SVMi Applications

Using a Station Block to Control the Ring Time of External Calls
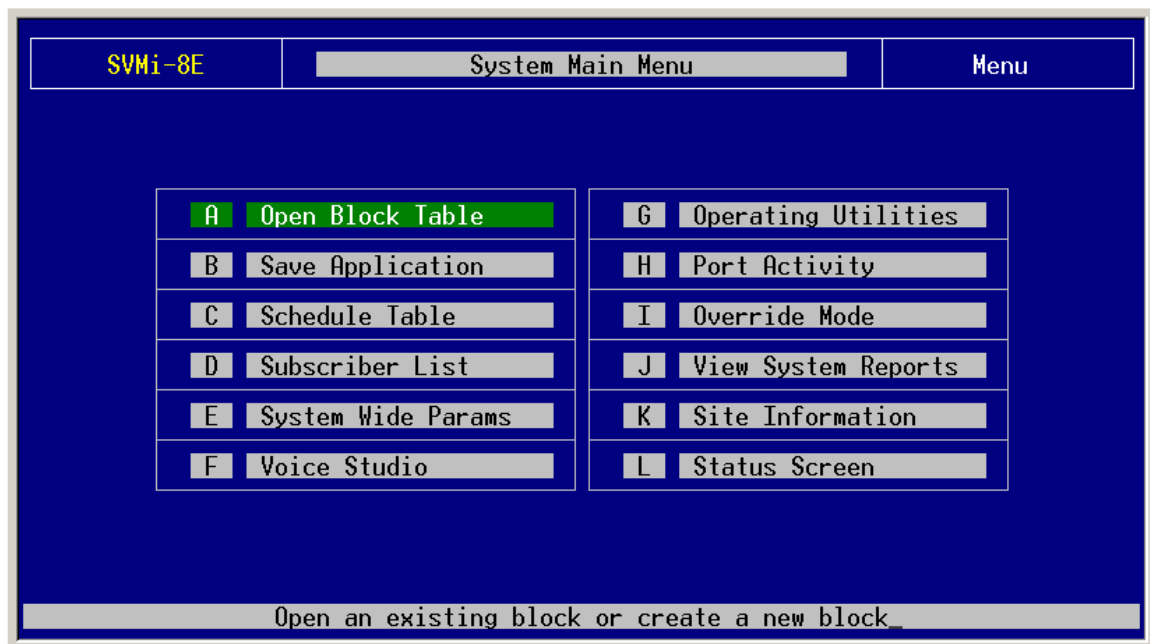
SVMi Application 6   **January 6, 2006**

This document covers the process of adjusting the time that an incoming caller will ring an external phone number before being pulled back to the SVMi.

Note: This only pertains to when an incoming call is being sent from the SVMi under a **Supervised Transfer** condition.

1. From the **System Main Menu** of the SVMI, highlight **Open Block Table** and press the **<enter>** key.

```
 SVMi-8E                      System Main Menu                       Menu


              A   Open Block Table          G   Operating Utilities

              B   Save Application           H   Port Activity

              C   Schedule Table             I   Override Mode

              D   Subscriber List            J   View System Reports

              E   System Wide Params         K   Site Information

              F   Voice Studio               L   Status Screen



                Open an existing block or create a new block_
```

SAMSUNG

2. After pressing <**enter**> the **Open Block** screen will be displayed.

```
┌──────────────────────────────────────────────────────────────────────┐
│  SVMi-16E          │        OPEN Block        │      Target Gen        │
├──────────────────────────────────────────────────────────────────────┤
│                                                                        │
│           BLOCK Label....[     ] [   ] [            ]                   │
│           ┌──────────────┐  ┌────────────────────────┐                 │
│           │ Announcemnt  │  │                        │                 │
│           │ AudiotexLib  │  │                        │                 │
│           │ Bye          │  │                        │                 │
│           │ Dial         │  │                        │                 │
│           │ Directory    │  │                        │                 │
│           │ DocumentLib  │  │                        │                 │
│           │ Eclass       │  │                        │                 │
│           │ Extension    │  │                        │                 │
│           │ Fax          │  │                        │                 │
│           │ List         │  │                        │                 │
│           │ Mailbox      │  │                        │                 │
│           │ Mclass       │  │                        │                 │
│           │ Menu         │  │                        │                 │
│           │ Mode         │  │                        │                 │
│           │ Net Mailbox  │  │                        │                 │
│           │ Port         │  └────────────────────────┘                 │
│           └──────────────┘                                             │
├──────────────────────────────────────────────────────────────────────┤
│        Highlight desired object type and press ENTER to select         │
└──────────────────────────────────────────────────────────────────────┘
```

