



ELECTRONICS

## Specialized Applications

**Date:** 05/28/02  
**Product:** SVMi-4 Ver 1.2 or later, SVMi-8  
**NO.:** 2002-005

### **TITLE: Customizing the Directory to Search on First Name**

#### **Customizing the Directory to Search on First Name**

When a directory name is entered for the extension / mailbox it should be entered as 'last-name', 'first-name.' If the name is entered as 'first-name last-name' SVM will automatically re-sort it to 'last-name, first-name'.

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

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

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

#### **DIRECTORY SEARCH ON FIRST OR LAST NAME**

When a directory name is entered for the extension / mailbox it should be entered as 'last name', 'first name.' If the name is entered as 'first-name last-name' SVM will automatically re-sort it to 'last-name, first-name'. Note that the difference here is that the two parts of the name are separated by either a space (in the case of 'first-name last-name') or comma (in the case of 'last-name, first-name')

If the SVM detects an entry of 'aaaa, bbbb' it will assume aaaa is the last name because of the comma.

If the SVM detects an entry of 'aaaa bbbb' it will assume bbbb is the last name and reorder the name as bbbb, aaaa.

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

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

If you do not wish to hear the extension number played before being transferred from the directory set 'Speak Key Value on Exit' to No. Also if you do not wish to hear the name played before being transferred set 'Speak Name on Exit' to No. These two items are found on page 1 of the Directory Block.

**Note:** Beginning with SVMi-4 software version 1.2, directory names can now be entered remotely. This is done by accessing the mailbox and correctly entering a password, then selecting '# 7 then 3'. Follow the prompts to enter a directory name.

To Set the search on first or last name change the option on page one of the directory called 'Search First name' (note that in versions prior to 1.2 this field was called 'search last part of label'). This sets the directory feature to search on the first name instead of the last name. Names are entered in the subscriber list as Smith, John. If this value is set to N (no) the directory will search on Smith if this value is set to Y (yes) the directory will search on John

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

*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](mailto:techsupportmiami@sta.samsung.com)*

---