

SVMi Notes

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[SVMi-4, SVM-400, SVMi-2 and SVMi-8/16/20 Installation Notes](#)

Version 8 May 2006

1. Introduction

This document provides a quick reference for installing the SVMi series of cards. The SVMi-4 card was the first of this Voicemail family to be introduced. It was initially called Cadence Lite and can only be used on the DCS70 / iDCS100 / OS100. The SVM-400 is the same as the SVMi-4 but is housed in a separate cabinet. It has a smaller port and mailbox capacity and can only be used with the DCS24/DX816 and DX408/408i / DCS12/DCS12i systems. The SVM-400 connects to digital ports on the DCS/DX system. The SVMi-8 uses the same software platform as the SVMi-4/SVM-400 but with expanded features and capacity. It can be fitted into iDCS500/OS500/DCS200 and iDCS100/OS100 systems. All cards have been upgraded to the E Series and new cards have been introduced – the SVMi-16E for use on iDCS500 and OS500 systems, the SVMi-20E for use on the OS7200 system and the soon-to-be-released in-SVMi-2E for use on the DCS24/DX816 systems. The following notes refer to all systems except where noted.

Main menu – save application.

The SVMi-'s programming is saved during the regular maintenance routine - default 3.00 am. See System Wide Parameters Block.

If the power to the SVMi is interrupted before this time, all programming will be lost. For early version of software (prior to V2), it is necessary for installing technician to save the programming manually by entering the Port Activity Block and typing "maintenance" at the prompt. Ensure that all ports are not being used.

In later version of software (V2+) and in all SVMi-8/16/20 and SVM-400/SVMi-2's the Save Application is a menu item.

Caution

[Do not turn off the card or perform a Reset prior to saving any programming changes, as you will lose programmed information.](#)

[In order to retain extension and Mailbox changes, ensure that Download is set to "No" in MMC 750 and all mailboxes required are set to yes in MMC 751.](#)

2. OfficeServ/iDCS/DCS Specific Programming (MMC's)

- **MMC 110 - Station ON/OFF**
 - AME BGM - if Yes station user will hear BGM while the caller is listening to mailbox greeting.
 - AME PSWD - if Yes the user must enter a password to monitor the callers leaving a message.

- **MMC 601 - Assign Station Group**
 - Allows SVMi ports to be assigned to group 519 or 529 or 549. Note, when the SVMi is installed the appropriate group will have the group type 'BI-VMS' created by default.
 - For the OS7200/SVMi-20E, this used to set up a new Queue message group. In this case, The group type should be set to VMSUCD

- **MMC 607 – UCD Options**
 - Use to configure the UCD group; The default messages are 5061 and 5062, enter these numbers into MMC 607 as shown below

- **MMC 722 - Key Programming**
 - the following additional key options are available
 - **VMADM** - mailbox administration key to enter DTMF system administration
 - **VMAME** - Answering Machine emulation key to turn AME on/off
 - **VMMMSG** – SVMi message key
 - **CR** – Call Record Key
 - **VT** – enables call to be transferred directly to a mailbox
 - **MW** – enables a keyset or AOM on the iDCS/OfficeServ 500 and iDCS100 to have a programmed button for an additional mailbox by programming the mailbox extender (used for visual indication of message wait for a mailbox where the mailbox is not associated with that particular extension)

- **MMC 750 - VM Card Restart**
 - 2 options available
 - **Download** - if set to YES the SVMi will interrogate the system for time, date number plan and extensions for setup purposes on card start up. Default YES, needs to be set to NO after initial installation
 - **Card Restart** - if set to Yes the card will restart based on the option above. Default NO

- **MMC 751 - Assign Mailbox**
 - sets which stations and station groups are to be assigned a mailbox on the SVMi Start up
 - to delete a mailbox that was set using this MMC, set the assign mailbox to NO.
Note if mailbox was setup via mailbox administration the mailbox cannot be deleted using this MMC.

- **MMC 753 - Warning Destination**
 - sets the destination group or extension to send an Alarm ring and/or LCD message if SVMi stops working - Default Group 500

- **MMC 754 - VM Halt**
 - allows the SVMi to be taken OFFLINE so that it can be removed
 - no existing calls will be lost however no new incoming or outgoing calls will be allowed

- **MMC 755 - VM Alarm Threshold**
 - sets the message storage level at which an alarm is raised at the Warning Destination set in MMC 753

- **MMC 756 – Assign VM MOH**

- This MMC is used to assign each port a Music on Hold source for the system from a sound file located on the Built-In Voice Mail Card hard disk drive

- **MMC 757 –VM In/Out**
 - This MMC is used to assign each Voice Mail Port as used for incoming, outgoing or both way calls.
- **MMC 758 –VM Day/Night**
 - Mail Card can operate in either a DAY or NIGHT operating mode. This mode will determine what main menu greetings and options are played to the callers. This operating mode can change automatically (if enabled in Built-In Voice Mail Card) according to the setting in this MMC.

3. Serial Cables:

SVM-400E, SVMi-2E, SVMi-4E, SVMi-8E, SVMi-16E

- The serial cable has straight through connections.

SVMi-20E (on OS7200)

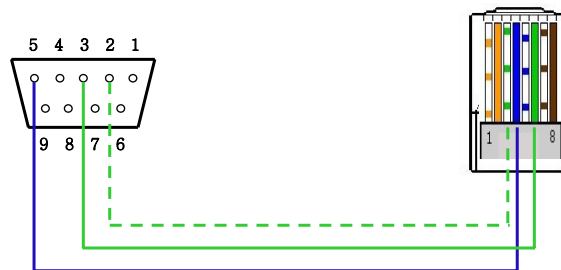
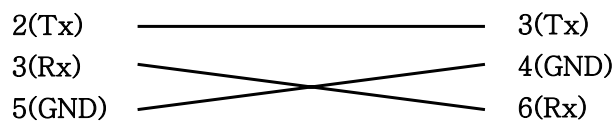
- The following is a diagram of the cable arrangement

SIO connector, RJ45 Pin assignment



SIO connector Pin number

RJ45 Pin number



4. SVM Programming

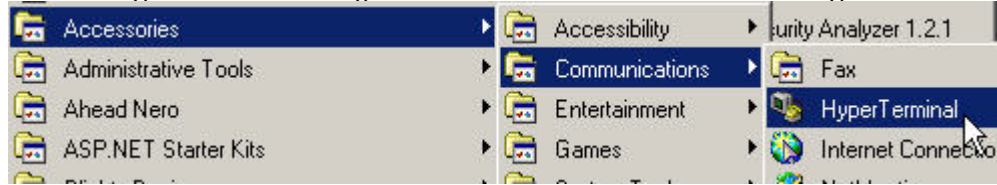
Technician

- all options are available to the Technician via PC based programming.
- Programming is via the serial interface or LAN port (where available) using HyperTerminal on a Windows PC.
- HyperTerminal is accessed via Programs / Accessories / Communications / HyperTerminal,
- The Serial cable between the PC and the port on the SVM has straight through connections.

A. Using the Serial Port for programming

1. Run HyperTerminal

- Run HyperTerminal through Start -> Accessories -> Comms -> HyperTerminal



- Hyper Terminal Communication (serial) port settings are:

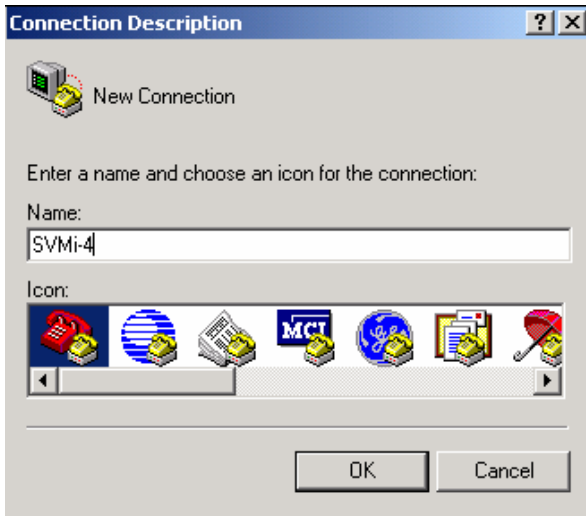
- no Parity
- 8 bit word length
- 9600 bps
- Flow Control - none

Note that apart from some earlier software versions (1.4) of SVMi-4 and SVM-400 (which started up and stayed at 38400), all SVMi-4 / SVM-400 and SVMi-8's – start up at 38400 and then present 3 options:

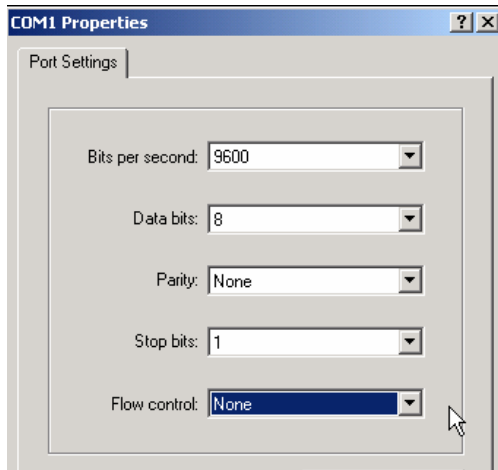
3 options – 38400 baud
9600 baud &
boot to dos –

If no selection is made, the card will then switch to 9600. Note that if a manual selection is made, the 9600 option must be selected.

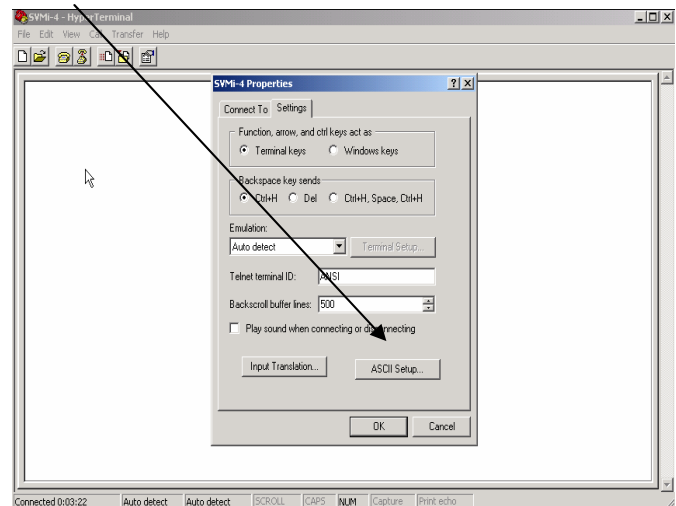
The following indicates how to set up HyperTerminal for SVM sessions

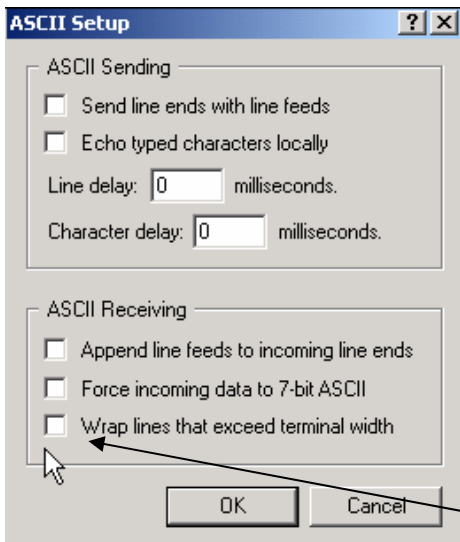


Click OK and the following appears. Set the comms port on the PC. The properties should be set as per the example

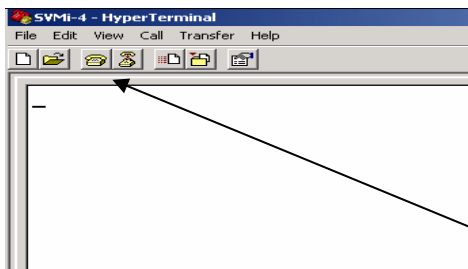


Press OK and the HyperTerminal main screen is presented. In order to optimise the display of the SVMi, enter File /properties and then enter the ASCII setup.





Note that un-ticking the Wrap lines box will improve the quality of the display.



To start the session click the Connect icon.

Note that the SVMi systems start up at 38000 bits per second. and then switch to 9600. When the card is starting up HyperTerminal may display unintelligible data for a short time.

- After connecting the PC to serial port on the SVMi
 - Start Hyper terminal on PC
 - Input appropriate communication settings
 - **Ctrl L to clear and refresh screen.** This is important when rubbish is being displayed.
 - The Status Screen of the SVMi will be shown
 - The status of each port and general system data will be displayed

- Logging In
 - Press Esc key
 - Enter password 0000 (default)
 - System Administration main menu will be displayed

B. Using the LAN port on the (SVMi-20E, SVMi-16, SVMi-8E)

These cards are supplied with a default IP address (10.10.108.6); however if you wish to connect to the card via a LAN you will need to change the IP address of the card to one supplied to you by the network manager. This is done via the serial port.

