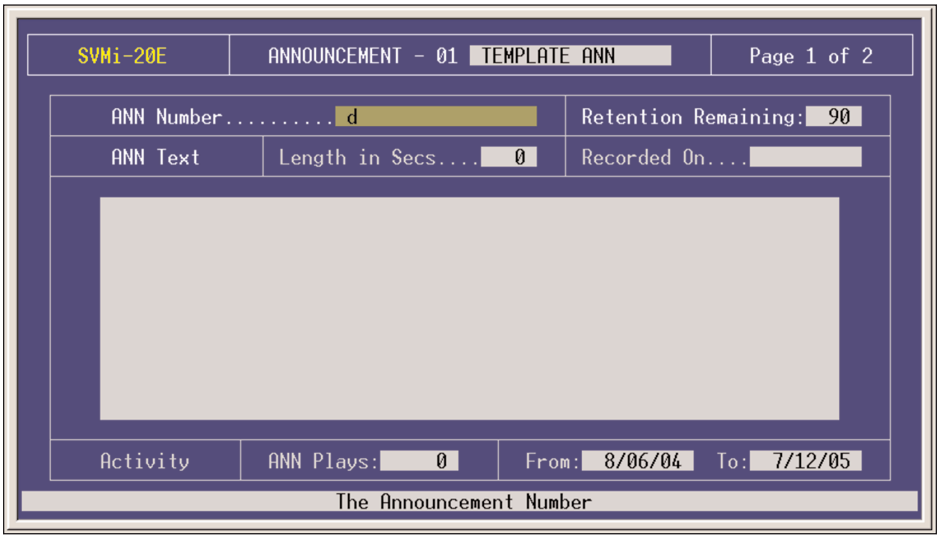
ANNOUNCEMENT BLOCK

Description

An Announcement Block contains recorded voice information. Each block may contain up to 15 minutes of recorded voice information for playback in an audiotext application. After playing the announcement, control is passed to the target of the NEXT pointer. This is either another announcement block, or back to the Audiotext Librarian Block controlling this announcement application. Each block, or group of announcement blocks, is associated with and managed by an Audiotext Librarian. The Announcement Block is commonly used to speak information to the caller which is updated on a regular basis.

To play an announcement block, a menu is used to collect digits from the caller that match the number of the announcement block, and then the menu block passes control to an Audiotext Librarian. The Audiotext Librarian calls the announcement that matches the digits entered by the caller.

Announcements may be up to 15 minutes long and can easily be added or changed by an authorized person calling from any Touch-Tone phone.



Announcement Block

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ANNOUNCEMENT The name of the announcement. A block name can be any alphanumeric string up to 16 characters long (including spaces). A block name may not be the same as another block name.

ANN NUMBER The number representing this announcement. It may not be the same as the number of any other announcement. This range of numbers is a different range from the mailbox or extension numbers.

RETENTION REMAINING The number of days, from 1 to 999, that the SVMi-20E will retain an announcement, if it is not played. This is updated each time an announcement is played if the parameter Refresh Retention is set to 'Y' in the Librarian Block associated with this announcement.

Ann Text

LENGTH IN SECS The SVMi-20E automatically fills in the length of the recorded announcement. If nothing is recorded, this value is '0'.

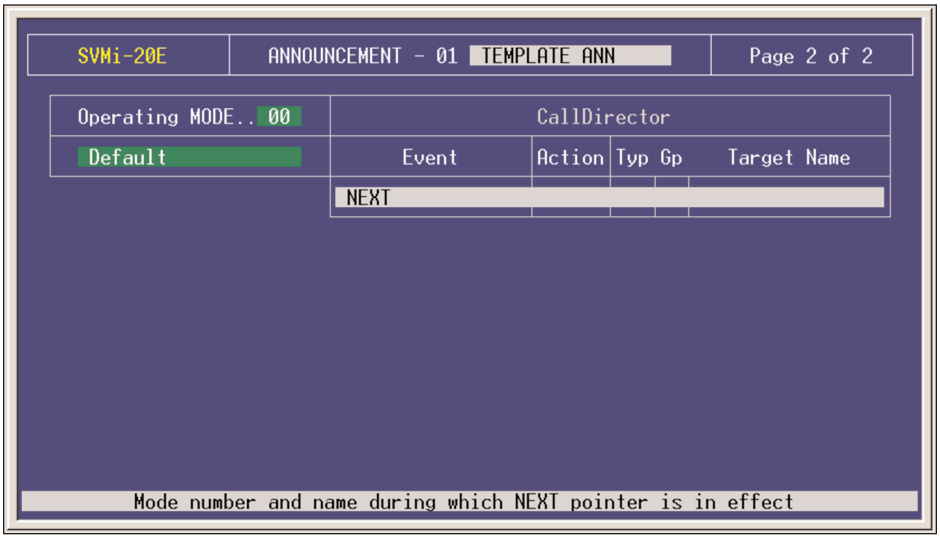
RECORDED ON The last date the recording was modified or, if unchanged, the original date of recording. This information is automatically filled in by the system.

TEXT For convenience in recording and documenting what an announcement plays to callers, enter the exact wording of the recorded speech. If the recording is music or other non-speech audio, enter a brief description of the recording. This text has no effect on what is actually recorded in the announcement.

Activity

ANN PLAYS Shows the total number of times the announcement has played during the "From - To" period.

FROM - TO Indicates the period from the date when the Report Counters were last cleared to the current date. This page determines what happens to the call when the announcement has played.



Announcement Block

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Operating Mode

OPERATING MODE This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the Schedule Table. This selection allows you to program different destinations called event pointers for each mode. Press return on this field and all the mode blocks will be displayed. Choose the mode for which you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events. In the case of the announcement block there is only one target. That is the 'Next' event. This determines what block the control will pass to after the current block.

CALLDIRECTOR EVENT POINTERS To edit an Event Pointer, position the cursor on the event (in this case NEXT is the only available option) and press ENTER to bring up the Target Generator. Select and open the appropriate block type from the Target Generator pick list. This will be the destination to go to 'NEXT' highlight and open an existing block or create a new block. Press 'Ctrl + O' to review or edit the selected block.

NEXT POINTER The next block to go to after an announcement has played. This may only be another announcement. If left blank, this announcement is the last to play unless a wild card digit was used to select a list of announcements to play (see the 'Audiotext Librarian' which is used to control Announcement Blocks). Once the last announcement has played, control returns to the audiotext.

AUDIOTEX LIBRARIAN

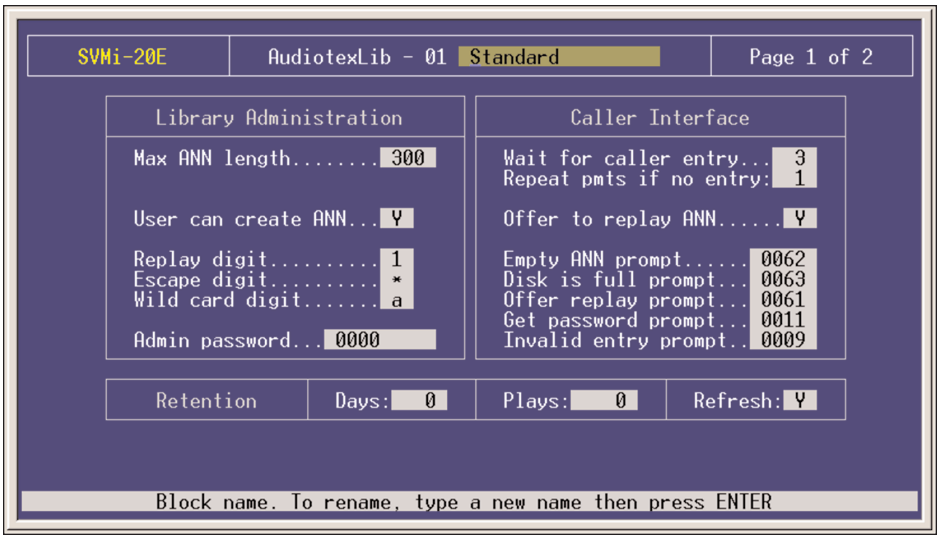
Description

This provides the control for Announcement Blocks.

The Audiotext Librarian controls all the prompting and parameters used when recording and playing back announcements. This information includes the allowed length of the message and the number of days it will be retained. The Audiotext Librarian Block is used in conjunction with a Menu Block to disseminate information. This block does not contain pointers to announcement blocks. To play an announcement block, a menu is used to collect digits from the caller that match the number of the announcement block, and then the menu block passes control to an Audiotext Librarian. The Audiotext Librarian calls the announcement that matched the digits entered by the caller.

There is no limit to the number of Announcement Blocks a Librarian may manage. Also, an individual Announcement Block may be accessed through different Librarians. This is useful for setting different control conditions for the person administering the recordings. The Librarian determines when an announcement should be discarded, based on either elapsed time, or how many times it should be played. The retention time may also be reinitialized each time the Announcement plays. These controls assure the information available is always current.

The CallDirector section of the Audiotext Librarian uses Event Pointers to pass control of the caller after the appropriate announcements have played.



AudioText Librarian

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Library Administration

AUDIOTEXTLIB The name of this block. A block name can be any alphanumeric string up to 16 characters long (including spaces). A block name may not be the same as another block name.

MAX ANN LENGTH The maximum recordable length, in seconds, of any announcement created via access through this Librarian. Values may be from 1 to 999 seconds.

USER CAN CREATE ANN When this parameter is set to 'Y' the user can create new Announcement Blocks over the telephone. If this parameter is set to 'N' the user may only record announcements in existing Announcement Blocks.

REPLAY DIGIT The digit that may be pressed by the caller to replay the announcement. If this parameter is blank, the caller will not be given the option of listening to the announcement again.

ESCAPE DIGIT The Escape Digit (normally the '✱' key) causes an immediate exit from playing the announcement. When the Escape Digit is pressed the SVMi-20E will not wait for subsequent digits to be pressed, but goes immediately to the Target of the active Escape Pointer.

WILD CARD DIGIT The Wild Card Digit is used to play a set of announcements in a contiguous series whose Announcement Block Numbers all match the wild card specification. Announcements play without pause in ascending numeric order.

Example: When callers enter any number from 500 through 599, the menu translates this entry to 5## (if # is the wild card digit). The caller then hears all announcements in blocks having numbers that are 3 digits in length and begin with the digit '5'.

ADMIN PASSWORD The administrative password used to allow the caller to record an announcement. When entering the administrative password it must be preceded by the Admin digit (specified in the MENU Block), plus the number of the announcement block to be edited. The length of the password may be from 1 to 8 digits.

Caller Interface

WAIT FOR CALLER ENTRY This is the number of seconds, from 0 to 20, SVMi-20E waits for an entry after the caller has been prompted to replay the announcement. The time begins at the end of any prompt that requests an entry from the caller.

REPEAT PMTS IF NO ENTRY Indicates the number of times, from 0 to 9, the replay prompt is repeated, if no entry is made by the caller.

OFFER TO REPLAY ANN This parameter provides the caller the ability to replay each announcement after play. If this parameter is set to 'N' the caller will not be offered the option of replaying the announcement.

EMPTY ANN PROMPT A prompt that will play when there is no recorded voice for the announcement selected. Valid entries are 0001 - 9999 with blank indicating "say nothing." Press 'Ctrl + O' to review or edit the prompt text.

DISK IS FULL PROMPT A prompt which will be played when the announcement storage unit is unable to record an announcement of the Max ANN Length. Valid entries are 0001 - 9999 with blank indicating "say nothing." Press 'Ctrl + O' to review or edit the prompt text.

OFFER TO REPLAY THE PROMPT A prompt, after the announcement has played, which instructs the caller to dial the Digit to Replay, to hear the announcement again. Valid entries are 0001 - 9999 with blank indicating "say nothing." This prompt will not be played if "digit to replay message" is blank. Press 'Ctrl + O' to review or edit the prompt text.

GET PASSWORD PROMPT A prompt which instructs the subscriber to enter their admin password. Press 'Ctrl + O' to review the prompt text.

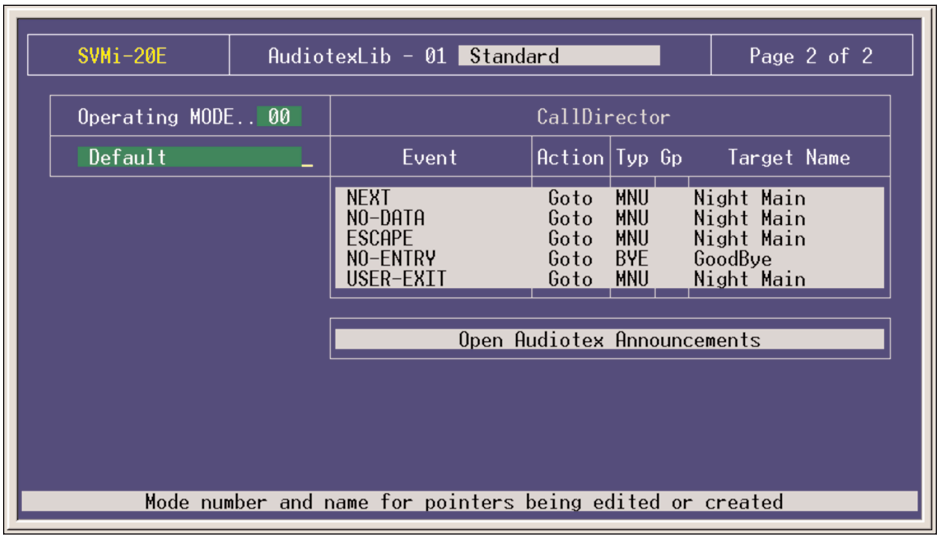
INVALID ENTRY PROMPT The number of the prompt to play if the caller makes an invalid entry. Press 'Ctrl + O' to review the prompt text.

Retention

DAYS The number of days, from 1 to 999, that the SVMi-20E will retain an announcement if it is not played.

PLAYS The maximum number of times an announcement will be played before being automatically erased. If set to zero, there is no limit on the number of times played.

REFRESH When this parameter is set to 'Y', the announcement(s) played during the call session will have the retention time reset to the value set in the Retention Days parameter of this Audiotext Librarian. If this parameter is set to 'N', the announcement retention time is controlled by the retention time in the announcement.



AudioText Librarian

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Operating Mode

This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

Press ENTER on this field and all the mode blocks will be displayed. Choose the mode for which you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events. To edit any of the event pointers, select the event and press ENTER to bring up the Target Generator. Select and open the appropriate block type from the Target Generator pick list. Highlight and open and existing Block of that type or create a new block. Press 'Ctrl + O' to review or edit the selected Block. The possible events are:

NEXT POINTER The block to go to after the caller has listened to the announcement(s). Pressing ENTER at this field opens up a Target Generator. Choose an existing block to pass control to or select 'New' to create a new Announcement Block and press ENTER. Press 'Ctrl + O' to review or edit the selected block.

NO-DATA POINTER The block to go to if there is not an announcement recorded, but an Announcement Block exists.

ESCAPE POINTER The block to go to if the caller presses the Escape digit to escape from an announcement (the Escape digit may be pressed anytime during the play of the announcement). It is recommended that the target block be the initial MENU Block. This allows the caller to return to the main options.

NO-ENTRY POINTER This is the block to go to if the caller is prompted to replay the announcement and does not enter anything.

USER-EXIT POINTER The next block to go to when the administrator is done recording an announcement. It is recommended that the named block be the MENU Block that control was transferred from, to allow the administrator to record another announcement.

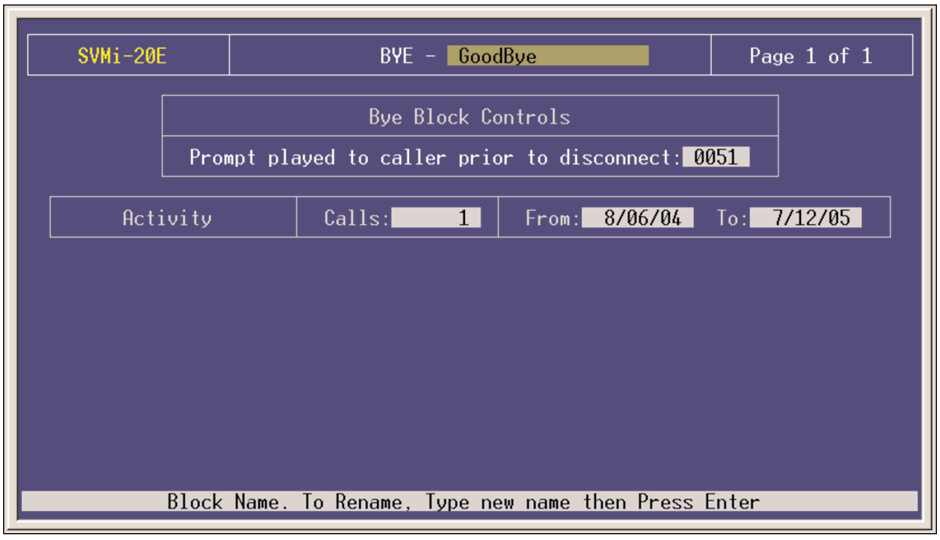
Open Audiotext Announcements

OPEN AUDIOTEXT ANNOUNCEMENTS This field is a navigation facility. Press ENTER to bring up the Target Generator, then select and open any Announcement Block from the Target Generator pick list.

BYE BLOCK

Description

The BYE Block is very simple. Its purpose is to say good-bye to the caller, disconnect the call, and free the port. The only parameter is the prompt to be spoken before disconnecting. There is only one bye block available in the SVMi-20E but additional Bye blocks can be added.



Bye Block

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BYE The name of this block. A block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

PROMPT The number of the prompt that the SVMi-20E speaks before disconnecting the caller. Allowable inputs are 0001-9999 with blank indicating "say nothing". Press 'Ctrl+O' at this field to review or edit the prompt text.

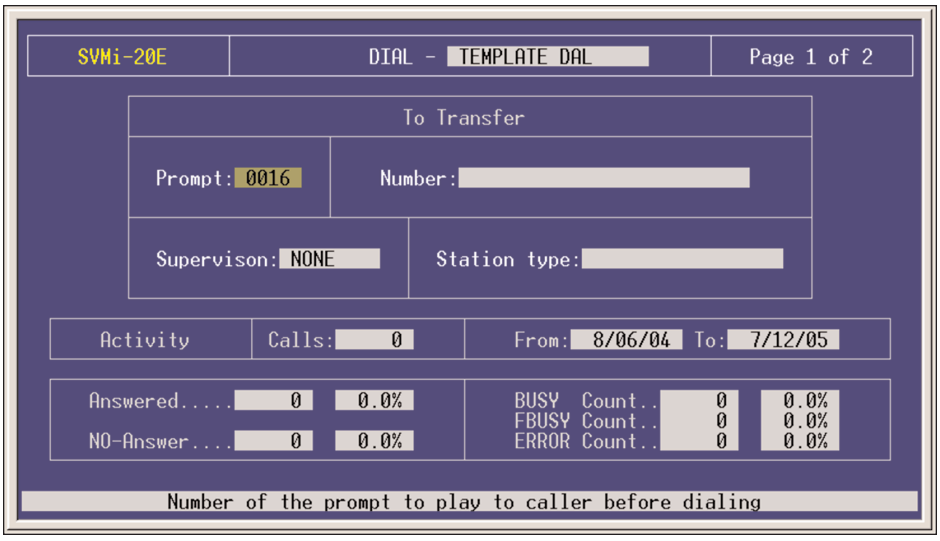
DIAL BLOCK

Description

The functions of a DIAL Block are to perform a dialing operation and then either release the call or branch to another Block, based on the outcome of the dialing operation.

This Block is commonly used to transfer callers to an operator for assistance. It does not have the extensive automated attendant features of an Extension Block. However, it is useful for transferring calls to another system, such as a dictation system, answering machine, FAX machine, MODEM, or paging terminal. It can also be used to facilitate special features that a telephone system may lack, such as DISA (Direct Inward System Access a feature which enables employees at remote locations, such as their homes, a telephone booth, or a customer's office, to use their company's system to process telephone calls), or Least Cost Routing of outgoing long distance calls. DIAL Blocks may also be used in conjunction with an Extension Block to create various types of extension hunt groups. This is accomplished by setting up the Event Pointers in the Blocks to hunt through the designated extensions until an appropriate service provider is located.

Each Dial Block is associated with a Station Block which can be used to provide circuit specific cadence filtering for unique remote (off premises) devices like answering machines, fax machines, tie lines, auto-attendant or voicemail systems, excessively noisy trunks, paging systems, or even attendant consoles. The Dial Block can play a prompt to the caller prior to connecting the call, and can activate a variety of other Call Processing or Service Provider Objects, based on the configuration of its Event Pointers. One of these the Answer Pointer can be set to play customized prompts, initiate a caller dialog, or invoke menuing options after the call is answered.



Dial Block

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To Transfer

PROMPT The number of the prompt spoken to the caller before executing the specified dialing operation. Allowable inputs are 0001 9999. Blank indicates "say nothing." Press [CTRL]+[O] to review or edit the prompt text for prompts numbers above 0999.

NUMBER This is the DTMF string required for dialing the telephone or extension number. Valid dialing characters are 1234567890*#abcd&;,W. You can also enter the SVMi-20E registers containing numeric data. When using Register information as part of a dialing sequence, the register character is always preceded by a '$' sign. A list of SVMi-20E registers are in the Product Reference Manual.

SUPERVISION This is how the call is handled when transferred. Press ENTER for the following pick list options:

- NONE is a blind transfer. A blind transfer indicates that once the call is transferred the system no longer monitors the call for any subsequent condition.
- PARTIAL is when the call is transferred and the system checks to identify if that line is busy.
- FULL is when the call is transferred and the system stays on the line to make sure the call was answered or not answered (NO-ANSWER).

STATION TYPE This is the area where the call progress parameters are set up as referred to in the opening paragraphs of this Block. You can assign the necessary Station Type to fit the appropriate conditions needed to be met. If this parameter is left blank the SVMi-20E will select a station Block based on the Station Block's "Matching Dialing Strings" (See Station Blocks for information on this parameter and field). If you assign one then you can press [CTRL]+[O] to review or edit the Station Block assigned.

Activity

CALLS Shows the total number of calls this Block has processed during the period specified in the following range.

FROM-TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

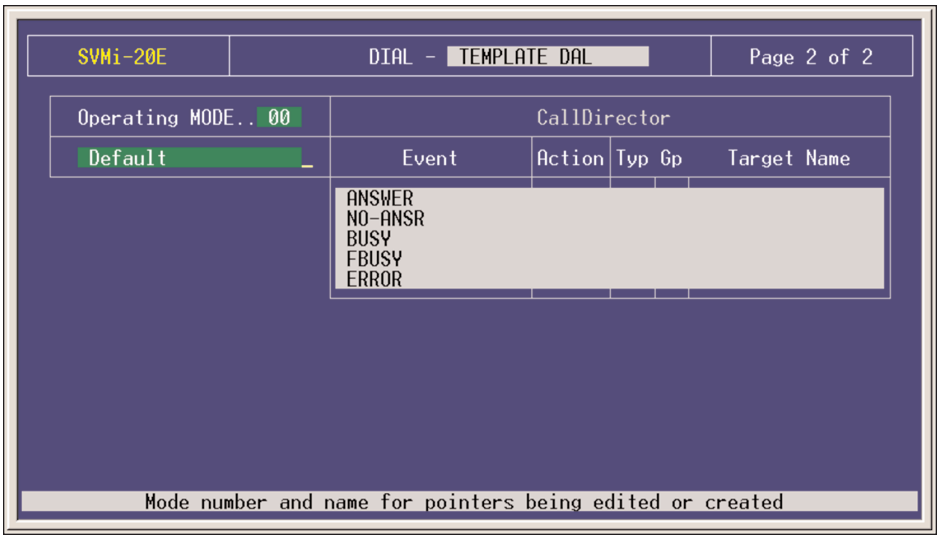
ANSWERED The number of calls processed by this Block which were answered by the called party, and what percentage of the total calls this number represents.

NO-ANSWER The number of calls processed by this Block which were unanswered (resulted in Ring-No-Answer), and what percentage of the total calls this number represents.

BUSY COUNT The number of calls processed by this Block which encountered a busy signal, and what percentage of the total calls this number represents.

FBUSY COUNT The number of calls processed by this Block which encountered a fast busy signal (usually indicating an invalid number was dialed, or the destination returned fast busy in a DND condition), and what percentage of the total calls this number represents.

ERROR COUNT The number of calls processed by this Block which encountered a signal or condition which SVMi-20E could not recognize, or were terminated due to a processing error, and what percentage of the total calls this number represents.



Dial Block

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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu during 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit any of the Event Pointers, press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the pick list. Choose an existing Block of that type or create a new Block. Press [CTRL]+[O] to review or edit the chosen Block. Translation Pointers may be used to alter call progress results.

ANSWER POINTER The Block the SVMi-20E will execute next if the dialed number is answered. Normally this pointer is left blank, in which case the SVMi-20E will hang up after completing the call transfer.

NO-ANSWER POINTER The SVMi-20E goes immediately to the designated target Block when a ring-no-answer condition is encountered.

BUSY POINTER The SVMi-20E goes immediately to the designated target Block when a busy condition is encountered.

FBUSY POINTER The SVMi-20E goes immediately to the designated target Block when a fast busy is encountered.

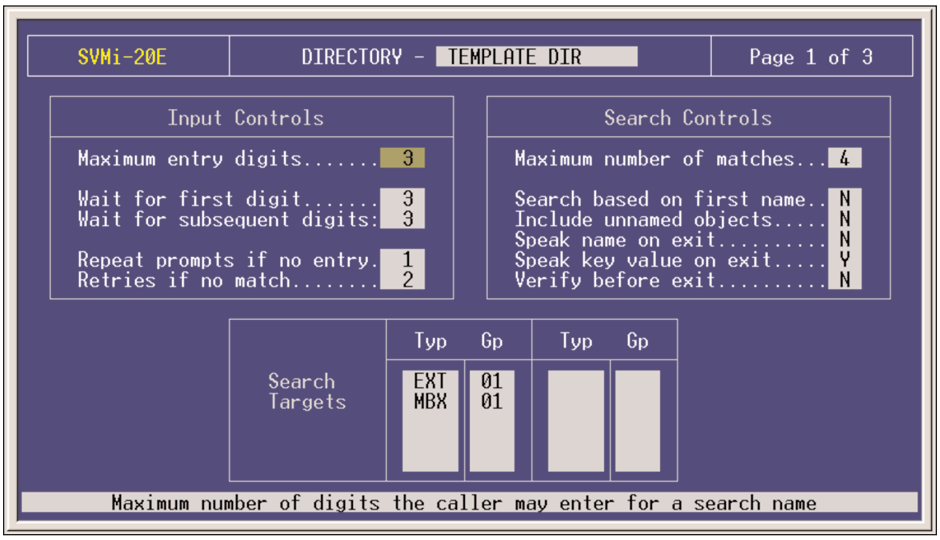
ERROR POINTER The SVMi-20E goes immediately to the designated target Block if an error signal is encountered after dialing the number.

Note: If the applicable pointer is not set or the Supervision parameter is set to none, the SVMi-20E will go on hook after dialing. This is a typical situation for transferring callers to the Console for assistance.

DIRECTORY BLOCK

Description

A Directory Block defines necessary information about how the system Dial-by-Name Directory will function. Note that in order for the directory feature to work the included subscribers must have recorded their names and entered DTMF values for them.
This information includes the maximum number of digits the caller may enter to search for an individual's name, the maximum number of names matching the caller's entry, and also, whether or not to speak the extension number of the matching name to the called party. The directory will search on extensions first, if no match is found then it will search mailboxes.



Directory Block

Page 1 of 3

DIRECTORY The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

Input Controls

MAXIMUM ENTRY DIGITS The maximum number of digits the caller may enter, to search for the target, the caller is trying to locate. This is usually set to three because most people's names do not have the same first three letters. This number can be between 1 and 10.

WAIT FOR FIRST DIGIT This is the amount of time, in seconds, the system waits for the caller to enter the first digit.

WAIT FOR SUBSEQUENT DIGITS The amount of time, in seconds, the system waits for the caller to enter the digits following his first entry digit.

REPEAT PROMPTS IF NO ENTRY The number of times the system repeats prompts if the caller does not enter any digits.

RETRIES IF NO MATCH This is the maximum number of names a caller may enter if no match is found on the digits the caller entered. If this occurs, it is considered an INVALID entry.

Search Controls

MAXIMUM NUMBER OF MATCHES The number of names played to the caller if more than one name matches the entry. The number can be between 1 and 8.

SEARCH BASED ON FIRST NAME When an extension is set up, generally people are listed by last name, comma, and first name. This parameter determines which part of the name (label) that will be searched for a match. Example name is entered in the subscriber list as Smith, John. If this value is set to N (no) the directory will search on Smith if this value is set to Y(yes) the directory will search on John.

INCLUDE UNNAMED OBJECTS If this parameter is set to YES, Search Targets with no recorded name will be included in the directory listing played to the caller. In this case, the SVMi-20E speaks the number of the Search Target. This could, for example, be an extension or mailbox number.

SPEAK NAME ON EXIT If this parameter is set to YES, the selected object's name is played to the caller prior to exiting the directory. If no name is recorded, the selected object's number is played to the caller. This could, for example, be an extension or mailbox number.

SPEAK KEY VALUE ON EXIT If set to YES, the selected object's number is played to the caller prior to exiting the directory.

VERIFY BEFORE EXIT If this parameter is set to YES, the system requests the caller to confirm the object selection before transferring the caller to that object. If set to NO, confirmation is not needed.

Search Targets

TYP This is a list of the Block Type priority for this particular directory system to search. By default, the directory will search for extensions first and then mailboxes. Director Blocks can be created to search Announcement Blocks and Fax Blocks on the SVMi-20E.

GP For each Typ that is entered you must select the Group Number where the selected Block Type should be search for. In almost all standard installations you will only search in group 01.

