



Bulletin No.: 115_SVMi-8E

June 17, 2004

SVMi-8E General Availability

Samsung Telecommunications America is pleased to announce the General Availability of the latest member of the powerful SVM family of voice processing products, the SVMi-8E. The SVMi-8E uses the latest in enhanced DSP and processor technologies and provides up to 8 simultaneous voice channels to meet business voice processing needs. The new DSPs and CPUs were selected to provide a faster interactive response time and increase overall system performance. The net result allows Samsung to deliver an enhanced 8-Port solution at a highly competitive price.

PRODUCT	RELEASE/VERSION
SVMi-8E	Release 4.0, Version 0.2

SVMi-8E Software

CF Size	128MB	HD Size	2GB
CF MSG Storage HR:MN	7.12	HD MSG Storage HR:MN	144:22
Number of Ports		4 standard upgradeable to 8	
Number of Mailboxes		1000	

COMPATIBILITY

The SVMi-8E is designed to replace the SVMi-8 and therefore will work in any Samsung system which currently supports the SVMi-8, including:

DCS
DCS 50si
iDCS 100 (R1 & Future Release of R2)
iDCS 500 (R1 & R2)

Voice Processing Modules (VPMs), used on the old SVMi-8, are NOT compatible with the SVMi-8E. The SVMi-8E comes standard with 4 ports embedded and has only one VPM connector. This connector can be used for either the VPM-E or VPMF-E.

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SVM/SVMi "E"-Series

Capacity and Compatibility Chart

	SVMi-16E			SVMi-8E		SVMi-4E	SVMi-2E		SVM-400E
Port Upgrade Type	VPM-E and/or VPMF-E			VPM-E or VPMF-E		N/A	i-Button		N/A
Ports	8	12	16	4	8	4	2	4	2
Compact Flash Size	256MB			128MB		64MB	64MB		64MB
Compact Flash MSG Storage	15 Hrs†			7 Hrs†		2.5 Hrs†	2.5 Hrs†		2.5 Hrs†
Hard Drive Size	2G Partition			2G Partition		N/A	N/A		N/A
Hard Drive MSG Storage	140 Hrs†			140 Hrs†		N/A	N/A		N/A
Mailboxes	Virtually Unlimited‡			1000		100	25	100	25
FAX Ports with optional VPMF-E	N/A	1	2	N/A	1	N/A	N/A		N/A
LAN	Yes			Yes		N/A	N/A		N/A
Soft Modem	Yes			N/A		N/A	N/A		N/A
Serial I/O	Yes			Yes		Yes	Yes		Yes
Fax Application Software	Yes			Yes		N/A	N/A		N/A
Audiotex Application Software	Yes			Yes		N/A	N/A		N/A
SEPU	8	10	12	4	6	0	0		2
System Compatibility	iDCS-500 Both R1 & R2			DCS DCS-50si iDCS-100 (R1 & R2) iDCS-500 (R1 & R2)		Compact DCS-50si iDCS-100	DS-616 KSU2		DS-616 Both KSU and KSU2

† : Message storage times vary based on the number of installed languages. Times in the chart were calculated with all three standard languages (English, Spanish, and French) installed. Each language installed consumes 30 - 40 Minutes of Message Storage.

‡ : The SVMi-16E software can have an unlimited number of mailboxes created. However the practical physical limitation based on size of data storage device, number of installed languages, number and length of personal greetings, number and length of custom prompts, and size of the overall application is between approximately 1, 000 to 10,000 mailboxes.

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NEW SVMi-8E HARDWARE

The following list of new hardware improvements have been designed into the SVMi-8E:

- New Faster Central Processing Unit (CPU), AMD520
- New Improved Digital Signal Processors (DSP), DSP02
- 4 Ports embedded with 1000 Mailboxes (Standard)
- Upgradeable to 8 Ports, Mailboxes remain at 1000
 - One VPM slot
 - Either our VPM-E or VPMF-E can be used for the additional 4 port upgrade.
 - VPM-E provides 4 additional ports of Voice Processing
 - VPMF-E provides 4 additional ports of voice processing and a single Fax DSP for FaxMail and/or Fax-On-Demand applications.
 - The old VPM used on the older SVMi-8 is NOT compatible
- 8 LEDs
Status LEDs used for LAN, PORT, and HD activity
- LAN (10/100 BaseT RJ 45)
A LAN connection can be made in either of two ways. If connecting directly to a Laptop or PC you will use a Crossover Cable. If connecting to the customer provided Local Area Network (through a Router/Switch/Hub), use a Straight through Cable.
- Serial SIO (DB9M)
The SIO can be used for accessing System Programming. The default baud rate is 38400.
- NO Parallel Port
The Parallel port was removed from the product. The LAN connector replaces this connection. Backup and Restore will now be performed from the LAN connector.

