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Product Bulletin

TITLE: SVMi-4 1.2 New Features and Application Notes
DATE: October, 2001
ISSUED BY: Product Department

BULLETIN NO.: 087-SVMi
NO. OF PAGES: 1 of 10

This bulletin is to announce the availability of the SVMi-4 Release 1.2 software. This software will begin shipping on 10/12/01.

We have tried to be responsive to your feedback during the first phase (version 1.1) and have added most if not all of the suggestions. The following notes detail each new feature.

This bulletin will serve to provide information on the following feature enhancements until the next production of the SVMi-4 technical manual.

PART 1 – NEW FEATURE OVERVIEW

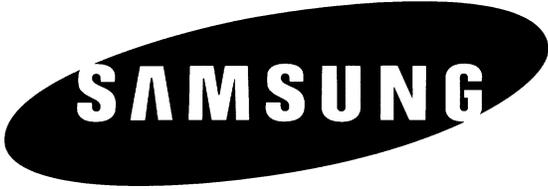
- 1) Multiple Language Support
- 2) Automatic Conversation Record
- 3) Call Record
- 4) Directory Search on First or Last Name
- 5) Automatic Subscriber Name Conversion
- 6) Directory Name Entry Using DTMF
- 7) Multi Level Menu
- 8) Recording All System Prompts
- 9) Save Application
- 10) New Page of Directory Prompts
- 11) Longer Mailbox Greeting
- 12) Ability to Create Customer Prompts
- 13) Follow Me Until

PART 2 – NEW FEATURE USAGE

- 1) Multiple Language Support
- 2) Directory Search on First or Last Name
- 3) Directory Name Entry Using DTMF
- 4) Multi Level Menu
- 5) Save Application
- 6) New Page of Directory Prompts

PART 3 – ADDITIONAL APPLICATION NOTES

- 1) Overflow to Menu or Mailbox
- 2) Broadcasting to All Mailboxes
- 3) Setting Up Pager Notification

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PART 1 – NEW FEATURE OVERVIEW

1) Multiple Language Support

We have now added support for multiple languages. Incoming callers may select a language and hear all future prompts in that language. Additionally, each mailbox can be assigned a default language for the subscriber to use. So far only US English and Canadian French are available, but more languages are planned for the future.

2) Automatic Conversation Record

You may now record all the phone conversations for specific extensions. An optional tone with a programmable delay may be played to alert callers and employees during the recording process. The operation of this feature is the same as the DCS and Cadence.

Note about Automatic Conversation Record and Call Record:

These features make use of on demand or real time recording, and depend on the availability of a free port. STA STRONGLY RECOMMENDS that if you implement either of these features, you also enable ports 3 and 4 in the SVMi-4 system to reduce to possibility of all ports being busy. There are three reasons for this:

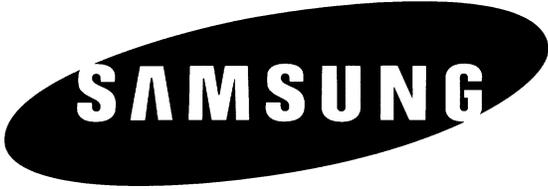
- a) The use of this feature places an increased burden on the usage of system ports. The auto attendant takes only a few seconds to answer and transfer a call, a typical voice mail message takes 20 or 30 seconds, but a recorded conversation can last several minutes.
- b) Although the SVM system employs in-band technology making it more port efficient than conventional systems, it is still easy for both ports of a two port system to be in use. (e.g. one person checking their messages and one incoming call being answered). When this happens the SVM can not be accessed, this means no auto attendant, no voice mail and no call record. Statistically, if you double the number of ports, you will be three of four times more likely to have an available port when you need it.
- c) If all ports are busy, a subscriber can check messages later, an incoming caller can be routed to the operator but the requirement for immediate call recording can occur with no warning and if missed usually can not be repeated.

3) Call Record

Simply press a button to record the current conversation in your mailbox or any other mailbox. An optional tone with a programmable delay may be played to callers during the recording process. The operation of this feature is the same as the DCS and Cadence.

4) Directory Search on First or Last Name

The directory feature is a useful tool for callers to use for locating subscribers whose extension number is not known. Previously the directory feature had to search on the subscriber's last name. Now the search can be on either first or last name.

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5) Automatic Subscriber Name Conversion

SVMi-4 stores the subscriber's name in 'last name, firstname' format. Beginning with software version 1.2 an automatic real time conversion has been added. If the name is entered as 'firstname lastname' SVM will automatically re-sort it to 'lastname, firstname'. This format is important because the directory feature will search on a specific field (first name or lastname) and the search should be consistent for all entries.