Assigning the IP Address

2. Connect the Serial and LAN from the SVMi card to a computer.
3. Run HyperTerminal with the following settings.
 - Run HyperTerminal through Start -> Accessories -> Comms -> HyperTerminal



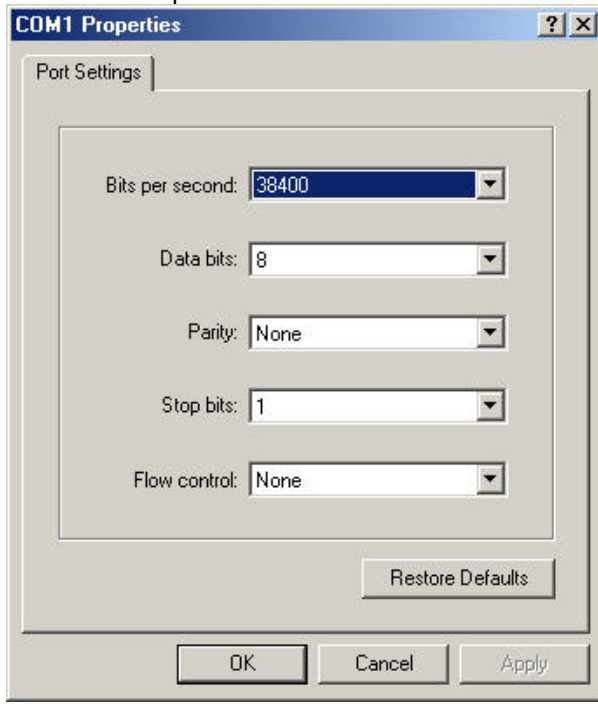
- Enter a name for your connection. E.g. SVMi16E Serial



- Connect using: COM1 (via Serial Interface)

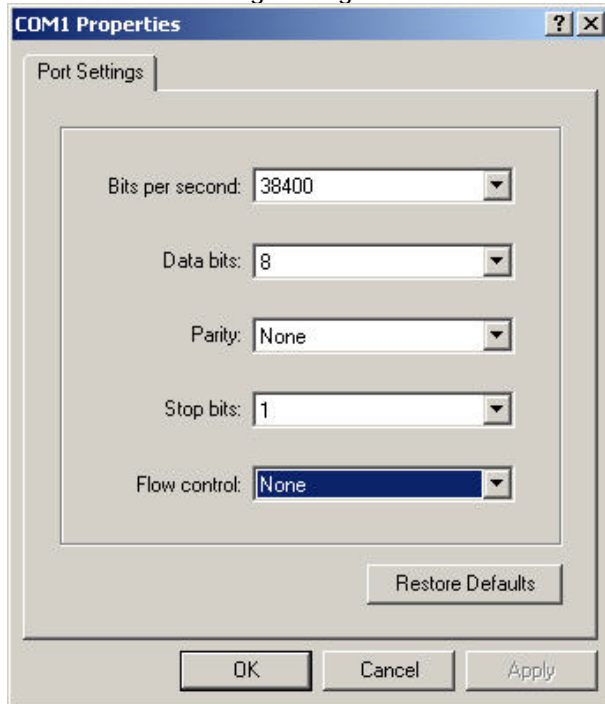


- COM1 Properties:



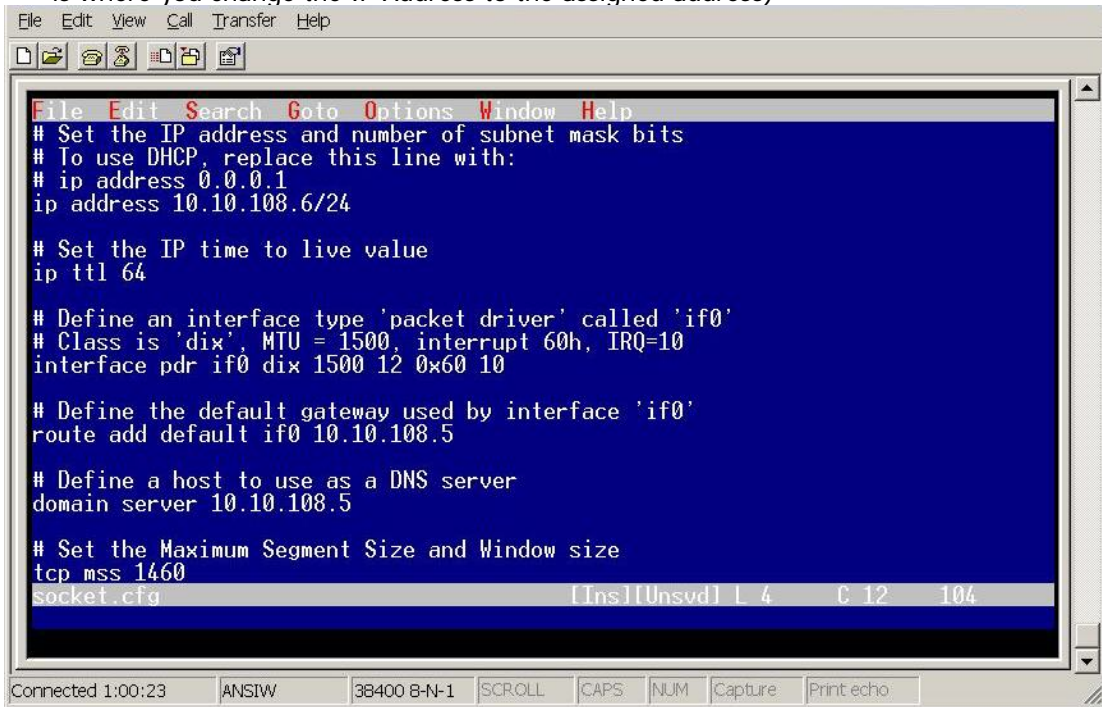
- Bits per second may vary between an SVMi8E and SVMi16E card. Please test 9600 or 19200 if the connection is unsuccessful.

1. Connect your computer to the SVMixE voicemail card via serial and start Hyperterminal with the following settings:



2. Restart the SVMixE card by pressing the 'Red Reset Button' on the card.
3. Choose Option 3 in the startup menu as shown below. If Option 3 is unavailable, please choose the option to start SVMi in DOS mode without any drivers loaded.

6. Use the arrow keys on the keyboard to move to the default IP Address 10.10.108.6 (This is where you change the IP Address to the assigned address)



```
File Edit View Call Transfer Help
# Set the IP address and number of subnet mask bits
# To use DHCP, replace this line with:
# ip address 0.0.0.1
ip address 10.10.108.6/24

# Set the IP time to live value
ip ttl 64

# Define an interface type 'packet driver' called 'if0'
# Class is 'dix', MTU = 1500, interrupt 60h, IRQ=10
interface pdr if0 dix 1500 12 0x60 10

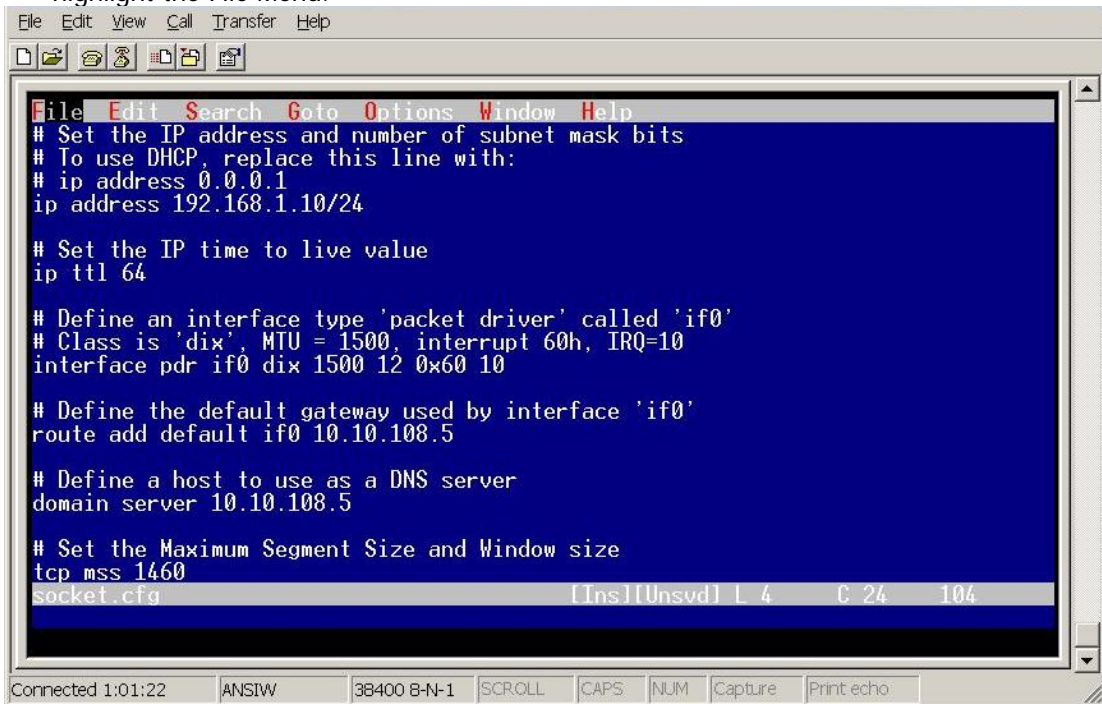
# Define the default gateway used by interface 'if0'
route add default if0 10.10.108.5

# Define a host to use as a DNS server
domain server 10.10.108.5

# Set the Maximum Segment Size and Window size
tcp mss 1460
socket.cfg [Ins][Unsvd] L 4 C 12 104
```

Connected 1:00:23 ANSIW 38400 8-N-1 SCROLL CAPS NUM Capture Print echo

7. Change the IP Address of the SVMi voicemail card with the assigned static IP Address as shown below. (In this example, 192.168.0.10 has been chosen as the assigned IP Address, you may want to change the Gateway IP Address). Then hit 'Esc' key to highlight the File Menu.



```
File Edit View Call Transfer Help
# Set the IP address and number of subnet mask bits
# To use DHCP, replace this line with:
# ip address 0.0.0.1
ip address 192.168.1.10/24

# Set the IP time to live value
ip ttl 64

# Define an interface type 'packet driver' called 'if0'
# Class is 'dix', MTU = 1500, interrupt 60h, IRQ=10
interface pdr if0 dix 1500 12 0x60 10

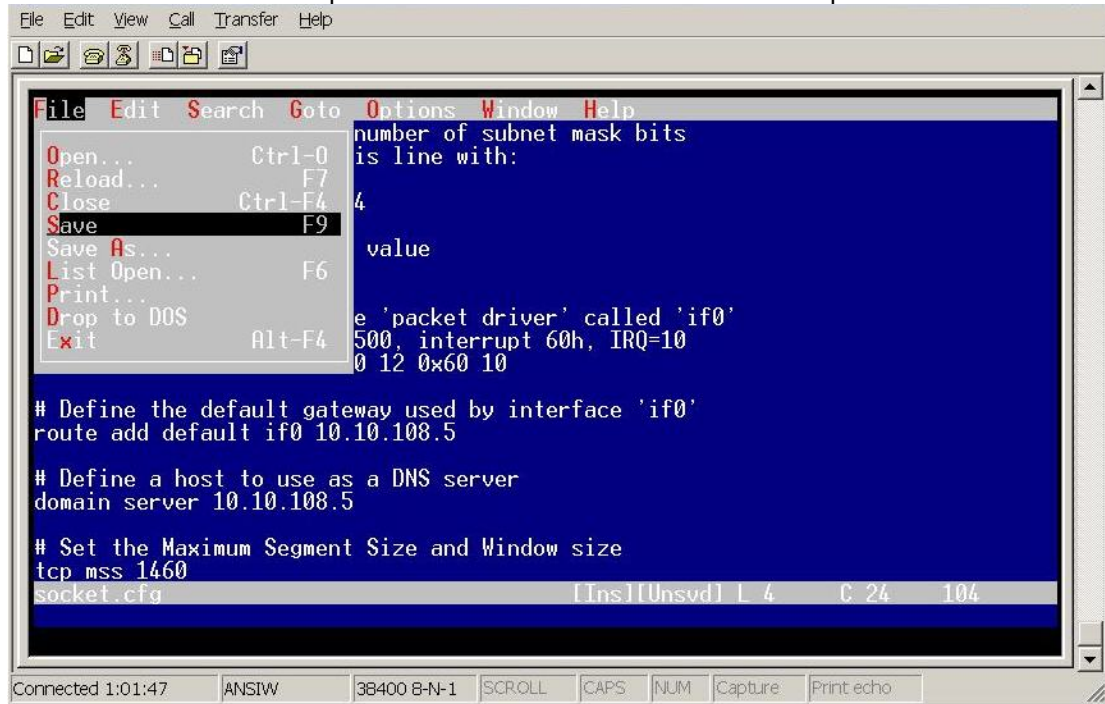
# Define the default gateway used by interface 'if0'
route add default if0 10.10.108.5

# Define a host to use as a DNS server
domain server 10.10.108.5

# Set the Maximum Segment Size and Window size
tcp mss 1460
socket.cfg [Ins][Unsvd] L 4 C 24 104
```

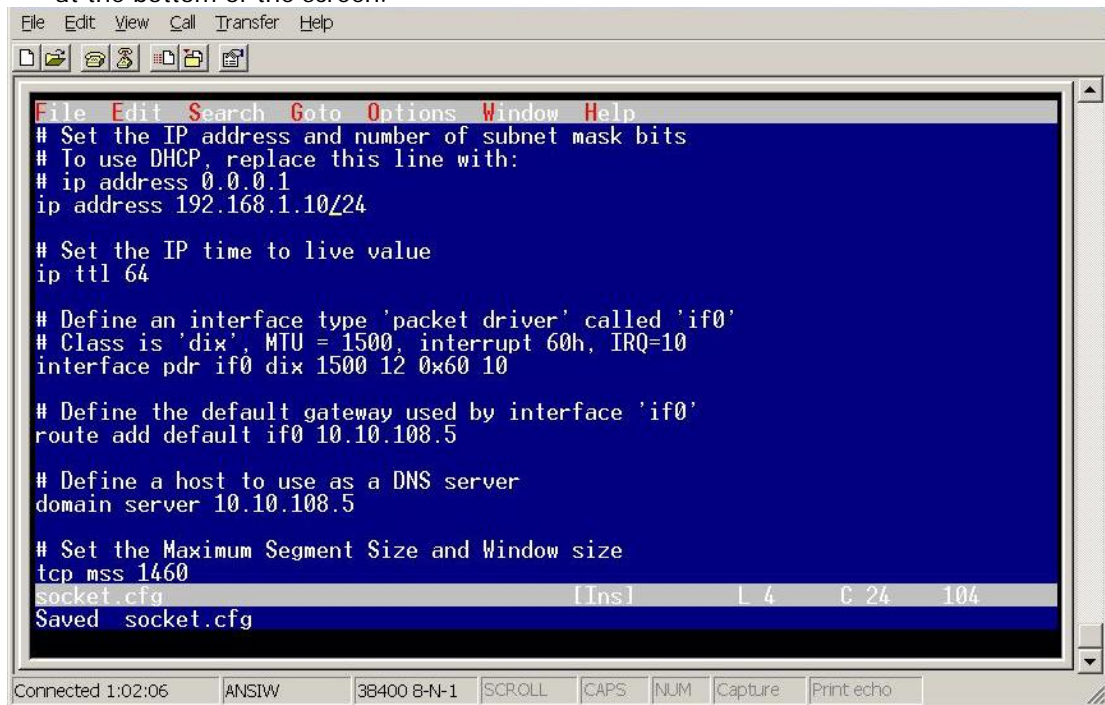
Connected 1:01:22 ANSIW 38400 8-N-1 SCROLL CAPS NUM Capture Print echo

8. Hit 'Enter' for a list of options in the File menu. Select the 'Save' option and hit 'Enter'.



The screenshot shows a terminal window with a menu open. The menu items are: Open... (Ctrl-O), Reload... (F7), Close (Ctrl-F4), Save (F9), Save As... (F6), List Open... (F6), Print..., Drop to DOS, and Exit (Alt-F4). The 'Save' option is highlighted. The background text in the terminal includes configuration for interface 'if0', such as 'number of subnet mask bits', 'is line with:', 'value', and 'e 'packet driver' called 'if0' 500, interrupt 60h, IRQ=10 0 12 0x60 10'. At the bottom, it says '# Define the default gateway used by interface 'if0' route add default if0 10.10.108.5', '# Define a host to use as a DNS server domain server 10.10.108.5', and '# Set the Maximum Segment Size and Window size tcp mss 1460'. The status bar at the bottom shows 'Connected 1:01:47' and various control buttons like ANSIW, 38400 B-N-1, SCROLL, CAPS, NUM, Capture, and Print echo.

