



# SVMi-4 Manual



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How to use this online manual

## How to use this online manual

This manual provides detailed information on how to use the SVMi-4 plug in voice mail and auto attendant card for the DCS Compact and DCS 50si.

It has been subdivided into the following sections: general description, installation, programming, user guide, and index.

To navigate in this manual do one of the following:



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## How to use this online manual

**Note:** For best results when viewing the screen captures of the SVMi-4 programming options, increase the magnification level of the page to 200% by using the magnification box at the bottom of the window.

## How to print this online manual

This manual was designed for online viewing, but if you prefer to print it do the following:

1. Use File > Page Setup to set general printing options. The available options will vary with different printers and drivers. See your printer documentation for details.
2. Click the Print button , or choose File Print. Specify the printer, page range, number of copies, and other options, and click OK.



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# General Description

## OVERVIEW

### The SVMi-4 System



The SVMi-4 is a self contained plug in voice mail and auto attendant card for the DCS compact and DCS 50si. It is designed to meet the demands of the sophisticated voice mail user without sacrificing simplicity.

The SVMi-4 May act as an Auto Attendant system only, a Voice mail system only or both.

Out of the box the SVMi-4 can handle 2 calls simultaneously. It can be easily upgraded to handle up to 4 calls simultaneously.

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

At this time of this writing the memory capacity is about 5 hours, although changes in technology will allow for additional storage as time goes on.



## Auto Attendant

The SVMi-4 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-4 Auto attendant replaces or works in conjunction with your system operator by answering calls with a pre recorded greeting, and offering the caller a several possible dialing options including dialing another extension number, transferring to an operator, access pre recorded information or connect 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 on conditions.

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

The mailbox owner can access the mailbox and retrieved the messages. Many options are available to handle the message.



## HARDWARE DESCRIPTION

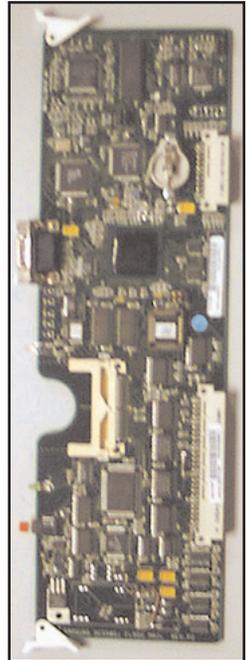
Unlike traditional PC based Voice Mail / Auto Attendant Systems, the SVMi-4 has no moving parts. This adds to the robustness and reliability. All the custom speech prompts and callers messages are stored in digital form on static memory. This memory is faster and more reliable than conventional disk drives.

### Main Board (Included)

This is a self contained voice mail system on a plug in card designed to work exclusively with the DCS Compact and DCS 50si.

### Memory (Included)

The memory unit consists of Compact Flash. The current size of this memory is 64 MB. This allows for the operating program and all the prompt and message storage. The memory for the SVMi-4 card is available only from SAM-SUNG.



*Main Board*



*Memory*



*Upgrade Key*

## Upgrade Key (Optional)

The upgrade key is a small hardware device with some unique properties. When it is installed in the SVMi-4 Card it increases the number of available ports from 2 to 4, and the number of mailboxes from 16 to 32. The SVMi-4 card can not be expanded beyond 4 ports and 32 mailboxes. This upgrade key is necessary to use the SVMi-4 in the DCS 50si.

The 2 port upgrade key for the SVMi-4 card is available only from SAMSUNG.



## Back Up Adapter (Optional)



*Back Up Adapter*

The Back up adapter allows the removable memory card to be installed in the PCMCIA card slot of a Laptop PC. When this is done a back up may be made of the customer database. This item is available from [www.sandisk.com](http://www.sandisk.com) or Insight direct.



## SOFTWARE FEATURES

The software for the SVMi-4 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-4 software comes equipped with many useful features to fit a wide range of call processing requirements.

### Feature List

#### ■ System Features

- Caller ID Compatible
- Expandable
- Keypad Display and Soft Key Support
- MOH Supply
- Proprietary Design
- Recordable System Prompts
- Synchronized Clock



## ■ Auto Attendant Features

- Alphabetic Directory
- Audiotext
- Auto Attendant Routing
- Automatic After Hours Answering
- Camp On Support
- Direct to Mailbox
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- Incoming Call Overflow
- Interruptible Voice Prompts
- Multiple Call Handling
- Operator Access

## ■ Voice Mail Features

- Answer Machine Emulation
- Auto Log In
- Auto Forward
- Broadcast
- Call Back
- Call Forward to Voice Mail
- Date and Time Stamp



- External Number Notification
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- Message Scan
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- One Touch Access
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## Feature Descriptions

### SYSTEM FEATURES

**Caller ID Compatible** If you subscribe to central office based caller ID, the SVMi-4 is compatible. Just as the Caller ID data appears on DCS 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-4 can be easily field upgraded from 2 ports and 16 mailboxes to 4 ports and 32 mailboxes by using a hardware upgrade key. This upgrade doubles the call handling capabilities of the system.

**Keypad Display and Soft Key Support** If you have a DCS 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-4 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-4 Memory and used by the DCS 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.



**Proprietary Design** The SVMi-4 is designed to work specifically with the DCS 50si and the DCS compact. This allows tighter integration with the phone system and allows for enhanced features like Call Record and Answer Machine Emulation and Display and soft key support not normally available third party voice mail / auto attendant systems.

**Recordable System Prompts** Although the SVMi-4 contains all the spoken prompts to provide an operational system, some people may want to add or re record some prompts. This can easily be done using the built in voice studio.

**Synchronized Clock** The SVMi-4 clock is responsible for providing each message with a date and time stamp, changing between day and night modes is always synchronized with the phone system.

## AUTO ATTENDANT FEATURES

**Alphabetic Directory** Callers who do not know an extension number in the system but do know a name, may enter the first few letters of the persons name and be transferred. This system may even be used internally if an extension number is not known.