Directory Block

Page 2 of 3

This page contains a list of the prompts that the SVMi-20E plays to the caller when the directory feature is being used. Highlight the prompt number and press 'Ctrl+O' to review the prompt text and usage. These prompts may

be edited. To use a custom prompt, highlight the prompt number to be changed, enter the new number, and press 'Ctrl + O' to bring up the Prompt Text Generator. Enter the desired prompt text and press ESCAPE to return to the directory screen. You must go into the Voice Studio and record the custom prompt before it can actually be used.

Directory Control Prompts

ENTER NAME The prompt asking the caller to spell the called party's name. This is the prompt you would change, if you wanted to ask the caller to enter the parties FIRST name.

TARGET NAME PREFIX The prompt spoken in front of the target object's name. "To reach…"

NO MATCHES FOUND The prompt indicating no matches were found.

INVALID ENTRY The prompt indicating the caller input is invalid.

PRESS '9' FOR MORE NAMES The prompt offering the caller additional matches.

PRESS '0' FOR A NEW NAME The prompt offering the caller the option to search for another name.

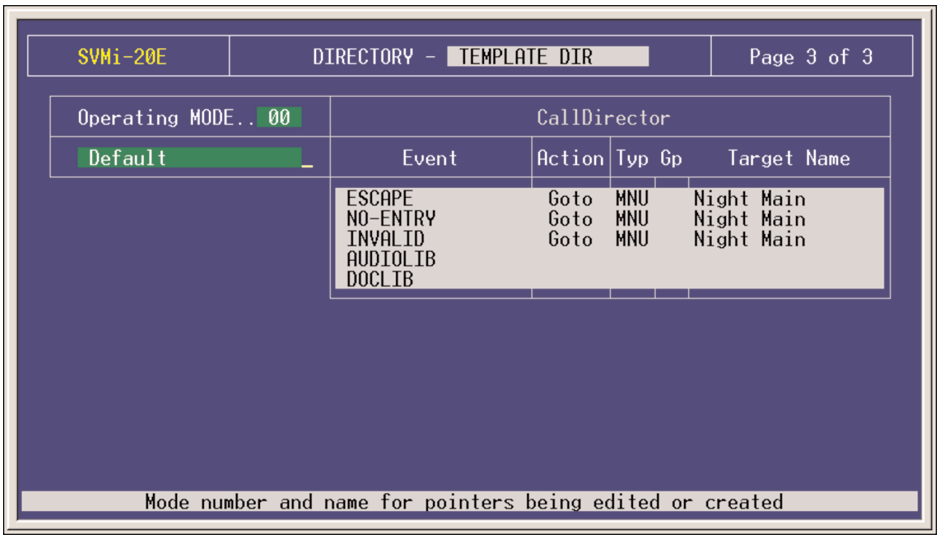
PRESS '*' TO EXIT The prompt offering the caller the option to return to the previous menu.

Selection Prompts

PRESS…(1…8) A brief description of the prompt that is played to the caller and its associated prompt number.

Directory Activity

This is a record of directory activity and may be useful for system planning or troubleshooting.



Directory Block

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Operating Mode

This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

Press ENTER on this field and all the mode blocks will be displayed. Choose the mode you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events. To edit any of the Event Pointers, select the Event and press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the Target Generator pick list. Highlight and open and existing Block of that type or create a new Block. Press 'Ctrl + O' to review or edit the selected Block. The possible Events are:

ESCAPE POINTER The Block to go to if the caller presses the Escape digit to escape from an announcement (the Escape digit may be pressed anytime during the play of the announcement). It is recommended that the target Block be the initial MENU Block. This allows the caller to return to the main options.

NO-ENTRY POINTER This is the Block to go to if the caller is prompted to replay the announcement and does not enter anything.

INVALID POINTER This is the Block to go to if the caller enters data (DTMF) that is not recognized by the system

AUDIOLIB AUDIOLIB This is the Audiotex Librarian Block to use if ANN is selected as a Search Target (See page 1 of 3 - Search Targets).

DOCLIB This is the Document Librarian Block to use if FAX is selected as a Search Target (See page 1 of 3 - Search Targets).

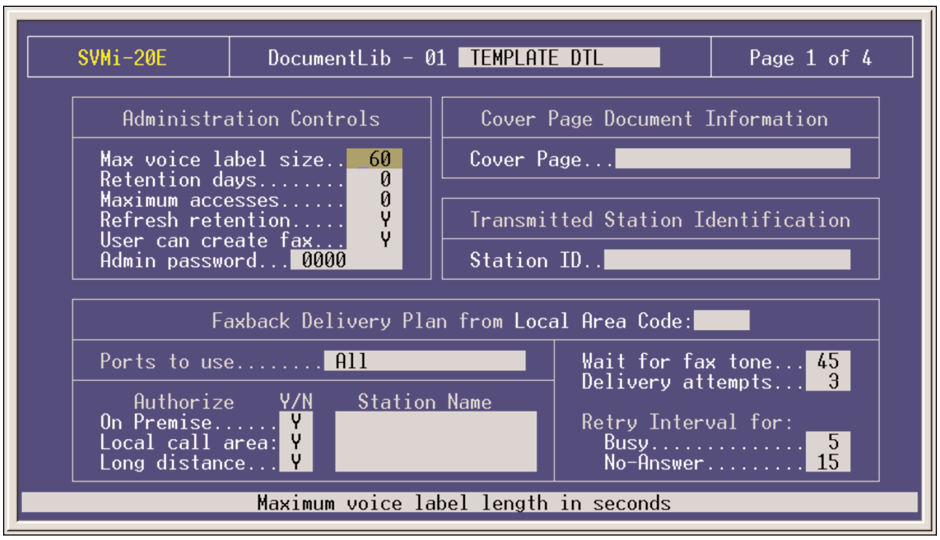
DOCUMENT LIBRARIAN BLOCK

Description

A Document Librarian manages the fax blocks whose documents together form its fax library. Its primary mission is to make sure the fax library is not outdated; and the caller gets a copy of the fax documents he is authorized to receive when and where he wants them.

The Document Librarian Block does not contain the fax documents themselves, nor does it house the documents. Instead, it is a management object that acts as a 'gateway', controlling access to the Information Container Objects known as Fax Blocks. Its Personality page determines whether individual subscribers are authorized to modify its documents and sets the password controlling an administrator's telephone access to recording the voice label. If so authorized, the administrator may create Fax Blocks over the phone, in addition to editing or deleting the documents.

There is no limit to the number of Fax Blocks a Librarian may manage. Also, and individual Fax Block may be accessed through different Document Librarians. The Librarian determines when a document should be discarded based on either elapsed time, or how many times it should be transmitted. The retention time my also be reinitialized each time the fax document is transmitted. These controls assure the information available is always current.



Document Librarian

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General Parameters

LIBRARY GROUP NUMBER is located to the left of the Docoment librarian Label name. Group numbers are convenient for organizing large sets of fax documents into application specific groups. This number must be the same as the Group Number for the Fax Blocks this Librarian accesses. It will be used by a Menu Block's Srch Input Pointer to select which Fax Group will be accessed to send or receive a fax. In small applications, the default value of 01 is normally used. Values from 01 to 99 are valid. This group number is assigned when you create the Document Librarian.

MAX VOICE LABEL SIZE The maximum recordable length, in seconds, of Voice Labels for all Fax Blocks accessed by this Librarian. Voice Labels are played to the caller upon selecting a fax document. They usually describe the content or subject of the selected fax. Valid lengths are from 1 to 300 seconds.

RETENTION DAYS The number of days, from 1 to 99, the SVMi-20E will retain fax documents in Fax Blocks accessed through this Librarian, if they are not selected for transmission. This value is reset each time a fax is selected for transmission, if the parameter Refresh Retention below is set to 'Y'.

MAXIMUM ACCESSES The number of times 1~99, documents accessed through this Librarian may be selected for transmission before being deleted. Set the value to '0' to disable this feature and control retention based on time only.

REFRESH RETENTION Set to 'Y' to reinitialize the Retention Days timer each time a document is selected. If set to 'N' the documents will be deleted at Daily Maintenance time when the Retention Day timer expires.

USER CAN CREATE FAX Set this parameter to 'Y' to allow the user to create new fax documents over the telephone.

ADMIN PASSWORD The administrative password used to allow the caller to perform fax administration functions. When entering the administrative password over the phone, it must be preceded by the Admin Digit specified in the Document Librarian Second Personality Screen, plus the number of the Fax Block to be edited. The length of the password may be from 1 to 8 digits.

Cover Page and Header Information

COVER PAGE This is the fax block to use as a cover page for the fax document. The file must be of the type 'CVPG'. Press [CTRL]+[O] to bring up the Target Generator, then select a new or existing CVPG document from the Target Generator pick list.

TRANSMITTED IDENTIFICATION The fax ID to be printed in the header of all faxes transmitted by this Librarian. This may be a telephone number or machine 'name'. When both the "Transmitted document title" and "Transmitted local ID" are set to blank, the SVMi-20E will not place a header on the transmitted document.

Fax Back Delivery Plan From

LOCAL AREA CODE The local area code must be entered in this field so SVMi-20E can determine when to include an area code for dialing fax call back telephone numbers.

Authorize Fax Back Delivery

ON PREMISE Y/N Enter 'Y' in the Y/N field to allow faxback delivery. Enter 'N' to restrict delivery.

ON PREMISE STATION NAME The Station type to use for on premise fax back deliveries. Press ENTER to bring up the Target Generator. Select a new or existing Block. Press [CTRL]+[O] to review or edit the corresponding Station Block.

LOCAL CALL AREA Y/N Set to 'Y' to allow call back delivery to telephone numbers in the local area code.

LOCAL CALL AREA STATION NAME The Station type to use for off premise fax back deliveries. Press ENTER to bring up the Target Generator. Select a new or existing Block. Press [CTRL]+[O] to review or edit the corresponding Station Block. The Prefix field in the corresponding Station Block should include any digits required for the SVMi-20E to obtain dial tone from the local CO (e.g., '9' to access a trunk on the PBX). The Prefix may include up to eight digits. Valid dialing characters are 1234567890*#abcd&;,WKX. In most areas a Suffix is not required for local area delivery. If it is, the valid dialing characters are the same as for the Prefix field. The SVMi-20E executes a call back by first dialing the Prefix, followed immediately by the telephone number entered by the call requesting the delivery, and finally outdials the Suffix, all as one continuous digit string.

LONG DISTANCE Y/N Set to 'Y' to allow long distance call back delivery of documents.

LONG DISTANCE STATION NAME The Station type to use for off premise fax back deliveries. Press ENTER to bring up the Target Generator. Select a new or existing Block. Press [CTRL]+[O] to review or edit the corresponding Station Block. Set the Prefix as in Local Calls, and include any special access codes for the desired long distance carrier to use, or Least Cost Routing codes. Account codes may also be included, as long as the field length of eight digits is not exceeded. Both Long Distance Prefix and Suffix accept the same digits as in Local Call fields.

WAIT FOR FAX TONES If the Rings for No-Answer is set to '0' or '1' for using blind or partial transfer supervision on fax call backs, this field should be set from 1 to 99 seconds to tell the SVMi-20E to listen that length of time for the remote fax machine's answer tone, before aborting a call as not answered. If rings are set to 2 or more for full supervision, the SVMi-20E will automatically listen for an answer tone during that interval.

DELIVERY ATTEMPTS The number of times, from 1 to 99, the SVMi-20E will retry to deliver a fax if the initial attempt failed.

RETRY INTERVALS The length of time, from 1 to 99 minutes, to wait between retry attempts for delivery of fax documents.

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Caller Interface

WAIT FOR CALLER ENTRY The number of seconds, from 0 to 20, the SVMi-20E waits for an entry after the caller has been prompted to select an option. The time begins at the end of any prompt that requests an entry from the caller.

REPEAT PMTS IF NO ENTRY The number of times callers are prompted to select an option if they make no entry after the initial prompt. If set to '0', prompts for options are not repeated. Values of 0 to 20 are valid.

RETRY ON INVALID ENTRY The number of times, from 0 to 20, callers are allowed to re-enter an option digit, if their initial entry is not a valid digit. If set to '0', only the initial entry is allowed.

MAXIMUM FAXES PER CALL The number of faxes, from 1 to 10, callers may select during a single call, whether for 'This Call' or via 'Call Back'.

CONFIRM EACH FAX Set to 'Y' to allow callers to confirm each selected fax independently, or 'N' to allow confirmation only after the final selection. If the "Confirm" and "Receive" fields are left blank, the SVMi-20E will bypass the confirmation steps.

PLAY LAST REVISION DATE Set to 'Y' to inform caller of the last date this document was revised. The SVMi-20E determines this date based on the operating system's file statistics. It is automatically updated each time the document is edited or replaced. No update prompt is play if the field is set to 'N'.

Interface Digit Assignments

WILD CARD DIGIT The Wild Card Digit is used to access a set of fax documents in a continuous series whose Fax Block Numbers all match the wild card specification. Faxes are selected in ascending numeric order.

Example: When callers enter any number from 500 through 599, the Menu translates this entry to 5## (if # is the wild card digit). The caller then receives all faxes in Blocks having numbers that are 3 digits in length and begin with the digit '5'. Be sure this digit is not the same as that used for Admin. Any digit on the phone keypad is valid.

ADMIN DIGIT The digit used to signal the SVMi-20E that the caller wishes to perform administrative functions (delete or replace existing faxes, input new documents, edit Voice Labels). It is not included in the length of the Admin. Password. To prevent unauthorized access, it may be desirable to disable the option by leaving the field blank in Librarians providing regular caller access. Create a separate Librarian in the same Fax Group to allow administrative access.

CONFIRM DIGIT The digit which a caller may press to confirm a selected document for delivery. The same digit is used to confirm the caller's fax machine number for fax Call Back delivery. If the field is blank, callers will not be given the option to confirm selected documents or call back numbers.

REPLAY DIGIT The digit used by a caller to replay the Voice Label of a selected fax document. Leave the field blank to disable the option of replay.

REJECT DIGIT The digit allowing a caller to reject a selected document or an improperly entered call back number. If left blank, callers will not be given the option to reject and re-enter documents or call back numbers.

RECEIVE DIGIT The digit used to signal the SVMi-20E the caller is finished selecting documents and is ready to receive them.

THIS CALL DIGIT The digit a caller is prompted to press to receive selected documents during the current call (assumes caller is calling from handset of fax machine). If this field is blank, and a digit is set in the 'Call Back' field, no option to receive during this call will be provided.

CALL BACK DIGIT The digit a caller is prompted to press to request fax delivery via a later Call Back. Setting digits for this field and 'This Call' allows the caller to choose which delivery method they prefer. If left blank, only 'This Call' will be available.

ESCAPE DIGIT The Escape digit (normally the '*' key) causes an immediate exit from fax selection. When the Escape digit is pressed the SVMi-20E will not wait for subsequent digits to be pressed, but goes immediately to the Target of the active Escape Pointer.

OPERATOR DIGIT The digit callers may press to abort the fax application and go directly to an operator or other live assistant. This is not the actual extension or telephone number to be dialed, only the single digit used to select the option. If the field is left blank, the option is not announced to the caller.

GET MORE DIGIT The digit callers may use to select more than one document during the current call. If left blank, only one document may be requested per call - unless a wild card is used to select a set of documents.

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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the Escape pointer might route callers to an operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu during 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit any of the Event Pointers, press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the pick list. Choose an existing Block of that type or create a new Block. Press [CTRL]+[O] to review or edit the chosen Block.

NEXT POINTER Determines the Block control will be given to after document selection is completed if the caller does not terminate the call with a 'This Call' delivery, or by hanging up.

NO-DATA POINTER The Target of this pointer will receive control of the call if an existing Fax Block is selected and it contains no fax document.

USER-EXIT POINTER This pointer's Target will be activated when the administrator finishes inputting a document. For convenience, it should be the same Menu Block from which fax administration was initiated. This allows the administrator to continue to add more documents to the Library.

ESCAPE POINTER This determines the Block to which control will be passed if the caller presses the Escape digit. It is usually a Menu Block to provide the caller with other options.

MORE POINTER If a caller presses the digit for Get More documents, this pointer's Target Block receives control. It would normally be the same Menu from which the caller originally entered the fax application. In a large document Library, it might be a Menu of Document Subjects.

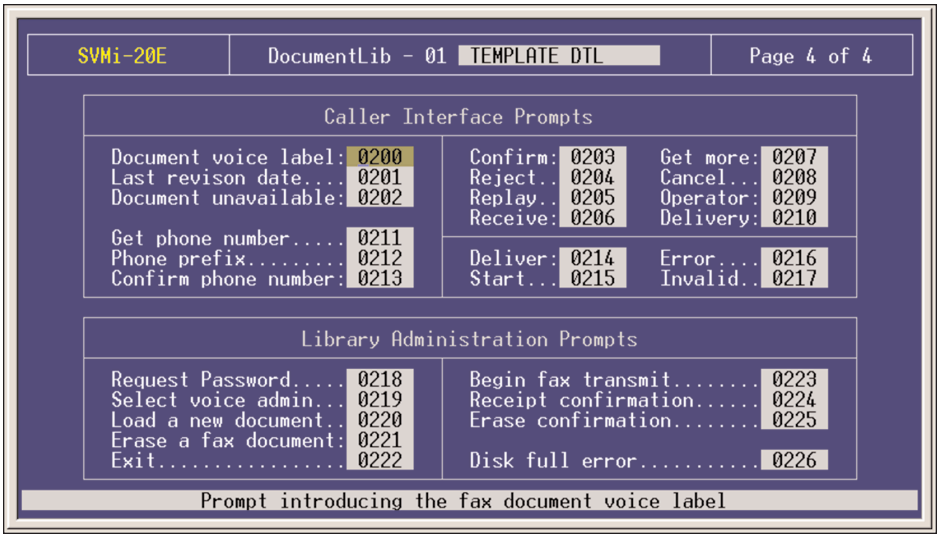
OPERATOR POINTER This pointer should specify the Extension or Dial Block for the person to whom the caller will be transferred if they press the digit for human assistance. It should always be answered by a person, not a Mailbox!

NO-ENTRY POINTER If a caller does not enter a digit when prompted to select an option, this pointer's Target will take control. In cases where option prompts are repeated more than one time, this may mean the caller hung up, but the SVMi-20E has not yet received a disconnect signal. A Bye Block would be an appropriate Target in such cases, otherwise an Extension might be used.

INVALID POINTER Multiple invalid entries by a caller may indicate 'hacking', or simply a confused caller. The Target for this pointer is usually an Extension to provide human assistance for the latter case. The Invalid Pointer provides active prevention of hacking unlike passive logging devices which only document these attempts.

Open Fax Documents

OPEN FAX DOCUMENTS This field is a navigation facility which provides easy access to reviewing existing Fax Blocks or creating new Blocks. Press ENTER at this field to bring up the Target Generator. Select and open a new or existing Fax Block from the Target Generator pick list.



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Caller Interface Prompts

PROMPTS These are the prompts spoken to callers when they send and/or receive fax documents. The default prompts (200—217) are prerecorded and contain all the appropriate verbiage. If these prompts are to be re-recorded, the new prompts should contain the identical information on a per prompt basis to ensure that the caller is prompted for the correct entries. To review the prompt text, press [CTRL]+[O] at the prompt number field. To use a different prompt, enter the number of the desired prompt and press [CTRL]+[O] to enter the prompt text.

Library Administration Prompts

PROMPTS These are the prompts spoken for Library Administration. The default prompts (218—217) are prerecorded and contain all the appropriate verbiage.

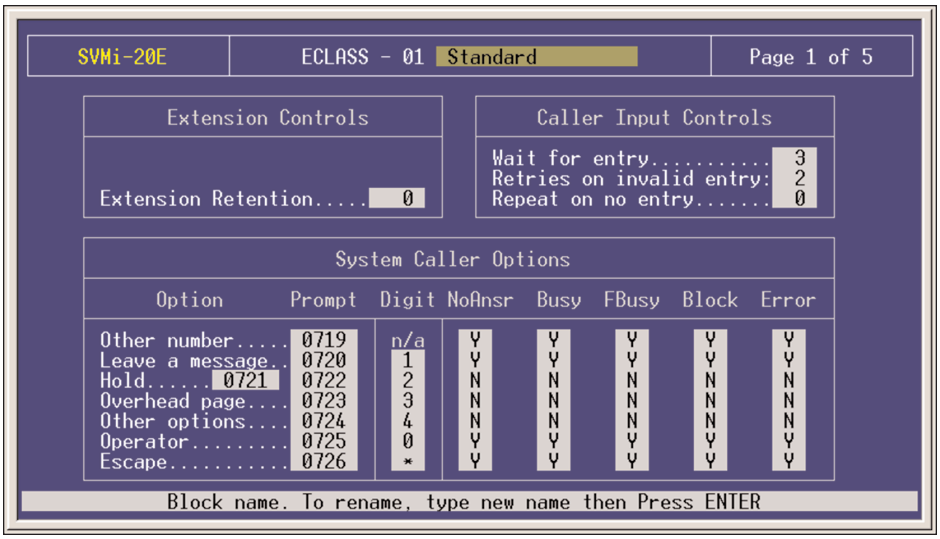
ECLASS BLOCK

Description

The ECLASS (Class of Service) Block is an expansion or extension of service parameters which pertain to an Extension Block. All extension blocks are associated with one ECLASS Block.

ECLASS Blocks specify the voice prompts and operating parameters to be used when transferring calls to Extension Blocks and what to do in the event of a failed transfer (ring-no-answer or busy). It authorizes subscribers to make Outcalls and allows their callers to have them paged via Overhead Paging. There is no limit to the number of Extension Blocks the ECLASS Block may be associated with.

The Operating Modes in the CallDirector section of the ECLASS Block provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the caller.



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ECLASS The first parameter is the Block Name. A Block name can also be referred to as the Label Name and can be any alphanumeric string up to 16 characters long (including spaces). A Block Name may not be the same as another Block Name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

The ECLASS Group Number is located to the left of the ECLASS Block Name. Group Numbers are convenient for organizing extensions into application specific groups. This number must be the same as the Group Number for the Extension Blocks assigned to this ECLASS. In most applications, the default value of 01 is normally used. Values from 01 to 99 are valid. You select which group the ECLASS Block belongs to before you create the ECLASS Block. Group Numbers for ECLASS, EXTENSION, MCLASS, MAILBOX, and LIST Blocks generally are used for Multi Tenant environments.

Extension Controls

EXTENSION RETENTION The number of days, from 1 to 999, an inactive extension or EXT Block will be retained. If an extension goes unused for the specified number of days, it will be automatically deleted. The default value is 60 days.

Caller Input Control

WAIT FOR ENTRY The time, in seconds, that extensions in this ECLASS will wait for the caller to make an entry. This parameter is in effect after prompts play requesting caller entry on a failed transfer. This time begins after a prompt is spoken or after the last digit is pressed. This parameter should be kept in the 3-5 second range to avoid long delays by the SVMi-20E. The allowable inputs are 0-99 seconds.

RETRIES ON INVALID The number of times from 0 to 99 that the SVMi-20E will allow the caller to re-enter his password if an invalid password was entered.

REPEAT ON NO ENTRY The number of times from 0 to 9 that the SVMi-20E will repeat prompts, if no entry is made by the caller. This only effects prompts associated with the ECLASS Block. To have the caller "…Leave a message at the tone…" after hearing an Extension call condition greeting (see the User Guides for information on the extension greetings), this parameter should be set to 0.

System Caller Options Digit Assignment

This section defines the permission and options for all extensions that are assigned to this ECLASS. The programmable fields are:

a) The prompts that play to callers for each option that is offered in the Extension Block.
b) The digits that are assigned as caller inputs to activate these options
c) What options are available for each type of call.

The options for each of these are:

OTHER NUMBER No digit is assigned for this. This controls the ability of the SVMi-20E to allow callers reaching extensions, to dial another extension.

LEAVE MESSAGE This is the digit a caller enters to indicate they wish to leave a message. Allowable digits are 0-9, but cannot be the same as the hold digit.

HOLD This is the digit the caller enters when he elects to hold for an extension that is busy. Allowable digits are 0 - 9, but cannot be the same as the Digit to Leave Message, Digit to Request Paging or Digit for other options. This digit is active after a call transfer that results in a busy condition.

REQUEST PAGING This is the digit the caller enters to have the called party paged via an external paging system. Allowable digits are 0 - 9, but cannot be the same as the Digit to Leave Message, Digit to Hold or Digit for other options.

OTHER OPTIONS This is the digit the caller enters to indicate they wish options, other than leaving a message or holding. Allowable digits are 0 - 9, but cannot be the same as the Digit to Leave Message, Digit to Hold or Digit to Request Paging.

ESCAPE DIGIT This is the digit the caller enters to exit immediately from the current process. Control is passed to the block indicated by the Options pointer. This digit is also used by the Subscriber when exiting from the Extension Menu. Control is passed to the block specified by the USER-EXIT pointer. Allowable digits are 0 - 9, Q and #.

ECLASS Block

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Transfer Prompts

TARGET HERALD PROMPT The prompt # that plays during a transfer. By default this is "transferring to…".

FORWARD HERALD PROMPT The prompt # that plays when a call is forwarded. By default this is "forwarding to…".

BLIND TRANSFER PROMPT The prompt # that plays during a blind transfer. By default this is "one moment please".

MONITORED TRANSFER PROMPT The prompt # that plays during a monitored transfer. By default this is " Please hold while I connect your call".

FIND ME TRANSFER PROMPT The prompt # that plays during a 'find me' operation. By default this is "Please hold while I locate your party".

CALL SCREENING PROMPT The prompt # that plays during call screening. By default this is "Whose calling please?"

NO ANSWER PROMPT The prompt # that plays to a caller during an unanswered transfer. By default this is "I'm sorry the call was not answered".

BUSY PROMPT The prompt # that plays when a caller is holding for a busy station. By default there are two, they are "I'm sorry the number is busy" and "I'm sorry the number is still busy".

BLOCKED PROMPT The prompt # that plays to a caller when the subscriber has blocked their calls. By default this is "I'm sorry, that party is not available".

ERROR PROMPT The prompt # that plays in an error condition. By default this is "I'm sorry, that call did not go through".

Digits and Prompts

ACCEPT CALL This is the digit a called party enters to indicate they will accept the call during a screened transfer. Allowable digits are 0-9. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

REDIRECT CALL This is the digit a called party enters to indicate they wish to redirect a screened call to another extension. Allowable digits are 0-9. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

REJECT CALL This is the digit a called party enters to indicate they wish to reject a call. If the call is rejected, the blocked greeting is played to the caller. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

Hold Controls

MAX HOLD QUEUE SIZE The maximum number of callers allowed to hold in queue while waiting to be transferred to a WorkGroup member. Once this parameter is exceeded, the SVMi-20E will look to the Que-Full or Expand event pointer to determine what action to take. Allowable inputs are 1 to maximum number of ports installed.

MAX HOLD TIME (IN MINUTES) The maximum amount of minutes the caller will hold in queue while waiting to be transferred to a WorkGroup member. Once this parameter is exceeded, the SVMi-20E will look to the Que-Full or Expand event pointer to determine what action to take. Allowable inputs range from 1 to 99 minutes.

REQUIRE INPUT EVERY NTH TRY This allows the caller to remain on hold for a busy extension without pressing the hold digit for each retry interval. This parameter specifies the number of retry intervals that the caller is not prompted to enter a digit to indicate they wish to continue holding. Allowable entry for this parameter are 1-99. If this parameter is set greater than "1", the SVMi-20E will default to 'hold' on a busy condition if the caller makes no input on the first busy.

RETRY INTERVAL (IN SECONDS) This is the maximum number of seconds, from 1 to 99, the SVMi-20E waits when a caller elects to hold before re-trying the extension.

HOLD PROMPTS

NO DIGIT HOLD PROMPT The prompt # that plays during caller hold options. By default this is "If you would like to hold, please stay on the line".

NO DIGIT CONTINUE HOLDING PROMPT The prompt # that plays during caller hold options. By default this is "To continue holding, please stay on the line".

ANNOUNCE HOLD INTERVAL PROMPT The prompt # that plays during caller hold options. By default this is "I will try that extension in a moment".

On Hold Information Messages

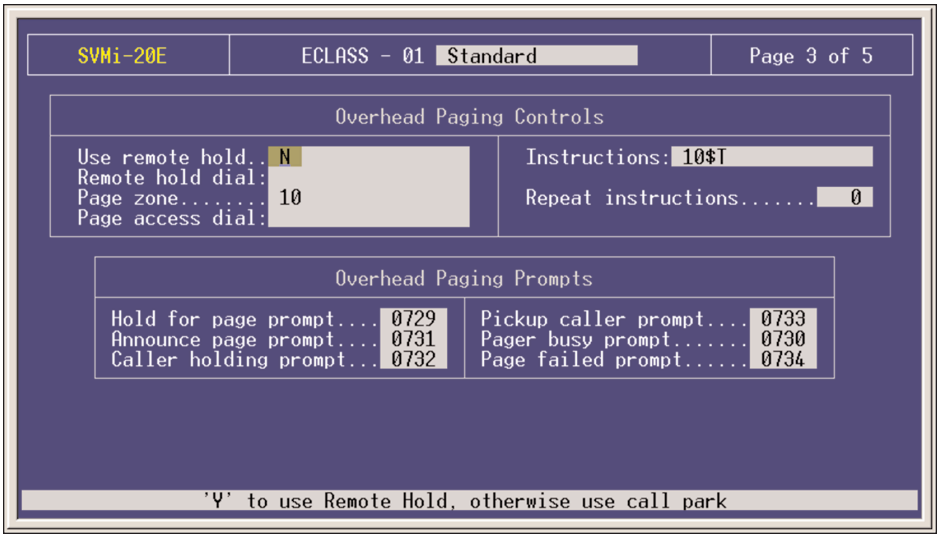
ANNOUNCE HOLD POSITION The system will advise the caller of his position in the hold queue when selecting to hold for a busy extension, there are two parameters for this feature.

1st - The Hold position will be played when the caller first begins to hold.
2nd - The Hold position will be played each time the SVMi-20E attempts to connect the call.

