

# Samsung DCS Application Note

No. 28

October 2005

Topic: The Auto Attendant Function on  
the SVMi Voicemail Cards

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## **1. Introduction**

This bulletin provides information on setting up AA functions on the SVMi, and UCD queuing on the SVMi-20E. This document should be read in conjunction with the latest SVMi Notes and the full technical SVMi-E documentation.

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.

The following SVMi cards are available:

SVM-2E  
SVM-400E  
SVMi-4E  
SVMi-8E  
SVMi-16E  
SVMi-20E

All of these cards provide an AA function, and the AA programming is the same for all cards. The SVMi-20E provides an additional inbuilt queuing feature which is a feature of the separate optional AA card when using all of the other SVMi voicemail cards.

## **2. Setup Summary**

To set up the AA function on an SVMi card you will need to carry out the following programming:

### **MMC Programming**

### **SVMi Menu Programming**

**Subscriber Programming** (to enter names for extensions or to add additional extensions or groups, to the voicemail card).

### **Basic Setup:**

- Install the card (as per the installation manual)
- Check that MMC 750 is set to Yes when the card is first installed. This ensures that extension and mailbox information is downloaded to the card from the system when it is first powered up.
- Use MMC 751 to determine which extensions and mailboxes are added automatically to the Voicemail card when it is first powered up.
- Program MMC's as per Appendix 2
- Program the SVMi using Hyperterminal, before restarting the card.
- Save the SVMi programming using the Save Application on the Main Menu (Option B)
- Set MMC 750 to No before resetting the SVMi
- Set MMC 601 to assign ports to the Voicemail group. Note that the VM Group Number will be created by the system when the Voicemail card is installed.
- Set MMC 714 DID Number so that the appropriate indial number is sent to the VM group.
- Set MMC 406 (Trunk Ring Assignment) to the Voicemail Group number – for PSTN trunks

### **3. AA Function For a Single Company**

You will need to draw up a flow diagram or a logical map of how you want calls to be handled.

This note uses the following example developed for LSP. The LSP voicemail operates for 2 IP-networked OfficeServ systems, one using 3 digit extensions numbering and the other using 4 digit extensions. All users have direct indial numbers which utilise the voicemail (mailbox) functionality. This application note addresses only the AA functionality. Processing of calls results in them being transferred by the AA to Extensions or Groups. These calls may also end up in mailboxes associated with these extensions and groups (not covered in this note).

1. all calls to LSP's main number are sent to the Voicemail card (and are sent to the Day Main Menu)
2. Callers dial 1 for a dealer menu
3. Callers can dial extensions directly
4. Callers dial 0 for an Operator

**Callers to the Dealer Menu have the following options:**

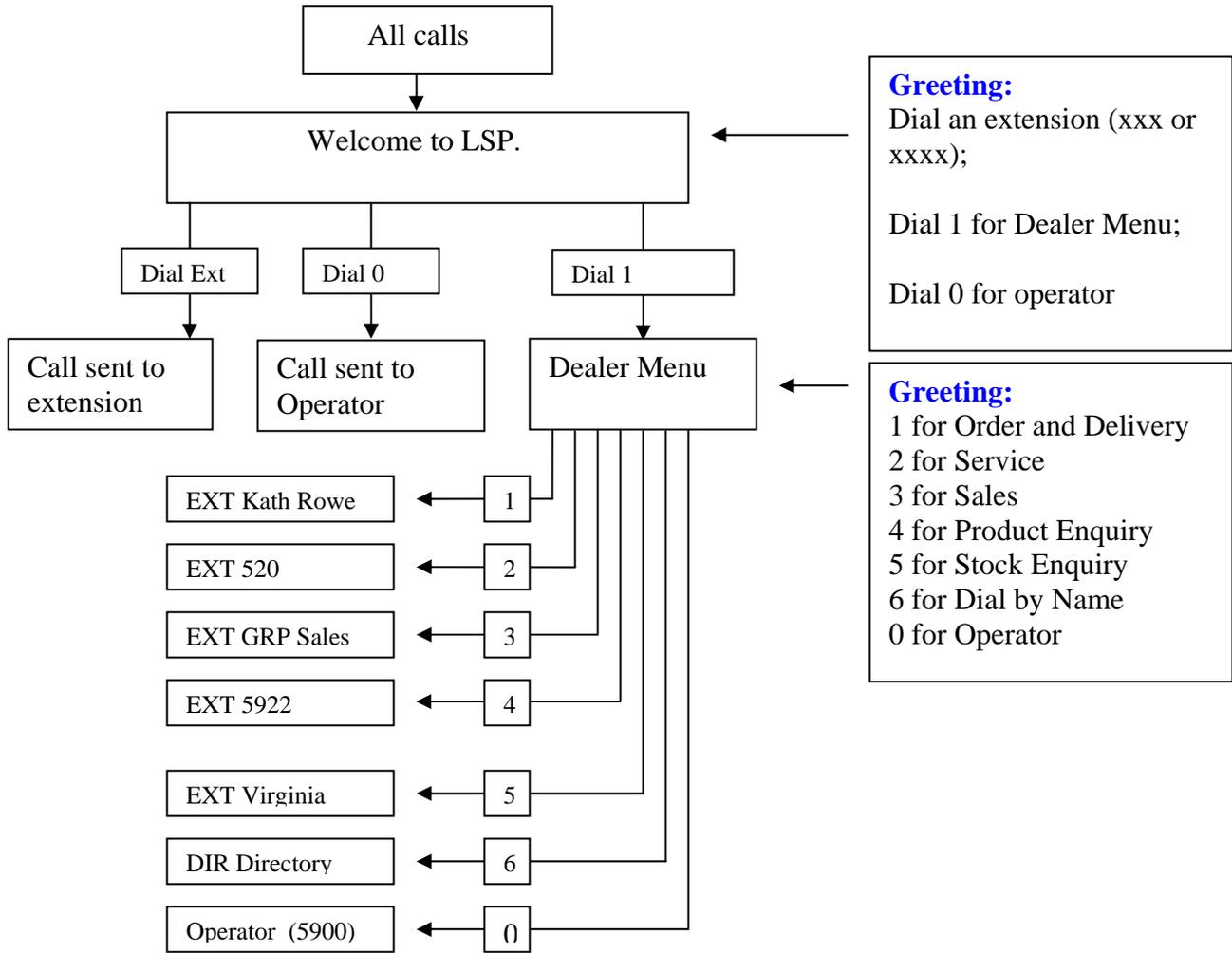
- 1 for Order and Delivery
- 2 for Service
- 3 for Sales
- 4 for Product Enquiry
- 5 for Stock Enquiry
- 6 for Dial by Name (a standard feature of the voicemail card)
- 0 for Operator

Note that you can have a large number of tiered menus. For example, the Dealer Menu could flow to a specific product menu which could flow to a Sales, Service or Admin menu. Each of these menus in turn could flow to sub menus. Each of these tiered menus is set up in the same manner.

