



# SVM/SVMi E-Series

(SVM-400E, SVMi-2E, SVMi-4E, SVMi-8E, SVMi-16E)

## System Administrator Guide

**System Administration** functions can be accessed by calling the SVM/SVMi E-Series from a touch tone phone. These administrative functions allow the system administrator to:

- 1) Edit System Prompts
- 2) Subscriber Administration (Create/Delete/Edit Subscribers)
- 3) Manually Set Mode (Day, Night, etc.)

### ACCESSING DTMF SYSTEM ADMINISTRATION

To access the DTMF system administration mode:

- 1) Call the SVM/SVMi E-Series and from the Main Menu press the [#] key followed by 4 zeros. (If you are answered by a prompt to enter your password you are in a mailbox and must first press [\*] to reach the Main Menu.)
- 2) When prompted, enter the administration password specified in System Wide Parameters. You will be presented with System Administration.

#### 1 EDIT SYSTEM PROMPTS

This allows you to create or edit custom system prompts.

- Call the SVM/SVMi E-Series, and access the System Administration Menu.
- Press [1] to edit system prompts.
- Follow the spoken instructions to edit system prompts.

At the very least you will probably need to create the following:

- Day Greeting = Prompt 1001
- Night Greeting = Prompt 1002

- Holiday Greeting = Prompt 1003
- Emergency (Bad Weather) Greeting = Prompt 1004

Only prompts above prompt # 1000 may be recorded using the DTMF system administration. To record prompts lower than # 1000 (system prompts) you must use the Voice Studio Administration tool.

**NOTE:** When a prompt has been recorded, sometimes there is some ambient noise (big breath) at the front or back that needs to be trimmed. Press [4] and select trim mode. You may now trim small amounts of 'noise' from the front or back of the voice prompt. Repeatedly press [1] (or [2]) to trim small amounts from the front (or back) until the prompt sounds clean. You must press [#] when you are done.

## 2 SUBSCRIBER ADMINISTRATION

This allows you to create, delete, and/or edit subscribers.

- Call the SVM/SVMi E-Series, and access the System Administration Menu.
- Press [2] for subscriber information.
- Follow the spoken instructions to create or delete subscribers.

## 3 MANUAL MODE SELECTION

This allows you to change the operating mode of the SVM/SVMi E-Series. You may select a specific mode (as long as it has been defined as a mode block) or you may select automatic scheduling. Changes to a specific mode will remain in effect until you manually change it back to automatic scheduling again. You may select a mode for each port in the system.

- Call the SVM/SVMi E-Series, and access the System Administration Menu.
- Press [3] to manually set the mode.
- Follow the spoken instructions to change the port number.
- Follow the spoken instructions to change the operating mode, according to the following list of options:

- 1 Day Mode
- 2 Night Mode
- 3 Holiday Mode
- 4 Emergency (bad weather) Mode
- 5-99 To select any additional modes that may have been created
- 0 Automatic scheduling - automatically follow the system Schedule table