SVMi-8 will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers To edit any Event Pointer, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the Block.

MSG-LEFT Pointer This is the Block that the SVMi-8 will pass control to if the caller leaves a message. The target block allows the caller the option of returning to the beginning of the application, or sending the caller to the Bye block if the organization or individual does not want to give the caller additional options.

NO MSG-LEFT Pointer This is the Block that the SVMi-8 will pass control to if the caller does not leave a message or if this is an announcement only mailbox. The target block may allow the caller the option of returning to the beginning of the application, or sending the caller to the Bye block, if the organization or individual does not want to give the caller additional options.

ESCAPE Pointer This is the Block that the SVMi-8 will pass control to if the caller presses the escape digit while listening to the mailbox greeting or while leaving a message in the mailbox. When the Escape digit is pressed SVMi-8 will immediately exit the process it's in and go to the block defined in this pointer.

GREET-DTMF Pointer This is the Block that the SVMi-8 passes control to if the caller enters any valid DTMF while listening to the mailbox greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit are not considered valid for this pointer. The target block is a menu which performs a search operation to match the caller ENTRY to the INPUT value of a pointer, or Number of an Extension, Mailbox or Announcement.

OPERATOR Pointer This is the target Block that the SVMi-8 will pass control to if the caller presses the Operator digit while listening to the mailbox greeting or recording a message.

AUTO-FWD Pointer This is the Mailbox to forward new messages to when the time has expired in the 'Auto-Forward Message After' parameter. The target must be another mailbox and may not point back to itself.

Activity	Public	Subscriber	Totals
Mailbox Access Count	0	0	0
Messages Sent	0	0	0
Messages Received	0	0	0
Total Connect Minutes	0	0	0
Current Message Count	0	0	0
New Messages	0	0	0
Saved Messages	0	0	0
Date Last Accessed			

Press Ctrl+U for page up or Ctrl+E to exit

*Mailbox Block**Page 5 of 5*

Activity Counters

This page will keep track of this mailbox blocks activity. It contains the following statistics. Three columns of statistics exist, Outside or Public callers, Call from other subscribers and Totals.

Mailbox Access Count The number of times someone other than the subscriber ('Public Callers') accessed this Mailbox and the number of times the subscriber logged into this Mailbox, regardless of what functions they performed.

Messages Sent The number of messages this subscriber has sent, regardless of destination.

Messages Received The number of messages this subscriber has received, from 'Public Callers' and from other subscribers.

Total Connect Minutes The total amount of time connected to the mailbox.

The total number of messages in this Mailbox, listed according to those received from 'Public Callers' and from other subscribers.

NEW Messages The current message count broken down to reflect how many have not been saved, from both 'Public Callers' and other subscribers.

SAVED Messages The current message count from 'Public Callers' and other subscribers reflecting how many have been saved.

Date Last Accessed The last time the subscriber logged into this Mailbox.

MClass Block

Description

The MClass (Class of Service) Block is a block containing many general parameters effecting Mailbox or List Block. Each MClass Block may be associated with one or several subscriber mailboxes (Mailbox Blocks) or List Blocks. This information includes the maximum length of a mailbox number, the number of days' messages will be retained, the number of days unused mailboxes will be retained, Message Waiting Indication (MWI) dialing codes, Message Alert, and other parameters. There is no limit to the number of Mailbox Blocks the MClass Block may be associated with.

Message Center Controls		Message Waiting Indicators	
Mailbox Group Number....	1	Ports to use....	0-19,56-64
Max greeting length....	300	Number of attempts.....	3
Mailbox retention.....	0	Time between retries.....	30
Maximum number messages:	0	Refresh at daily maintenance..	Y
Maximum message length..	600	Relight for every message.....	N
Message retention.....	9999		
Public Caller Interface			
wait for caller entry....	3	Digit to initiate fax receipt..	0
Retries if invalid entry..	2	Digit for operator assistance..	1
Repeat prompts no entry...	1	Digit to skip greeting.....	*
Record silence timeout....	7	Digit to escape.....	#
		Digit to log on as a user.....	#

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

MClass Block

Page 1 of 4

Mclass This is the name of the Mclass, and is used to reference this block. It must be a unique name and can not be the same as any other Mclass Block.

Message Center Controls

Max Greeting Length Maximum greeting length that a subscriber can record for a mailbox and List box. This can be from 0 to 999 seconds.

Mailbox Retention Specifies the number of days, from 1 to 999, an unused mailbox should be retained before being erased.

Maximum Number Messages Maximum messages allowed, from 0 to 999 seconds, that a subscriber can receive and/or save in his mailbox. Zero means no limit. Once the maximum has been met callers attempting to leave a message will be informed of the message storage unit full condition. The subscriber will be informed of the message storage unit full condition immediately after entering his password.

Maximum Message Length Maximum message length allowed that a public caller can leave for a mailbox or List box, from 1 to 999 seconds.

Message Retention The number of days from 1 to 999 that unread messages will remain before being automatically discarded. An individual message's retention will be reset to this value each time the message is reviewed and saved.

Public Caller Interface

Wait For Caller Entry This is the number of seconds, from 1 to 99, that the SVMi-8 waits for an entry during the message editing and message retrieval operation. The time begins at the end of speaking the prompt that requests an entry from the caller. Upon entry of the first digit, the time is reset so that the caller has the full Wait for Caller Entry time to enter another digit.

Retries If INVALID Entry This specifies the number of times, from 0 to 99, a caller may re-enter his password if an invalid password was entered. This also applies if a caller makes an invalid entry while recording/editing a message.

Repeat Prompts No Entry The number of times, from 1 to 99, to repeat prompts while the caller is recording/editing a message. If the caller does not respond to the prompts after this number of attempts, the SVMi-8 will go to the next Block specified by <Pub-Msg>.

Record Silence Time Out This is the amount of time in seconds that SVMi-8 will listen to caller silence before assuming the caller has stopped talking.

Digit for Operator Assistance The Operator digit, when defined, allows the caller, while listening to the subscribers personal greeting or recording a message, to press a specific digit to transfer to the operator defined by the 'OPERA-TOR' pointer.