3. Using the up and down arrow keys select the **Station Block** and then press the <enter> key. Use the up and down arrow keys to select the **Off Premise Block** and then press the <enter> key.

```
┌──────────────────────────────────────────────────────────────────────┐
│  SVMi-8E           │        OPEN Block        │      Target Gen        │
├──────────────────────────────────────────────────────────────────────┤
│                                                                        │
│           BLOCK Label....[STN] [   ] [            ]                     │
│           ┌──────────────┐  ┌────────────────────────┐                 │
│           │ Dial         │  │ NEW                    │                 │
│           │ Directory    │  │ Beepers                │                 │
│           │ DocumentLib  │  │ Centrex Transfer       │                 │
│           │ Eclass       │  │ Off Premise            │                 │
│           │ Extension    │  │ On Premise             │                 │
│           │ Fax          │  │ TEMPLATE STN           │                 │
│           │ List         │  │                        │                 │
│           │ Mailbox      │  │                        │                 │
│           │ Mclass       │  │                        │                 │
│           │ Menu         │  │                        │                 │
│           │ Mode         │  │                        │                 │
│           │ Net Mailbox  │  │                        │                 │
│           │ Port         │  │                        │                 │
│           │ Query        │  │                        │                 │
│           │ Speak        │  │                        │                 │
│           │ Station      │  └────────────────────────┘                 │
│           └──────────────┘                                             │
├──────────────────────────────────────────────────────────────────────┤
│        Highlight the desired object and press ENTER to select          │
└──────────────────────────────────────────────────────────────────────┘
```

4. From page 1 of the **Off Premise Block** press **Ctrl+D** to get to page 2.

```
┌──────────────────────────────────────────────────────────────────────┐
│  SVMi-8E          STATION -  Off Premise          Page 1 of 4          │
│  ┌──────────────────────────────────────────────────────────────────┐ │
│  │                     Matching Dial Strings                         │ │
│  │  ???????          ??????????        ???????????                   │ │
│  │                                                                   │ │
│  └──────────────────────────────────────────────────────────────────┘ │
│  ┌─ Prefix and Suffix ─┐  ┌─ Message Waiting Indicator Controls ──┐   │
│  │ Prefix: 9,          │  │ Dial to set MWI on..                  │   │
│  │ Suffix:             │  │ Dial to set MWI off:                  │   │
│  ├─ Transfer Controls ─┤  ├──────── Call Progress Training ───────┤   │
│  │ Simultaneous xfers....N │ Ringing number:               5      │   │
│  │ Conference calls......N │ Busy number....               5      │   │
│  │ Internal station......N │                                      │   │
│  │ Monitor transfers.....N │   Train      Retrain      Reset       │   │
│  └─────────────────────┘  └───────────────────────────────────────┘   │
│      Block Name. To Rename, Type new name then Press Enter             │
└──────────────────────────────────────────────────────────────────────┘
```

5. In the **Rings for no answer** field adjust the value to fit the customers ringing needs.

```
┌──────────────────────────────────────────────────────────────────────┐
│  SVMi-16E         STATION -  Off Premise          Page 2 of 4          │
│  ┌──── Time Delay ────┐    ┌───── Answer Detection ──────┐             │
│  │ Before listening.......75 │ Max Size of "Hello"....1000 │           │
│  │ Before testing loop....400│ "Hello" filter duration:  0 │           │
│  │ After loop current drop:10 │ Leading or trailing edge..1 │          │
│  ├── Ring and Busy Counts ──┤ ├── Sound and Silence Filters ──┤        │
│  │ Initial sounds ignored..1 │ Sound filter duration...19 │           │
│  │ Rings for no answer.....4 │ Silence filter duration:15 │           │
│  │ Busy cycles for busy....3 │                            │            │
│  │                          │ Sound tolerance above..13 %│            │
│  ├─ Maximum Sound and Silence┤ Sound tolerance below..13 %│           │
│  │                          │ 1st silence tol. above:13 %│            │
│  │ Continuous noise.......650 │ 1st silence tol. below:13 %│          │
│  │                          │ 2nd silence tol. above:13 %│            │
│  │ Continuous silence.....3000│ 2nd silence tol. below:13 %│          │
│  └──────────────────────────┘ └────────────────────────────┘          │
└──────────────────────────────────────────────────────────────────────┘
```

6. Press **Cntr**+**E** to save the changes and exit. This completes all necessary programming for this application.

If you have any questions about this or any other SVMi Application please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com