SVM 400
Technical Manual

- **General Description**

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SAMSUNG

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PROGRAMMING

General Description

OVERVIEW

The SVM 400 System

The SVM 400 is a self contained voice mail and auto attendant system for the DS 616. It is designed to meet the demands of the sophisticated voice mail user without sacrificing simplicity.

The SVM 400 may act as an Auto Attendant System only, a Voice Mail System only or both.

The SVM 400 can handle 2 calls simultaneously. 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 SVM 400 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 SVM 400 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 retrieve the messages. Many options are available to handle the message.

System Capacities

	Default
Maximum Ports	2
Maximum Storage Time	9999 days
Maximum Subscribers	16
Message Retention	9999 days
Total Messages per Mailbox	9999
Total Message Duration	600 seconds

HARDWARE DESCRIPTION

Unlike traditional PC based Voice Mail / Auto Attendant Systems, the SVM 400 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 System

This is a self contained voice mail system designed to work exclusively with the DS 616.

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 SVM 400 is available only from SAMSUNG.

Back Up Adapter (Optional)

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 or Insight Direct.

Memory

Back Up Adapter

SVM 400

SOFTWARE FEATURES

The software for the SVM 400 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 SVM 400 software comes equipped with many useful features to fit a wide range of call processing requirements.

Feature List

- **System Features**
    - **Caller ID Compatible**
    - **Keyset Display and Soft Key Support**
    - **MOH Supply**
    - **Proprietary Design**
    - **Recordable System Prompts**
    - **Synchronized Clock**

- **Auto Attendant Features**
    - **Alphabetic Directory (First or Last Name)**
    - **Audiotext**
    - **Auto Attendant Routing**
    - **Automatic After Hours Answering**
    - **Camp On Support**
    - **Direct to Mailbox**
    - **Holidays and Special Events**
    - **Incoming Call Overflow**
    - **Interruptible Voice Prompts**
    - **Multiple Call Handling**
    - **Multi-Language Support**
    - **Multi Level Menu**
    - **Operator Access**
    - **Single Digit Call Routing**

- **Voice Mail Features**
    - **Answer Machine Emulation**
    - **Auto Log In**
    - **Auto Forward**
    - **Automatic Conversation Record**
    - **Broadcast**
    - **Call Back**
    - **Call Forward to Voice Mail**
    - **Call Record**
    - **Date and Time Stamp**
    - **External Number Notification**
    - **External Pager Notification**
    - **Follow Me**
    - **Individual Mailbox Greeting**
    - **Individual Mailbox Name**
    - **Individual Mailbox Password**
    - **Message Counter**
    - **Message Delete**
    - **Message Fast Forward**
    - **Message Forward with Append**
    - **Message Pause**
    - **Message Play Order**
    - **Message Replay**

- **Message Reply**
- **Message Retrieve**
- **Message Rewind**
- **Message Save**
- **Message Send**
- **Message Scan**
- **Message Skip**
- **Message Undelete**
- **Message Waiting Light Indication**
- **New / Old Selection**
- **One Touch Access**
- **Personal Mailbox Administration**
- **Personal Greetings**
- **Quick Memo / Direct Messaging**
- **Speed Control**
- **Volume Control**

■ **Administration Features**

- **Activity Display**
- **Administrators Mailbox**
- **Automatic Setup**
- **Back Up and Restore**
- **Default Operation**
- **Password Security**
- **Programming – On Site or Remote**
- **Subscriber Database**
- **Voice Prompted Programming**
- **Voice Studio**

Feature Descriptions

SYSTEM FEATURES

Caller ID Compatible   If you subscribe to central office based caller ID, the SVM 400 is compatible. Just as the Caller ID data appears on display 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.

Keyset Display and Soft Key Support   If you have a display keyset 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 SVM 400 menus using the keyset display and the soft keys below the display to respond to the prompts.

MOH Supply   Music or announcements may be recorded in the SVM 400 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.

Proprietary Design   The SVM 400 is designed to work specifically with the DS 616. 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 by third party voice mail / auto attendant systems.

Recordable System Prompts   Although the SVM 400 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.

Synchronized Clock   The SVM 400 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 (First or Last Name)   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.

Audiotext   You may use the SVM 400 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.

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 SVM 400 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 SVM 400 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 SVM 400 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 events the SVM 400 can provide an appropriate greeting to your callers.

Incoming Call Overflow   The SVM 400 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 SVM 400 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 SVM 400 can answer and process up to 2 calls simultaneously.

Multiple Language Support   The SVM 400 can support multiple languages. When additional languages are 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.

Multi Level Menu   The SVM 400 comes default with 4 menus to answer calls in the day, night, holiday or weather (which can actually be used for any emergency). The SVM 400 will support the creation on additional menu blocks allowing you to build complex multilevel routing scenarios with single digit selections.

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

Single Digit Call Routing   Any menu can be configured to recognize single digit routing options, or use the same digit as the leading entry of a multi-digit routing option. For example, in the menu processor, "2" can be used to route a caller to the sales department and "203" to transfer the caller to a subscriber's extension.

VOICE MAIL FEATURES

Answer Machine Emulation   This feature allows you to monitor calls 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 Log In   When calling Voice Mail, the DS 616 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 SVM 400, it knows who is calling and what mailbox you want to access.

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.

Automatic Conversation Record   With the SVM 400 card installed in your DS 616 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.

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.*

Caution: These features make use of on-demand or real time recording, and depend on the availability of a free port.

There are three reasons for this:

a) The use of this feature places an increased burden on the usage of system ports. The auto attendant takes only a few seconds to answer and transfer a call, a typical voice mail message takes 20 or 30 seconds, but a recorded conversation can last several minutes.

b) Although the SVM 400 system employs in-band technology making it more port efficient than conventional systems, it is still easy for both ports of a two port system to be in use, (e.g. one person checking their messages and one incoming call being answered). When this happens the SVM 400 can not be accessed, no auto attendant, no voice mail, and no call record.

c) If all ports are busy, a subscriber can check messages later, an incoming caller can be routed to the operator but the requirement for immediate call recording can occur with no warning and if missed usually can not be repeated.

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 DS 616 phone system may be forwarded to the SVM 400 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   The SVM 400 card installed in your DS 616 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.

Note: Call Record utilizes the conference feature. The number of people who can use the CR feature simultaneously is limited by 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.*

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c)   If all ports are busy, a subscriber can check messages later, an incoming caller can be routed to the operator but the requirement for immediate call recording can occur with no warning and if missed usually can not be repeated.

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

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 SVM 400 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 SVM 400 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.

Follow Me   Each subscriber may set an alternate phone number where they would like their calls transferred. This feature may be activated for a specified period of time, after which the transfer destination will revert to the subscribers extension 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.

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.

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 a 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 SVM 400 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 contained in an old message without having to listen to all the new messages first.

One Touch Access   The SVM 400 Voice Mail can be accessed to check messages or perform administration simply by pressing one button on your 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.

Speed Control   The SVM 400 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.

Volume Control   The SVM 400 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 SVM 400 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 SVM 400 is first installed a range of mailboxes matching the DS 616 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.

Default Operation   The SVM 400 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.

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.

HARDWARE DESCRIPTION

SVM 400 System

The SVM 400 system is a compact self contained system that is designed exclusively for the DS 616. It can not be used with any other SAMSUNG product. Do not use other voice mail system in combination with the SVM 400.

Serial Ports   The serial interfaces can be used to connect a modem or PC and provide local or remote PC based administration, or output SMDR information.

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

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 indicates that the SVM 400 is running normally, any other condition indicates a fault.

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, shut the power off to the SVM 400 and then remove the Compact Flash from the SVM 400 by simply pulling it out.

RJ11 Connectors   These connectors are the interface for the DLI ports from the DS 616 system.

SVM 400

INSTALLING THE SVM 400

Inspection

Unpack and inspect the unit for obvious damage. This system should be labeled SVM 400. If it is not, you have the wrong product.

Installation

The SVM 400 voice mail system is a stand-alone system. The SVM 400 is proprietary to the DS 616 system. 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. Once you have done this, check the power switch on the KSU and ensure that it is in the OFF position. Next, position the unit above the mounting screws, and slide the unit downwards until it is inserted onto the screws. Again, ensuring that the power switch on the KSU is in the OFF position, plug in the power cord and then turn the unit ON.

SVM 400 / DS 616 Set Up

After installing the SVM 400 system and turning the power on there are some key system options that should be set in order for the SVM 400 to function correctly. These steps are performed in the DS 616. It is necessary to perform these at this time so that the SVM 400 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 SVM 400 ports installed must be assigned to group 509 in MMC 601.

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

VMAA Ports   Confirm that all SVM 400 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 SVM 400 for Auto Attendant use MMC 406 to set the desired trunk(s) to ring group 509.

Call Forwarding   If you are using SVM 400 for Voice Mail make sure that all desired stations are forwarded to group 509.

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 SVM 400 port individually and confirm that it answers.
2. Call group 509 and confirm that the SVM 400 answers.

If steps 1 and 2 above proved to be successful you have completed the installation and setup of the SVM 400 hardware.

You are now ready to begin programming the SVM 400 Voice Mail/Auto Attendant System.

System Shutdown

Whenever possible the following procedure should be followed when shutting down the SVM 400 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 SVM 400'.
4. Enter administrator's passcode.

The SVM 400 will now shutdown. When the system shows a DOS command line you may power off the system and unplug the SVM 400.

Programming

The SVM 400 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 DS 616 equipment.

● A mailbox is created for all 16 extensions on the phone system.

● The Day / Night service of the SVM 400 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 SVM 400 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 **SVM 400 user guide**.

The System Administrator

The Installing Technician or System Administrator has ultimate authority over the operation of the SVM 400 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 SVM 400 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 SVM 400.

The Applications Administrator

The Applications Administrator has limited authority to make changes within the SVM 400 system that pertain to the day to day operation of the system.

Following the installation of the SVM 400, 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 SVM 400 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 SVM 400 serial port. This makes use of a Graphical User Interface or GIU, 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 through 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. They are inexpensive (less than $20.00) and available from www.sandisk.com.

CONNECTIONS

Connect the serial cable between the SVM 400 serial port and the PC serial port.

TERMINAL SETUP

Set up your terminal emulation software to:

● Com Port: (depends on PC)
● 38,400 transfer speed
● 8 Bit Word
● No Parity
● 1 Stop Bit
● No Flow Control
● ANSI Terminal Emulation

If after connecting you see what looks like double lines being printedon the screen, turn off word wrap.

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 shows port activity and general statistics, see the screen shot below.

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

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DEMO - SVM_DEMO                                                    _ □ X
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            The SVMi-4  SAMSUNG Voice Mail and Auto Attendant System
                Copyright 1992 - 2000  Samsung Telecomunication 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
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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 SVM 400 from a touch tone phone. These administrative functions allow the system administrator to:

1. Edit System Prompts.

2. Edit (add and remove) Subscribers.

3. Change the operating mode (Day, Night, etc.)

Accessing DTMF System Administration

To access the DTMF system administration mode:

● Call the SVM 400 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.

● When prompted enter the administrator's 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 SVM 400, 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

Subscriber Administration

This allows you to add and delete subscribers.

● Call the SVM 400, and access the System Administration Menu.

● Press 2 for subscriber information.

● Follow the spoken instructions to create or delete subscribers.

Manually Changing the Operating Mode

This allows you to change the operating mode of the SVM 400. Changes will remain in effect until you manually change it again.

● Call the SVM 400, and access the System Administration Menu.

● Press 3 for manually set the mode.

● Follow the spoken instructions to change the operating mode. The following table details the options.

    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 SVM 400 there are three types of data, Subscriber Options, SVM 400 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 SVM 400 User Guide.**

SVM 400 Administration Options

These are all the programming options for the SVM 400, that are unique to the particular installation.

DS 616 Related Options

This is a collection of DS 616 programming options to make SVM 400 operate correctly. When the SVM 400 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 SVM 400 system is being installed in an existing system (a system that did not previously have an SVM 400), you will have to use MMC 806 to pre install the system and MMC 724 to assign extension numbers to each SVM 400 port. Use any available numbers.

In addition to the MMCs listed below you must set call forwarding to the SVM 400 at every phone that wants to use voice mail.

The following is a listing of all the DS 616 MMCs that relate to the SVM 400.

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

You may back up the database of the SVM 400 but must have a PCMCIA to Compact Flash adapter to do it.

Follow these steps:

● Power down the SVM 400.

● Remove Compact Flash.

● Place Compact Flash in PC using PC Adapter card.

● Open Windows Explorer on the PC. You should see the contents of the Compact Flash appear as a new driver letter.

● Drag and drop files as specified for the back up.

To restore the data connect the Compact Flash as detailed above and drag and drop the appropriate files.

SVM 400 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 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

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'.

Prompts below 1000 are system prompts.

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!!

PROGRAMMING REFERENCE

The following section provides in depth definitions and descriptions of all the programmable fields within the SVM 400 software.

Some fields are not accessible in the SVM 400. If you cannot put the cursor on them you can not change them.

Explanation of Default Configuration

The default configuration in the SVM 400 has been minimized to simplify installation time 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.

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.

There are only 6 blocks available in the SVM 400. They are the following:

Bye Block   Used to terminate a call. One of this exists in the SVM 400.

Directory Block   Used to enable a caller to 'look up' and extension number. One of this exists in the SVM 400.

Extension Block   This block has limited functionality on the SVM 400 and is mostly used to transfer callers to the physical stations. One exists for each phone on the system.

Mailbox Block   This block contains all the parameters for the mailbox including pager and cell phone notification. One usually exists for each phone on the system, but may also be assigned to people who do not have a phone on the system.

Menu Block   This block is responsible for playing prompts, collecting caller entry and routing calls. The Auto Attendant Main Menu is an example of a menu block.

