# SVMi-2E General Availability

Samsung Telecommunications America is pleased to announce the General Availability of the latest member of the powerful SVM E-series of voice processing products, the SVMi-2E for the DS 616 Release 2 KSU. The SVMi-2E uses the latest in enhanced DSP and processor technologies and provides up to 4 simultaneous voice channels to meet business voice processing needs. The result of the development of the new SVMi-2E allows Samsung to provide a standard 2-port solution with an upgrade key (i-Button) that enables 2 additional voice processing ports. The SVMi-2E will be available for ordering and shipping from Samsung on June 10, 2004. The SVMi-2E plugs into dedicated connectors on the KSU 2 motherboard providing quicker interactive response time and increased system performance. In addition, it no longer requires digital station ports like the SVM-400. The SVMi-2E clearly offers more expandability functionality, and flexibility at a lower price than the SVM-400.

| PRODUCT: | RELEASE/VERSION: |
|---|---|
| SVMi-2E | Release 4.0, Version 0.2 |

### SVMi-2E Software

| | |
|---|---|
| Compact Flash | 64MB |
| Message Storage (HH:MM) | 2:38 |
| 2 Ports | 25  Mailboxes |
| 4 Ports | 100  Mailboxes |

## COMPATIBILITY

The SVMi-2E is designed solely for the new DS 616 Release 2 System. This new KSU is designated as the "**KSU 2**" on the unit.  The new product code is KP816DME/XAR, and the first three digits of the serial number are "2NB".  The initial system software for DS 616 Release 2 that supports the SVMi-2E is Version T2.02 (2004.03.04).

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## Multi-Language Support

The SVMi-2E application can support up to 12 available languages. Any 9 of these 12 can be used simultaneously, however the size of the Compact Flash card makes it impractical to run 9 languages as each language uses 30 to 40 minutes of message storage capacity. Three languages are shipped standard with each SVMi-2E, English (US), Castilian Spanish, and French Canadian. Additional languages will be available for download from the Samsung eCommerce web site at a future date.

### Standard Languages
- EN_US – English_United States; Installed Standard ID:1
- SP_CA – Spanish_Castilian; Installed Standard ID: 2
- FR_CA – French_Canadian; Installed Standard ID: 3

### Additional Languages
- Danish
- Portuguese
- Dutch
- Russian
- German/Austrian
- Spanish (Spain)
- Italian
- Swedish
- Korean

*NOTE: The three standard languages were included in the basic system application at the request of Dealers. Each language however, decreases the message storage capacity of the system by 30 to 40 minutes. Unwanted or unneeded languages can be removed to maximize message storage capacity.*

## Minimum Password Length

The Administrator can set the minimum password length when required. This system wide parameter is especially useful in environments where security is a priority. If the minimum password length parameter is adjusted to a length greater than a subscriber's current password, they will be prompted and forced to enter a new password which meets minimum requirements.

## New Software Blocks

- **Dial Block**
  Used for directing callers to a device or to an extension that does not need the power and flexibility of an extension block. Some examples for using this block would be:
  - Transferring a fax call to a fax machine on an analog extension port or a fax machine in another facility.
  - Transferring a caller to another location and automatically dialing through a remote Auto Attendant.
  - Routing a caller directly to a Pager.

- **Port Block**
  The Port Block is used to define the required parameters for a device which is directly attached to the SVMi-2E. Some of the parameters are how to answer, how to transfer, how to establish a conference, how to put a caller on hold, how to disconnect, and on what signal the system will disconnect. All of these are predefined and should not need to be adjusted. This block has always been part of the SVM Series application but has only recently been made visible to account for lack of CO provided disconnect. If the CO does not provide proper disconnect, the SVMi-2E can be adjusted to accommodate other signals to release ports that are no longer processing calls. The DS 616 Release 2 gets the disconnect from the CO, then provides the SVMi-2E an IPC messages telling to it to disconnect. This is hard coded and can not be changed. The disconnect parameter simply allows you to select an additional disconnect option, when required by the installed environment, to ensure disconnect reliability.

- **Net Mailbox Block**
  This block is useful in multi-location installations requiring more than one SVM product. The Net Mailbox utilizes the industry standard AMIS protocol for transferring messages from one Voice Mail system to another.

## SVMi-2E LITERATURE & DOCUMENTATION

### SVMi-2E Brochure

A 1-page SVMi-2E color brochure is available for ordering using normal Samsung ordering procedures (SB-SVMI2E). A PDF of the brochure is available on the eCommerce web site under the Sales & Marketing Support/Download Documents area.

### Quick Reference Guide

The SVMi-2E shares a common Quick Reference Guide with the entire SVM E-series products. The Quick Reference Guide (LDV822) is targeted as an aide for end-user customers on the use of various standard SVM features. The current version refers to SVMi-8E/SVMi-16E, but is accurate for all SVM E-Series voice processing platforms. The Quick Reference Guide is also orderable and available for download from the eCommerce web site.

### General Description, System Admin. Guide, User Guide & Technical Manual

A common set of documents including the General Description, System Administration Guide, User Guide, and Technical Manual for all SVM E-Series are currently being finalized. Dealers may utilize the PDF versions of the SVMi-8E/SVMi-16E General Description, SVMi-8E/SVMi-16E System Administrator Guide, and SVMi-8E/SVMi-16E User Guide currently available on the eCommerce web site as a guide for the SVMi-2E and may order the SVMi-8E/SVMi-16E Technical Manual (CD-ROM) using normal ordering procedures. When the SVM E-Series versions of these documents are finalized, some PDFs of the documentation will be placed on the eCommerce web and printed copies will be made available through Executive Printers, (305) 887-4333.

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Please remember when referring to these documents, although the SVMi-2E includes the same features and functionality as the other SVM E-Series products, it does not support all features available on the SVMi-16E, including but not limited to LAN Connection, Fax, Modem and AudioTex.

Though the documentation is not yet available, the programming procedure is exactly the same as the SVMi-4. This will be outlined in further detail in the product documentation.

## SVMi-2E TRAINING

All dealers who are certified on the 'DS 616/SVM 400' products will be grandfathered and authorized to sell the SVMi-2E.  When available a Transition Certification Test will be offered to upgrade from the 'SVMi-Series' certification to the 'SVMi-2E' certification. There will be a time limit of 6 months from the time the Transition Certification Test becomes available for dealers to upgrade their certification status to the SVMi-2E.

Dealers who are not certified may become certified by attending the Samsung SVMi Basic course or via a correspondence course available through the Training Group.  For additional information, please contact the Training group at BCS.Training@samsung.com, or visit the Training area on the eCommerce web site for a Course Description and Class schedule.

If you have any questions regarding this notice, please contact your Regional Sales Manager, your Customer Service Representative at the number provided below, or via email at BCS.Sales@samsung.com