1.   On first install, how do I initialise the SVM card?
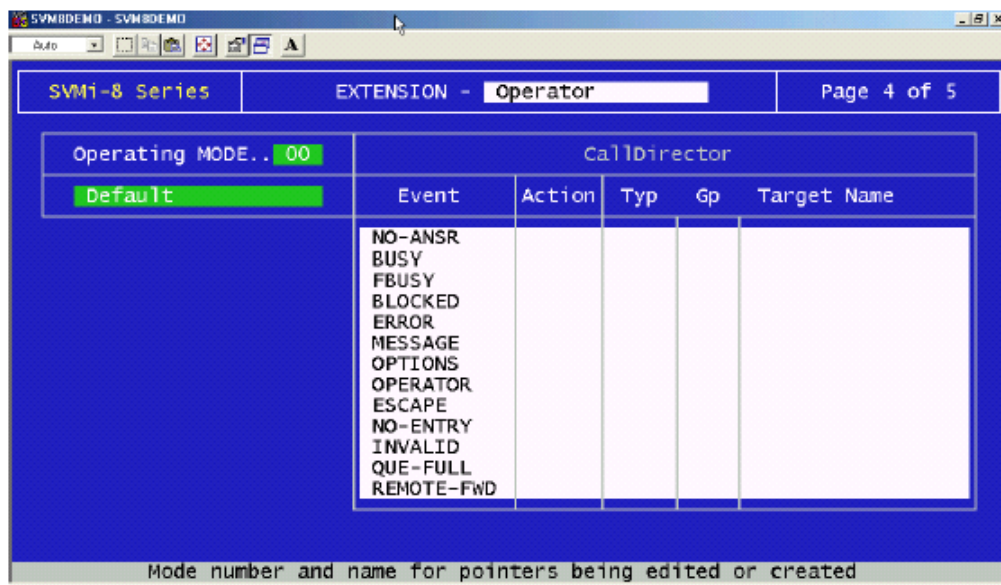
1.   Connect a Laptop PC running HyperTerminal via the serial lead to the serial port on the SVM card.
2.   Press CTRL L to refresh the screen.
3.   When the status screen appears, press ESC.
4.   Enter the passcode '0000'.
5.   Select 'Operating Utilities'
6.   Select 'Exit SVMi 8/4'
7.   At the C:> prompt type default
8.   Select 'Y' to acknowledge the deletion of the files.
9.   When the C:> prompt returns; reset the card via the red reset button.

The card is now ready to be programmed per customer specification.

2.   How do I stop a caller reaching a mailbox having to press '1' to leave a message, or dial an extension number etc? Instead of just hearing the mailbox owners greeting and then leaving a message.

1.   From the main menu go to extension block, select the relevant extension number.
2.   Go to page 4 of 5, (inset 1) against each 'Event' make the 'Action' GOTO and the target should be the mailbox number of the extension.
     For example in extension 201: Event 'NO – ANSR' goto MB 201.

Inset 1

3.   How do mailbox owners retrieve their messages from a remote location?

1.   Dial into a DDI that is pointed to the SVM group, this will take you to the main menu, Day/Night etc.
2.   Press # and your mailbox number, enter your passcode as normal.

Alternatively:

1.   Dial your DDI number, which is forwarded to the SVM group.
2.   When answered by your mailbox greeting, press *.
3.   This will take you to the main menu as above.
4.   Press # followed by your mailbox number.

4.   How do I stop the prompt "Transferring to…." Being played after I've dialled an extension number from the main menu?

All of these prompts are contained in ECLASS pages.

1. From the main menu goto ECLASS block.
2. Goto page 2 of 5.
3. The 'Target herald prompt, Blind transfer prompt etc. control what is played to a caller when transferred to an extension from the main menu.
4. Highlight the prompt number you wish to delete and press CRTL Y.
5. The recommended prompts to be deleted are: 0739, 0701 and 0702.