Digit to Skip Greeting The digit to skip the greeting, when defined, allows the caller, while listening to the subscribers personal greeting, to enter a specific DTMF digit to skip the greeting and enter record mode.

Digit to Escape The ESCape digit controls the following functions when using a mailbox:

- 1) In the mailbox public mode, if entered while the mailbox greeting is being played or any time prior to the caller beginning to speak, the message is canceled and SVMi-8 exits the mailbox using the <PUB-ESC> pointer. If entered after the caller begins, it will terminate the recording (just as with any other DTMF tone).
- 2) Used to exit from the opening menu of the mailbox or List box user mode. SVMi-8 will use the <USER-EXIT> pointer to determine where to go next.
- 3) In the mailbox or List box user mode, the Escape digit is generally used as a "cancel" key to abort the current operation and return to the previous one.
Note: Escape digit and Admin digit should not be set to the same digit.

Digit to Log in as user (Administration Digit) The Admin digit controls the following functions:

- 1) In the mailbox or List public mode, if entered at any time prior to the (beep) signaling the beginning of recording a message SVMi-8 will switch immediately to the user mode, requesting a password to be entered for the subscriber access to the mailbox.
- 2) When sending a message, recorded in the mailbox user mode, prefacing the mailbox number with the Admin digit will request delivery confirmation.
Note: Escape digit and Admin digit should not be set to the same digit.

Block Types and Descriptions

Message Notification and Delivery			
controls	Alert	Pager	Fax
Ports to use.....	0-19,56-64	0-19,56-64	
Number of attempts..	3	3	
Busy retry time....	5	5	
No answer retry time	15	15	

Callback Authorizations		Excepted Area Codes			
	Y/N	Station Type			
On Premise...	Y				
Off premise...	Y				
Long distance:	Y				

Excepted Area Codes				
900	976			

Ports to use for message alert notification/delivery

*MClass Block**Page 2 of 4*

Message Notification and Delivery

The following programming parameters can be entered for Message Alert (being called at a designated number and notified of new messages) or Pager (notification by beeper).

Port To Use The port used for notification. Enter specific port numbers (eg. 1,2,4) or a range (eg. 2-4).

Number of Attempts The number of attempts made to perform notification.

Busy Retry Time The time between notification outcall attempts, in minutes, if the previous attempt returned a busy signal.

No Answer Retry Time The time between notification outcall attempts, in minutes, if the previous attempt returned was not answered.

Callback Authorizations

Each subscriber may be allowed, to press a single key and return a call to the person who left a message. This is called the Callback feature and is allowed denied or limited in this set of options.

On Premise Y/N Set to 'Y' to allow the subscriber to make on-premise Callbacks.

On Premise Station Type Station block type to use for on-premise call backs. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. Leave this field blank for SVMi-8 to auto select.

Off Premise Y/N Set to 'Y' to allow the subscriber to make off-premise Callbacks.

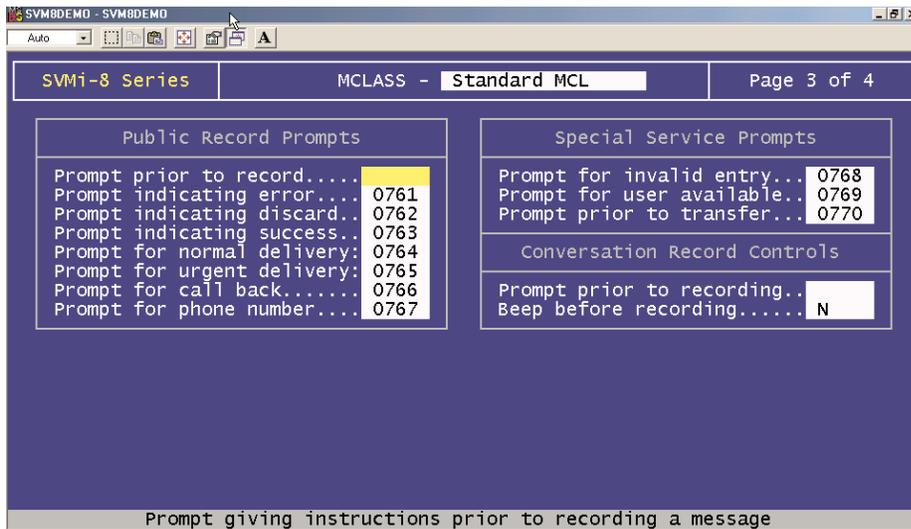
Off Premise Station Type Station block type to use for off-premise call backs. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. Leave this field blank for SVMi-8 to auto select.

Long Distance Y/N Set to 'Y' to allow the subscriber to make long-distance Callbacks.

Long Distance Station Type Station block type to use for long distance call backs. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. Leave this field blank for SVMi-8 to auto select.

Excepted Area Codes

These 10 spaces are used to specify area codes subscribers are not allowed to call. Use to restrict toll calls such as calls to 1-900 numbers.



MClass Block

Page 3 of 4

Public Record Prompts

These prompts play to a public caller. Leaving the prompt field blank will prevent these prompts from playing.

Prompt Prior to Record Used in the system wide record facility for a public caller leaving a message. By default this prompt is "Please begin speaking at the tone. To stop recording, press '2' or simply hang up". It may be changed to any other system prompt or you may replace it with a custom prompt.

Prompt Indication Error Played when a caller has chosen to record something when the disk is full. By default this prompt is "Sorry. The message storage unit is full" it may be changed to any other system prompt or you may replace it with a custom prompt.

Prompt Indication Discard Confirms that a message has been erased. By default this prompt is "Message discarded", it may be changed to any other system prompt or you may replace it with a custom prompt.

Prompt Indication Success By default this prompt is "Message sent". It may be changed to any other system prompt or you may replace it with a custom prompt.

Prompt for Normal Delivery By default this prompt is "To send your message with normal delivery, press '1'". It may be changed to any other system prompt or you may replace it with a custom prompt.

Prompt for Urgent Delivery By default this prompt is "To mark your message urgent, press '2'". It may be changed to any other system prompt or you may replace it with a custom prompt.