ANNOUNCE HOLD TIME The system will advise the caller of the average hold time when selecting to hold for a busy extension, if this parameter is set to 'Y'. There are two parameters for this feature.

1st - The Estimated hold time will be played when the caller first begins to hold.
2nd - The Estimated hold time will be played each time the SVMi-20E attempts to connect the call.

HOLD ANNOUNCEMENT This is the Announcement Block the caller hears when he elects to hold for a busy extension. This may be used to provide the caller music or promotional information rather than waiting silently on hold. To select an Announcement, press ENTER at this field to bring up the Target Generator. Select a new or existing Announcement and press ENTER. Press 'Ctrl + O' to review or edit the Announcement text.



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Overhead Paging

The Overhead Paging feature allows a subscriber to be reached, by his callers, when he is either on the phone or away from the desk. The Overhead Paging function is allowed or disallowed, for each extension, by the system administrator. The subscriber can either activate or deactivate the option from within the extension menu. The Overhead paging option is only available if the caller is on a trunk and the Trunk.TBl file contains valid Trunk ID data. (For more information on the Trunk.TBL file goto the Directory structure section of the SVMi-20E Programming Overview documentation.

Overhead Paging Dial Settings

USE REMOTE HOLD 'Y' - uses the remote hold option on the switch. This will allow the subscriber paged to simply go to any phone and do a remote hold pickup of his extension. 'N' - uses the standard Park and Page options allowed on the switch. The Subscriber would do a pick up of the announced trunk.

REMOTE HOLD DIAL 'Dial string required to put a caller on remote hold before paging the subscriber. This string should be $K11. '$K' represents dialing the extension number of the subscriber and the '11' is the Remote Hold feature code of the switch.

PAGE ZONE This field identifies the zone that should be paged by extension blocks belonging to this ECLASS when Use Remote Hold is 'N'. When Use Remote Hold is set to 'Y' this field is ignored. Valid entries are:

0 All Internal Zones
1 Internal Zone 1
2 Internal Zone 2

3 Internal Zone 3
4 Internal Zone 4
5 External Zone 1
6 External Zone 2
7 External Zone 3
8 External Zone 4
9 All External Zones
✱ All Zones

PAGE ACCESS DIAL Enter the switch feature code for paging followed by the Page zone. '55' is the default switch feature code for accessing overhead paging. Valid zone entries are:

0 All Internal Zones
1 Internal Zone 1
2 Internal Zone 2
3 Internal Zone 3
4 Internal Zone 4
5 External Zone 1
6 External Zone 2
7 External Zone 3
8 External Zone 4
9 All External Zones
* All Zones

Instructions: Enter the pickup instructions that will be spoken over the paging system. If Use Remote Hold is 'Y' then this parameter can and should be empty or it could be 12$K. '12' is the switch Remote Hold pickup feature Code and $K is the subscriber's extension number register reference. (For more information on registers in the SVMi-20E go to the Special Character Appendix in the Product Reference manual.

REPEAT PICK UP INSTRUCTIONS The number of times the SVMi-20E will announce the call over the paging system in succession. O is the default entry but 1 is also generally acceptable in business paging etiquette.

	Park And Page	Remote Hold and Page
Use Remote Hold	N	Y
Remote Hold Dial	-	$K11
Page Zone	10	-
Page Access Dial	-	55*
Instructions	10$T	-
Repeat Instructions	0	0

The above table shows typical Parameter settings for Park and Page, and Remote Hold and Page.

Overhead Paging Prompts

HOLD FOR PAGE PROMPT The prompt # that plays during caller paging options. By default this is "Please Hold while I page your party".

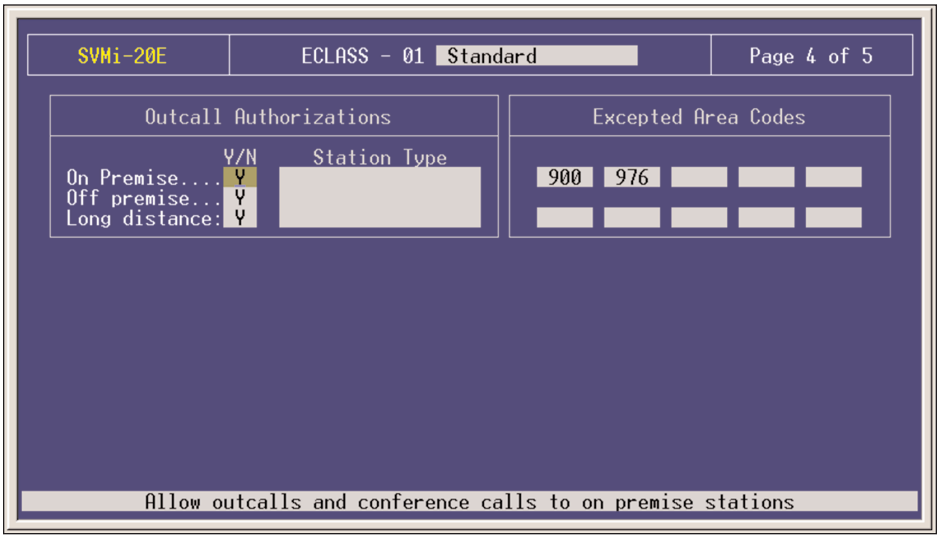
ANNOUNCE PAGE PROMPT The prompt # that plays during caller paging options. By default this is "There is a call for".

CALLER HOLDING PROMPT The prompt # that plays during caller paging options. By default this is "….is holding".

PICK UP CALLER PROMPT The prompt # that plays during caller paging options. By default this is "to pick up dial".

PAGER BUSY PROMPT The prompt # that plays during caller paging options. By default this is "I'm sorry that party is already being paged, please make another selection".

PAGE FAILED PROMPT The prompt # that plays during caller paging options. By default this is "I'm sorry, your page was not answered".



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Outcall Authorizations

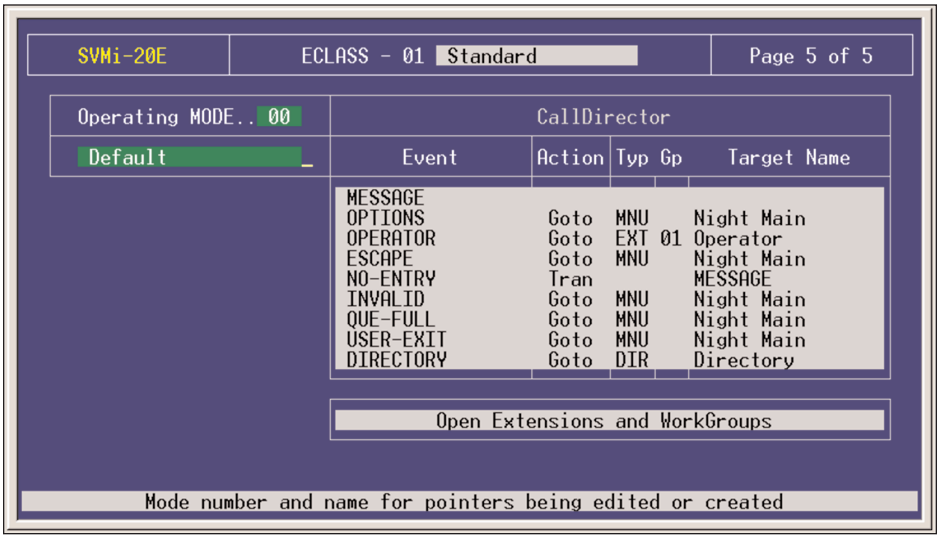
ON PREMISE (Y/N) Set to 'Y' to allow the subscriber to make on-premise Outcalls. The On Premise Station Type—Station type to use for on-premise out calls. If left blank, SVM will automatically select a Station type. Press ENTER to bring up the Target Generator. Select a new or existing Station type from the Target Generator pick list and press ENTER. Press F10 to review or edit the selected Station Block.

OFF PREMISE (Y/N) Set to 'Y' to allow the subscriber to make local Outcalls. The Off Premise Station Type—Station type to use for off-premise out calls. Leave blank for auto select. Press ENTER to bring up the Target Generator. Select a new or existing Station type from the Target Generator pick list and press ENTER. Press F10 to review or edit the selected Station Block.

LONG DISTANCE (Y/N) Set to 'Y' to allow subscriber to make long distance Outcalls. The Long Distance Station Type—Station type to use for long distance out calls. Leave blank for auto select. Press ENTER to bring up the Target Generator. Select a new or existing Station type from the Target Generator pick list and press ENTER. Press F10 to review or edit the selected Station Block.

Excepted Area Codes

EXCEPTED AREA CODES These 10 spaces are used to specify area codes subscribers may not call. Use these settings to restrict toll calls such as calls to 900 numbers.



ECLASS Block

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Operating Mode

This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

Press ENTER on this field and all the mode blocks will be displayed. Choose the mode you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events.

To edit any of the Event Pointers, select the Event and press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the Target Generator pick list. Highlight and open and existing Block of that type or create a new Block. Press 'Ctrl + O' to review or edit the selected Block. The possible Events are:

MESSAGE POINTER This causes the SVMi-20E to go directly to the designated Block, if the caller chooses to leave a message. This is usually an MCLASS Block, which routes the caller to a mailbox with the same number as the Extension Block. However, it may be a DIAL Block or Extension Block if messages are to be taken by a secretary or separate voice mail system. The SVMi-20E will ignore this pointer if the <MSG> pointer is set in the Extension Block.

OPTIONS POINTER When a transfer to an extension results in a busy or ring-no-answer condition, the caller is given choices such as "To leave a message, press 1, to hold, press 2, or for additional options, press 3." This pointer determines the MENU Block which control will be passed to, if the caller presses the digit for additional options.

OPERATOR POINTER This is the Block control is passed to if the caller presses '0' for the operator while listening to: "To leave a message, press 1, to hold, press 2, or for additional options, press 3".

ESCAPE POINTER This is the Block to go to if a public caller presses the escape digit.

NO-ENTRY POINTER This is the Block to go to if no entry is made within the ECLASS Block when prompted.

INVALID POINTER This is the Block to go to if an invalid entry is made within the ECLASS Block when prompted.

QUE-FULL POINTER The next Block to go to if the number of callers allowed to hold in queue is exceeded. (See Max in hold queue parameter in the MODE Block.) The SVMi-20E will ignore this pointer if the <QUE-FULL> pointer is set in the Extension Block.

USER-EXIT POINTER The next Block to go to if a subscriber presses star (*) to exit from their extension administration menu. It is recommended that the named Block, be the initial MENU Block to allow the user to return to the beginning of the application.

DIRECTORY Pointer This is the Block to go to if the caller presses the digit associated with the Directory Assistance.

Open Extensions and WorkGroups

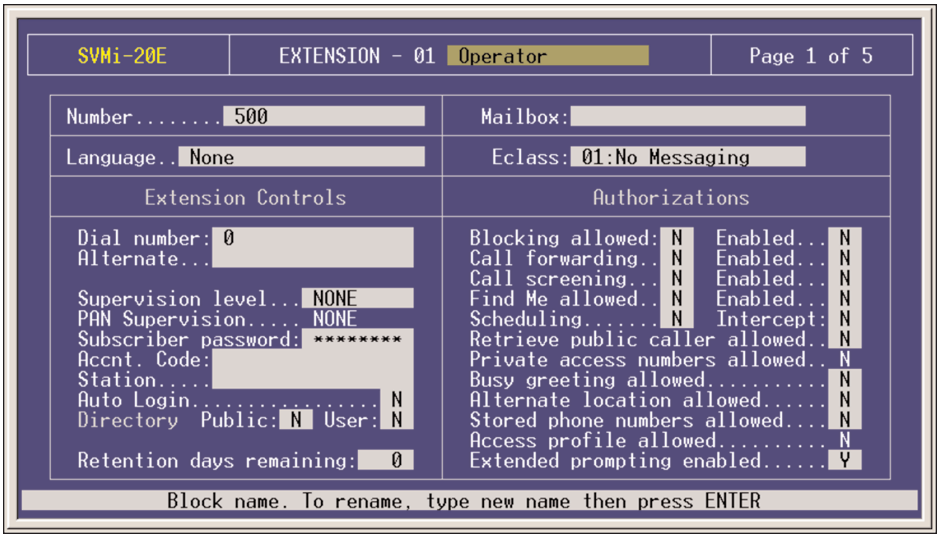
This field is a navigation facility. Press ENTER to bring up the Target Generator, then select and open an extension block from the Target Generator pick list. (The term WorkGroups refers to a possible future enhancement).

EXTENSION BLOCK

Description

The Extension Block is one of the two Blocks (Extension, Mailbox) that describes a subscriber. The Extension Block controls the operating characteristics specific to a subscriber's extension. This includes all the caller options and transfer instructions.

It is important to understand that in the SVMi-20E system the only function of a mailbox block is to take a message and perform notification. All other subscriber features and options are provided by the extension block.



Extension

Page 1 of 5

EXTENSION The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

The SVMi-20E stores the subscriber name in either 'lastname, firstname' or 'firstname lastname'. When entering the subscriber name it is suggested you follow one for mat or the other for the entire application. If the name is entered as 'firstname lastname' SVMi-20E will NOT automatically re-sort it to 'lastname, firstname', but the subscriber would still be able to be accessed correctly from the directory. However by mixing and matching formats with in an application would cause the list of blocks to appear to be out of order.

This format ('lastname, firstname' vs 'firstname lastname' is only important because the directory feature will search on a specific field, 'lastname' or 'firstname' . If you did not put a comma after the 'lastname' in the 'lastname, firstname' format or put a comma after 'firstname' in the 'firstname lastname' format the directory search would not be accurate and subscribers entered out of format could not be accessed from the Directory.

EXTENSION NUMBER The number that must be entered by the caller in order to access the subscriber extension. It does not necessarily have to be the same number dialed by the SVMi-20E when transferring to the extension on the telephone system. This can not be the same number of any other extension, and is also referred to as the "Key" Value.

LANGUAGE This is a language option. You may select from any installed language and from that point on, the extension will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

The mailbox block also has a language field, and the SVMi-20E will try to resolve these fields to a single value (make them match). If conflicting information is contained in these fields, the Extension Block has priority and the Mailbox Block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

MAILBOX The mailbox corresponding to the subscriber Extension Block. By entering a Mailbox Block here signifies that this extension owns the specified Mailbox. Press ENTER to bring up the Target Generator. Select and open the appropriate block type from the Target Generator pick list. Choose a new or existing block of that type and press ENTER. Press 'Ctrl+O' at this field to review or edit the Mailbox, List, or Net Mailbox Block associated and owned by this Extension Block.

ECLASS The name of the EClass block that contains the class of service information for this Extension. Much of the prompts, control, and parameters are located here. See the EClass Block for detailed information and operation.

Press Ctrl + 'O' (Open) at this field to review or edit the ECLASS Block associated with the Extension. To change this entry, press ENTER to bring up the Target Generator. Select a new or existing Block.

Extension Controls

DIAL NUMBER The actual number that the SVMi-20E will dial to complete the transfer. The SVMi-20E associates two types of numbers with an extension: the block identification number called the Key and the Dial Number. The Key is the number the caller enters for a particular called party's telephone. The Dial Number is the number the telephone system database recognizes as one of its stations. When the SVMi-20E receives the Key from the caller, it transmits the Dial Number to the telephone system to execute the transfer to the called party's telephone.

The Key and the Dial Number are usually the same, but they can be different. When they are different, the extension is a virtual extension. A virtual extension can be configured with the same set of call automation attributes as a regular extension. It is particularly useful when a group of people in an organization share a single telephone. Each person in the group can be assigned his own Key in the SVMi-20E subscriber database. The Dial Number, however, will be the same for each virtual extension. This allows callers to enter a distinctive Key for each member of the group, even though they ring the same telephone. A call presentation prompt can be customized for each virtual extension subscriber; for example, "Call for John Smith," or "Call for Jane Doe".

ALTERNATE NUMBER The SVMi-20E has a feature where a subscriber can enter an alternate location and all calls processed by the extension block will be transferred to this alternate number. This number can be an internal number (other extension) or an external number like your home number.

The designated location option must be set to Yes to use this feature. When calls are transferred to a designated location (alternate number) the SVMi-20E will supervise the transfer, i.e. it will monitor the call progress until the call is answered. If the call is not answered it will be routed to the destination specified in this extension block's call director, for the no answer event.

SUPERVISION LEVEL This sets the type of transfer that this extension block uses to transfer callers. Press ENTER at this field to bring up a pick list with the following options:

> **NONE (BLIND TRANSFER)** The SVMi-20E transfers the call, releases, and doesn't wait for any subsequent condition.
>
> **PARTIAL** (Supervise for Busy) The SVMi-20E transfers the call, and waits to see if it gets one valid Ring. If it hears a valid ring it releases, and doesn't wait for any subsequent condition. If it does not hear a valid ring, it

aborts the transfer, pulling the call back and follows the Extension Blocks 'Busy' call condition rules. This can be play the subscriber's Busy Greeting if recorded, their Primary Greeting if recorded, or be directed to the CallDirector on page four for instructions on where to send the call for that call condition.

FULL (SUPERVISED) The SVMi-20 transfers the call and waits until the call is answered. If the call is not answered (NO-ANSWER), the call transfer is aborted, pulling the call back and follows the extension Blocks 'No-Answer' call condition rules. This can be play the subscriber's Primary/No-Answer Greeting if recorded, or be directed to the CallDirector on page four for instructions on where to send the call for that call condition.

Each of the next supervision levels are simply Full Supervision levels with added functionality beneficial for the Subscriber being called.

PROMPT A prompted supervision level performs a Full Supervision call transfer. If the call is answered it plays a prompt to the called party, "Transferring a call." after the answering party says 'hello'. This is useful if simply trying to identify a all is being transferred by the SVMi-20E.

ANNOUNCE This supervision level is very similar to the Prompted supervision. In this case the called party hears, "There is a call for Extension 2001" or "There is a call for Jane Doe." After that the call is handled in the same manor as a Full Supervision transfer.

CONFIRM This level not only performs a an Announced Supervision but also now allows the Subscriber the option of accepting, redirecting, rejecting, or record a real time greeting for the call. If the call is rejected it is considered to be a 'Blocked' call condition. The call transfer is aborted, pulling the call back and follows the extension Blocks 'Blocked' call condition rules. This can be play the subscriber's Blocked Greeting if recorded, Primary Greeting if recorded, or be directed to the CallDirector on page four for instructions on where to send the call for that call condition. This level of supervision is automatically used in all "Designated location", "Follow Me", and "Find Me" applications or whenever the Alternate Number Field is used.

SCREEN The system requests the name of the caller, rings the subscriber and announces who is calling. The subscriber has the option of accepting, redirecting, rejecting, or record a real time greeting for the call. If the call is rejected it is considered to be a 'Blocked' call condition. The call transfer is aborted, pulling the call back and follows the extension Blocks 'Blocked' call condition rules. This can be play the subscriber's Blocked Greeting if recorded, Primary Greeting if recorded, or be directed to the CallDirector on page four for instructions on where to send the call for that call condition.

SUBSCRIBER PASSWORD The digits the extension user enters to gain access to the extension user menu. In the SVMi products, subscribers usually have both an Extension Block and a Mailbox Block (but may have only one of them). Since each of these blocks have a password option, if different password values are entered in each of these blocks (extension and mailbox) the SVMi-20E will try to resolve these two password fields into one value. The extension password will override the value in the mailbox field. Valid entries for this field are "NONE" - No password and "DEFAULT" - Password will be set to the default of 0000. This field will not display the subscribers password.

ACCOUNT CODE Entered if the subscriber has an access code used for long distance access. This access code can be inserted in any dial string using '$A'.

STATION If there is no entry entered here the system will automatically search the Station options for the appropriate Station block required to send the call. Press ENTER at this field to bring up the Target Generator. Select a new or existing Station Block from the Target Generator pick list. Press 'Ctrl+O' to review the selected Station Block. This block is used to dial the 'Dial Number'. If there is an Alternate number it will select a station block automatically.

AUTO LOGIN A 'Y' in this parameter, enables the subscriber to login without a password when logging in from their extension.

DIRECTORY PUBLIC/USER A 'Y' in these parameters, and the subscribers' name recorded in the mailbox, allows this object to be listed in either of the appropriate Directories. The Public directory is the directory that callers access, the User directory is the directory that subscribers access.

RETENTION DAYS REMAINING The number of days remaining before this block is automatically discarded during system maintenance if unused. The range is 0 - 999 days. An entry of 0 means indefinite.

Authorizations

BLOCKING ALLOWED Call blocking will prevent any calls from being transferred to your extension or designated location. You may think of it as a DND feature. It will override all call transfer instructions (follow me, forward, find me etc.), but it will not override call screening.

A 'Y' in this field allows the Subscriber to set Call Blocking for their extension. An 'N' in this field disables the option and it will not be spoken as an option in the extension user menu.

The 'enabled' field shows if this option is currently set. This setting must be 'Y' to allow a subscriber to set this greeting. This option can only be set by the subscriber if the extension has Greeting type of "Basic."

CALL FORWARDING A 'Y' in this parameter allows the Subscriber to remotely redirect calls to another extension. An 'N' in this parameter disables the option and it will not be spoken as an option in the extension user menu. The 'enabled' field shows if this option is currently set. If you 'enable' this feature here you must also assign a destination to the Remote - Fwd pointer in the Extension Block page 4 of 5. When this feature is activated the SVMi-20E will perform a blind transfer and the control of the call will then be passed to the forward destination.

CALL SCREENING A 'Y' in this parameter allows the Subscriber to set call screening for their extension. The SVMi-20E asks the calling party to speak his name before transferring the call and allows the called party to accept or reject the call when answered. If the call is rejected, the SVMi-20E will prompt the caller that their party is unavailable and allow them to dial another extension or leave a message. Allowable inputs are 'Y' for yes or 'N' for no.

The 'enabled' field shows if this option is currently set. This setting must be 'Y' to allow a subscriber to set this greeting. This option can only be set by the subscriber if the extension has Greeting type of "Basic".

FIND ME ALLOWED Find Me is a feature that may be programmed by the subscriber as a high priority call connection method. When this feature is set, the SVMi-20E will begin to dial the first 5 numbers in your stored number list until you are reached. The 'enabled' field shows if this option is currently set.

SCHEDULING Each subscriber (if allowed by setting this parameter to 'Y'), may define a weekly availability schedule. This schedule is used to automatically select a day or night greeting to play to callers. During the time a subscriber is (according to this schedule) available the call will be transferred to the extension blocks dial number, and the no answer greeting will play (if recorded).

If the subscriber is 'not available' (according to this schedule) the call will be transferred to the extension blocks dial number, and the extension night greeting will play (if recorded).

INTERCEPT (AUTO NIGHT INTERCEPT) This feature only affects subscribers who are using an availability schedule (this must be allowed by a System Administrator.) When the intercept feature is set, and the subscriber is unavailable, callers will not be transferred to the subscriber station, instead they will immediately hear the night message (if recorded).

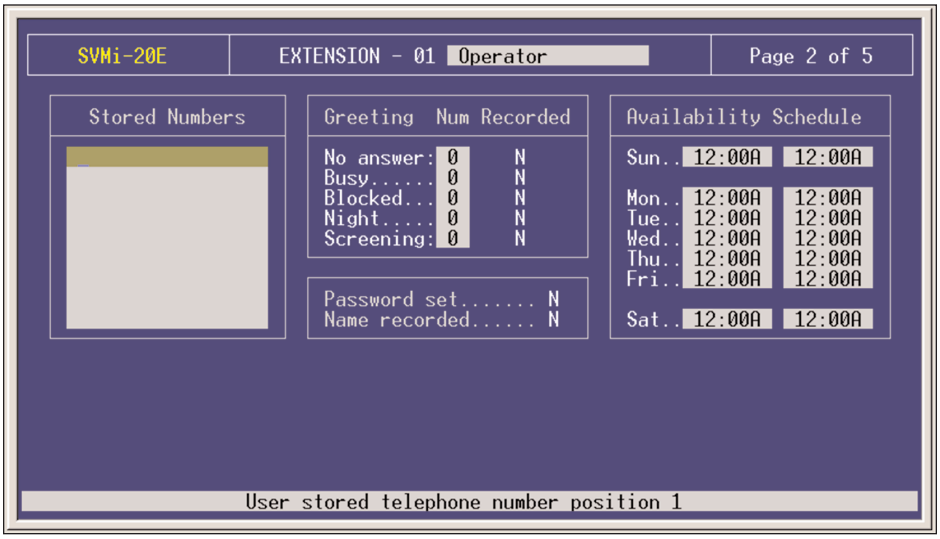
RETRIEVE PUBLIC CALLER Allowed When this option is available, a subscriber that accesses their mailbox while another caller is leaving a message will be given the opportunity to immediately connect with that caller.

BUSY GREETING ALLOWED Allows a subscriber to record a busy greeting This option can only be set by the subscriber if the extension has Greeting type of "Basic".

DESIGNATED LOCATION ALLOWED If this is set to Yes, then a subscriber can use the Access Manager Menu (digit 4 from the Main Menu) to set an alternate number where they can be reached. This number can be an internal or external location. When this feature is activated, the SVMi-20E will perform a full supervised "Confirmed" transfer. If there is no answer at the designated location the transfer will be aborted and the caller will be returned to the SVMi -20E to follow the No-Answer call condition rules for that subscriber.

STORED PHONE NUMBERS ALLOWED This allows the subscriber to enter a list of up to 9 personal phone numbers where the subscriber can be reached. Examples of this would be cell phone, branch office, home, etc. These numbers may be quickly entered into the designated location (Alternate #) or positions 1-5 may be used by the find me feature. See 'Stored Numbers'.

EXTENDED PROMPTING ENABLED A 'Y' in this parameter allows the subscriber to use Extended Subscriber Prompting. Extended Prompting plays all of the options available to a subscriber. An 'N' in this parameter, disables the option and will play only the first three or four prompts.



Extension Block

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Stored Numbers

STORED NUMBERS This is a list of nine phone numbers where the subscriber can be reached. Examples of this would be cell phone, branch office, home, etc.

These numbers may be quickly entered into the designated location (Alternate #) or positions 1-5 may be used by the Find Me feature.

These numbers can be entered in this screen or if allowed, by setting the Stored Phone Numbers Allowed flag, in page 1 of 5, the subscriber may enter and edit them.

Greeting Number Recorded

GREETING NUMBERS When a subscriber is using the 'Basic' greeting type, different greetings will play depending on different call coverage conditions.

When a subscriber has the 'Basic' greeting enabled, they will be able to access and program the Personal greeting menu from their telephone. There are 9 personal greetings available, and any greeting may be assigned to any call coverage condition. The call coverage conditions are:

NO ANSWER Your telephone has rung but it did not answer.

BUSY Your telephone is busy (must be allowed by Administrator - See Busy Greeting Allowed).

BLOCKED A subscriber has 'blocked' calls to their extension (must be allowed by administrator - See Blocking Allowed).

NIGHT The subscribers personal availability schedule reports that the subscriber is an unavailable extension (must be allowed by administrator - See Scheduling).

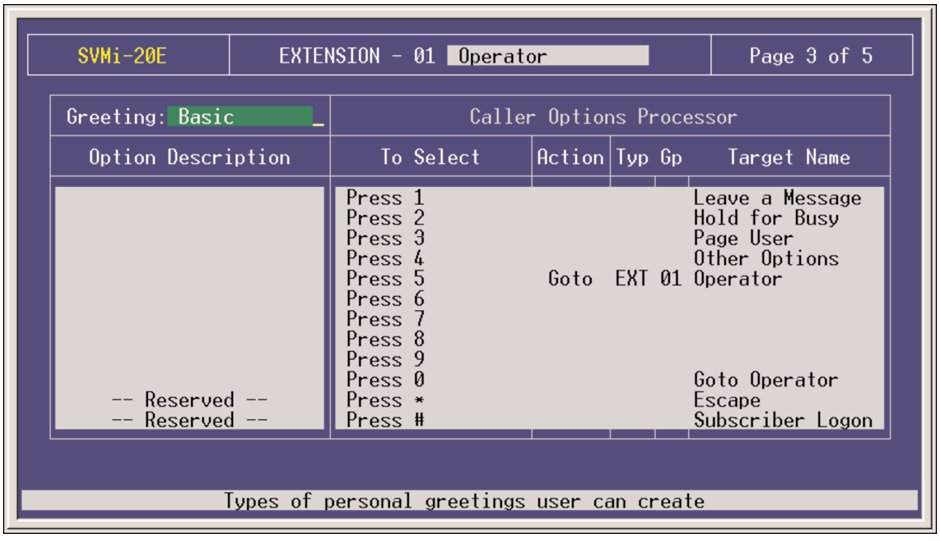
CALL SCREENING The subscriber has selected the call screening option (must be allowed by Administrator - See Call Screening).

If a subscriber records only the greeting assigned to the No-Answer Call Coverage Condition, then that greeting will play to callers for all Call Coverage Conditions (No-Answer, Busy, Blocked, Night, and Rejected Caller). In this case the greeting should be very general.

Availability Schedule

AVAILABILITY SCHEDULE If allowed by setting "Scheduling" to 'Y', a subscriber may define an availability schedule. During the time a subscriber is (according to this schedule) available, the call will be transferred to the extension blocks dial number, and the no answer greeting will play (if recorded).

If the subscriber is 'not available' (according to this schedule), the call will be transferred to the extension blocks dial number, and the extension night greeting will play (if recorded).



Extension Block

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Caller Options Processor

GREETING Two greeting options are available in the SVMi-20E Extension Block. They are NONE and BASIC.

If the greeting is NONE, the subscriber may not record a greeting in their extension (they may however, if allowed, record a mailbox greeting). The caller will be played a list of caller options that match the selections that have been allowed in EClass System Caller Options Digit Assignment. These may include any or all of the following:

Dialing another number, leave a message, hold, have the subscriber paged on the overhead paging system, select other custom options or reach the operator.

