**SAMSUNG**
**ELECTRONICS**

# Specialized Applications

**Date:** 05/28/02
**Product:** SVMi-4, SVMi-8
**NO.:** 2002-004

## TITLE: Overflow Destination

**OVERFLOW DESTINATION**
When a station call forwards to VM (or a group overflows) the call is passed to the SVMi and answered by either the Main Auto Attendant (according to operating mode) or the mailbox associated with the forward or overflow.

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

**Overflow to Auto Attendant**   Sometimes, when the SVM is being used in a 'delayed ring' type of application, the operator phone or group will ring, and if not answered, the Auto Attendant should pick up. It is easy to program this.
SVMi-8: simply remove the mailbox and extension for the station or group that forwards or overflows.
 SVMi-4: simply remove the mailbox for the station or group that forwards or overflows.

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

*If you have any questions about this application please contact Technical Support by phone 1800 737 7008 or by email at techsupportmiami@sta.samsung.com*

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