



ELECTRONICS

## TECHNICAL BULLETIN

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### TITLE: SVMi-4 – how to default the SVMi-4 memory and pager dialing string

Item 1:

When installing any new system (phone or voicemail), a recommended practice is to default the system memory. The reason is that all our products are tested before the equipment is shipped from Samsung Telecommunications America. There is the possibility for something other than default conditions to reside in memory. Therefore upon installation the technician **MUST** default the SVMi-4 prior to programming.

SVMi-4 default is done in the following manner:

1. Enter SVMi-4 main menu programming through the serial port. A default can not be done through DTMF programming.
2. Select option 'E', Operating Utilities.
3. Select option 'D', Exit SVMi-4
4. The SVMi-4 will prompt you for a password. The Password is "0000".
5. SVMi-4 will disable all ports and close down all voicemail programs.
6. At this point you will see the 'C:>' prompt. Type "CD DTA" then press 'enter'. You should then see 'C:\DTA>' on the screen.
7. Type "default" and then press 'enter'.
8. SVMi-4 will ask "Are you sure?" Enter "y" for yes then press 'enter'.
9. When the procedure is complete (a few seconds) you will see the prompt 'C:\DTA>' on the screen. Now press the red reset button on the SVMi-4 card

to restart the card. The voicemail system will be in a default mode when it becomes idle.

Item 2:

When a pager is dialed, the SVMi-4 will wait for the Pager Company to return a conformation tone. There will be times when the SVMi-4 has difficulty recognizing this tone. For this reason, you may be required to create a pager string that is specific for that Pager Company. This is accomplished by creating a new 'station block'.

1. Enter SVMi-4 main menu programming through the serial port.
2. Select option 'A', Open Block Table.
3. Select 'Station' then press 'enter'.
4. Select 'New' then press 'enter'. Enter a name of your choice to describe the new pager block (example: special pager, Pager Company name, etc.).
5. In the Prefix window enter "9,".
6. In the Suffix window enter "~diX\$K#" . The **X** is not an the letter x, but a series of pauses (commas i.e.-,,,,,,). Each comma is a one second pause. You must call the pager and note the time between dialing the number and receiving the pager conformation tone. The number of seconds will be the number of commas entered instead of the **X**.
7. The new station block must be entered for each mailbox that uses that pager company. Go to the mailbox and scroll down (Ctrl+D) to page 3 of 5. Under the 'Station' window, press 'enter', then select the block that was created.
8. Call into the SVMi-4 and leave a message in the mailbox and test the pager notification. Adjust the timing (add / delete pauses) as required.

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