9. After successfully saving the file, you will get a confirmation message 'Saved socket.cfg' at the bottom of the screen.



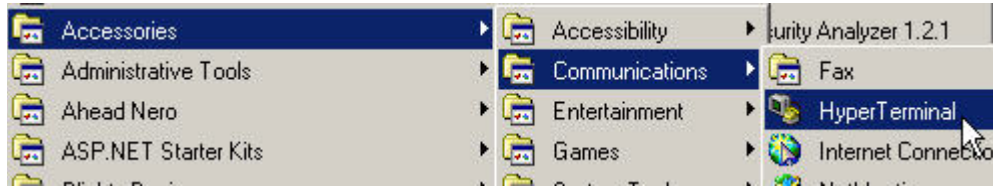
The screenshot shows the same terminal window after saving the file. The menu is closed, and the text in the terminal now includes: '# Set the IP address and number of subnet mask bits', '# To use DHCP, replace this line with:', '# ip address 0.0.0.1', 'ip address 192.168.1.10/24', '# Set the IP time to live value ip ttl 64', '# Define an interface type 'packet driver' called 'if0' # Class is 'dix', MTU = 1500, interrupt 60h, IRQ=10 interface pdr if0 dix 1500 12 0x60 10', '# Define the default gateway used by interface 'if0' route add default if0 10.10.108.5', '# Define a host to use as a DNS server domain server 10.10.108.5', and '# Set the Maximum Segment Size and Window size tcp mss 1460'. At the bottom, it now says 'socket.cfg [Ins] L 4 C 24 104' and 'Saved socket.cfg'. The status bar at the bottom shows 'Connected 1:02:06' and the same control buttons as in the previous screenshot.

10. Repeat step 7 and choose 'Exit' this time to close ned text editor. The LAN port will be assigned with the new IP Address once the SVMi voicemail card is restarted.

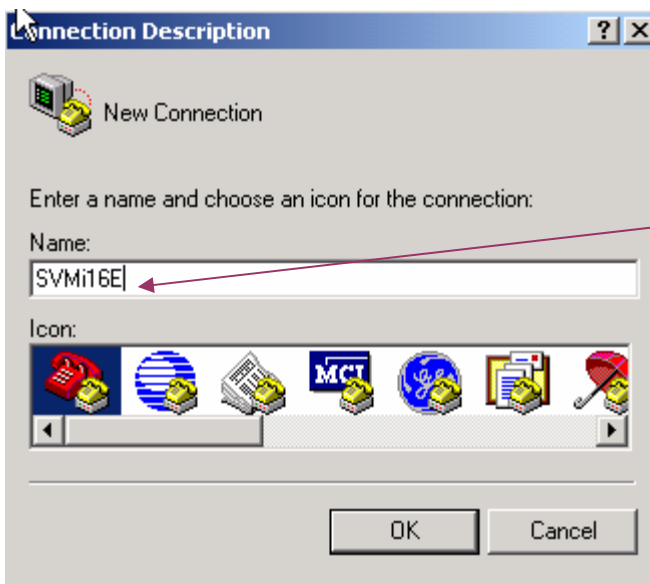
Please note that the example above shows the subnet mask as /24. In newer versions of SVMi software this is not required. The software assumes that the subnet mask is /24. If the network setup is different it will be necessary to type in a different subnet mask (eg. /16).

Using the LAN Port of the SVMi-8E/16E/20E for Programming

1. Run HyperTerminal
 - Run HyperTerminal through Programs -> Accessories -> Comms -> HyperTerminal



The following screen will be presented:



Type in a name for this particular HyperTerminal session – eg SVMi16E, and press OK



Select the TCP/IP option

The Port number will default to 23.

Do not change this.

Connect To

SVMi16E

Enter details for the host that you want to call:

Host address:

Port number:

Connect using:

OK Cancel

Enter the IP address assigned in the previous section – 192.168.0.10 in this example.

Result:

Connect To

SVMi16E

Enter details for the host that you want to call:

Host address:

Port number:

Connect using:

OK Cancel

Clicking on OK will result in the HyperTerminal session starting and connecting to the SVMiE voicemail system. The programming from this point on is the same as when connecting via the voicemail serial port.

5. Navigating the Program

- Main navigation options (F1)
 - **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
 - **Ctrl N** - Save and Open next block of same type or Templates
 - **Ctrl V** - Save and Open previous Block of same type or Templates
 - **Ctrl F** - Find blocks that refer to current block
 - **Ctrl L** - Refresh the screen
 - **F3** - Sort in current Object or facility
- Screen Movement Keys
 - **Tab** - moves cursor to next field or line
 - **Ctrl Q** - moves cursor Back to previous field
 - **Arrow Keys** - moves cursor between fields or lines
 - **Ctrl T** - moves cursor to Top field
 - **Ctrl B** - moves cursor to Bottom of field
 - **Ctrl U** - Page up, displays previous page/screen
 - **Ctrl D** - Page Down, displays next page or Screen
- Not all fields can be accessed - this is normal
As the cursor is placed on different fields :
 - **Yellow** can be changed
 - **Green** indicates you may press **Ctrl O** to open the associated block. To return to previous block in this path press **Ctrl R**
- Editing and Moving within a Field
 - **Delete** - Deletes Contents of a Field
 - **Ctrl + Y** - Deletes Contents of Field or Line
 - **Backspace** - Deletes (1) Character to Left of Insert Point in Field

6. System Main Menu

- provides easy access to the programming areas:

Some of the following options are available only on the SVMi-8:

– OPEN BLOCK TABLE

- **Announcement Block SVMi-8/16/20E** - say goodbye to caller, disconnect call, and free the port
- **AudiotexLib Block SVMi-8/16/20E** - The Audiotext Librarian controls all the prompting and parameters used when recording and playing back Announcements
- **Bye Block** - say goodbye to caller, disconnect call, and free the port
- **Directory Block** - defines how the system dial by name directory will work. Based on input from the caller the directory function will search extensions first and then mailboxes. If no extension is programmed the caller will be directed to the mailbox
- **EClass Block SVMi-8/16/20E** - (Class of Service) is an expansion or extension of service parameters that pertain to an Extension Block. All extension blocks are associated with one Eclass Block
- **Extension Block** - controls the operating parameters specific to the subscriber's extension .
- **List Block SVMi-8/16/20E** - special type of Mailbox Block that is used to distribute copies of recordings to a predetermined list of mailboxes
- **Mailbox Block** - controls the voicemail features and operating parameters specific to the subscriber's mailbox including:
 - notifications
 - forwarding
- **MClass Block SVMi-8/16/20E** - block containing many general parameters effecting Mailbox or List Block
- **Menu Block** - generally used for AA function but can also be used for additional options in each mailbox for GREET-DTMF Pointer
- **Mode Block SVMi-8/16/20E** - the entry point into the call routing solution for a particular operating mode - can contain the opening voice prompts which the SVM will speak when answering a call.
- **Query Block SVMi-8/16/20E** - used to create a "voice questionnaire
- **Station Block** - defines call progress tones eg. busy and dial strings to access a telephone number eg 0 to access a trunk

- **SAVE APPLICATION** - used for immediate saving of technician programming (available on V2+ on SVMi-4 / SVM-400 and all SVMi-8 software)
- **SCHEDULE TABLE** – determines when the SVMi-8/16/20E automatically changes modes
- **SUBSCRIBER LIST** - used to view or edit subscriber list – quick access to mailboxes
- **SYSTEM WIDE PARAMETERS** – sets system parameters including passwords, Maintenance time
- **VOICE STUDIO** – for viewing or recording new prompts in 1001+ range
- **OPERATING UTILITIES** - Used to access various display logs
- **PORT ACTIVITY** – allows the System Administrator to observe real time system activity
- **STATUS SCREEN** – displays status of ports and statistics
- **OVERRIDE MODE** – bypasses control of the Schedule Table on SVMi-8/16/20E
- **VIEW SYSTEM REPORTS** – access to system reports on SVMi-8/16/20E
- **SITE INFORMATION** – defines details of customer site
- **LOCK AND PORT STATUS** – displays status of ports and statistics

7. SVMi –Basic Programming

The following programming steps should be followed for a basic setup.

1. Create and delete extensions and mailboxes

- 1.1 Select Subscriber List and press Enter
- 1.2 Use arrow keys to select line or enter to select specific field
- 1.3 Press <CTRL-Y> to delete unwanted mailboxes and extensions
- 1.4 To create new subscribers, select a new line at the bottom of the list and press enter.
- 1.5 Enter in Extension name, Extension number and Mailbox number as required.
Eg. Bloggs, Joe 201 201 Eclass Mclass

2. Specify a trunk access code for external calls (CLI call return, external transfers etc)

- 2.1 From the main menu, select Open Block Table
- 2.2 Select Stations
- 2.3 Select Off Premises Block
- 2.4 Enter in trunk access code under 'Prefix' - Eg. Prefix: 0,

3. Program keys on keyset

In MMC 722, program keys:-

- | | |
|--------------|--|
| VMMSG | - message indication and mailbox access |
| VG | - indication for 'group' mailboxes |
| VMADM | - administrator key gives user access to administrator level applications. |
| MW | - used for visual indication of message wait for a mailbox where no corresponding system extension is associated with the mailbox. NOTE: iDCS100 / 500 only |
| VT | - enables call to be transferred directly to a mailbox |
| CR | - Call Record Key |

4. Record mailbox name

- 4.1 Press VMMSG key and enter password 0000.
- 4.2 Dial 0 for further options
- 4.3 Dial # for personal administration
- 4.4 Dial 2 to record user name
- 4.5 Record name then dial 2
- 4.6 Dial # to save

5. Record AA Greeting

- 5.1 Dial the voicemail group number –5939, 519, 529, 549, 509, 53.
- 5.2 When prompted for a password, dial **.
- 5.3 When the main greeting is heard, dial #000.
- 5.4 When prompted for a password, dial 0000.
- 5.5 Dial 1 to edit system prompts.
Day Greeting 1001
Night Greeting 1002
Holiday Greeting 1003

8. Advanced Options

a. Creating a new menu

Additional menus may be used for a number of options. The 2 most useful ones are:

- To allow an AA tree (multi-level) to be developed similar to the AA plans available on the DCS AA card.
- To provide options to callers to specific mailboxes under the Greet-DTMF option. Callers are then able to select specific options by dialling DTMF digits during the mailbox greeting. eg. to go to the service group dial 2 now

Programming

1. Select 'Open Block Table'
2. Select 'Menu'
3. Select 'Template'
4. Press <CTRL-A>
5. Enter the new menu's name.

b. Allowing callers to select options - Greet DTMF facility

The Greet-DTMF is a Mailbox feature that allows a caller to select a destination directly from the mailbox. This facility allows a digit inputted at the Mailbox at the Greeting to be used by a selected Menu for action according to the Menu Input Processor settings. That is the caller's inputted digit is applied directly to a Menu in a transparent manner.

For example, the SVMi is set up to answer all calls to ABC Company. The callers are sent directly to an Announce-only mailbox that sends the call to a menu. At this menu the options are presented to the caller – eg Dial 1 for Sales, 2 for Service, 3 for Administration – and the received digits direct the call to the appropriate extension (group or individual) or mailbox. This feature can also be used to send overflow calls from the Operator or calls from a specific mailbox (eg calls to Service can be further filtered into product type).

Using the Call Director on Page 4 of the Mailbox block select GREET-DTMF. This will enable a Menu to be selected. Create a new Menu. The following example enables a caller to the Special Mailbox to access Fred (202), Mary (207) or the Sales Group (510) directly.

SUMi-8 Series		MAILBOX - 250		Page 4 of 5		
Operating MODE.. 00		CallDirector				
Default		Event	Action	Typ	Gp	Target Name
		MSG-LEFT				
		NOMSG-LEFT				
		ESCAPE				
		GREET-DTMF	Goto	MNU		Customer Select
		OPERATOR				
		AUTO-FWD				

If caller presses an uassigned key <DTMF>, Goto Menu Block

Create a Menu called "Customer Select" and using the Menu Input Processor to program the following:

- Input Value 1 – GOTO Mailbox 206 (Fred)
- Input Value 2 – GOTO Mailbox 207 (Mary)
- Input Value 3 – GOTO Mailbox 510 (Sales Group)

SUMi-8 Series		MENU - Customer Select				Page 2 of 4
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	BYE		GoodBye
		INVALID	Goto	BYE		GoodBye
		FAXCALL				
		9	Goto	DIR		Directory
		1	Goto	MBX	01	206
		2	Goto	MBX	01	207
		3	Goto	MBX	01	510

Press ENTER to Edit a Field on the Line

Make the Customer Select Mailbox an "Announce Only Mailbox" and record a greeting offering the options of dialling 1 for Fred (202), dialling 2 for Mary (203) or dialling 3 for the Sales area (510)

c. Transferring to an External Number

Allows an external number to be programmed as a destination in a menu or as an option offer during a mailbox greeting. If used in a mailbox greeting you can simply program this option using the Escape Pointer in the Mailbox/Call Director (page 4 of Mailbox Block) ie. after the caller presses *.

The way that this works is that a call is directed from a mailbox to an Off Premises Extension (which the technician sets up), which is an external number.