Block Types and Descriptions

Prompt for Call Back By default this prompt is "To request a callback, press '3'". It may be changed to any other system prompt or you may replace it with a custom prompt.

Prompt for Phone Number By default this prompt is "Enter the telephone number where you can be reached". It may be changed to any other system prompt or you may replace it with a custom prompt.

Social Service Prompts

Prompt for Invalid Entry By default this prompt is "Invalid entry. Try again". It may be changed to any other system prompt or you may replace it with a custom prompt.

Prompt for User Available By default this prompt is "...is now available". It may be changed to any other system prompt or you may replace it with a custom prompt.

Prompt Prior to Transfer By default this prompt is "Please hold while I connect your call". It may be changed to any other system prompt or you may replace it with a custom prompt.

Call Record Controls

Prompt Prior to Recording By default this prompt is blank. It may be changed to any other system prompt or you may replace it with a custom prompt.

Beep Before Recording Enables a beep to play prior to recording conversations.

The screenshot shows a terminal window titled 'SVM08DEMO - SVM08DEMO'. The interface includes a menu bar with 'Auto' and several icons. Below the menu bar, there are three tabs: 'SVMi-8 Series', 'MCLASS - Standard MCL', and 'Page 4 of 4'. The main content area is titled 'callDirector' and contains a table with the following data:

Event	Action	Typ	Gp	Target Name
MSG-LEFT	Goto	MNU		Day Main Menu
NOMSG-LEFT	Goto	BYE		GoodBye
ESCAPE	Goto	MNU		Day Main Menu
GREET-DTMF	Goto	MNU		Day Main Menu
OPERATOR	Goto	EXT	01	Operator
USER-EXIT	Goto	MNU		Day Main Menu
DIRECTORY	Goto	DIR		Directory

Below the table, there is a button labeled 'Open Mailboxes and Distribution Lists'. At the bottom of the window, a status bar reads 'Mode number and name for pointers being edited or created'.

MClass Block

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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 - 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. Pointers set in the Default Mode are in effect unless overridden by the same Pointer set in the current Operating Mode. SVMi-8 will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit any Event Pointer, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block.

MSG-LEFT Pointer The Block to go to, after the caller has recorded and sent a message.

NOMSG-LEFT Pointer The Block to go to, if the caller did not leave a message.

ESCAPE Pointer The Block to go to, if the caller presses the Escape digit to escape from a mailbox (the escape digit may be pressed anytime before the recording tone). It is recommended that the named Block be the initial MENU Block. This allows the caller to return to the main options that may include dialing another extension.

GREET-DTMF Pointer This is the Block to go to, if the caller enters any valid DTMF while listening to the mailbox greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit is not considered valid DTMF digits for this pointer. The target block is a menu. The menu will perform a search operation to match the caller ENTRY to the KEY value of a pointer, extension, mailbox or Announcement.

OPERATOR Pointer This is the Block to go to, if the caller presses the operator digit while listening to the mailbox greeting.

USER-EXIT Pointer The Block proceeded to, if a mailbox user presses star (*) to exit from their mailbox. It is recommended that the named Block be the initial MENU Block to allow the user to return to the main options.

DIRECTORY Pointer The Block to go to, if the caller presses the digit associated with Directory Assistance.

Open Mailboxes and Distribution Lists

Open Mailboxes and Distribution Lists This field is a navigation facility provided for easy access to all Mailbox Blocks and Distribution Lists. Press ENTER to bring up the Target Generator, then select and open a Mailbox Block or Distribution List from the Target Generator pick list. Press 'Ctrl + O' to return to the Mailbox CallDirector screen.

Menu Block

Description

The Menu is used to speak something to the caller, collect a caller's DTMF entry, and pass control to another Block. A menu can accept entries from 1 to 10 digits in length.

The Menu performs a search operation to match the caller ENTRY. For example, a Menu prompt may be, "You may dial an extension directly or for sales press 1, for service press 2". If the caller presses 1, a pointer with an Input value of <1> directs the caller to an extension group within the phone system called "SALES." If the caller entered 223, the MENU may be configured to search for an extension or mailbox.

When a match is found, the SVMi-8 looks to see if it should translate the input into a new value before performing the search. SVMi-8 then transfers control to Block defined in the target name field. This is all done in the in the Menu Input Processor.

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

Menu Block

Page 1 of 4

Menu 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.

Input Processor Operating Parameters

Take INPUT from (ENTRY, KEY ,CID, FwdID, TRUNK) - The value which SVMi-8 uses to search INPUT values in the input processor on Page 2 of 4. To change this value, press ENTER at this field for a pick list of values. Tab or Arrow to the desired entry and press ENTER.

ENTRY If a MENU is expecting DTMF digits from the caller, this should be set to ENTRY.

CID, FwdID, TRUNK These are used in the menu blocks that handle system integration (Direct Station and Trunk and Forward Station and Trunk). These should not be changed.

KEY The search is based on input that has been stored in the KEY register that existed upon entry to the current MENU Block. After all <TRANSLATION> operations have been performed and a match has been found, the new search value is stored in KEY register for later use.

Store INPUT In Store the input to this menu in the CID, FwdID, TRUNK call session memory register for use as input to subsequent MENU search This is used for basic system integration with the phone system. To change this value, highlight this field and press ENTER to bring up a pick list of appropriate values. Highlight the desired value and press ENTER. The LANG Register is used to store the language option selected by the caller

Digit Assignment

Administration Normally the "#" key is used as a prefix for signaling administrative functions. When it is the first digit pressed, it does not count as one of the digits pressed, when compared to Maximum Caller Entry Digits. In other words, if a caller enters #123, it will count as a total of 3 digits. Some applications may require restriction of administrative capabilities on specific ports or MENUs. This can be accomplished by setting Administration digit value to blank in the MENU Blocks where administration is not allowed. Allowable inputs are 0 - 9, '#', '*', 'a', 'b', 'c', 'd'. Note: Administration and Escape digits should never be set to the same value.

Escape The Escape digit (normally the '*' key) causes an immediate exit from a request for digit entry. When the Escape digit is pressed SVMi-8 will not wait for any subsequent digits to be pressed. The INPUT value will include any digits entered before the Escape digit as well as the Escape digit itself. Note: Administration and Escape digits should never be set to the same value.

