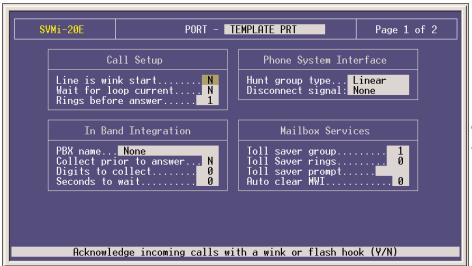# PORT BLOCK

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
Page 1 of 2

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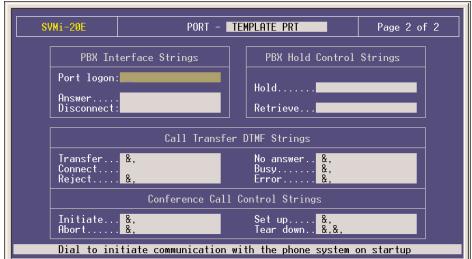
AUTO CLEAR MWI (DO NOT USE)   This parameter identifies under which conditions the switch will reset message waiting indicators. This helps the SVMi-20E keep track of MWI status. Acceptable entries are:

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.

```
┌─────────────────────────────┬──────────────────────────────┐
│   PBX Interface Strings     │   PBX Hold Control Strings   │
│ Port logon:[_____]    │                              │
│                             │  Hold.......[_____]     │
│ Answer.....[_____]     │                              │
│ Disconnect:[_____]     │  Retrieve...[_____]     │
├─────────────────────────────┴──────────────────────────────┤
│               Call Transfer DTMF Strings                    │
│ Transfer...&,[_____]        No answer..&,[_____]       │
│ Connect....&,[_____]        Busy.......&,[_____]       │
│ Reject.....&,[_____]        Error......&,[_____]       │
│               Conference Call Control Strings               │
│ Initiate...&,[_____]        Set up.....&,[_____]       │
│ Abort......&,[_____]        Tear down..&,&,[_____]     │
├─────────────────────────────────────────────────────────────┤
│ Dial to initiate communication with the phone system on startup │
└─────────────────────────────────────────────────────────────┘
```

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.