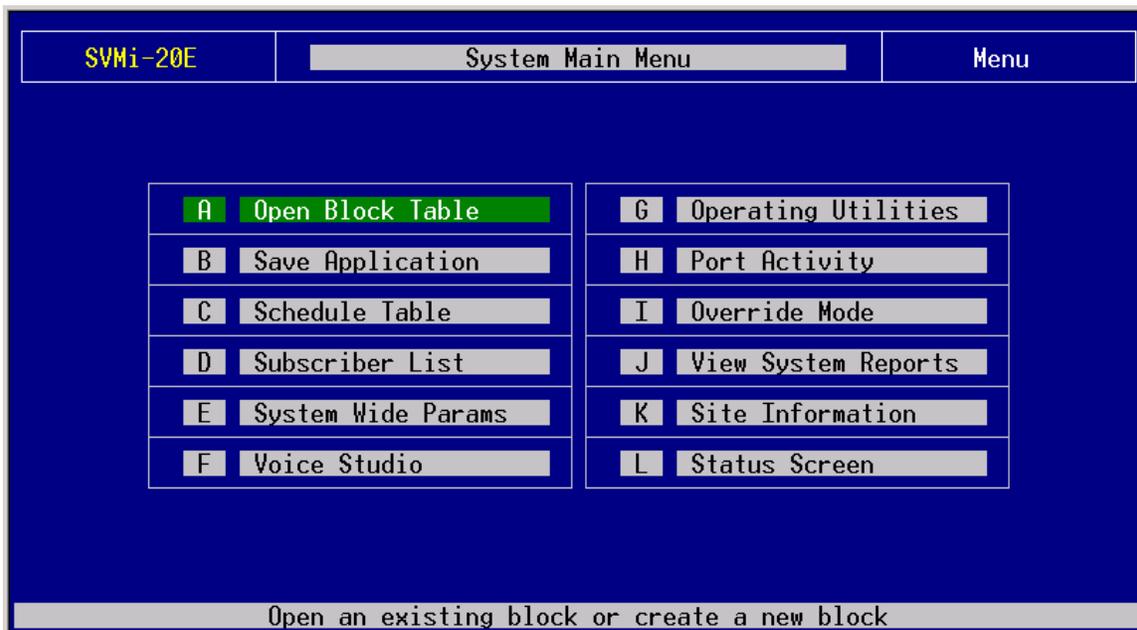
The concepts of setting up the AA are:

- Decide what the user needs to dial in order to access an option;
- program the SVMi to take the inputted digit, action it (usually using Goto), and
- provide a target for the action (extension, group,

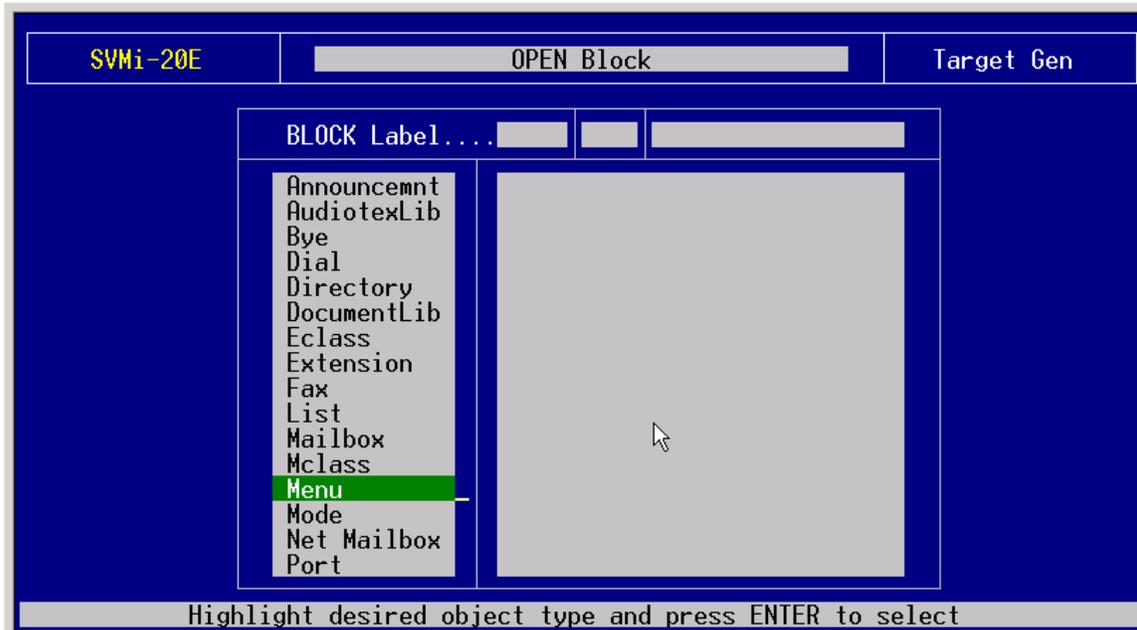
The following flow diagram indicates how the LSP AA works.



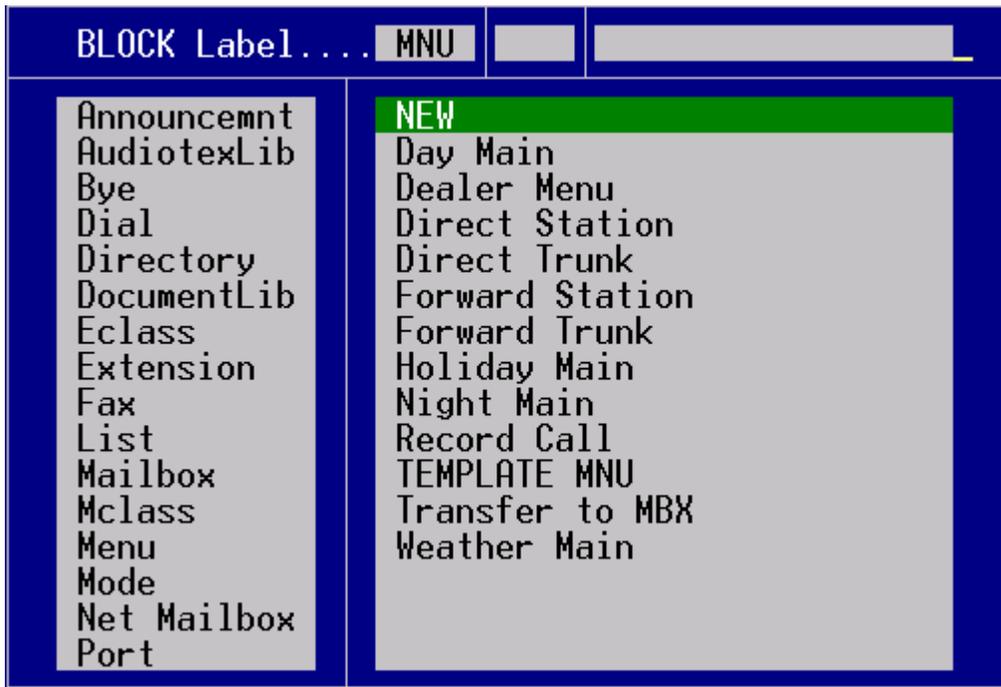
All of the functions of the SVMi voicemail cards are groups together in Blocks. To program the AA you need to use the Menu Block. Use the arrow keys to select the menu item and press Enter.



The following Block options are available. Select Menu.



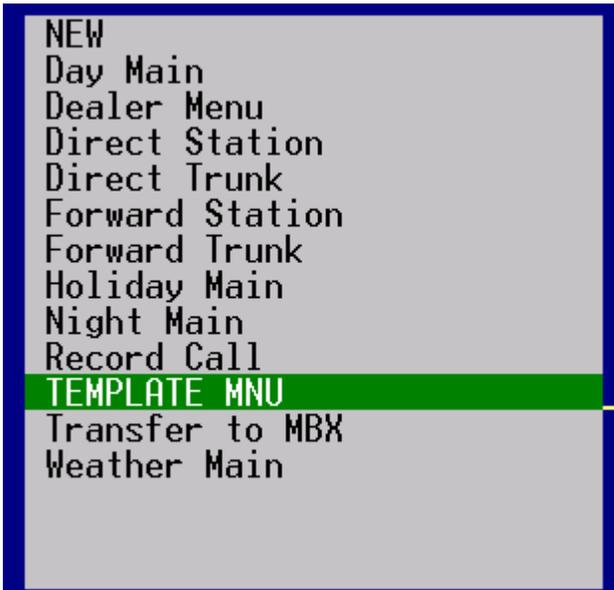
There are a number of default Menus; The minimum number you will see are Day Main, Holiday Main, Night Main, Weather (Emergency) Main and TEMPLATE MNU. Any new menu that you create will appear in the Menu Block.