Caller ENTRY Options

Prompts 1 through 6 These are the voice prompts that the SVMi-8 speaks when the Menu Block is entered. Menu prompts 1- 6 are spoken in succession and are normally used to prompt the caller for an entry. Allowable inputs include any four digit prompt number (1000 - 9999). A blank entry means "say nothing". To use a different, or custom prompt, highlight the field to be changed and enter the desired prompt number. To review or edit the prompt text, press 'Ctrl + O' (O is for Open).

Invalid Condition Pmt The prompt spoken when no match is found during a MENU search. It normally advises the caller that their entry is invalid, try again. Press 'Ctrl + O' (O is to Open), to review the prompt text, number, recorded length and date recorded.

Request Password Pmt The prompt which asks the caller to enter a password (when appropriate). The prompt is used when a caller has made an entry that requires a password for access to another Block or perform an administrative function.

Maximum Caller Entry Digits Indicates the maximum number of digits the caller may enter in response to the Menu prompts. The allowable values are 1-10. This should be set to the length of the maximum valid entry in this Menu. If set greater, the SVMi-8 will wait unnecessarily for additional digits to be entered. If the caller enters more than the specified number of digits, the excess will be carried forward to the next Block.

Wait for First Entry Digit This is the time, in seconds (from 0 to 99), that SVMi-8 will wait for the caller to make an entry. This timer begins after the last menu prompt has been spoken.

Wait for Subsequent Digits This is the time, in seconds (from 0 to 99), that SVMi-8 will wait for the caller to make a subsequent entry. This timer begins after the first caller entry digit has been received and resets after each digit pressed by the caller, up to the Max Caller Entry value.

Block Types and Descriptions

Repeat Prompts if NO ENTRY Indicates the number of times, from 0 to 9, the menu prompts are repeated, if no entry is made by the caller.

Retry if INVALID Condition The number of additional attempts that this MENU allows if the caller makes an invalid entry. The allowable inputs are 0 - 9. When retries are exhausted, the SVMi-8 will exit the MENU using the <INVALID> condition.

Key Value

Append to KEY Register A 'Y' in this parameter instructs SVMi-8 to add the resulting KEY value to the previous KEY value stored in the KEY register. The new KEY will only be appended if the search in the current MENU was successful. This is useful in applications where the caller is asked to enter DTMF (usually one or two digits) in response to a series of prompts (MENUs). Each response is first validated (by matching an INPUT value) and then added (appended) to the previous response. After the final response, the combined KEY value may be used by another MENU to search for an Extension, Mailbox or Announcement. If 'N' is specified, the previous KEY is cleared and replaced by the new value.

Store KEY Value In Store the resulting KEY from the menu search in the CID ,FwdID, or TRUNK call session memory register for use as input to subsequent MENU operations. To change this value, press ENTER to bring up a pick list of appropriate values. Highlight and select one.

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

Menu Block

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Operating MODE Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the Invalid pointer might route callers to an operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu during 'Night' Mode. Pointers set in the Default Mode stay in effect unless overridden by Pointers set in the current Operating Mode. SVMi-8 will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

INPUT from This is a display only field, referencing what Input Source this Menu is using. [See 'Input From...'](#).

Event Pointer To make changes to the No-Entry, Invalid, and Faxcall Pointers, highlight the 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. Note that the Page 3, Menu Block provides space to add Event Pointers as they may be needed.

NO-ENTRY Pointer The Block that the SVMi-8 will execute next if the caller makes no entry in this MENU.

INVALID Pointer The Block that the SVMi-8 will execute next if the caller has made too many invalid entries (determined by Retries allowed) or a search on a value other than ENTRY failed to find a match.

FAXCALL Pointer The Block that the SVMi-8 will execute next after hearing a FAX Tone. This applies only when the FAX machine is an extension of the telephone system.

User Defined Event Pointers

These are the event pointers the user enters to customize how that the SVMi-8 functions. They include all the entries below FAXCALL.

Input Value Column

The Input value is a defined event pointers that directs the SVMi-8 to other Blocks. The Input Processor contains Input Pointers that determine which Application Block receives control of the call next. Upon finding a match, it examines the type of action specified in that pointer and passes control to the object named in the pointer's target. These pointers may go directly to an object (with or without requiring the caller to enter a password), translate the Input Value to a new value or search a large array of objects for one matching the Input Value.

To edit User Defined Event Pointers, highlight a new or existing field and press ENTER. Enter the input value and press ENTER to bring up the Action pick list. Highlight the appropriate Action and press ENTER. Select a Block type from the Target Generator pick list and press ENTER. Choose a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block.

The input value can be any digits that are to be processed by the Menu. These can be digits dialed by the caller or digits passed from previous blocks. The origin for these digits are determined by the contents of the 'input FROM...' field.

A question mark, "?", may be used as the INPUT value to apply to a set of caller entries. An INPUT value of <2??> will match any 3 digit entry beginning with the digit '2'. An INPUT value of "4?57" will apply to all 4 digit entries beginning with the digit '4', ending with the digits '57' and having any value in the second digit. The Wild Card is placed in the INPUT value to indicate that any digit entered in that position will qualify as a match. The "?" character may also be used in a translation to indicate that the translated value should include the character which is in the position of the corresponding "?" in the pointer INPUT value. A dot (.) is used in the translation value to indicate that the corresponding "?" in the INPUT value should be discarded.

When searching for a match to a caller entry or for a particular pointer, SVMi-8 follows a consistent sequence. MENU Blocks require a more elaborate search than other Blocks. However, the pattern is consistent. It looks for the most specific match. A direct digit match on an INPUT value takes precedence over a wild card match. Also, a wild card pointer with a lesser number of "?" characters will precede one with a greater number. A match on a pointer in the current mode of operation takes precedence over a pointer in Default mode.

