SVM-400E General Availability

Samsung Telecommunications America is pleased to announce the General Availability of the latest member of the powerful SVM/SVMi "E-series" of voice processing products, the SVM-400E for both the DS 616 & DS 616 Release 2 KSU. The SVM-400E uses the latest in enhanced DSP and processor technologies and provides up to 2 simultaneous voice channels to meet business voice processing needs. The SVM-400E is available for ordering and shipping from Samsung on June 23, 2004. The SVM-400E is a standalone unit that connects to the last two digital ports on the DS 616 providing a full Auto Attendant, and Voice Mail for up to 25 Subscribers.

PRODUCT:	RELEASE/VERSION:
SVM-400E	Release 4.0, Version 0.2

SVM-400E Software

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

COMPATIBILITY

The SVM-400E is designed solely for the DS 616 and the new DS 616 Release 2 Systems.

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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Multi-Language Support

The SVM-400E 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 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 SVM-400E, 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
- 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.

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.

Many of the Number value (Key Value) fields have also been expanded. The number values in the EXT and MBX 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 SVM-400E 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 SVM-400E. 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 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 SVM-400E 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, and then provides the SVM-400E 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.

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SVM-400E Brochure

A 1-page SVM-400E color brochure is available for ordering using normal Samsung ordering procedures (SB-SVM400E). A PDF of the brochure is available on the eCommerce web site under the Sales & Marketing Support/Download Documents area.

Quick Reference Guide

The SVM-400E 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 SVM-400E 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.

Please remember when referring to these documents, although the SVM-400E 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 SVM-400. This will be outlined in further detail in the product documentation.

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SVM-400E TRAINING

All dealers who are certified on the 'DS 616/SVM 400' products will be grandfathered and authorized to sell the SVM-400E. When available a Transition Certification Test will be offered to upgrade from the 'SVMi-Series' certification to the 'SVM-400E' 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 SVM-400E.

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