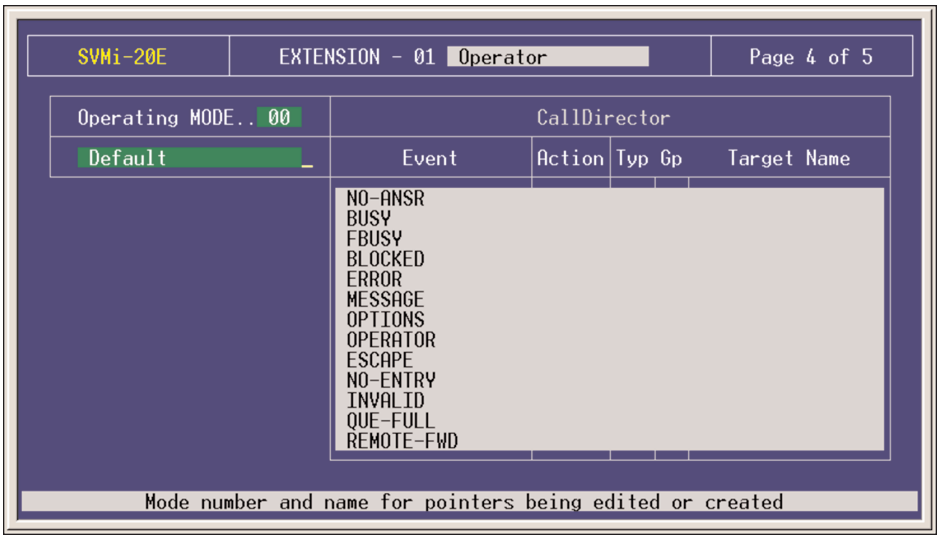
If the greeting type is BASIC the caller may record custom greeting(s) according to the features allowed in extension block Authorizations. The caller will still be able to access a list of caller options that match the selections that have been allowed in EClass System Caller Options Digit Assignment, but the subscribers greeting will have to announce these. Additionally any other options that have been assigned in the extension Caller Options Processor (Extension Block page 3 of 5) will be available to callers.

Caller Options Processor Parameters

OPTION DESCRIPTION This column contains texts fields for a description of what the caller will experience as a result of pressing the 'To Select' column digit in the Caller Options Processor target generator. Example, 'I'm in the facility, if you would like to page me, please press 3'.

TO SELECT COLUMN The The fields in this column are Event Pointers. They are offered by the Subscriber in a greeting to the callers as "Caller Options" during that greeting. They are activated by the administrator at the time of installation for each subscriber. The Administrator sets the target values for each authorized Caller Option.. The EClass defines the System Caller Options and sets the targets for those options in the EXT Block. The System Caller Options can be over written by an administrator per Subscriber.

ACTION, TYP, GP AND TARGET NAME COLUMNS Action specifies the operation to take place. In the Extension Block, go to (or leave blank) is the only possible action. Typ indicates the type of block targeted. Gp represents the group number (if appropriate) and will always be 01. Target Name specifies the block to pass control to. To edit the information in the Select, Action, Typ, Gp, or Target Name columns, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type from the Target Generator pick list. Select a new or existing Block of that type. Press 'Ctrl + O' to review or edit the selected Block.



Extension Block

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Call Director

OPERATING MODE Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given an unique Number by the system. Valid numbers are 01 - 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during the 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CALLDIRECTOR EVENT POINTERS To edit any of the event Pointers, press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the Target Generator pick list. Choose a new or existing Block of that type. Press 'Ctrl + O' to review or edit the chosen Block. Translation Pointers may be used to alter call progress results.

NO-ANSR POINTER The SVMi-20E goes immediately to the designated target Block when a ring-no-answer condition is encountered. It will not prompt the caller prior to doing this.

BUSY POINTER The SVMi-20E goes immediately to the designated target Block when a busy condition is encountered. It will not prompt the caller prior to doing this.

FBUSY POINTER The SVMi-20E goes immediately to the designated target Block when a fast busy condition is encountered. It will not prompt the caller prior to doing this.

BLOCKED POINTER The SVMi-20E goes immediately to the designated target Block when call blocking is activated in the extension administration menu. It will not prompt the caller prior to doing this.

ERROR POINTER The SVMi-20E goes immediately to the designated target Block when an error is encountered during the transfer. It will not prompt the caller prior to doing this.

MESSAGE POINTER This causes the SVMi-20E to go directly to the designated Block if the caller chooses to leave a message for this extension. The target is usually a MBX Block. However, it may be another EXT or DIAL Block. If left unspecified in this block, and the <MSG> pointer in the EClass block associated with it is set, the SVMi-20E will attempt to find a mailbox with the same number as the Extension. If a mailbox is not found the SVMi-20E will automatically create one. If this parameter is not specified in this block and the EClass block associated with it, The SVMi-20E will not present the caller the option to leave a message in the event of a busy or no answer for this extension.

Note: The MESSAGE Pointer may also be specified in the associated ECLASS Block. However, the MESSAGE pointer in this Extension Block will take precedence.

OPTIONS This pointer is reached because the EClass (page 1 of 5) assigned a specific digit to 'options' and allowed the feature for at least one call condition. The extension block (page 3 of 5) will then show that 'Other Options' has been assigned to that digit.

On this Call Director page you may assign any destination to this options pointer. This is used if a subscriber wants to offer callers the option to press a certain digit to route to an audiotext system, list of departments to transfer to or any other condition that may be programmed in the SVMi-20E. The SVMi-20E goes immediately to the designated Target Block. It will not prompt the caller prior to doing this.

OPERATOR POINTER This pointer is reached because the EClass (page 1 of 5) assigned a specific digit to 'operator' and allowed the feature for at least one call condition.

The extension block (page 3 of 5) will then show that 'Operator' has been assigned to that digit. On this call director page you may assign any destination to this operator pointer. The SVMi-20E goes immediately to the designated target Block. It will not prompt the caller prior to doing this.

ESCAPE POINTER This pointer is reached because the EClass (page 1 of 5) assigned a specific digit to 'escape' and allowed the feature for at least one call condition. The extension block (page 3 of 5) will then show that 'escape' has been assigned to that digit. On this call director page you may assign any destination to this escape pointer. The SVMi-20E goes immediately to the designated target Block. It will not prompt the caller prior to doing this.

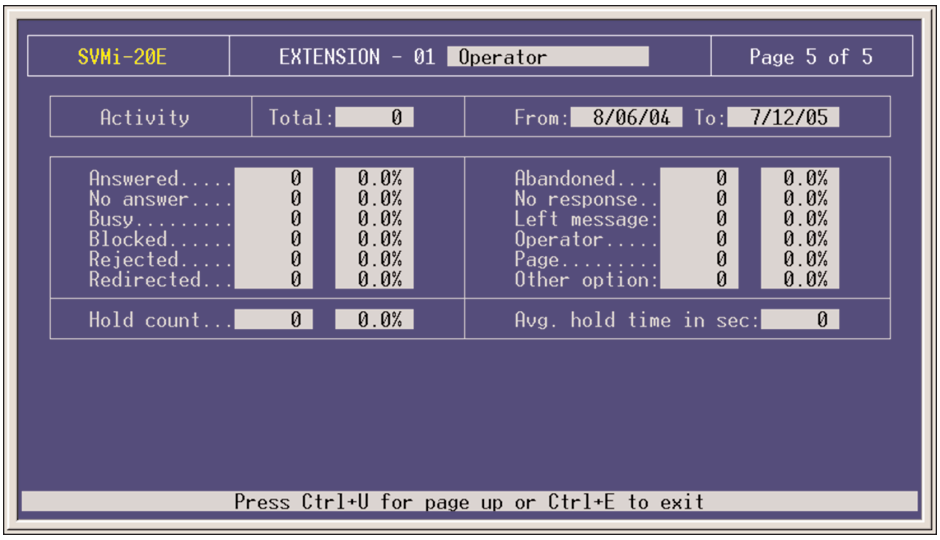
NO ENTRY POINTER The SVMi-20E goes to the designated target Block, when the caller makes no input. It will not prompt the caller prior to doing this. The 'wait for input' is located on page 1 of 5 of the Eclass Block.

INVALID POINTER The SVMi-20E goes immediately to the designated target Block, when a caller makes an invalid input. The SVMi-20E will not prompt the caller prior to doing this Page 1 of 5 of the EClass block allows for multiple caller mistakes in a parameter called 'Retries on invalid input'.

QUE-FULL POINTER The next block to go to if the number of callers allowed to hold in queue is exceeded. (See EClass page 2 of 5).

Note: The <QUE-FULL> Pointer may also be specified in the associated ECLASS Block. However, the <QUE-FULL> Pointer in the EXT Block will take precedence.

REMOTE-FWD POINTER The Remote-Forward pointer is used to display the target extension, when CallForwarding is activated in the extension administration menu. This feature can be set by the Subscriber - (but must first be allowed by administrator - See Call Screening).



Extension Block

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Activity Counters

This page will keep track of this extension blocks activity. It contains the following statistics. Total shows the total number of calls this Block has processed during the period specified in the following range.

FROM - TO Indicates the period, from the date when the Report Counters were last cleared, until the current date. Applies to all call counts in this report.

ANSWERED The number of calls processed by this Block, which were answered by the called party, and what percentage of the total calls this number represents.

NO-ANSWER The number of calls processed by this Block, which encountered a ring-no-answer condition, and what percentage of the total calls this number represents.

BUSY The number of calls processed by this Block, which encountered a busy signal, and what percentage of the total calls this number represents

BLOCKED The number of calls which encountered call blocking set on this extension, and the percentage of the total calls this number represents.

REJECTED The number of calls processed as screened transfers, which were rejected by the subscriber, and the percentage of the total calls this number represents.

REDIRECTED The number of callers redirected to another extension by the subscriber, and the percentage of the total calls this number represents.

ABANDONED The number of calls processed by this Block, during which the caller disconnected without selecting any options, and the percentage of the total calls this number represents.

NO RESPONSE The number of calls processed by this Block, during which the caller made no entry in response to the available options, and what percentage of the total calls this number represents.

LEFT MESSAGE The number of calls processed by this Block, during which the caller chose to record a voicemail message, and the percentage of the total calls this number represents.

OPERATOR The number of calls processed by this Block, during which the caller elected to go to the Operator, and what percentage of the total calls this number represents.

PAGE The number of callers who chose to have the called party paged, while in this Block, and the percentage of the total calls this number represents.

OTHER OPTION The number of calls processed by this Block, during which the caller elected to hear the other options, and what percentage of the total calls this number represents.

HOLD COUNT The number of callers who elected to hold, after encountering a busy signal, and the percentage of the total calls this number represents. It includes callers who may have elected to hold and subsequently hung-up prior to connecting.

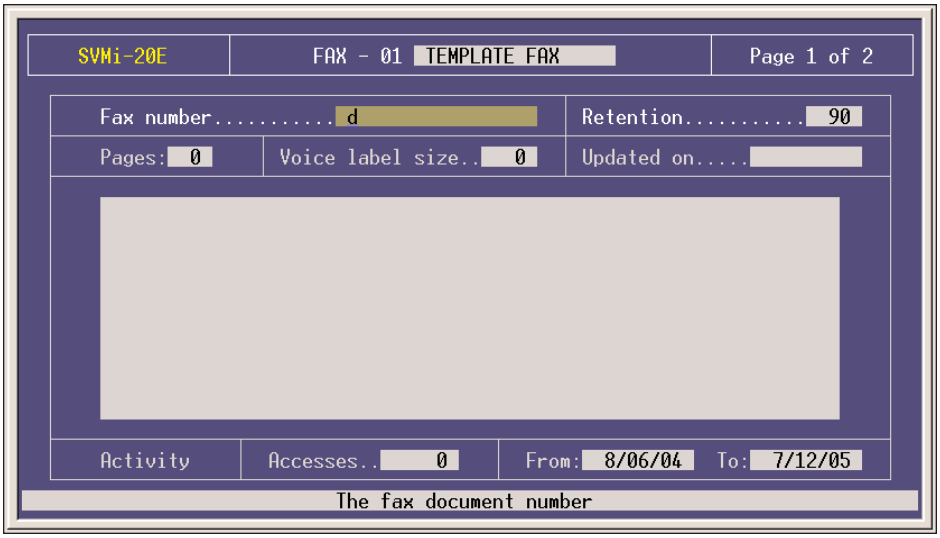
AVG. HOLD TIME IN SECONDS The total time, in seconds, callers were holding for this extension. Dividing this number by the Hold Count gives an approximation of the average hold time per caller.

FAX BLOCK

Description

A Fax Block is an Information Container Block which houses single or multiple page fax formatted documents for information delivery applications. Each Block, or group of Blocks, is associated with and managed by a Document Librarian. Each Fax Block may be accessed by more than one Document Librarian. The Document Librarian associated with the Block uses its retention settings to decide when to delete a document. These controls assure the information in the Fax Document is always current.

The Operating Modes in the CallDirector section of the Fax Block are used to provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the caller. Control goes either to another Fax Block or returns to the Document Librarian.



Fax Block

Page 1 of 2

The Fax Group Number is located to the left of the Fax Block Name. Group Numbers are convenient for organizing large sets of fax documents into application specific groups. This number must be the same as the Group Number for the Document Librarian used to access this Block. It will be used by a Menu Block's Srch Input Pointer to select which Fax Group will be accessed to send or receive a fax. In small applications, the default value of 01 is normally used. Values from 01 to 99 are valid. You select which group the Fax Block belongs to before you create the Fax Block.

Fax Number

The 'Key' or reference number of this Fax Block. Each Block with the same Group Number must have a different Block Number. The number will be used by callers to select documents for retrieval. Documents should be numbered in an indexed scheme, according to subject or topic, for convenience. Block numbers may be from 1 to 10 digits long, and may include Wild Card characters to provide access to multiple documents with one entry.

RETEN The number of days or accesses, set in the Document Librarian associated with the Fax Block, to retain the document contained in the Block.

PAGES The system automatically displays the length of a document in standard pages. If no document exists, the value will be '0'. Each document may be a maximum of 15 pages long.

VOICE LABEL SIZE The length, in seconds, of this Block's Voice Label, if one has been recorded. Voice Labels are played to the caller upon selecting a fax document. They usually describe the content or subject of the selected fax. Valid lengths are from 1 to 300 seconds.

UPDATED ON Displays the last date when the document in this Block was edited or replaced. If it has not been modified, this will show the original creation date.

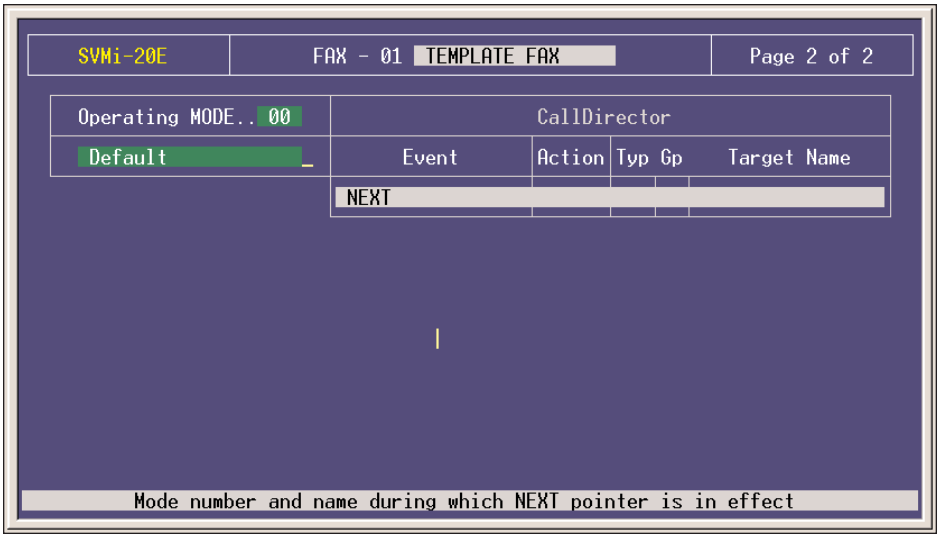
FAX DESCRIPTION Space is provided to enter the text of the Voice Label and the purpose or description of the Fax Document stored in the Fax Block. For help in editing the text, press F1 to bring up the help screen and page down to page 2. The information entered in the Fax Block Personality Screen is NOT the actual Fax Document and has no effect whatever on the actual Fax Document.

Activity

ACCESSES The total number of callers selecting this document for transmission, during the period specified in the From - To range below.

FROM - TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

Operating Mode



Fax Block

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Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an associates' Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit the Event Pointer, press ENTER to bring up the Target Generator. Select a new or existing Fax Block from the Target Generator pick list. Press [CTRL]+[O] to review or edit the selected Fax Block.

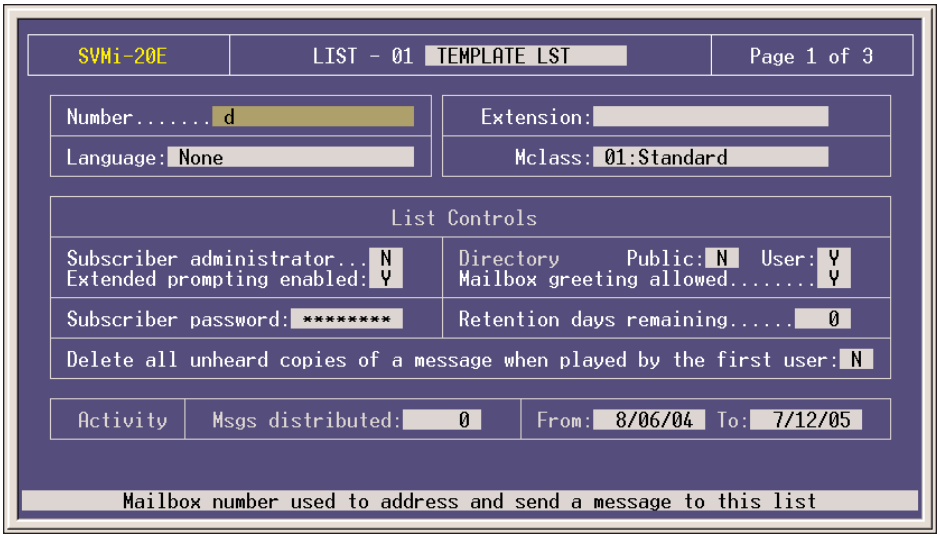
NEXT POINTER The next Block to go to after this fax document is selected. The Next pointer can only point to another Fax Block. If the pointer is left blank, control of the caller returns to the Document Librarian UNLESS a wild card digit was specified in the Librarian to search for other Fax Blocks of similar number structure.

LIST BLOCK

Description

A LIST is a special type of Mailbox Block that is used to distribute copies of recordings to a predetermined list of mailboxes.

When a message is addressed to a LIST mailbox, a copy of it is sent to each of the member mailboxes. A List Block can also verify addressees and password protect information. It can record a voice response or connect the recipient to the sender when authorized. Other LIST mailboxes may be members of this list, thereby creating "nested" lists. Members may be changed according to changes in operating mode.



List Block

Page 1 of 3

LIST The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

The LIST Group Number is located to the left of the LIST Block Name. Group Numbers are convenient for organizing Lists into application specific groups. In most applications, the default value of 01 is normally used. Values from 01 to 99 are valid. You select which group the LIST Block belongs to before you create the LIST Block. Group Numbers for ECLASS, EXTENSION, MCLASS, MAILBOX, and LIST Blocks generally are used for Multi Tenant environments.

General Parameters

LIST NUMBER The number representing this LIST. It may not be the same as the Number of any other LIST or Mailbox with in a particular subscriber group.

EXTENSION The name of the Extension that belongs to this list. To edit this field, press ENTER to bring up the Target Generator. Select and open Extension. Choose a new or existing Block from the Target Generator pick list and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block. In many applications this parameter will be left blank.

This parameter's primary use is for an Extension block that is used as a Department extension that when unanswered and the caller leaves a message will actually leave the message for the List. The message will then be distributed to all the members of the List Block.

LANGUAGE This is a language option. You may select from any installed language and from that point on the LIST will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

If the Extension parameter is filled in the SVMi-20E will try to resolve these fields to a single value (make them match). If conflicting information is contained in these fields, the Extension Block has priority and the LIST Block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

MCLASS The name of the mailbox class of service that defines operating characteristics for this List. To change the MCLASS, press ENTER at this field to bring up the Target Generator. Select and open a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block.

List Controls

SUBSCRIBER ADMINISTRATOR Set this parameter to Y if this list is a subscriber administrator. Otherwise, set to N. If this is set to Yes then broadcast messages will be allowed from this list box.

ENABLE EXTENDED PROMPTING Set this parameter to Y to use the full set of SVMi-20E menu prompts. Otherwise, set to N.

LIST IN PUBLIC DIRECTORY A 'Y' in this parameter, and the recorded List name, allows the listing in the Public Directory.

LIST IN USER DIRECTORY A 'Y' in this parameter, and the name recorded in the List, allows the listing in the Voice Mail Directory.

MAILBOX GREETING ALLOWED When set to yes the caller is allowed to record a greeting for the LIST block. This is rarely used. If the LIST Block is used a Department Mailbox for Public callers then the Greeting will be useful.

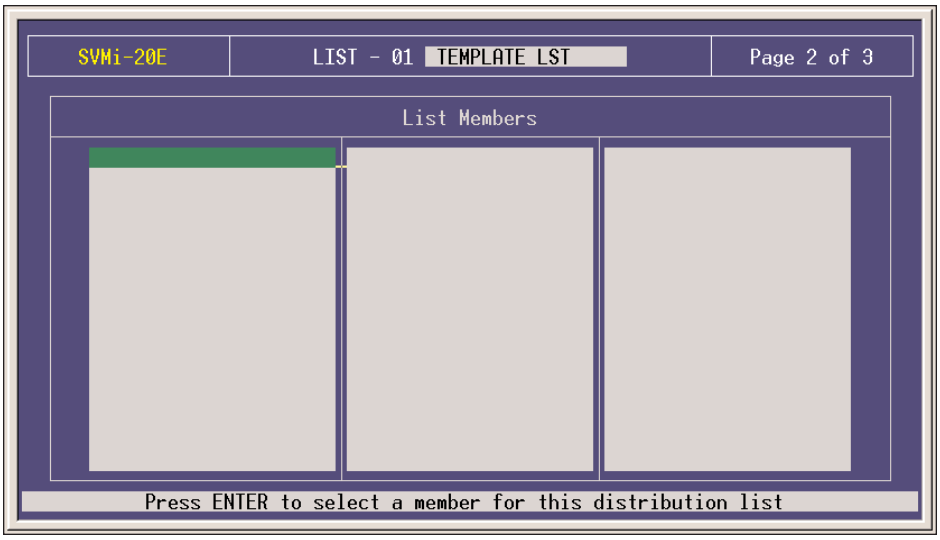
SUBSCRIBER PASSWORD Allows the list password to be changed to the default digits specified by Default password in the System Wide Parameters or removed completely. Inputs are "DEFAULT" or "NONE".

RETENTION DAYS REMAINING The number of days remaining before this block is automatically discarded during system maintenance if there are no list members. List Blocks are not automatically deleted for lack of use as long as they contain members.

ACTIVITY MSGS DISTRIBUTED The total number of messages distributed to list members during the period specified in the range below.

FROM - TO: Indicates the period from the date when the Report Counters were last cleared till the current date.

DELETION OF ALL OTHER UNHEARD COPIES WHEN ONE SAVED BY FIRST LISTENER A 'Y' in this parameter, and the SVMi-20E will un-deliver all unheard copies of a message sent to this list after the first listener saves the message. Note: This will not apply to members of the list that are Network MBX members. There is no way to un-deliver a message sent to a Network MBX after it has been sent.



List Block

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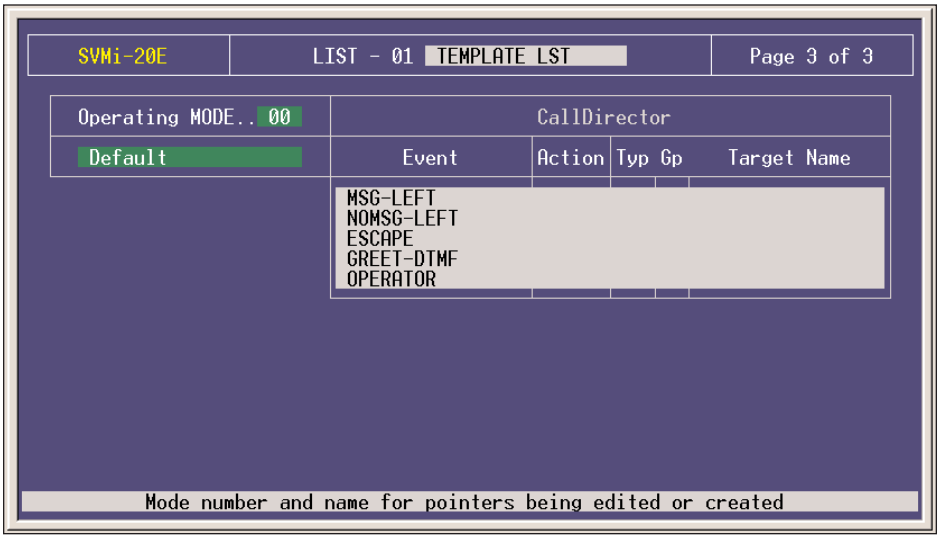
List Members

This page contains a list of the Mailbox Blocks, which messages left in this LIST Block will be distributed to. These mailbox blocks are referred to as Members. Members may include other LIST Blocks thereby creating "nested" lists. A System Administrator using the PC interface must enter the members contained in this list.



List Block

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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 - 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field, opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows each Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references.

For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit any Event Pointer, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the Block.

MSG-LEFT POINTER This is the Block that the SVMi-20E will pass control to if the caller leaves a message. The target block allows the caller the option of returning to the beginning of the application, or may send the caller to the Bye block, if the organization does not want to give the caller additional options.

NOMSG-LEFT POINTER This is the Block that the SVMi-20E will pass control to if the caller does not leave a message. The target block may allow the caller the option of returning to the beginning of the application, or sending the caller to the Bye block if the organization does not want to give the caller additional options.

ESCAPE POINTER This is the Block that the SVMi-20E will pass control to if the caller presses the escape digit while listening to the List greeting or while leaving a message. When the Escape digit is pressed the SVMi-20E will immediately exit the process it's in and go to the block defined in this pointer.

GREET-DTMF POINTER This is the Block that the SVMi-20E will pass control to if the caller enters any valid DTMF while listening to the List greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit are not considered valid for this pointer. The target block is a menu. The menu will perform a search operation to match the caller ENTRY to the INPUT value of a pointer, or Number of an Extension, Mailbox or Announcement.

OPERATOR This is the Block to go to if Operator assistance is requested.

MAILBOX BLOCK

Description

The Mailbox Block is used to implement the Voice Mail messaging features on the SVMi-20E. It also controls the operating characteristics specific to an individual mailbox such as whether the Mailbox is announce only or if the subscriber has Mailbox Administration capabilities. This Block maintains the message notification details. The Mailbox is where a subscriber receives, sends, and manages messages. The public caller may record a message after hearing a personal greeting from the Mailbox User and choose to review, re-record, send, or discard his message.

Event pointers are used to provide the flexibility to handle messaging differently for various modes of operation (typically at different times of the day).

Mailbox Block

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The Mailbox Group Number is located to the left of the Mailbox Block Name. Group Numbers are convenient for organizing Mailboxes and/or Subscribers into application specific groups. This number must be the same as the Group Number for the MClass used to control this Block. In most applications, the default value of 01 is normally used. Values from 01 to 99 are valid. You select which group the Mailbox Block belongs to before you create the Mailbox Block. In a 'Multi-Tenant' installation groups in the SVMi-20E can be used to partition the application between tenants.

MAILBOX The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

The SVMi-20E stores the subscriber name in either 'lastname, firstname' or 'firstname lastname'. When entering the subscriber name it is suggested you follow one for mat or the other for the entire application. If the name is entered as 'firstname lastname' The SVMi-20E will NOT automatically re-sort it to 'lastname, firstname', but the subscriber would still be able to be accessed correctly from the directory. However by mixing and matching formats with in an application would cause the list of blocks to appear to be out of order.

This format ('lastname, firstname' vs 'firstname lastname' is only important because the directory feature will search on a specific field, 'lastname' or 'firstname' . If you did not put a comma after the 'lastname' in the 'lastname, firstname' format or put a comma after 'firstname' in the 'firstname lastname' format the directory search would not be accurate and subscribers entered out of format could not be accessed from the Directory.

General Parameters

NUMBER This is the number of the mailbox. It can not be the same as any other mailbox block or list block. This is the number that is used to give the block a unique identity. It is also the number that is used to call the mailbox and can be referred to as it's "Key" Value.

LANGUAGE This is a language option. You may select from any installed language and from that point on the extension will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

The Extension block also has a Language field, and the SVMi-20E will try to resolve these fields to a single value (make them match). If conflicting information is contained in these fields, the Extension block has priority and the Mailbox block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

EXTENSION The Extension number to which the mailbox belongs. To edit this field, press ENTER to bring up the Target Generator. Select and open Extension. Choose a new or existing Block from the Target Generator pick list and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block.

MCLASS This is the name of the mailbox class of service that defines operating characteristics for this Mailbox. To change the MCLASS, press ENTER at this field to bring up the Target Generator. Select and open a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block.

Important Note: When enabling E-Mail Gateway for a Subscriber, make sure the MCLASS with the appropriate Mail Server is assigned.

Mailbox Controls

ANNOUNCE ONLY MAILBOX A 'Y' in this field designates this as an announcement only mailbox. When a public caller accesses this mailbox, it will play the greeting message (announcement) and exit immediately without recording a message. This may be used for bulletin boards and other simple audiotex applications. After playing the announcement, the SVMi-20E will pass control to the block defined by the <No Msg Left> pointer.

SUBSCRIBER ADMINISTRATOR A 'Y' in this field gives the mailbox user the ability to send a broadcast message to all subscribers on the system.

USE LIFO MESSAGE ORDERING If set to 'Y', messages are reviewed in "Last In First Out" order. If set to 'N', they are reviewed in "First In Last Out" order.