Station Block   The station block is responsible for dialing. When the SVM 400 dials or transfers any calls it uses a station block.

When a call is answered there it is processed by a number of block 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 DTMSF input.

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

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 SVM 400 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] SAVE APPLICATION
[C] SUBSCRIBER LIST
[D] SYSTEM WIDE PARAMETERS
[E] VOICE STUDIO
[F] OPERATING UTILITIES
[G] PORT ACTIVITY
[H] SITE INFORMATION
[I] STATUS SCREEN
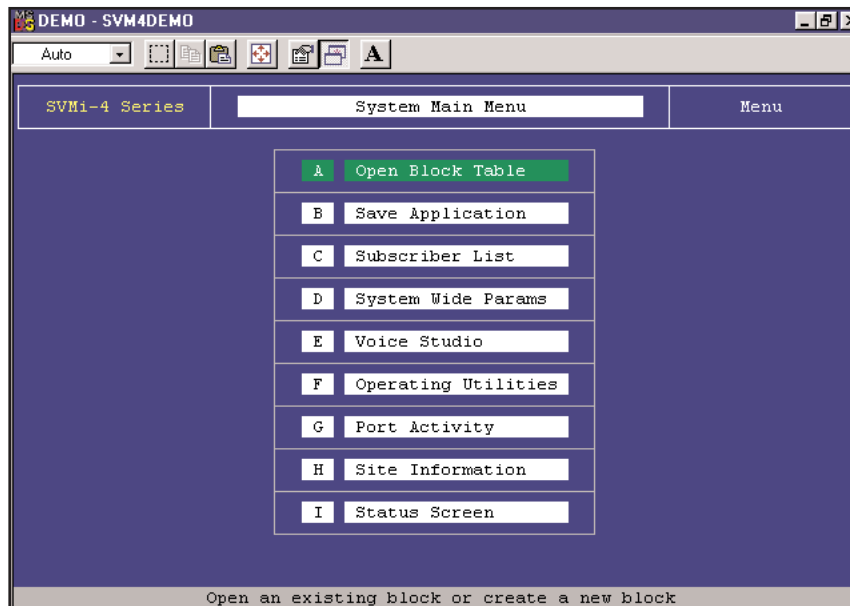
OPEN BLOCK TABLE

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

```
DEMO - SVM_DEMO                                                    _ 🗗 ✕
Auto     ▼   ▣ ▤ ▤ ▣  ▣ ▣  A

SVMi-4 Series            │      OPEN Block       │      Target Gen

                 BLOCK Label....[     ] [   ] [            ]

                 ┌──────────┐   ┌────────────────────┐
                 │ Bye      │   │                    │
                 │ Directory│   │                    │
                 │ Extension│   │                    │
                 │ Mailbox  │   │                    │
                 │ Menu     │   │                    │
                 │ Station  │   │                    │
                 │          │   │                    │
                 │          │   │                    │
                 │          │   │                    │
                 │          │   │                    │
                 └──────────┘   └────────────────────┘

             Highlight desired object type and press ENTER to select
```

The block table is used for building SVM 400 call routing applications. This is the most frequently accessed area in the SVM 400 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.**

SAVE APPLICATION

```
DEMO - SVM4DEMO                                                    _ 🗗 ✕
Auto     ▼   ▣ ▤ ▤ ▣  ▣ ▣  A

SVMi-4 Series            │    System Main Menu   │        Menu

                 ┌──────────────────────────────────────┐
                 │         SAVE Parameter Settings        │
                 │ ████████████████████████████████████  │
                 │                                        │
                 │  This action requires all Ports to be locked.  │
                 │  The system will lock each port as it becomes idle.  │
                 │  Ports will remain locked during the save process.  │
                 │                                        │
                 │  ┌────────────────────────────────────┐  │
                 │  │ Continue with SAVE Parameter Settings:[Y] │  │
                 │  └────────────────────────────────────┘  │
                 │                                        │
                 │          Press ESC to Cancel           │
                 │                                        │
                 └──────────────────────────────────────┘
                     [H]  Site Information
                     [I]  Status Screen

             Enter [Y or N] and press ENTER or press ESC
```
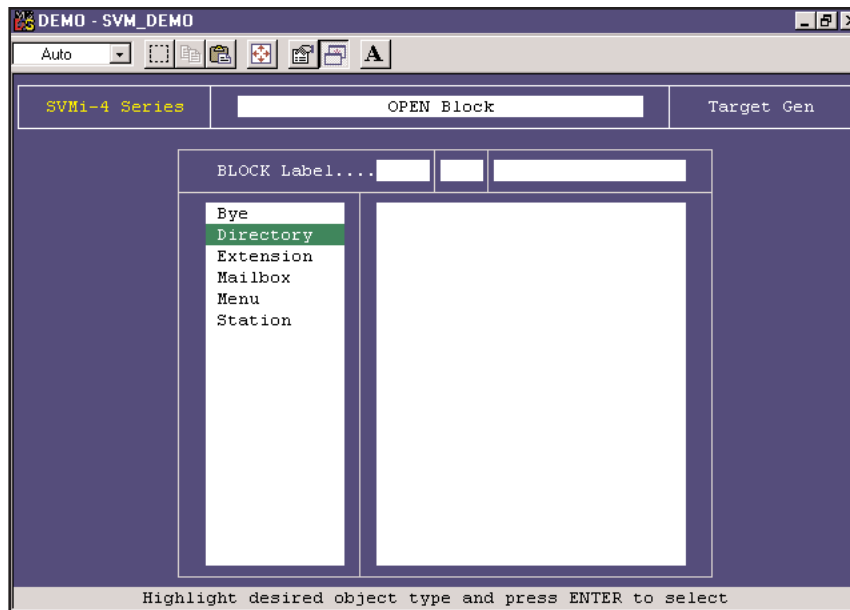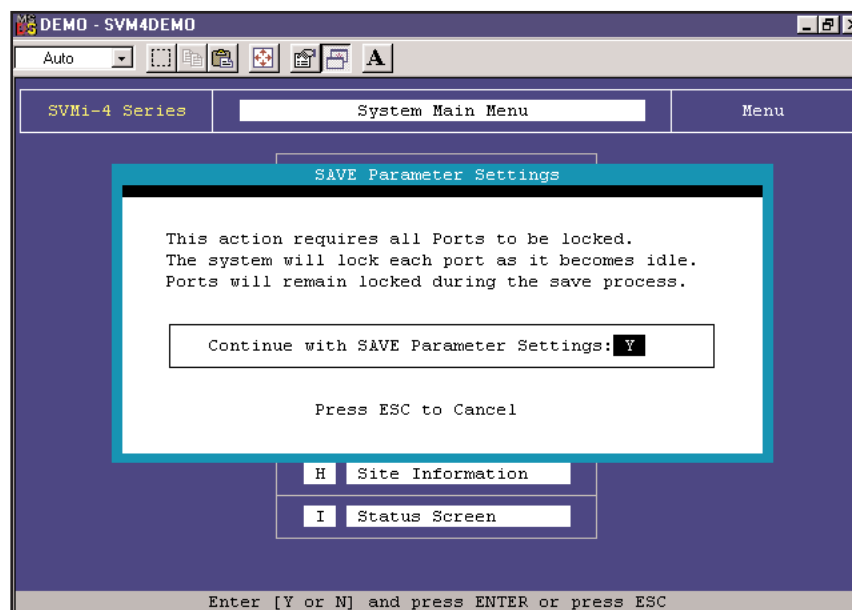
If changes are made to the customer database they are not immediately saved. The save will take place if:

● The administrator reboots the system after gracefully exiting using 'Operating Utilities' and 'Exit SVM 400'.

OR

● The nightly maintenance runs. This happens each night at 3 a.m.

The save application option also forces the changes to be written to the database. This will ensure that if the SVM 400 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 SVM 400 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.*

SUBSCRIBER LIST

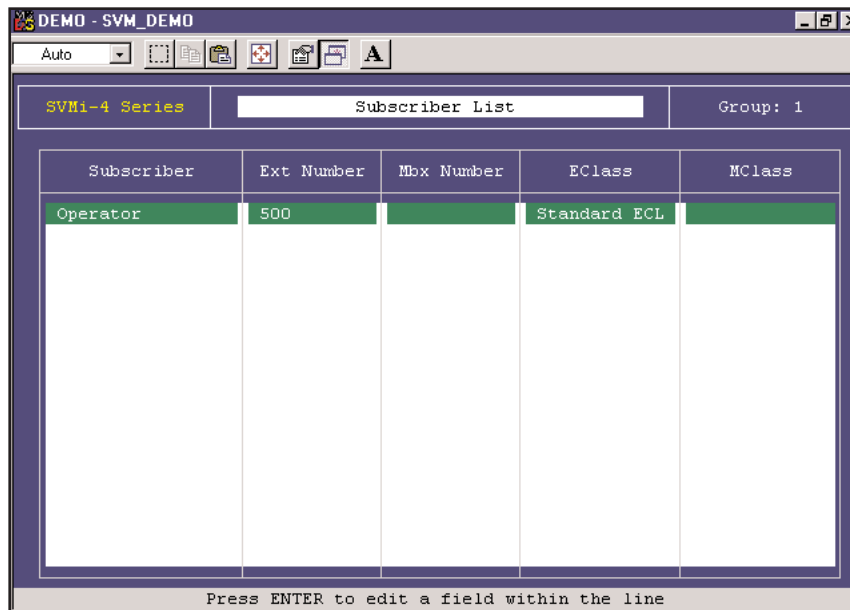To access the subscriber list, from the System Main Menu select SUBSCRIBER LIST and press ENTER.

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 SVM 400.

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' (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's last name, enter a coma (,) and type the subscriber's first name. Press enter and then type the extension and mailbox numbers for this subscriber. SVM 400 automatically creates the extension and mailbox for the subscriber to use and fills in the EClass and MClass data.

SVM 400 stores the subscriber's name in 'last name, first name' format. When entering the subscriber's name this format should be followed.

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

SYSTEM WIDE PARAMETERS

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

```
DEMO - SVM4DEMO                                              _ □ ×
 Auto        ▾  □ ▤ ▥ ⊞ ▦ ▤ A

SVMi-4 Series  │     System Wide Parameters     │   Page 1 of 3

        │   The SVMi-4 Release 1.2  VO: Jun 18, 2001 14:42.58 (4)  │


             Serial No.........  DEMONSTRATION

             Startup...........  6/20/03   14:45.39


             Voice ports installed............  2


             Maximum subscribers..........  17

             Total run time...............  0.0
             Run time remaining...........  4.0


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

```
DEMO - SVM4DEMO                                              _ □ ×
 Auto        ▾  □ ▤ ▥ ⊞ ▦ ▤ A

SVMi-4 Series  │     System Wide Parameters     │   Page 2 of 3

        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
                                     Minimum DTMF duration.....   5
   System admin........  0000        DTMF cutout period........   5
   Application admin...  0000        *Outbound DTMF duration...   8
   Subscriber admin....  0000        *Outbound DTMF gap length:   8

          Time to wait for keyboard entry before time out in seconds
```
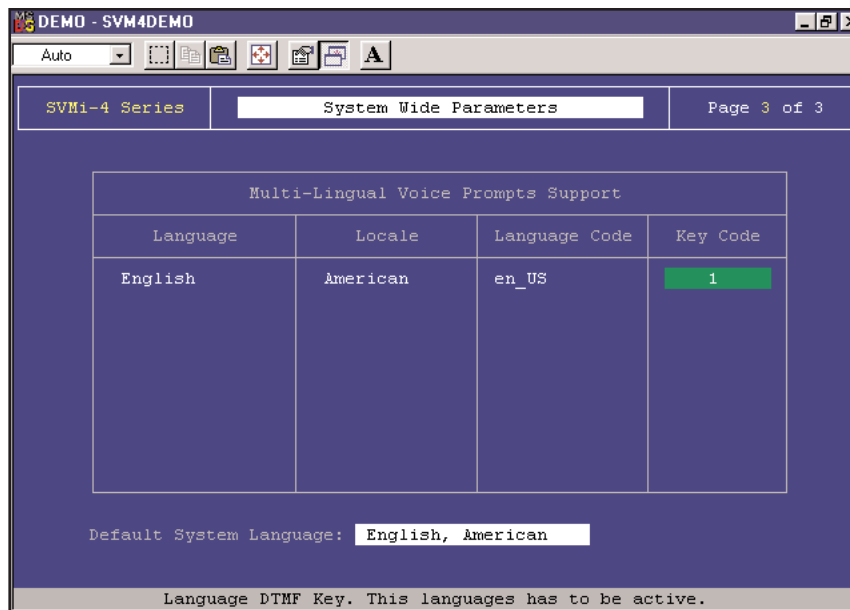
The System Wide Parameters include the software release, version number, the authorized number of ports, and options. Starred (*) items require the system to be restarted before they take effect.

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

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 SVM 400 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 a.m.

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.

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 works with the GUI only and denies access to only three areas: System Wide Parameters, Exit SVM 400, 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.

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 SVM 400 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 SVM 400 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 SVM 400. 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 dialed by SVM 400. 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 PROMPT SUPPORT

The multilingual voice prompt support page shows a list of all installed languages. Languages are defined by Language and Locale (or dialect). The field that you can edit in this page is the 'Key Code'.

Key Code   The key code is the shared digit entered by the caller and used by the SVM 400 to identify a language selection.

Default System Language   This sets the default operating language of the system.

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.