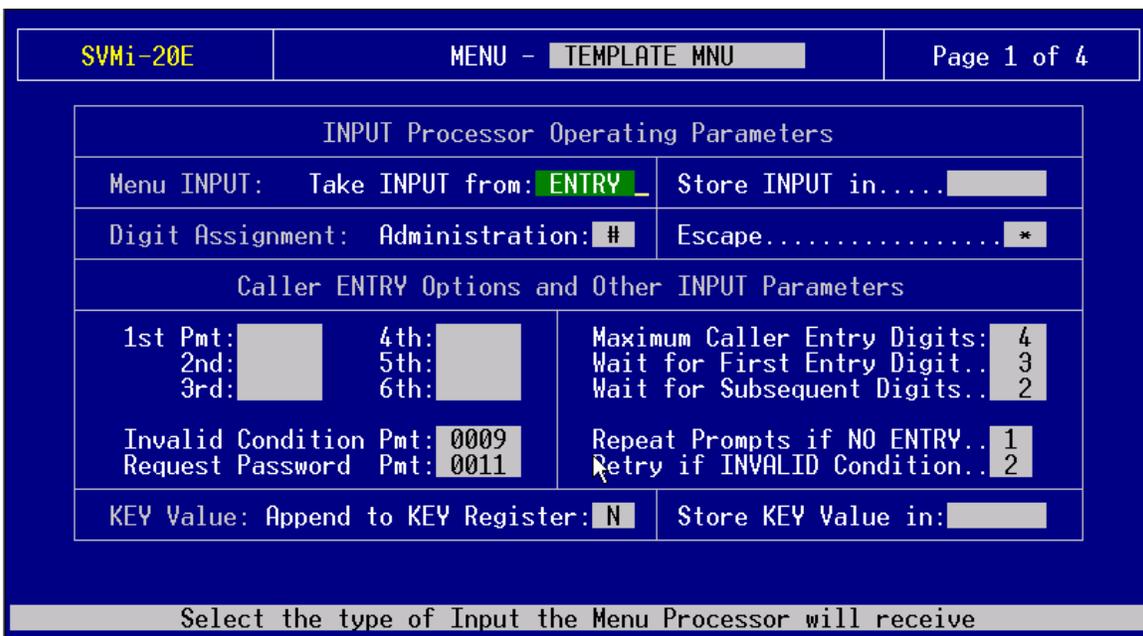
All SVMi cards provide a very flexible Schedule Table in which a number of operating Modes can be set up. In the default condition, the SVMi card will follow the Ring Plans programmed in the OfficeServ system and will switch between Day and Night Menus only. When programmed in the Schedule Table, it is possible to apply more complex schedules whereby certain holidays, for example, can be programmed into the SVMi card.

This application note assumes that only the Day Main Menu is used. Note that all calls will respond as per the programming in the Day Main Menu – they go through this menu first. (or Night Menu if you are using this as well), irrespective of other menus that have been set up. It is only when the Schedule Table is programmed that specific menus can then be accessed by calls as soon as they enter the system.

You may be able to achieve the call handling objectives by using the Day Main Menu only; however, in this case we have decided to send some calls from the day Menu to a new Dealer Menu. Where you need to create another menu, highlight the TEMPLATE.MNU and press Enter. (You can also highlight “NEW” and achieve the same thing.)



The following screen is displayed.



Press CTRL A (Save As) and type in the name of your new menu – this example shows Dealer menu.

COPY BLOCK

Typ	Gp	Name	Number
Save As... MNU		Dealer Menu	

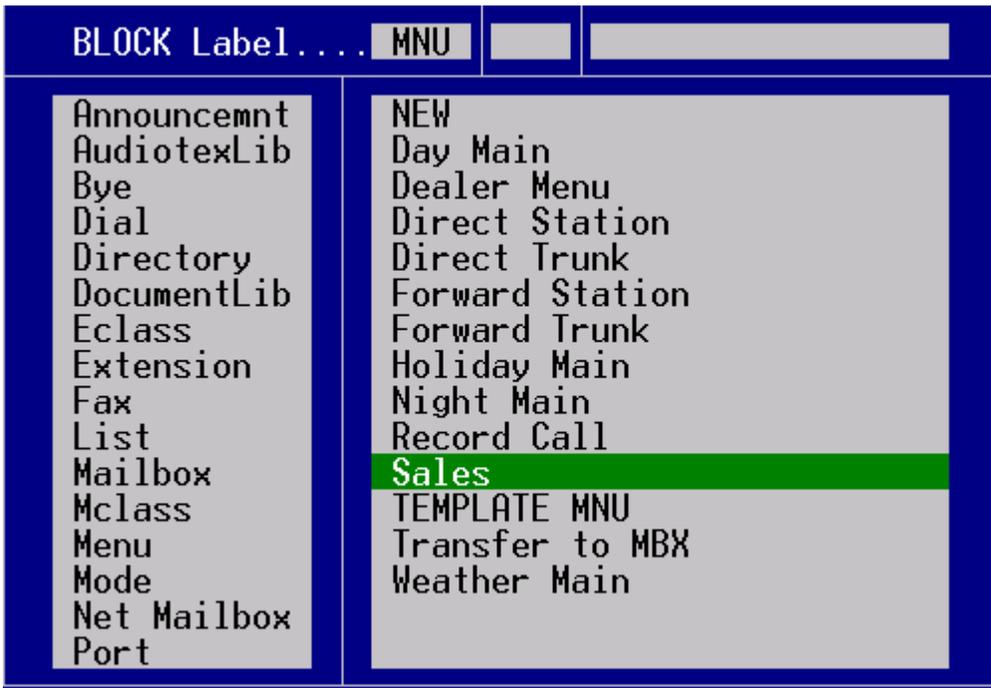
1st Pmt:   
2nd:   
3rd:

4th:   
5th:   
6th:

Maximum Caller Entry Digits:   
Wait for First Entry Digit..   
Wait for Subsequent Digits..

Invalid Condition Pmt:   
Request Password Pmt:

Repeat Prompts if NO ENTRY..   
Retry if INVALID Condition..



If you wish to delete a Menu (in this example, the Sales Menu), highlight it on the BLOCK MNU screen

Press CTRL Y



You will notice that when a new Menu is created there is only some default information. You will need to assign a Prompt Number for the AA greeting to be played and you will need to program the menu Input Processor on Page 2.

SVMi-20E		MENU - Dealer		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:		4th:		Maximum Caller Entry Digits:	4
2nd:		5th:		Wait for First Entry Digit..	3
3rd:		6th:		Wait for Subsequent Digits..	2
Invalid Condition Pmt:		0009	Repeat Prompts if NO ENTRY..		1
Request Password Pmt:		0011	Retry if INVALID Condition..		2
KEY Value: Append to KEY Register:			N	Store KEY Value in:	
Block Name. To Rename, Type new name then Press ENTER					

Prompt. It is necessary only to program the 1<sup>st</sup> Prompt – this is the AA Greeting. Leaving this field blank means that no prompt will be played. Prompt 1001 is used for the Day Main greeting and Prompt 1002 is used for the Night greeting. It is best not to change these. Any prompt number above 1000 (and <9999) can be assigned to a new menu. The System Administrator can then use a telephone to record the greeting for the new prompt.

