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Product Bulletin

TITLE: SVMi-8 Release 2.3.4.2 Software

DATE: May, 2003

ISSUED BY: Product Department

BULLETIN NO.: 098-SVMi-8

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Samsung Telecommunications America is pleased to announce the availability of SVMi-8 Release 2.3.4.2 software. This detail will be included in the next version of SVMi-8 Technical Documentation, until then this bulletin will serve as notification of these changes. This new version of software adds new features and provides various modifications. Product shipping from STA starting 05/08/03 will include this software version.

COMPATIBILITY

This version, available as an upgrade, can be used to upgrade all prior versions of SVMi-8. The customer database will not be affected.

ENHANCEMENTS

1. AUTO LOGIN

This is labeled "Auto Login" and appears on Extension Controls on page one of the Extension Block. This option is a 'Y' or 'N' parameter and can only be set by a System Administrator through the PC interface. This feature is enabled on a per Extension basis.

When enabled, if you are logging into the SVMi from your own extension, the password prompt will not play, and you will be automatically logged in. Subscribers need to be warned that when Auto Login is enabled, anybody could come to their phone, dial into the SVMi and be automatically logged in.

2. BLOCK TABLE FILE CORRUPTION RECOVERY

[1] There are instances where the SVMi-8 is improperly restarted or more specifically restarted before it had the chance to do a proper and safe Shut Down. If this occurs, there is a chance that the Block.TBL file can get corrupted. There are a few TBL files on the system and these files contain all the program data required for this specific customer's application. The Block.TBL is opened and closed more frequently than the others, thus leaving it more susceptible to problems if the system is not properly shut down.

To try and recover from this occurrence as well as other occurrences that may have caused the BLOCK.TBL file to be unloadable, we have implemented the following automatic procedure.

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At maintenance C:\DTA\BCOPY is executed. It starts BCOPY.BAT

```
copy c:\dta\*.tbl c:\dta\*.bak
```

Then when the SVMi-8 is rebooted if there is no PORT or ROOT block, C:\DTA\BKCHG is executed. It starts BKCHG.BAT

```
copy c:\dta\*.tbl c:\dta\*.old
```

```
copy c:\dta\*.bak c:\dta\*.tbl
```

This preserves the current tables and restores the backup versions and reboots the system.

There is no interface for this procedure. It happens automatically behind the scenes. This is NOT a bulletproof Backup and Recovery procedure. The Customer should still run routine Backups.

- [2] To further attempt to recover from a unloadable BLOCK.TBL file and to identify that the system has not been properly shut down, we have implemented a few Warning Screens that will pop up and let the system administrator know that the system was not shut down and that there may be possible data loss or that there was data loss and the Auto Recovery program attempted to recover by loading an older copy of the BLOCK.TBL.

These Warnings will pop up the next time an administrator hits [ESC] to login. There are additional warnings that will pop up and pause as the system tries to recover.

Note: Systems that frequently have these Warnings occur should be frequently backed up and have the power carefully looked at and repaired. An extra precaution should be to use a UPS to try and maintain a constant and consistent flow of power.

3. BUILDPMT.EXE AND BREAKPMT.EXE

These two files, used for prompt manipulation and creation have been added to the release package.

4. DAILY MAINTENANCE REBOOT SCHEDULE

The SVMi-8 is now capable of rebooting at Daily Maintenance time. This is sometimes useful for flushing memory buffers on high message volume systems.

Having turned on the ability to Reboot at Daily Maintenance, it was decided to give the application the ability to schedule how often this function will be performed. On most systems this is not even required, but if it is decided that you want to use it, it is controlled in System Wide Parameters.

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The controls are:

Daily [Y/N]

Weekly [Y/N] On every [Sun, Mon, Tue, Wed, Thu, Fri, & Sat]

Monthly [Y/N] On Day Number [1 – 31]

5. DELETION OF ALL OTHER UNHEARD COPIES WHEN ONE SAVED BY FIRST LISTENER

When enabled, as soon as the first of any one member in the list listens to the message, this feature will perform a Message Hook and Delete of all other instances of the message sent to the other members of this list.

