Technical Information

DATE: Tuesday October 20, 2009

DOCUMENT NO.: TN-KXT-DISA-SVM/ESVM

**Title:** Setting Up DISA AA using the SVM/ESVM

**Systems Affected:** KX-TDA50/100/200/600, KX-TDE100/200/600, and KX-NCP500/1000

**Associated Tech Notes:** None

**Applications:**

- Setting up SVM/ESVM for Auto Attendant and Voicemail service.

**What is covered?**

After reviewing this technical note, you will know the following:

- Using the ESVM as an Auto Attendant.
- Creating Mailboxes for Extensions.
- Recording Personal Greetings for Mailboxes
- Retrieving messages and navigating your Mailbox.
When using a KX-TDA 100/200/600 the ESVM4 (KX-TDA0194) card must be installed on an OPB3 (KX-TDA0190) card.

1.1 Configuration - Slot, move mouse over OPB3 card and chose Option Card. Select ESVM4 and move it to one of the available slots.
When using the KX-TDA 50 an ESVM2 (KX-TDA5194) card must be installed in one of the option slots.
When using a KX-NCP 500/1000 or KX-TDE 100/200/600 an ESVM2 card is pre-installed on the IPCMPR card. You may add more ESVM resources to the system by adding an ESVM4 (KX-TDA0194) card, mounted on an OPB3 (KX-TDA0190) card. Only 2 ESVM cards can be installed on a system.

1.2 Configuration - Slot, move mouse over IPCMPR card and select SVM Property.
Auto Attendant Setup:

1. **10.2 CO and Incoming Call-DIL Table and Port Settings.** Assign CO DIL Destination to 501 (OGM 1). This will make the Auto Attendant pickup immediately on an Incoming Call.
2. 5.3.2 **Optional Device – Voice Message – DISA Message.** Enter 1 Digit AA Destinations as needed.

**DISA Built-in Automated Attendant Number (DISA AA Service)**

After listening to the outgoing message (OGM), the incoming caller may dial an extension number or a single digit (DISA AA number) to reach an extension. The destination for each DISA AA number can be assigned for each message. It is also possible to assign other DISA floating extension numbers as the destination (**Multi step DISA AA Service**).
3. 5.3.1 **Optional Device – Voice Message – DISA System.** Change the following settings to meet the customer’s need.

**DISA Intercept—Intercept when all DISA ports are busy**
Selects how DISA calls are handled if all DISA ports are currently in use.

**DISA Intercept—Intercept when No Dial after DISA answers**
Selects how DISA calls are handled if the caller does not select any option from the menu.
4. 5.3.3 **Optional Device-Voice Message-SVM.** Verify Floating Extension Number is set to 591 under SVM card No. 1.

a. Assign Recording Mode: Low, Middle or High

<table>
<thead>
<tr>
<th>Recording Quality</th>
<th>Recording Time</th>
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</thead>
<tbody>
<tr>
<td>High</td>
<td>About 20 minutes</td>
</tr>
<tr>
<td>Middle</td>
<td>About 60 minutes</td>
</tr>
<tr>
<td>Low</td>
<td>About 120 minutes</td>
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</table>
5. 4.1.1 **Extension-Wired Extension-Extension Settings.** In the Main Tab, assign an Extension PIN for all extension. This functions as a mailbox password. Example: Enter PIN Number as 1234
6. 4.1.2 Extension – Wired Extension – FWD/DND. Call forward all extensions to ESVM floating number 591, on a busy, no answer condition.
7. Record Greeting for mailboxes:

From each Extension, press intercom, dial *381, at confirmation tone record greeting, press auto dial/store to save and end recording.

To record greeting from another extension press intercom, dial *47 + 101 + PIN(1234) + *381, at confirmation tone record greeting, press auto dial/store to save and end recording.

Additional Codes:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>*380</td>
<td>Deletes Greeting</td>
</tr>
<tr>
<td>*381</td>
<td>Record Greeting</td>
</tr>
<tr>
<td>*382</td>
<td>Playback Greeting</td>
</tr>
<tr>
<td>*383</td>
<td>Listen to Message</td>
</tr>
<tr>
<td>*388(0-3)</td>
<td>Record different messages for Day/Night/Lunch/Break</td>
</tr>
</tbody>
</table>

Additional Features:

While in a Mailbox:
1. Play Message from the beginning
2. Skip to the next message
3. Erase Message
4. Call Back
5. Previous Message
6. Leave a message directly in a mailbox
8. Play Back Greeting and Record a new message
9. Disconnect

Retrieve a Message from Outside: While listening to greeting, dial:

*47 + Extension Number + PIN + *38