```
DEMO - SVM4DEMO                                          _ ⊟ X
 Auto      ▾   ▣ ▤ ▥   ▣   ▣ ▤   A

  SVMi-4 Series    ┌─────────────────────────┐   Prompts
                   │      Voice Studio       │
                   └─────────────────────────┘
  ┌──────────────────────────────────────────────────────┐
  │              PROMPT Recording Studio                   │
  │                                                        │
  │  Language: English, American      Code: en_US          │
  │  Prompt Number:          Length:           Recorded:   │
  │  ┌──────────────────────────────────────────────────┐  │
  │  │                                                  │  │
  │  │                                                  │  │
  │  │                                                  │  │
  │  │                                                  │  │
  │  │                                                  │  │
  │  │                                                  │  │
  │  │                                                  │  │
  │  └──────────────────────────────────────────────────┘  │
  │  NEXT Prompt = Ctrl + N    PREV Prompt = Ctrl + V    EXIT = Ctrl + E │
  └──────────────────────────────────────────────────────┘
            Language from which the prompts will be sellected.
```
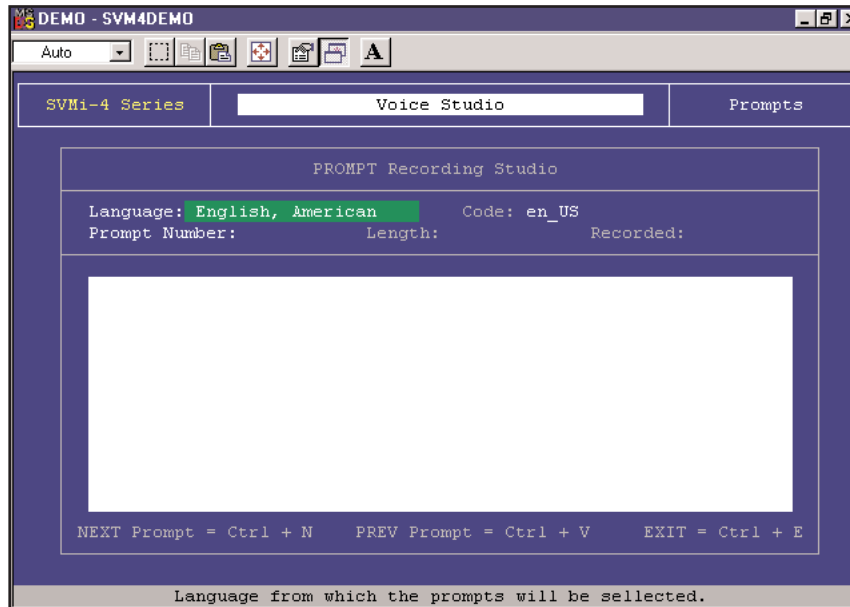
The Voice Studio is a utility for recording custom prompts and announcements. A series of dialog screens will lead you through setting up your system for recording.

The Telephone Extension   The telephone extension number to use. Enter your extension or telephone number that the SVM 400 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   Select the Prompt (P) option.

The screen will show the following options:

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 cannot 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.

Length   The length of the recording in seconds. This parameter is automatically filled in by the SVM 400 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.
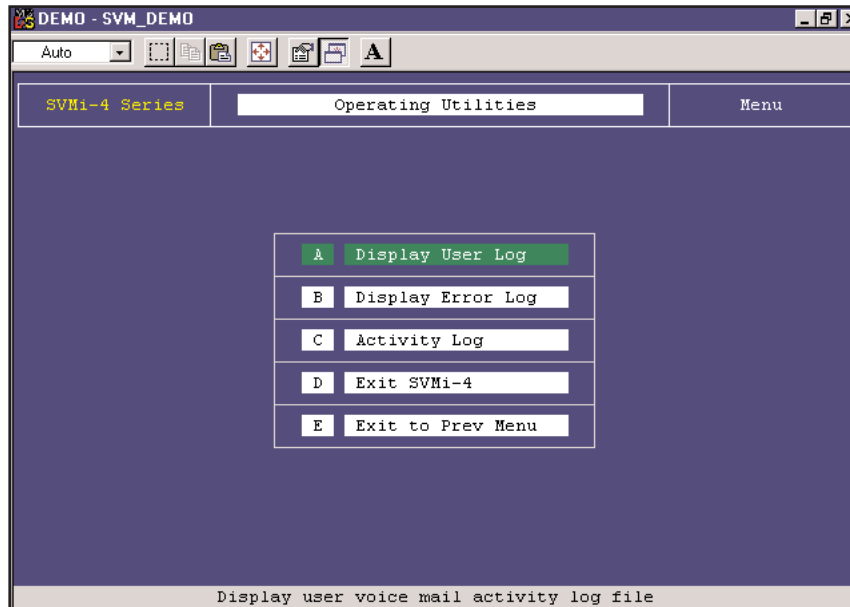
This menu screen is used for accessing various display logs and System Administrator facilities. The utilities and parameters contained within the Operating Utilities are as follows:

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: SVM 400 breeding mailbox, lost message file recovered, SVM 400 shutting down and other system information. During system maintenance this log will be truncated. Only the most recent 1MB will be kept.

Activity Log   This screen provides a log of all of SVM 400 activities. These include: changing to another mode, SVM 400 hanging up, new call and call data, or searching on caller ID or entry. Everything SVM 400 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.
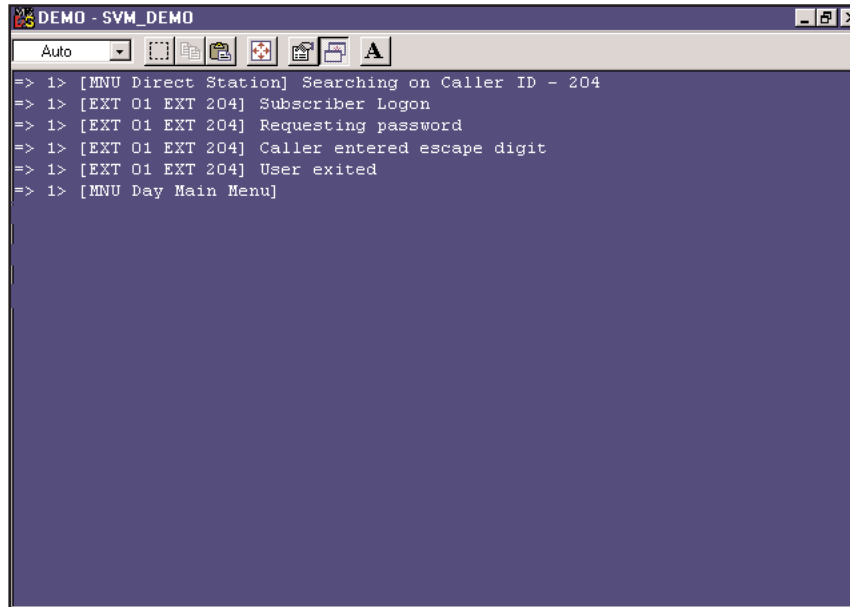
Exit SVM 400   Exit SVM 400 does exactly that. It will deactivate SVM 400 and shutdown the application. The SVM 400 will not answer the telephone until restarted.

Warning: *For the system to be shutdown the SVM it 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.*

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 SVM 400 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.

```
DEMO - SVM_DEMO                                              _ | □ | X
Auto ▼  □ ▦ ▧  ⊕  ⚙ ▣  A
=> 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]
```

The following commands can be typed in at the => prompt to determine how much and what type of information is displayed. These are used mostly for diagnostic and maintenance purposes.

CP [ALL, OFF, or PORT NO.] Turns on/off call progress monitoring for all or specific ports. Must be turned off with "OFF" command —not done by maintenance. 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 SVM 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.

LOCK/UNLOCK [ALL, or PORT N0.] Busies out all ports or a specific SVM 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. Display 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.

RX or RECEIVE [Filespec] {where filespec is any valid path and filename}   Used with CCTICOM utility to receive a file from the remote PC.

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

STATUS   Displays system information including: Mode and "status number" for all ports, total number of blocks in the 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.

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 Calais' 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.

SITE INFORMATION

This screen menu allows the System Administrator access to helpful information about the site in which the SVM 400 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 troubleshooting easier if it becomes necessary.

STATUS SCREEN

This is the normal operating screen for the SVM 400. The Status Screen is a display only facility, and shows information in real time relating to the current status of the SVM 400. The following information is displayed.
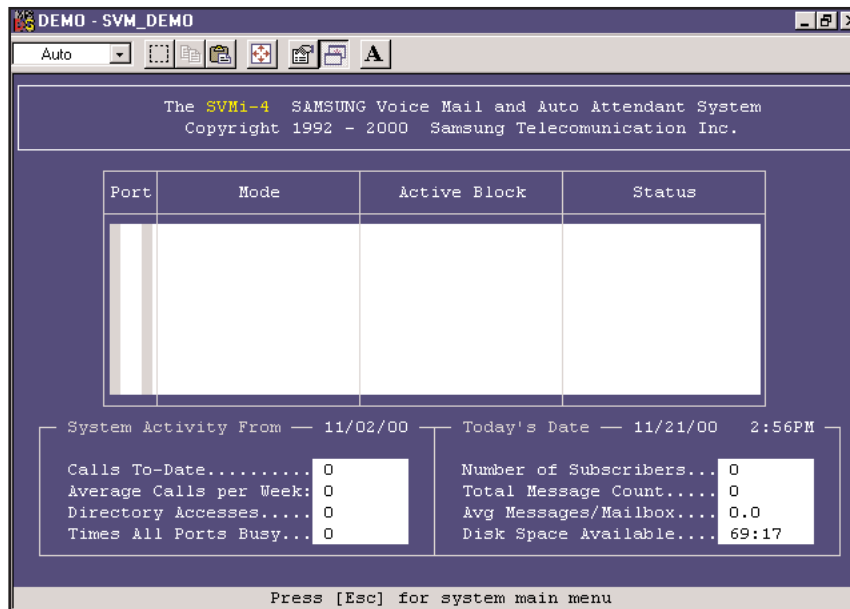
Prt. Column The Port column gives you the number of the voice circuit that the call is taking place on.

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 SVM 400 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 ever extension 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 subscriber mailboxes.

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

Block Tables

Block tables are the building blocks for 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 only 6 blocks available in the SVM 400, they are:

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.
EXTENSION BLOCK	Represents the subscriber to a caller. Houses subscriber's settings.
MAILBOX BLOCK	Receives, records, sends, and stores messages. Contains default personal greeting, name and password for the subscriber.
MENU BLOCK	Speaks prompts to caller and routes on Input from caller entry.
STATION BLOCK	All devices that access an external service, (other station, CO, pager, etc.), require at least one of these. Each contains the call progress information and instructions to place a call.

EXPLANATION OF DEFAULT CONFIGURATION

The default configuration in the SVM 400 has been simplified to minimize installation time 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.

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.

Bye Block   Use to terminate a call. One of these exists in the SVM 400.

Directory Block   Use to enable a caller to 'look up' an extension number. One of these exists in the SVM 400.

Extension Block   This block has limited functionality on the SVM 400 and it is mostly used to transfer callers to the physical stations. One exists for each phone on the system.

Mailbox Block   This block contains all the parameters for the mailbox including pager and cell phone notification. One usually exists for each phone on the system, but may also be assigned to people who do not have a phone on the system.

Menu Block   This block is responsible for playing prompts, collecting caller entry and routing calls. The auto attendant main menu is an example of a menu block. There is a default Menu Block created for answering calls in each mode (Day, Night, Holiday, and Weather).

Station Block   The station block is responsible for dialing. When the SVM 400 dials or transfers any call it uses a station block. Default Station Blocks exist for Internal Calls, External Calls, and Beepers.

When a call is answered there 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.

BYE BLOCK


```
DEMO - SVM_DEMO                                          _ □ X
 Auto    ▼   □ 📋 📋 ⊞  🖼 🖨 A

  SVMi-4 Series              BYE -  GoodBye            Page 1 of 1

                        Bye Block Controls

           Prompt played to caller prior to disconnect: 0051





             Block Name. To Rename, Type new name then Press Enter
```
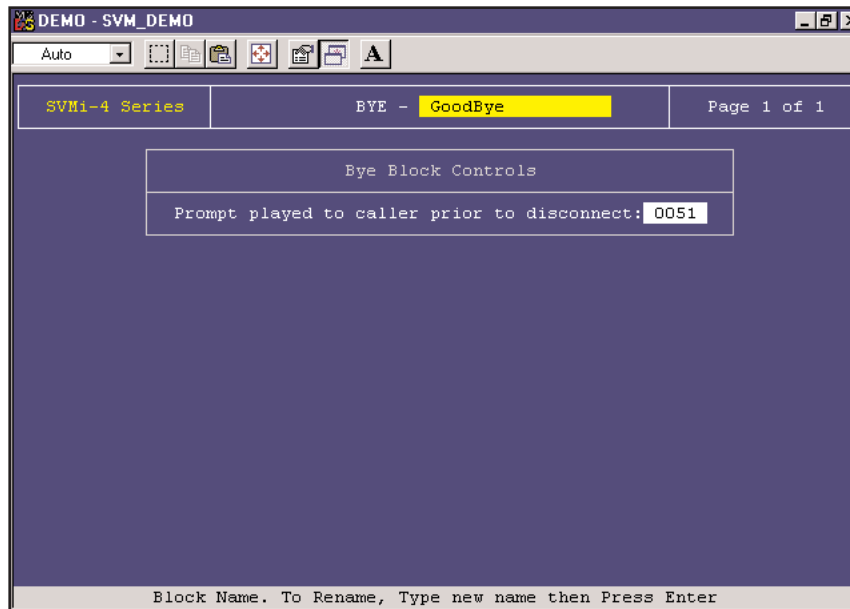
Description   The BYE Block is very simple. Its purpose is to say good-bye to the caller, disconnect the call, and free the port. The only parameter is the prompt to be spoken before disconnecting. There is only one bye block available in the SVM 400.

Program Fields

Prompt   The number of the prompt that the SVM 400 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 name and entered the 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.

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 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 SVM 400 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.

