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Setting Up Multiple Languages on the SVMi E-Series

The purpose of this Technical Bulletin is to outline the procedures for setting up a SVMi E-Series Voice Processing Platform to use Multiple Languages.

Each SVMi E-Series (Flash and Hard Drive) is now shipped with English, Spanish, and French language prompts included. Follow the listed steps to properly set up the SVMi-E with 3 language Menus activated.

Step	Action
1	Log into SVMi-E with Laptop, or PC
2	Go to System Wide Parameters
3	Set the DTMF digits that each language is going to use
4	Set the Default Language (Set to English by default)
5	Go to Menu Block
6	Open Day Main Menu
7	Press Ctrl + A to Copy Day Main Menu
8	Name new Menu English Day Main Menu
9	Repeat steps 6 & 7 two more times to create a Spanish Day Main Menu , and a French Day Main Menu
10	On Day Main Menu page 1 set Store Input in LANG
11	On Day Main Menu page 1 remove all but 1 st prompt 1001
12	On Day Main Menu page 2 Set the following in the Menu INPUT Processor 1 Go to MNU Main Day English 2 Go to MNU Main Day Spanish 3 Go to MNU Main Day French
13	Go to Main Day English Menu & assign 1 st prompt as 1101
14	Go to Main Day Spanish Menu & assign 1 st prompt as 1201
15	Go to Main Day French Menu & assign 1 st prompt as 1301
16	Log into the Mail Box Administrator from Day Main Menu and record the prompts 1001 and 1101
17	Log into the Mail Box Administrator from the Main Day Spanish Menu and record prompt 1201 (You must record the Spanish prompts by accessing the Mailbox Administrator through the Main Spanish Menu in order for the prompts to be saved in the correct folder)

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18	Log into the Mail Box Administrator from the Main Day French Menu and record prompt 1301 (You must record the French prompts by accessing the Mailbox Administrator through the Main French Menu in order for the prompts to be saved in the correct folder)
19	Repeat steps 5 through 16 to create Main Night Menus for all languages
20	Go to the Mailbox Block and assign each mailbox the appropriate language
21	Go to the Extension Block and assign each extension the appropriate language
22	Test completely

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