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NEW SVMi-8E SOFTWARE FEATURES (RELEASE 4.0, VERSION 0.2)

Multi-Language Support

The SVMi-8E application can support all of the 12 available languages. Any 9 of these 12 can be used simultaneously. However, the size of the Compact Flash card may make it impractical to run 9 languages simultaneously as each language uses 30 to 40 minutes of message storage capacity. Three languages are shipped standard with each SVMi-8E, English (US), Spanish (Castilian), 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
(Default System and Subscriber Language)
- SP_CA – Spanish_Castilian; Installed Standard ID: 2
- FR_CA – French_Canadian; Installed Standard ID: 3

Additional Languages

- | | |
|-------------------|-------------------|
| • Danish | • Spanish (Spain) |
| • Portuguese | • Italian |
| • Dutch | • Swedish |
| • Russian | • Korean |
| • German/Austrian | |

***NOTE:** The three standard languages were included in the basic system application at the request of our 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 is a system wide parameter that 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 length, they will be prompted and forced to enter a new password which meets minimum requirements.

16 Digit Input and Key Values

The Menu Input Processor has been modified to accept 16 characters. This will dramatically increase routing capabilities. A useful application using this functionality is the ability to Route on CID containing 11 digits. Earlier SVM models allowed only a 10-character Input Processor and could not easily route on CIDs containing 11 digits.

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Many of the Number value (Key Value) fields have also been expanded. The number values in the EXT and MBX blocks, as well as in the Announcement and Fax Blocks have also been changed.

Park and Page Enhancement

The Park and Page application has been modified to use either the traditional Park and Page or do a Remote Hold and Page. Traditional Park and Page is when the system parks the caller on a trunk and then announces the trunk pick up instructions over the paging system. The Remote Hold and Page enhancement allows the SVMi-8E to place the caller on Remote Hold at the subscriber's extension and simply announce over the paging system that a caller is holding for a specific subscriber. All the subscriber must do is go to any station and do a remote hold pick up of their extension. This option is assigned per ECLASS making the system flexible per subscriber or group of subscribers.

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-8E. Some of these parameters are how to answer, how to transfer, how to establish a conference, how to put a caller on hold, how to disconnect, and what signal do we disconnect on. 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-8E can be adjusted to accommodate other signals to release ports that are no longer processing calls. The Samsung switch gets disconnect from the CO, then provides the SVMi-8E an IPC message telling 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.

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SVMi-8E LITERATURE & DOCUMENTATION

SVMi-8E Brochure

A 1-page SVMi-8E color brochure is available for ordering using normal Samsung ordering procedures (SB-SVMi8E). 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-8E shares a common Quick Reference Guide with the entire SVM E-series product line. The Quick Reference Guide (LDV822) is targeted as an aide for end-user customers on the use of various standard SVM/SVMi E-Series features. The current version refers to SVMi-8E/SVMi-16E, but is accurate for all SVM/SVMi 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, Install. & Tech. Manual

A common set of SVM/SVMi E-Series documents including the General Description, System Administration Guide, User Guide, Installation Guide, and Technical Manual 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 and may order the SVMi-8E/SVMi-16E Technical Manual - CD-ROM (LDV 801) (which includes the SVMi-8E/SVMi-16E Installation Guide) using normal ordering procedures. When the common set of SVM/SVMi E-Series 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.

SVMi-8E TRAINING

All dealers who are certified on the SVMi-8 product will be grandfathered and authorized to sell the SVMi-8E. Once documentation has become available a Transition Certification Test will be offered to upgrade certification from the 'SVMi-8' to the 'SVMi-8E'. 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-8E'.

Dealers who are not certified may become certified by attending the Samsung 'SVM Basic' course or via a correspondence course available through the Training Group. For additional information on Training, please contact the Training group at BCS.Training@samsung.com. 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

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