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Deleting Default Menus on the SVMi 'E-Series'

Since the SVMi 'E-Series' Voice Processing Platform has been released there have been a number of Technical Support incidents where by the routing of incoming calls, forwarded calls, and station calls within the SVMi-E are not working correctly. These incidents have been linked to the accidental deletion of important menus in the SVMi-E.

This Technical Bulletin explains the importance and functionality of certain default Menus in the SVMi-E, and outlines the way in which the Menus can be restored if they are accidentally removed by a customer, or dealer.

Direct Trunk Menu: If a trunk is programmed to ring directly to the SVMi-E, the first menu used by the SVMi-E is the Direct Trunk menu. If the Direct Trunk Menu is deleted, the call will be governed by the Mode Block. When the SVMi-E is in Day Mode, the Direct Trunk Calls will be routed via the Day Mode Block to the Day Main menu. By deleting the Direct Trunk menu Direct Trunk Mapping will no longer be available. Direct Trunk Mapping allows the SVMi-E to send trunk calls directly to different menus, mailboxes, or other devices.

Forward Trunk Menu: If a trunk is programmed to ring directly to a Station Group, and then Overflows to the SVMi-E, or if a trunk is answered by the SVMi-E and then sent to an extension which forwards the call back to the SVMi-E, the first menu used is the Forward Trunk menu. If the Forward Trunk menu is deleted, forwarded calls are governed by the Mode Block. When the SVMi-E is in Day Mode, the Forwarded Trunk Calls will be routed via the Day Mode Block to the Day Main menu. By deleting the Forward Trunk menu the Forward Trunk Mapping and Forward ID Mapping will no longer be available. Forward Trunk Mapping allows the SVMi-E to send trunk calls directly to different menus, mailboxes, or other devices. Forward ID Mapping allows the SVMi-E to send Station Group calls to different menus, mailboxes, or other devices.

Direct Station Menu: If a station calls the SVMi-E group, or if a station invokes the Memo, or Reminder feature for a station then the first Menu that is used by the SVMi-E is the Direct Station Menu. If the Direct Station Menu is deleted then these call types are governed by the Mode Block. When the SVMi-E is in Day Mode the Direct Station Calls will be routed via the Day Mode Block to the Day Main Menu. If the Direct Station Menu is deleted then users will no longer be able to use the Memo, or Reminder features, and users will no longer be able to log into their mailboxes by pressing their VMMSG key.

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Forward Station Menu: If an internal station calls another station that is forwarded to the SVMi-E, the first menu used is the Forward Station menu. If the Forward Station menu is deleted then the forwarded calls are governed by the Mode Block. When the SVMi-E is in Day Mode the Forwarded Station Calls will be routed via the Day Mode Block to the Day Main menu. If this menu is deleted then calls will no longer go to user mailboxes when a station forwards to the SVMi-E.

Restoring the Default Menus: At this time the only way to successfully restore any of the default menus is by performing a SVMi-E system default.

Important Note: If a dealer feels that a Block of any type must be deleted from the SVMi-E please open that Block and press [Ctrl] + F to see what other Blocks will be affected.

If you have any questions about this or any other Technical Support bulletin please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com.