NEW MESSAGE BEEPS If set to 'Y', the SVM will beep at the subscriber before requesting they enter their password when trying to log in. The beep signifies whether they have messages or not. This is useful when a caller is calling in from their cell phone and does not want to stay on the phone any longer then they have to so they can save minutes on their phone. The SVM will beep once for a single message and twice if there is more then one message

DIRECTORY PUBLIC/USER A 'Y' in these parameters, and the subscribers' name recorded in the mailbox, allows this object to be listed in either of the appropriate Directories. The Public directory is the directory that callers access, the User directory is the directory that subscribers access.

SUBSCRIBER PASSWORD Allows the mailbox password to be changed, to the default digits, specified by Default password in the System Wide Parameters or removed completely. Inputs are "DEFAULT" or "NONE". In the SVMi

products, subscribers usually have both an Extension Block and a Mailbox Block (but may have only one of them). Since each of these blocks have a password option, if different password values are entered in each of these blocks (extension and mailbox), the SVMi-20E will try to resolve these two password fields into one value. The extension password will override the value in the mailbox field.

RETENTION DAYS The number of days remaining before this block is automatically discarded during system maintenance. This only applies to unused mailboxes.

Authorizations

FORCED MESSAGES ALLOWED This option makes the mailbox capable of sending Forced Messages. Forced Messages are messages that have either "Reply Required" or Delivery Imperative.

When a message is designated as Reply Required, the messages recipient MUST reply to the message before the message can be saved or deleted.

When a message is designated as Delivery imperative, the SVMi-20E will take extra steps to deliver it. The recipient's pager will be called and then each of his stored telephone numbers will be tried.

WORKLOAD MANAGER This allows access to the subscriber workload manager in the subscriber telephone interface. It makes available option #1 (dial #1 at the Subscriber Main Menu), and will allow the subscriber to group their reminders as Commitments, Follow-ups or Tasks.

COMMITMENT / FOLLOW UP ALLOWED If this is enabled, subscribers can designate the reminders they create as either a Commitment, Follow-up or Task. The individual meaning of these labels may vary from person to person, their intent is to provide a way of separating reminders into different categories. These categories can be reviewed in the subscriber Workload Manager. Workload Manager must be Y to make Commitment / Follow up Allowed Work.

MESSAGE GROUPING ALLOWED If this is enabled a subscriber may group messages for playback. Reminders, messages from a specific sender, Urgent messages, Call back messages and Private messages may all be grouped separately. (Reminders may be further sub divided in the Subscriber Workload manager).

MAILBOX GREETING ALLOWED When set to yes the caller is allowed to record a mailbox greeting.

MESSAGE ALERT CONTROL ALLOWED When set to yes the caller is allowed to turn on and off the message alert and set the alert number.

ENABLE EXTENDED PROMPTING A 'Y' in this field enables the full length, extended prompting to play to the subscriber the next time he logs into his mailbox. Once the flag is set to 'N', extended prompting does not play again and the subscriber does not have to listen to all the dialing options. The extended prompting is used to aid the new mailbox user.

AUTO PLAY NEW MESSAGES If set to "Y", any new messages, or those messages not saved, will automatically begin to play when the subscriber logs in to their Subscriber Services Menu.

AUTO PLAY MESSAGE INFO If this option is set, the sender information and time will be automatically played for each message. If this is not set to Y, the caller can still get this information on demand by pressing '00' while a message is playing.

Mailbox Block

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Message Alert Controls (Notification)

Message Alert allows the subscriber to be notified at an alternate number (home, cell phone, etc.) of any new messages in their mailbox.

ALERT ON A 'Y' in this field enables Message Alert capabilities for this mailbox. An 'N' disables the Message Alert feature. This parameter setting may be overridden by the phone interface.

ALERT ON URGENT MESSAGE ONLY Alerts the subscriber only if the message left was designated as urgent.

ALERT PHONE NUMBER This is the phone number where you want to be notified of your new messages, if you have enabled message alert in your mailbox.

Delivery Schedule

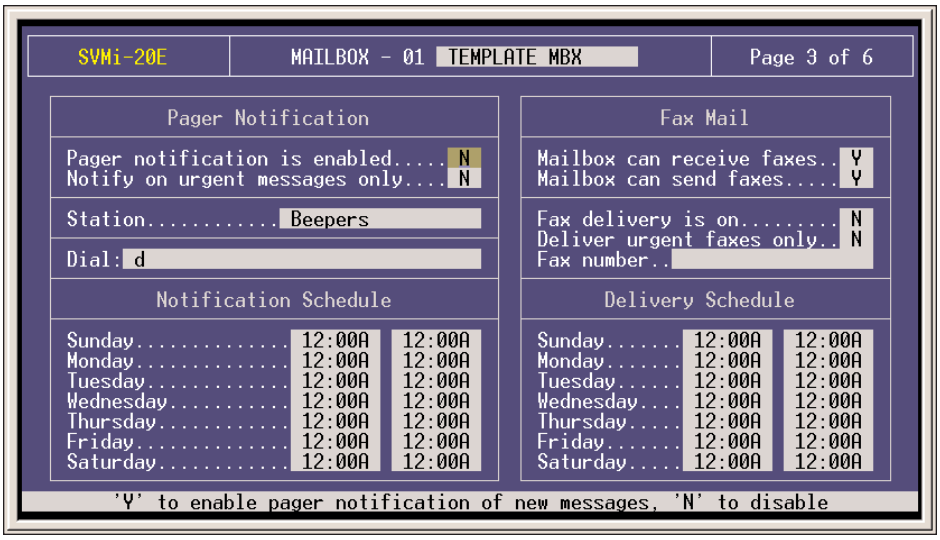
Enter the from-to times for each day of the week that this subscriber should be notified of new messages. Enter 2 digit for the hour (12 or 24 hour clock) and 2 digits for the minute. This schedule may also be set by the subscriber.

Message Auto Forward

ENABLE AUTO FORWARD This option turns Auto Forward on. When set any messages arriving in this mailbox will be automatically forwarded to the destination specified on Mailbox Block page 4 of 5.

DELETE AFTER FORWARDING If this parameter is set to 'Y', the new message that is to be Auto Forwarded will be discarded from this mailbox, when the forwarding takes place. If this parameter is set to 'N' the mailbox will retain a copy of the message that is Auto-Forwarded. This parameter is only active when 'Enable Auto-Forward' parameter is set to 'Y'.

AUTO-FORWARD DELAY The number of hours and/or minutes before a new message is automatically forwarded to another mailbox. Auto Forwarding is disabled if this parameter is left blank. The range for this is from 0 (no forward) to 23:59 (almost one day).



Mailbox Block

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Pager Notification (Beeper)

PAGER NOTIFICATION ENABLED A 'Y' enables the pager notification of new messages received. An 'N' disables this option.

NOTIFY ON URGENT MESSAGE ONLY Alerts the subscriber only if the message left was designated as urgent.

STATION The type of station block to use for pager outdials. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl+0' to review or edit the selected Station Block.

DIAL The pager number to dial to notify of new messages.

Notification Schedule

Enter the from-to times for each day of the week that this pager should be notified of new messages. Enter 2 digit for the hour (12 or 24 hour clock) and 2 digits for the minute. This schedule may also be set by the subscriber.

Fax Mail The SVMi-20E also requires at least one VPFM-E installed for FaxMail functionality.

MAILBOX CAN RECEIVE FAXES A 'Y' enables the subscriber to receive Fax Mail messages. An 'N' disables this option.

MAILBOX CAN SEND FAXES A 'Y' enables the subscriber to send (Forward) Fax Mail messages received to another subscriber. An 'N' disables this option.

FAX DELIVERY IS ON A 'Y' enables that delivery of new fax messages received will automatically be sent to the subscriber's designated Fax Number during the delivery schedule times periods. An 'N' disables this option and the subscriber will manually have to ask the SVM to print his selected Fax Mail messages.

DELIVER URGENT FAXES ONLY Alerts the subscriber only if the fax left was designated as urgent.

FAX NUMBER This parameter contains the fax number of the fax machine where the subscriber prefers to have their faxes printed. If Fax Delivery is 'Y' and the time is between the Delivery Schedule times that the subscriber is receiving fax messages, then all Fax Mail messages received by this subscriber will be sent to this designated

fax number. If Fax Delivery is 'N' then this number will be offered to the subscriber, while trying to retrieve a Fax Mail message, as the default Fax number. The subscriber can elect to send their faxes here or temporarily over-ride the number and enter a new number for that series of fax messages.

DELIVERY SCHEDULE Enter the from-to times for each day of the week that this pager should be notified of new messages. Enter 2 digit for the hour (12 or 24 hour clock) and 2 digits for the minute. This schedule may also be set by the subscriber.

Mailbox Block

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ENABLE E-MAIL GATEWAY SUPPORT This is a 'Y' or 'N' setting. 'Y' enables the E-Mail Gateway for that subscriber's Mailbox, and 'N' disables the functionality. If you try to enable more User then has been authorized by the License Key,a Red comment will appear in the comment help line at the bottom of the Screen to indicate that you have exceeded the user license. The "STAT" command in Port Activity will show you how many Users you have enabled with E-Mail Gateway Functionality.

FROM Put in the E-Mail address the Subscriber would like to receive Replies to if a recipient of a Voice Message from him wishes to reply via e-mail. When filled in with a valid e-mail address the receiving party will see the Sending subscriber's name as it appears in the Mailbox Label name. If left blank all Voice Messages sent by the subscriber will show the SVMi-20E in the From of the receiving parties Inbox.

DELIVER MSG Enter the e-mail address or addresses that the subscriber wishes to have E-Message Delivery sent to. (A subscriber or mailbox can have up to 5 different E-Mail addresses assigned.)

NOTIFY ONLY Enter the e-mail address or addresses that the subscriber wishes to have E-Message Notification sent to. (A subscriber or mailbox can have up to 5 different E-Mail addresses assigned.)

E-MAIL ADDRESS SYNTAX An e-mail address can be entered a couple of ways.

The traditional e-mail syntax is: username@mailserverdomain.domainsuffix (domain suffix = .com, .net, .org, etc…) in this case the name entered as the Mailbox label name will be displayed in the Inbox "From" field if the voice message was sent subscriber to subscriber.

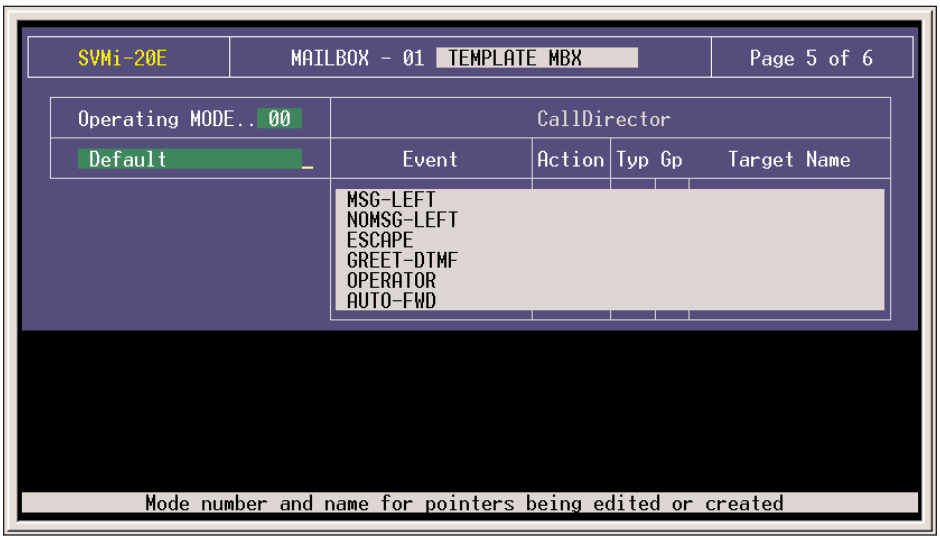
In some cases the number of characters in a persons name is longer than the label name length in a Mailbox Block. Until now no-one saw that name so it didn't matter. If you do not want the Recipient to see the label name as it is typed you can use the following syntax:

Firstname Lastname <username@mailserverdomain.domainsuffix>

OR
Departmentname <username@mailserverdomain.domainsuffix>

This applies to all fields that accept an e-mail address:

— System Wide Parameters: "Report" & "Reply To"
— Mailbox Block: "From", "Deliver MSG", & "Notify Only"



Mailbox Block
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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows each Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references.

For example, the Message Left pointer might route callers to an operator during the 'Day' Mode, but after 5:00 PM, it would route them to a Bye block. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CALLDIRECTOR EVENT POINTERS To edit any Event Pointer, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the Block.

MSG-LEFT POINTER This is the Block that the SVMi-20E will pass control to if the caller leaves a message. The target block allows the caller the option of returning to the beginning of the application, or sending the caller to the Bye block if the organization or individual does not want to give the caller additional options.

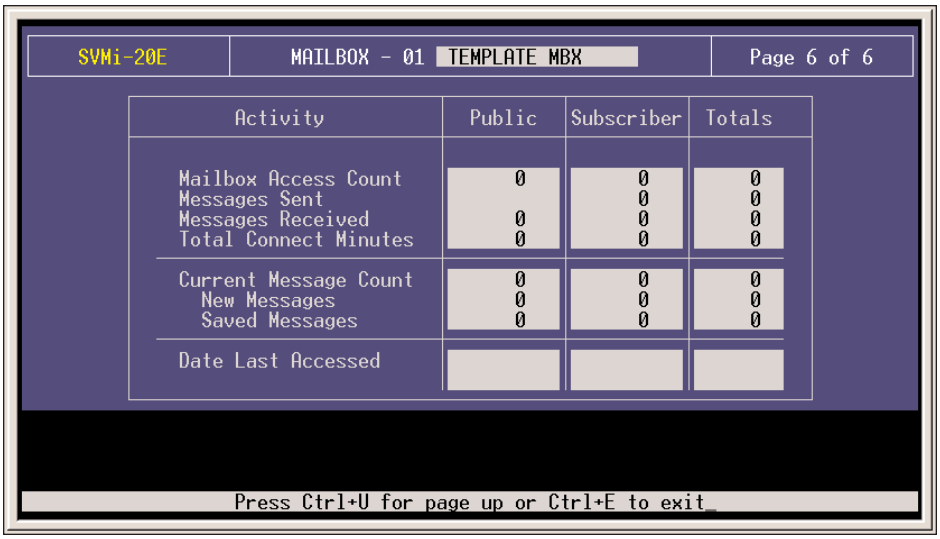
NO MSG-LEFT POINTER This is the Block that the SVMi-20E will pass control to if the caller does not leave a message or if this is an announcement only mailbox. The target block may allow the caller the option of returning to the beginning of the application, or sending the caller to the Bye block, if the organization or individual does not want to give the caller additional options.

ESCAPE POINTER This is the Block that the SVMi-20E will pass control to if the caller presses the escape digit while listening to the mailbox greeting or while leaving a message in the mailbox. When the Escape digit is pressed the SVMi-20E will immediately exit the process it's in and go to the block defined in this pointer.

GREET-DTMF POINTER This is the Block that the SVMi-20E passes control to if the caller enters any valid DTMF while listening to the mailbox greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit are not considered valid for this pointer. The target block is a menu which performs a search operation to match the caller ENTRY to the INPUT value of a pointer, or Number of an Extension, Mailbox or Announcement.

OPERATOR POINTER This is the target Block that the SVMi-20E will pass control to if the caller presses the Operator digit while listening to the mailbox greeting or recording a message.

AUTO-FWD POINTER This is the Mailbox to forward new messages to when the time has expired in the 'Auto-Forward Message After' parameter. The target must be another mailbox and may not point back to itself.



Mailbox Block

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Activity Counters

This page will keep track of this mailbox blocks activity. It contains the following statistics. Three columns of statistics exist, Outside or Public callers, Call from other subscribers and Totals.

MAILBOX ACCESS COUNT The number of times someone other than the subscriber ('Public Callers') accessed this Mailbox and the number of times the subscriber logged into this Mailbox, regardless of what functions they performed.

MESSAGES SENT The number of messages this subscriber has sent, regardless of destination.

MESSAGES RECEIVED The number of messages this subscriber has received, from 'Public Callers' and from other subscribers.

TOTAL CONNECT MINUTES The total amount of time connected to the mailbox.

The total number of messages in this Mailbox, listed according to those received from 'Public Callers' and from other subscribers.

NEW MESSAGES The current message count broken down to reflect how many have not been saved, from both 'Public Callers' and other subscribers.

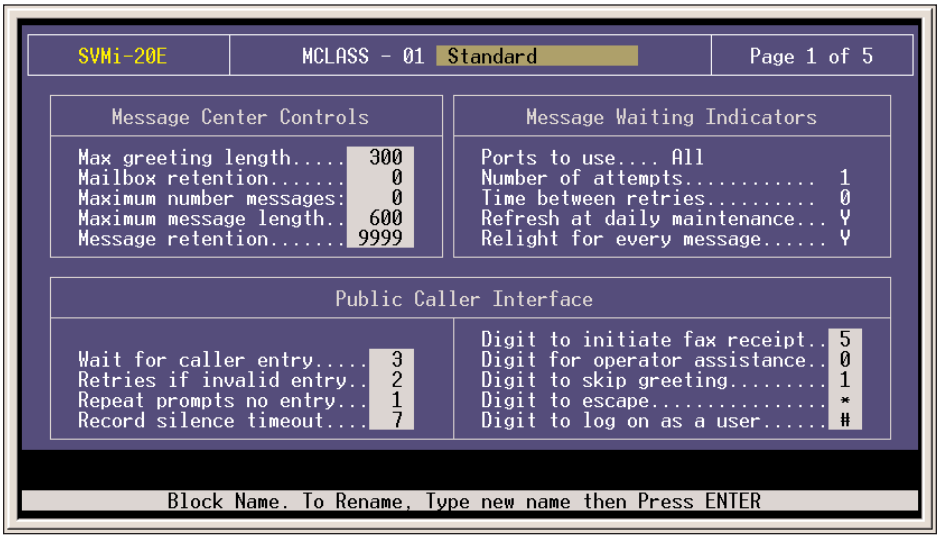
SAVED MESSAGES The current message count from 'Public Callers' and other subscribers reflecting how many have been saved.

DATE LAST ACCESSED The last time the subscriber logged into this Mailbox.

MCLASS BLOCK

Description

The MClass (Class of Service) Block is a block containing many general parameters effecting Mailbox or List Block. Each MClass Block may be associated with one or several subscriber mailboxes (Mailbox Blocks) or List Blocks. This information includes the maximum length of a mailbox number, the number of days' messages will be retained, the number of days unused mailboxes will be retained, Message Waiting Indication (MWI) dialing codes, Message Alert, and other parameters. There is no limit to the number of Mailbox Blocks the MClass Block may be associated with.



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MCLASS This is the name of the MClass, and is used to reference this block. It must be a unique name and can not be the same as any other MClass Block.

Message Center Controls

MAX GREETING LENGTH Maximum greeting length that a subscriber can record for a mailbox and List box. This can be from 0 to 999 seconds.

MAILBOX RETENTION Specifies the number of days, from 1 to 999, an unused mailbox should be retained before being erased.

MAXIMUM NUMBER MESSAGES MESSAGES [Default = 0; Range = 0 ~ 9999; 0 = unlimited]: For mailboxes governed by this MCLASS, this parameter determines the maximum amount of messages that will be kept after the Daily Maintenance routine. During Maintenance messages above this number are deleted in order of Saved and then Unsaved. Saved messages are messages that have been manually saved by the user. Unsaved messages are messages still flagged as new but that have been played before. Unheard messages (new messages that have not yet been listened to) are NEVER deleted. NOTE: If AUTOPLAY OF NEW MESSAGES is set for the mailbox then logging into the mailbox causes the first new message to be flagged as Unsaved.

MAXIMUM MESSAGE LENGTH Maximum message length allowed that a public caller can leave for a mailbox or List box, from 1 to 999 seconds.

MESSAGE RETENTION The number of days from 1 to 999 that unread messages will remain before being automatically discarded. An individual message's retention will be reset to this value each time the message is reviewed and saved. This is now associated with the "Adjust Message Retention" parameter on page 4. When "Adjust Message Retention" is set to "Y", this parameter no longer applies.

Public Caller Interface

WAIT FOR CALLER ENTRY This is the number of seconds, from 1 to 99, that the SVMi-20E waits for an entry during the message editing and message retrieval operation. The time begins at the end of speaking the prompt that requests an entry from the caller. Upon entry of the first digit, the time is reset so that the caller has the full Wait for Caller Entry time to enter another digit.

RETRIES IF INVALID ENTRY This specifies the number of times, from 0 to 99, a caller may re-enter his password if an invalid password was entered. This also applies if a caller makes an invalid entry while recording/editing a message.

REPEAT PROMPTS NO ENTRY The number of times, from 1 to 99, to repeat prompts while the caller is recording/editing a message. If the caller does not respond to the prompts after this number of attempts, the SVMi-20E will go to the next Block specified by <Pub-Msg>.

RECORD SILENCE TIME OUT This is the amount of time in seconds that SVMi-20E will listen to caller silence before assuming the caller has stopped talking.

DIGIT FOR OPERATOR ASSISTANCE The Operator digit, when defined, allows the caller, while listening to the subscribers personal greeting or recording a message, to press a specific digit to transfer to the operator defined by the 'OPERATOR' pointer.

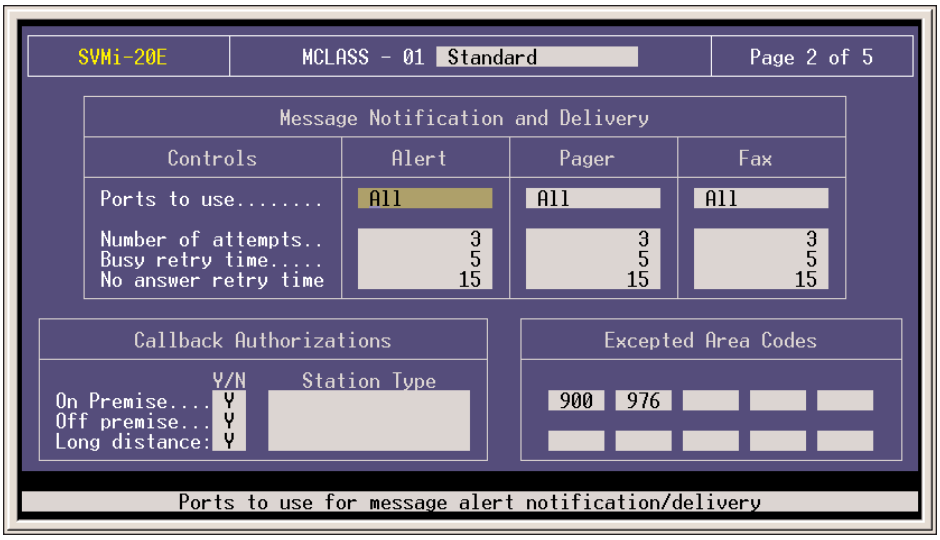
DIGIT TO SKIP GREETING The digit to skip the greeting, when defined, allows the caller, while listening to the subscribers personal greeting, to enter a specific DTMF digit to skip the greeting and enter record mode.

DIGIT TO ESCAPE The ESCape digit controls the following functions when using a mailbox:

1) In the mailbox public mode, if entered while the mailbox greeting is being played or any time prior to the caller beginning to speak, the message is canceled and the SVMi-20E exits the mailbox using the <PUB-ESC> pointer. If entered after the caller begins, it will terminate the recording (just as with any other DTMF tone).
2) Used to exit from the opening menu of the mailbox or List box user mode. The SVMi-20E will use the <USER-EXIT> pointer to determine where to go next.
3) In the mailbox or List box user mode, the Escape digit is generally used as a "cancel" key to abort the current operation and return to the previous one.
   Note: Escape digit and Admin digit should not be set to the same digit.

DIGIT TO LOG IN AS USER (ADMINISTRATION DIGIT) The Admin digit controls the following functions:

1) In the mailbox or List public mode, if entered at any time prior to the (beep) signaling the beginning of recording a message the SVMi-20E will switch immediately to the user mode, requesting a password to be entered for the subscriber access to the mailbox.
2) When sending a message, recorded in the mailbox user mode, prefacing the mailbox number with the Admin digit will request delivery confirmation.
   Note: Escape digit and Admin digit should not be set to the same digit.



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Message Notification and Delivery

The following programming parameters can be entered for Message Alert (being called at a designated number and notified of new messages) or Pager (notification by beeper).

PORT TO USE The port used for notification. Enter specific port numbers (eg. 1,2,4) or a range (eg. 2-4).

NUMBER OF ATTEMPTS The number of attempts made to perform notification.

BUSY RETRY TIME The time between notification outcall attempts, in minutes, if the previous attempt returned a busy signal.

NO ANSWER RETRY TIME The time between notification outcall attempts, in minutes, if the previous attempt returned was not answered.

Callback Authorizations

Each subscriber may be allowed, to press a single key and return a call to the person who left a message. This is called the Callback feature and is allowed denied or limited in this set of options.

ON PREMISE Y/N Set to 'Y' to allow the subscriber to make on-premise Callbacks.

ON PREMISE STATION TYPE Station block type to use for on-premise call backs. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. Leave this field blank for the SVMi-20E to auto select.

OFF PREMISE Y/N Set to 'Y' to allow the subscriber to make off-premise Callbacks.

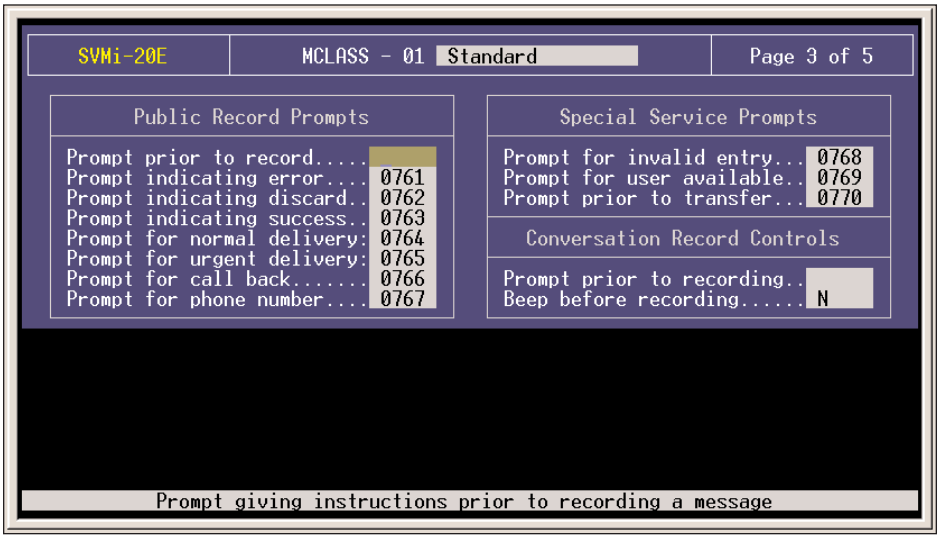
OFF PREMISE STATION TYPE Station block type to use for off-premise call backs. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. Leave this field blank for the SVMi-20E to auto select.

LONG DISTANCE Y/N Set to 'Y' to allow the subscriber to make long-distance Callbacks.

LONG DISTANCE STATION TYPE Station block type to use for long distance call backs. Press ENTER to bring up the Target Generator. Select a new or existing Station Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. Leave this field blank for the SVMi-20E to auto select.

Excepted Area Codes

These 10 spaces are used to specify area codes subscribers are not allowed to call. Use to restrict toll calls such as calls to 1-900 numbers.



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Public Record Prompts

These prompts play to a public caller. Leaving the prompt field blank will prevent these prompts from playing.

PROMPT PRIOR TO RECORD Used in the system wide record facility for a public caller leaving a message. By default this prompt is "Please begin speaking at the tone. To stop recording, press '2' or simply hang up". It may be changed to any other system prompt or you may replace it with a custom prompt. This field is left blank, by default, at the request of our dealers. The system prompt recorded for this field is Prompt number 0760.

PROMPT INDICATION ERROR Played when a caller has chosen to record something when the disk is full. By default this prompt is "Sorry. The message storage unit is full" it may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT INDICATION DISCARD Confirms that a message has been erased. By default this prompt is "Message discarded", it may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT INDICATION SUCCESS By default this prompt is "Message sent". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR NORMAL DELIVERY By default this prompt is "To send your message with normal delivery, press '1'". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR URGENT DELIVERY By default this prompt is "To mark your message urgent, press '2'". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR CALL BACK By default this prompt is "To request a callback, press '3'". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT FOR PHONE NUMBER By default this prompt is "Enter the telephone number where you can be reached". It may be changed to any other system prompt or you may replace it with a custom prompt.

Special Service Prompts

PROMPT FOR INVALID ENTRY By default this prompt is "Invalid entry. Try again". It may be changed to any other system prompt or you may replace it with a custom prompt.

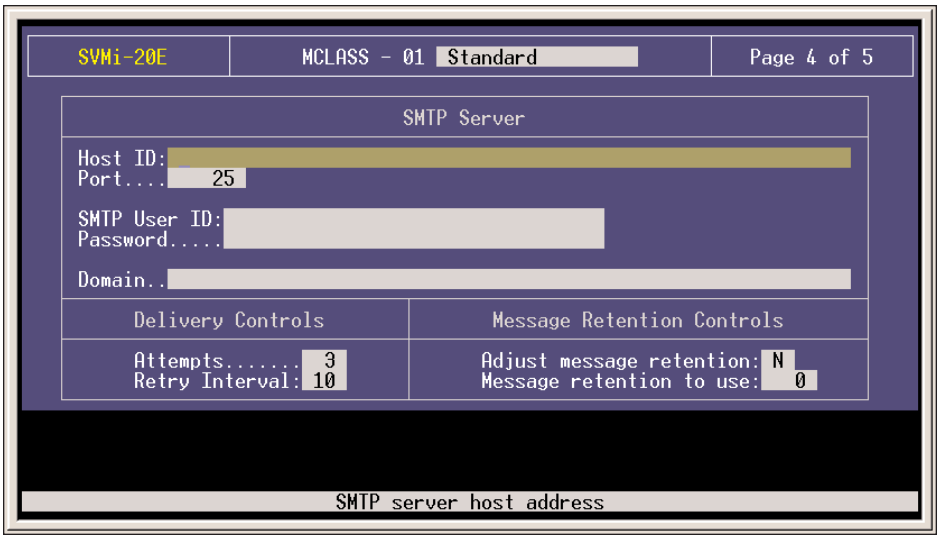
PROMPT FOR USER AVAILABLE By default this prompt is "...is now available". It may be changed to any other system prompt or you may replace it with a custom prompt.