**Audiotext** You may use the SVMi-4 to supply a recorded announcements or audiotext message to callers. Audiotext allows you to provide information only



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without giving the option to record a message. An example of this might be directions or movie times.

**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

**Automatic After Hours Answering** The Main Auto Attendant greeting for the SVMi-4 changes from the day to the night greeting automatically when the phone system changes from day to night mode.

**Camp On Support** Each station user on the system may decide if they want the SVMi-4 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 users needs.

**Direct to Mailbox** You may have mailboxes on the SVMi-4 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-4 can provide a special appropriate greeting to your callers.



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**Incoming Call Overflow** The SVMi-4 may be programmed to answer any or all lines immediately or answer only the calls that your operator does not pick up.

**Interruptible Voice Prompts** At any time during an announcement or greeting, callers may dial a selection and the SVMi-4 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.

**Multiple Call Handling** The SVMi-4 can answer and process up to 4 calls simultaneously, with the upgrade key installed.

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

## VOICE MAIL FEATURES

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

**Auto Log In** When calling Voice Mail, the DCS 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-4, it knows who is calling and what mailbox you want to access.



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**Auto Forward** Message auto forward allows messages left in one mailbox to be automatically forwarded to another mailbox. 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.

**Broadcast** The designated system administrator can broadcast a message to everyone in the system.

**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 DCS phone system may be forwarded to the SVMi-4 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.

**Date and Time Stamp** Each message you receive will be stamped with the time and date of its arrival.



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**External Number Notification** When you have messages in your mailbox, you may be alerted at your cell phone, home phone or any other phone.

**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.

**Individual Mailbox Greeting** Each mailbox has its own associated individual greeting recorded in the mailbox owners 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.

**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.



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**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 on the system. Introductory remarks may be added for the recipient in front of the message.

**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 only be used for internal calls.

**Message Retrieve** Any sent message may be canceled before the recipient has received it.

**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.



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**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.

**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-4 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. Press one button to connect with your voice mail.

**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



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contained in an old message without having to listen to all the new messages first.

**One Touch Access** The SVMi-4 Voice Mail can be accessed to check messages or perform administration simply by pressing one button on your DCS keyset.

**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.

**Personal Greetings** Each mailbox can greet the caller in with a personalized announcement offering instructions. This greeting may be changed as often as necessary. The new message will replace the existing greeting.

**Quick Memo / Direct Messaging** 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.



## ADMINISTRATION FEATURES

**Activity Display** While the SVMi-4 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, and changing prompts.

**Automatic Setup** When the SVMi-4 is first installed a range of mailboxes matching the DCS database is created. This reduces set up time.

**Back Up And Restore** The customer database can be saved to a PC hard drive and restored at a later date. This is useful in a number of maintenance scenarios. Note: additional hardware is necessary to accomplish this.

**Default Operation** The SVMi-4 is designed to be in operation as soon as it is installed.

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



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**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.

**Voice Prompted Programming** From any 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.



# Installation

This section deals with the installation of the SVMi-4 installation.

## DCS 50si Software Compatibility

To operate the SVMi-4 in the DCS 50si you must have the s/w release listed below or later.

50si	00.09.26 V 1.4 or later
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## DCS Compact Software Compatibility

To operate the SVMi-4 in the DCS Compact you must have the s/w release listed below or later.

Basic	4 Chips	00.10.12 V 2.5 or later
CID	4 Chips	00.10.12 V 2.5 or later



## SYSTEM CAPACITIES

### DCS Compact

The DCS Compact system can support 32 station devices in a fully expanded system. For the purpose of assigning system resources the SVMi-4 card consumes the equivalent system capacity of 4 keysets. This means that when a SVMi-4 card is installed in the Compact the system can now support a maximum of 28 station devices. This capacity includes keysets, any device connected to a keyset port, SLTs and keyset port, SLTs and keyset daughter boards. As the SVMi-4 card uses a 2x4 card slot the maximum number of trunks will be reduced by 2 to 8 trunks.

### DCS 50si

The 50si system must be equipped with a new type power supply to use the SVMi-4.

To determine the type of power supply installed in the KSU:

- Remove the cover of the KSU. Look through the protective grid over the power supply and locate the serial number.
- Immediately to the right of the serial number locate the power supply part code.



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- If this code is CKPS-V1B the power supply is the older type that supports 40 station devices. If this code is CKPS-V1C then the power supply is the newer type that supports up to 56 station devices.

For the purposes of assigning system resources the SVMi-4 card consumes the equivalent system capacity of 4 keysets. This means that when a SVMi-4 card is installed in the 50si the system can now support a maximum of 52 station devices. This capacity includes keysets, any device connected to a keyset port, SLTs and keyset daughter boards.



## HARDWARE DESCRIPTION

### SVMi-4 Main System

The SVMi-4 system is a compact self contained system that is designed exclusively for the DCS 50si and DCS Compact. It can not be used in any other SAM-SUNG product.

Only one SVMi-4 card can be installed in a DCS system.

Do not use other voice mail system in combination with the SVMi-4.

The main SVMi-4 system is a Single Board Computer with all related DSP circuitry embedded on it.

The following diagram shows all the switches and connectors on the SVMi-4.

**Serial Port** The serial interface can be used to connect a modem or PC and provide local or remote PC based administration.

**Memory Connector** This is the connector to install the Compact Flash memory. The memory is used to store all system programs and data.

**Reset Button** Pressing the RESET button during operation will disconnect all callers and immediately restart the SVMi-4.



Immediately after plugging in the SVMi-4 card and turning the DCS power switch ON, you MUST press this button to initialize the SVMi-4.

This button should not be pressed if the SCMi-4 is actively processing calls.

**Upgrade Key Socket** This is the socket where the upgrade key is installed. The upgrade key will add mailbox capacity and port availability to the SVMi-4. It will also be necessary to run the SVMi-4 on a DCS 50si.

