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# Product Bulletin

TITLE: SVMi-4 Release 1.3.4.2 Software

DATE: July, 2003

ISSUED BY: Product Department

BULLETIN NO.: 100-SVMi

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The bulletin is to announce the availability of SVMi-4 Release 1.3.4.2 software. This detail will be included in the next version of SVMi-4 Technical Documentation, until then this bulletin will serve as notification of these changes.

This is an Official Release that will be approved for Upgrades, Production, and Inventory.

**PRODUCT:**

SVMi-41.3.4.2

**VERSION:**

03/24/2003 -

**DATE & TIME:**

09:04.33

## COMPATIBILITY

This version, available as an upgrade, can be used to upgrade all prior versions of SVMi-4. 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-4 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-4 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-4 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

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systems this is not even required, but if it is decided that you want to use it, it is controlled in System Wide Parameters.

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. 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.

## 6. 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-4 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

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

## 7. 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

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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.

## 8. SUBSCRIBER ADMINISTRATION

It is now possible to call into the SVM-4 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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## 9. 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-4 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-4.

## 10. 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 TRANSFER REJECT

Currently if a Subscriber receives a Confirmed Transfer and they press [ 3 ] to reject the call, the caller will be put indefinitely on hold. There is a parameter in the Block table's Port Block that has an erroneous entry in the Reject field of [ ,,, ]. 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. DIRECT MESSAGING IMPROVEMENT

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

### 5. 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-4. Set up the controlling Eclass as follows:

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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

## 6. 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.

## 7. INCORRECT ANSWER DETECTION

When a call is forwarded to an Off Premise number (typically when using the Follow Me feature), 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.

## 8. 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-4, valid Port Numbers will be 01 thru 04.

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## 9. 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.]*

## 10. 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.