PROMPT PRIOR TO TRANSFER By default this prompt is "Please hold while I connect your call". It may be changed to any other system prompt or you may replace it with a custom prompt.

Call Record Controls

PROMPT PRIOR TO RECORDING By default this prompt is blank. It may be changed to any other system prompt or you may replace it with a custom prompt.

BEEP BEFORE RECORDING Enables a beep to play prior to recording conversations.



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SMTP Server

HOST ID Enter the IP address of the Host Mail Server used by the subscribers assigned this MClass.

PORT The default (recommended) port to use is: 25. Most Mail Servers look at port 25 for receiving and sending Mail.

SMTP USER ID (OPTIONAL) This is the User ID the SVMi will use to log on to the Mail Server and Identify itself as a Client associated with sending Mail. (Mail Servers that are on a local LAN and that do not have Public IP addresses often do not require authentication.)

PASSWORD (OPTIONAL) This is the password associated with the SVMi's User ID for logging into the Mail Server verifying it is the Client it said it was. . (Mail Servers that are ona local LAN and that do not have Public IP addresses often do not require authentication.)

DOMAIN (OPTIONAL) The Domain is used as part of the authentication process between the SVMi and the Mail server. Based on the Local Domain Name and Domain ID the mail server can validate that it is accepting mail from this Client. . (Mail Servers that are ona local LAN and that do not have Public IP addresses often do not require authentication.)

Delivery Controls

ATTEMPTS How many times to do you want the SVMi to attempt to deliver the E-Mail Message if it fails? The Default value is: 3. After the last attempt fails the SVMi will generate a Failure report e-mail and attempt to deliver it to the 'Report' address assigned in System Wide Parameters.

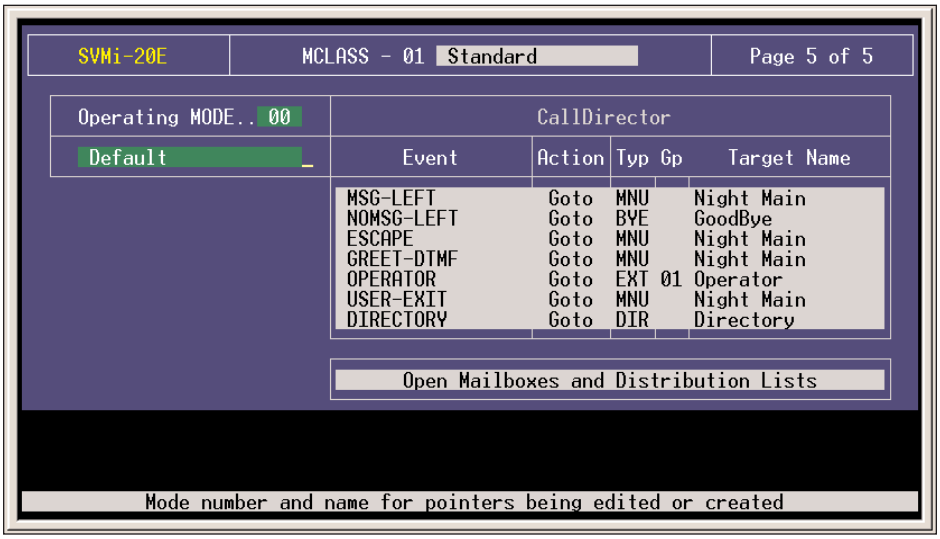
RETRY INTERVAL This is how long the SVMi will wait between failure attempts before trying to deliver the e-mail message again.

Message Retention Controls

ADJUST MESSAGE RETENTION 'N' is the default setting. This means the SVMi will leave the original Voice Message as New. The Subscriber can than go in and Delete or Save the Voice Message via the telephone interface at any time up to the number of days specified in the Message Retention timer set on page one of the MCLass. 'Y' means the SVMi will follow the "Message Retention to use:" value set below in place of the Message Retention set on page one.

MESSAGE RETENTION TO USE Sets the number of days† to retain the Voice Message as New after it sends it to the Mail server. A value of '0' means delete the original voice message immediately after it is packed up and sent to the Mail Server. "Adjust Message Retention:" must be set to 'Y' for this parameter to take effect. The selected range is from 0 to 999.

† Important Note: As in many references in the SVMi, "number of Days" is calculated at Daily Maintenance time not a 24 clock. Also, to allow for messages that come in after hours, the first running of Daily Maintenance is skipped. So, a retention of 1 means the original voice message will be deleted after the 2nd time daily maintenance runs. For Example: You leave the office at 5:10PM. A new message is left for you at 6:30PM. If you are using the EMG, your MWI is immediately turned on and the message is also sent to your INBOX. If we did NOT skip the 1st Daily Maintenance Time, when you came in in the morning, you would not have any indication on your phone to let you know that messages came in after you had gone home for the evening.



MClass Block

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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given an unique Number by the system. Valid numbers are 01 - 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. Pointers set in the Default Mode are in effect unless overridden by the same Pointer set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit any Event Pointer, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block.

MSG-LEFT POINTER The Block to go to, after the caller has recorded and sent a message.

NOMSG-LEFT POINTER The Block to go to, if the caller did not leave a message.

ESCAPE POINTER The Block to go to, if the caller presses the Escape digit to escape from a mailbox (the escape digit may be pressed anytime before the recording tone). It is recommended that the named Block be the initial MENU Block. This allows the caller to return to the main options that may include dialing another extension.

GREET-DTMF POINTER This is the Block to go to, if the caller enters any valid DTMF while listening to the mailbox greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit is not considered valid DTMF digits for this pointer. The target block is a menu. The menu will perform a search operation to match the caller ENTRY to the KEY value of a pointer, extension, mailbox or Announcement.

OPERATOR POINTER This is the Block to go to, if the caller presses the operator digit while listening to the mailbox greeting.

USER-EXIT POINTER The Block proceeded to, if a mailbox user presses star (Q) to exit from their mailbox. It is recommended that the named Block be the initial MENU Block to allow the user to return to the main options.

DIRECTORY POINTER The Block to go to, if the caller presses the digit associated with Directory Assistance.

Open Mailboxes and Distribution Lists

OPEN MAILBOXES AND DISTRIBUTION LISTS This field is a navigation facility provided for easy access to all Mailbox Blocks and Distribution Lists. Press ENTER to bring up the Target Generator, then select and open a Mailbox Block or Distribution List from the Target Generator pick list. Press 'Ctrl + O' to return to the Mailbox CallDirector screen.

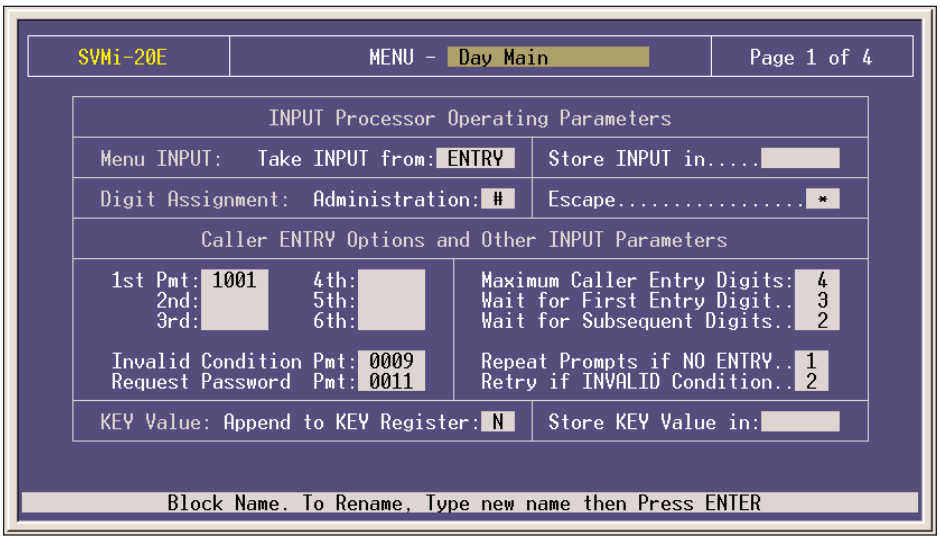
MENU BLOCK

Description

The Menu is used to speak something to the caller, collect a caller's DTMF entry, and pass control to another Block. A menu can accept entries from 1 to 16 digits in length.

The Menu performs a search operation to match the caller ENTRY. For example, a Menu prompt may be, "You may dial an extension directly or for sales press 1, for service press 2". If the caller presses 1, a pointer with an Input value of <1> directs the caller to an extension group within the phone system called "SALES." If the caller entered 223, the MENU may be configured to search for an extension or mailbox.

When a match is found, the SVMi-20E looks to see if it should translate the input into a new value before performing the search. The SVMi-20E then transfers control to a Block defined in the target name field. This is all done in the in the Menu Input Processor.



Menu Block

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MENU The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

Input Processor Operating Parameters

TAKE INPUT FROM (ENTRY, KEY ,CID, FWDID, TRUNK) The value which the SVMi-20E uses to search INPUT values in the input processor on Page 2 of 4. To change this value, press ENTER at this field for a pick list of values. Tab or Arrow to the desired entry and press ENTER.

ENTRY If a MENU is expecting DTMF digits from the caller, this should be set to ENTRY.

CID, FWDID, TRUNK These are used in the menu blocks that handle system integration (Direct Station and Trunk and Forward Station and Trunk). These should not be changed. For specialized applications you can create other Menu Blocks that can take input from these registers to use with in the application.

KEY The search is based on input that has been stored in the KEY register that existed upon entry to the current MENU Block. After all <TRANSLATION> operations have been performed and a match has been found, the new search value is stored in KEY register for later use.

STORE INPUT In Store the input to this menu in the CID, FwdID, TRUNK call session memory register for use as input to subsequent MENU search This is used for basic system integration with the phone system. To change this value, highlight this field an press ENTER to bring up a pick list of appropriate values. Highlight the desired value and press ENTER. The LANG Register is used to store the language option selected by the caller

Digit Assignment

ADMINISTRATION Normally the "#" key is used as a prefix for signaling administrative functions. When it is the first digit pressed, it does not count as one of the digits pressed, when compared to Maximum Caller Entry Digits. In other words, if a caller enters #123, it will count as a total of 3 digits. Some applications may require restriction of administrative capabilities on specific ports or MENUs. This can be accomplished by setting Administration digit value to blank in the MENU Blocks where administration is not allowed. Allowable inputs are 0 - 9, '#', 'Q', 'a', 'b', 'c', 'd'. Note: Administration and Escape digits should never be set to the same value.

ESCAPE The Escape digit (normally the 'Q' key) causes an immediate exit from a request for digit entry. When the Escape digit is pressed the SVMi-20E will not wait for any subsequent digits to be pressed. The INPUT value will include any digits entered before the Escape digit as well as the Escape digit itself. Note: Administration and Escape digits should never be set to the same value.

Caller ENTRY Options

PROMPTS 1 THROUGH 6 These are the voice prompts that the SVMi-20E speaks when the Menu Block is entered. Menu prompts 1- 6 are spoken in succession and are normally used to prompt the caller for an entry. Allowable inputs include any four digit prompt number (1000 - 9999). A blank entry means "say nothing". To use a different, or custom prompt, highlight the field to be changed and enter the desired prompt number. To review or edit the prompt text, press 'Ctrl + O' (O is for Open).

INVALID CONDITION PMT The prompt spoken when no match is found during a MENU search. It normally advises the caller that their entry is invalid, try again. Press 'Ctrl + O' (O is to Open), to review the prompt text, number, recorded length and date recorded.

REQUEST PASSWORD PMT The prompt which asks the caller to enter a password (when appropriate). The prompt is used when a caller has made an entry that requires a password for access to another Block or perform an administrative function.

MAXIMUM CALLER ENTRY DIGITS Indicates the maximum number of digits the caller may enter in response to the Menu prompts. The allowable values are 1-16. This should be set to the length of the maximum valid entry in this Menu. If set greater, the SVMi-20E will wait unnecessarily for additional digits to be entered. If the caller enters more than the specified number of digits, the excess will be carried forward to the next Block.

WAIT FOR FIRST ENTRY DIGIT This is the time, in seconds (from 0 to 99), that the SVMi-20E will wait for the caller to make an entry. This timer begins after the last menu prompt has been spoken.

WAIT FOR SUBSEQUENT DIGITS This is the time, in seconds (from 0 to 99), that the SVMi-20E will wait for the caller to make a subsequent entry. This timer begins after the first caller entry digit has been received and resets after each digit pressed by the caller, up to the Max Caller Entry value.

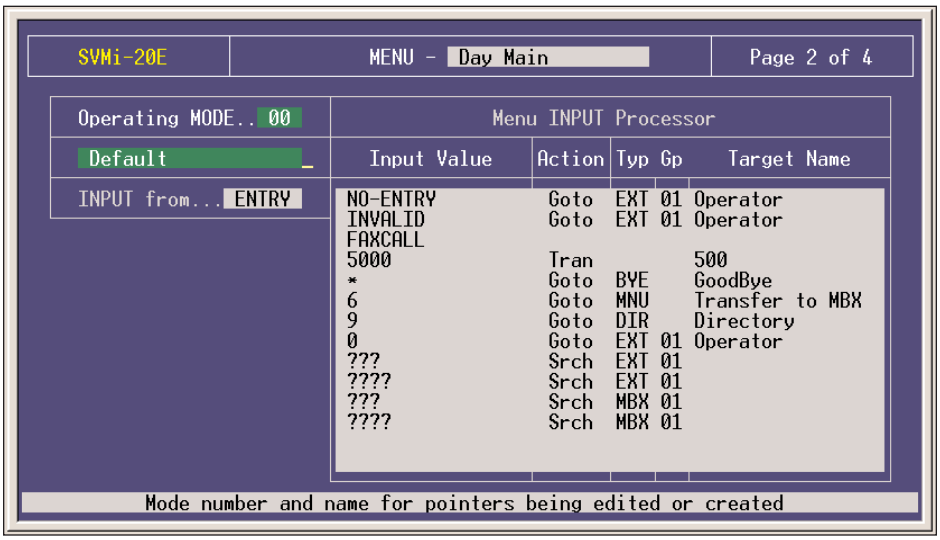
REPEAT PROMPTS IF NO ENTRY Indicates the number of times, from 0 to 9, the menu prompts are repeated, if no entry is made by the caller.

RETRY IF INVALID CONDITION The number of additional attempts that this MENU allows if the caller makes an invalid entry. The allowable inputs are 0 - 9. When retries are exhausted, the SVMi-20E will exit the MENU using the <INVALID> condition.

Key Value

APPEND TO KEY REGISTER A 'Y' in this parameter instructs the SVMi-20E to add the resulting KEY value to the previous KEY value stored in the KEY register. The new KEY will only be appended if the search in the current MENU was successful. This is useful in applications where the caller is asked to enter DTMF (usually one or two digits) in response to a series of prompts (MENUs). Each response is first validated (by matching an INPUT value) and then added (appended) to the previous response. After the final response, the combined KEY value may be used by another MENU to search for an Extension, Mailbox or Announcement. If 'N' is specified, the previous KEY is cleared and replaced by the new value.

STORE KEY VALUE IN Store the resulting KEY from the menu search in the CID ,FwdID, or TRUNK call session memory register for use as input to subsequent MENU operations. To change this value, press ENTER to bring up a pick list of appropriate values. Highlight and select one.



Menu Block

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OPERATING MODE Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the Invalid pointer might route callers to an operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu during 'Night' Mode. Pointers set in the Default Mode stay in effect unless overridden by Pointers set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

INPUT FROM This is a display only field, referencing what Input Source this Menu is using.

EVENT POINTER To make changes to the No-Entry, Invalid, and Faxcall Pointers, highlight the field and press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block from the Target Generator pick list and press ENTER. Press 'Ctrl+ O' to review or edit the selected Block. Note that the Page 3, Menu Block provides space to add Event Pointers as they may be needed.

NO-ENTRY POINTER The Block that the SVMi-20E will execute next if the caller makes no entry in this MENU.

INVALID POINTER The Block that the SVMi-20E will execute next if the caller has made too many invalid entries (determined by Retries allowed) or a search on a value other than ENTRY failed to find a match.

FAXCALL POINTER The Block that the SVMi-20E will execute next after hearing a FAX Tone. This applies only when the FAX machine is an extension of the telephone system.

User Defined Event Pointers

These are the event pointers the user enters to customize how that the SVMi-20E functions. They include all the entries below FAXCALL.

Input Value Column

The Input value is a defined event pointers that directs the SVMi-20E to other Blocks. The Input Processor contains Input Pointers that determine which Application Block receives control of the call next. Upon finding a match, it examines the type of action specified in that pointer and passes control to the object named in the pointer's target. These pointers may go directly to an object (with or without requiring the caller to enter a password), translate the Input Value to a new value or search a large array of objects for one matching the Input Value.

To edit User Defined Event Pointers, highlight a new or existing field and press ENTER. Enter the input value and press ENTER to bring up the Action pick list. Highlight the appropriate Action and press ENTER. Select a Block type from the Target Generator pick list and press ENTER. Choose a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block.

The input value can be any digits that are to be processed by the Menu. These can be digits dialed by the caller or digits passed from previous blocks. The origin for these digits are determined by the contents of the 'input FROM…" field.

A question mark, "?", may be used as the INPUT value to apply to a set of caller entries. An INPUT value of <2??> will match any 3 digit entry beginning with the digit '2'. An INPUT value of "4?57" will apply to all 4 digit entries beginning with the digit '4', ending with the digits '57' and having any value in the second digit. The Wild Card is placed in the INPUT value to indicate that any digit entered in that position will qualify as a match. The "?" character may also be used in a translation to indicate that the translated value should include the character which is in the position of the corresponding "?" in the pointer INPUT value. A dot (.) is used in the translation value to indicate that the corresponding "?" in the INPUT value should be discarded.

When searching for a match to a caller entry or for a particular pointer, the SVMi-20E follows a consistent sequence. MENU Blocks require a more elaborate search than other Blocks. However, the pattern is consistent. It looks for the most specific match. A direct digit match on an INPUT value takes precedence over a wild card match. Also, a wild card pointer with a lesser number of "?" characters will precede one with a greater number. A match on a pointer in the current mode of operation takes precedence over a pointer in Default mode.

Action Column

When searching for a match to a caller entry or for a particular pointer, the SVMi-20E follows a consistent sequence. MENU Blocks require a more elaborate search than other Blocks. However, the pattern is consistent. It looks for the most specific match. A direct digit match on an INPUT value takes precedence over a wild card match. Also, a wild card pointer with a lesser number of "?" characters will precede one with a greater number. A match on a pointer in the current mode of operation takes precedence over a pointer in Default mode.

MENU Blocks search and give precedence in the following order:

- Translation pointers
- Other Pointers
- Extensions
- Mailboxes
- Announcements

Action Column Options

GOTO Specifies the next Block to execute, if the caller's entry matches the INPUT value.

PASS (PASSWORD THEN GOTO) Used only with MENU Blocks. A password pointer is used to restrict access to a target Block by requiring the caller to enter a password code before passing control to the target block.

TRANSLATIONS Translates caller entry, telephone system or network integration information to the translated value specified. The SVMi-20E then searches for a match, using the translated value.

SEARCH Used only with MENU blocks. This type of ACTION uses the INPUT value to search a specified range of block types to find a Block with a Number that matches and then passes control to the block. More than one Block type may be searched at one time. Valid block types to be searched are Extensions, Mailboxes and Announcements (searched in that order).

FILE This type of action provides for a large amount of Input values, for a specific MENU, be stored in a database which is accessed at the time the MENU is executing. It directs the SVMi-20E to search the specified data base file, located in the DTA directory of the hard disk, for a match to the INPUT value. The two types of data files are POINTER files and SDF files that have the filename extensions of PTR and SDF respectively. These are used in applications that would otherwise require a very large number of individual event pointers to be programmed in a MENU Block.

Pointer (PTR) files are simple text files, which may be produced on a word processor, notepad, or DOS editor. PTR Files are stored as .TXT files. Each line of a pointer file appears and acts exactly like a pointer on the SVMi-20E Menu's Input Processor screen. This operates as an extension to the input pointers on the MENU Block. Also, a single pointer file can be used for more than one MENU Block.

System Data Format (.SDF) files are a universal form of computer generated files. They are composed of individual, fixed-length records of ASCII characters, terminated by carriage return and line feed characters. When the SVMi-20E reads this type of file, it treats each record as if it was a translation pointer. The following is the record layout specification:

RECORD LENGTH: 22 characters

FIELD LAYOUT:
Offset 0, Width 10, Left adjusted, padded with spaces, acts as the search value.
Offset 10, Width 10, Left adjusted, padded with spaces, acts as the translation value.
Offset 20, Width 2 Carriage return and line feed characters.

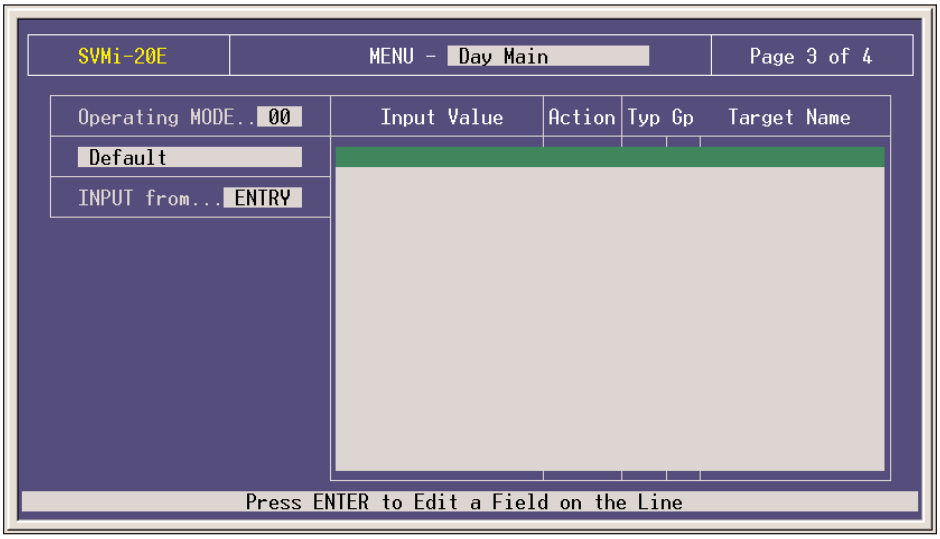
Type Column

Represents the three character pneumonic for the type of Block targeted. Below are a few examples:

MBX represents Mailbox
EXT represents Extension
MNU represents Menu

Target Name Column

Specifies the block to pass control to when the Input value is matched with the input from the defined input source. Select a Block type from the Target Generator, pick list and press ENTER. Choose a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block.



Menu Block

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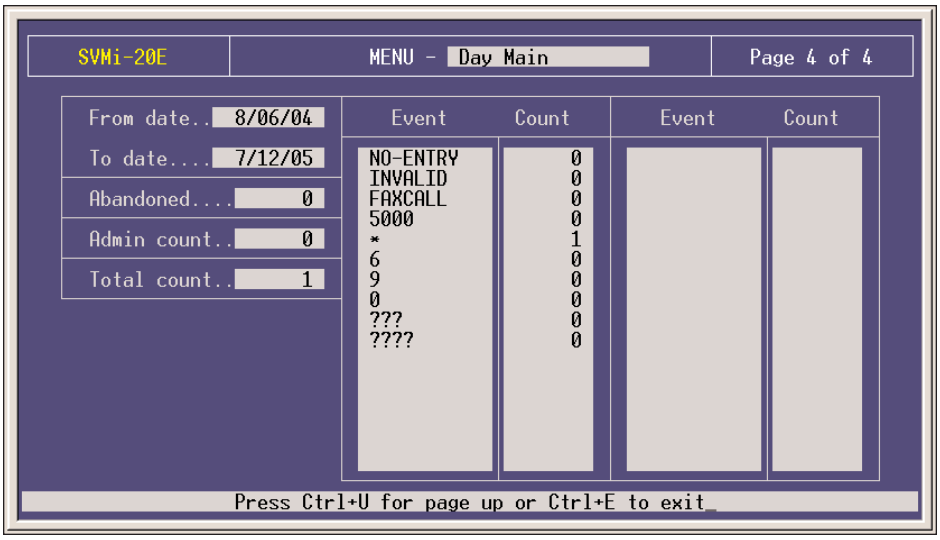
Additional Input Processor Entries

This page contains additional space to enter input values and targets.



Menu Block

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Activity

This page shows the activity for this mailbox from the time the statistics were last set in Main Menu / Operating Utilities / Clear report count to the present time. Statistics include:

ABANDONED CALLS Callers who hung up while in this menu.

ADMIN COUNT The number of times an administrator accessed the system from this menu.

TOTAL COUNT The total number of times a caller accessed this menu.

EVENT COUNT Counters for each option selected from this menu.

MODE BLOCK

Description

A Mode block exists for each operating mode. An operating mode is defined by a combination of port(s) and time. It can be as simple as Day or Night mode, or more complex (e.g. a special mode that is in effect for port 2 and 3 between 9.23 AM and 7.41 PM on Mondays and Wednesdays).

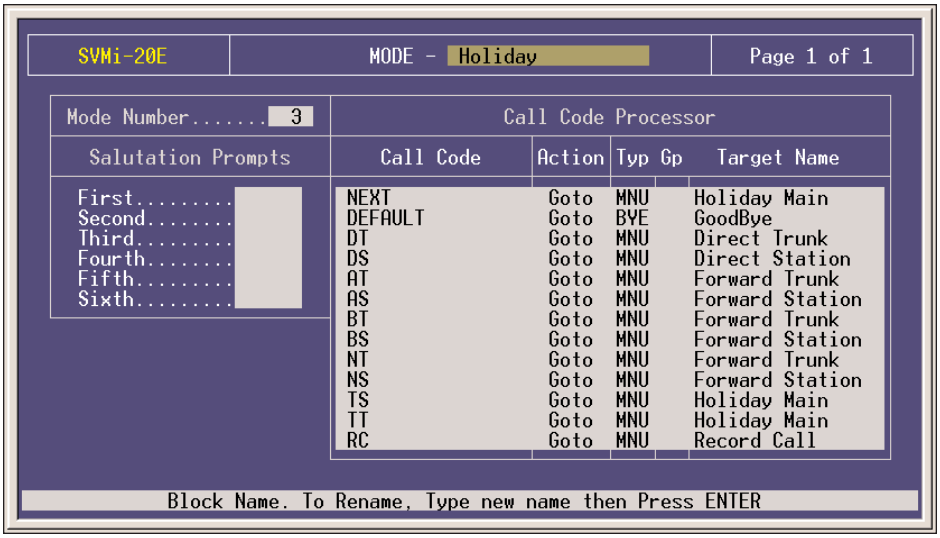
The MODE Block is the entry point into the call routing solution for a particular operating mode and can contain the opening voice prompts which the SVMi-20E will speak when answering a call. The main purpose of the MODE Block is to provide the SVMi-20E with an entry point into the call session and to direct it to other blocks depending on the type of call.

The MODE Block receives call information from the phone system, speaks a salutation (optional), and then transfers control to the next Block. A mode can have only one MODE Block.

Every Call reaching the SVMi-20E is identifies by a call code. A call code consists of 2 letters. The first letter will indicate how the call arrived and will be D (Direct Call), A (Forward All), B (Forward Busy), N (Forward No Answer) or T (Manual Transfer). The second letter indicates the type of call and will be T (trunk) or S (Station).

The SVMi-20E can direct the call to a different Block for each different Call code.

The SVMi-20E applications may contain up to 99 different modes, (although this many are seldom necessary) each corresponding to a particular style of organizational operation. As the organization changes its behavior by changing work shifts, scheduling inventory and other special events or conditions, the SVMi-20E automatically adjusts the Call Routing Solutions required to meet callers' needs.



Mode Block

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MODE The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

General Parameters

MODE NUMBER The number is identified with the name of the mode.

SALUTATION PROMPTS The prompt numbers to be spoken when the SVMi-20E answers a call in this mode. The prompts are only spoken if the call uses the NEXT pointer or is a Direct Trunk (DT) call. The prompts are spoken in sequence beginning with the prompt in the "First" position. These should include prompts that are only spoken upon answering (e.g., "Thank you for calling ABC company.") and are not repeated for the duration of the call. Allowable values include any four digit prompt number 1000 - 9999. If DTMF tones are entered while these prompts are being spoken, they will be interrupted and the digits will be carried forward into the next MENU Block.

To edit the prompts, highlight the prompt to be changed and enter the desired prompt number if different from the existing number. Press 'Ctrl + O' to bring up the Prompt Text Generator.

Call Code Processor

To make changes to the Event Pointers, highlight the desired field and press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block from the Target Generator pick list and press ENTER. Press Ctrl + 'O' to review or edit the selected Block.

NEXT POINTER The NEXT pointer will only be used if the SVMi-20E does not receive a Call Type IPC message from the phone system when the call is first presented. This parameter points to the next Block the SVMi-20E will execute after answering a call and speaking the prompts in the MODE Block. The logic that is used is: the SVMi-20E receives a Call but does NOT receive a Call Type indicator, what should it do NEXT? Any DTMF digits entered in the MODE Block will be carried forward to the next MENU block.

DEFAULT POINTER The Default pointer of the MODE Block determines what to do if a condition occurs while operating in this mode and a pointer has not been set. This is intended to be a back-up precaution, in the event of programming error. It is normally directed to a BYE Block which will hang up. This parameter will ONLY be referenced if an application is written with a hole within the application. A hole would be defined as an event that occurs that an event pointer was not programmed to handle.