**Back Plane Connectors** These are the connectors to the phone system.

**Memory Access LED** The Memory access LED will flash green whenever the memory is being accessed. This works in a similar way to the Hard disk access LED on a PC.

**Run Status LED** The Run Status LED shows the operating status of the card. Green = SVMi-4 running normally, Any other condition indicates a fault.

**Port Status LED** Each LED (1 – 4) will indicate that a call is in progress on that port.

**Memory** This device is a compact FLASH media card used for storing the main system program as well as all messages and prompts. The amount of storage time on this module is determined by the size of the media card measured in Mega Bytes (MB). To remove or insert a memory card remove the SVMi-4 from

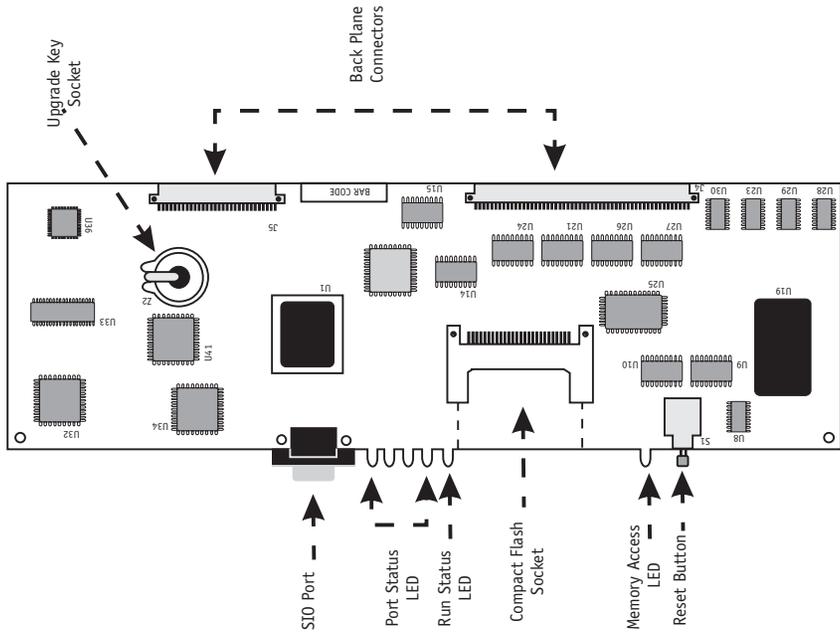


the system and then remove the Compact Flash from the SVMi-4 by simply pulling it out.

**Upgrade Key** The SVMi-4 hardware upgrade key is a small passive device that resembles a calculator battery. It is installed in the upgrade key socket and will provide 2 additional ports and 16 additional mailbox to the System. This key is also necessary to operate the SVMi-4 in the 50si.



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## HOW TO UPGRADE

Upgrading the SVMi-4 card basically means installing an SVMi-4 upgrade key into its dedicated socket.

The first thing you should do before proceeding is to 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-4 card face up on a non-conductive surface.

Position the SVMi-4 upgrade key over the socket on the SVMi-4 base board with one edge of the SVMi-4 upgrade key under the spring clip and gently apply pressure until the SVMi-4 upgrade key seats. The SVMi-4 card can now be installed in the KSU.

**Note:** The SVMi-4 upgrade key will only fit in the socket with the flat side uppermost.

The SVMi-4 upgrade key is essential for the SVMi-4 to operate in a DCS 50si.



## INSTALLING THE SVMi-4

### Inspection

Unpack and inspect the unit for obvious damage. This card should be labeled SVMi-4. If it is not, you have the wrong card.

### Installation

The SVMi-4 card is installed in any 2X4 slot in either the DCS 50si or the DCS Compact. The first thing you should do before proceeding is to 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 check the power switch on the KSU and ensure that the switch is in the OFF position. Next position the SVMi-4 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. All the power to run this self contained Voice Mail system comes from the phone system power supply. No special power considerations are necessary The KSU can now be turned on.

The final step is to press the reset button on the front of the SVMi-4.



## SVMi-4 / DCS Set Up

After inserting the SVMi-4 card and turning the power on there are some Key system options that should be set in order for the SVMi-4 to function correctly. These steps are performed in the DCS 50si or DCS Compact. It is necessary to perform these at this time so that the SVMi-4 will initialize properly and synchronize its mailbox database with that of the Key system. For more information on this see INITIAL SET UP.

**Assigning Groups** All SVMi-4 ports installed must be assigned to group 529 in MMC 601.

**Ring Mode** Select either SEQUENTIAL or DISTRIBUTED ring mode in MMC 601.

**VMAA Ports** Confirm that all SVMi-4 ports are set for VMAA use in MMC 207. This will be done automatically. You are just confirming at this point.

**Auto Attendant** If you are using SVMi-4 for Auto Attendant use MMC 406 to set the desired trunk(s) to ring group 529.

**Call Forwarding** If you are using SVMi-4 for Voice Mail make sure that all desired stations are forwarded to group 529.

**Mailbox Set Up** Select "NO" for each station that you DO NOT want to create a mailbox for in MMC 741.



## Testing the Hardware

1. Call each SVMi-4 port individually and confirm that it answers.
2. Call group 529 and confirm that the SVMi-4 answers.

If steps 1 and 2 above proved to be successful you have completed the installation and setup of the SVMi-4 hardware.

You are now ready to begin programming the SVMi-4 Voice Mail/Auto Attendant System.



# Programming

The SVMi-4 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 on the DCS equipment.
- A mailbox is created for the first 16 or 32 extensions on the phone system. (depending on the existence of an upgrade key).
- The Day / Night service of the SVMi-4 system will change automatically when the phone systems changes.
- Menus have been created to answer calls in the Day and Night mode. Here 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 things 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.