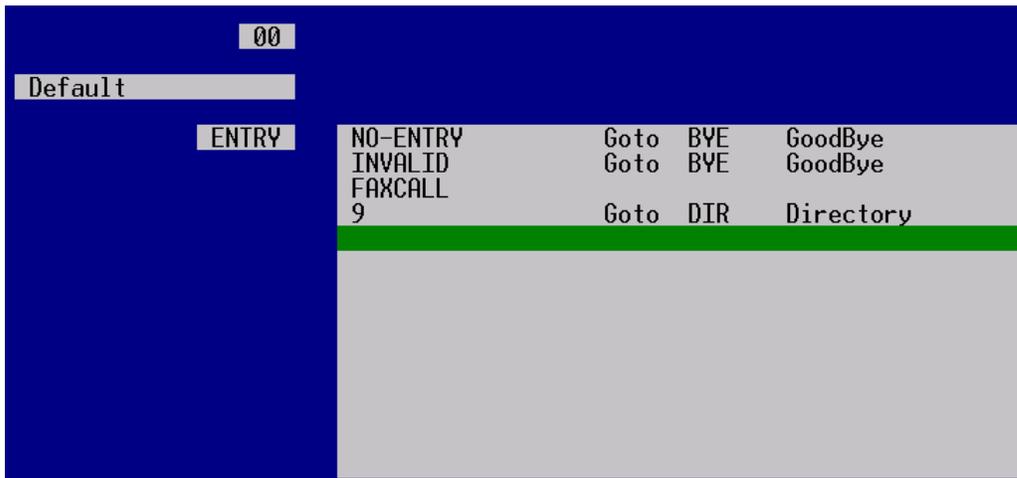
For the Dealer Menu, we have used prompt number 1011

SVMi-20E	MENU - Dealer 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: 1011	4th:	Maximum Caller Entry Digits: 4
2nd:	5th:	Wait for First Entry Digit.. 3
3rd:	6th:	Wait for Subsequent Digits.. 2
Invalid Condition Pmt: 0009	Repeat Prompts if NO ENTRY.. 1	
Request Password Pmt: 0011	Retry if INVALID Condition.. 2	
KEY Value: Append to KEY Register: N	Store KEY Value in:	

Note that there is no need to change any other variables on Page 1. Likewise, it is best to leave the default entries on Page 2.

SVMi-20E	MENU - Dealer	Page 2 of 4		
Operating MODE.. 00	Menu INPUT Processor			
Default	Input Value	Action	Typ Gp	Target Name
INPUT from... ENTRY	NO-ENTRY	Goto	BYE	GoodBye
	INVALID	Goto	BYE	GoodBye
	FAXCALL			
	9	Goto	DIR	Directory
Mode number and name for pointers being edited or created				

To begin entering digits into the Input Value field, press Enter and scroll down until there is a spare field.



Press Enter and type in the first digit (1) then press Enter:

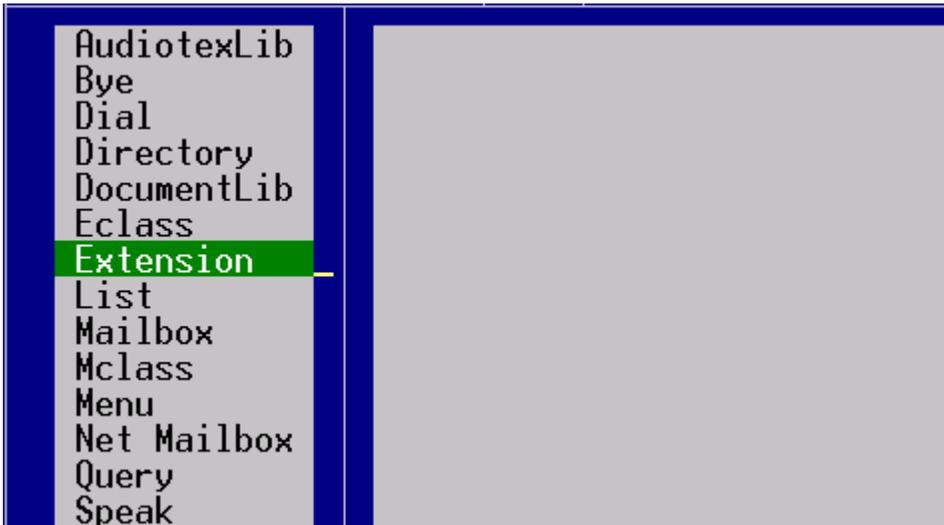


**The following options are available:**

- GOTO** (go to a block; for example Extension or Mailbox)
- PASS** ( 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)
- TRAN** (Translates caller entry, telephone system or network integration information to the translated value specified. The SVMi then searches for a match)
- SEARCH** (Used only with MENU blocks.This type of ACTION uses the INPUT value to search a specified range of block types to find a Block with a Number that matches and then passes control to the block.
- FILE** (This type of action provides for a large amount of Input values searchable in a database)

**The vast majority of uses require only the GOTO action.**

Press Enter when GOTO (go to Block) is highlighted and select Extension



Press Enter and you will be presented with a list of all Extensions on the system. Scroll down and select the correct extension. Continue entering the digits as per the flow chart until the final result is achieved.

Menu INPUT Processor				
Input Value	Action	Typ	Gp	Target Name
NO-ENTRY	Goto	BYE		GoodBye
INVALID	Goto	BYE		GoodBye
FAXCALL				
9	Goto	DIR		Directory
1	Goto	EXT 01		Katherine Rowe
2	<b>Goto</b>			
	Pass			
	Tran			
	Srch			
	File			

Operating MODE.. 00		Menu INPUT Processor				
Default		Input Value	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	BYE		GoodBye
		INVALID	Goto	BYE		GoodBye
		FAXCALL				
		6	Goto	DIR		Directory
		2	Goto	EXT 01	EXT 520	
		0	Goto	EXT 01	EXT 5900	
		4	Goto	EXT 01	EXT 5922	
		3	Goto	EXT 01	GRP Sales	
		1	Goto	EXT 01	Katherine Rowe	
		5	Goto	EXT 01	Virginia Freeman	

The most commonly used Blocks for the GOTO action are Extension, Mailbox and Menu. Once we have completed the Dealer Menu, we need to go into the Day Main Menu in order to send calls to the Dealer Menu. As per the example below:

SVMi-20E		MENU - Day Main		Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor			
Default		Input Value	Action	Typ Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	EXT 01	EXT 5900
		INVALID	Goto	EXT 01	EXT 5900
		FAXCALL			
		*	Goto	MNU	Day Main
		1	Goto	MNU	Dealer Menu
		0	Goto	EXT 01	EXT 5900
		???	Srch	EXT 01	
		????	Srch	EXT 01	
		???	Srch	MBX 01	
		????	Srch	MBX 01	

Mode number and name for pointers being edited or created

The following Input Values are necessary to achieve:

- Press \* to hear the options again
  - Dial an Extension if you know it (we have 3 and 4 extension numbers serviced by this Voicemail)
- Ability to enter a Mailbox at the main menu (password protected)

If no entry is made by a caller, or an invalid digit is inputted, the call is sent to reception (5900)

## **4. AA for a Number of Companies**

### (DDI direct to a Menu)

The previous example was for one company; all calls to the main number were sent to the Main Day menu.