CALLCODE POINTERS CallCode events represent call information that the SVMi-20E receives from the phone system. They determine the next Block to pass control to. The CODE values are as follows:

DT - Direct call originating from a Trunk.
DS - Direct call originating from a Station.
AT - All calls forwarded, originating from a Trunk.
AS - All calls forwarded, originating from a Station.
BT - Forwarded on busy, originating from a Trunk.
BS - Forwarded on busy, originating from a Station.
NT - Forwarded on no answer, originating from a Trunk.
NS - Forwarded on no answer, originating from a Station.
TS - Manually transferred Station Call.
TT - Manually transferred Trunk Call.
RC - Record Call Request.

If no CallCode is given or the CallCode does not match any programmed, the NEXT pointer is used.

NETWORK MAILBOX BLOCK

Description

The Network Mailbox (NMX) Block is used to send messages to Subscribers on remote systems where the Audio Messaging Interchange Specification (AMIS) Analog messaging is also installed. Because this is a multi-vendor standard, the SVMi-20E can both receive from and send to any manufacturer's voicemail system that is also fully AMIS Analog compliant. The network Mailbox maintains the delivery schedule for AMIS messages, and contains a number of the same parameters found in a standard Mailbox Block. It has a mailbox number (key) group number, text label, default personal greeting, recorded name, and a password. It is addressed the same way as a standard Subscriber Mailbox, and may be listed in the SVMi-20E' dial by name Directories. The Network Mailbox, like a List Block, is a message delivery object, and is therefore not usually assigned to a Subscriber. It has few Subscriber Services, and no Message Center. Subscriber Administration functions - e.g. recording a name and setting a password - are normally performed by the SVMi-20E System Administrator.

The AMIS Analog specification places certain restrictions on messages. For example, messages must be less than eight (8) minutes in length, and a maximum of nine (9) messages may be transferred during any single message delivery outcall. Also, due to the variations in message attributes on different systems (e.g. urgent, private, etc.), network messages are not sent with these attributes. See Table V-1 below for a summary of relevant AMIS features. To prevent delivery conflicts and accidental messaging loops, the SVMi-20E does not deliver Administrator Broadcast messages to Network Mailboxes.

A separate Mailbox Class of Service should be used for Network Mailboxes. This will allow additional network message delivery options without affecting the Message Alert settings for standard Subscriber Mailboxes. While there is only one Network Mailbox type ("Typ") of object, there are two different kinds of NMX, based on their use. The first is a Proxy NMX. Each Subscriber at a remote location may have a Proxy NMX on the local system. This mailbox has a recorded and text name so that local Subscribers may use the Directory to address messages for them. Proxy NMXs do not have remote telephone numbers or delivery schedules set. They do have a Remote User Mailbox number, but this is set to a unique local number. Messages sent to a Proxy NMX are forwarded (using the AUTO-FWD Pointer in their CallDirector) to the second kind of NMX - the Site NMX. There is one Site NMX on the local system for each remote location. The number of the Site NMX is entered as the Remote User number in a Proxy NMX. By setting the delivery schedule and remote system telephone number in the Site Mailbox, all Subscriber messages from Proxy NMXs may be batched with one set of controls.

This prevents overloading the SVMi-20E ports with network message delivery, which might restrict incoming call processing.

AMIS Analog Messaging Protocols

Feature	Protocols
Transmission Medium	Telephone Voice Line
Framing	Analog
Voice Format	Analog
Address and Control Format	DTMF
Inter-System Security	Open Access
Send	Yes
Receive	Yes
Reply	Yes
Notification of Non-Delivery	Yes The NMX Mailbox keeps a count of non-delivered messages. The sender is not notified.

Delivery Notification	No
Full Duplex Message Flow	No
Line Quality Test	No
Message Importance Indicator	No
Message Privacy	No
Message Sending Priority	No
Non Receipt Notification	No
Originating Message Timestamp	No
Receipt Notification	No
Separate Originator's Voice Name	No
Service Notification	No
Store and Forward	No
Maximum Number of Messages/Call	9

"Open access" means a user on one system can reach a user on any other system, using the same protocols, over the public telephone system without exchanging passwords or requiring system administrator involvement.

Mailbox numbers must be no longer than (16) sixteen digits.

Message length is limited to (8) eight minutes per message.

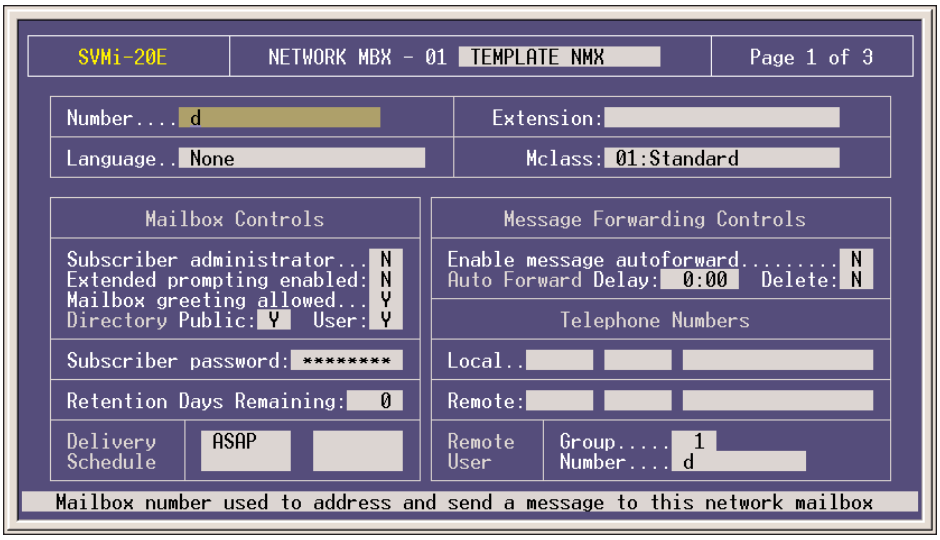
Non-delivery notification upon failure to deliver for any reason. Reasons include invalid address, full mailbox, incompatibility between systems, etc.

Sending and receiving system identification corresponding to an IDDD number, consistent with the use of the public telephone system.

Identification of originating system identifier (IDDD number) and mailbox in message envelope to facilitate tracking.

Provision and support for gateways, used to concentrate traffic and provide for the connection of analog AMIS systems.

Network management reports consistent with reports available for intra-vendor networked messages.



Network Mailbox Block

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General Parameters

MAILBOX GROUP NUMBER Mailbox, MClass, and List Blocks must all have a Group Number, in addition to their individual Block Number. This supports the partitioning requirements described in the Extension and EClass Blocks. Messages may only be exchanged by members of the same Group, and a Menu Block will only search on a single Group Number, as with Extensions. For most applications, all Mailbox, MClass, and List Blocks may be set to use the default Group 01. The Group number is assigned at the time that the Network MBX is created. The Group number is then displayed to the left of the Network MBX Block Name.

MAILBOX NUMBER The number representing this Network Mailbox. Also known as its key value. It may not be the same as the Number for any other standard Mailbox, Network Mailbox, or List Block in the same mailbox Group. If this is a Proxy NMX, it may be convenient to use the same Number as the Subscriber's standard Mailbox Number on the remote system. However, if this conflicts with a local Number, it may be a different number.

LANGUAGE This is a language option. You may select from any installed language and from that point on, the Network MBX will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

The Extension block also has a language field. If this Network MBX has an extension Block assigned to the extension parameter, the SVMi-20E will try to resolve the Language fields to a single value (make them match). If conflicting information is contained in these fields, the Extension Block has priority and the Network MBX Block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

EXTENSION The Name of the Extension associated with this Mailbox, if any. In most cases this should be left blank, as an NMX is not assigned to a local Subscriber, and calls are not directed to it. If an Extension is entered, it must not be one that is associated with any other standard Subscriber Mailbox.

MCLASS The name of the Mailbox Class of Service associated with this NMX. It should not be a Block used by Standard Mailboxes. If this is a Site NMX used to control delivery of messages, it may be necessary to use the ALERT Pointer in the MClass CallDirector to specify an after hours Mode during which network messages are delivered.

Mailbox Controls

SUBSCRIBER ADMINISTRATOR Due to the specialized nature of a Network Mailbox, it is not used for typical Administration tasks. If this field is set to "Y", a user may log in to the Mailbox and from the System Administration menu, select "Create or Delete mailboxes and/or extensions". No other functions are available. Inputs are "Y" for yes and "N" for no.

ENABLE EXTENDED PROMPTING A 'Y' in this field enables the full length, extended prompting to play to the subscriber the next time he logs into his Mailbox. Once the flag is set to 'N', extended prompting does not play again. The extended prompting is used to aid the new mailbox user.

DIRECTORY PUBLIC/USER A"Y" in this field allows this NMX to be listed in the Public Directory. Unless outside callers are to be allowed to send network messages to remote subscribers, this field should be set to "N". A "Y" in the "User" field allows this NMX to be listed in the User Directory. The mailbox may be listed by subscriber name, if a name is recorded, or by mailbox number.

SUBSCRIBER PASSWORD Allows the mailbox password to be changed to the default digits specified by Default Password in the System Wide Parameters or removed completely. Inputs are: "DEFAULT" or "NONE".

RETENTION DAYS REMAINING The number of days remaining before this block is automatically discarded during system maintenance.

Message Controls

AUTO FORWARD If this is a Proxy NMX, a minimum delay (e.g. "0:01" - for one minute) should be entered. Be sure the AUTO-FWD on the CallDirector screen is also set for the proper Site NMX which will deliver messages for this Proxy. If this is a Site NMX, this field may be left blank.

DELETE For a Proxy NMX, this field should be set to "Y". This effectively moves the messages to the Site NMX, without a copy being left in the Proxy NMX.

Telephone Numbers

LOCAL AND REMOTE The three telephone number fields are country code, trunk or area code, and telephone number. Enter "1" or leave the country code blank for the United States. In the second field, enter the trunk code for a local system or an area code for within the United States. The third field is the seven-digit telephone number. Both numbers should be entered regardless of "type".

The local number is the number of the system calling out. The remote number is the number to dial for the remote mailbox. The SVMi-20E uses both numbers to determine whether or not to dial the area code.

Delivery Schedule

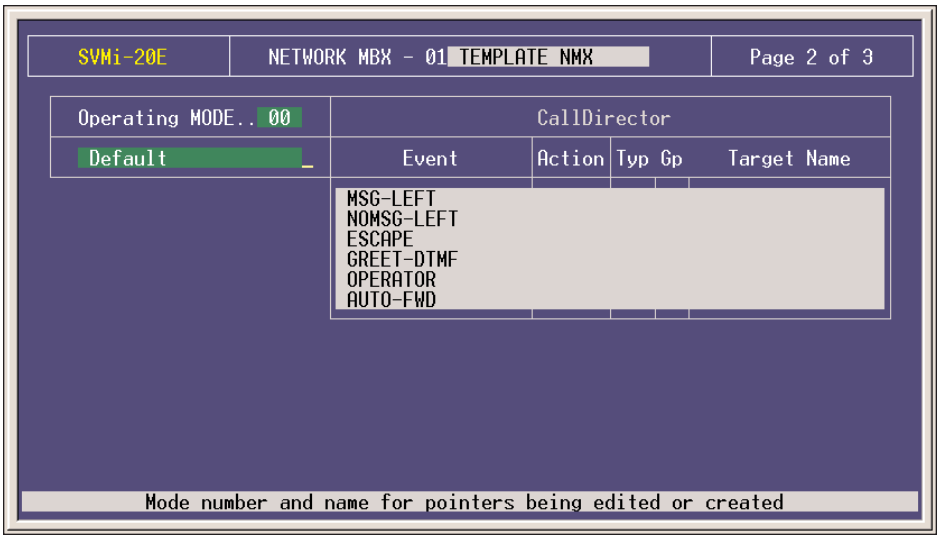
If this is a Site NMX, enter up to four specific times in a 24-hour period, for batch delivery of network messages. Enter "ASAP" (or leave blank) to deliver all messages immediately upon receipt. If using the ALERT Pointer in the associated MClass to deliver during off peak hours, this field should be set to "ASAP", or the batch times must fall within the time the Mode for delivery is active on the Schedule Table.

Remote User

For Proxy NMXs, these fields must be set to coincide with the Subscriber's Mailbox values on the remote system. If the remote system is not a SVMi-20E, the Group Number should be left blank, and the previous field "Enforce group numbers" should be set to "N". For a Site NMX, the "Number" field should be left blank. The system will automatically use the proper number from each Proxy NMX that is auto forwarding messages to this NMX.

GROUP Enter the Group Number the remote user belongs to. This field should be set to '0' if group is undefined or not used by the remote unit.

NUMBER If this is a Proxy NMX, enter the Subscriber's Mailbox Number at the remote location. If this is a Site NMX, leave the field blank. If the number entered is a Distribution List Mailbox on the remote site, all members of the List will receive messages sent to this NMX. Note: Public callers can only send messages to proxy NMXs. The number is identified with the name of the mode.



Network Mailbox Block

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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references. For example, the Invalid pointer might route callers to an operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu during 'Night' Mode. Pointers set in the Default Mode stay in effect unless overridden by Pointers set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit any Event Pointer, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press [Ctrl]+[O] to review or edit the selected Block.

MSG-LEFT POINTER The Block to go to after the caller has recorded and sent a message. This pointer applies only to public callers.

NOMSG-LEFT POINTER The Block to go to if the caller did not leave a message. This pointer applies only to public callers.

ESCAPE POINTER The Block to go to if the caller presses the Escape digit to escape from a mailbox (the escape digit may be pressed anytime before the recording tone). It is recommended that the named Block be the initial

MENU Block. This allows the caller to return to the main options that may include dialing another extension. This pointer applies only to public callers.

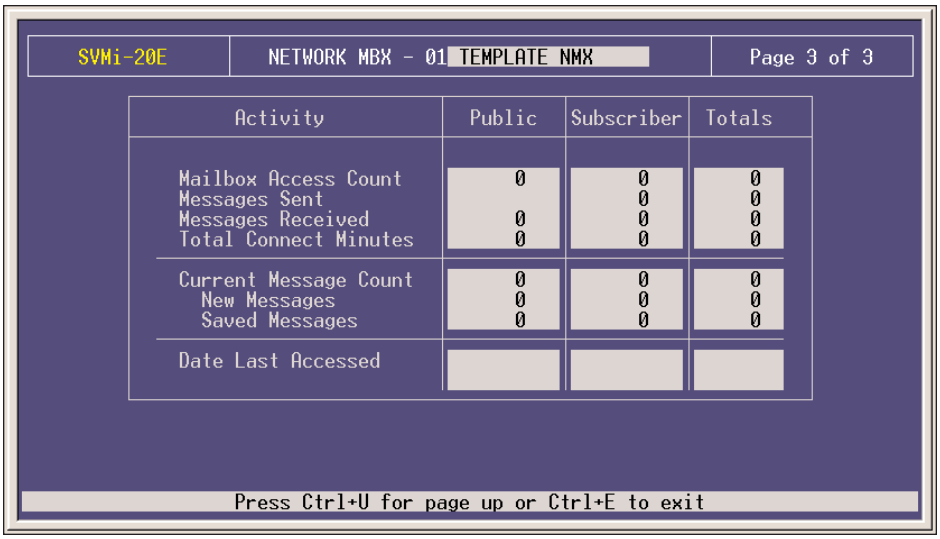
GREET-DTMF POINTER This is the Block to go to if the caller enters any valid DTMF while listening to the mailbox greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit is not considered valid DTMF digits for this pointer. The target block is a menu. The menu will perform a search operation to match the caller ENTRY to the KEY value of a pointer, extension, mailbox or Announcement. This pointer applies only to public callers.

OPERATOR POINTER This is the Block to go to if the caller presses the operator digit while listening to the mailbox greeting. This pointer applies only to public callers.

AUTO-FWD POINTER This is the Block to forward new messages to when the time has expired in the 'Auto-Forward Message After' parameter. The target may be a mailbox, list, or network mailbox and may not point back to itself. For Proxy NMXs, this should point to the Site NMX that will actually deliver the messages to the remote location. The pointer should be active in the Default Mode. For a Site NMX, this field may be left blank. As a fail-safe, you may forward network messages to a local standard Subscriber Mailbox after a delay long enough to allow proper remote delivery. If network delivery has failed, this captures any messages which were not delivered.

Action, Typ, Gp, Target Name

Action specifies the operation to take place. In the Network Mailbox Block, go to (or leave blank) is the only possible action. Typ indicates the type of block targeted. Gp represents the group number (if appropriate) where the targeted block is located. Target Name specifies the block to pass control to. To edit the information in the Select, Action, Typ, Grp, or Target Name columns, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type from the Target Generator pick list. Select a new or existing Block of that type. Press [CTRL] + [O] to review or edit the selected Block.



Network Mailbox Block

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Activity

MAILBOX ACCESS COUNT The number of times someone other than the subscriber ('Public Callers') accessed this Mailbox and the number of times the subscriber logged in to this Mailbox, regardless of what functions they performed.

MESSAGES SENT The number of messages this mailbox has sent, regardless of destination.

MESSAGES RECEIVED The number of messages this mailbox has received, from 'Public Callers' and from other subscribers.

TOTAL CONNECT MINUTES The total amount of time connected to the mailbox.

CURRENT MESSAGE COUNT The total number of messages in this Mailbox, listed according to those received from 'Public Callers' and from other subscribers.

NEW MESSAGES The current message count broken down to reflect how many have not been saved, from both 'Public Callers' and other subscribers.

SAVED MESSAGES The current message count from 'Public Callers' and other subscribers reflecting how many have been saved. This will always be zero (0).

DATE LAST ACCESSED The last time the subscriber logged in to this Mailbox.

PORT BLOCK

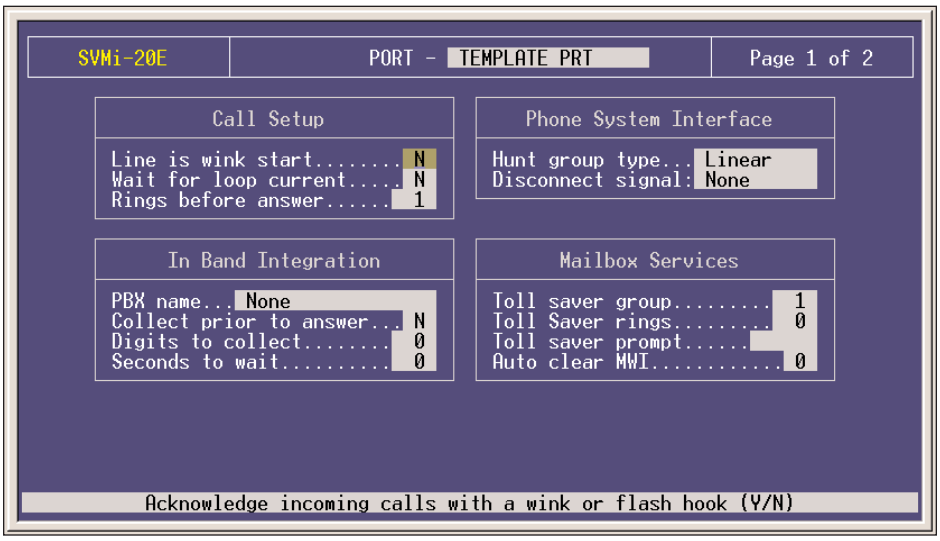
Description

The Port Block always precedes a Mode Block. This Block contains all the necessary parameters to link the PBX/Telephone system with the SVMi-20E. This includes all call setup protocols, hardware communication processes, handshaking, and switch integration. The Block tells the physical port how to communicate with the hardware it is connected to.

The Port Block defines the physical connection between a SVMi-20E voice port and the phone system, describing all the signals passed between the phone system and the SVMi-20E. It describes how calls are presented, how to answer them, and how to collect integration data describing an incoming call. It defines the necessary dial strings to place callers on consultation hold and draw dial tone, complete call transfers, abort call transfers, log on, and disconnect. The Port Block also defines what kind of disconnect supervision the phone system provides and how reliable it is.

The Port Block answers incoming calls and checks the Schedule Table to find out which Mode Block to pass control to. The Block collects the Call Type Data and passes that data to the appropriate Mode Block along with the caller.

In order to process calls, each port must be assigned a Port Block. NOTE: This has been done for you and is hard coded into the system.



Port Block

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NOTE: Many of the parameters are not applicable to the Samsung switches while in an embedded environment. The Port Block was made visible to allow you to adjust the Disconnect Parameter. Many installations have been having trouble getting the CO to provide proper disconnect. Changing the disconnect signal in the port block will allow the SVMi-20E to disconnect on an alternate signal type. See Disconnect Signal below.

Parameters prefixed below with (DO NOT USE) should not be played with. These parameters will ultimately be adjusted for use with the Samsung switches or eliminated from view.

Call Setup

LINE IS WINK START (DO NOT USE) In a wink start situation, the CO transmits a signal to say a call is coming in. The SVMi-20E issues a wink to acknowledge the call. The wink for loop current is used in DID installations in which case the wait for loop current is set to 'Y' for "yes". The setting 'N' for "No" acknowledges a flash hook.

WAIT FOR LOOP CURRENT (DO NOT USE) If this parameter is set to 'Y' for "Yes", incoming calls are signaled via a loop current. If set to 'N' for "No", incoming calls are signaled via a ring signal.

RINGS BEFORE ANSWER (DO NOT USE) This is the number of rings for the system to wait before going off hook to answer a call.

InBand Integration

PBX NAME (DO NOT USE) The name of the In-Band DTMF parser to use for integration. To edit this field, press ENTER to bring up a pick list. Select the appropriate parser and press ENTER. Leave this field blank if none.

COLLECT PRIOR TO ANSWER (DO NOT USE) If set to 'Y' for "Yes", the system collects integration data prior to answering a call. If set to 'N' for "No", the system collects integration data after answering a call.

DIGITS TO COLLECT (DO NOT USE) The number of digits the system collects for integration. The SVMi-20E waits until the number of digits indicated has been collected or until the number of seconds to wait has expired.

SECONDS TO WAIT (DO NOT USE) The number of seconds the system waits for integration data to arrive unless it has already been collected.

Phone System Interface

HUNT GROUP TYPE How are the calls presented to the SVMi-20E. By default this is set to 'Linear'. It should match the 'Ring' setting selected in MMC 601 when you set up your station group for the SVMi-20E. If "Ring' in MMC 601 is set for 'Sequential" then Hunt Group should be set for "Linear' .If "Ring' in MMC 601 is set for 'Distributed" then Hunt Group should be set for "Rotating'. To change this setting place your cursor on the parameter and press ENTER and select the required setting from the list of optional hunt sequences.

DISCONNECT SIGNAL Disconnect supervision is generally transparent to the installer and the user. When a calling party hangs up, a signal (IPC Message) is sent to the SVMi-20E indicating the caller has dropped and the SVMi-20E should hang up it's appropriate Port. The SVMi-20E will, by default, only hang-up if the switch tells it to do so.

This parameter allows the installer to select an additional type of disconnect signal which will be used with this system. Press ENTER to bring up a pick list. Select the appropriate signal type and press ENTER. NOTE: This parameter was the main reason for making this block visible again. If you are having trouble getting the CO to provide a proper disconnect this parameter can help you. Remember the problem is with the CO and this is simply trying to accommodate for the lack of proper disconnect. The most common alternatives are 'Dial Tone', 'Busy Tone', and/or 'Reorder Tone'.

It is best not to rely on a dial tone for a disconnect signal. Continuous background noise may be misconstrued as a disconnect signal, when a caller is leaving a message, resulting in the caller being suddenly, and rudely, cut off. Unreliable signals can also cause messages to end with long dial tones. Alternately, dial tone may not be detectable in a given installation resulting in "hung" ports, phantom calls, etc. Test before using. The SVMi-20E must have a reliable disconnect signal to set up conference calls.

Mailbox Services

MAILBOX SERVICES (DO NOT USE) This feature is used only for voice mail service bureaus. The SVMi-20E' toll saver feature will "guess" the caller's mailbox based on the caller ID (CID), check to see if the caller has messages, and delay pickup if there are no messages. Pickup is delayed by waiting additional rings and/or playing a prompt before answering.

TOLL SAVER GROUP (DO NOT USE) Sets which mailbox group this functionality will be applied to.

TOLL SAVER RINGS (DO NOT USE) The additional number of rings the system waits for the Toll Saver feature. The SVMi-20E' toll saver feature "guesses" the caller's mailbox based on the caller ID, checks to see if the caller has messages, and delays pickup if there are no messages. Pickup is delayed by waiting additional rings and/or playing a prompt before answering.

TOLL SAVER PROMPT (DO NOT USE) The prompt played during the Toll Saver delay. Enter the four-digit number of the desired prompt. Press [CTRL]+[O] to review or edit the prompt text. Leave this field blank if no prompt is to be played.

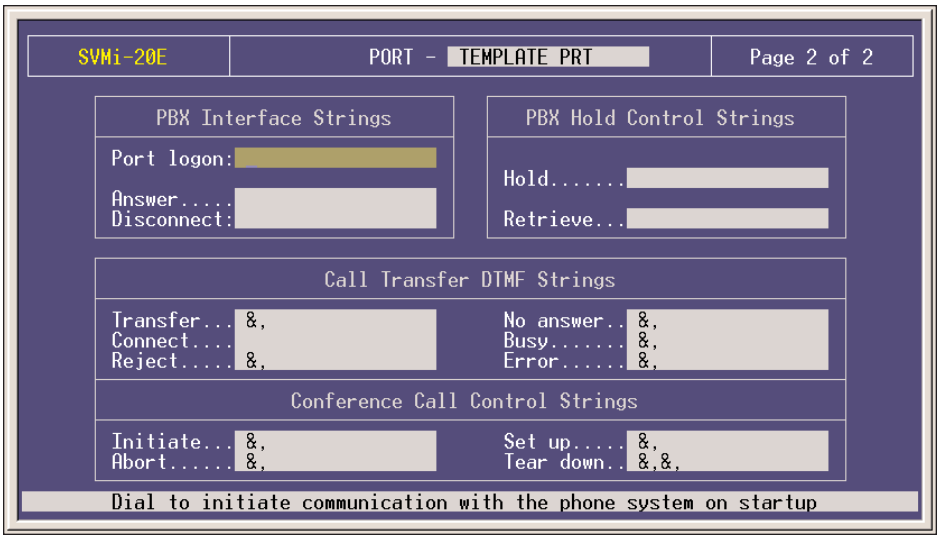
AUTO CLEAR MWI (DO NOT USE) This parameter identifies under which conditions the switch will reset message waiting indicators. This helps the SVMi-20E keep track of MWI status. Acceptable entries are:

0 - The switch never has permission to clear the indicators.
1 - Clear only by the port that set it. The user must dial into the port that set the indicator.
2 - Clears when the user dials directly into any voice mail port.
3 - Clears when the user gets routed into the SVMi-20E by any means (i.e. Call Forward).
4 - Clears when the user reaches the SVMi-20E by any means and from any port.

SIM Integration

COLLECT PRIOR TO ANSWER (DO NOT USE) If set to 'Y' for "Yes", the system collects the integration data prior to answering a call. If set to 'N' for "No", the system collects integration data after answering a call.

SECONDS TO WAIT (DO NOT USE) The number of seconds the system waits for integration data to arrive unless the data has already been collected.



Port Block

Page 2 of 2

PBX Interface Strings

PORT LOGON (DO NOT USE) The digit(s) dialed to initiate, or maintain, communications with the phone system. The Port Logon feature instructs the SVMi-20E to pick up the phone and dial the indicated string. When starting or if no calls come in for one hour, the system assumes it's not connected and checks. A comma (,) tells the SVMi-20E to go off-hook for one second; a semicolon (;) places the line off-hook and tests for dial tone. If the logon fails, another attempt will be made in five minutes. It is not necessary to reset either the PBX or the SVMi-20E in order to reinitialize the link. The system is informed if a port is working or if it even exists. The setting may be left blank except on electronic sets. The comma (,) is recommended. The Port Logon dial string is required in true ACD installations.

WHEN ANSWERING (DO NOT USE) The digits for the system to dial upon answering an incoming call (if applicable).

WHEN DISCONNECTING (DO NOT USE) The digits for the system to dial upon ending a call (if applicable).

PBX Hold Control Strings

PBX HOLD CONTROL STRINGS (DO NOT USE) These are hold controls as associated with the port. These controls tell the system how to hard hold but do not enable the SVMi-20E to do a hard hold. If left blank, PBX hard hold is not used, only consultation hold is used. The controls to enable or disable hard hold can be found in the EClass Block.

PUT ON HOLD (DO NOT USE) The digits dialed by the system to place a caller in hard hold (i.e., &,51).

RETRIEVE FROM HOLD (DO NOT USE) The digit(s) dialed by the system to retrieve a caller from hard hold.

Call Transfer DTMF Strings

TRANSFER PREFIX (DO NOT USE) The digits to dial to place a caller on consultation hold (when transferring a caller from one extension to another) and get a dial tone.

DIAL TO CONNECT (DO NOT USE) The digits to dial to complete a call transfer and connect the caller to the called party.

ABORT REJECTED(DO NOT USE) The digits the system dials to abort a call transfer if the called party rejects the call.

ABORT NO ANSWER (DO NOT USE) The digits the system dials to abort a call transfer which resulted in a no answer condition.

ABORT BUSY (DO NOT USE) The digits the system dials to abort a call transfer which resulted in a busy signal.

ABORT ERROR (DO NOT USE) The digits the system dials to abort a call transfer if an error occurs such as no dial tone.

Conference Call Control Strings

DIAL TO INITIATE (DO NOT USE) The dial string used to initiate a conference call.

DIAL TO ABORT (DO NOT USE) The dial string used to abort a conference call if the second station does not answer.

DIAL TO SET UP (DO NOT USE) The dial string used to set up a conference call after the second station answers.