```
DEMO - SVM4DEMO                                           _ 8 X

  Auto                                        A

 SVMi-4 Series          DIRECTORY -  Directory             Page 2 of 2

      Directory Control Prompts              Selection Prompts

   Enter name.............. 0127       Press one............... 0118
   Target name prefix....... 0132      Press two............... 0119
   No matches found......... 0128      Press three............. 0120
   Invalid entry............ 0131      Press four.............. 0121
                                       Press five.............. 0122
   Press '9' for more names: 0126      Press six............... 0123
   Press '0' for a new name: 0129      Press seven............. 0124
   Press '*' to exit........ 0130      Press eight............. 0125


                      Directory Activity

   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%


      Prompt asking caller to spell the target's name on their phone
```

Prompts On the 2nd page of the directory block you will find a list of the prompts that SVM 400 plays to the caller. Highlight the prompt number and press 'Ctrl+O' to review the prompt text and usage. These prompts may not 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.

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 party's 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.

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

EXTENSION

```
┌ DEMO - SVM4DEMO ──────────────────────────────── _ □ X ┐
│ ┌─────┬─┐  ┌──┬──┬──┬──┬──┬──┬──┐                       │
│ │Auto │▼│  │▫▫│▫▫│▫▫│✛│▫▫│▫▫│ A │                       │
│ └─────┴─┘  └──┴──┴──┴──┴──┴──┴──┘                       │
│ ┌────────────────────────────────────────────────────┐ │
│ │ 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 │
│  │  │                       │ Call screening... N   Enabled... N │
│  │  │  Supervision level...│NONE│ Find Me allowed.. N   Enabled... N │
│  │  │  PAN Supervision..... NONE│ Scheduling....... N   Blocks.... N │
│  │  │  Subscriber password: ********│ Retrieve public caller allowed.. N │
│  │  │  Language│English, American│ Private access numbers allowed.. N │
│  │  │  Station....│On Premise│   Busy greeting allowed.......... N │
│  │  │                       │ Designated location allowed..... N │
│  │  │  Directory  Public:│N│ User:│N│ Stored phone numbers allowed.... N │
│  │  │                       │ Access profile allowed......... N │
│  │  │  Retention days remaining:│ 0 │ Extended prompting enabled...... Y │
│  │  └──────────────────────┴───────────────────────┘  │ │
│  └───────────────────────────────────────────────────┘ │
│       Block name. To rename, type new name then press ENTER │
└─────────────────────────────────────────────────────────┘
```

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.

Program Fields

Extension Name   The name of the extension. This is used by the directory feature. SVM 400 stores the subscriber name in 'last name, first name' format. When entering the subscriber's name this format should be followed. If the name is entered as 'first name, lastname' SVM 400 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 SVM 400 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 SVM 400 will dial to complete the transfer. In other words, this is the number that is dialed when the caller enters the extension number.

Alternate   In each Extension Block there is a programming field available called 'designated location allowed'. Setting this to 'Y' will allow a subscriber to enter an alternate number where they can be reached. This number is entered here and will be called in place of the normal dial number. This number may be an internal or external number and can be set until further notice, for the next few hours, until the end of current business day, start of next business day, a coming day of the week or until a specific day and time. To activate this dial 4 then 1 from the Subscriber Main Menu.

Supervision Level   Press ENTER at this field to bring up a pick list with the following options:

  ● **NONE (blind transfer)**   SVM 400 transfers the call, releases, and doesn't wait for any subsequent condition.
  ● **FULL**   SVM 400 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.

Subscriber Password   The digits the extension user enters to gain access to the extension user menu. In the SVM 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 SVM 400 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 mailbox block also has a Language field, and the SVM 400 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 reentered.

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+O to review the selected Station Block.

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 caller 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.

Designated Location Allowed   Setting this to 'Y' will allow a subscriber to enter an alternate number where they can be reached. This number is entered in the 'Alternate' field and will be called in place of the normal dial number.

MAILBOX

```
DEMO - SVM4DEMO                                                    _ □ X
 Auto      ▼   □ 📋📋 ⊞  📋📋 A

 SVMi-4 Series            MAILBOX - TEMPLATE MBX           Page 1 of 5

   Group:  1    Number: d                  Extension:

   VisiComm User:                         Mclass: 01:Standard MCL

        Mailbox Controls                      Authorizations

   Announce only mailbox......  N    Forced messages allowed..........  N
   Subscriber administrator...  N    Reminders allowed...............   Y
   Use LIFO message ordering..  N    Commitment/Follow Up allowed......  N
                                     Message grouping allowed.........   N
   Directory Public: Y  User: Y      Mailbox greeting allowed.........   Y
                                     Message alert control allowed.....  Y
   Subscriber password: ********     Extended prompting enabled........  Y
   Language English, American        Auto Play of new messages enabled:  Y
   Retention days left......    0    Auto Play of message info enabled:  Y


       The Extension or Workgroup that belongs to this mailbox
```

Description   The Mailbox Block is used to implement the Voice Mail messaging features on SVM 400. 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).

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.

Program Fields

Mailbox Name   The name of the mailbox. SVM 400 stores the subscriber's name in 'last name, first name' format. When entering the subscriber's name this format should be followed. If the name is entered as 'firstname, lastname' SVM 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 Extension number to which the mailbox belongs. If this is left blank the mailbox will be considered a 'stand alone' mailbox with no matching extension.

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, SVM 400 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 subscriber's 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 SVM 400 products, subscribers have both an extension block and a mailbox box (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 SVM 400 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 valif password.

The extension block also has a language field, and the SVM 400 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 reentered.

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.
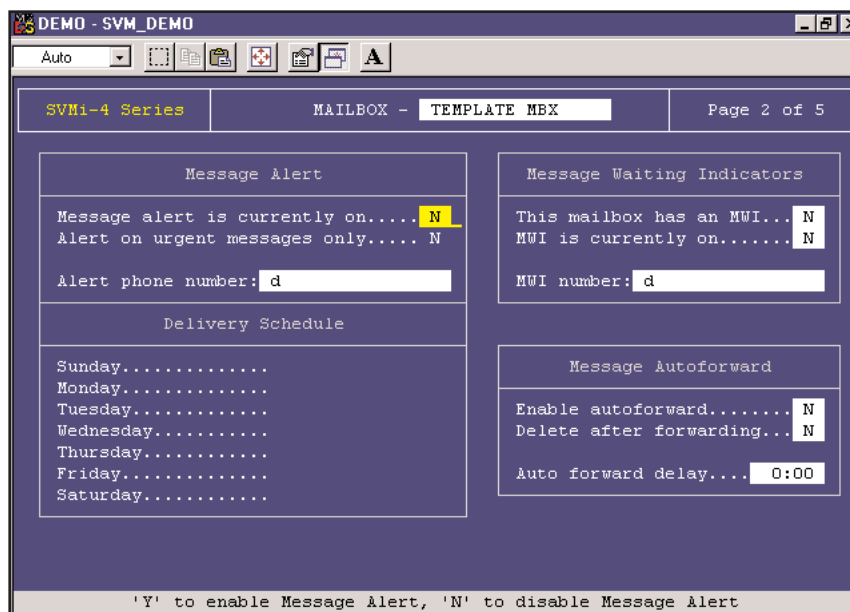
Message Alert Control Allowed   When set to yes the caller is allowed to turn on and off the message alert and set the alert number.

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.

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

In version 1.2 and later these are not accessible. Previous software versions allowed access to them but the fields were not used by the SVM 400 software. The 'Mailbox has Message Waiting Light' is fixed as Yes for all mailboxes that have an extension associated with them.

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. The range for this is from 0 (no forward) to 23:59 (almost one day).
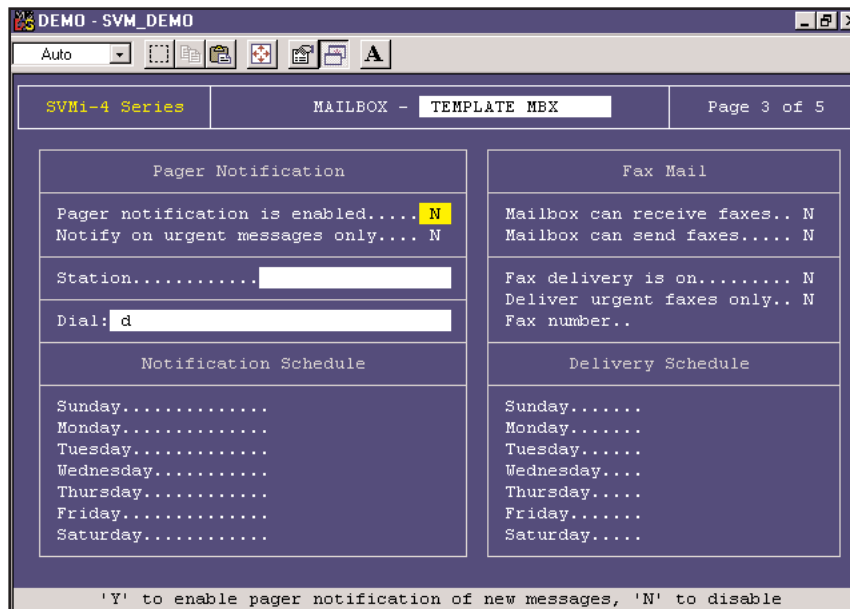
Pager Notification Enabled   A 'Y' enables the pager notification of new messages received. A 'N' disables this option.

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.
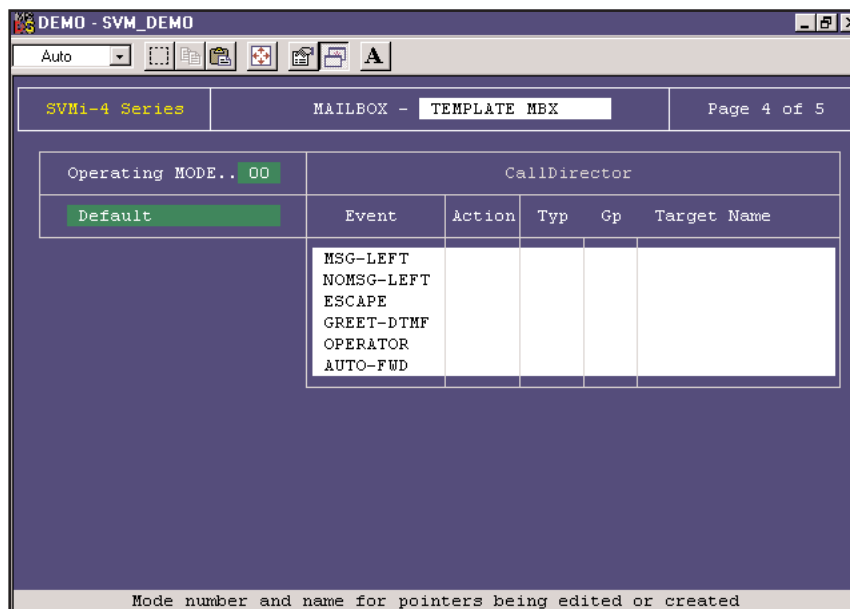
Operating Mode   Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Operating Modes are given a unique Number by the system. In the SVM 400 they are 01 - 04, indicating Day, Night, Holiday and Emergency / Bad weather.

- **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 SVM 400 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 SVM 400 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 SVM 400 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 SVM 400 will immediately exit the process it is in and go to the block defined in this pointer.
- **GREET-DTMF Pointer**   This is the block that the SVM 400 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 SVM 400 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

```
DEMO - SVM_DEMO                                    _ |₽| X
Auto      ▾  □□ ⟦⟧ ⟦⟧ ⬚ ⟦⟧⟦⟧ A

 SVMi-4 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: 0006   4th:        Maximum Caller Entry Digits:  3 │
        │ │    2nd: 0109    5th:        Wait for First Entry Digit..  3 │
        │ │    3rd: 0101    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
```

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, it transfers control to the 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 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.
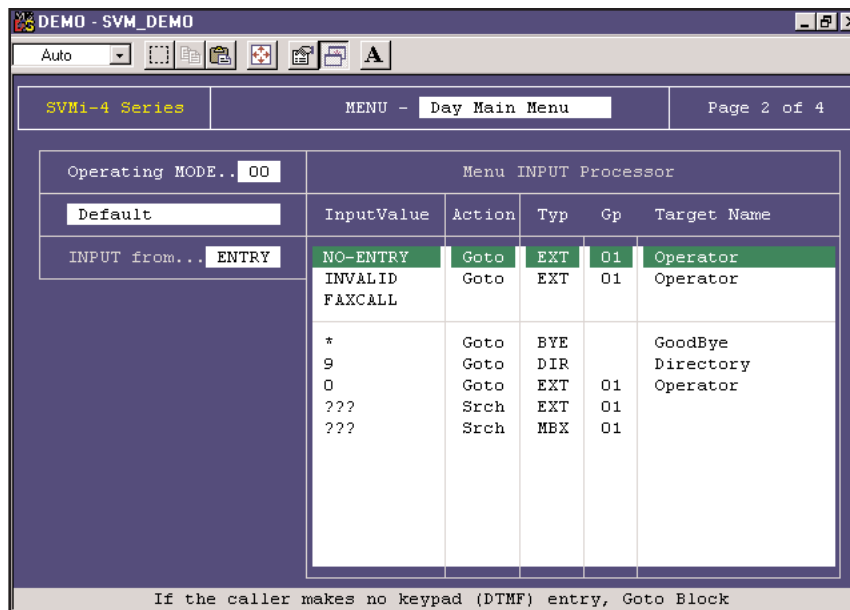
Prompts 1 through 6 These are the voice prompts that the SVM 400 speaks when the Menu Block is entered. Menu prompts 1-6 are spoken in succession and are normally used to prompt the caller for an entry. Allowable inputs include any four digit prompt number (1000 - 9999). A blank entry means "say nothing." 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). 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 + O (O 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, SVM 400 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 SVM 400 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 SVM 400 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 SVM 400 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 an unique number by the system. In the SVM 400 they are 01-04, indicating Day, Night, Holiday and Emergency / Bad Weather.

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.

NO-ENTRY Pointer   The block that the SVM 400 will execute next if the caller makes no entry in this MENU.

INVALID Pointer   The block that the SVM 400 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 SVM 400 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 the SVM 400 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. 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 '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.

Input Value Column   The Input Value is a defined event pointers that directs the SVM 400 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.

InputValue Search Order   When searching for a match to a caller entry or for a particular pointer, SVM 400 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

Press ENTER to bring up the action pick list. Highlight the appropriate action and press ENTER. The available actions are described in the next page.

MENU Blocks search and give precedence in the following order:

- Translation Pointers
- Other Pointers
- Extensions
- Mailboxes
- Announcements

Search   Used only with Menu Blocks. This type of action uses the Input Value to search a specified group to find a block with a number that matches and then passes control to the block. Valid block types to be searched are extensions and mailboxes. More than one block type may be searched at one time.

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. SVM 400 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 pneumonic 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.

STATION BLOCK