The SVMi also enables more than 1 company to utilize the AA function. Each company can have its own AA greeting and call routing. The DID number for each company is sent directly to the SVMi Group Number. The last 3 or 4 digits are analysed by the SVMi and are sent to a pre-programmed menu for each company. (The calls could also have been sent to a mailbox for each company).

**You can also use the following method for only one company.**

Note that this method does not utilize the OS system Day / Night Ring Plan programming. The SVMi Scheduler must be programmed to enable scheduling of non Day/Night Menus.

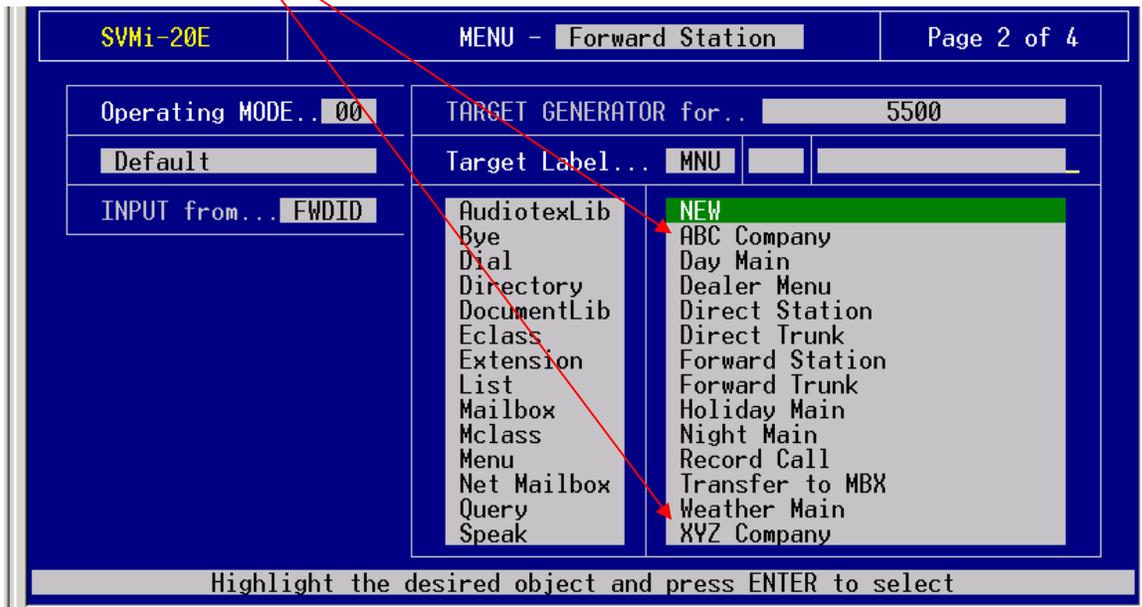
**The following example is for two companies, ABC Company and XYZ Company each using the one OS system and each requiring their own AA function via an SVMi Card.**

### **Programming Summary:**

1. In MMC 714 program a DID number with the Voice Mail group 53, 509,519, 529, 549 or 5939 depending on the OS / DCS system being used) as the destination
2. In Menu Block programming, create two new menus, using either the TEMPLATE MNU or New. Name these ABC Company and XYZ Company respectively. You will need to use these new menus when carrying out the next step (3)
3. In Menu block programming select Forward Station block
4. Select page 2 (Ctrl D)
5. Enter the last 3 or 4 digits (depending on the Samsung system using the SVMi) of the DID number and press Enter (Note the last 4 digits must be entered for the for OS systems)
6. Select Goto and then the destination for the DID digits. Press Enter
7. For additional indial numbers repeat steps 5 and 6.
8. The final step is to go to the new menus and set up the caller dialling options (eg dial 1 for Sales, 2 for Technical Support) as described on Page 13.

## SVMi Programming:

Create two new Menus and allocate prompt numbers for the first prompt of each of the new menus (eg prompt 1012 and 1013)



Refer to Page 6 [Go To Page 6](#) of this note in order to see how a menu for each of ABC and XYZ company can be created.

In the same section, on Page 13 [Go To Page 13](#) you will see how caller options can be set in the new menus you have created.

Open the Menu Block and scroll down to Forward Station



Press Enter and press CTRL Down to enter page 2 and enter the last 4 (or 3) digits of the DID number for ABC Company and likewise for XYZ Company.

In the example below, DID number xxxx5400 has been programmed to go to a new menu – ABC Company and DID number xxx5500 is being programmed to go to a new Menu – XYZ Company:

SVMi-20E MENU - Forward Station Page 2 of 4

Operating MODE.. 00	Menu INPUT Processor			
Default	Input Value	Action	Typ Gp	Target Name
INPUT from... FWDID	NO-ENTRY	Goto	MNU	Night Main
	INVALID	Goto	MNU	Night Main
	FAXCALL			
	5000	Tran		500
	???	Srch	EXT 01	
	????	Srch	EXT 01	
	???	Srch	MBX 01	
	????	Srch	MBX 01	
	5400	Goto	MNU	ABC Company
	5500	Goto		
		Pass		
		Tran		
		Srch		
		File		

Use arrow keys to select action and press ENTER

SVMi-20E MENU - Forward Station Page 2 of 4

Operating MODE.. 00	Menu INPUT Processor			
Default	Input Value	Action	Typ Gp	Target Name
INPUT from... FWDID	NO-ENTRY	Goto	MNU	Night Main
	INVALID	Goto	MNU	Night Main
	FAXCALL			
	5000	Tran		500
	???	Srch	EXT 01	
	????	Srch	EXT 01	
	???	Srch	MBX 01	
	????	Srch	MBX 01	
	5400	Goto	MNU	ABC Company
	5500	Goto	MNU	XYZ Company

Press ENTER to Edit a Field on the Line

You can then follow the procedures outlined in the first section of this application note in order to set up selection options for each of the new menus.