### The Subscriber

A subscriber is someone who has an extension or mailbox on the SVMi-4 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-4 user guide.**



## The System Administrator

The Installing Technician or System Administrator has ultimate authority over the operation of the SVMi-4 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-4 to suit the customers requirement. 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-4.

## The Applications Administrator

The Applications Administrator has limited authority to make changes within the SVMi-4 system that pertain to the day to day operation of the system.

Following the installation of the SVMi-4, any ongoing changes including the creation and deletion of mailboxes, recording or changing system greetings and activating holiday and emergency greetings.

The system administrator will use DTMF system administration to perform this service.



## PROGRAMMING METHODS

Data may be entered and changed in the SVMi-4 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-4 serial port. This makes use of a graphical user interface, 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 Hyper Term (or equivalent) is needed. You will also require a serial cable with straight trough wiring. If you already have a cable for programming the Samsung CADENCE card, you can use this.
- A Compact Flash PC card adapter is required if you plan to perform a system



backup or reload new update files. These are inexpensive (less than \$20.00) and available from [www.sandisk.com](http://www.sandisk.com).

## **CONNECTIONS**

Connect the serial cable between the SVMi-4 serial port and the PC serial port and set the terminal settings to No Parity, 8 Bit word length, 1 Stop Bit, and 38,400 BPS.

## **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.

DEMO - SVM\_DEMO

Auto

The SVMi-4 SAMSUNG Voice Mail and Auto Attendant System  
Copyright 1992 - 2000 Samsung Telecommunication Inc.

Port	Mode	Active Block	Status

System Activity From — 11/02/00      Today's Date — 11/21/00 10:43AM

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....	69:17

Press [Esc] for system main menu



## LOGGING IN

To log into the system press the 'Esc.' 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.

## 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 to 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 Character Under Insert Point in 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-4 from a touch tone phone. These administrative functions allow the system administrator to do the following:

### Adding and Removing Subscribers

Call the SVMi-4, and when it answers, press the '#' key followed by 3 zeros and when prompted enter the administration password specified in the System Wide Parameters.

You will be presented with the System administration menu containing the following options:

- To edit system prompts, press 1.



- For subscriber Administration press 2.
- Follow the spoken instructions to add or delete mailboxes and extensions.

## Recording System Greetings

Call the SVMi-4, and when it answers, press the '#' key followed by 3 zeros and when prompted enter the administration password specified in the System Wide Parameters.

You will be presented with the System administration menu containing the following options:

- To edit system prompts, press 1.
- Follow the spoken instructions to edit system prompts:

Day Greeting = Prompt 1001

Night Greeting = Prompt 1002

Holiday Greeting = Prompt 1003

Emergency (bad weather) Greeting = Prompt 1004



## Changing the Operating Mode

Call the SVMi-4, and when it answers, press the '#' key followed by 3 zeros and when prompted enter the administration password specified in the System Wide Parameters.

You will be presented with the System administration menu containing the following options:

- To manually set the mode press 3.
- Follow the spoken instructions to change the operating mode:

Day Mode = 1

Night Mode = 2

Holiday Mode = 3

Emergency (bad weather) Mode = 4

The mode to automatically follow the DCS Day/ Night mode = 0



## PROGRAMMING CATEGORIES

When programming the SVMi- 4 there are three types of data, Subscriber options SVMi-4 administration options and Phone system options.

### Subscriber Options

These are the options entered by a Subscriber and control the individual behavior of their mailbox. **The instructions for this can be found in the SVMi-4 System user guide.**

### SVMi-4 Administration Options

This is all the programming options for the SVMi-4, that are unique to the particular installation.

### DCS Related Options

This is a collection of DCS programming options to make SVMi-4 operate correctly. When the SVMi-4 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-4 card is being installed in an existing (a system that did not previously have an SVMi-4), you will have to use MMC 806 to pre install the card and MMC 724 to assign extension numbers to each SVMi-4 port. Use any available numbers.

In addition to the MMCs listed below you must set call forwarding to the SVMi-4 at every phone that wants to use voice mail.

### **MMC LISTING FOR THE COMPACT**

The following is a listing of all the DCS Compact MMCs that relate to the SVMi-4.

<b>MMC 110</b>	<b>MMC 207</b>	<b>MMC 308</b>	<b>MMC 309</b>
<b>MMC 408</b>	<b>MMC 501</b>	<b>MMC 601</b>	<b>MMC 701</b>
<b>MMC 722</b>	<b>MMC 723</b>	<b>MMC 724</b>	<b>MMC 727</b>
<b>MMC 740</b>	<b>MMC 741</b>	<b>MMC 745</b>	<b>MMC 746</b>
<b>MMC 747</b>	<b>MMC 748</b>	<b>MMC 749</b>	



## MMC LISTING FOR THE DCS 50si

The following is a listing of all the DCS 50si MMCs that relate to the SVMi-4.

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 740	MMC 741	MMC 745	MMC 746
MMC 747	MMC 748	MMC 749	

## Back Up and Restore

- Remove SVMi-4.
- Remove Compact Flash.
- Place Compact flash in PC using PC Adapter card.
- Drag and drop files as specified for the back up or upgrade procedure.



## SVMi-4 DIRECTORY STRUCTURE

- All customer configuration is located in the \Dta\\*.tbl files.
- All Mailbox date is located in the \Mailbox\\*. files.
- All Message date is located in the \Msg\\*. files.
- All Prompt date is located in the \Prompts\\*. files.

### THE TABLE FILES (\*.TBL)

**Block.TBL** All block parameter data.

**Schedule.TBL** The schedule table is not a block, so it's 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

Prompts are stored 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 directory. The file format is '{4 digits}.PMT'.



## PROGRAMMING REFERENCE

The following section provides in depth definitions and descriptions of all the programmable fields within the SVMi-4 software.

Some fields are not accessible in the SVMi-4. If you cannot put the cursor on them you can not change them.

