



ELECTRONICS

TECHNICAL BULLETIN

Date: January 28, 2003

NO.: 2003- 01

TITLE: SVMi – 4, SVMi – 8, SVM-400 COMPACT FLASH

Please be aware that some SVMi-4, SVMi-8 and SVM-400 units shipped between October 1 and November 20, 2002 contained a Compact Flash module from an alternate manufacturer. The units shipped between the above dates contained Compact Flash units made by Hanbit, and can be identified by the model name Storium on the module. All SVMi-VM products shipped prior to the above dates used the Sandisk model Compact Flash modules. By November 20, 2002, it was realized that the return rate of SVMi-VM units had increased beyond reasonable limits. Reacting purely on this return data STA immediately reverted back to using the proven Sandisk model. Since November 20 only Sandisk units have been shipped with SVMi-4, SVMi-8 and SVM-400 product.

The symptom that has been observed with Storium units was the voicemail ports become unavailable. This symptom generally occurs after several weeks of successful operation. Since resorting to using the Sandisk model there has been marked reduction in return rate.

STA has been thoroughly investigating this problem for its root cause and has identified the Storium Compact Flash module is not 100% compatible with the SVMi-VM software application. Changes are being made to the SVMi-VM application and when these changes have been completed and tested, future versions of SVMi-VM software will allow Storium units to be used.

After considering the above information, if you purchased any SVMi-4, SVMi-8 or SVM-400 product between the dates October 1 and November 20, 2002 and experienced the above-mentioned symptom, please contact Technical Support 800-737-7008 to request a replacement Compact Flash.

If you have any questions about this or any other Technical bulletins please contact Technical support by phone 1-800-737-7008 or by email: techsupportmiami@sta.samsung.com.