6) Directory Name Entry Using DTMF

In previous versions of SVM software, the directory name was entered as an administrative option only. Now each user may enter their own directory name.

7) Multi Level Menu

The SVMi-4 comes default with 4 menus to answer calls in the day, night, holiday or weather (which can actually be used for any emergency). Starting with version 1.2, the SVMi-4 will support the creation of additional menu blocks allowing you to build complex multilevel routing scenarios with single digit selections.

8) Recording All System Prompts

In versions of SVM software prior to 1.2 system prompts (i.e. prompts lower than prompt number 1000) could not be re-recorded. Now any prompt number can be re-recorded. The procedure for doing this is exactly the same as the current prompt recording mechanism.

9) Save Application

In previous versions of software, if changes are made to the customer's database they were not immediately saved. The new 'Save Application' option forces the changes to be written to the database. This will ensure that if the SVM loses power between the time that the changes are made and the nightly maintenance, the changes will be preserved.

10) New Page of Directory Prompts

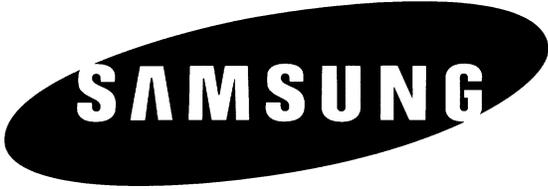
An additional page of administrative options for directory prompts now makes the directory feature highly customizable.

11) Longer Mailbox Greeting

The mailbox greeting is now 300 seconds long. This allows greater flexibility when using mailboxes to provide audiotext information.

12) Ability to Create Customer Prompts from Recording Studio 'VOX' Files

Version 1.2 ships with a prompt making utility that allows anyone to create professional prompts and convert them to SVM format. Details for this process will be released in the manual along with a complete list of system prompts.

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13) Follow Me Until

In each extension block there is a programming field available called 'designated location allowed'. Setting this to Y will allow a subscriber to enter an alternate number where they can be reached. This number will be called in place of the normal dial number. This number may be an internal or external number and can be set until further notice, for the next few hours, until the end of current business day, start of next business day, a coming day of the week or until a specific day and time. To activate this, dial 4, then 1 from the subscriber main menu.

PART 2 – NEW FEATURE USAGE

1) Multiple Language Support

The multi language capability of the SVM includes both Caller Language and Subscriber Language.

- **Caller Language Selection**

Callers may select a language option when the SVMi-4 answers their call. The prompts played to the caller will continue in the selected language until the SVMi-4 releases the call.

Programming changes to this feature are made in System Wide Parameters page 3/3.

The Multilingual Voice Prompt Support page shows a list of all installed languages. Languages are defined by Language and Locale (or dialect). You may enter a 'Key Code' for each language. The key code is the digit entered by the caller and used by the SVM to identify a language selection. Additionally you may select a default language for the system.

- **Subscriber Language Selection**

Mailboxes may be associated with a specific language so that after a subscriber accesses their mailbox, prompts will play in the language assigned to the mailbox. The call session will continue in this language even if the caller leaves their mailbox.

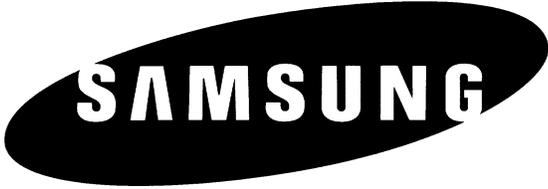
Programming changes to this feature are made in the first page of the mailbox and extension block in the field called 'Language.'

- **Mailbox Language Selection**

When a caller has selected a language the prompts will continue in the selected language until the SVM releases the call.

When a subscriber (owner of an extension / mailbox) call the SVM and identifies themselves by correctly entering a passcode, a language will be selected based on the mailbox. Once selected the call (from the subscriber) will continue until it is released by the SVM or the language is deliberately changed. The mailbox language selection can be found in page 1 of the mailbox programming.

Note: Please check with your Samsung Representative for availability of languages. These must be loaded onto your system before this feature can be used.

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2) Directory Search on First or Last Name

When a directory name is entered for the extension / mailbox it should be entered as 'last name', 'first name.' If the name is entered as 'firstname lastname' SVM will automatically re-sort it to 'lastname, firstname'. Note that the difference here is that the two parts of the name are separated by either a space (in the case of 'firstname lastname') or comma (in the case of 'lastname, firstname').