## **5. 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**

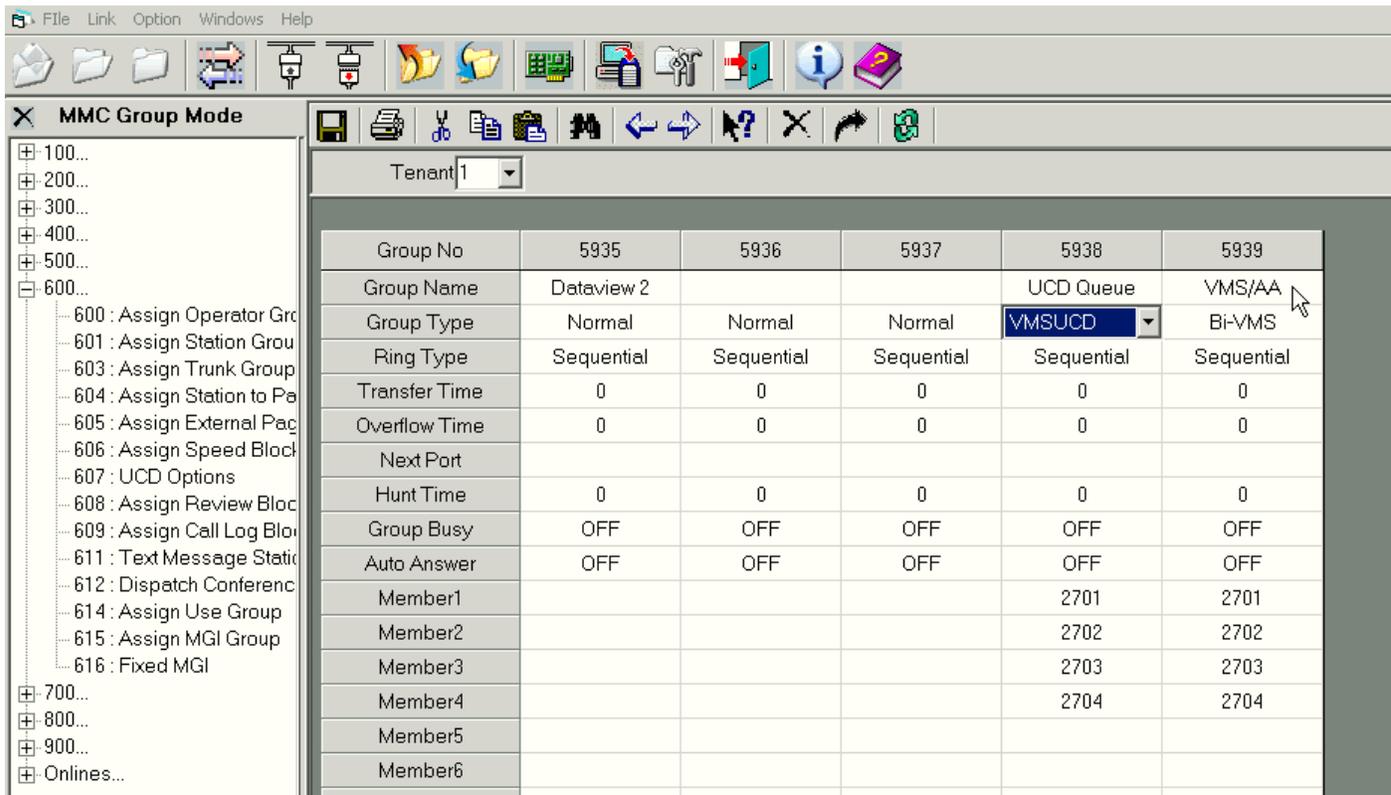
A number of Appendices are attached to this document. The connection and application of Hyperterminal to the SVMi card is included in Appendix 1 and the programming of the OfficeServ system (MMC's) is included in Appendix 2.

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.

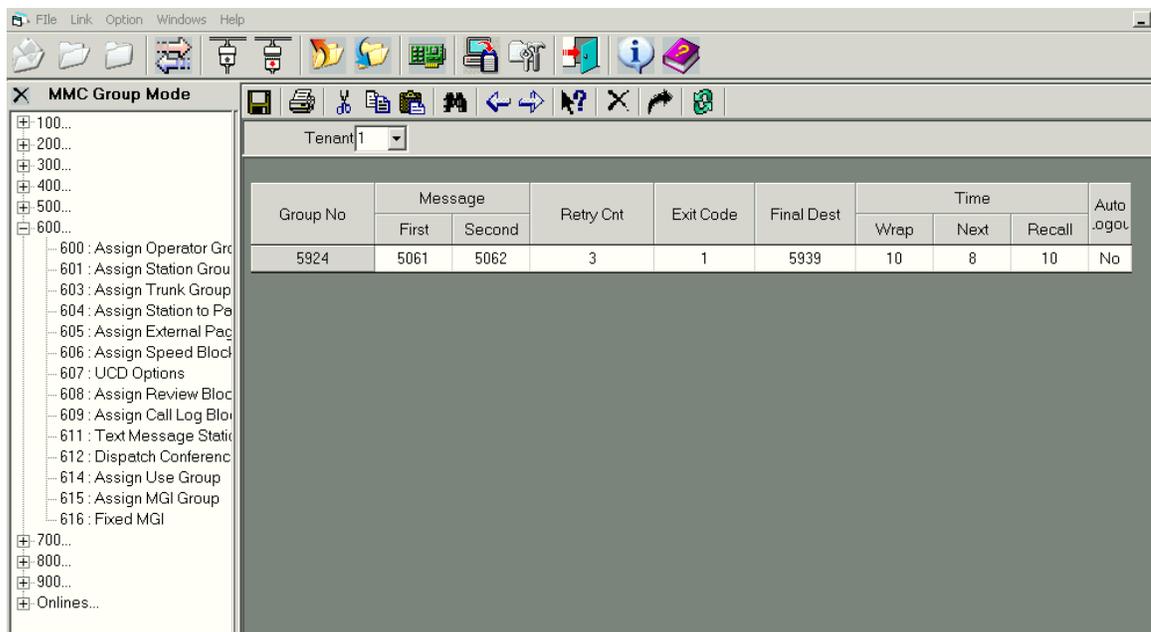
### **Basic Setup:**

- 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.



- Use MMC 601 and 607 to configure the UCD group in the normal way.
- 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 as described in Appendix 3.

## 6. Appendix 1

### SVM Programming

- 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

##### Serial Cables:

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

- The serial cable has straight through connections.

##### **SVMi-20E (on OS7200)**

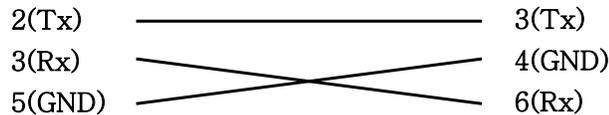
- The following is a diagram of the cable arrangement

##### *SIO connector, RJ45 Pin assignment*



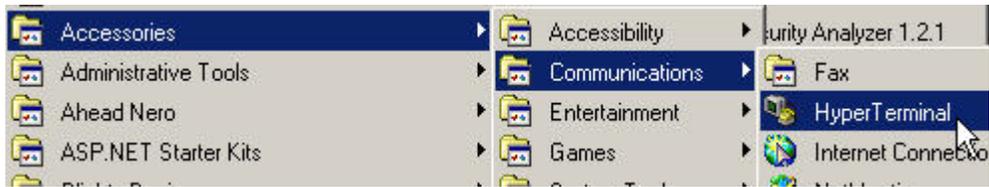
SIO connector Pin number

RJ45 Pin number



1. Run HyperTerminal

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



- Hyper Terminal Communication (serial) port settings are:

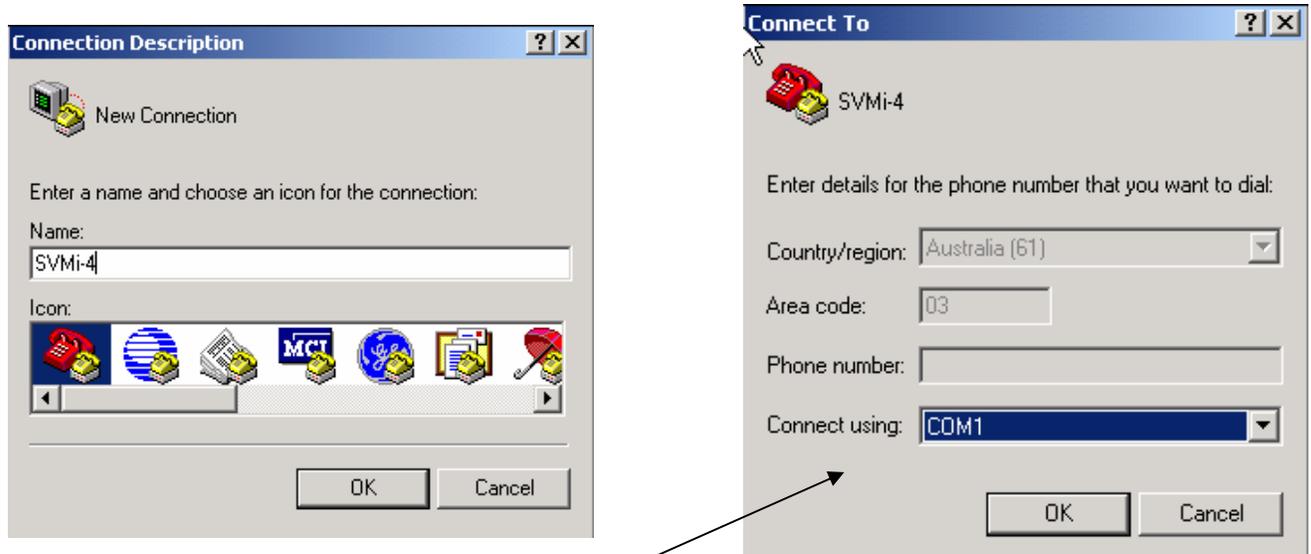
- no Parity
- 8 bit word length
- 9600 bps
- Flow Control - none