### System Main Menu

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-4 programming. The specific areas can be accessed using the cursor controls or by selecting the designation letter A. The areas that can be accessed are:

- [A] OPEN BLOCK TABLE
- [B] SUBSCRIBER LIST
- [C] SYSTEM WIDE PARAMETERS
- [D] VOICE STUDIO
- [E] OPERATING UTILITIES
- [F] PORT ACTIVITY



[G] SITE INFORMATION

[H] STATUS SCREEN

The screenshot shows a web browser window with the title "DEMO - SVM\_DEMO". The browser's address bar contains "Auto" and a search icon. The main content area displays a "System Main Menu" for the "SVMi-4 Series". The menu items are:

- A Open Block Table (highlighted in green)
- B Subscriber List
- C System Wide Params
- D Voice Studio
- E Operating Utilities
- F Port Activity
- G Site Information
- H Status Screen

At the bottom of the page, there is a footer text: "Open an existing block or create a new block".



## OPEN BLOCK TABLE

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

DEMO - SVM\_DEMO

Auto

SVMi-4 Series      OPEN Block      Target Gen

BLOCK Label...         

- Eye
- Directory
- Extension
- Mailbox
- Menu
- Station

Highlight desired object type and press ENTER to select



The block table is used for building SVMi-4 call routing applications. This is the most frequently accessed area in the SVMi-4 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 separately in the next section. **For more information on building call routing applications see BLOCK TABLES.**

## 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.

You will also see an Eclass and Mclass. These are class of service options for the Extension and Mailbox, and are not accessible in the SVMi-4.



DEMO - SVM\_DEMO

Auto

SVMi-4 Series      Subscriber List      Group: 1

Subscriber	Ext Number	Mbx Number	EClass	MClass
Operator	500		Standard ECL	

Press ENTER to edit a field within the line

To view a subscribers 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' (for open) and the



highlighted block will open. You can then edit specific fields. **See Extension block and Mailbox block for additional information.**

### **Entering a New Subscriber**

To enter a new subscriber, highlight a blank line and press ENTER. Type in the subscriber name, Extension and Mailbox numbers. SVMi-4 automatically creates the Extension and Mailbox for the subscriber to use and fills in the EClass and MClass data.

## **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.



DEMO - SVM\_DEMO

Auto

SVMi-4 Series System Wide Parameters Page 1 of 2

The SVMi-4 Release 1.0 VO: Nov 17, 2000 13:22.51

Serial No.....	DEMONSTRATION
Startup.....	11/22/02 13:38.41
Voice ports installed.....	4
Maximum subscribers.....	33
Total run time.....	0.0
Run time remaining.....	4.0

Press Ctrl+D for page down or Ctrl+E to exit



DEMO - SVM\_DEMO

Auto

SVMi-4 Series System Wide Parameters Page 2 of 2

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



**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-4 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.

**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; 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; 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 effects only the GUI. This works with the GUI only and denies access to only three areas: System Wide Parameters, Exit SVMi-4, 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. This also works only with the GUI and allows access to the following: Subscriber List, Display User Log, and Status Screen.

**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.

**Detect on leading edge** Not used.

**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-4 more sensitive to DTMF tones. If exces-



Since “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-4 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-4. 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 Inter-Digit Time** These parameters control the duration of tones



dialled by SVMi-4. Inter-Digit Time sets the time between dialled tones. This value is expressed in hundredths of a second. The default is 8 (80 ms).

## VOICE STUDIO

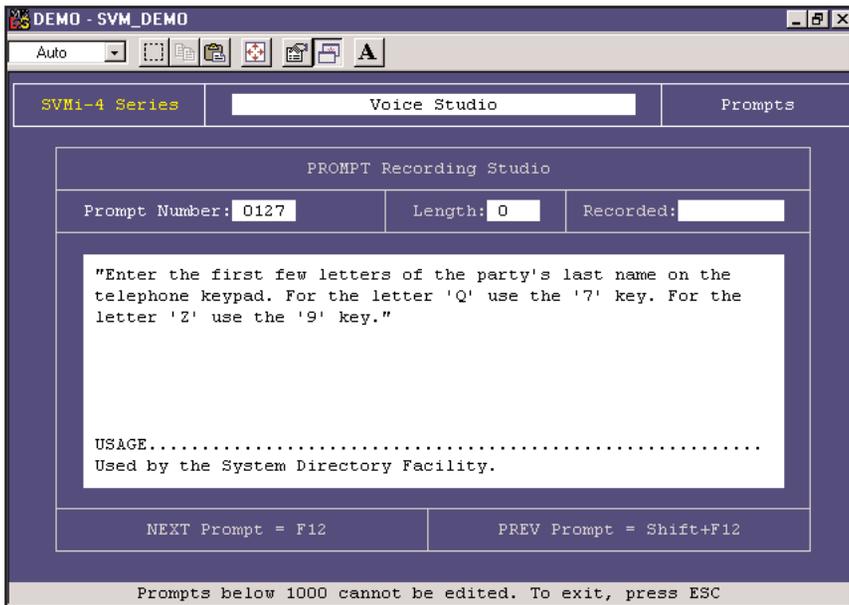
To access the Voice Studio, from the System Main Menu select VOICE STUDIO and press ENTER.

The Voice Studio is a utility for recording custom prompts and announcements. A series of dialog screens will lead you through setting up your system for recording.

**The Telephone Extension** The telephone extension number to use. Enter your extension or telephone number that the SVMi-4 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 or Announcement. Select the Prompt (P) or Announcement (A).



The screen will show the following options:

**Prompt Number** The number of the Prompt or Announcement to be recorded or reviewed.



**Length** The length of the recording in seconds. This parameter is automatically filled in by the SVMi-4 when the Prompt or Announcement is recorded.