Programming

1. Create a new extension with the Extension number as the External number
Eg. Bloggs, Joe 0413123456 Eclass Mclass
2. Make this extension 'Off Premises'.
 - i) Select 'Open Block Table'
 - ii) Select 'Extension'
 - iii) Select the extension you wish to use. Eg. Bloggs, Joe 0413123456
 - iv) Select 'Station' to access full list of Station Blocks
 - v) Select 'Off Premises'
3. Select the mailbox you wish to transfer from.
4. Press <CTRL-D to get to Page 4 of 5
5. Enter destination for 'Escape' digit
 - i) Select 'Escape'
 - ii) Select 'Goto'
 - iii) Select 'Extension'
 - iv) Select extension programmed in 1 above.

To prevent the caller receiving details of the number to which the call is being transferred:

1. Create a Mailbox associated with the Off Premises Extension
2. Record a name for the Mailbox
3. The Mailbox may now be deleted if required, in order to conserve mailboxes (the name will be retained).

When the call is transferred the caller will hear the recorded name instead of the telephone number.

d. Creating Operator Overflow message without presenting AA options -

– Option 1 using a mailbox

In this case you only wish to use the overflow option to advise callers that all operators are busy and that they will attend to the call as soon as an operator is free and then transfer callers to group 500.

Disadvantage: Uses up a mailbox

Programming

1. In MMC 601, Program next port destination of Group 500 as Group 519
2. Assign a mailbox to the Operator Group – use the Subscriber Block for quick access.
3. Open up mailbox block by placing the cursor on the Mailbox number and press CTRL O, or:
 - i) Select 'Open Block Table'
 - ii) Select 'Mailbox'
 - iii) Select 'Operator 500'
4. Change Announce Only Mailbox from 'N' to 'Y'

SUMi-4 Series		MAILBOX - Operator		Page 1 of 5	
Group: 1	Number: 500	Extension: 01:Operator			
VisiComm User:		Mclass: 01:Standard MCL			
Mailbox Controls			Authorizations		
Announce only mailbox.....	Y	Forced messages allowed.....	N		
Subscriber administrator.....	N	Reminders allowed.....	Y		
Use LIFO message ordering..	N	Commitment/Follow Up allowed.....	N		
Directory Public: Y	User: Y	Message grouping allowed.....	N		
Subscriber password: *****		Mailbox greeting allowed.....	Y		
Retention days left.....	0	Message alert control allowed.....	Y		
		Extended prompting enabled.....	Y		
		Auto Play of new messages enabled:	Y		
		Auto Play of message info enabled:	Y		

'Y' if the user is a mailbox administrator, otherwise 'N'

5. Select Page 4 of 5 in mailbox block (Call Director)
6. Set 'No Msg Left' destination as Extension 500.

SUMi-4 Series		MAILBOX - Operator			Page 4 of 5	
Operating MODE.. 00		CallDirector				
Default		Event	Action	Typ	Gp	Target Name
		MSG-LEFT				
		NOMSG-LEFT	Goto	EXT	01	Operator
		ESCAPE				
		GREET-DTMF				
		OPERATOR				
		AUTO-FWD				

If the caller does NOT leave a message, Goto Block

- Option 2 using an existing menu

As per option 1 above

Disadvantage: Must use the Day Main Menu

(a) Programming

1. In MMC 601, program next port destination of Group 500 as Group 519
2. Do NOT assign a mailbox to the Operator Group
3. Open 'Day Main Menu' Block.
4. Delete 2nd, 3rd and 4th prompt

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

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

5. Change 'Repeat Prompts if no entry' from 1 to 0.
6. Select Input Processor (Page 2 of 4)
7. Check No-Entry destination is Operator 500

SUMi-4 Series		MENU - Day Main Menu		Page 2 of 4	
Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	Operator
	INVALID	Goto	EXT	01	Operator
	FAXCALL				
	*	Goto	BYE		Goddbyebaby
	2	Goto	MNU		Day Main Menu
	9	Goto	DIR		Directory
	1	Goto	EXT	01	Fred
	0	Goto	EXT	01	Operator
	2	Goto	MBX	01	550
	???	Srch	EXT	01	
	???	Srch	MBX	01	

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

e. DDI direct to a mailbox or Menu

This option allows callers to a specific indial number to be sent direct to a mailbox or menu. Useful for staff who do not have a specific extension but require a mailbox; for example teachers in a school. Users would simply dial the voicemail and enter #(Mbox No) to access messages. If an SVMi-4 or SVMi-8 is installed on an iDCS100 / iDCS500 then a visual display of waiting messages is available, keys can be programmed on Keysets / AOM's – use the MSG key programming feature and the mailbox number as the extender. Note that the extender must be a number in the iDCS Numbering Plan – Virtual Extensions (14 on the iDCS100 & iDCS500M; 70 on the iDCS500L) can be utilised for this purpose.

Programming

1. In MMC 714 program a DID number with the Voice Mail group 53, 509,519, 529 or 549, depending on the DCS/iDCS system being used) as the destination
2. In Menu block programming select Forward Station block
3. Select page 2 (Ctrl D)
4. Enter the last 3 digits of the DID number and press Enter (Note the last 4 digits must be entered for the for iDCS100/500)
5. Select Goto and then the destination for the DID digits. Press enter
6. For additional indial numbers repeat steps 4 and 5.

SUMi-8 Series		OPEN Block		Target Gen	
BLOCK Label.... MNU					
Annoucemnt	NEW				
AudiotexLib	Customer Select				
Bye	Day Main Menu				
Directory	Direct Station				
Eclass	Direct Trunk				
Extension	Forward Station				
List	Forward Trunk				
Mailbox	Holiday Main Men				
Mclass	Night Main Menu				
Menu	Record Call				
Mode	TEMPLATE MNU				
Query	Weather Main Men				
Speak					
Station					

Highlight the desired object and press ENTER to select

SVMi-8 Series		MENU - Forward Station			Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor				
Default	InputValue	Action	Typ	Gp	Target Name
INPUT from... FWDID	NO-ENTRY INVALID FAXCALL	Goto Goto	MNU MNU		Night Main Menu Night Main Menu
	???	Srch	EXT	01	
	????	Srch	EXT	01	
	???	Srch	MBX	01	
	????	Srch	MBX	01	
	205	Goto	MBX	01	205

Press ENTER to Edit a Field on the Line

f. Direct to mailbox greeting – (removing prompt - use with early versions of software)

If a call is sent to a person's mailbox, it is preferable that the mailbox greeting is played immediately, rather than a system prompt. ie 'That party is unavailable, to leave a message press 1....' Early versions of the SVMi systems played the system prompt first. The reason that this occurs is that the Forward Station and Forward Trunk Menus (ie calls forwarded from other stations in the system or from trunks) have options set up indicating that the system should search extensions first and then mailboxes. The system finds the extension either busy or not available and prompts the caller to see if they wish to leave a message in a mailbox. The following removes the prompt.

1.1 Select **Open Block Table**.

1.2 Select **Menu**, then **Forward Station**.

1.3 Go to page 2 and remove the line '???' sch ext 01' by selecting it and pressing CTRL Y.

This is a global action that affects all mailboxes. On an SVMi-8, to change for individual mailboxes, set the No-Answer, Busy and Blocked destinations in the Extension block page 4 of 5 to go to the user's mailbox.

It may also be necessary to remove this line from the **forward trunk menu**.

g. Defaulting Subscriber Mailbox Passwords

This allows the technician to return the subscriber's password to either default (DEFAULT) or no password (NONE).

1. Enter Extension Block, select the extension and press Enter.
2. Use arrow or Tab to "Subscriber password" field and type either "DEFAULT" or "NONE" as required.

h. Renaming a prompt file

This is the preferred method to stop the SVMi from playing a specific prompt. Renaming a file allows the technician to stop the file from being played, yet still keep a backup copy.

1. Select Port Activity
2. Type 'file' and press Enter.
3. From the list of subdirectories, select 'Pmt'
4. Select the file you wish to rename. Eg 0739.pmt
5. Press 'r' to rename the file
6. Enter in the new name. Eg !0739.pmt

i. Using the Port Activity Block

1. To save current configuration, type in 'maintenance' at the prompt. (or use the Save Application menu option where available).
2. To view all blocks, type in 'serial' at the prompt.
3. Some blocks are hidden in order to simplify the technician interface – items not used are not displayed. In cases where LSP Technical Support suggests that a manu item be unhidden, the following is done: To hide/unhide blocks, enter – ' hide/unhide <block type> <number> <block name>

Note : <number> field is not always required. The block name requires parenthesis.

Eg.1 >hide mnu "forward station".

Eg2. >unhide ecl 01 "standard ecl"

j. Direct to Mailbox using PSTN

This is useful if the customer wishes all calls to be sent to a mailbox – for example, after-hours or holiday calls.

1. Select **Open Block Table**, then **Menu**.
2. Select **Forward Trunk Menu**.
3. Open Page 2 of this block.
4. Select a new line and enter the trunk number as the **Input Value** and select a destination. Eg
701 goto mbx 501

k. Using SVMi as a MOH source.

This is useful if you wish recorded messages (eg monthly specials, new product announcements) to be played for calls on hold.

1. Record a prompt in the range 5000 –5099
2. In MMC756, assign this number to an SVMi port. Prompt 5000 is equivalent to number 00, 5001 is 01 etc.

Eg. SET VMMOH
 236 : 00

Note: This port will be used for MOH only. Therefore it will reduce your available VM ports by one. It is recommended that you do not use the first port on the card for this purpose.

3. Program the station and trunk Music on Hold source as the VM port that you are using MMC 309 and 408 respectively.

Eg. [201] MOH
MOH SOURCE : 236

I. Defaulting Block Parameters

This will execute the 'default.bat' file, returning any block information to a default state. Messages and mailboxes will be lost but prompts will still be retained.

NOTE: In some cases the Forward Station and Forward Trunk menus may have been unhidden at the factory or at LSP prior to despatch. After running default, these actions will have been removed and it will be necessary to unhide the Forward Station / Forward Trunk menu afterwards if any changes are needed to these menus.

On the SVMi-4 and SVM-400

1. Select System Wide Parameters
2. Exit Svmi
3. At c:\> prompt, type cd dta and press Enter.
4. At c:\dta> prompt, type 'default'.

On the SVMi-8

1. Exit Svmi-8 card via **Operating Utilities** (Option D Shutdown SVMi-8)
2. At c:\ prompt, type 'default'

After the default.bat file has finished executing, press the reset button on the svmi-8 card.

m. Using the Access Manager Features - SVMi-8

The Access Manager feature enables call blocking, call screening, call forwarding and hold for busy to be invoked by the user. This can only be done if these options are enabled by the technician in the Extension Block. Note that enabling the Access Manager Features also enables multiple greetings to be recorded for the extension. These are necessary in order to convey the status of the call to the caller. For example the user can record a greeting for use when the extension is busy – the greeting would provide the caller with options such as leaving a message or selecting another extension.

1. Using the 'Find Me' Feature

The Find Me feature enables a user to have their calls ring at other extensions if they are not able to answer their phone. For example, a person may be sitting at someone else's desk and may still wish to receive calls. The call must be via a menu and not forwarded to a mailbox. Note that for Find Me to work, Call Screening must be enabled.

1. Select Open Block Table, then Extension
2. Select the relevant extension number.
3. Enable Call Screening and Find Me.
4. Go to Page 2 of the Extension block.
5. Under the **Stored Numbers** field, enter in the extension number/s you wish the SVMi-8 card to dial.

2. Using the 'Forward' Feature

The Forward feature is used to automatically forward all calls to a different destination. In order for the subscriber to have access to this option, some programming is required.

1. Select Open Block Table followed by Extension.
2. Select the extension block that is doing the forwarding.
3. On Page 1 of this block, set the Forward option to Yes ('Y') – default is 'N'.

Users can change the destination remotely via the Access Manager once they have accessed their mailbox:

1. From the Main Menu, dial '#' followed by your password.
2. Dial '0' for further options.
3. Dial '4' for Access Manager.
4. Dial '4' to change the forwarding number.

3. Using the 'Follow Me' Feature.

The Follow Me feature is used as a temporary alternative to the standard number dialled by the SVMi-8. This can be any number including mobile numbers.

1. Select Open Block Table, then select Extension.
2. Select the Extension block you wish to modify.
3. On Page 1, enter the number in the Alternate Number field.

This feature can also be accessed by users remotely via the Access Manager.

1. From the Main Menu, dial '#' followed by your password.
2. Dial '0' for further options.
3. Dial '4' for Access Manager.
4. Dial '1' to change the number.

4. Using the 'Overhead Paging' Feature.

This feature allows the caller to select to page a party. This must be an incoming call via a menu. The SVMi supervises the call so that when it recalls back, the user can dial '3' to page.

1. Select **Open Block Table**, then select **Eclass** and **Standard ECL**.
2. In **System Caller Options**, enable **Overhead Paging** for either No Answer, Busy, Fbusy Block or Error.
3. Note: 'Block' is used for Forward All and Fbusy is not used in Australia.
4. On Page 3 of the **Eclass** block (**Overhead Paging Dial Strings**), verify that **Page Ports** is set to ALL.
5. Next to **Pager Dial**, enter the internal paging zone that you wish to use.
6. Enable **Call Screening** for the relevant extension:
 - Select **Open Block Table**, then select **Extension**.
 - Select the extension block you wish to modify.
 - On Page 1, enable **Call Screening**.
7. Program MMC604 Internal Page Zone

n. Using the 'Call Screening' Feature

The Call Screening feature enables an extension user to monitor and screen out selected calls. The extension user can The call must be via a menu and not forwarded to a mailbox. Note that for Find Me to work, Call Screening must be enabled.

1. Select Open Block Table, then Extension
2. Select the relevant extension number.
3. Enable Call Screening.
4. Go to Page 2 of the Extension block.
5. Under the Stored Numbers field, enter in the extension number/s you wish the SVMi-8 card to dial.