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:

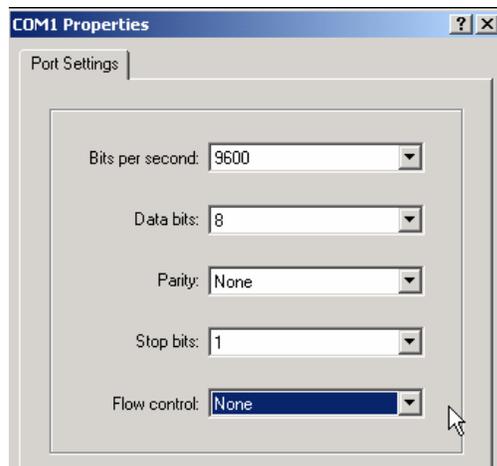
3 options – 38400 baud  
9600 baud &  
boot to dos –

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.

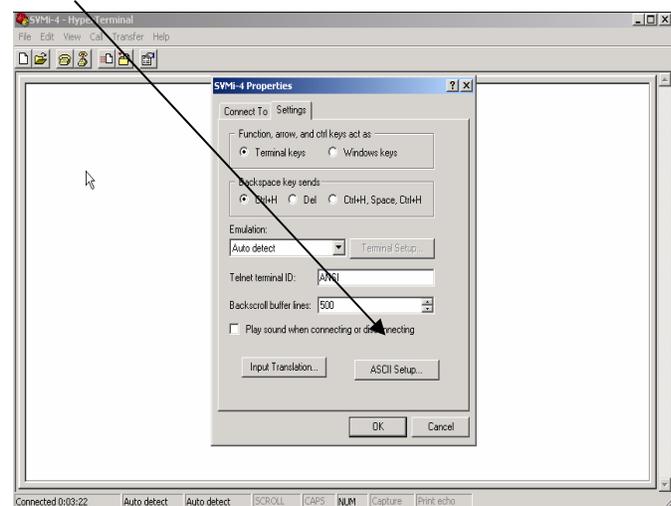
The following indicates how to set up HyperTerminal for SVM sessions

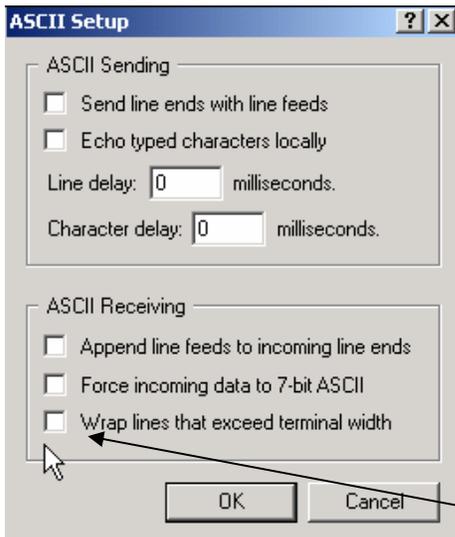


Click OK and the following appears. Set the comms port on the PC. The properties should be set as per the example



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.

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.

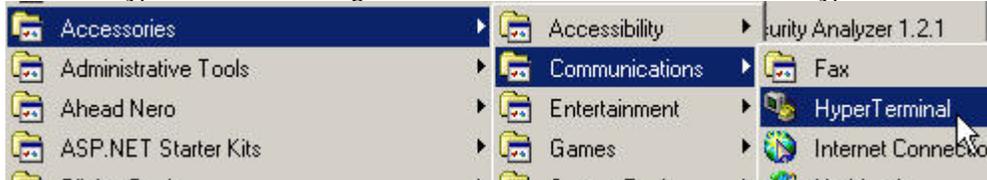
- After connecting the PC to serial port on the SVMi
  - Start Hyper terminal on PC
  - Input appropriate communication settings
  - **Ctrl L to clear and refresh screen.** This is important when rubbish is being displayed.
  - The Status Screen of the SVMi will be shown
  - The status of each port and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



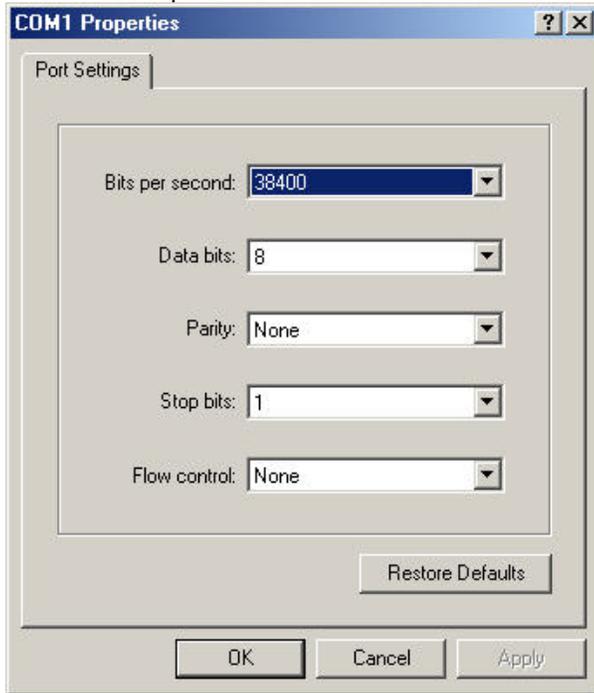
- Enter a name for your connection. E.g. SVMi16E Serial



- Connect using: COM1 (via Serial Interface)

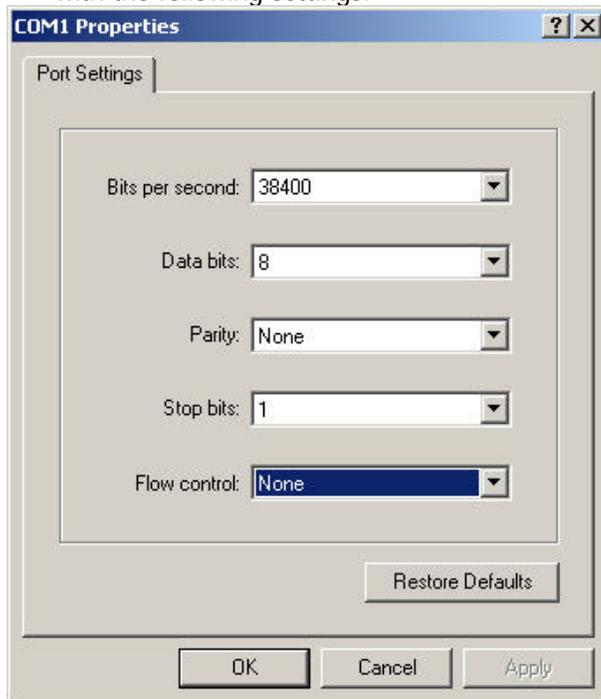


- COM1 Properties:



- 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 B-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