**Recorded** The date the recording was made or last updated.

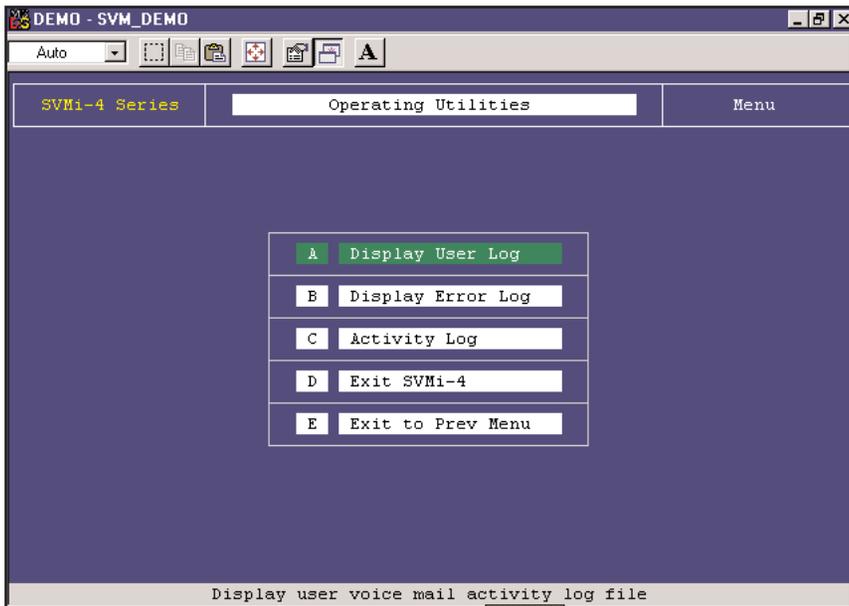
**Text** Space is provided for entering the text of the Prompt or Announcement to be recorded. Use this space to provide information on the intended usage of the recording. The entered text has no effect on the actual recording. However, it is recommended that the recording be the same as the text to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

## 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.



**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-4 breeding mailbox, lost message file recovered, SVMi-4 shutting down and other system information.



**Activity Log** This screen provides a log of all of SVMi-4 activities. These include: changing to another Mode, SVMi-4 hanging up, new call and call data, or searching on caller ID or entry. Everything SVMi-4s does is logged here. Usually this will only be used under direction of Samsung Technical support.

**Exit SVMi-4** Exit SVMi-4 does exactly that. It will deactivate SVMi-4 and shut down the application. The SVMi-4 will not answer the telephone until restarted.

**Exit to Previous menu** Returns to the main menu.



## PORT ACTIVITY

```
DEMO - SVM_DEMO
Auto
=> 1> [MNU Direct Station] Searching on Caller ID - 204
=> 1> [EXT 01 EXT 204] Subscriber Logon
=> 1> [EXT 01 EXT 204] Requesting password
=> 1> [EXT 01 EXT 204] Caller entered escape digit
=> 1> [EXT 01 EXT 204] User exited
=> 1> [MNU Day Main Menu]
```

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-4 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.

You may be asked to access this screen by Samsung technical support.

### **SITE INFORMATION**

This screen menu allows the System Administrator access to helpful information about the site in which the SVMi-4 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

The is the normal operating screen for the SVMi-4. The Status Screen is a display only facility, and shows information in real time relating to the current status of the SVMi-4. The following information is displayed.

The SVMi-4 SAMSUNG Voice Mail and Auto Attendant System  
Copyright 1992 - 2000 Samsung Telecommunication Inc.

Port	Mode	Active Block	Status

System Activity From — 11/02/00 Today's Date — 11/21/00 2:56PM

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....	69:17

Press [Esc] for system main menu



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

**MN 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-4 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.



**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 subscriber mailboxes.

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



## Block Tables

All applications are built using blocks.

### BYE BLOCK

The screenshot shows a terminal window with a dark blue background. At the top, the title bar reads "DEMO - SVM\_DEMO". Below the title bar is a menu bar with "Auto" and several icons. The main content area is divided into three sections: "SVMi-4 Series" on the left, "BYE - GoodBye" in the center (with "GoodBye" highlighted in yellow), and "Page 1 of 1" on the right. Below this is a box titled "Bye Block Controls" containing the text "Prompt played to caller prior to disconnect:" followed by a white input field containing "0051". At the bottom of the window, a grey bar contains the text "Block Name. To Rename, Type new name then Press Enter".



**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-4.

### **Program Fields**

**Prompt** The number of the prompt that the SVMi-4 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.

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.



DEMO - SVM\_DEMO

Auto

SVMi-4 Series      DIRECTORY - **Directory**      Page 1 of 1

Input Controls	Search Controls
Maximum entry digits..... 3	Maximum number of matches... 4
Wait for first digit..... 3	Search last part of label... 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

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

## Program Fields

**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.

**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 Last Part of Label** When an extension group 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.

**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-4 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.



## EXTENSION

**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.

DEMO - SVM\_DEMO

Auto

SVMi-4 Series EXTENSION - Operator Page 1 of 1

Group: 1	Number: 500	Mailbox:
Account Code..	Eclass: 01:Standard ECL	
Extension Controls		Authorizations
Dial number: 500	Blocking allowed: N Enabled... N	
Alternate...	Call forwarding.. N Enabled... N	
Supervision level... NONE	Call screening... N Enabled... N	
PAN Supervision.... ANNOUNCE	Find Me allowed.. N Enabled... N	
Subscriber password: *****	Scheduling..... N Blocks... N	
Station... On Premise	Retrieve public caller allowed.. N	
Directory Public: N User: N	Private access numbers allowed.. N	
Retention days remaining: 0	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



## Program Fields

**Extension Name** The name of the extension. This is used by the directory feature.

**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-4 when transferring to the extension on the telephone system. This can not be the same number of any other extension.

**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.

**Dial Number** The actual number that the SVMi-4 will dial to complete the transfer. In other words, this is the number that is dialed when the caller enters the extension number.

**Subscriber Password** The digits the extension user enters to gain access to the extension user menu.

**Station** If there is no entry entered here the system will automatically search the Station options for the appropriate Station 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+0 to review the selected Station Block.