RECORDING OF PROMPTS –

Extension users can record a primary greeting via their extension telephone. When Access Manager functions have been enabled by the System Administrator (via a telephone), the user is presented with additional greeting options consistent with the features that have been enabled.

o. Recording a Prompt or Announcement

Example

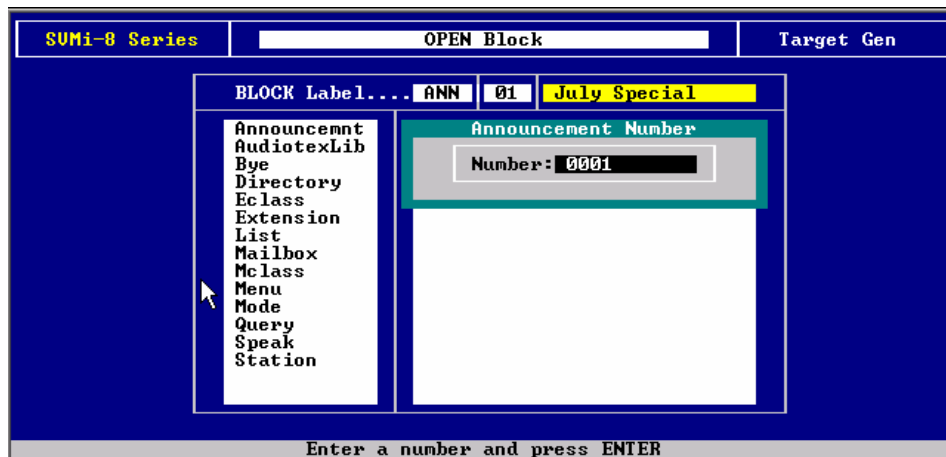
ACME Explosives Incorporated wishes to present callers with a menu. They would like customers to press 1 for sales inquiries and 2 for technical inquiries.

1. Select Voice Studio from the main menu
2. Enter in the extension that you will use to record. Eg. 201. Make sure the phone is idle at the time.
3. Answer the phone when it rings. Initially you will hear silence.
4. Select whether you want to record a prompt 'P', or an announcement 'A' option. Prompts include menu greetings and system prompts while announcements are used for Audiotext applications. In this example we will be selecting 'P'
5. Enter in a prompt number. We will use number '1001' as this is the first prompt that will be played when calls reach the Day Main Menu.
6. You will hear the prompt '1001.To begin, press any key.'
7. Press any digit on the extension to continue.
8. Press 2 to start recording. When you are finished, press the '#' key.
9. You may wish to enter text in the text box on the screen for your convenience. Eg. Welcome to Acme Explosives Incorporated. Please 1 for sales inquiries or 2 for technical inquiries.
10. Enter CTRL-E to exit and hang up the phone.

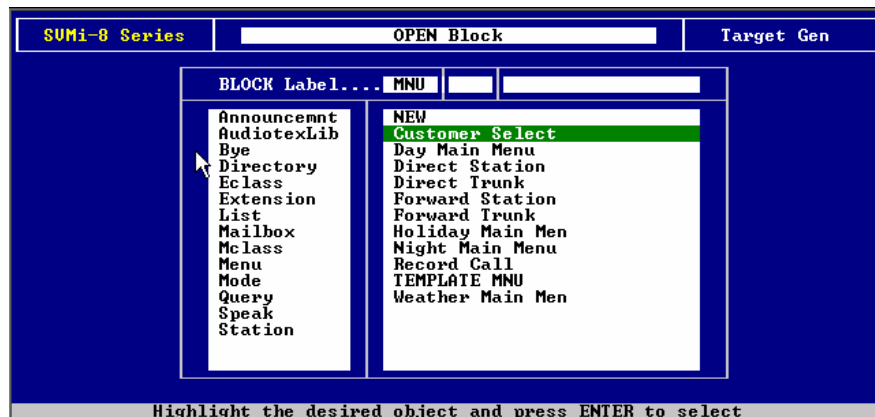
p. Configuring Audiotext (SVMi-8/16/20)

Audiotext enables callers to choose to access recorded information. On the SVMi-4/SVM-400 this is done by using Announcement-only Mailboxes – an obvious limitation is the number of mailboxes that can be allocated for this function. On the SVMi-8 a more-sophisticated approach is available - linking menus with individually recorded announcements via the Audiotext Library.

1. Record an announcement
 - I. Select **Voice Studio** from the main menu.
 - II. Select 'A' to record an announcement, followed by the announcement number. eg 0001
2. From the main menu, select **Open Block Table**, then **Announcement**.
3. Select New and enter in the name and number of the new announcement (0001)



4. To allow users to select an announcement from a menu, select Open block table followed by Menu and then select the relevant menu.



5. Go to Page 2 of the menu block and select a new line.
6. Enter the InputValue (in this case '0001'). Select Goto

SUMi-8 Series		MENU - Customer Select		Page 2 of 4		
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY INVALID FAXCALL	Goto Goto	BYE BYE		GoodBye GoodBye
		9	Goto	DIR		Directory
		1	Goto	MBX	01	206
		2	Goto	MBX	01	207
		3	Goto	MBX	01	510
		0001	Goto Pass Tran Srch File			

Use arrow keys to select action and press ENTER

7. then Audiotextlib followed by Standard AXL.

SUMi-8 Series		MENU - Customer Select		Page 2 of 4		
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY INVALID FAXCALL	Goto Goto	BYE BYE		GoodBye GoodBye
		9	Goto	DIR		Directory
		1	Goto	MBX	01	206
		2	Goto	MBX	01	207
		3	Goto	MBX	01	510
		0001	Goto	AXL	01	Standard AXL

Press ENTER to Edit a Field on the Line

Once the announcement menu is set up, the System Administrator can record new announcements by pressing # Ann Number – eg # 0001 and select XX to change the announcement. This is a similar action to changing a mailbox greeting.

q. Configuring Audiotext on SVMi-8/16/20 - Example

ACME Cinemas wish to provide customers with information regarding session times. Customers will get answered by a greeting that says ' To hear session times for Monday, press 1. To hear session times for Tuesday, press 2.'

1. Record an announcement. Please see notes on '[Recording a prompt or announcement](#)' for more details.
 - i. Select **Voice Studio** from the main menu.
 - ii. Enter in the extension that you will be using to record.
 - iii. Select '**A**' to record an announcement, followed by the announcement number. eg 1
 - iv. Record an announcement (eg. 'These are the session times for Monday...')and press '#' when finished
 - v. Record another announcement, this time using '2' as the announcement number. (see above steps).
2. From the main menu, select Open Block Table, then Announcement.
3. Select New and enter in the name (eg. 'Monday') and number of the new announcement (eg. 1)
4. Press CTRL-R to go back to Open Block Table and select Announcement again.
5. Select New and enter in the name (eg. 'Tuesday') and number of the announcement (eg. '2')
6. Record a menu greeting.
 - i. Select Voice Studio from the main menu.
 - ii. Enter in the extension that you will be using to record.
 - iii. Select 'P' to record a prompt, followed by a prompt number (eg. '1001')
 - iv. Record the prompt (eg. 'To hear the session times for Monday, press 1...') and press the '#' when finished.
7. To allow users to select an announcement from a menu, select Open block table followed by Menu and then select the relevant menu. (eg. Day Main Menu)
8. Go to Page 2 of the menu block and select a new line by pressing 'enter'.
9. Enter the InputValue (in this case '1'). Select Goto then Audiotextlib followed by Standard AXL.
10. Repeat step 1.8, but use '2' as the InputValue.

Once the menu is set up, the System Administrator can record new announcements by pressing # <Ann Number> eg '# 1'. From here you can change the announcement just as you would with a mailbox greeting.

r. Configuring Audiotext on SVMi-4/SVM-400

The SVMi-4/SVM-400 also provides Audiotext but does not use the Audiotext Librarian to manage the announcements. All management is done via [announce-only](#) mailboxes. After the first announcement is played the <No Msg Left> pointer is used to determine what happens next. For example a menu could be presented to provide more information choices. The announcements are recorded **as a mailbox greeting**. Thus a series of announcements can be built up by linking announce-only mailboxes.

s. Query Block – Configuring Question and Answer Mailbox (SVMi-8/16/20)

The SVMi-8 can be configured to ask the caller a series of questions, record the caller's voice responses and combine the responses into single, or multiple, voice message(s) that is (are) placed into one, or more, specified mailbox(es). This enables caller queries to be collated and sent to one or more mailboxes.

1. Select Open Block Table, then Query
2. Enter the name of your new query block. Eg 'question1'
3. In the **Query pmt** field, enter the prompt number. Eg '1111'
4. In the **Mailbox** field, enter in a mailbox number in which to store all the responses. Eg 201

SUMi-8 Series		QUERY - Question 1		Page 1 of 3	
Query Script	Query pmt... 1111 Exit prompt: 0071 Error pmt... 0072 Invalid pmt:	Script Controls	Repeat query: 0 Repeat exit... 0 Auto replay... N Last query... N		
Transcription	Header pmt..	Mailbox: 01:201			
Caller Interface			Digit Assignment		
Take input from..... VOICE			Digit to play back response: 1		
Maximum caller response..... 30			Digit to change response... 2		
Wait for voice response..... 3			Digit to confirm response... 3		
Wait for DTMF response..... 3			Terminator digit..... #		
			Escape digit..... *		
Mailbox to which the message created by this query will be sent					

5. Using Voice Studio, record the prompt you entered in the Query pmt field. Eg. 1111

Queries can be linked by using page2 of the Query Block and using the NEXT option to go to another query. This enables a series of questions to be put.

SUMi-8 Series		QUERY - Question 1		Page 2 of 3	
Operating MODE.. 00	TARGET GENERATOR for.. NEXT				
Default	Target Label... QRY				
	AudiotexLib	NEW			
	Bye	Question 1			
	Directory				
	Eclass				
	Extension				
	List				
	Mailbox				
	Mclass				
	Menu				
	Query				
	Speak				
Highlight the desired object and press ENTER to select					

t. Using the 'Overhead Paging' Feature.

This feature allows the caller to page a party. This must be an incoming call via a menu. The SVMi supervises the call so that when it recalls back, the user can dial '3' to page.

1. Select Open Block Table, then select Eclass and Standard ECL.
2. In System Caller Options, enable Overhead Paging for either No Answer, Busy, Fbusy Block or Error.
3. Note: 'Block' is used for Forward All and Fbusy is not used in Australia.
4. On Page 3 of the Eclass block (Overhead Paging Dial Strings), verify that Page Ports is set to ALL.
5. Next to Pager Dial, enter the internal paging zone that you wish to use.
6. Enable Call Screening for the relevant extension:
7. Select Open Block Table, then select Extension.
8. Select the extension block you wish to modify.
9. On Page 1, enable Call Screening.
10. Program MMC604 Internal Page Zone

u. Assigning an IP address

An IP address can be assigned to the svmi-8/16 to enable programming via the Ethernet port (H/w rev. 2 or S/w v3.x only).

Changing the Default SVMi-8E/SVMi-16E IP Address

When connecting to a customer's local area network, you may be required to change the Static IP address of the SVMi-8E/SVMi-16E. This can only be done using the SIO connection. Using the SIO interface you will do a proper shut down of the SVMi-8E/SVMi-16E. Once at a C:> DOS prompt hit the red Reset button on the SVMi-8E/SVMi-16E/SVMi-20E card. Watch the boot up sequence and you will be asked to select the Baud rate for the serial port operation (the Default is:38400).Select option 3 to boot to a DOS Shell. You will again be at a C:> DOS prompt.

There are two ways to enter the Static IP address for the SVMi-8E/SVMi-16E/SVMi-20E. One is to use the [ROM-DOS NED](#) Text editor and the other is to use the [SCONFIG](#) utility provided by the TCP/IP software.

Using NED

1. Change directory to 'Sockets'
Type:cd \sockets
2. Edit the socket.cfg file
Type:ned socket.cfg
3. The NED editor screen will display the following information:

```
# Packet driver settings
ip address 10.10.108.6/24
interface pdr if0 dix 1500 10 0x60 9
route add default if0 10.10.108.5
domain server 10.10.108.5
domain server 10.10.108.5
```

```
# The following will cause SOCKETS to display IP status
ip address
# The following lines set TCP parameters
ip ttl 64
tcp mss 1460
tcp window 2920
```

4. Navigate so your cursor is to the right of the 6 in the ip address and back space through all the numbers in the ip address. Now type in the new address required by your specific network.(an example might be 192.168.25.33)
5. Next navigate so your cursor is to the right of the 5 in the route add default ip address and back space through all the numbers in that ip address. Now type in the default gateway address required by your specific network.(an example might be 192.168.25.1)
6. Next navigate so your cursor is to the right of the 5 in the domain server ip address and back space through all the numbers in that ip address. Now type in the same address used in step 5 (an example might be 192.168.25.1)
7. You can either remove the line asking for the second domain server or also give it the same address as used in steps 5 & 6

8. Using the examples listed in steps 4 - 7 your new socket.cfg file should like like this:

```
# Packet driver settings
ip address 192.168.25.33/24
interface pdr if 0 dix 1500 10 0x60 9
route add default if0 192.168.25.1
domain server 192.168.25.1
# The following will cause SOCKETS to display IP status
ip address
# The following lines set TCP parameters
ip ttl 64
tcp mss 1460
tcp window 2920
```

9. Now you must save your changes. Press [ESC] then press [F] to open the File Menu
10. Press [X] to exit and then [Y] to save your changes and exit.
11. You will now be at the C:\Sockets> DOS prompt
12. Now press the RED reset button on the SVMi-8E/SVMi-16E and let the unit come up normally

Using SCONFIG

SCONFIG.EXE is a utility provided by the TCP/IP software used for creating a SOCKET.CFG file. It will ask you a few questions that help you create the connections setting for the SVMi-8E/SVMi-16E to communicate on your network. To use SCONFIG you must also be at a DOS c:\> prompt as described previously before using the NED texteditor.

From a DOS C:\> prompt:

1. Change directory to 'Sockets'
Type: sconfig
2. Press [1] to continue configuration
3. Press [1] to select Network Card (Packet Driver)
4. Press [1] to select Static Addressing (Manual)
5. Enter the IP address and Subnet mask you want to use.(10.10.108.6/24 is the default IP Address)

Example:192.168.1.32/24

In the above example the SVMi-8E/SVMi-16E IP address would be 192.168.1.32. That is the address other devices on the network would use to reference or communicate with the SVMi-8E/SVMi-16E/SVMi-20E.

/24 is the subnet mask reference. 24 represents the number of consecutive 'ones' in the subnet mask. A typical subnet mask is 255.255.255.0 in binary it looks like:

11111111.11111111.11111111.00000000

If you count the number of consecutive 'ones' they equal 24 in this example.

