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## **SVMi “E-Series” & Overflowing to the Main Greeting**

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

**Note:** Due to the enhanced software in the SVMi E-Series product line, this procedure is different from the SVMi-4 voice processing platform.

When a call overflows from a Samsung KSU Station Group to the SVMi E-Series Voice Processing Platform data is sent out-of-band which equals the directory number of the Station Group from which the call overflowed. The E-Series SVMi can utilize the out-of-band data, and route the call to any menu. The destination menu can be different for Day, Night, Holiday, or any other mode.

In order to reach the Day Main Menu when calling in on a telephone line please perform the following programming steps on the Samsung KSU, and SVMi-E Voice Processing Server.

Step	Action
1	Assign trunk ringing in MMC 406 (Group 500 will be used for this example)
2	Assign Stations to Station Group 500 in MMC 601
3	Log into SVMi and navigate to Menu Block
4	Go to Forward Trunk Block
5	On Page 2 of Forward Trunk Block enter an <b>Input Value</b> of <b>500</b>
6	On Page 2 of Forward Trunk Block enter an <b>Action</b> of <b>Goto</b>
7	On Page 2 of Forward Trunk Block enter a <b>Typ</b> of <b>MNU</b>
8	On Page 2 of Forward Trunk Block enter a <b>Target Name</b> of <b>Day Main Menu</b>
9	On Page 2 of Forward Trunk Block select <b>Default</b> field and <enter> to get pull down menu
10	Go through each Mode and verify that an <b>Input Value</b> of <b>500</b> is set to go to the <b>Night Main Menu</b> during <b>Night Mode</b> , and the <b>Holiday Main Menu</b> during <b>Holiday Mode</b> , etc.
11	These steps will <b>only</b> get callers from a CO to the Day Main Menu, Night Main Menu, etc. during an overflow. If you want callers to reach the Main Menu under different calling conditions please see the <b>Important</b> note on the next page
12	Save Application and Test by calling in on a trunk

## SVMi-E Series & Overflowing to the Main Greeting

**Important:** Samsung recommends dealers put entries in all Menus referenced in a Mode Block that may receive calls from a Station Group's Overflow condition. This makes certain all calls presented to the SVMi-E can be processed to the correct Call Routing Solution.

*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)*