Action Column

When searching for a match to a caller entry or for a particular pointer, SVMi-8 follows a consistent sequence. MENU Blocks require a more elaborate search than other Blocks. However, the pattern is consistent. It looks for the most specific match. A direct digit match on an INPUT value takes precedence over a wild card match. Also, a wild card pointer with a lesser number of "?" characters will precede one with a greater number. A match on a pointer in the current mode of operation takes precedence over a pointer in Default mode.

MENU Blocks search and give precedence in the following order:

- Translation pointers
- Other Pointers
- Extensions
- Mailboxes
- Announcements

Action Column Options

Goto Specifies the next Block to execute, if the caller's entry matches the INPUT value.

Pass (Password then Goto) Used only with MENU Blocks. A password pointer is used to restrict access to a target Block by requiring the caller to enter a password code before passing control to the target block.

Translations Translates caller entry, telephone system or network integration information to the translated value specified. SVMi-8 then searches for a match, using the translated value.

Search Used only with MENU blocks. This type of ACTION uses the INPUT value to search a specified range of block types to find a Block with a Number that matches and then passes control to the block. More than one Block type may be searched at one time. Valid block types to be searched are Extensions, Mailboxes and Announcements (searched in that order).

File This type of action provides for a large amount of Input values, for a specific MENU, be stored in a database which is accessed at the time the MENU is executing. It directs SVMi-8 to search the specified data base file, located in the DTA directory of the hard disk, for a match to the INPUT value. The two types of data files are POINTER files and SDF files that have the filename extensions of PTR and SDF respectively. These are used in applications that would otherwise require a very large number of individual event pointers to be programmed in a MENU Block. Pointer files (.PTR) are simple text files, which may be produced on a word processor. Each line of a pointer file appears and acts exactly like a pointer on the SVMi-8 screen. This operates as an extension to the event pointers on the MENU Block. Also, a single pointer file can be used for more than one MENU Block. System Data Format (.SDF) files are a universal form of computer generated files. They are composed of individual, fixed-length records of ASCII characters, terminated by carriage return and line feed characters. When SVMi-8 reads this type of file, it treats each record as if it was a translation pointer. The following is the record layout specification:

Record length: 22 characters

Field layout:

Offset 0, Width 10, Left adjusted, padded with spaces, acts as the search value.

Offset 10, Width 10, Left adjusted, padded with spaces, acts as the translation value.

Offset 20, Width 2 Carriage return and line feed characters.

Type Column

Represents the three character mnemonic for the type of Block targeted. Below are a few examples:

MBX represents Mailbox
EXT represents Extension
MNU represents Menu

Target Name Column

Specifies the block to pass control to when the Input value is matched with the input from the defined input source. Select a Block type from the Target Generator, pick list and press ENTER. Choose a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block.

Operating MODE..00	InputValue	Action	Typ	Gp	Target Label
Default					
INPUT from... ENTRY					

Press ENTER to Edit a Field on the Line

Menu Block
Page 3 of 4

Additional Input Processor Entries

This page contains additional space to enter input values and targets.

Block Types and Descriptions

From date..	9/26/01	Event	Count	Event	Count
To date...	12/20/01	NO-ENTRY	0		
Abandoned...	0	INVALID	0		
Admin count..	0	FAXCALL	0		
Total count..	0	*	0		
		9	0		
		0	0		
		???	0		
		????	0		

Press Ctrl+U for page up or Ctrl+E to exit

*Menu Block**Page 4 of 4***Activity**

This page shows the activity for this mailbox from the time the statistics were last set in Main Menu / Operating Utilities / Clear report count to the present time. Statistics include:

Abandoned Calls Callers who hung up while in this menu.

Admin Count The number of times an administrator accessed the system from this menu.

Total Count The total number of times a caller accessed this menu.

Event Count Counters for each option selected from this menu.

Mode Block

Description

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-8 will speak when answering a call. The main purpose of the MODE Block is to provide the SVMi-8 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-8 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-8 can direct the call to a different Block for each different Call code.

SVMi-8 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-8 automatically adjusts the Call Routing Solutions required to meet callers' needs.

Salutation Prompts	CallCode	Action	Typ	Gp	Target Name
First.....	NEXT	Goto	MNU		Night Main Menu
Second.....	DEFAULT	Goto	BYE		GoodBye
Third.....	DT	Goto	MNU		Direct Trunk
Fourth.....	DS	Goto	MNU		Direct Station
Fifth.....	AT	Goto	MNU		Forward Trunk
Sixth.....	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		Holiday Main Men
	TT	Goto	MNU		Holiday Main Men
	RC	Goto	MNU		Record Call

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

Mode Block

Page 1 of 1

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-8 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-8 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-8 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.

Query Block

Description

Query Blocks are used to create a "voice questionnaire". The SVMi-8 can be configured to ask the caller a series of questions, record the caller's voice responses and combine the responses into single, or multiple, voice message(s) that is (are) placed into one, or more, specified mailbox(es). Common applications are order entry, caller opinion surveys and information requests. To send the voice response to more than one mailbox, send the response to a list.

When the mailbox user reviews a message, recorded by QUERY Blocks, each of the responses is played back in the order it was recorded, preceded by a playback prompt (if used) to identify it.

The operation can be configured to offer callers the options of playing back, changing or confirming their response with DTMF commands or it can be programmed so that it requires no DTMF entries at all. When used in conjunction with MENU Blocks, sequences can be created which involve both voice and DTMF responses (e.g., "Dial 1 to order nails or 2 to order bolts").

The Operating Modes in the CallDirector section of the Query Block are used to provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the call.

Query Block

Page 1 of 3

Query 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.

Query Script

To review or edit prompt text, highlight the desired field and enter the four-digit prompt number unless it has already been entered. Press 'Ctrl + O' to bring up the Prompt Text Generator. Edit the prompt text as necessary.

Query Prompt This prompt requests a voice response to be recorded by the caller. It is followed by a short tone signal that indicates that the system is recording. Valid entries are 1000 - 9999, with blank indicating "say nothing". Example: "Please speak your name at the tone." (beep)...

Block Types and Descriptions

Exit Prompt This prompt is given after the response has been recorded. It may simply say "Thank you" to acknowledge the response or prompt the caller to enter DTMF tones to playback, change, or confirm their response.