```
DEMO - SVM_DEMO                                              _ | 8 | X
 Auto ▼    [] 🗋 📋 🔧    🗐 🗐 A

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

                        Matching Dial Strings

        ???????           [            ]        [            ]

        [            ]    [            ]        [            ]

      Prefix and Suffix           Message Waiting Indicator Controls

    Prefix: 9,                   Dial to set MWI on..[        ]
    Suffix: [          ]         Dial to set MWI off:[        ]

      Transfer Controls               Call Progress Training

   Simultaneous xfers.... Y      Ringing number:[        ]    5
   Conference calls...... Y      Busy number....[        ]    5
                          N
   Monitor transfers..... N      [ Train ]  [ Retrain ]  [ Reset ]

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

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 SVM 400 call them to learn the ringback and busy signals automatically. The SVM 400 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 SVM 400 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 SVM 400 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 SVM 400 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 below for more on this subject.**

The SVM 400 comes with the following default station blocks:

- **On Premises**   Not Used.

- **Off Premises**   Used for all off premises notification, and calls accepted to beepers.

- **Beepers**   Used to call personal pagers (beepers). You may have to create additional beeper station blocks if the company employees use multiple pager companies, each with their specific timing parameters.

Program Fields

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 SVM 400 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 digits 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 SVM 400 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 SVM 400 to dial "9" and then pause before dialing the actual telephone number. **See the instructions for entering specific characters at the end of this section.**

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.

Conference Calls - Y/N   Allows SVM 400 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. Since the SVM 400 knows how to do this internally, you would only use these to set MSG light on remote systems.

Dial To Set MWI Off   Enter the string needed to turn message waiting indicators off. Since the SVM 400 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 SVM 400 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 in.

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 SVM 400 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 SVM 400.
- If no numbers are provided for Ringing or Busy, and Retrain is set to 'Y', SVM 400 will give an error warning.

There are five types of Station Blocks preset on SVM 400: 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.

Specialized Applications

Setting Up Pager Notification

Each subscriber may be notified of new voice mail messages on their personal pager. To set this up, follow these steps:

1. Open the appropriate mailbox block.

2. Press 'Ctrl + D' twice to get to page 3 of the mailbox block.

3. Enable pager notification by changing the 'N' to a 'Y' in 'pager notification is enabled'.

4. In the 'Dial:' field enter the pager number. For example 555-1234.

5. Place your cursor on the 'station' field and press return.

6. Every time the SVM 400 dials a number it uses a station block to obtain dialing rules and instructions. Select the 'Beepers' station block and press return. If you need to create a new block to handle different beeper companies you can also do that here.

7. Now let's check the contents of the beeper station block. Place your cursor on the 'Beepers' field that you selected in step 6 and press 'Ctrl + O' to open it.

8. The matching dial strings are only used to select a station block according to a match with the dialed digits. We use these when a station block has not been explicitly defined. Because we have explicitly defined this block by selecting it a station block in the previous mailbox block we do not need to use these matching dial strings.

   In actual fact, in the mailbox block we could have left the station block blank and selected this beeper block by putting a matching dial string in one of the matching dial string fields (e.g. if the pager number to dial was 555 1234, we could enter 5551234 in one of the fields of the beeper block. Or we could enter 555????, in which case any time the SVM 400 needed to dial out a number beginning with 555 it would use this station block).

9. The only two fields we need to be concerned with are the prefix and the suffix. These have been entered for you so there should be nothing to do here. The prefix determines what number the SVM will dial before sending the 555-1234 beeper number. The suffix determines what number the SVM will dial after sending the 555-1234 beeper number.

10. The prefix contains '9,'. This means that dial 9 (9) and wait for one second (,). The one second is to get dial tone.

11. The suffix contains '~diW,$K##'. This means to use in band dialing (~di), wait for answer (W), pause for 1 second (,), dial the key value of the mailbox ($K), and send ## to terminate the call (##).

    Note: Sometimes you may want to substitute a fixed timer in place of the 'wait for answer' command. To do this insert multiple 1 second pauses (,) or one or more 4 second pauses (\).

    All that remains is for the mailbox owner to enter their own personal pager number.

Creating a Multi-Level Menu

The SVM 400 comes default with 4 menus to answer calls in the day, night, holiday, or weather (which can actually be used for any emergency). If you need to create additional menus it is easy.

Example: The day main menu prompts a caller to press '7' for 'additional selections'. The additional selections will list several departments and offer a single digit selection to reach them.

Programming Steps:

1. Record the appropriate greeting in 'day main menu'.

2. Press 'Ctrl + D' and goto page 2 of 4 of the day main menu.

3. Press the down arrow until you reach a blank line below the last entry of the Menu Input processor.

4. Press return to create a new entry.

5. Press '7'.

6. Press enter and then highlight 'Goto' and press enter again.

7. You can now select another block to transfer to, if the caller presses '7'.

8. Select Menu and choose 'New'.

9. Name the new Menu 'departments'.

10. Record a prompt and enter the prompt # in '1st Prompt'.

11. Press 'Ctrl + D' and go to page 2 of 4 in 'departments' menu.

12. You may, if desired, remove any current default entries by selecting them and pressing 'Ctrl + Y'.

13. Create new entries with single digits. Select 'Goto' and pick destinations for each entry. Destinations can be any other block, but in this example would most probably be extensions or mailboxes.

Multi-Language Support

The multi-language capability of the SVM includes both Caller Language and Subscriber Language.

Caller Language Selection   Callers may select a language option when the SVM 400 answers their call. The prompts played to the caller will continue in the selected language until the SVM 400 releases the call.

Programming changes to this feature are made in System Wide Parameters, page 3/3.

The Multilingual Voice Prompt Support page shows a list of all installed languages. Languages are defined by Language and Locale (or dialect). You may enter a 'Key Code' for each language. The key code is the digit entered by the caller and used by the SVM 400 to identify a language selection. Additionally, you may select a default language for the system.

Subscriber Language Selection   Mailboxes may be associated with a specific language so that after a subscriber accesses their mailbox, prompts will play in the language assigned to the mailbox. The call session will continue in this language even if the caller leaver their mailbox.

Programming changes to this feature are made in the first page of the mailbox and extension block in the field called 'Language'.

Example - Caller Language Selection

1. Keep the main automated attendant prompt short (for example: announce the company name but do not provide other options).

2. Check the languages installed on your system as well as the actual numbers used to select them. They can be found in page 3 of 'System Wide Parameters'. Make any necessary changes to the assigned digit for each language and the default system language.

3. Add a new prompt (any prompt number higher than 1004) to the end of the main menu with an option to select a language, for example "...for English press 1, for French press 2".

4. In the main menu for each mode "Menu Input Processor" (page 2), scroll to a new line and press Enter.

5. Add a new entry that has one question mark and press return. This will match any single digit dialed by the caller (i.e. 1 or 2 for language selection).

6. Select 'Goto' and press return.

7. Now we must pick a target to go to if anyone dials a single digit (more correctly, we must pick a target if anyone dials a single digit not specifically listed in the menu input processor). For this application we will select 'menu'.

8. The list of menu blocks displayed is limited and does not fit our requirement so we must create a new one. Select New and give it a name. We will call this "Language".

9. It is not necessary for this block to play any prompts in this menu block, so no changes need to be made to the caller entry options.

10. We want to use this menu block only to tell the software what language to use for the rest of this call. To do this we must assign the single digit entered by the caller in the previous menu to a language register that is used by the system to process a call. Fortunately this is easier than it sounds!

11. First we must tell the menu to use the data entered on the previous block. On page 1 of the newly created "Language" menu block, put the cursor on the field called 'take input from' and press return. From the available list pick 'Key' and press enter. The key value means the value passed from the previous block.

12. Next we must tell the system to use the key value to select a language. Move the cursor to the field called 'store input in' and press enter. Select Language. Your system is now using select a language based on the digit entered by the caller in the previous menu.

13. You have successfully implemented language selection, but we must now decide what happens to the call now. Press 'Ctrl + D' to go to the next page of the 'Language menu block'.

14. The Menu Input Processor contains some default values created based on the 'Template MNU', you may remove these by placing the cursor on each one and pressing 'Ctrl + Y'.

15. If you look at the right hand side of the screen you will be reminded that the input that the Menu Input Processor will search on is taken from the 'key' value (i.e., the single digit value that was collected from the previous block).

16. In the Menu Input Processor make two entries for 1 and 2, and decide where you want the caller to go. The target(s) can be any valid block and may point to completely different objects. In our example we want to offer the same call flow to both English and French callers. We want to tell the caller 3 things:

   ● They can dial an extension number if they know it (this is prompt # 0006).
   ● They can access the directory feature by pressing 9 (prompt # 0109).
   ● They may hold for an operator (prompt # 0101). Whatever language the caller has selected, he will be routed to the same block - it is only the language that will change.

17. Move your cursor to a new line in the 'Menu Input Processor' on page 2 of our language menu block and press enter. Since we know the digits we are working with from our key value, selection will be only 1 or 2, and they will both be routed to the same destination, we can do this with one entry for the Menu Input Processor. Enter a single question mark, which is a wild card for any digit.

18. Press enter. Select 'Goto', and when the 'Target generator' window appears select Menu.

19. Again we have no existing menu that is suitable for our purpose so we must create one.

20. Select 'New' and call the new menu 'Options'.

21. The 'take input from' field will show 'ENTRY'. This means digits entered by the caller, this is fine for our purpose.

22. Go to caller entry options lower on the same page. It is here that we must enter the prompts to play to the caller. For 1st, 2nd and 3rd prompt enter 0006, 0109, and 0101 (remember step 15?).

   Note: When an additional language is installed on the SVM 400 system it consists of a duplicate set of prompts in a different directory. These prompts are in a different language but use the same numbers. The menu block will look for them in a specific directory determined by the language selection. This means that we only need to tell the menu block what prompt to play and the language register will determine what language to play it in.

23. We must now go to page 2 of the 'options menu block' and assign routing instructions in the 'Menu Input Processor'.

24. The no entry field already points to an operator, 9 is assigned to the directory feature and the '???' (any digits) will first look for an extension to transfer to, and if none is found, it will look for a mailbox to transfer to. So there is really nothing to do here. Your setup is complete.

Mailbox Language Selection

When a caller has selected a language the prompts will continue in the selected language until the SVM 400 releases the call.

When a subscriber (owner of an extension / mailbox) call the SVM 400 and identifies themselves by correctly entering a passcode. A language will be selected based on the mailbox. Once selected the call (from the subscriber) it will continue until it is released by the SVM 400 or the language is deliberately changed. The mailbox language selection can be found in page 1 of mailbox programming.

Note: Please check with your Samsung Representative for availability of languages. These must be loaded onto your system before this feature can be used.

Customizing the Directory to Search on First Name

When a directory name is entered for the extension / mailbox it should be entered as 'last name, first name'. If the name is entered as 'firstname, lastname' SVM 400 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.

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

Note: Directory names can be entered remotely. This is done by accessing the mailbox, correctly entering a password, selecting # and then 3. Follow the prompts to enter a directory name.

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

Overflow Destination

When a station call forwards to VM (or a group overflows) the call is passed to the SVM 400 and answered by either the Main Auto Attendant or the mailbox associated with the forward or overflow.

Overflow to Mailbox   Sometimes, when the SVM 400 is being used in a 'part time operator' type of application, the operator phone or group will ring, and if not answered, the call should go to voice mail. It is easy to program this. Simply create a mailbox for the station or group that forwards or overflows.

Overflow to Auto Attendant   Sometimes, when the SVM 400 is being used in a 'delayed ring' type of application, the operator phone or group will ring, and if not answered, the Auto Attendant should pick up. It is easy to program this. Simply remove the mailbox for the station or group that forwards or overflows.

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

Broadcast to All Mailboxes

If you have been designated as a System Administrator, you may send a message to all mailboxes in the system.

- From the mailbox main menu press 6 for mailbox administration.
- Press 9 for broadcast messages. This option will only be available if your mailbox has been assigned system administration privileges.

Appendix A

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.

\ – 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, SVM 400 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 use to wait for dial tone. The SVM 400 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 SVM 400 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.

Appendix B

Creating or Modifying Prompts

About SVM prompts

SVM speaks to callers and subscribers, through a series of System and Custom Prompts stored in the system's memory. These prompts were recorded and implemented in such a way that the SVM would sound human and conversational. To allow for greater customization, SVM 400 uses the following naming convention for all prompts used on the system. Prompts are named XXXX.PMT where XXXX is a four digit, zero padded value. Prompt numbers less than 1000 are reserved.

