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Product Bulletin

TITLE: SVMi-4 Voice Mail / Auto Attendant System BULLETIN NO.: 082-SVMi-4
DATE: January, 2001 NO. OF PAGES: 1 of 3
ISSUED BY: Product Department

Beginning in January STA will be shipping a new improved version of the SVMi-4 voice mail / auto attendant system. This will be called Version 1.1.

These improvements have been incorporated based on the feedback we have received from our initial release.

UPGRADE KEY

As you will remember the upgrade key is the small button resembling a battery, that when installed on the SVMi-4 main board activates ports 3 and 4, mailboxes 17 to 32 and enables operation in the DCS 50si.

Because we have had some delivery problems with this upgrade key, the initial SVMi-4 systems shipped allowed full upgraded operation (4 ports, 32 mailboxes and 50si compatibility) for 120 days. After 120 days the systems will revert to 2 ports, 16 mailboxes and Compact use only.

We now have this upgrade key available and ready for sale.

If you have existing systems that need the upgraded capability you should now order and install the upgrade key.

Any system you order in the future will require the addition of an upgrade key to run with the upgraded capabilities. There will be no 120 days grace period in this new version 1.1 software.

SPEED CONTROL

Initial SVMi-4 systems shipped did not support variable speed control. Effective with this version you can press '99' during message playback to toggle between two speeds. Note: remember that pressing '77' will toggle between two playback volume levels.

ENTERING A PAGER NUMBER VIA DTMF

You may now enter a pager number using DTMF. To do this, access your mailbox and press '6' for mailbox administration. Select 2 for pager notification, and press '4' to enter a new number.

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PROMPT LOCATIONS

A custom greeting should be recorded for each operating mode, day, night, holiday and weather, these greeting numbers are 1001, 1002, 1003 and 1004 respectively. Previously these greetings were played behind the scenes when the SVMi-4 answered calls, and the caller was then passed to one of the main menus depending on the operating mode. Each menu would then play a series of additional prompts relevant to each operating mode.

You will now find each custom greeting prompt numbers listed in and played by each menu. This makes it easier for new users to understand what is happening, and eliminate and pre recorded options that are not required.

PRE RECORDED PROMPTS WHEN LEAVING A MESSAGE

Another change that has resulted in 'streamlining' the operation of the SVMi-4 is the removal of the pre recorded canned prompts that used to play prior to a caller when leaving a message. The instructions heard before the mailbox greeting have now been eliminated so that each subscriber can now include whatever options (dial another extension, dial 0, etc.) they want to offer. The instructions that play after the mailbox greeting have also been eliminated. Now all that will play to a caller is whatever is recorded in the mailbox greeting.

GREETING CUT THROUGH

Callers who reach a mailbox greeting may now press '1' at any time to skip the greeting and go directly to the record 'beep'. Instructions to do this may be placed in the mailbox greeting if desired.

OVERFLOW DESTINATION

When a station call forwards to VM (or a group overflows) the previous version of SVMi-4 software would pass the caller to the mailbox associated with the station or group that the call came from. Many of our customers requested the option to pass the caller to the main menu.

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In version 1.1 we now follow a simple rule. Forwarded calls from stations or overflowed calls from a group will go to the main menu if no mailbox is available. If a mailbox exists the caller will be routed to the mailbox. If no mailbox exists the caller will be routed to the main menu.

As an additional advantage, stations who do not have a voice mail box that inadvertently forward to the SVMi-4 will now be answered by the main menu.

SOFTWARE UPDATE FOR EXISTING SYSTEMS

The updates to this software are automatic for any systems purchased in January or later, systems purchased before January (i.e. Version 1.0 systems) cannot be upgraded.