6. Enter the IP address of the Default Gateway used on the network the SVMi-8E/SVMi-16E/SVMi-20E will be attached. (10.10.108.5 is the default default Gateway)

Example:192.168.1.1

7. Enter the Primary DNS address or press [0] to skip.(10.10.108.5 is the default Primary DNS).[0] to skip should work just fine.
8. Enter the Secondary DNS address or press [0] to skip.[0] to skip should work just fine.
9. Enter [60] for the Interrupt Vector. This is not optional. You must enter a value of 60 for the Interrupt Vector.
10. Enter [10] for the network card's IRQ. This value is not optional. The LAN controller on the SVMi-8E/SVMi-16E is set at IRQ 10.
11. At this point the utility will inform you it is complete and that socket.cfg has been created. You can now restart the SVMi-8E/SVMi-16E/SVMi-20E normally.

After you change your Communications software to use the IP address you just programmed into the socket.cfg file You should be able to login to the SVMi-8E/SVMi-16E from anywhere on the customer's local area network or through the internet if they allow you remote access.

NOTE: All IP addresses used must be on the same network. If you change the SVMi-8E/SVMi-16E Static IP address then you **MUST** change the Default Gateway address. The DNS addresses can be skipped.

IMPORTANT NOTE: When using the LAN connection into the SVMi-8E/SVMi-16E/SVMi-20E you cannot exit to DOS or use the DOS shell from Port Activity. The LAN drivers are embedded in the SVMi software and will NOT function if you bring the system down to DOS or suspend its operation.

v. Transferring files to and from the Svmi-8/16 hard disk.

The Ethernet Port provides the quickest way to transfer large files to and from the Svmi-8 hard disk. To do this, the PC must be running FTP Server software such as 3Cdaemon. (H/w Rev. 2 or S/w v3.x only)

1. With the Ethernet port connected to the LAN, connect a PC to the Svmi-8 serial port .
2. Using the serial connection, shutdown the Svmi-8 and press the reset button. This part must be done using the serial connection. When the Svmi-8 is shutdown, programming via the LAN connection will not work again until the Svmi-8 has been reset and functioning fully.
3. During the bootup process, there are three options. Select 'Boot to DOS Shell' (option 3 in the startup menu).
4. At the 'C:\>' prompt, type 'ftp <IP address>', where the IP address is the address of the PC. A username and password may be required in order to connect.
5. To transfer a file from the PC to the Svmi-8, the 'get' command can be used.
6. Eg. ftp> get subscriber.txt - to receive a file named 'subscriber.txt' from the PC.
7. To transfer a file from the Svmi-8 to the PC, the 'put' command can be used.
8. Eg. ftp> put back001.dta – to transfer a file to the PC.

w. Backup and Restore via Ethernet Port on SVMi-8/16

(H/w Rev. 2 S/w v3.x only) See section bb for details of backup for the SVMi-8/16/20E series)

The technician is able to backup and restore information such as programming, mailboxes, messages and prompts.

This is a 'two-step' process involving the Backup and Restore utility and FTP to transfer the file to or from the PC.

If you are creating a backup, then a file will be created on c:\ on the svmi-8 and you will need to use FTP to transfer the file to the PC. Conversely, if you are restoring a file, you must use FTP to transfer the file to c:\ on the svmi-8 and then use the restore utility.

6. Select Operating Utilities from the main menu. Then select Backup and Restore.
7. Select 'B' to backup or 'R' to restore.
8. Check that all options are set to 'Y' to backup or restore and press CTRL-W to continue.
9. The Svmi-8 will shutdown while it performs this task.

There is another method which simply transfers the files on the voicemail as is, to a location on a PC. An FTP application such as ACE FTP is recommended as it is freeware and relatively easy to use.

1. Install and run the application.

2. Make a new connection. The IP address of the SVMi must be specified along with the ID and password ('su' for both).
3. Once connected, you can drag and drop the folders from the SVMi card and copy them onto a specified destination on your PC.

x. Daughterboard compatibility

Due to changes to the new svmi-8 cards, new daughterboards have been designed. Old Svmi-8 cards (H/w rev1 – ie. without LAN port) are not compatible with the new daughterboards without a software change being made to the svmi-8 card. The following steps show you how to upgrade the old-type Svmi-8 cards. Note that SVMi-16 cards are to the new design only.

1. Download the file R1TOR2.zip file from the www.samcom.com.au website.
2. Unzip this file and place the extracted file (r1tor2.exe) onto your PC.
3. From the main menu, select Port Activity.
4. At the prompt, type 'rx r1tor2.exe' and press Enter. Eg. =>rx r1tor2.exe. The Svmi-8 will prepare to receive a file.
5. Using the HyperTerminal menu, select 'Transfer', then 'Send file'.
6. Select the file you wish to send (r1tor2.exe) and select Xmodem as the protocol to be used. Click on the 'Send' button. This will take several minutes.
7. Shutdown the Svmi-8 via the Operating Utilities menu.
8. At the prompt, type 'r1tor2' and press Enter. Eg. C:\> r1tor2.
9. Answer 'y' to any prompts asking you to overwrite any files. You will be asked to do this for several files.
10. When this process is finished, the Svmi-8 will now be compatible with newer type daughterboards. Press the reset button to restart the Svmi-8.

y. Importing a Subscriber List (Svmi-8/16/20 – E Series)

It is possible to import a subscriber list by creating a text file and importing it into the Svmi-8. First the text file must be created, then transferred to the Svmi-8 via the serial or Ethernet port, and finally, imported into the Subscriber List using the **Import Subscriber utility.**

1. The most convenient method to create the text file is to create the file using Excel and to save the file as type 'Text (Tab delimited) (*.txt)', instead of the default '*.xls' file type. The spreadsheet fields should be similar to that of the Subscriber List. This includes 'Standard ECL' and 'Standard MCL'
 2. The file can now be transferred to the Svmi-8. See previous documentation for steps on how to do this via the serial or Ethernet ports.
 3. From the main menu, select **Operating Utilities**, then **Import Subscriber**.
 4. Follow the instructions, and select the txt file to be imported. After the process has finished, the Svmi-8 will display the number of new subscribers created. You can verify this by looking at the Subscriber List.
- ## z. Setting up the UCD Queue messages feature on an OS7200 using the SVMi20E Voicemail Card.

To Play UCD (Queue) messages on an OS7200 using the voice mail card you will need to carry out the following programming:

MMC Programming **SVMi Menu Programming**

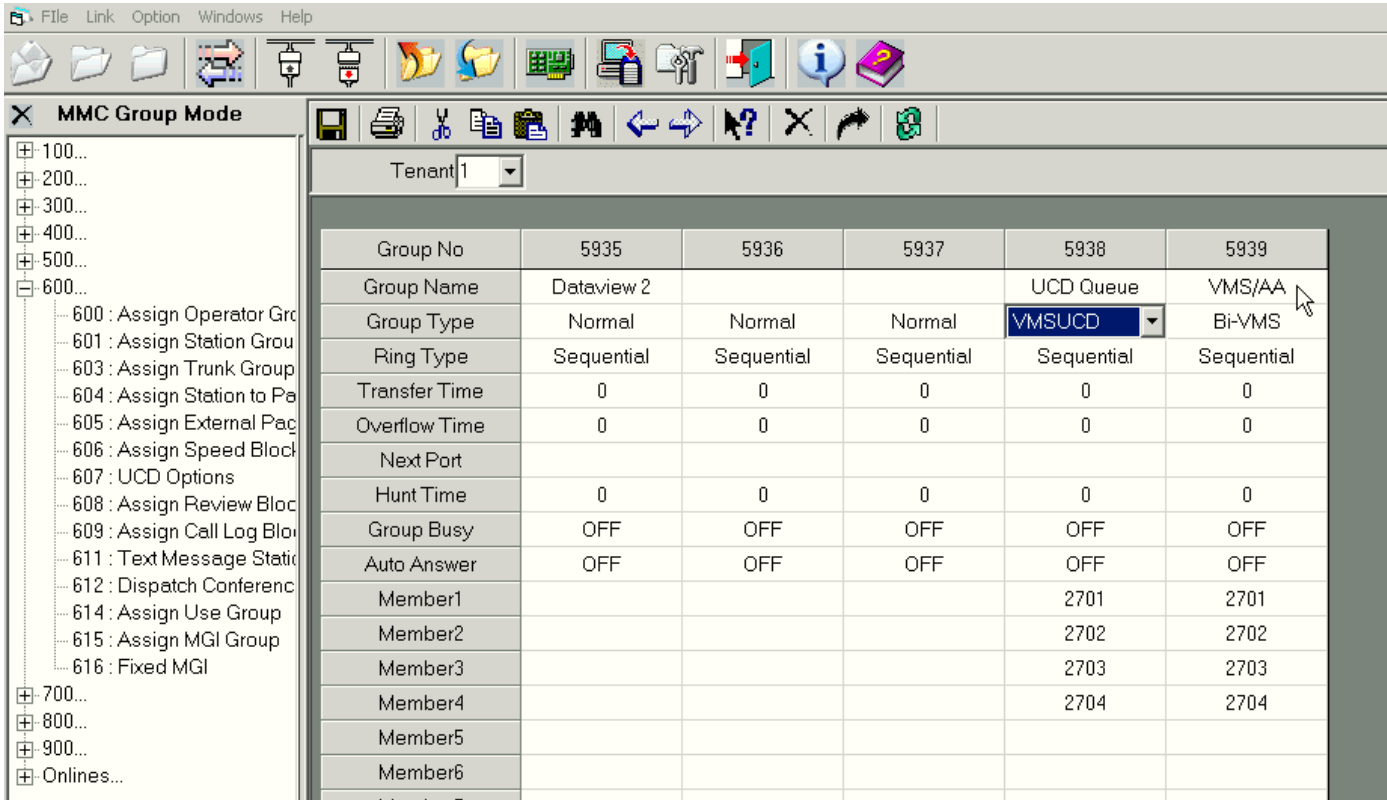
A number of Appendices are attached to this document. The connection and application of Hyperterminal to the SVMi card is included in Appendix 1 and the programming of the OfficeServ system (MMC's) is included in Appendix 2.

The SVMi-E technical manuals on the Partner secure website provide full programming information for all SVMi-E voicemails. The SVMi Notes provide information on setting up the voicemail and useful tips for voicemail applications.

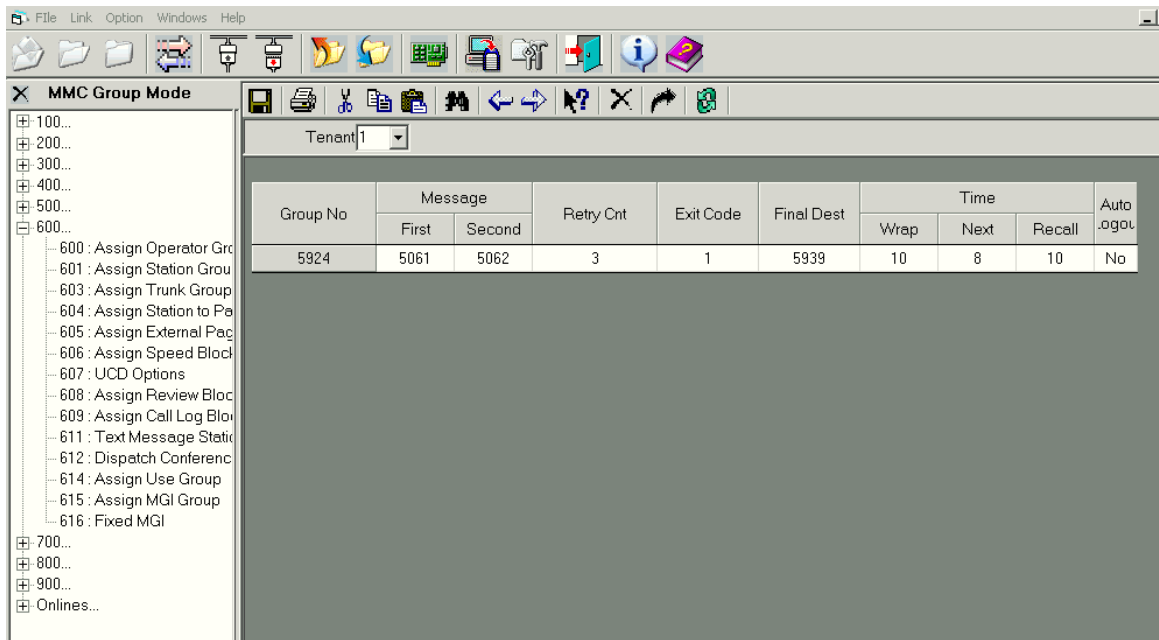
Basic Setup:

- Install the card and configure for Voice Mail Operation as described above.
- Using MMC 601 set up a new Queue message group.
- The group type should be set to VMSUCD.
- Allocate ports from the voice mail card to this new group.

Note: The ports used for Queue messages may be shared with the Voice mail feature or be used exclusively for Queue messages depending on number of ports available and expected traffic.



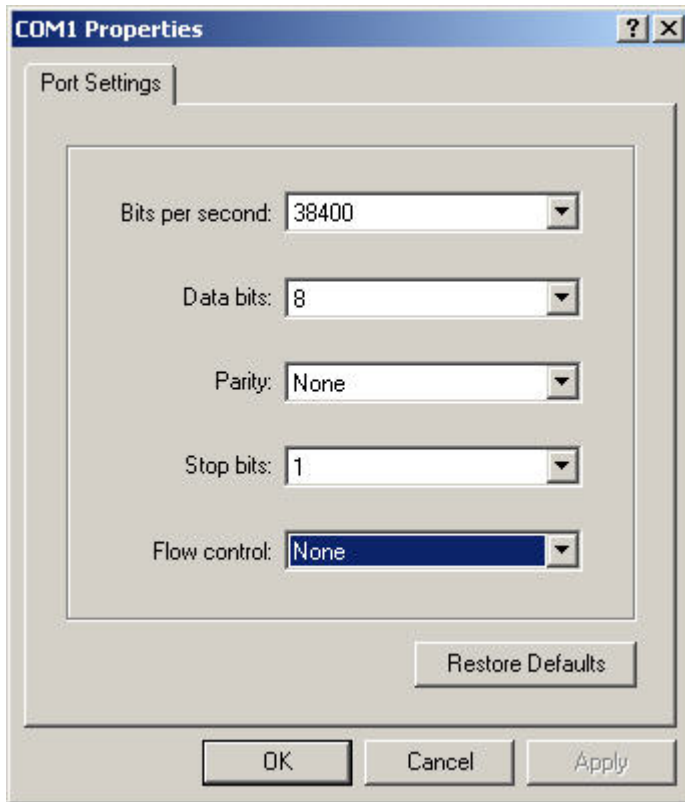
- o Use MMC 601 and 607 to configure the UCD group in the normal way.
- o The default messages are 5061 and 5062, enter these numbers into MMC 607 as shown below.