This parameter is on Page one of the List Block.

6. OVERWRITING BACK UP FILE

Previously during a back up, if a back up archive existed on the zip disk already, the back up would fail. There is now an option to replace existing file.

When a backup file already exists you will see an "Overwrite Confirmation" dialog box. If the file is not read only, it will be overwritten.

Still, there is only one backup file name possible, it is BACK0001.DTA.

7. PARK AND PAGE

Park and Page is now enabled, and will work as described in the existing documentation.

There was a parameter labeled Park Zone, this was a Type-O. It has been changed to say Page Zone, which is what the parameter is used for. You would simply enter the number (0 – 9) for a valid Page Zone that you have programmed in the switch for the Subscribers assigned to this Eclass. To use the Switch External/Internal Zone (Identified as * in the switch) enter 10 in this parameter.

Note: There must be a file in C:\DTA called TRUNKS.TBL. This file is generally automatically populated with all the usable Trunk ID's in the switch when you start up the SVMi systems. It is a simple ASCII text file that lists all the Trunk IDs in a single column.

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Example Trunks.TBL file will look like this if viewed:

701
702
703
704
705
706
707
708

If TRUNKS.TBL is missing or is empty, Park and Page will not work. An indication that Park and Page is not working do to a missing or incomplete Trunks.TBL file will be that the system will not offer the caller the Park and Page option even if it is programmed correctly. Or, if you press the Park and Page digit from a Subscriber's Greeting the system will respond with, "Invalid Entry, Please Try Again."

8. PARTIAL SUPERVISION

In the list of Supervision Levels for an Extension Block, there is now a level named 'Partial'. When the Partial supervision level is enabled, the SVMi-8 will perform a supervised transfer and monitor for one valid ring cycle. If it gets a valid ring then it completes the transfer and hangs up. If it does not get a valid ring then it pulls the caller back and follows what ever has been programmed for a busy call condition.

The Supervision Level List is as follows:

None
Partial
Full
Screened

The above list is also in order of control. "None" being the least and "Screened" being the highest level of control of the call.

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9. PRE LOGIN MESSAGE IDENTIFICATION

This is labeled "New Message Beep(s)" and appears in Mailbox Controls on page one of the Mailbox Block. This option is a 'Y' or 'N' parameter and can only be set by a System Administrator through the PC interface. This feature is enabled on a per Mailbox basis.

When enabled, logging into your mailbox you will hear a series of beeps before you hear 'Please enter your password'. These beeps will be as follows.

- 0 beeps – no new messages
- 1 beep – one new message
- 2 beeps – more than 1 new message

This is a useful time saver for those subscribers that do not have MWI lights and/or Message Notification. When logging in to check their messages they will hear the beeps or not, and know whether they have messages before completing the login procedure.

10. SUBSCRIBER ADMINISTRATION

It is now possible to call into the SVM8 remotely as a System Administrator and default a Subscriber Password using a telephone. Additionally a System Administrator, through the Subscriber Administration option, may edit a Mailbox Greeting, Directory Name and several other options for any Subscriber.

This is achieved by calling the SVM and at the main menu entering #000 (if you are using 4 digit extension numbers this is probably #0000) and the System Administration Password.

Press 2 for Subscriber Administration and follow the prompts to:

- Create, Delete, or Edit a Subscriber (Extension and/or Mailbox Block)
- Reset Password
- Record Name
- Enter a Directory Name
- Set extended Prompting
- Edit Mailbox Greeting

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11. SYSTEM DEFAULT (DEFAULT.BAT)

This is a new command that allows the system to be configured with default data (out of box condition). This can now also be entered with a system option that will configure your SVM with the default table files (configuration or default database) of either the SVM4 or the SVM8. This is especially useful if you want to install a SVMi- 8 with basic operation similar to the SVMi-4.