Error Prompt This prompt is played if a system error occurs. The most common error condition is that the message storage disk is full. Example: "Sorry. The message storage unit is full. Please hold the line for assistance".

Invalid Prompt This prompt is played to the caller when an invalid DTMF entry is made.

Query Script Controls

Repeat Query (0 - 9) The number of times to repeat the query prompt if the caller does not begin speaking.

Repeat Exit (0 - 9) The number of times to repeat the Exit Prompt if no DTMF has been dialed.

Auto Replay Set this parameter to Y to immediately play back the caller response. Otherwise, set to N.

Last Query If set to "Y" a new message will be created for any subsequent queries during this call session. If this is set to "N" the responses to any additional queries will be appended to the message created during this call session.

Transcription

Header Pmt This prompt is used when the message is being played back. It is followed immediately by the caller's recorded response. Valid entries are 1000 - 9999, with blank indicating "say nothing." To edit, highlight the desired field and enter the four-digit prompt number. Press Ctrl + 'O' to bring up the Prompt Text Generator. Edit or review the prompt as necessary. Example: "Name." (followed by the playback of the name recorded by the caller).

Mailbox: The mailbox to which this response should be sent. If the same mailbox was previously specified by another QUERY Block (during the same call session and the parameter Last Query was set to 'N' in the previous Query Block) the voice response to the current query will be appended to the same voice message, forming a composite message. If the mailbox has not been used by another Query block or the parameter Last Query was set to 'Y' in the previous Query Block, a new voice message will be created.

To edit, press ENTER at this field to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block.

Caller Interface

Take Input From This is a list of possible input types. This will usually only be Voice or in some cases DTMF.

Maximum Caller Response (1 - 999 seconds) The maximum length of recorded response allowed.

Wait for Voice Response (1 - 9 seconds) This is the time that the SVM will wait for the caller to begin speaking a response to the query.

Wait for DTMF Response (1 - 99 seconds) The time to wait for the caller to enter a DTMF tone in response to the Exit prompt. The time interval begins after the prompt has been played.

Digit Assignment

Digit to Playback Response The DTMF digit that causes SVMi-8 to play back the voice response, just recorded, to the caller.

Digit to Change Response The DTMF digit that will cause SVMi-8 to repeat the query and allow the caller to change his response.

Digit to Confirm Response If this is set to a valid DTMF digit, SVMi-8 will automatically play back the response, just recorded by the caller, then play the exit prompt which should ask the caller to confirm the response by pressing this digit. Example: "Dial 3 to confirm your response or 2 to change it".

Terminator Digit The digit to enter to indicate the caller DTMF entry is complete. This is usually the pound (#) key.

Escape Digit If the caller presses this key, typically '*', at any time during the query or exit prompt, any response to this query that may have been recorded will be canceled and SVMi-8 will proceed immediately to the Block indicated by the <ESCAPE> pointer. This will have no effect on responses to other queries recorded during the current call.

The screenshot shows a window titled 'SVMi-8 Series' with a 'QUERY - TEMPLATE QRY' header and 'Page 2 of 3' indicator. The main content area is titled 'CallDirector' and contains a table with columns: Event, Action, Typ, Gp, and Target Name. The 'Event' column lists 'NO-ENTRY', 'ESCAPE', 'DISK-FULL', and 'NEXT'. The 'Action', 'Typ', 'Gp', and 'Target Name' columns are currently empty. A status bar at the bottom reads 'Mode number and name for pointers being edited or created'.

Event	Action	Typ	Gp	Target Name
NO-ENTRY				
ESCAPE				
DISK-FULL				
NEXT				

Query Block

Page 2 of 3

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes. Pointers set in the Default Mode stay in effect unless overridden by the same Pointer set in the current Operating Mode. SVMi-8 will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

 Block Types and Descriptions

CallDirector Event Pointers

To make changes to the Event Pointers, highlight the desired pointer and press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type from the Target Generator pick list. Enter the Group Number. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the Block.

NO-ENTRY Pointer The next Block to go to if no response was recorded (or if not confirmed and Digit to confirm response is set).

ESCAPE Pointer The next Block to go to if the caller presses the Escape Digit.

DISK-FULL Pointer The next Block to go to if a system error occurs. The most common error condition is that the message storage disk is full.

NEXT Pointer The next Block to go to after a response has been recorded (and confirmed, if Digit to confirm response is set). This should be the block containing the next question.

The screenshot shows a window titled 'SVMi-8 Series' with a query 'TEMPLATE QRY' and '3:3 Activity'. The interface includes a table for activity statistics and a date range filter.

Activity	Calls:	From:	To:
Abandoned...	0	9/26/01	12/20/01
NO-RESPonse..	0		

ESCAPE Count:	0	0.0%
ERROR Count:	0	0.0%
NEXT Count:	0	0.0%

Press Ctrl+U for page up or Ctrl+E to exit

Query Block
Page 3 of 3

Activity

Calls SVMi-8 shows the total number of calls this Block has processed during the period specified in the following range.

From - To Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

Abandoned The number of callers who hung-up during the time they were connected to this Block, prior to completing the Block's function, and what percentage of the total calls this number represents.

No RESPONSE The number of callers who did not record a response or make any entry while connected to this Block, and what percentage of the total calls this number represents.

ESCAPE Count The number of callers who pressed the Escape digit while connected to this Block, and what percentage of the total calls this number represents.

ERROR Count The number of calls processed by this Block which encountered a condition which SVMi-8 could not recognize, or were terminated due to a processing error, and what percentage of the total calls this number represents.

NEXT Count The number of calls processed by this Block, during which the Block completed its function and the caller was passed to the Target of the Next pointer, and what percentage of the total calls this number represents.

Speak Block

Description

ADMINISTRATIVE TEST TOOL - TO BE USED BY SAMSUNG TECHNICAL SUPPORT

Station Block

Description

The Station Block contains all the information needed to call or transfer a caller to a particular phone number . The bulk of the Station Block defines the various call progress signals. It also contains any additional dial strings needed to reach a particular station (like dialing '9' to access a trunk or adding digits after the call to activate a beeper).