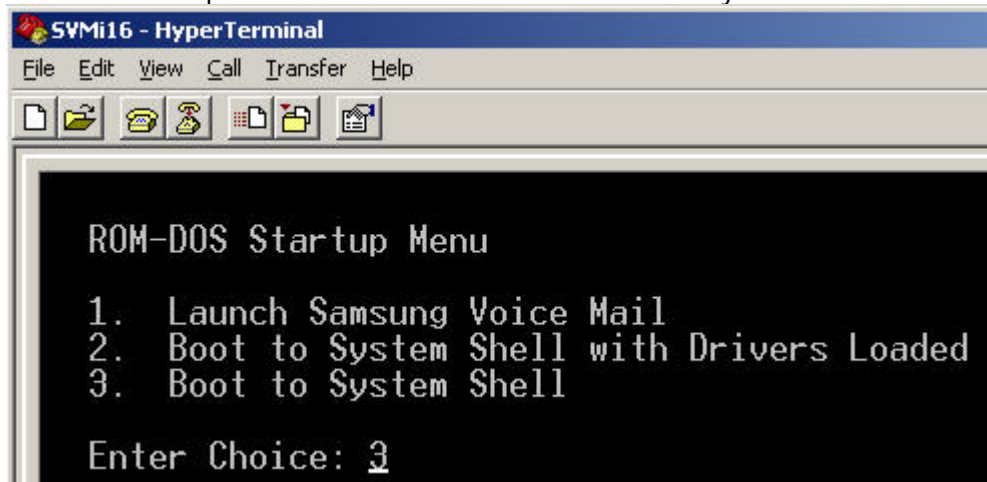
If different Queue messages are required, these messages can be edited or replaced by using the Voice Mail system administrator mode

aa. Assigning Ethernet IP Address on a SVMixE Voicemail Card

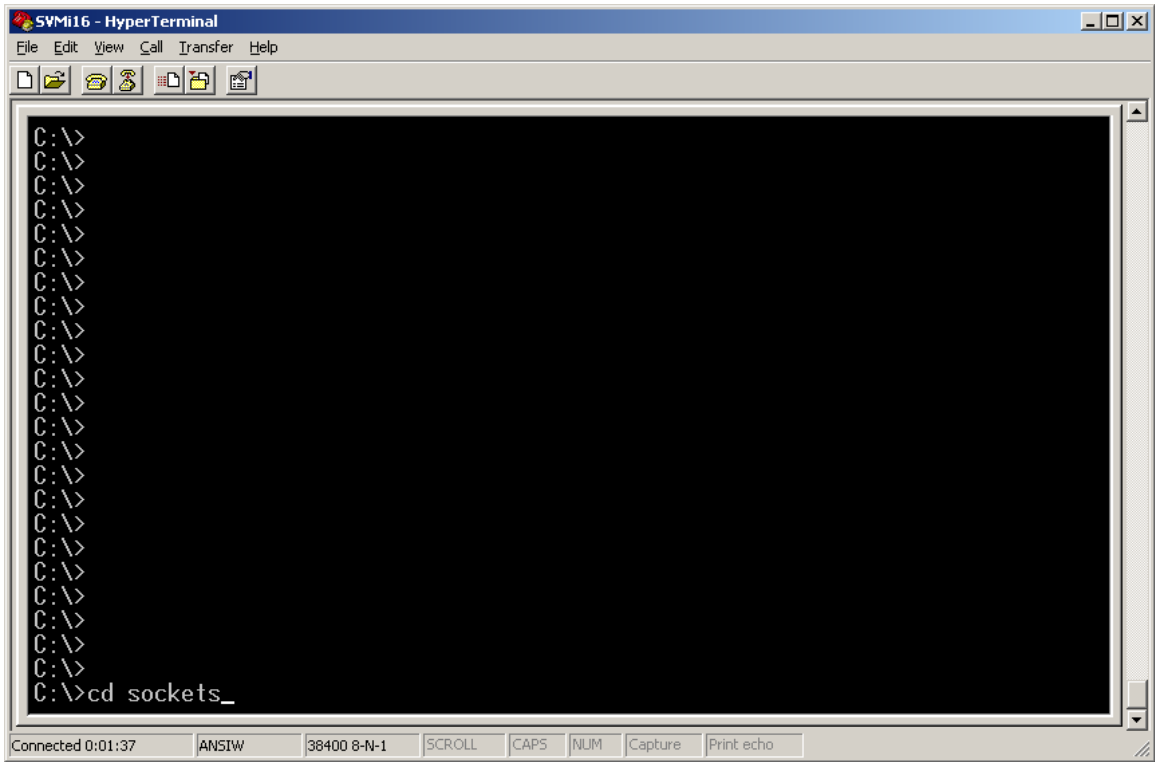
11. Connect your computer to the SVMixE voicemail card via serial and start Hyperterminal with the following settings:



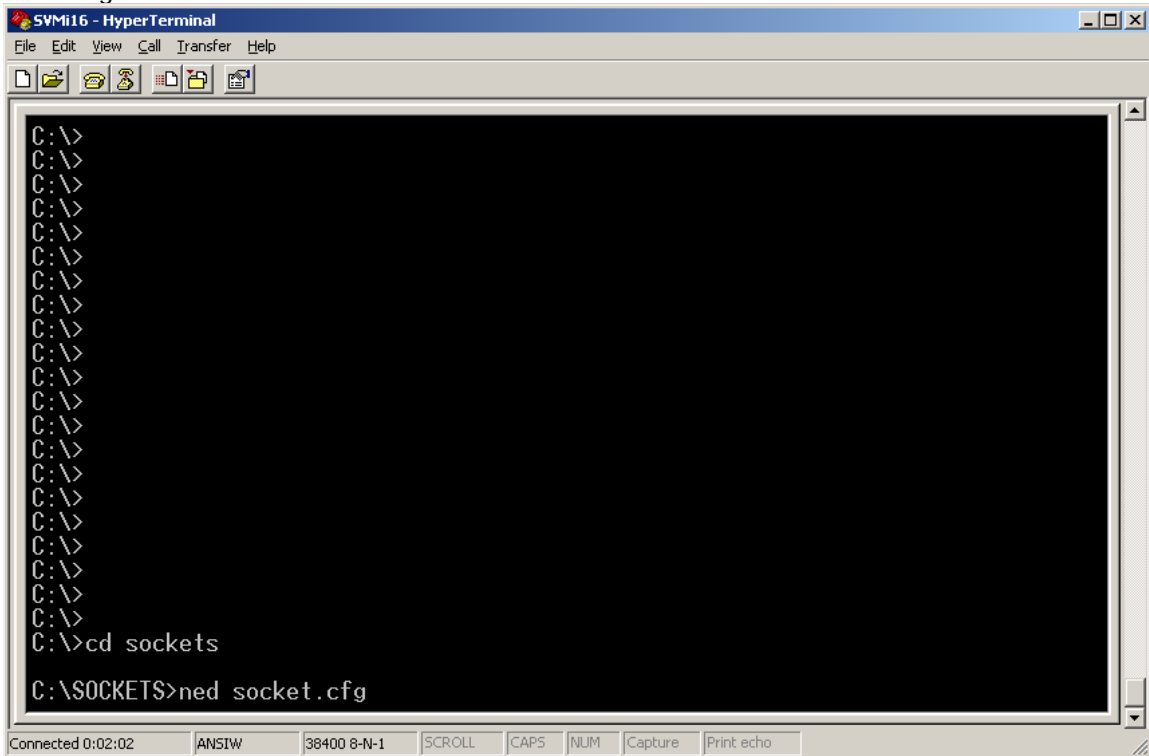
12. Restart the SVMixE card by pressing the 'Red Reset Button' on the card.
13. Choose Option 3 in the startup menu as shown below. If Option 3 is unavailable, please choose the option to start SVMi in DOS mode without any drivers loaded.



14. Change the directory to sockets from C:\> prompt by typing 'cd sockets' and hit 'Enter'.

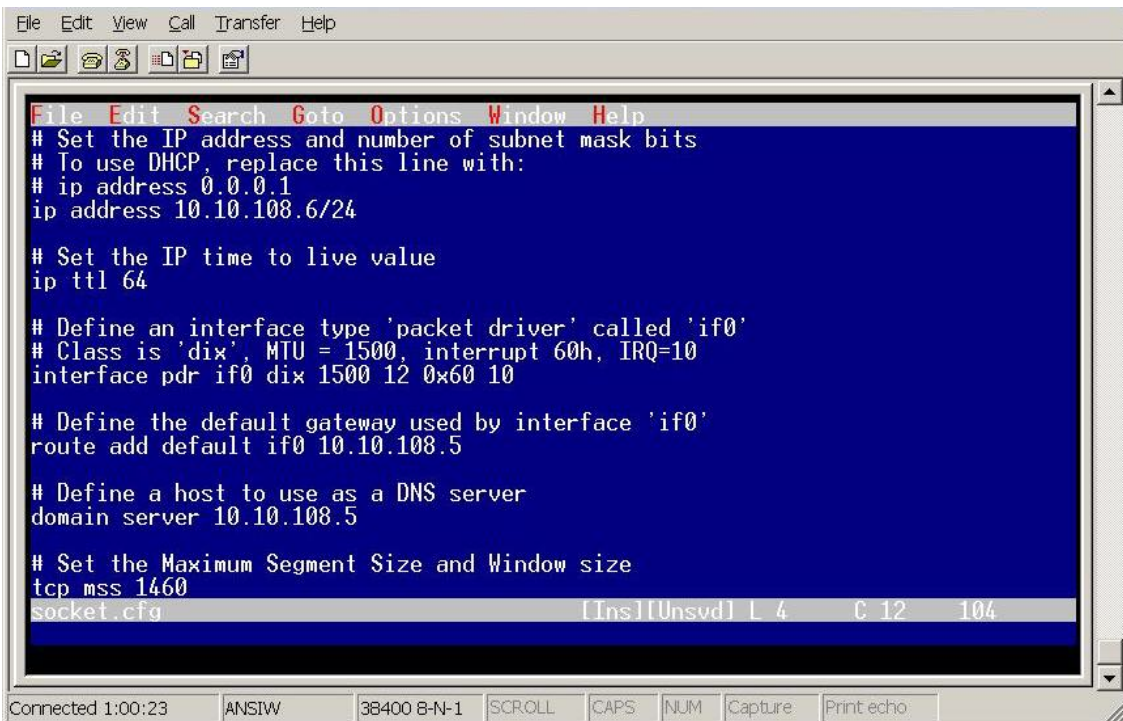


15. Type 'ned socket.cfg' and hit 'Enter' to modify the IP Address specified in this text file using ned text editor.



```
SVMi16 - HyperTerminal
File Edit View Call Transfer Help
C:\>cd sockets
C:\SOCKETS>ned socket.cfg
```

16. Use the arrow keys on the keyboard to move to the default IP Address 10.10.108.6 (This is where you change the IP Address to the assigned address)



```
File Edit Search Goto Options Window Help
# Set the IP address and number of subnet mask bits
# To use DHCP, replace this line with:
# ip address 0.0.0.1
ip address 10.10.108.6/24

# Set the IP time to live value
ip ttl 64

# Define an interface type 'packet driver' called 'if0'
# Class is 'dix', MTU = 1500, interrupt 60h, IRQ=10
interface pdr if0 dix 1500 12 0x60 10

# Define the default gateway used by interface 'if0'
route add default if0 10.10.108.5

# Define a host to use as a DNS server
domain server 10.10.108.5

# Set the Maximum Segment Size and Window size
tcp mss 1460
socket.cfg [Ins][Unsvd] L 4 C 12 104
```

17. Change the IP Address to the SVMi voicemail card with the assigned static IP Address as shown below. (In this example, I have chosen 192.168.0.10 as the assigned IP Address,

you may want to change the Gateway IP Address). Then hit 'Esc' key to highlight the File Menu.

```
File Edit View Call Transfer Help
# Set the IP address and number of subnet mask bits
# To use DHCP, replace this line with:
# ip address 0.0.0.1
ip address 192.168.1.10/24

# Set the IP time to live value
ip ttl 64

# Define an interface type 'packet driver' called 'if0'
# Class is 'dix', MTU = 1500, interrupt 60h, IRQ=10
interface pdr if0 dix 1500 12 0x60 10

# Define the default gateway used by interface 'if0'
route add default if0 10.10.108.5

# Define a host to use as a DNS server
domain server 10.10.108.5

# Set the Maximum Segment Size and Window size
tcp mss 1460
socket.cfg [Ins][Unsvd] L 4 C 24 104

Connected 1:01:22 ANSIW 38400 8-N-1 SCROLL CAPS NUM Capture Print echo
```

