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## **SVMi & Overflowing to Main Greeting**

The purpose of this Technical Bulletin is to instruct all Samsung Dealers on the proper programming steps required to get calls routed to the Main Greeting of a SVMi Voice Processing Platform from an overflowing Station Group.

When a call overflows from a Samsung KSU Station Group to the SVMi Voice Processing Platform data is sent via out-of-band that equals the directory number of the Station Group from which the call overflowed. If the SVMi database contains an extension or mailbox number that matches the Station Group number which the call was routed through, that call will be sent to the matching extension, or mailbox greeting instead of the Main Greeting.

In order to reach the Main Greeting you must have calls directed to, and overflowed from a Station Group that does not have a mailbox or extension on the SVMi. If an overflowing call does not go to the Main Greeting you must go through the SVMi Subscriber List, the Mailbox Block, and the Extension Block, and delete all instances of the Station Group number.

Extension 500 is protected from being deleted on all SVMi Voice Processing Servers. This means if calls overflow from the Operator Group (500) to the SVMi they will never be able to be routed to the Main Menu.

It is also important to go to MMC 741, and make sure that the Station Group Numbers which you require to perform an overflow to the SVMi is set for NO Mailbox.

*If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: [BCS.Support@Samsung.com](mailto:BCS.Support@Samsung.com)*