This is performed from a DOS prompt c:\>

Usage: DEFAULT {*system name*}

To shut the SVMi-8 down to a DOS prompt (remember this will stop all call processing) from the System Main Menu go to Operating Utilities. From there, select Shut Down SVMi-8.

12. VOLUME CONTROL ADJUSTMENT

The overall system output volume may now be adjusted. This is done in System Wide Parameters, on page 1. The Field label name is, "Default Volume Level". Simply select the desirable level from the list "Normal" is the default selection. The choices are:

Loudest
8
7
6
Normal
4
3
2
Quietest

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ADDITIONAL MODIFICATIONS

1. AME DISCONNECT

Previously a problem with Answering Machine Emulation caused the monitoring station to be disconnected if a caller did not press 1 to leave a message. This is now fixed.

2. AME/FOLLOW ME CONFLICT

A previous conflict prevented these two features from working together. AME would take precedence. Though they still cannot work together, Follow Me will now override AME when both are enabled simultaneously.

3. CONFIRMED AND/OR SCREENED TRANSFER REJECT

Currently if a Subscriber receives a Confirmed and/or Screened Transfer and they press [3] to reject the call, the caller will hear two tones in their ear. There is a parameter in the Block table's Port Block that has an erroneous entry in the Reject field of [&,42]. The [42] is what the caller is hearing. This has been corrected to [&,] in the default Block.TBL file.

This change will only be available on Default configurations. If the system is upgraded with existing table files this change will not take effect.

4. DCS AUTO MODE CHANGE

The Schedule table of the SVMi-8 used to have an entry that caused a Schedule Mode Change every week on Sunday at 7:00AM.

|—:DCS Auto | All | | Sun | 07:00 A |

This meant that following a holiday the DCS Auto mode would not cause another Schedule change until the following Sunday morning at 7:00AM. The SVMi-8 would stay in the Holiday Mode until it received the DCS Auto Schedule change on Sunday.

The new entry is:

|—:DCS Auto | All | | Mon – Sun | 07:00 A |

Now the DCS Auto mode will cause a Schedule change every day at 7:00AM. Therefore, the next day following a Scheduled Holiday Mode change the DCS Auto mode will kick in at 7:00AM and take the SVMi-8 out of the Holiday Mode.

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This change will only be available on Default configurations. If the system is upgraded with existing table files this change will not take effect.

This can also be manually configured in the field on existing applications by the technician, on an SVMi-8. Simply edit the DCS Auto Schedule Table entry and change it to look like the following:

| —:DCS Auto | All | | Mon – Sun | 07:00 A |

5. DIRECT MESSAGING IMPROVEMENT

Direct messaging now works form stations that do not have an associated mailbox.

6. DISCONNECT ON NO MSG. LEFT

Previously if a caller upon hearing a Subscriber's personal greeting did not press 1 to leave a message and ignored all prompts they would be disconnected. Now they will be sent to the Subscriber's Mailbox and leave a message.

This change will only be available on Default configurations. If the system is upgraded with existing table files this change will not take effect.

This can also be manually configured in the field on existing applications by the technician, on an SVMi-8. Set up the controlling Eclass as follows:

Call Director on page 4

Operating Mode: Default

Message	GOTO	MCL	Standard MCL
NO-ENTRY	TRAN		MESSAGE

Note: If the you also only want to say the Extension Greeting (No-Answer/Primary, Busy, Blocked, etc...) once besides the entries made above also make these additional changes to the controlling Eclass:

Caller Input Controls on page 1

Repeat on no Entry = 0

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7. FILE BROWSER MAINTAINS CURRENT PATH REFERENCE

It was reported that using the FILE command within Port Activity, did not maintain the current Path location as you maneuvered into tiered path levels. This has been corrected and the File Browser maintains a reference to where you are in the path.