One of the handiest features of the Station Block is the Call Progress Training facility. This feature allows you to provide phone numbers and have SVMi-8 call them to learn the ringback and busy signals automatically. The SVMi-8 then adjusts the appropriate parameter settings in the Station Block according to the data collected by calling the provided numbers.

Blocks that reference a telephone number, such as Mailbox Blocks, must reference a Station Block which allows the SVMi-8 to dial.

This is particularly useful for unique stations that must be handled in a special way. However, this usually isn't necessary. Station Blocks contain a set of matching strings which allow the SVMi-8 to select an appropriate Station Block based on the kind of number being dialed (all seven digit numbers, four digit numbers beginning with '3', '0', long distance numbers, etc.). The SVMi-8 requires at least one Station Block to make supervised calls and you can create as many Station Blocks as desired.

Station blocks can be specifically selected. If an instruction to dial a number (such as a message alert number or pager notification - both found in the mailbox block) does not have a specific station block defined, a station block will be automatically selected based on the number to dial. [See Matching Dial Strings for more on this subject.](#)

There are five types of Station Blocks preset on SVMi-8: Template, Beeper, Long Distance, Off-Premise, and On-Premise.

Each of these Station Block types comes with factory preset settings which should not be changed. If you want to change any of these parameter settings, press 'Ctrl+A' to bring up the Copy Block dialog. Enter a new name for the Block and press ENTER. You now have a new Station Block. Make the necessary parameter setting changes to the new Block and assign it as necessary. Save the original five Station Blocks with their factory default settings for future reference and use.

Block Types and Descriptions

Station Block

Page 1 of 4

Matching Dial Strings

There are two ways for the SVMi-8 to select a station block.

The station is specifically selected by a Mailbox or Extension Block or Automatic selection. This Matching Dial String area is where the automatic selection takes place. If a Station Block has not been explicitly assigned to a phone number, SVMi-8 will search all Station Blocks to locate the one most closely matching the number being dialed. Station Blocks can contain up to six matching dial strings. These strings can include any digit which can be dialed and the wildcard character "?". Zero would match the operator's extension.

Examples:

- 3??? - Match any four-digit number beginning with "3".
- 411 - Match "411" only.
- ???5000 - Match any seven-digit number ending in "5000".
- ??? - Match any three-digit number.

Prefix and Suffix

Prefix The Dial Prefix instructs SVMi-8 what DTMF to dial, if any, prior to the actual number. Prefix examples include a tie line or trunk access code. One example is shown in the Off-Premise Station Block: '9,' tells SVMi-8 to dial "9" and then pause before dialing the actual telephone number. [See the instructions for entering specific characters in the appendix.](#)

Suffix Enter any DTMF that must be dialed after the actual number. This will usually be left blank but may include an account code or PBX feature code. Beepers usually require some form of DTMF entry after the telephone number. [See the instructions for entering specific characters at the end of this section.](#)

Transfer Controls

Simultaneous Xfers-Y/N Set this parameter to 'Y' to allow more than one port to transfer to the same station simultaneously. This applies to blind transfer conditions only. Station groups and operator positions are examples of "Yes" situations.

Internal Station Not used.

Monitor Transfers Not used.

Message Waiting Indicator Controls

(Remove) Dial To Set MWI On Enter the string needed to turn message waiting indicators on . Since the SVMi-8 knows how to do this internally, you would only use these to set MSG lights on remote systems.

(Remove) Dial To Set MWI Off Enter the string needed to turn message waiting indicators off. Since the SVMi-8 knows how to do this internally, you would only use these to set MSG lights on remote systems.

Call Progress Training

The station block can be used to train the SVMi-8 to recognize different call progress tones (ring back and busy) for the particular station block. However, this is normally not necessary as default values for North America are already programmed into the SVMi-8.

Ringin g Number Enter any string returned by the phone system to indicate ring. The second field indicates how many times the Train routine is to be run, using the number entered in the first field.

Busy Number Enter any string returned by the phone system to indicate busy. The second field indicates how many times the Train routine is to be run, using the number entered in the first field.

Retrain - Y/N Set to 'Y' to preserve the original values. Set to 'N' to clear.

Retrain - Train To run the Call Progress Train routine, enter a telephone number in either the ringing number field, the busy number field, or both fields. Specify the number of times SVMi-8 is to try the number to gather data. Press ENTER to start Call Progress Training. Four conditions apply to the train routine:

If only the Ringing Number value is filled in, only those values which pertain to a ring signal will be modified by running the Call Progress Train routine.

If only the Busy Number value is filled in, only those values which pertain to a busy signal will be modified by running the Call Progress Train routine.

If no numbers are provided for Ringing or Busy, and Retrain is set to 'N', the factory default settings are automatically filled in by SVMi-8.

If no numbers are provided for Ringing or Busy, and Retrain is set to 'Y', SVMi-8 will give an error warning.

Block Types and Descriptions

The Call Progress Train routine fills in values (depending on the four conditions above) on pages 2 and 3 of the Station Block as follows:

Page 2 Settings:

- Maximum Sound and Silence
- Delay Before Returning
- Sound and Silence Filters
- Sound and Silence Tolerance

Page 3 Settings:

- Busy Signal Classification
- Ring Signal Classification

Initial Delay		Answer Detection	
Before listening.....	200	Max Size of "Hello"...	1000
Before testing loop....	400	"Hello" filter duration:	10
Ring and Busy Counts		Leading or trailing edge..	2
Initial sounds ignored..	1	Sound and Silence Filters	
Rings for no answer....	6	Sound filter duration...	19
Busy cycles for busy....	3	Silence filter duration:	15
Maximum Sound and Silence		Sound and Silence Tolerance	
Continuous noise.....	650	Sound tolerance above..	13 %
Continuous silence....	3000	Sound tolerance below..	13 %
Delay Before Returning		1st silence tol. above:	13 %
After loop current drop:	10	1st silence tol. below:	13 %
		2nd silence tol. above:	13 %
		2nd silence tol. below:	13 %

Delay after dialing before monitoring call progress events (1/100 sec)

Station Block

Page 2 of 4

The fields on this page should not be changed unless you have a good understanding of Call progress technology and conditions.