This guide will discuss the utilities and steps required to record those prompts you want customized, as well as list all the system prompts already shipped with the system. We will also go over utilities installed on the system that you can use to convert files that you may have had professionally recorded in a 32 kbs ADPCM "VOX" format to the required "PMT" format of SVM 400.

The list of System Prompts is in a chart format based on the alphabetical order of what the prompt speaks. The chart contains the prompt text, the block type that may use it, its category or location within that block, and its prompt number.

The Utilities and Procedures discussed in this guide will be the "Voice Studio", System Administration - Edit System Prompts via telephone, and BUILDPMT a VOX file conversion utility.

Voice Studio The Voice Studio can be accessed from the System Main Menu of SVM 400's GUI. This facility will allow you to record both the Voice Recording and the Text for Prompts. In this guide we will only be discussing Prompts. Operation of the Voice Studio is covered elsewhere in this Manual.

System Administration Prompts can be recorded using SVM 400's Telephone System Administration. This is accessed by dialing from a touch tone phone into the SVM 400 system, when the system answers enter # plus three zeros, followed by the System Administration's password. You will be prompted to press 1 for System Prompts and then prompted to enter the Prompt Number. Since this procedure is done from a touch tone phone you will not be able to edit the prompt text. This utility allows the system administrator the ability to quickly make a last minute or spur of the moment change to a system prompt for holidays or emergency weather conditions from a remote location.

Professionally Recorded Prompts To convert VOX files recorded professionally or by using some third party Voice or Multi-Media recording software package to SVM prompts you would use the BUILDPMT.EXE utility. This is strictly a conversion utility and is not responsible for the quality of the recording. All prompts must be recorded then saved as an 8Khz 32Kbs Dialogic ADPCM 'VOX' file format in order to use this utility. The BUILDPMT utility will allow you to embed a text file along with the voice, so it can be seen as well as heard in SVM 400.

Professionally Recorded Prompts

This section will go over the additional steps and utilities required for converting professionally recorded prompts to a format usable on SVM.

Choosing a Recording Studio

Like many industries the recording industry undergoes changes, which helps keep them up to date with current technologies. Today there are many software programs available that allow recording studios accustomed to using digital technology, to save their recordings in a variety of formats compatible with today's business communications and multi-media equipment.

You must keep in mind that what the engineers hear in the studio is not necessarily how it will sound being played over a phone. The frequency loss, inherit in telephone transmission, and the combination of the digital sampling process will alter the sound quality, and in some cases if recorded to 'Hot' it will be over modulated and distorted, and in other cases depending on the voice talent it will sound weak and/or thin when played over the telephone. Make sure you and/or your customer(s) choose a Studio that has had experience recording

voice prompts for the Telecommunications Industry. If their only experience is Music on Hold, that may not be sufficient.

Studios typically have libraries full of samples that they can give you to try. Take one or two and run the conversions described below and create a test application on SVM 400. Write the application so you can hear the samples in context with other SVM 400 prompts. This should tell you whether the studio is capable of providing the adequate quality for their customer(s).

Requirements

The studio will need a separate file for every custom prompt recorded. The file will be a {name}.VOX, where the {name} of the file can only be 8 alpha/numeric characters, because SVM 400 has a DOS based operating system. For this conversion, it doesn't matter what media or format the studio chooses to record the prompts. However, the studio must save the file(s) in an 8Khz 32Kbs Dialogic ADPCM 'VOX' file format.

Converting to SVM Prompt Format

To convert the 'VOX' file to a SVM 400 prompt, the utility BUILDPMT.EXE is provided on all SVM 400 installations. The installation program will place BUILDPMT in the DTA directory. You will need to copy that file to the location where you will perform the conversion. The syntax for BUILDPMT.EXE is as follows:

BUILDPMT /Dname [/Tname] [/I] [/Eflags] /Vname[;name[;name...]]

[name] is the name of a file on disk
[flags] are for setting certain playback attributes and should not be used

Command Line Switches
/D - specifies the destination file name of the converted prompt
/T - specifies an optional text file name for embedding text in a prompt
/I - indicates that the prompt being built should be an indexed prompt
/V - specifies the name of the voice file of the original file
/E - specifies the encoding algorithm to use (8 KHz or 6 KHz, ADPCM, mu-Law, A-Law, etc.)

Because SVM 400 reserves prompt numbers 0000 through 0999 for itself, we suggest you add an easily remembered number (1000) to the number of your custom prompt. That way, the converted prompt will be fully editable under SVM 400 and won't conflict with any of the provided system prompts.

Example

To convert studio recording "Hello.VOX" to a SVM 400 custom prompt 2000.PMT, first go into the PMT directory [C:> cd \pmt]and create a sub directory called STUDIO [C:\PMT> md studio]. Change directory to STUDIO [C:\PMT> cd studio] and copy BUILDPMT.EXE to that directory [C:\PMT\STUDIO> copy c:\dta\buildpmt.exe]. Assuming Hello.VOX is on a floppy, copy that file to the Studio directory as well [C:\PMT\STUDIO> copy a:hello.vox]

To convert the studio recording to a SVM 400 Prompt type the following:

BUILDPMT /D2000.PMT /VHELLO.VOX /E200

This will create a new file (2000.PMT) which will be compatible with SVM 400 using the Dialogic 8KHz ADPCM algorithm, and leave the original studio VOX file (hello.VOX) unchanged.

After you have run BUILDPMT, you will need to copy 2000.PMT to the PMT directory. Once you have put SVM 400 back online, you will need to assign the new prompt to a Block in SVM 400, so that it can be played to the caller.

In the example above, when you opened Prompt 2000.PMT in the SVM 400 Voice Studio no text would appear, so you would have to type it in at that time. Hello.VOX (prompt 2000.PMT) says "Thank you for calling ABC Company." You could have created an ASCI TXT file prior to running BUILDPMT and embedded the text into the Prompt at one time.

To convert the studio recording with the embedded text, type the following:

BUILDPMT /D2000.PMT /T2000.TXT /VHELLO.VOX /E200

PROMPT LISTING

FILE: 0001.PMT

"Thank you for calling."

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

FILE: 0002.PMT

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

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

FILE: 0003.PMT

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

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

FILE: 0004.PMT

"Our office is closed for the holiday."

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

FILE: 0005.PMT

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

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

FILE: 0006.PMT

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

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

FILE: 0007.PMT

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

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

FILE: 0008.PMT

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

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

FILE: 0009.PMT

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

Usage: Maybe used in any Block which accepts caller entry.

FILE: 0010.PMT

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

Usage: Optional MENU prompt to indicate invalid entry to the caller.

FILE: 0011.PMT

"Please enter your password."

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

FILE: 0016.PMT

"Thank you. One moment please."

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

FILE: 0023.PMT

"Thank you."

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

FILE: 0040.PMT

For a directory of extensions, press 1.

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

FILE: 0051.PMT

"Goodbye, and thank you for calling."

Usage: Played to caller prior to the system hanging up.

FILE: 0052.PMT

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

FILE: 0053.PMT

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

FILE: 0054.PMT

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

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

FILE: 0055.PMT

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

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

FILE: 0056.PMT

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

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

FILE: 0057.PMT

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

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

FILE: 0058.PMT

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

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

FILE: 0059.PMT

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

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

FILE: 0060.PMT

"Please enter the announcement number."

Usage: Default prompt for an audiotex information center.

FILE: 0061.PMT

"To replay this announcement, press 1."

Usage: Default prompt to offer replay of the announcement.

FILE: 0062.PMT

No announcements match your entry.

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

FILE: 0063.PMT

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

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

FILE: 0071.PMT

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

FILE: 0101.PMT

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

Usage: Optional prompt for use in a MENU or SPEAK block.

FILE: 0103.PMT

"Please hold while I connect your call."

FILE: 0109.PMT

For a directory of extensions, press 9.

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

FILE: 0110.PMT

"I'll transfer you to an operator."

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

FILE: 0111.PMT

"Goodbye."

Usage: Optional hang up prompt for use in a BYE block.

FILE: 0112.PMT

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

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

FILE: 0114.PMT

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

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

FILE: 0115.PMT

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

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

FILE: 0116.PMT

"One moment."

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

FILE: 0118.PMT

Press one.

Usage: Used by the System Directory Facility.

FILE: 0119.PMT

Press two.

Usage: Used by the System Directory Facility.

FILE: 0120.PMT

Press three.

Usage: Used by the System Directory Facility.

FILE: 0121.PMT

Press four.

Usage: Used by the System Directory Facility.

FILE: 0122.PMT

Press five.

Usage: Used by the System Directory Facility.

FILE: 0123.PMT

Press six.

Usage: Used by the System Directory Facility.

FILE: 0124.PMT

Press seven.

Usage: Used by the System Directory Facility.

FILE: 0125.PMT

Press eight.

Usage: Used by the System Directory Facility.

FILE: 0126.PMT

"For additional names, press 9."

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

FILE: 0127.PMT

"Enter the first few letters of the party's last name on the telephone keypad. For the letter 'Q' use the '7' key. For the letter 'Z' use the '9' key."

Usage: Used by the System Directory Facility.

FILE: 0128.PMT

"No names matching your entry were found."

Usage: Used by the System Directory Facility.

FILE: 0129.PMT

To enter a new name, press '0'.

Usage: Used by the System Directory Facility.

FILE: 0130.PMT

To exit, press the Star key.

Usage: Used by the System Directory Facility.

FILE: 0131.PMT
Invalid entry.
<u>Usage</u>: Used by the System Directory Facility.

FILE: 0132.PMT
For...
<u>Usage</u>: Used by the System Directory Facility.

FILE: 0133.PMT
To reach...
<u>Usage</u>: Used by the System Directory Facility.

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

FILE: 0200.PMT
"Document number..."
<u>Usage</u>: Played in the Document Librarian prior to announcing a fax document key.

FILE: 0201.PMT
"This document was last revised on..."
<u>Usage</u>: Played in the Document Librarian prior to announcing the last revision date of a fax document.

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

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

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

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

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

FILE: 0207.PMT
"To select additional documents, press '5'."
<u>Usage</u>: Played by the Document Librarian to explain how to select additional fax documents.

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

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

FILE: 0210.PMT
"If you are calling from your fax machine and would like your selections faxed to you immediately, press '1'. If you would like to have your selections faxed to another number, press '2'."
<u>Usage</u>: Played by the Document Librarian to explain how to specify the document delivery method.

FILE: 0211.PMT
"Enter the telephone number, including area code, where you would like your documents delivered. If you make a mistake, press the star key".
<u>Usage</u>: Played by the Document Librarian to explain how to enter a phone number for fax back delivery.

FILE: 0212.PMT
"The telephone number you have entered is..."
<u>Usage</u>: Played by the Document Librarian prior to repeating the phone number entered for fax back delivery.

FILE: 0213.PMT
"If the telephone number is correct, press '1', otherwise, press '3'."
<u>Usage</u>: Played by the Document Librarian to ask for confirmation of a telephone number entered for fax back delivery.

FILE: 0214.PMT
"Thank you. The documents you have selected will be delivered shortly. We will make up to 5 attempts to deliver your selections."
<u>Usage</u>: Played by the Document Library upon completion of a fax back document selection session.

FILE: 0215.PMT
"Please press the start or manual receive button on your fax machine."
<u>Usage</u>: Played by the Document Librarian at the end of a single call fax delivery session.

FILE: 0216.PMT
"We're sorry, but due to technical difficulties, your document selections cannot be delivered at this time. Please try again later."
<u>Usage</u>: Played by the Document Librarian in the event of a system error during the fax retrieval process.

FILE: 0217.PMT
"Invalid entry. Try again."
<u>Usage</u>: Played by the Document Librarian when a caller makes an invalid entry.

FILE: 0218.PMT
"Please enter your password."
<u>Usage</u>: Played by the Document Librarian to ask the system administrator to enter their password.

FILE: 0219.PMT
"For voice label administration, press '1'."
<u>Usage</u>: Played by the Document Librarian to ask the administrator to specify voice administration.

FILE: 0220.PMT

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

FILE: 0221.PMT

"To discard the fax document currently in memory, press '3'."
Usage: Played by the Document Librarian to instruct the adminsitrator on how to erase a fax document currently in the system.

FILE: 0222.PMT

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

FILE: 0223.PMT

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

FILE: 0224.PMT

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

FILE: 0225.PMT

"The fax document has been discarded."
Usage: Played by the Document Librarian to confirm that a document has been deleted.

FILE: 0226.PMT

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

FILE: 0300.PMT

To listen to new messages, press '1'.

FILE: 0301.PMT

To group new messages, press '11'.

FILE: 0302.PMT

Direct call.

FILE: 0303.PMT

"Enter the telephone number".

FILE: 0304.PMT

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

FILE: 0305.PMT

Please hold while I dial that number.

FILE: 0306.PMT

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

FILE: 0307.PMT

Access Manager.

FILE: 0308.PMT

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

FILE: 0309.PMT

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

FILE: 0310.PMT

To cancel call forwarding, press '4'.

FILE: 0311.PMT

To set call blocking, press '3'.

FILE: 0312.PMT

To cancel call blocking, press '3'.

FILE: 0313.PMT

To review saved messages, press '3'.

FILE: 0314.PMT

To group saved messages, press '33'.

FILE: 0315.PMT

...forwarded to...

FILE: 0316.PMT

"Enter the extension to which calls should be forwarded"

FILE: 0317.PMT

Call forwarding is canceled.

FILE: 0318.PMT

...temporarily blocked with...

FILE: 0319.PMT

...indefinitely blocked with...

FILE: 0320.PMT

For the Access Manager, press '4'.

FILE: 0321.PMT

Call blocking is canceled.

FILE: 0322.PMT

Call Screening is set.

FILE: 0323.PMT

Call screening is canceled.