**Directory Public/User** A 'Y' in these parameters, and the subscribers' name recorded in the mailbox, allows the Subscriber to be listed in either of the appropriate Directories.

**Retention Days Remaining** The number of days remaining before this block is automatically discarded during system maintenance if unused.

## MAILBOX

**Description** The Mailbox Block is used to implement the Voice Mail messaging features on SVMi-4. 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).



## Programming - Page 83

The information contained within the three Mailbox Block screens shown in this section is for discussion and display purposes only. Three pages are required to contain the Mailbox Block parameters. The parameters are grouped by category. The categories contained in each page are as follows.

DEMO - SVM_DEMO		MAILBOX - TEMPLATE MBX		Page 1 of 5
Group: <input type="text" value="1"/>	Number: <input type="text" value="d"/>	Extension:	<input type="text" value=""/>	
VisiComm User:		Mclass:	<input type="text" value="01:Standard MCL"/>	
<b>Mailbox Controls</b>		<b>Authorizations</b>		
Announce only mailbox.....	<input type="checkbox"/> N	Forced messages allowed.....	<input type="checkbox"/> N	
Subscriber administrator...	<input type="checkbox"/> N	Reminders allowed.....	<input type="checkbox"/> Y	
Use LIFO message ordering..	<input type="checkbox"/> N	Commitment/Follow Up allowed....	<input type="checkbox"/> N	
Directory Public: <input type="checkbox"/> Y	User: <input type="checkbox"/> Y	Message grouping allowed.....	<input type="checkbox"/> N	
Subscriber password: <input type="text" value="*****"/>		Mailbox greeting allowed.....	<input type="checkbox"/> Y	
Retention days left.....	<input type="text" value="0"/>	Message alert control allowed....	<input type="checkbox"/> Y	
		Extended prompting enabled.....	<input type="checkbox"/> Y	
		Auto Play of new messages enabled:	<input type="checkbox"/> Y	
		Auto Play of message info enabled:	<input type="checkbox"/> Y	
The Extension or Workgroup that belongs to this mailbox				



## Program Fields

**Mailbox Name** The name of the mailbox.

**Extension Number** The Extension number to which the mailbox belongs.

**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-4 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 following Subscriber Administration capabilities:

- Create/Delete mailboxes and/or extensions.
- Set an operating mode.
- Inputs are 'Y' for yes or 'N' for no.

**LIFO / FIFO** 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 the Subscriber to be listed in either of the appropriate Directories.

**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".

**Retention Days Remaining** The number of days remaining before this block is automatically discarded during system maintenance if unused.

**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 the dialing options. The extended prompting is used to aid the new mailbox user.



DEMO - SVM\_DEMO

Auto

SVMi-4 Series MAILBOX - TEMPLATE MBX Page 2 of 5

Message Alert

Message alert is currently on..... **N**  
Alert on urgent messages only..... N

Alert phone number: d

Delivery Schedule

Sunday.....  
Monday.....  
Tuesday.....  
Wednesday.....  
Thursday.....  
Friday.....  
Saturday.....

Message Waiting Indicators

This mailbox has an MWI... N  
MWI is currently on..... N

MWI number: d

Message Autoforward

Enable autoforward..... N  
Delete after forwarding... N

Auto forward delay... 0:00

'Y' to enable Message Alert, 'N' to disable Message Alert

**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.

### **Message Alert Controls**

- **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 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.

### **Message Waiting Indications**

- **Mailbox has MWI** A 'Y' in this parameter signals SVMi-4 to set the Message Waiting Indicator when a new message arrives and extinguish the Message Waiting Indicator when all new messages are reviewed. Inputs are 'Y' for yes or 'N' for no. Dialing strings for MWI On and MWI Off must also be programmed in the associated MCLASS.
- **MWI currently on** A 'Y' in this parameter signifies that the SVMi-4 has set the Message Waiting Indicator. A 'N' in this parameter signifies that the Message Waiting Indicator is not on. If this parameter indicates that the MWI



is set and it is not on, enter an 'N' in this parameter and SVMi-4 will issue a MWI On command. If this parameter indicates that the MWI is off and it is not off, enter a 'Y' in this parameter and the SVMi-4 will issue a MWI off Dial string.

- **MWI number** The extension number that will be used to activate a Message Waiting Indicator for this mailbox.

### Message Auto Forward

- **Enable Auto Forward** This option turns Auto Forward on. When set any messages arriving in this mailbox will be automatically forwarded.
- **Delete After Forwarding** 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 'Y'. 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 'Auto-Forward Message After' parameter is set.
- **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.



DEMO - SVM\_DEMO

Auto

SVMi-4 Series MAILBOX - TEMPLATE MBX Page 3 of 5

<p>Pager Notification</p> <p>Pager notification is enabled.... <b>N</b> Notify on urgent messages only... N</p> <p>Station.....</p> <p>Dial: d</p>	<p>Fax Mail</p> <p>Mailbox can receive faxes.. N Mailbox can send faxes.... N</p> <p>Fax delivery is on..... N Deliver urgent faxes only.. N Fax number..</p>
<p>Notification Schedule</p> <p>Sunday..... Monday..... Tuesday..... Wednesday..... Thursday..... Friday..... Saturday.....</p>	<p>Delivery Schedule</p> <p>Sunday..... Monday..... Tuesday..... Wednesday.... Thursday.... Friday..... Saturday.....</p>

'Y' to enable pager notification of new messages, 'N' to disable

**Pager Notification Enabled** A 'Y' enables the pager notification of new messages received. A 'N' disables this option.



