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Product Bulletin

TITLE: Hanbit Compact Flash Announcement

DATE: July, 2003

ISSUED BY: Product Department

BULLETIN NO.: 099-SVMi

NO. OF PAGES: 1 of 2

Samsung Telecommunications America is pleased to announce that we have finalized our tests on the Hanbit model Compact Flash (CF) that are used on the SVMi series products.

Many of the "Lock Up" problems that were experienced in the field were attributed to the Hanbit CF being bad. Late in 2002 we stopped shipping the Hanbit and went back to the SanDisk CF in order to get a handle on the problem.

After many months of testing and engineering meetings with Hanbit, SEC, and STA engineers we have drawn the following conclusion:

- There is nothing wrong with the Hanbit CF itself; the problem was simply how we formatted the CF for use with our application software.

The Problem:

The best way to describe how the problem existed is to compare putting a Square peg into a Round hole. The Round hole being the CF and the Square Pegs being open files needing to be written and stored.

With the CF as long as there was plenty of space the smaller square pegs would fit in, but it was an extremely inefficient use of space. As the available CF space got smaller so did the round hole and eventually the square pegs would no longer fit.

The result at this point then triggered a series of errors that were not properly handled by the Operating System. (The Operating System issues will be handled in a separate document at some point in the future.) These errors cause the system to be "Locked" and required it to be rebooted.

The Conclusion:

We have found that different CF manufactures use different procedures for low level formatting. Though there are supposed to be standards, there seems to be variations to those standards.

The Solution:

The Hanbit CF is now being formatted with the correct procedures. All Field Trials have been running without incident. Field Trial sites include four Samsung IN-House site in Richardson

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and Plano, Texas. These sites are very high traffic volume areas and extremely tax the Read/Write capabilities of the CF.

You will begin to see the Hanbit CF being delivered with SVM series products once again. You can use these CF with confidence.

In the early part of May 2003 there was a Product Bulletin announcing a long awaited release of our new application software; SVMi-4/400 Rel. 1.3 Ver. 4 and SVMi-8 Rel. 2.3 Ver. 4. This software has been shipping since May 8th and will be continuing to ship along with the newly formatted Hanbit CF.