

# 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 SVM/SVMi E-Series call them to learn the ringback and busy signals automatically. The SVM/SVMi E-Series 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 SVM/SVMi E-Series 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 allow the SVM/SVMi E-Series 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 SVM/SVMi E-Series 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 SVM/SVMi E-Series: 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.

<b>SVMi-16E</b>	<b>STATION - Off Premise</b>	Page 1 of 4						
<b>Matching Dial Strings</b> <table border="1"> <tr> <td>???????</td> <td>??????????</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>			???????	??????????				
???????	??????????							
<b>Prefix and Suffix</b> Prefix: 9, Suffix:	<b>Message Waiting Indicator Controls</b> Dial to set MWI on.. Dial to set MWI off:							
<b>Transfer Controls</b> Simultaneous xfers.... N Conference calls..... N Internal station..... N Monitor transfers..... N	<b>Call Progress Training</b> Ringing number: 5 Busy number.... 5 Train      Retrain      Reset							
Block Name. To Rename, Type new name then Press Enter								

## Station Block

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## Matching Dial Strings

There are two ways for the SVM/SVMi E-Series 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, SVM/SVMi E-Series 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 SVM/SVMi E-Series 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 SVM/SVMi E-Series 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 SVM/SVMi E-Series 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 SVM/SVMi E-Series 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 SVM/SVMi E-Series 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 SVM/SVMi E-Series.

**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 SVM/SVMi E-Series 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 SVM/SVMi E-Series.

If no numbers are provided for Ringing or Busy, and Retrain is set to 'Y', SVM/SVMi E-Series 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

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Time Delay			Answer Detection		
Before listening.....	75	Max Size of "Hello"....	1000		
Before testing loop....	400	"Hello" filter duration:	0		
After loop current drop:	10	Leading or trailing edge..	1		
Ring and Busy Counts			Sound and Silence Filters		
Initial sounds ignored..	1	Sound filter duration...	6		
Rings for no answer....	4	Silence filter duration:	6		
Busy cycles for busy....	2				
Maximum Sound and Silence					
Continuous noise.....	650	Sound tolerance above..	13	%	
Continuous silence....	3000	Sound tolerance below..	78	%	
		1st silence tol. above:	13	%	
		1st silence tol. below:	71	%	
		2nd silence tol. above:	76	%	
		2nd silence tol. below:	76	%	
Delay after dialing before monitoring call progress events (1/100 sec)					

**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.

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<b>Busy Signal Classification</b> Maximum busy sound.... 90 Max 1st busy silence... 90 Max 2nd busy silence... 90 Max fast busy sound... 35 Maximum second sound... 78 Maximum second silence: 58			<b>Touch Tone Classification</b> Answer string..... No answer string... Busy string..... Fast busy string... Blocked string..... Error string.....		
<b>Ring Signal Classification</b> Ring type sound length: 90 Max type1 long silence: 700 Max type2 long silence: 700 Maximum short silence.. 90 Minimum long silence... 100			<b>Frequency Monitoring</b>  Mask incoming DTMF digits: N		
Max length of first sound to be part of a busy signal (1/100 sec)					

**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.

The screenshot shows a configuration window for a 'Station Block' on 'Page 4 of 4'. The window title is 'SVMi-16E' and the station is 'Off Premise'. It contains two sections of override strings:

Call Transfer DTMF Override Strings	
Transfer...	No answer..
Connect...	Busy.....
Rejected...	Error.....

  

Conference Call Control Override Strings	
Initiate...	Set up.....
Abort.....	Tear down..

NOTE: These parameters override similar strings in the Port Block.

Dial to place caller on consultation hold and get dial tone

**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.