18. Hit 'Enter' for a list of options in the File menu. Select the 'Save' option and hit 'Enter'.

```
File Edit View Call Transfer Help
File Edit Search Goto Options Window Help
Open... Ctrl-O
Reload... F7
Close Ctrl-F4
Save F9
Save As...
List Open... F6
Print...
Drop to DOS
Exit Alt-F4
number of subnet mask bits
is line with:
4
value
e 'packet driver' called 'if0'
500, interrupt 60h, IRQ=10
0 12 0x60 10

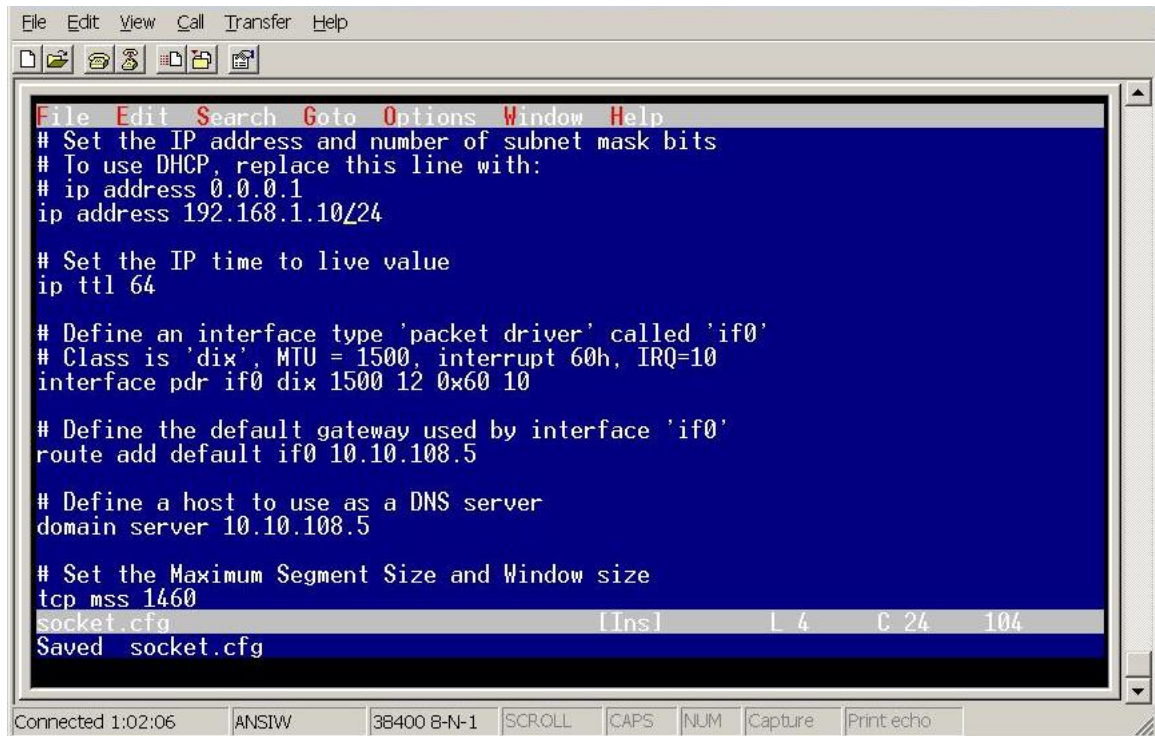
# Define the default gateway used by interface 'if0'
route add default if0 10.10.108.5

# Define a host to use as a DNS server
domain server 10.10.108.5

# Set the Maximum Segment Size and Window size
tcp mss 1460
socket.cfg [Ins][Unsvd] L 4 C 24 104

Connected 1:01:47 ANSIW 38400 8-N-1 SCROLL CAPS NUM Capture Print echo
```

19. After successfully saving the file, you will get a confirmation message 'Saved socket.cfg' at the bottom of the screen.



```
File Edit View Call Transfer Help
# Set the IP address and number of subnet mask bits
# To use DHCP, replace this line with:
# ip address 0.0.0.1
ip address 192.168.1.10/24

# Set the IP time to live value
ip ttl 64

# Define an interface type 'packet driver' called 'if0'
# Class is 'dix', MTU = 1500, interrupt 60h, IRQ=10
interface pdr if0 dix 1500 12 0x60 10

# Define the default gateway used by interface 'if0'
route add default if0 10.10.108.5

# Define a host to use as a DNS server
domain server 10.10.108.5

# Set the Maximum Segment Size and Window size
tcp mss 1460
socket.cfg [Ins] L 4 C 24 104
Saved socket.cfg
```

Connected 1:02:06 ANSIW 38400 8-N-1 SCROLL CAPS NUM Capture Print echo

20. Repeat step 7 and choose 'Exit' this time to close ned text editor. The LAN port will be assigned with the new IP Address once the SVMi voicemail card is restarted.

bb. Migrating Customer Data from an SVMi-8/18/20E to another card

In cases where an existing SVMi-8/16/20E is being replaced by an upgraded card, it is possible to retain all of the customer data (AA messages, mailbox greeting and mailbox messages, for example) for transfer to the new card. This requires the use of both the serial and LAN ports. This is also useful for customer data backup.

This involves an FTP process, utilising the FTP Server software installed on the SVMi-8E card and client software freely available as freeware on the internet. An example of such software is **AceFTP** available from Download.com. Running this software enables the following customer data files on the SVMi-8E to be dragged to a folder on a PC. In a reverse process these files can be dragged from the PC to the new SVMi-8E. Full details are available on the Partner Website, (Technical / Voicemail / SVMi-8E / Migrating Customer Data between SVMi-8E/16 Cards)

- All Application Data Files:
 - ⇒ C:\DTA*.TBL (i.e. Block.TBL, Siteinfo.TBL, Trunks.TBL, Schedule.TBL and Message.TBL)
- Custom Prompts (do not overwrite files 0*.PMT):
 - ⇒ C:\PMT\EN_AS\1*.PMT, 2*.PMT, 3*.PMT, 4*.PMT, 5*.PMT, 6*.PMT, 7*.PMT, 8*.PMT, 9*.
- All Personal Subscriber Extension and Mailbox Data:
 - ⇒ C:\MBX*.*
- All Voice Messages, Fax Mail, Announcement for Audiotex Appl. and Fax documents for Fax-On-Demand Appl. Data:
 - ⇒ C:\MSG*.*
- LAN Port IP Address Configuration:
 - ⇒ C:\Sockets\Socket.CFG

Note that whilst this process is occurring the SVMi-E is not in normal operational mode and will not be able to be accessed by users.

The FTP process should take around 10 minutes, depending on the number of mailboxes and messages, but please note that the process may need to be resumed occasionally as it can stop from time to time. This will not affect files already transferred, but a check will need to be made that all data has been copied. When the data is being transferred to the new card, the process is not likely to stop as one of the changes made to the card provides a more reliable FTP process.

cc. Assigning an Email Address for a Mailbox User

The following illustrates how an email address for the Email Gateway can be added for a mailbox – this can be done for a new or an existing mailbox.

Enter the Mailbox Block select the particular Mailbox number or name and open the mailbox by pressing Enter.

Scroll down to Page 4 of the Mailbox by pressing CTRL Down successively.

The following screen is presented:

The screenshot shows a terminal window with a blue background. At the top, there are three boxes: 'SVMi-20E', 'MAILBOX - 01 Adecco Example', and 'Page 4 of 6'. Below this is a section titled 'E-Mail Addressing' with a sub-section 'Enable E-Mail Gateway support: N'. There are three input fields: 'From.....', 'Deliver Msg:', and 'Notify Only:'. At the bottom, a grey bar contains the text 'Enable (Y) or disable (N) e-mail delivery of messages'.

Using the Up / Down arrows, highlight the following fields and enter Y

And the email address of the mailbox user as per the example

This screenshot is similar to the first one but with changes. The 'Enable E-Mail Gateway support' is now 'Y'. The 'From.....' field contains 'example@adecco.com.au'. The 'Deliver Msg:' field is highlighted in yellow and also contains 'example@adecco.com.au'. A red arrow points from the text above to the 'Y' in the 'Enable E-Mail Gateway support' field. Two blue arrows point from the text above to the 'example@adecco.com.au' text in the 'From' and 'Deliver Msg' fields. At the bottom, a grey bar contains the text 'E-mail address (1) for delivering entire message'.

dd. Auto Forwarding of Messages to another Mailbox.

Mailbox messages can be forwarded to a designated mailbox, and the message can either be deleted from the first mailbox on forwarding or can be retained in the mailbox.

Go to Page 2 of the user's mailbox

SVMi-20E MAILBOX - 01 3510 Page 2 of 6

Message Alert		
Message alert is currently on.....		N
Alert on urgent messages only.....		N
Alert phone number:		

Delivery Schedule		
Sunday.....	12:00A	12:00A
Monday.....	12:00A	12:00A
Tuesday.....	12:00A	12:00A
Wednesday.....	12:00A	12:00A
Thursday.....	12:00A	12:00A
Friday.....	12:00A	12:00A
Saturday.....	12:00A	12:00A

Message Waiting Indicators	
This mailbox has an MWI...	Y
MWI number:	3510

Message Autoforward	
Enable autoforward.....	N
Delete after forwarding...	N
Auto forward delay....	0:00

'Y' to enable automatic message forwarding, 'N' to disable

Use the arrow keys to move the cursor to the Message Autoforward section; change Enable Autoforward and Delete after forwarding (if desired) from N to Y. Enter a delay time if required.

SVMi-20E MAILBOX - 01 3510 Page 2 of 6

Message Alert		
Message alert is currently on.....		N
Alert on urgent messages only.....		N
Alert phone number:		

Delivery Schedule		
Sunday.....	12:00A	12:00A
Monday.....	12:00A	12:00A
Tuesday.....	12:00A	12:00A
Wednesday.....	12:00A	12:00A
Thursday.....	12:00A	12:00A
Friday.....	12:00A	12:00A
Saturday.....	12:00A	12:00A

Message Waiting Indicators	
This mailbox has an MWI...	Y
MWI number:	3510

Message Autoforward	
Enable autoforward.....	Y
Delete after forwarding...	y
Auto forward delay....	0:00

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

Next, go to page 5

SVMi-20E	MAILBOX - 01 3510	Page 5 of 6			
Operating MODE.. 00	CallDirector				
Default	Event	Action	Typ	Gp	Target Name
	MSG-LEFT				
	NOMSG-LEFT				
	ESCAPE				
	GREET-DTMF				
	OPERATOR				
	AUTO-FWD				

Mode number and name for pointers being edited or created

Highlight AUTO-FWD and press Enter

SVMi-20E	MAILBOX - 01 3510	Page 5 of 6			
Operating MODE.. 00	CallDirector				
Default	Event	Action	Typ	Gp	Target Name
	MSG-LEFT				
	NOMSG-LEFT				
	ESCAPE				
	GREET-DTMF				
	OPERATOR				
	AUTO-FWD				

Mailbox for messages to be 'Auto-Forwarded' to

Select Mailbox and press Enter

The screenshot shows a terminal window with a blue background. At the top, there are three fields: 'SVMi-20E', 'MAILBOX - 01 3510', and 'Page 5 of 6'. Below this, there are two main sections. The left section has 'Operating MODE.. 00' and 'Default'. The right section has 'TARGET GENERATOR for.. AUTO-FWD' and 'Target Label...'. Below these, there is a list of options: 'List', 'Mailbox', and 'Net Mailbox'. The 'Mailbox' option is highlighted in green. At the bottom, a grey bar contains the text 'Highlight desired object type and press ENTER to select'.

From the list of Mailboxes, select the mailbox to which the messages are to be forwarded.

The screenshot shows the same terminal window as above, but now with a list of mailboxes. The 'Mailbox' option is still highlighted. Below it, there is a list of mailbox identifiers: 'MBX 3242', 'MBX 3243', 'MBX 3244', 'MBX 3248', 'MBX 3249', 'MBX 325', 'MBX 326', 'MBX 3301', 'MBX 3302', 'MBX 3303', 'MBX 3304', 'MBX 3305', 'MBX 3306', and 'MBX 3307'. The 'MBX 3306' entry is highlighted in green. At the bottom, a grey bar contains the text 'Highlight the desired object and press ENTER to select'.

Press Enter and the result is displayed:

SVMi-20E	MAILBOX - 01 3510	Page 5 of 6		
Operating MODE.. 00	CallDirector			
Default	Event	Action	Typ Gp Target Name	
	MSG-LEFT			
	NOMSG-LEFT			
	ESCAPE			
	GREET-DTMF			
	OPERATOR			
	AUTO-FWD	Goto	MBX 01	MBX 3306
Mailbox for messages to be 'Auto-Forwarded' to				

General Notes:

The SVMi-8/16 does not fully support tenanting. If the numbering plans on each system are different, ie. 2XX extension range on one system and 3XX extension range on the other, then the voice mail appears to work OK.

If the number plans are similar, ie. Both systems have an extension 201, the svmi-8 will not appear to work correctly. This is because the voice mail will only create one mailbox per extension number and cannot differentiate between tenants. These mailboxes appear shared.

On the Svmi-8/16E, you can change the group number of the subscriber. Most of the time, only one group will be required (group 01 is suggested). This feature is most useful when the customer wishes to be able to search based on a group of subscribers. Eg. The customer may have two companies and may want to use a different directory for each one. Note, however, a subscriber can still leave messages for subscribers in other groups.

Some default settings on the Svmi-8/16E have changed. This means it will be necessary to edit the Template extension and mailbox block. In particular, extensions may be assigned as 'Basic' instead of 'No Greeting' to allow for multiple greetings. Most of the time this feature is not used and technicians are advised to make sure this option is set to 'No Greeting' in the Template extension (page 3 of the Template extension block) before downloading subscribers. If this change is not made, typically, the technician complains of the **greeting playing twice**.

TROUBLESHOOTING

1. *When a user tries to access their mailbox, they hear the message 'Goodbye - and thank you for calling'.*

The extension has not been configured in the Subscriber List.

2. *When user accesses their mailbox, they get limited options ('For a list of options press '0', to exit press the '*' key).*

The mailbox has not been configured in the Subscriber List.

3. *A user calls a keyset which is forwarded to voice mail and hears the prompt 'That party is unavailable. To leave a message, press 1...' but would prefer to hear the personal mailbox greeting straight away.*

Delete the line ' ??? sch ext 01' from the Forward Station and Forward Trunk Menus. The Forward Trunk menu may have to be unhidden. This may be done by entering Port Activity and typing the line ' unhide mnu "forward trunk" '.

4. *The Svmi-4 is not saving any block data (changes that the technician has made to various blocks).*

Exit to DOS and verify that the file c:\dta\block.tbl is not read only.

5. *Message Notification to a DECT handset has been set. The call is forwarded to voice mail, causing yet another message, resulting in potentially thousands of messages.*

In MMC 750, turn 'Download' option to 'Yes'. Alternatively, turn off the message notification feature. Also, this problem was rectified with later versions of software.

6. *the customer complains of the greeting playing twice – check that extensions are assigned as "No Greeting" – see above in General Notes.*

7. *Operator assistance requested from a MB does not work.*

A mail box greeting requests the called party to dial 0 for the operator. When the calling party dials 0 he expects the call to get diverted to group 500. Instead, a message is played: "If you know the party extension dial it nowetc".

This is because of an erroneous entry in Extension , Operator 500. Under Extension / Operator 500, look for Dial Number and make sure that it is 500 and not 0, as in some cases.