Initial Delay

Before Listening The delay after dialing before monitoring call progress events (measured in milliseconds).

Before Testing Loop The delay after dialing before looking for a loop current drop (measured in milliseconds).

Ring And Busy Counts

Initial Rings To Ignore The number of initial ring signals to ignore before monitoring call progress.

Rings For No Answer The number of initial rings to count before assuming no answer.

Busy Cycles For Busy The number of extra cycles to monitor if detecting busy (less than 0 is OK {i.e., -1}).

Maximum Sound And Silence

Continuous Noise The maximum continuous noise before assuming an error (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Continuous Silence The maximum continuous silence before assuming an error (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Delay Before Returning

After Loop Current Drop Delay after a loop current drop before detecting an answer (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Answer Detection

Maximum Size Of "Hello" The maximum time to wait for called party to stop talking (measured in milliseconds).

"Hello" Filter Duration Minimum gap in speech to decide if called party has stopped talking (measured in milliseconds).

Leading Or Trailing Edge This reports to the system of an answer at the beginning of 'hello' if set to (1). If set to (2), the system reports at the end of 'hello'.

Sound And Silence Filters

Sound Filter Duration Minimum gap in sound before assuming the end of silence (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Silence Filter During Minimum gap of silence before assuming end of silence (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Sound And Silence Tolerance

This sets acceptable signal parameters. Tolerance numbers are usually assigned by the CP Train routine found on Page 1 of the Station Block. Whenever adding components or making changes to the system, run CP Train to check values. In very complicated cases where the assigned values don't quite work, the installing technician may have to adjust the numbers assigned by the Train routine. All of these values are assigned during call progress training. They should not be changed without good reason.

Sound Tolerance Above Amount of sound that can vary upward without breaking cadence...(%).

Sound Tolerance Below Amount of sound that can vary downward without breaking cadence...(%).

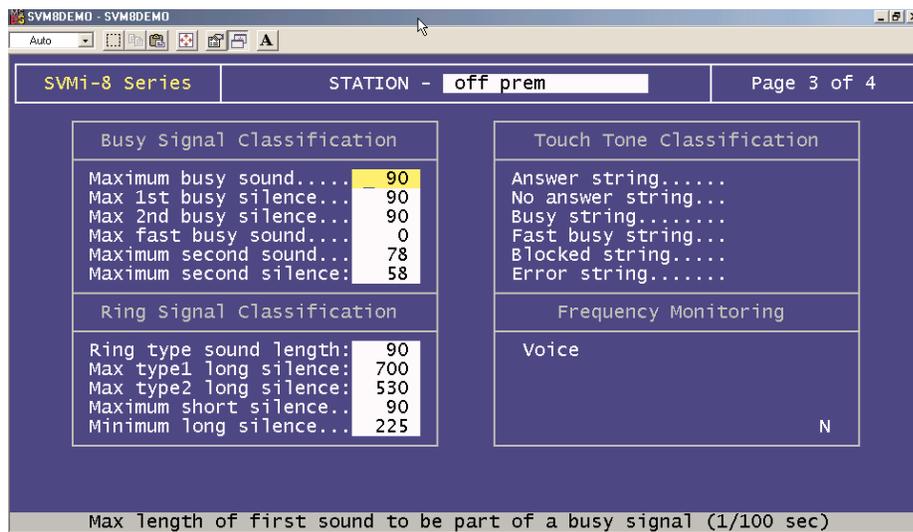
1st Silence Tolerance Above: ... (%) Amount the first silence can vary upward from some accepted level without breaking cadence.

1st Silence Tolerance Below: ... (%) Amount the first silence can vary downward from some accepted level without breaking cadence.

Block Types and Descriptions

2nd Silence Tolerance Above: ... (%) Amount the second silence can vary upward from some accepted level without breaking cadence.

2nd Silence Tolerance Below: ... (%) Amount the second silence can vary downward from some accepted level without breaking cadence.



Station Block

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The fields on this page should not be changed unless you have a good understanding of Call progress technology and conditions.

Busy Signal Classification

Maximum Busy Sound The maximum length of first sound to be part of a busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Maximum 1st Busy Silence The maximum length of first silence to be part of a busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Maximum 2nd Busy Silence The maximum length of second silence to be part of a busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Maximum Fast Busy Sound Maximum length of cadence sound to be part of a fast busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Maximum 2nd Sound The maximum length of second sound to be part of a fast busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Maximum 2nd Silence The maximum length of second silence to be part of a fast busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Ring Signal Classification

Ring Type Sound Length Type 1 rings have a sound longer than this, type 2 are shorter (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Maximum Type 1 Silence Maximum length of silence to be part of a Type 1 ring signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Maximum Type 2 Silence Maximum length of silence to be part of a Type 2 ring signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Maximum Short Silence Maximum length of short silence to be part of a double ring (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Minimum Long Silence Minimum Length of long silence to be part of a double ring (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

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Appendix

Special Characters Used When Writing Dialing Instructions

These characters perform special functions when embedded in any dialing string:

& - This is a flash-hook which is critical for signaling on analog systems.

, - The comma is a one second pause.

**** - The backslash is a four second pause.

T - "T" tells the port to switch to tone (DTMF) dialing. This is the default.

W - Wait for answer. On encountering this character, SVMi-8 will monitor the line for an answer from the called station before dialing any additional characters. If no answer is detected within 6 ring back cycles or 3 busy cycles, the call will be recalled.

; - The semicolon is wait for dial tone. The SVMi-8 will wait up to twelve seconds for dial tone before dialing any additional characters. If no dial tone is detected the call will fail. This is useful in environments that may have a shortage of resources such as a limited number of trunk lines or DTMF receivers.

\$K - Stands for key value and causes the SVMi-8 to insert the ID number of the last Extension block, Mailbox Block, or Menu Block input into a dial string.

~di - This is an instruction to dial in band. It is used only in the pager suffix string, and is present to prevent conflicts with in band and out of band signaling.

\$A - This stands for the Extension Blocks Account code.

H - Operate the hookswitch. If on hook go off, if off hook go on.