If the SVM detects an entry of 'aaaa, bbbb' it will assume bbbb is the last name, because of the comma. If the SVM detects an entry of 'aaaa bbbb' it will assume bbbb is the last name and reorder the name as bbbb, aaaa.

This format is only important because the directory feature will search on a specific field (first name or lastname) and the search should be consistent for all entries.

By default the directory system will search on the last name (see option on page 1 of Directory Block – 'Search First Name' = N). If you change this to Y (search on the first name) it will work but the prompt that will play to callers will still prompt them to enter the last name of the requested party. You must now change the prompt number on page 2 of the Directory Block titled 'Enter name'. In a default system this is set to prompt number 0127. Change this to 0139.

Note: Beginning with SVMi-4 software version 1.2, directory names can now be entered remotely. This is done by accessing the mailbox, correctly entering a password, selecting # and then 3. Follow the prompts to enter a directory name.

To set the search on first or last name change the option on page one of the directory called 'Search First Name' (note that in versions prior to 1.2 this field was called 'Search Last Part of Label'). This sets the directory feature to search on the first name instead of the last name. Name are entered in the subscriber list as Smith, John. If this value is set to N (no) the directory will search on Smith if this value is set to Y (yes) the directory will search on John.

Remember: For the directory to work properly, each subscriber not only has to enter their own name, but must also record it.

3) Directory Name Entry Using DTMF

Use this option to enter your Directory Name. Your Directory Name is used by callers to find you if they do not know your extension number. Use the instructions below to enter this name.

- From the main mailbox menu press #.
- Press 3. The current Directory Name will be played as a string of digits that are equal to your name spelled out on your telephone keypad. Follow the instructions to enter a new name. You will be prompted to enter your last name and then your first name.

This must be done in order for the directory feature to work correctly.

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4) Multi Level Menu

The SVMi-4 comes default with 4 menus to answer calls in the day, night, holiday or weather (which can actually be used for any emergency). Starting with version 1.2 of the SVMi-4 the creation of additional menu blocks will be supported. If you need to create additional menus it is easy.

Example: The day main menu prompts a caller to press '7' for 'additional selections'. The additional selections will list several departments and offer a single digit selection to reach them.

Programming Steps:

- a) Record the appropriate greeting in 'day main menu'.
- b) Press 'Ctrl + D' and goto page 2 of 4 of the day main menu.
- c) Press the down arrow until you reach a blank line below the last entry of the Menu Input processor.
- d) Press Return to create a new entry.
- e) Press '7'.
- f) Press Enter and then highlight 'Goto' and press enter again.
- g) You can now select another block to transfer to if the caller presses '7.'
- h) Select Menu and choose 'NEW'.
- i) Name the new Menu 'departments'.
- j) Record a prompt and enter the prompt # in '1st Prompt'.
- k) Press 'Ctrl + D' and go to page 2 of 4 in 'departments' menu.
- l) You may, if desired, remove any current default entries by selecting them and pressing 'Ctrl + Y'.
- m) Create new entries with single digits. Select 'Goto' and pick destinations for each entry. Destinations can be any other Block, but in this example would most probably be Extensions or Mailboxes.

5) Save Application

If changes are made to the customer database they are not immediately saved. The save will take place if:

- a) The administrator reboots the system after gracefully exiting using 'Operating Utilities' and 'Exit SVMi-4'. OR
- b) The nightly maintenance runs. This happens each night at 3 a.m.

Beginning with software version 1.2, save application option has been added to the System Administration Main Menu. The save application option also forces the changes to be written to the database. This will ensure that if the SVM loses power between the time that the changes are made and the nightly maintenance, the changes will be preserved.

Warning: For this data to be saved the SVM must lock its ports temporarily. Any idle ports are immediately locked. As ports become free they are also locked. When all ports are locked the data will be backed up and the ports placed back online.

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6) New Page of Directory Prompts

The following details the new programmable options on page 2 of the Directory Block.

Prompts On the 2nd page of the directory block you will find a list of the prompts that SVMi-4 plays to the caller. Highlight the prompt number and press Ctrl+'O' to review the prompt text and usage. These prompts may not be edited. To use a custom prompt, highlight the prompt number to be changed, enter the new number, and press Ctrl + 'O' to bring up the Prompt Text Generator. Enter the desired prompt text and press ESCAPE to return to the Directory screen. You must go into the Voice Studio and record the custom prompt before it can actually be used.

Enter Name The prompt asking the caller to spell the called party's name. This is the prompt you would change, if you wanted to ask the caller to enter the parties FIRST name.

Target Name Prefix The prompt spoken in front of the target object's name. "To reach..."

No Matches Found The prompt indicating no matches were found.