FILE: 0324.PMT

For personal greetings, press '5'.

FILE: 0325.PMT

Calais is routing calls from...

FILE: 0326.PMT

...all callers...

FILE: 0327.PMT

...PAN callers and subscribers...

FILE: 0328.PMT

...privileged PAN callers...

FILE: 0329.PMT

...no callers...

FILE: 0330.PMT

...all other callers are...

FILE: 0331.PMT

...all callers are...

FILE: 0332.PMT

"Enter the number of a caller you are taking calls from".

FILE: 0333.PMT

"Enter the next number of a caller you are taking calls from".

FILE: 0334.PMT

When you are finished, press the pound key alone.

FILE: 0335.PMT

...to your designated location.

FILE: 0336.PMT

If you are taking all calls, press '1'. If you are taking calls from PAN callers, press '2'. To limit calls to privileged PAN's press '3'. If taking calls from a specified list, press '4'. If you are not taking any calls, press '5'.

FILE: 0337.PMT

...your extension...

FILE: 0338.PMT

"Enter the telephone number where you can be reached".

FILE: 0339.PMT

"For Mailbox Administration, press '6'."

FILE: 0340.PMT

For personal administration, press '7'.

FILE: 0341.PMT

To pause, press '8'.

FILE: 0342.PMT

"For Personal Services, press the pound key."

FILE: 0343.PMT

For additional options, press '0'.

FILE: 0344.PMT

Enter two digits each for the hour and minute.

FILE: 0345.PMT

For AM, press '1'. For PM, press '2'.

FILE: 0346.PMT

For your extension, press the pound key alone.

FILE: 0347.PMT

To exit, press the '*' key.

FILE: 0348.PMT

To place a direct call to the sender, press '5'.

FILE: 0349.PMT

To receive the attached fax document, press '55'.

FILE: 0350.PMT

To forward a copy to someone else, press '6'.

FILE: 0351.PMT

"To review your workload, press '1'."

FILE: 0352.PMT

Until further notice.

FILE: 0353.PMT

To place a direct call, press '5'.

FILE: 0354.PMT

"Personal Services"

FILE: 0355.PMT

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

FILE: 0356.PMT

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

FILE: 0357.PMT

Auto play of new messages is enabled.

FILE: 0358.PMT

Auto play of new messages is disabled.

FILE: 0359.PMT

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

FILE: 0360.PMT

Copy message.

FILE: 0361.PMT

New messages.

FILE: 0362.PMT

Record message

FILE: 0363.PMT

Discarded.

FILE: 0364.PMT

Saved.

FILE: 0365.PMT

Saved messages.

FILE: 0366.PMT

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

FILE: 0367.PMT

Personal greetings.

FILE: 0368.PMT

This message will be sent to...

FILE: 0369.PMT

Enter your password.

FILE: 0370.PMT

To set message alert options, press '1'.

FILE: 0371.PMT

To enable pager notification, press '1'.

FILE: 0372.PMT

To disable pager notification, press '1'.

FILE: 0373.PMT

To review deleted messages, press '3'.

FILE: 0374.PMT

I'm sorry, the call was not answered.

FILE: 0375.PMT

I'm sorry, the number is busy.

FILE: 0376.PMT

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

FILE: 0377.PMT

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

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

FILE: 0378.PMT

To review undelivered messages, press '4'.

FILE: 0379.PMT

To set voice message delivery, press '1'.

FILE: 0380.PMT

"...is holding."

Usage: Used in the ECLASS following the name of the party holding for a page.

FILE: 0381.PMT

To set fax message delivery, press '2'.

FILE: 0382.PMT

Weekly Schedule.

FILE: 0383.PMT
All day.

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

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

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

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

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

FILE: 0389.PMT
That option is not available.

FILE: 0390.PMT
I could not process your entry.

FILE: 0391.PMT
To accept, press '1'. To change, press '2'.

FILE: 0392.PMT
If this is correct, press the pound key; otherwise...

FILE: 0393.PMT
Start time.

FILE: 0394.PMT
Stop time.

FILE: 0395.PMT
To schedule your availability, press '3'.

FILE: 0396.PMT
To edit your mailbox greeting, press '7'.

FILE: 0397.PMT
To assign your night greeting, press '4'.

FILE: 0398.PMT
To assign your call screening greeting, press '5'.

FILE: 0399.PMT
To edit your personal greetings, press '6'.

FILE: 0400.PMT
Your night greeting is...

FILE: 0401.PMT
Your call screening greeting is...

FILE: 0402.PMT
To assign your no answer greeting, press '1'.

FILE: 0403.PMT
To assign your busy greeting, press '2'.

FILE: 0404.PMT
To assign your blocked greeting, press '3'.

FILE: 0405.PMT
"For private access numbers, press '7'."

FILE: 0406.PMT
Your busy greeting is...

FILE: 0407.PMT
Your no answer greeting is...

FILE: 0408.PMT
Your blocked greeting is...

FILE: 0409.PMT
To change your phone number, press '1'.

FILE: 0410.PMT
The system caller options.

FILE: 0411.PMT
Enter the options you wish to enable, followed by the pound key. To enable All Options, press the pound key alone.

FILE: 0412.PMT
How long do you wish calls to be forwarded?

FILE: 0413.PMT
Enter a personal greeting number, '1' through '9'.

FILE: 0414.PMT
To clear the currently assigned greeting, press '0'.

FILE: 0415.PMT
All options enabled.

FILE: 0416.PMT
To edit the greeting, press '2'.

FILE: 0417.PMT
If this is the correct greeting, press '1'.

FILE: 0418.PMT
To select a different greeting, press '3'.

FILE: 0419.PMT
Personal greeting number.

FILE: 0420.PMT
Greeting assigned.

FILE: 0421.PMT
"To stop recording, press '2'."

FILE: 0422.PMT
Subscriber administration.

FILE: 0423.PMT
To change your password, press '1'.

FILE: 0424.PMT
To edit stored telephone numbers, press '2'.

FILE: 0425.PMT
To enable extended prompting, press '4'.

FILE: 0426.PMT
To disable extended prompting, press '4'.

FILE: 0427.PMT
To hear a list of existing numbers, press '9'.

FILE: 0428.PMT
To set call screening, press '5'.

FILE: 0429.PMT
The current password is...

FILE: 0430.PMT
Enter the new password followed by the pound key.

FILE: 0431.PMT
Password set.

FILE: 0432.PMT
To reset the password to the default value, press '1'.

FILE: 0433.PMT

To record your name, press '2'.

FILE: 0434.PMT

Subscriber name.

FILE: 0435.PMT

Extended prompting enabled.

FILE: 0436.PMT

Extended prompting disabled.

FILE: 0437.PMT

To cancel call screening, press '5'.

FILE: 0438.PMT

To edit your access profile, press '2'.

FILE: 0439.PMT

Subscriber editor.

FILE: 0440.PMT

This subscriber does not exist.

FILE: 0441.PMT

To create an extension, press '1'.

FILE: 0442.PMT

To create a mailbox, press '2'.

FILE: 0443.PMT

To create both, press '3'.

FILE: 0444.PMT

To delete this subscriber, press '4'.

FILE: 0445.PMT

Subscriber deleted.

FILE: 0446.PMT

To edit the subscriber, press '5'.

FILE: 0447.PMT

Subscriber created.

FILE: 0448.PMT

"Enter a subscriber number".

FILE: 0449.PMT

Private Access Numbers.

FILE: 0450.PMT

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

FILE: 0451.PMT

No recorded name exists.

FILE: 0452.PMT

A privileged caller.

FILE: 0453.PMT

No interactive message exists.

FILE: 0454.PMT

The interactive message is temporary.

FILE: 0455.PMT

The interactive message is permanent.

FILE: 0456.PMT

Your phone number is...

FILE: 0457.PMT

Call blocking is set.

FILE: 0458.PMT

End of PAN list.

FILE: 0459.PMT

PAN editor.

FILE: 0460.PMT

To go to the next PAN, press the '#' key.

FILE: 0461.PMT

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

FILE: 0462.PMT

To play the message, press '1'.

FILE: 0463.PMT

To edit the interactive message, press '2'.

FILE: 0464.PMT

To discard the interactive message, press '3'.

FILE: 0465.PMT

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

FILE: 0466.PMT

To take away privileged access, press '4'.

FILE: 0467.PMT

Privilege granted.

FILE: 0468.PMT

Privilege revoked.

FILE: 0469.PMT

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

FILE: 0470.PMT

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

FILE: 0471.PMT

To edit stored telephone numbers, press '7'.

FILE: 0472.PMT

Stored telephone numbers.

FILE: 0473.PMT

Enter the stored telephone number position, 1 through 5.

FILE: 0474.PMT

The interactive message was last updated on...

FILE: 0475.PMT

No PAN records are available.

FILE: 0476.PMT

Your message was last played on...

FILE: 0477.PMT

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

FILE: 0478.PMT

To discard this entire record, press '9'.

FILE: 0479.PMT

For immediate delivery, press the '#' key.

FILE: 0480.PMT

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

FILE: 0481.PMT

How long do you wish calls to be blocked.

FILE: 0482.PMT

...press the pound key.

FILE: 0483.PMT

Enter two digits each for the month and day.

FILE: 0484.PMT
To set call blocking, press '1'.

FILE: 0485_SRD.PMT
Executary.

FILE: 0486.PMT
For pager notification, press '2'.

FILE: 0487.PMT
To schedule pager notification, press '2'.

FILE: 0488.PMT
To clear the current setting, press '3'.

FILE: 0489.PMT
Fax deliver is set.

FILE: 0490.PMT
Fax deliver is not set.

FILE: 0491.PMT
The new setting is...

FILE: 0492.PMT
To enable fax delivery, press '1'.

FILE: 0493.PMT
Fax document attached.

FILE: 0494.PMT
No fax document is attached.

FILE: 0495.PMT
No message is recorded.

FILE: 0496.PMT
For fax messages, press '5'.

FILE: 0497.PMT
Mailbox greeting.

FILE: 0498.PMT
If you are calling from your fax machine and would like to receive the fax documents immediately, press '1'. To deliver the documents to another number, press '2'.

FILE: 0499.PMT
For the current document, press '1'. To receive all documents, press '2'.

FILE: 0500.PMT
Access profile.

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

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

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

FILE: 0504.PMT
Urgent.

FILE: 0505.PMT
Certified.

FILE: 0506.PMT
Confidential.

FILE: 0507.PMT
Callback requested.

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

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

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

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

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

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

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

FILE: 0515.PMT
End of recording.

FILE: 0516.PMT
End of list.

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

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

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

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

FILE: 0521.PMT
There is no return address.

FILE: 0522.PMT
Reply to sender.

FILE: 0523.PMT
Forward Message.

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

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

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

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

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

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

FILE: 0530.PMT
Delivery options.

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

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

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

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

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

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

FILE: 0537.PMT
For private delivery, press '4'.

FILE: 0538.PMT
To cancel private delivery, press '4'.

FILE: 0539.PMT
To cancel imperative delivery, press '6'.

FILE: 0540.PMT
To enable message alert, press '1'.

FILE: 0541.PMT
To modify call blocking, press '1'.

FILE: 0542.PMT
Message alert is set.

FILE: 0543.PMT
Message alert is not set.

FILE: 0544.PMT
The phone number is...

FILE: 0545.PMT
...blocked with...

FILE: 0546.PMT
When would you like this message to be deliverd.

FILE: 0547.PMT
To enable 'reply required' press '5'.

FILE: 0548.PMT
To cancel 'reply required' press '5'.

FILE: 0549.PMT
To enable imperative delivery, press '6'.

FILE: 0550.PMT
Reminder.

FILE: 0551.PMT
This reminder has been sent.

FILE: 0552.PMT
To add a contact number, press '1'; otherwise, press '2'.

FILE: 0553.PMT
Message hook.

FILE: 0554.PMT
No undelivered message was found.

FILE: 0555.PMT
Reply required.

FILE: 0556.PMT
Pager notification is set.

FILE: 0557.PMT
Pager notification is not set.

FILE: 0558.PMT
Mailbox Administration.

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

FILE: 0560.PMT
Imperative.

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

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

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

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

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

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

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

FILE: 0568.PMT
No matching recordings were found.

FILE: 0569.PMT
New messages have arrived.

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

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

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

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

FILE: 0574.PMT
Broadcast message.

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

FILE: 0576.PMT
No greeting is recorded.

FILE: 0577.PMT
"Personal Administration"

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

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

FILE: 0580.PMT
Quick Memo.

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

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

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

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

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

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

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

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

FILE: 0589.PMT
Message sent.

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

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

FILE: 0592.PMT
"To rewind, press '7'."

FILE: 0593.PMT
"To pause or continue, press '8'."

FILE: 0594.PMT
"To fast forward press '9'."

FILE: 0595.PMT
"To skip this message, press the pound key."

FILE: 0596.PMT
"For message information, press '00'."

FILE: 0597.PMT
"To review all reminders, press '4'."

FILE: 0598.PMT
If you are finished, press the pound key.

FILE: 0599.PMT
"To reply to the message sender, press '4'."

FILE: 0600.PMT
"Thank you. The documents you have selected will be delivered shortly."

FILE: 0601.PMT
"Please press the start or manual receive button on your fax machine."

FILE: 0602.PMT
"Select the kind of Follow Ups you wish to review."

FILE: 0603.PMT
"Select the kind of Commitments you wish to review."

FILE: 0604.PMT
"Select the kind of Tasks you wish to review."

FILE: 0605.PMT
"For active only, press '1'."

FILE: 0606.PMT
"For pending only, press '2'.

FILE: 0607.PMT
"For all, press '3'."

FILE: 0608.PMT
"To review the greeting, press '4'."

FILE: 0609.PMT
"...for all messages."

FILE: 0610.PMT
"...for urgent messages only."