8. FIND ME SUPERVISION LEVEL

Find me previously used the supervision level defined in the Extension Block. It now automatically uses, at minimum, of Confirmed Supervision Level. If the Supervision level is set to Screened or the Subscriber is authorized to turn On/Off Call Screening and set's it 'ON', then the Find Me will use the Screened Supervision Level.

9. "FIND ME" WILL NOT RING EXTENSION IF DIAL VALUE = FID

The 'Dial' value of an Extension Block is the first number dialed when a Subscriber enables Find Me. This works out great if all callers are being channeled through the SVMi-8. In many applications however, the Subscriber has DIDs or the caller is routed through a live operator or even transferred by another Subscriber. In these cases the caller has already rung No-Answer to the Subscriber's extension before it is forwarded to the SVMi-8.

The SVMi-8 can identify that the caller has already tried the Subscriber's extension because the Subscriber's extension is stored in the FID register. The SVMi-8 now compares the FID to the value entered in the Dial Field of the Subscriber's Extension Block. If they are the same and the Subscriber has Find Me enabled, the SVMi-8 begins the Find Me with the first number in the Subscriber's Store Telephone Number List.

10.FOLLOW ME / FIND ME CONFLICT

A bug previously prevented these two features from working together, now when both features are turned on, the caller would first be transferred to the Follow Me location and if not answered the SVMi-8 will pull the caller back and start the Find Me procedures.

11.INCORRECT ANSWER DETECTION

When a call is forwarded to an Off Premise number (typically using the Find me or Follow Me features), if the call is answer but the called party hangs up and does not press any digits, this used to be incorrectly considered by the SVM as a Rejected call. It is now correctly considered a No-Answer. The called party must press 3 to be considered Rejected.

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12. KTS DISPLAY FOR SVM PORT NUMBER

Previously it was possible for key set displays to change unpredictably during a connection to the SVM, especially if an SVM card was moved to another slot.

The SVM, when calling it directly from a LCD capable station, has been modified to display on the top line of the two-line LCD display the SVM Port Number that the station has connected to. The following is an example:

01:SVMi8

Where 01 is the Port Number in the SVM that you are connected to. On the SVMi-8, valid Port Numbers will be 01 thru 08. On the SVMi-16, they will be 01 thru 16.

13. RETRIEVE PUBLIC CALLER USING CID

Previously the retrieve public caller feature would use the value entered in the Subscriber's Dial and/or Alternate Number Field to be the destination for the connection. We now use the Subscriber's Caller ID if it is available.

14. SCREEN LOCK UP

Reports that the Administration terminal would sometimes 'lock up' when used with certain PC / Terminal programs, has been fixed by lowering the Com port baud rate from 38400 to 9600.

15. SECURITY HOLE FIX

A possible Security Hole exists that allowed a Subscriber to administer another Subscriber's Extension & Mailbox if they have been designated as a Subscriber Administrator, on page 1 of the Mailbox block. The Subscriber Administration functionality has been moved as described in Section 1 Enhancements #10 of this document.

The Subscriber Administrator field in the Mailbox Block now simply enables the ability to send a Broadcast Message. *[Future releases will see a field label name change for this parameter.]*

16. VERSION DISPLAY CHANGE

Previous versions of SVM s/w would not display correctly when DCS/iDCS MMC was used to interrogate the card version. The SVM card s/w version will now be displayed correctly.

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17. VISUAL ACCESS TO PORTS 9—16 ON STATUS PAGE

This only applies to the SVMi-16 when there are more than 8 Ports installed. The Page Down and Page Up navigation controls [Ctrl + D] and [Ctrl + U] will allow the Administrator to toggle the Status Screen View between ports 1 - 8 and 9 - 16.

18. VOICE STUDIO NOW OUTCALLS ON THE HIGHEST PORT ON THE SYSTEM

The Voice Studio was originally set up to out dial on Port 8. This meant if you didn't have the VPM installed, therefore only having 4 ports, the Voice Studio was unable to call out.

Now the Voice Studio is smart enough to tell how many ports are actually installed and will use the highest one on the System for out dialing.