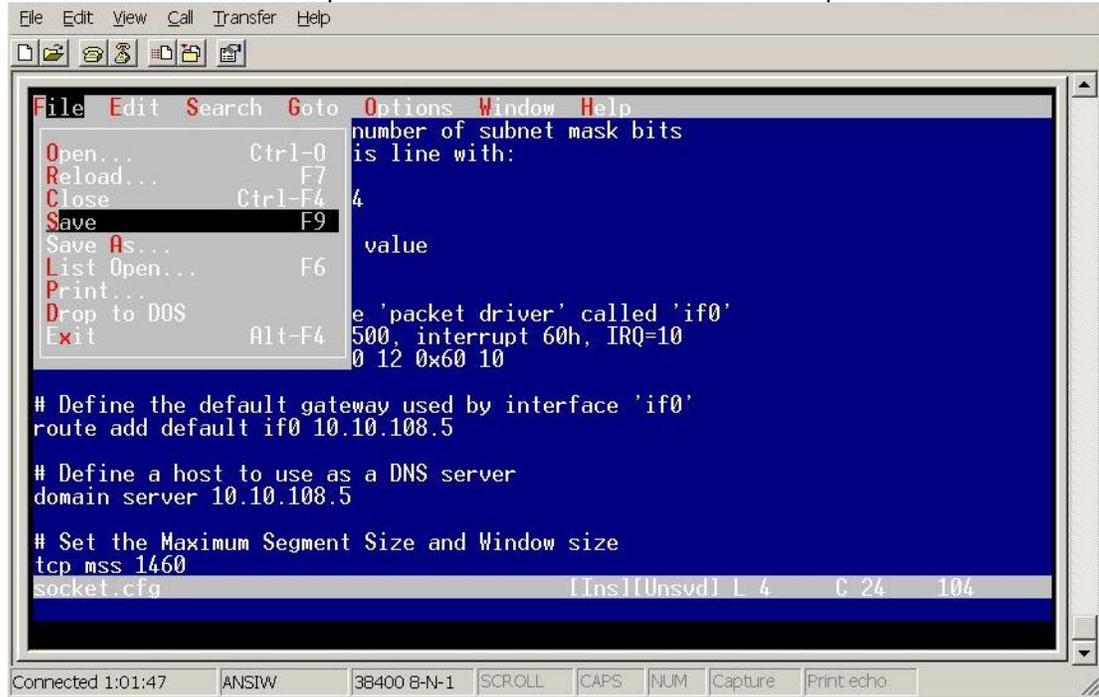
# Define an interface type 'packet driver' called 'if0'
# Class is 'dix', MTU = 1500, interrupt 60h, IRQ=10
interface pdr if0 dix 1500 12 0x60 10

# 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

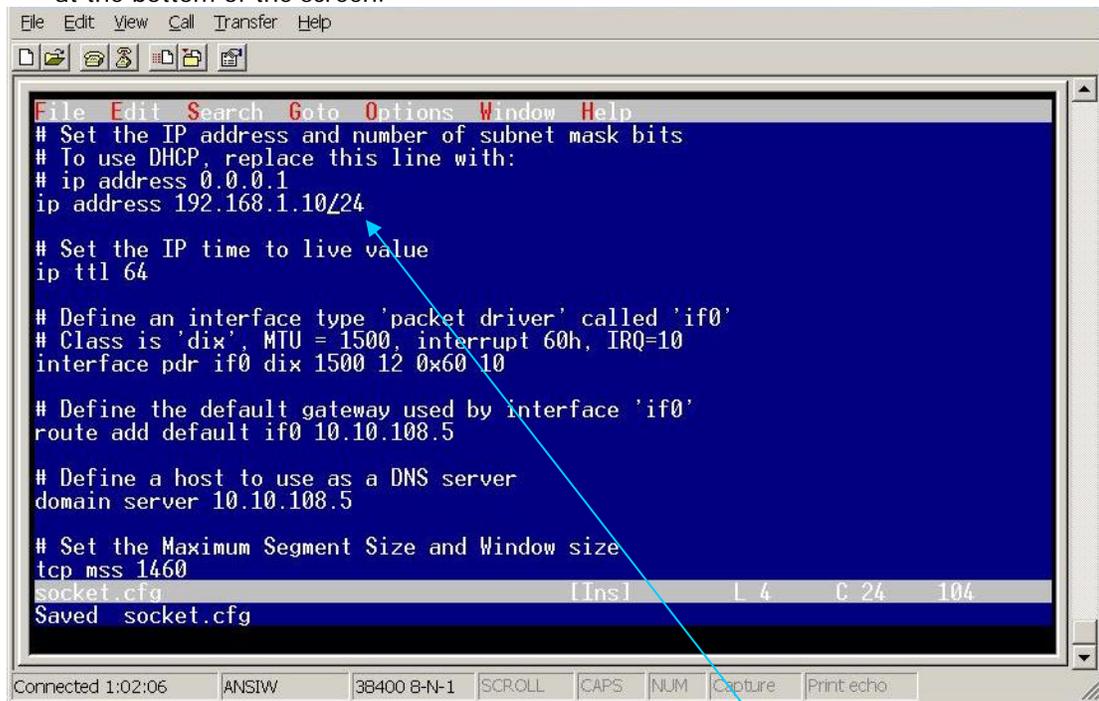
# Set the Maximum Segment Size and Window size
tcp mss 1460
socket.cfg [Ins][Unsvd] L 4 C 24 104
Connected 1:01:22 ANSIW 38400 B-N-1 SCROLL CAPS NUM Capture Print echo
```

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..., 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: 4', 'value', and 'route add default if0 10.10.108.5'. The status bar at the bottom shows 'socket.cfg' and other window controls.

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 configuration file content is now visible, including: '# 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'. A blue arrow points from the text in step 9 to the 'ip address 192.168.1.10/24' line. The status bar now shows 'Saved socket.cfg'.

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).**

## 7. Appendix 2

### OfficeServ 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.
  
- 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.

## **8. Appendix 3**

### **Editing or Recording Prompts**

Any prompts in the system can be edited or re-recorded using a local or remote telephone. Access to the SVMi for this function is via the System Administration Menu.

The System Administration functions can be accessed by calling the SVM/SVMi E-Series from a touch tone phone. These administrative functions allow the system administrator to:

- 1) Edit System Prompts
- 2) Subscriber Administration (Create/Delete/Edit Subscribers)
- 3) Manually Set Mode (Day,Night,etc.)

### **ACCESSING DTMF SYSTEM ADMINISTRATION**

To access the DTMF system administration mode:

- 1) Call the SVM/SVMi E-Series and from the Main Menu press the [#] key followed by 4 zeros. (If you are answered by a prompt to enter your password you are in a mailbox and must first press [\*] to reach the Main Menu.)
- 2) When prompted, enter the administration password specified in System Wide Parameters. You will be presented with System Administration.

**1. EDIT SYSTEM PROMPTS.** This allows you to create or edit custom system prompts.

- Call the SVM/SVMi E-Series, 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
- You will also need to record the queue messages if you are using this feature.

Only prompts above prompt # 1000 may be recorded using the DTMF system administration.

To record prompts lower than # 1000 (system prompts) you must use the Voice Studio Administration tool.

NOTE: When a prompt has been recorded, sometimes there is some ambient noise (big breath) at the front or back that needs to be trimmed.

Press [4] and select trim mode. You may now trim small amounts of 'noise' from the front or back of the voice prompt. Repeatedly press [1](or [2]) to trim small amounts from the front (or back) until the prompt sounds clean. You must press [#]when you are done.

Subscriber Administration and Manual Mode Selection are also offered in the System Administration Menu but these functions are not part of this note..