Invalid Entry The prompt indicating the caller input is invalid.

Press '9' for More Names The prompt offering the caller additional matches.

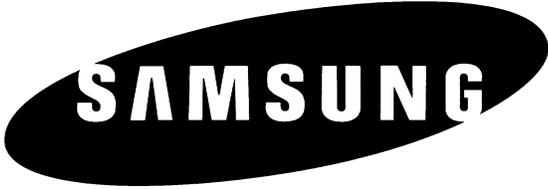
Press '0' for a New Name The prompt offering the caller the option to search for another name.

Press '*' to Exit The prompt offering the caller the option to return to the previous menu.

Press...(1- 8) A brief description of the prompt that is played to the caller and its associated prompt number.

EXAMPLE – CALLER LANGUAGE SELECTION

- 1) Keep the main automated attendant prompt short (for example - announce the company name but do not provide other options).
- 2) Check the languages installed on your system as well as the actual numbers used to select them. They can be found in page 3 of 'System Wide Parameters'. Make any necessary changes to the assigned digit for each language and the default system language.
- 3) Add a new prompt (any prompt number higher than 1004) to the end of the main menu with an option to select a language, for example "...for English press 1, for French press 2".
- 4) In the main menu for each mode "Menu Input Processor" (page 2), scroll to a new line and press enter.
- 5) Add a new entry that has one question mark and press return. This will match any single digit dialed by the caller (i.e 1 or 2 for language selection).
- 6) Select 'Goto' and press return.
- 7) Now we must pick a target to go to if anyone dials a single digit (more correctly, we must pick a target if anyone dials a single digit not specifically listed in the menu input processor'. For this application we will select 'menu'.
- 8) The list of menu blocks displayed is limited and does not fit our requirements, so we must create a new one. Select New and give it a name. We will call this "Language".



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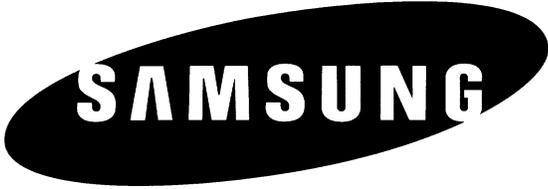
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- 9) It is not necessary for this block to play any prompts in this menu block, so no changes need to be made to the caller entry options.
- 10) We want to use this menu block only to tell the software what language to use for the rest of this call. To do this we must assign the single digit entered by the caller in the previous menu to a language register that is used by the system to process a call. Fortunately this is easier than it sounds!
- 11) First we must tell the menu to use the data entered on the previous block.
On page 1 of the newly created "Language" menu block, put the cursor on the field called 'take input from' and press return. From the available list pick 'Key' and press enter. The key value means the value passed from the previous block.
- 12) Next we must tell the system to use the key value to select a language. Move the cursor to the field called 'store input in' and press enter. Select Language. Your system will now select a language based on the digit entered by the caller in the previous menu.
- 13) You have successfully implemented language selection, but we must now decide what happens to the call now. Press 'Ctrl + D' to go to the next page of the 'Language Menu Block'.
- 14) The Menu Input Processor contains some default values created based on the 'Template MNU', you may remove these by placing the cursor on each one and pressing 'Ctrl + Y'.
- 15) If you look at the right hand side of the screen you will be reminded that the input that the Menu Input Processor will search on is taken from the 'key' value (i.e. The single digit value that was collected from the previous block).
- 16) In the Menu Input Processor make two entries for 1 and 2, and decide where you want the caller to go. The target(s) can be any valid block and may point to completely different objects.
In our example we want to offer the same call flow to both English and French callers. We want to tell the caller 3 things:
 - i) They can dial an extension number if they know it (this is prompt # 0006).
 - ii) They can access the directory feature by pressing 9 (prompt # 0109).
 - iii) They may hold for an operator (prompt # 0101).Whatever language the caller have selected, they will be routed to the same block – it is only the language that will change.
- 17) Move your cursor to a new line in the 'Menu Input Processor' on page two of our language menu block and press enter. Since we know the digits we are working with from our key value, selection will be only 1 or 2, and they will both be routed to the same destination, we can do this with one entry for the Menu Input Processor. Enter a single question mark, which is a wild card for any digit.
- 18) Press enter. Select 'Goto', and when the 'Target Generator' window appears select Menu.
- 19) Again we have no existing menu that is suitable for our purpose so we must create one.
- 20) Select 'New' and call the new menu 'Options'.