DIAL TO TEAR DOWN (DO NOT USE) The dial string needed to tear down a conference call and drop the second station.

QUERY BLOCK

Description

Query Blocks are used to create a "voice questionnaire". The SVMi-20E can be configured to ask the caller a series of questions, record the caller's voice responses and combine the responses into single, or multiple, voice message(s) that is (are) placed into one, or more, specified mailbox(es). Common applications are order entry, caller opinion surveys and information requests. To send the voice response to more than one mailbox, send the response to a list.

When the mailbox user reviews a message, recorded by QUERY Blocks, each of the responses is played back in the order it was recorded, preceded by a playback prompt (if used) to identify it.

The operation can be configured to offer callers the options of playing back, changing or confirming their response with DTMF commands or it can be programmed so that it requires no DTMF entries at all. When used in conjunction with MENU Blocks, sequences can be created which involve both voice and DTMF responses (e.g., "Dial 1 to order nails or 2 to order bolts").

The Operating Modes in the CallDirector section of the Query Block are used to provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the call.

Query Block

Page 1 of 3

QUERY The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

Query Script

To review or edit prompt text, highlight the desired field and enter the four-digit prompt number unless it has already been entered. Press 'Ctrl + O' to bring up the Prompt Text Generator. Edit the prompt text as necessary.

QUERY PROMPT This prompt requests a voice response to be recorded by the caller. It is followed by a short tone signal that indicates that the system is recording. Valid entries are 1000 - 9999, with blank indicating "say nothing". Example: "Please speak your name at the tone." (beep)...

EXIT PROMPT This prompt is given after the response has been recorded. It may simply say "Thank you" to acknowledge the response or prompt the caller to enter DTMF tones to playback, change, or confirm their response.

ERROR PROMPT This prompt is played if a system error occurs. The most common error condition is that the message storage disk is full. Example: "Sorry. The message storage unit is full. Please hold the line for assistance".

INVALID PROMPT This prompt is played to the caller when an invalid DTMF entry is made.

Query Script Controls

REPEAT QUERY (0 - 9) The number of times to repeat the query prompt if the caller does not begin speaking.

REPEAT EXIT (0 - 9) The number of times to repeat the Exit Prompt if no DTMF has been dialed.

AUTO REPLAY Set this parameter to Y to immediately play back the caller response. Otherwise, set to N.

LAST QUERY If set to "Y" a new message will be created for any subsequent queries during this call session. If this is set to "N" the responses to any additional queries will be appended to the message created during this call session.

Transcription

HEADER PMT This prompt is used when the message is being played back. It is followed immediately by the caller's recorded response. Valid entries are 1000 - 9999, with blank indicating "say nothing." To edit, highlight the desired field and enter the four-digit prompt number. Press Ctrl + 'O' to bring up the Prompt Text Generator. Edit or review the prompt as necessary. Example: "Name." (followed by the playback of the name recorded by the caller).

MAILBOX: The mailbox to which this response should be sent. If the same mailbox was previously specified by another QUERY Block (during the same call session and the parameter Last Query was set to 'N' in the previous Query Block) the voice response to the current query will be appended to the same voice message, forming a composite message. If the mailbox has not been used by another Query block or the parameter Last Query was set to 'Y' in the previous Query Block, a new voice message will be created.

To edit, press ENTER at this field to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. If using Ctrl + O to 'O'pen a block for review, Ctrl + R will bring you back ('R'eturn) one block at a time.

Caller Interface

TAKE INPUT FROM This is a list of possible input types. This will usually only be Voice or in some cases DTMF.

Important Note: If you are going to set any Query Block to take Input from anything other then Voice you must set "Use 32/Kbit/s rate" to 'Y'. This will guarantee the accurate playing back of DTMF entries in a Voice Format during the transcription of the message.

MAXIMUM CALLER RESPONSE (1 - 999 SECONDS) The maximum length of recorded response allowed.

WAIT FOR VOICE RESPONSE (1 - 9 SECONDS) This is the time that the SVM will wait for the caller to begin speaking a response to the query.

WAIT FOR DTMF RESPONSE (1 - 99 SECONDS) The time to wait for the caller to enter a DTMF tone in response to the Exit prompt. The time interval begins after the prompt has been played.

Digit Assignment

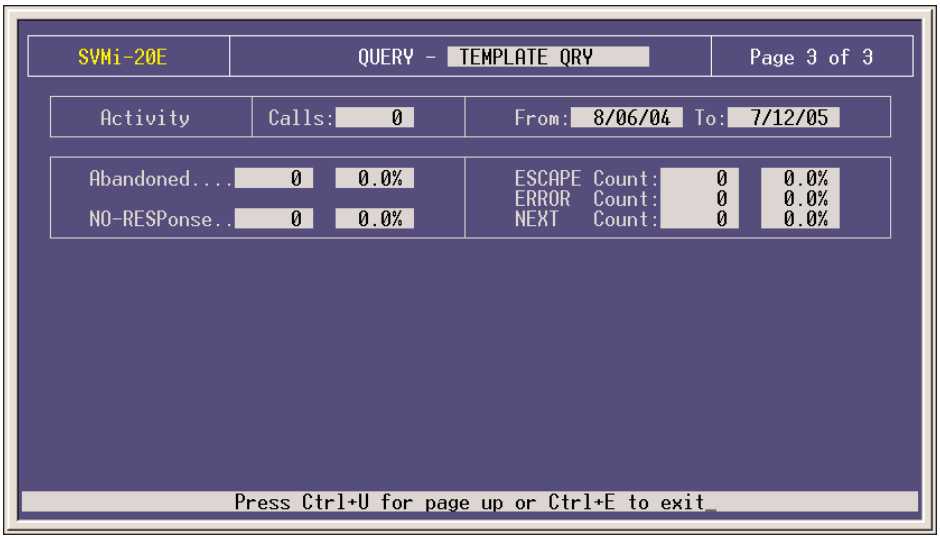
DIGIT TO PLAYBACK RESPONSE The DTMF digit that causes the SVMi-20E to play back the voice response, just recorded, to the caller.

DIGIT TO CHANGE RESPONSE The DTMF digit that will cause the SVMi-20E to repeat the query and allow the caller to change his response.

DIGIT TO CONFIRM RESPONSE If this is set to a valid DTMF digit, the SVMi-20E will automatically play back the response, just recorded by the caller, then play the exit prompt which should ask the caller to confirm the response by pressing this digit. Example: "Dial 3 to confirm your response or 2 to change it".

TERMINATOR DIGIT The digit to enter to indicate the caller DTMF entry is complete. This is usually the pound (#) key.

ESCAPE DIGIT If the caller presses this key, typically '✱', at any time during the query or exit prompt, any response to this query that may have been recorded will be canceled and the SVMi-20E will proceed immediately to the Block indicated by the <ESCAPE> pointer. This will have no effect on responses to other queries recorded during the current call.



Query Block

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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes. Pointers set in the Default Mode stay in effect unless overridden by the same Pointer set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be Blued (grayed on a Black and white monitor) out to denote that they were not set in the current mode but will operate as indicated.

CallDirector Event Pointers

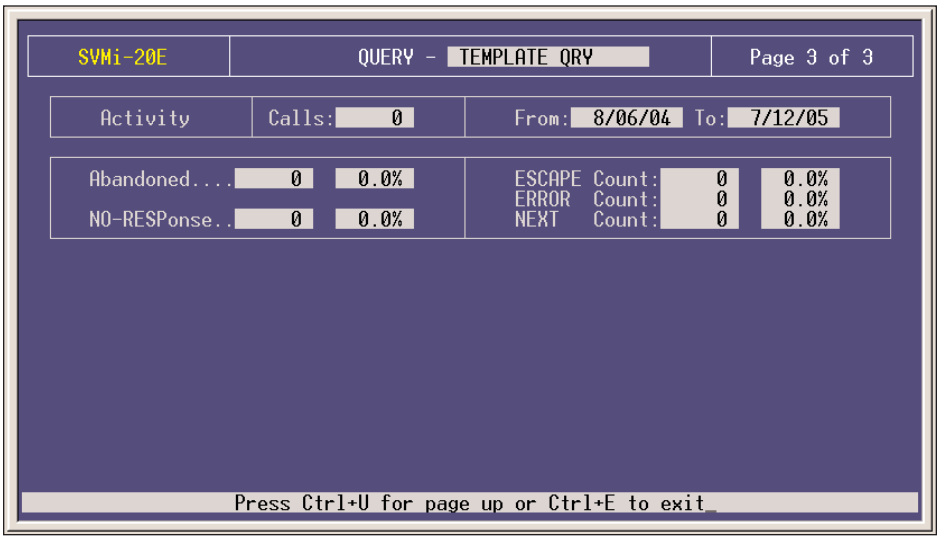
To make changes to the Event Pointers, highlight the desired pointer and press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type from the Target Generator pick list. Enter the Group Number. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the Block.

NO-ENTRY POINTER The next Block to go to if no response was recorded (or if not confirmed and Digit to confirm response is set).

ESCAPE POINTER The next Block to go to if the caller presses the Escape Digit.

DISK-FULL POINTER The next Block to go to if a system error occurs. The most common error condition is that the message storage disk is full.

NEXT POINTER The next Block to go to after a response has been recorded (and confirmed, if Digit to confirm response is set). This should be the block containing the next question.



Query Block

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Activity

CALLS The SVMi-20E shows the total number of calls this Block has processed during the period specified in the following range.

FROM - TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

ABANDONED The number of callers who hung-up during the time they were connected to this Block, prior to completing the Block's function, and what percentage of the total calls this number represents.

NO RESPONSE The number of callers who did not record a response or make any entry while connected to this Block, and what percentage of the total calls this number represents.

ESCAPE COUNT The number of callers who pressed the Escape digit while connected to this Block, and what percentage of the total calls this number represents.

ERROR COUNT The number of calls processed by this Block which encountered a condition which the SVMi-20E could not recognize, or were terminated due to a processing error, and what percentage of the total calls this number represents.

NEXT COUNT The number of calls processed by this Block, during which the Block completed its function and the caller was passed to the Target of the Next pointer, and what percentage of the total calls this number represents.

SPEAK BLOCK

Description

The purpose of a Speak Block is to speak a prompt or system information to the caller. A Speak Block contains two prompts in addition to speaking system information. After speaking to the caller, control is passed to another Block based on the target of the NEXT pointer.

This Block is commonly used to speak a salutation to the new caller and is useful for verifying caller input before passing control of the caller to the next Block. An administrator may select system prompts or record customized prompts in the Voice Studio for use in this Block. Up to three prompts may be played, but only the first and third prompt positions in the sequence are prompts. The second position speaks a unique 'index' (or Register) value, which may be any one of the following: current time; today's date; voiced confirmation of digits entered by the caller; or the contents of one of the Call Session Memory Registers. This allows an administrator to create a scenario in which the caller enters their account number (in a preceding Menu Block) and the Speak Block plays "The account number you entered is 4788235. If this is correct, press 1. If not, press 3 to reenter it". This uses all three prompt positions, the second one playing a confirmation of the number the caller entered in the previous Menu. The third prompt implies a Menu Block function within the Speak Block, which does not exist. Instead, an Event Pointer labeled Next has targeted a Menu, which receives control immediately following the end of the third prompt. Options '1' and '3' are actually processed in this second Menu Block. Speak Blocks may be 'daisy-chained' to play an extended series of prompts.

The information contained within the Speak Block screen shown in this section is for discussion and display purposes only. One page houses all Speak Block parameters. The parameters are grouped by category as follows:

General Parameters

Speak Block
Page 1 of 1

CALLER SCRIPT FIRST PROMPT The first prompt spoken to the caller. Allowable inputs are 1000 9999. Blank indicates "say nothing." Press Ctrl + O to review or edit the prompt text.

CALLER SCRIPT INDEX The system information spoken to the caller can be either, the system date or time, the current key value, or the value stored in the CID, FWDID, TRUNK, REG 1, etc…call session memory registers. If the Speak block is used to only speak a salutation to the caller, then this field is left blank. Press ENTER to bring up a pick list of valid entries. Select one and press ENTER.

LAST PROMPT The prompt spoken to the caller after the first prompt and/or system information is spoken. The allowable inputs are 1000 9999. Blank indicates "say nothing." Press Ctrl + O to review or edit the prompt text.

Activity

TOTAL CALLS Shows the total number of calls this Block has processed during the period specified in the following range.

FROM - TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

LIST IN PUBLIC DIRECTORY A 'Y' in this parameter, and the recorded List name, allows the listing in the Public Directory.

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes. Pointers set in the Default Mode stay in effect unless overridden by the same Pointer set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be Blued (grayed on a Black and white monitor) out to denote that they were not set in the current mode but will operate as indicated.

CallDirector Event Pointers

NEXT POINTER This points to the next Block the SVMi-20E will execute after speaking the prompts. If the next Block is a MENU, any DTMF digits entered in the Speak Block will be carried forward to the MENU Block.

To make changes to the Event Pointer, highlight this field and press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press Ctrl + O to review or edit the selected Block.

STATION BLOCK

Description

The Station Block contains all the information needed to call or transfer a caller to a particular phone number . The bulk of the Station Block defines the various call progress signals. It also contains any additional dial strings needed to reach a particular station (like dialing '9' to access a trunk or adding digits after the call to activate a beeper).

One of the handiest features of the Station Block is the Call Progress Training facility. This feature allows you to provide phone numbers and have the SVMi-20E call them to learn the ringback and busy signals automatically. The SVMi-20E then adjusts the appropriate parameter settings in the Station Block according to the data collected by calling the provided numbers.

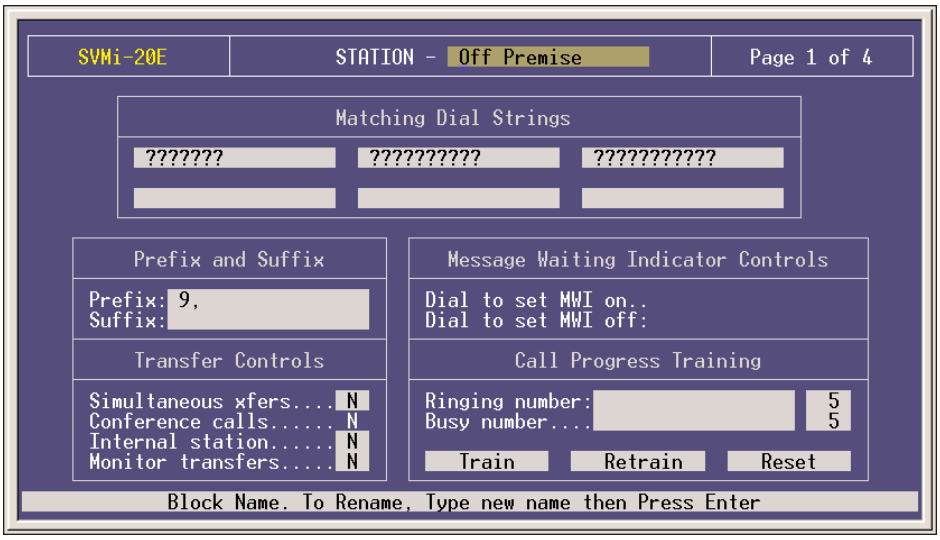
Blocks that reference a telephone number, such as Mailbox Blocks, must reference a Station Block which allows the SVMi-20E to dial.

This is particularly useful for unique stations that must be handled in a special way. However, this usually isn't necessary. Station Blocks contain a set of matching strings which allows the SVMi-20E to select an appropriate Station Block based on the kind of number being dialed (all seven digit numbers, four digit numbers beginning with '3', '0', long distance numbers, etc.). The SVMi-20E requires at least one Station Block to make supervised calls and you can create as many Station Blocks as desired.

Station blocks can be specifically selected. If an instruction to dial a number (such as a message alert number or pager notification - both found in the mailbox block) does not have a specific station block defined, a station block will be automatically selected based on the number to dial. See Matching Dial Strings for more on this subject.

There are five types of Station Blocks preset on SVMi-20E: Template, Beeper, Long Distance, Off-Premise, and On-Premise.

Each of these Station Block types comes with factory preset settings which should not be changed. If you want to change any of these parameter settings, press 'Ctrl+A' to bring up the Copy Block dialog. Enter a new name for the Block and press ENTER. You now have a new Station Block. Make the necessary parameter setting changes to the new Block and assign it as necessary. Save the original five Station Blocks with their factory default settings for future reference and use.



Station Block

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Matching Dial Strings

There are two ways for the SVMi-20E to select a station block.

The station is specifically selected by a Mailbox or Extension Block or Automatic selection. This Matching Dial String area is where the automatic selection takes place. If a Station Block has not been explicitly assigned to a phone number, the SVMi-20E will search all Station Blocks to locate the one most closely matching the number being dialed. Station Blocks can contain up to six matching dial strings. These strings can include any digit which can be dialed and the wildcard character "?". Zero would match the operator's extension.

Examples:

3??? - Match any four-digit number beginning with "3".
411 - Match "411" only.
???5000 - Match any seven-digit number ending in "5000".
??? - Match any three-digit number.

Prefix and Suffix

PREFIX The Dial Prefix instructs the SVMi-20E what DTMF to dial, if any, prior to the actual number. Prefix examples include a tie line or trunk access code. One example is shown in the Off-Premise Station Block: '9,' tells the SVMi-20E to dial "9" and then pause before dialing the actual telephone number. See the instructions for entering specific characters in the appendix.

SUFFIX Enter any DTMF that must be dialed after the actual number. This will usually be left blank but may include an account code or PBX feature code. Beepers usually require some form of DTMF entry after the telephone number. See the instructions for entering specific characters.

Transfer Controls

SIMULTANEOUS XFERS-Y/N Set this parameter to 'Y' to allow more than one port to transfer to the same station simultaneously. This applies to blind transfer conditions only. Station groups and operator positions are examples of "Yes" situations.

INTERNAL STATION Not used.

MONITOR TRANSFERS Not used.

Message Waiting Indicator Controls

(REMOVE) DIAL TO SET MWI ON Enter the string needed to turn message waiting indicators on . Since the the SVMi-20E knows how to do this internally, you would only use these to set MSG lights on remote systems.

(REMOVE) DIAL TO SET MWI OFF Enter the string needed to turn message waiting indicators off. Since the SVMi-20E knows how to do this internally, you would only use these to set MSG lights on remote systems.

Call Progress Training

The station block can be used to train the SVMi-20E to recognize different call progress tones (ring back and busy) for the particular station block. However, this is normally not necessary as default values for North America are already programmed into the SVMi-20E.

RINGING NUMBER Enter any string returned by the phone system to indicate ring. The second field indicates how many times the Train routine is to be run, using the number entered in the first field.

BUSY NUMBER Enter any string returned by the phone system to indicate busy. The second field indicates how many times the Train routine is to be run, using the number entered in the first field.

RETRAIN - Y/N Set to 'Y' to preserve the original values. Set to 'N' to clear.

RETRAIN - TRAIN To run the Call Progress Train routine, enter a telephone number in either the ringing number field, the busy number field, or both fields. Specify the number of times the SVMi-20E is to try the number to gather data. Press ENTER to start Call Progress Training. Four conditions apply to the train routine:

If only the Ringing Number value is filled in, only those values which pertain to a ring signal will be modified by running the Call Progress Train routine.

If only the Busy Number value is filled in, only those values which pertain to a busy signal will be modified by running the Call Progress Train routine.

If no numbers are provided for Ringing or Busy, and Retrain is set to 'N', the factory default settings are automatically filled in by the SVMi-20E.

If no numbers are provided for Ringing or Busy, and Retrain is set to 'Y', the SVMi-20E will give an error warning.

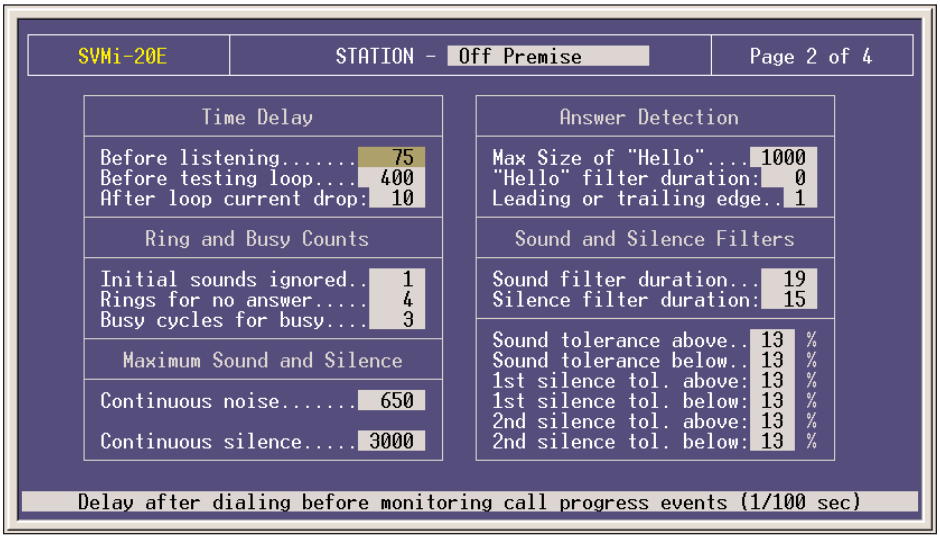
The Call Progress Train routine fills in values (depending on the four conditions above) on pages 2 and 3 of the Station Block as follows:

Page 2 Settings:

Maximum Sound and Silence
Delay Before Returning
Sound and Silence Filters
Sound and Silence Tolerance

Page 3 Settings:

Busy Signal Classification
Ring Signal Classification



Station Block

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The fields on this page should not be changed unless you have a good understanding of Call progress technology and conditions.

Initial Delay

BEFORE LISTENING The delay after dialing before monitoring call progress events (measured in milliseconds).

BEFORE TESTING LOOP The delay after dialing before looking for a loop current drop (measured in milliseconds).

AFTER LOOP CURRENT DROP Delay after a loop current drop before detecting an answer (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Ring And Busy Counts

INITIAL RINGS TO IGNORE The number of initial ring signals to ignore before monitoring call progress.

RINGS FOR NO ANSWER The number of initial rings to count before assuming no answer.

BUSY CYCLES FOR BUSY The number of extra cycles to monitor if detecting busy (less than 0 is OK {i.e., -1}).

Maximum Sound And Silence

CONTINUOUS NOISE The maximum continuous noise before assuming an error (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

CONTINUOUS SILENCE The maximum continuous silence before assuming an error (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Answer Detection

MAXIMUM SIZE OF "HELLO" The maximum time to wait for called party to stop talking (measured in milliseconds).

"HELLO" FILTER DURATION Minimum gap in speech to decide if called party has stopped talking (measured in milliseconds).

LEADING OR TRAILING EDGE This reports to the system of an answer at the beginning of 'hello' if set to (1). If set to (2), the system reports at the end of 'hello'.

Sound And Silence Filters

SOUND FILTER DURATION Minimum gap in sound before assuming the end of silence (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

SILENCE FILTER DURING Minimum gap of silence before assuming end of silence (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Sound And Silence Tolerance

This sets acceptable signal parameters. Tolerance numbers are usually assigned by the CP Train routine found on Page 1 of the Station Block. Whenever adding components or making changes to the system, run CP Train to check values. In very complicated cases where the assigned values don't quite work, the installing technician may have to adjust the numbers assigned by the Train routine. All of these values are assigned during call progress training. They should not be changed without good reason.

SOUND TOLERANCE ABOVE Amount of sound that can vary upward without breaking cadence...(%).

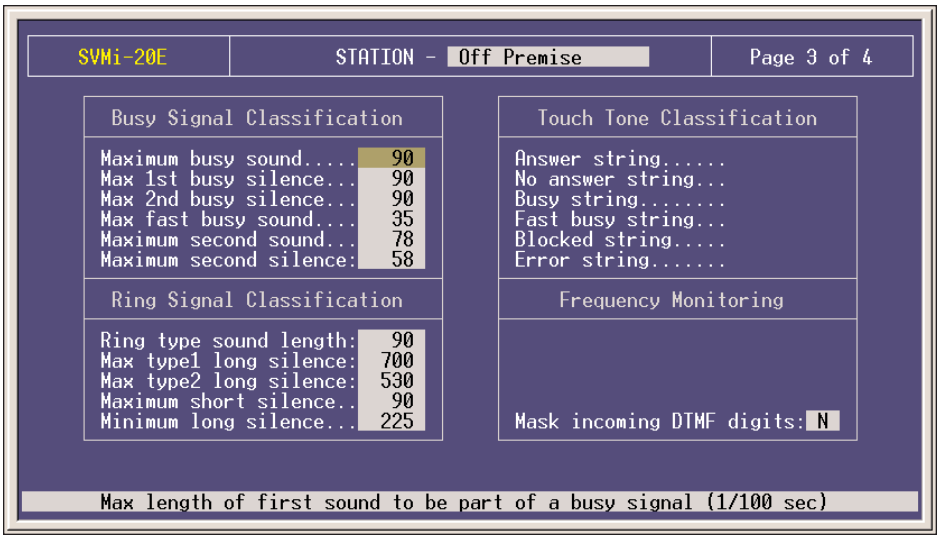
SOUND TOLERANCE BELOW Amount of sound that can vary downward without breaking cadence...(%).

1ST SILENCE TOLERANCE ABOVE: ... (%) Amount the first silence can vary upward from some accepted level without breaking cadence.

1ST SILENCE TOLERANCE BELOW: ... (%) Amount the first silence can vary downward from some accepted level without breaking cadence.

2ND SILENCE TOLERANCE ABOVE: ... (%) Amount the second silence can vary upward from some accepted level without breaking cadence.

2ND SILENCE TOLERANCE BELOW: ... (%) Amount the second silence can vary downward from some accepted level without breaking cadence.



Station Block

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The fields on this page should not be changed unless you have a good understanding of Call progress technology and conditions.

Busy Signal Classification

MAXIMUM BUSY SOUND The maximum length of first sound to be part of a busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

MAXIMUM 1ST BUSY SILENCE The maximum length of first silence to be part of a busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

MAXIMUM 2ND BUSY SILENCE The maximum length of second silence to be part of a busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

MAXIMUM FAST BUSY SOUND Maximum length of cadence sound to be part of a fast busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

MAXIMUM 2ND SOUND The maximum length of second sound to be part of a fast busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

MAXIMUM 2ND SILENCE The maximum length of second silence to be part of a fast busy signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

Ring Signal Classification

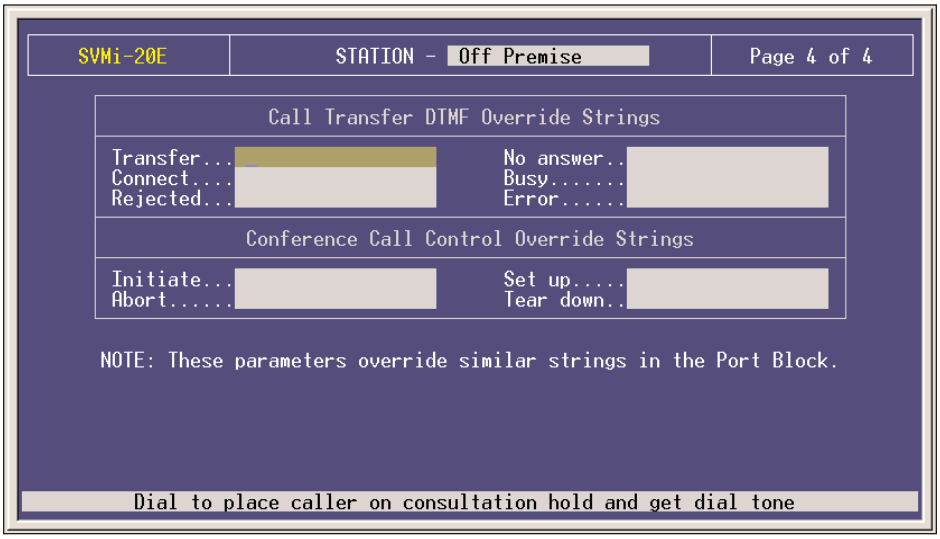
RING TYPE SOUND LENGTH Type 1 rings have a sound longer than this, type 2 are shorter (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

MAXIMUM TYPE 1 SILENCE Maximum length of silence to be part of a Type 1 ring signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

MAXIMUM TYPE 2 SILENCE Maximum length of silence to be part of a Type 2 ring signal (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

MAXIMUM SHORT SILENCE Maximum length of short silence to be part of a double ring (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.

MINIMUM LONG SILENCE Minimum Length of long silence to be part of a double ring (measured in milliseconds). This value is assigned during call progress training. It should not be changed without good reason.



Station Block

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Parameters listed on page 4 have a unique characteristic; they also appear and are primarily controlled on page two of the Port Block. If you want the Port block to maintain control of the feature/functionality then leave the field or fields on this page blank. If in an application a call needs to be transferred outside of the switch and/or requires a separate set of commands for controlling how to transfer the call and get the call back, than you can use one or as many of the parameters on this page of the controlling station block to OVERRIDE it's like parameter in the Port Block. In most applications this is NOT necessary, but in environments where you are trying to transfer a call to a subscriber on the other end of an Auto Attendant on a different switch, these parameters become useful.

Call Transfer DTMF Override Strings

TRANSFER The digits/string/command to dial to place a caller on consultation hold (when transferring a caller from one extension to another) and get a dial tone.

CONNECT The digits/string/command to dial to complete a call transfer and connect the caller to the called party.

REJECTED The digits/string/command the system dials to abort a call transfer if the called party rejects the call.

NO ANSWER The digits/string/command the system dials to abort a call transfer which resulted in a no answer condition.

BUSY The digits/string/command the system dials to abort a call transfer which resulted in a busy signal.

ERROR The digits/string/command the system dials to abort a call transfer if an error occurs such as no dial tone.

Conference Call Control Strings

INITIATE The digits/string/command used to initiate a conference call.

ABORT The digits/string/command used to abort a conference call if the second station does not answer.

SET UP The digits/string/command used to set up a conference call after the second station answers.

TEAR DOWN The digits/string/command needed to tear down a conference call and drop the second station.