FILE: 0611.PMT
"To select all messages, press '3'."

FILE: 0612.PMT
"To select urgent messages only, press '3'."

FILE: 0613.PMT
"To change the phone number, press '4'."

FILE: 0614.PMT
To schedule Voice Message Delivery, press '2'.

FILE: 0615.PMT
"To schedule fax delivery, press '2'."

FILE: 0616.PMT
"To disable pager notification, press '1'."

FILE: 0617.PMT
"To disable message alert, press '1'."

FILE: 0618.PMT
"To disable fax delivery, press '1'."

FILE: 0619.PMT
"To enable pager notification, press '1'."

FILE: 0620.PMT
"For a specific date and time, press '5'."

FILE: 0621.PMT
Call forwarding is set.

FILE: 0622.PMT
"To set Night Intercept, press '7'."

FILE: 0623.PMT
"To cancel Night Intercept, press '7'."

FILE: 0624.PMT
"Night Intercept is set."

FILE: 0625.PMT
"Night Intercept is cancelled."

FILE: 0700.PMT
"Who's calling please?"

FILE: 0701.PMT
"One moment please."

FILE: 0702.PMT
"Please hold while I connect your call."

FILE: 0703.PMT
"Transfering a call."
Usage: Played to called party when call is answered.

FILE: 0704.PMT
"This call is forwarded from..."
Usage: Played to the forwarded party upon presentation of a remote forwarded call. "This call is forwarded from... extension 123."

FILE: 0705.PMT

"This call is for..."

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

FILE: 0706.PMT

"This call is from..."

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

FILE: 0707.PMT

"...calling for..."

FILE: 0708.PMT

To accept the call, press '1'.

FILE: 0709.PMT

To redirect the call, press '2'.

FILE: 0710.PMT

To reject the call, press '3'.

FILE: 0711.PMT

To record the conversation, press '4'.

FILE: 0712.PMT

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

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

FILE: 0713.PMT

"Thank you. Please hang up now."

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

FILE: 0714.PMT

I'm sorry, the call was not answered.

FILE: 0715.PMT

I'm sorry, the number is busy.

FILE: 0716.PMT

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

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

FILE: 0717.PMT

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

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

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

FILE: 0718.PMT

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

FILE: 0719.PMT

To try another extension, enter it now.

FILE: 0720.PMT

"To leave message, press 1."

Usage: Option given to a caller if a call transfer is not successful. "I'm sorry. That extension was not answered. To leave a message press 1. To transfer to a different EXT,

please enter it now."

FILE: 0721.PMT

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

Usage: If the extension is authorized, option given caller to hold. "I'm sorry. That extension is busy. To leave a message, press 1. If you would like to hold, press 2. To transfer to a different extension, please enter it now."

FILE: 0722.PMT

"To continue holding, press 2."

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

FILE: 0723.PMT

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

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

FILE: 0724.PMT

"For additional options, press 4."

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

FILE: 0725.PMT

For assistance, press '0'.

FILE: 0726.PMT

To exit, press the '*' key.

FILE: 0727.PMT

"If you would like to hold, please stay on the line."

FILE: 0728.PMT

"To continue holding, please stay on the line."

Usage: Used in the ECLASS to inform the caller that they can hold for a busy extension by doing nothing.

FILE: 0729.PMT

"Please hold while I page your party."

Usage: Used in the ECLASS to inform the caller that a page is being carried out.

FILE: 0730.PMT

"I'm sorry, your party is already being paged. Please make another selection."

Usage: Played by the ECLASS if paging is selected from a custom voice script to inform the caller that the overhead pager is in use.

FILE: 0731.PMT

"There is a call for"

Usage: Used in the ECLASS to announce an overhead page.

FILE: 0732.PMT

"...is holding."

Usage: Used in the ECLASS following the name of the party holding for a page.

FILE: 0733.PMT

"To pick up, dial..."

Usage: Used in the ECLASS to give instructions on how to pick up a parked caller during a page.

FILE: 0734.PMT

"I'm sorry, your page was not answered."

Usage: Played by the ECLASS to inform the caller that the called party did not respond to their page.

FILE: 0735.PMT

"You are now the..."

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

FILE: 0736.PMT

"The estimated hold time is..."

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

FILE: 0737.PMT

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

FILE: 0738.PMT

Invalid entry, please try again.

FILE: 0739.PMT

Transferring to...

FILE: 0740.PMT

...Forwarding to...

FILE: 0741.PMT

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

FILE: 0742.PMT

"Please hold while I locate your party."

FILE: 0743.PMT

"Thank you."

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

FILE: 0760.PMT

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

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

FILE: 0761.PMT

"Sorry. The message storage unit is full."

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

FILE: 0762.PMT

"Message discarded."

Usage: Confirms that a message has been erased.

FILE: 0763.PMT

Message sent.

FILE: 0764.PMT

To send your message with normal delivery, press '1'.

FILE: 0765.PMT

To mark your message urgent, press '2'.

FILE: 0766.PMT

To request a callback, press '3'.

FILE: 0767.PMT

"Enter the telephone number where you can be reached"

FILE: 0768.PMT

Invalid entry. Try again.

Usage: System Administration Prompt. Do not edit.

FILE: 0769.PMT

...is now available.

FILE: 0770.PMT

"Please hold while I connect your call."

FILE: 0771.PMT

Recording.

Usage: Used in the system wide record facility to signal the start of a recording.

FILE: 0900.PMT

<<SPECIAL "EXECUTARY" INDEXED PROMPT>>

Usage: This is a special indexed prompt containing digits, days of the week, etc. **See end of this chapter.**

FILE: 0901.PMT

System administration menu. To edit system prompts, press 1. To set system date and time, press 2. To manually set the mode of one or all ports, press 3. To exit from system administration, press the star key.

Usage: System Administration Prompt. Do not edit.

FILE: 0902.PMT

Enter the prompt number.

Usage: System Administration Prompt. Do not edit.

FILE: 0903.PMT

Invalid entry. Try again.

Usage: System Administration Prompt. Do not edit.

FILE: 0906.PMT

File saved.

Usage: System Administration Prompt. Do not edit.

FILE: 0907.PMT

File discarded.

Usage: System Administration Prompt. Do not edit.

FILE: 0909.PMT

Enter 2 digits each for the month, day and year, or to exit, press the star key.

Usage: System Administration Prompt. Do not edit.

FILE: 0910.PMT

Enter 2 digits each for the hour and minute, or to exit, press the star key.

Usage: System Administration Prompt. Do not edit.

FILE: 0911.PMT

Enter the port number for the new mode, or to change the mode on all ports, enter 0.

Usage: System Administration Prompt. Do not edit.

FILE: 0912.PMT

Enter the new mode number, or for automatic scheduling, enter 0.

Usage: System Administration Prompt. Do not edit.

FILE: 0915.PMT

Disk error!

Usage: System Administration Prompt. Do not edit.

FILE: 0916.PMT

System error!

Usage: System Administration Prompt. Do not edit.

FILE: 0917.PMT

Enter your password.

FILE: 0918.PMT

"There is a voice message for..."

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

FILE: 0921.PMT

Goodbye.

Usage: System Administration Prompt. Do not edit.

FILE: 0923.PMT

To begin, press any key.

Usage: System Administration Prompt. Do not edit.

FILE: 0924.PMT

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

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

FILE: 0925.PMT

Recording.

Usage: Used in the system wide record facility to signal the start of a recording.

FILE: 0926.PMT

To review, press '1'.

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

FILE: 0927.PMT

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

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

FILE: 0929.PMT

To discard, press '3'.

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

FILE: 0931.PMT

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

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

FILE: 0932.PMT

For additional options, press '0'.

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

FILE: 0933.PMT

To cancel, press the star key.

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

FILE: 0934.PMT

No recording exists.

Usage: Used in the system wide record facility to inform the caller they attempted an operation like review on an empty recording.

FILE: 0935.PMT

End of recording.

Usage: Used in the system wide record facility to inform the caller when the end of the recording has been reached.

FILE: 0936.PMT

Discarded.

Usage: Used in the system wide record facility to confirm that a recording has been deleted.

FILE: 0938.PMT

Playback paused.

Usage: Used in the system wide record facility to inform the caller they have entered pause mode during recording playback.

FILE: 0939.PMT

Recording paused.

Usage: Used in the system wide record facility to inform the caller they have entered pause mode during the record operation.

FILE: 0940.PMT

"To continue, press '8'."

FILE: 0942.PMT

"To fast forward, press '9'."

FILE: 0943.PMT

"To rewind, press '7'."

FILE: 0944.PMT

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

FILE: 0946.PMT

To trim the front, press '1'. To trim the back, press '2'. When you are finished, press the '#' key.

Usage: Used in the system wide record facility to tell an administrator.

FILE: 0948.PMT

This is a network message. Please press '1'.

FILE: 0951.PMT

"The fax document has been received."

Usage: Played by the Document Librarian to confirm that a fax document has been received and stored.

FILE: 0952.PMT

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

FILE: 0953.PMT

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

FILE: 0954.PMT

"To schedule delivery, press '5'."

FILE: 0955.PMT

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

FILE: 0956.PMT

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

FILE: 0957.PMT

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

FILE: 0958.PMT

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

FILE: 0959.PMT

"To continue recording, press '2'."

FILE: 0960.PMT

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

FILE: 0961.PMT

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

FILE: 0962.PMT

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

FILE: 0963.PMT

"Paused."

FILE: 0964.PMT

System administration menu. To edit system prompts, press 1. For subscriber administration, press '2'. To manually set the mode, press '3'. To exit from system administration, press the star key.

FILE: 0965.PMT

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

FILE: 0966.PMT

To enter your directory name, press '3'.

FILE: 0967.PMT

Directory name set.

FILE: 0968.PMT

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

FILE: 0969.PMT

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

FILE: 0970.PMT

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

FILE: 0971.PMT

The number you have entered is.

FILE: 0972.PMT

The current directory name is.

INDEX PROMPTS

0	"ZERO"	51	"NO"	102	"MILLION"
1	"ONE"	52	"A PUBLIC CALLER"	103	"BILLION"
2	"TWO"	53	"CALLER"	104	"HOURS"
3	"THREE"	54	"NEXT"	105	"HOUR"
4	"FOUR"	55	"FIRST"	106	"AND"
5	"FIVE"	56	"SECOND"	107	"TELEPHONE NUMBER"
6	"SIX"	57	"THIRD"	108	"DELETED MESSAGE"
7	"SEVEN"	58	"FOURTH"	109	"DELETED MESSAGES"
8	"EIGHT"	59	"FIFTH"	110	"UNDELIVERED MESSAGE"
9	"NINE"	60	"SIXTH"	111	"UNDELIVERED MESSAGES"
10	"TEN"	61	"SEVENTH"	112	"URGENT MESSAGE"
11	"ELEVEN"	62	"EIGHTH"	113	"URGENT MESSAGES"
12	"TWELVE"	63	"NINTH"	114	"CALLBACK MESSAGE"
13	"THIRTEEN"	64	"TENTH"	115	"CALLBACK MESSAGES"
14	"FOURTEEN"	65	"ELEVENTH"	116	"REMINDER"
15	"FIFTEEN"	66	"TWELVTH"	117	"REMINDERS"
16	"SIXTEEN"	67	"THIRTEENTH"	118	"PRIVATE MESSAGE"
17	"SEVENTEEN"	68	"FOURTEENTH"	119	"PRIVATE MESSAGES"
18	"EIGHTEEN"	69	"FIFTEENTH"	120	"PRIMARY"
19	"NINETEEN"	70	"SIXTEENTH"	121	"NUMBER"
20	"TWENTY"	71	"SEVENTEENTH"	122	"TO"
21	"THIRTY"	72	"EIGHTEENTH"	123	"UNTIL"
22	"FORTY"	73	"NINETEENTH"	124	"FAX MESSAGE"
23	"FIFTY"	74	"TWENTIETH"	125	"FAX MESSAGES"
24	"SIXTY"	75	"THIRTIETH"	126	"CURRENTLY HOLDING"
25	"SEVENTY"	76	"CALLER IS"	127	"FOLLOW UP"
26	"EIGHTY"	77	"CALLERS ARE"	128	"FOLLOW UPS"
27	"NINETY"	78	"YOU HAVE"	129	"COMMITMENT"
28	"DATE"	79	"NEW MESSAGES"	130	"COMMITMENTS"
29	"TIME"	80	"SAVED MESSAGES"	131	"TASK"
30	"AM"	81	"NEW MESSAGE"	132	"TASKS"
31	"PM"	82	"SAVED MESSAGE"	133	"ACTIVE"
32	"SUNDAY"	83	"SECOND"	134	"PENDING"
33	"MONDAY"	84	"SECONDS"	135	"SENT BY"
34	"TUESDAY"	85	"MINUTE"	136	"FORWARDED BY"
35	"WEDNESDAY"	86	"MINUTES"		
36	"THURSDAY"	87	"OPTIONS"		
37	"FRIDAY"	88	"JANUARY"		
38	"SATURDAY"	89	"FEBRUARY"		
39	"NOT SET"	90	"MARCH"		
40	"PAUSE"	91	"APRIL"		
41	"WAIT FOR DIAL TONE"	92	"MAY"		
42	"WAIT FOR ANSWER"	93	"JUNE"		
43	"IMMEDIATE"	94	"JULY"		
44	"STAR"	95	"AUGUST"		
45	"POUND"	96	"SEPTEMBER"		
46	"MAILBOX"	97	"OCTOBER"		
47	"MESSAGE"	98	"NOVEMBER"		
48	"MESSAGES"	99	"DECEMBER"		
49	"EXTENSION"	100	"HUNDRED"		
50	"OH"	101	"THOUSAND"		

Appendix C

Contact Information

Samsung Telecommunications America
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Technical Support

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