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- 21) The 'take input from' field will show 'ENTRY'. This means digits entered by the caller, and this is fine for our purpose.
- 22) Go to caller entry options lower on the same page. It is here that we must enter the prompts to play to the caller. For 1st, 2nd and 3rd prompt enter 0006, 0109, and 0101 (remember step 15?).
Note: When an additional language is installed on the SVM system it consists of a duplicate set of prompts in a different directory. These prompts are in a different language but use the same numbers. The menu block will look for them in a specific directory determined by the language selection. This means that we only need to tell the menu block what prompt to play and the language register will determine what language to play it in.
- 23) We must now go to page 2 of the 'options menu block' and assign routing instructions in the 'Menu input processor'.
- 24) The no entry field already points to an operator, 9 is assigned to the directory feature and the '???' (any digits) will first look for an extension to transfer to, and if none is found, it will look for a mailbox to transfer to. So there is really nothing to do here. Your setup is complete.

PART 3 – ADDITIONAL APPLICATION NOTES

The following application notes are not unique to version 1.2, but have been included to answer some of the more common questions we have received.

1) **Overflow to Menu or Mailbox**

Overflow Destination When a station call forwards to VM (or a group overflows) the call is passed to the SVM and answered by either the Main Auto Attendant or the mailbox associated with the forward or overflow.

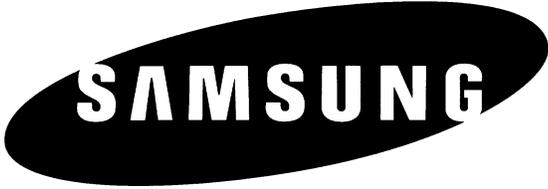
Overflow to Mailbox Sometimes, when the SVM is being used in a 'part time operator' type of application, the operator phone or group will ring, and if not answered, the call should go to voice mail. It is easy to program this. Simply create a mailbox for the station or group that forwards or overflows.

Overflow to Auto Attendant Sometimes, when the SVM is being used in a 'delayed ring' type of application, the operator phone or group will ring, and if not answered, the Auto Attendant should pick up. It is easy to program this. Simply remove the mailbox for the station or group that forwards or overflows.

The above two examples 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.

2) **Broadcasting to All Mailboxes**

If you have been designated as a System Administrator, you may send a message to all mailboxes in the system.

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- From the mailbox main menu press 6 for mailbox administration.
- Press 9 for Broadcast Messages. This option will only be available if your mailbox has been assigned system administration privileges.

3) Setting Up Pager Notification

Each subscriber can be notified of new voice mail messages on their personal pager. To set this up, follow these steps:

- a) Open the appropriate mailbox block.
- b) Press 'Ctrl + D' twice to get to page 3 of the mailbox block.
- c) Enable pager notification by changing the 'N' to a 'Y' in 'pager notification is enabled'.
- d) In the 'Dial:' field enter the pager number. For example 555-1234.
- e) Place your cursor on the 'station' field and press return.
- f) Every time the SVM dials a number it uses a station block to obtain dialing rules and instructions. Select the 'Beepers' station block and press return. If you need to create a new block to handle different beeper companies you can also do that here.
- g) Now let's check the contents of the beeper station block. Place your cursor on the 'Beepers' field that you selected in step 6 and press 'Ctrl + O' to open it.
- h) The Matching Dial Strings are only used to select a station block according to a match with the dialed digits. We use these when a station block has not been explicitly defined. Because we have explicitly defined this block by selecting it a station block in the previous mailbox block we do not need to use these matching dial strings.

In actual fact, in the mailbox block we could have left the station block blank and selected this beeper block by putting a matching dial string in one of the matching dial string fields, (e.g. if the pager number to dial was 555 1234, we could enter 5551234 in one of the fields of the beeper block. Or we could enter 555????, in which case any time the SVMi-4 needed to dial out a number beginning with 555 it would use this station block).

- i) The only two fields we need to be concerned with are the prefix and the suffix. These have been entered for you so there should be nothing to do here. The prefix determines what number the SVM will dial before sending the 555-1234 beeper number. The suffix determines what number the SVM will dial after sending the 555-1234 beeper number.
- j) The prefix contains '9 , ' . This means dial 9 (9) and wait for one second (,) The one second is to get dial tone.
- k) The suffix contains '~diW,\$K##'. This means to use in band dialing (~di), wait for answer (W), pause for 1 second (,), dial the key value of the mailbox (\$K), and send ## to terminate the call (##).

Note: Sometimes you may want to substitute a fixed timer in place of the 'wait for answer' command. To do this insert multiple 1 second pauses (,) or one or more 4 second pauses (\\).

All that remains is for the mailbox owner to enter their own personal pager number.