**Pager 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.



DEMO - SVM\_DEMO

Auto

SVMi-4 Series MAILBOX - TEMPLATE MBX Page 4 of 5

Operating MODE.. 00 CallDirector

Default	Event	Action	Typ	Gp	Target Name
	MSG-LEFT				
	NOMSG-LEFT				
	ESCAPE				
	GREET-DTMF				
	OPERATOR				
	AUTO-FWD				

Mode number and name for pointers being edited or created

**Operating Mode** Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Operating Modes are given a unique Number by the system. In the SVMi-4 they are 01 - 04, indicating Day, Night, Holiday and Emergency / Bad weather.



- **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.
- **MSG-LEFT Pointer** This is the Block that the SVMi-4 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-4 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-4 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 - 4 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-4 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-4 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.

## 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 123, the MENU may be configured to search for an extension or mailbox.



When a match is found, it transfers control to Block defined in the target name field. It can also translate values into new values before conducting the search. This is all done in the in the Menu Processor.

The Menu screens consists of a Personality page and a specialized form of CallDirector —called an Input Processor— as the second page.

The Personality section determines the prompts spoken to the caller.

The Input Processor contains Input Pointers which determine the Block which receives control of the call.

### Program Fields

**Administration Digit** This is the digit to identify a subscriber on the system. If this digit is entered followed by a mailbox number you will be asked for a password.

**Escape Digit** This is the digit to escape out of the current menu and back to the previous menu. If this is pressed at the main menu the caller will be disconnected.



DEMO - SVM_DEMO			Page 1 of 4	
MENU - Day Main Menu				
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: 0006		4th: <input type="text"/>	Maximum Caller Entry Digits: 3	
2nd: 0109		5th: <input type="text"/>	Wait for First Entry Digit.. 3	
3rd: 0101		6th: <input type="text"/>	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				

**Prompts 1 through 6** These are the voice prompts that the SVMi-4 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 + 0 (0 is for Open). Press F1 to bring up the help screens and page down to page 2 for instructions on how to edit text boxes.

**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 + 0 (0 is for 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, SVMi-4 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-4 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-4 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.

**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 -4 will exit the MENU using the <INVALID> condition.

**Operating MODE** Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Operating Modes are given a unique Number by the system. In the SVMi-4 they are 01 - 04, indicating Day, Night, Holiday and Emergency / Bad weather.



DEMO - SVM\_DEMO

Auto

SVMi-4 Series MENU - Day Main Menu Page 2 of 4

Operating MODE.. 00

Menu INPUT Processor

Default

INPUT from... ENTRY

InputValue	Action	Typ	Gp	Target Name
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	MBX	01	

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

**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+ 0 to review or edit the selected Block.

**NO-ENTRY Pointer** The Block that the SVMi-4 will execute next if the caller makes no entry in this MENU. If a caller entered touch-tones earlier in the call and they stop responding, that the SVMi-4 will treat “NO ENTRY” as disconnect in phone systems that do not provide disconnect supervision. This reduces phantom messages and calls.

**INVALID Pointer** The Block that the SVMi-4 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-4 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-4 functions. They include all the entries below FAXCALL.

- 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.

**InputValue Column** The Input value is a defined event pointers that directs the SVMi-4 to other Blocks. The Input Processor contains Input Pointers that determine which Application Block receives control of the call. 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.

**Wild Cards** 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.

**InputValue Search Order** When searching for a match to a caller entry or for a particular pointer, SVMi-4 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**

**Goto** Specifies the next Block to execute, if the caller's entry matches the INPUT value.

**Translations** Translates caller entry, telephone system or network integration information to the translated value specified. SVMi-4 then searches for a match, using the translated value.

**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.

**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.



## 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).

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-4 call them to learn the ringback and busy signals automatically. The SVMi-4 then adjusts the appropriate parameter settings in the Station Block according to the data collected by calling the provided numbers.

Most Blocks that reference a telephone number, such as Extension Blocks, can, when necessary, also reference a Station Block allowing you to specify explicitly what kind of station a particular phone number represents.

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-4 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-4 requires at least one Station Block to make supervised calls and you can create as many Station Blocks as desired.



## Program Fields

DEMO - SVM\_DEMO

Auto

SVMi-4 Series      STATION - Off Premise      Page 1 of 1

Matching Dial Strings

???????		

Prefix and Suffix

Prefix: 9,     

Suffix:

Message Waiting Indicator Controls

Dial to set MWI on:

Dial to set MWI off:

Transfer Controls

Simultaneous xfers...	Y
Conference calls.....	Y
	N
Monitor transfers.....	N

Call Progress Training

Ringing number:  5

Busy number....  5

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

**Matching Dial Strings** This area is where the system matches the dialed digits. If a Station Block has not been explicitly assigned to a phone number SVMi-



4 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** The Dial Prefix instructs SVMi-4 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-4 to dial “9” and then pause before dialing the actual telephone number.

**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.

**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. ACDs and operator switchboards are examples of “Yes” situations.



**Conference Calls - Y/N** Allows SVMi-4 to place a conference call to the station controlled by the Station Block.

### **Message Waiting Indicator Controls**

**Dial To Set MWI On** Enter the string needed to turn message waiting indicators on (see the company's PBX system reference manual for this parameter).

**Dial To Set MWI Off** Enter the string needed to turn message waiting indicators off (see the company's PBX system reference manual for this parameter).

### **Call Progress Training**

**Ringing 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-4 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-4.
- If no numbers are provided for Ringing or Busy, and Retrain is set to 'Y', SVMi-4 will give an error warning.

There are five types of Station Blocks preset on SVMi-4: Template, Beeper, Long Distance, Off-Premise, and On-Premise.

Each of these 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.



## Special Characters used when writing dialing instructions

These characters perform special functions:

**&** – This is a flash-hook which is critical for signaling on analog systems.

**,** – The comma is a one 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-4 will monitor the line for an answer from the called station before dialing any additional characters. If no answer is detected, the call will fail.

**;** – The semicolon is wait for dial tone. The SVMi-4 will wait up to twelve seconds for dial tone before dialling 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-4 to insert the ID number of the last Extension block, Mailbox Block, or Menu Block input into a dial string.



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