



Bulletin No.: 123_SVMi

April 4, 2005

SVM/SVMi E-Series Release 4.1 Software Featuring E-Mail Gateway

Samsung Telecommunications America is pleased to announce the General Availability of the latest software enhancements to the powerful SVM/SVMi E-Series family of voice processing products, Release 4.1 Version 1. The focus of this enhancement is to bring you E-Mail Gateway (EMG) functionality on the SVMi-8E and SVMi-16E. The EMG allows subscribers on the SVMi-8E and SVMi-16E products to have Voice Mail and Fax Mail messages sent directly to the E-Mail Client INBOX.

This is an Official Software Release of **ALL** the SVM/SVMi E-Series Units.

PRODUCT:	VERSION:	DATE & TIME:
SVM-400E	R4.1 V1	01/31/2005 - 10:16.54
SVMi-2E	R4.1 V1	01/31/2005 - 10:16.54
SVMi-4E	R4.1 V1	01/31/2005 - 10:16.54
SVMi-8E	R4.1 V1	01/31/2005 - 10:16.54
SVMi-16E	R4.1 V1	01/31/2005 - 10:16.54

SOFTWARE ENHANCEMENTS NOTES

This release introduces the new E-Mail Gateway (EMG) functionality available only on the SVMi-8E and SVMi-16E.

Other software modifications have been made to further enhance the SVM/SVMi E-Series voice processing experience. The software is now unified across all SVM/SVMi platforms, therefore, whenever a software change is made to one platform, it is applied to all platforms. Release 4.1 Version 1 is shipping on all SVM/SVMi E-Series Platforms since March 1st 2005.

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SVM/SVMi E-Series Release 4.1 V1 General Availability

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
FAX Ports with optional VPMF-E	N/A	1	2	N/A	1	N/A	N/A		N/A
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
E-Mail Gateway Users	5 - Unlimited‡			5 - 1000		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 can vary based on the number of installed languages. The times in this table were calculated with the three standard languages (English, Spanish, and French) that are installed. Each language installed will consume 30 - 40 Minutes of Message Storage.

‡ : The SVMi-16E software can literally have an Unlimited number of mailboxes created. However a 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 over all application may be between approximately 1, 000 to 10,000 mailboxes.

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NEW SVM/SVMi SOFTWARE FEATURES & ENHANCEMENTS (RELEASE 4.1 VERSION 1)

1. E-Mail Gateway (**SVMi-8E and SVMi-16E Platforms only**)

The EMG allows a Subscriber on the SVMi-8E and SVMi-16E products to have their Voice Mail and Fax Mail messages sent directly to the E-Mail Client INBOX by using two new Messaging controls, E-Message Delivery and E-Message Notification.

✚ In the default configuration, the SVMi allows 5 E-Mail Gateway Users.

✚ A single Unlimited User License upgrade is available for purchase if more than 5 E-Mail Gateway Users are required on a system. *No Limit User License (on the SVMi-8E “No Limit” = 1000 Users Max.) as EMG Users are tied to MBX Subscribers, the number of EMG Users can NOT exceed the Number of Mailbox Subscribers on the SVMi platform.*

2. Add Message Attribute options if caller is identified as a subscriber

The "Message Attribute" functionality is provided to the Public caller interface if the caller is identified as a Subscriber.

✚ A Subscriber calling another subscriber gets call forwarded to the SVMi and the called subscriber's mailbox. After leaving a message the calling subscriber can now press 4 to select from the Delivery Options menu.

3. Default Configuration Changes

✚ MBX Block now has "Has MWI" set to Y. This is now needed on R4.1 V1

✚ Day, Night, Holiday, & Weather MNU blocks now only have 1001, 1002, 1003, or 1004, respectively, as their Prompt 1 entry. This Prompt is pre-recorded with the previous release menu prompts combined.

4. New Defaulting Options

1. From the DTA folder, “Default Basic” can be entered to pre-configure the SVM/SVMi to similar limited functionality as the original SVMi-4. Full access to the GUI is still available for adding functionality to individual subscribers.

- o No Extension Greetings
- o No Follow Me
- o Forward Station and Forward Trunk Menus search on MBX only
- o MBX Block now has "Has MWI" set to Y. This is now needed on 4.1.1.1
- o Day, Night, Holiday, & Weather MNU blocks now only have 1001, 1002, 1003, or 1004, respectively, as their Prompt 1 entry. This Prompt is pre-recorded with the previous release menu prompts combined.

2. From the DTA folder, “Default ALL” can be entered to return ALL parameters including Socket.CFG, Socket.UPW, and Prompts 1001, 1002, 1003, and 1004 to their original factory set values and/or recordings.

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5. MCLASS Page 4

This page contains the E-Mail Gateway Parameters specific to a group or individual Mailbox Subscriber(s).

6. MAILBOX Page 4

This page contains the E-Mail Gateway Parameters specific to a Mailbox Subscriber.

7. SYSTEM WIDE PARAMETERS Page 1

This page contains the new System level Parameters specific to the E-Mail Gateway.

8. SYSTEM WIDE PARAMETERS Page 4

This page contains the new System level Parameters specific to the E-Mail Gateway.

NEW SVM/SVMi SOFTWARE BUG Fixes (RELEASE 4.1 VERSION 1)
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1. Socket.CFG (SVMi-8E and SVMi-16E Platforms only)

Socket.CFG has been modified to correct Spelling Error below:

“# Set the Maximum Segment Size and Window sizet” was changed to:

“# Set the Maximum Segment Size and Window size”

2. IPC Lockup and Bottle Neck

1. Contains 300ms IPC Timer

This was changed from 30ms to 300ms to alter the IPC mechanism in an effort to stop the IPC Lockup and reboot.

2. The problem identified in item #1 was originally believed to be an IPC Bottleneck. However, review of the CODE revealed a Timer issue and how the timers got organized in the Active Timer List. The problem was caused by a task set on a 30ms timer sometimes being stuck behind a task set on a 10 minute timer. The 30ms timer could not fire its task until the 10 minute timer completed its task. The organizational structure of the Active Timer List has been corrected.

3. SEC requested “Keep Alive” logic be applied to the SVM-400E

Disabled SVM-400 keeps alive routines unless system type is SVM-400 or SVM-400E.

3. Voice Studio

1. When trying to listen to Prompt 0023, pressing # to end the prompt resulted in a "Discarded" prompt and deleted the Prompts.

✚ This situation occurred because prompts recorded in either the Voice Studio or the System Administration interface were considered empty if their record length was less than the amount defined in Min Record Length in System Wide Parameters.

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- ✚ The test for minimum length was removed so that any prompt with a length greater than zero will be preserved.

2. Voice Studio does not work with Announcement or Fax Blocks.

Problems

- a. After entering an announcement (or Fax) number, the Voice Studio was closed.
- b. Announcement and Fax Studio Screens reference [F12] and [Shift + F12] needed to be changed to [Ctrl + N] and [Ctrl + V]
- c. [Ctrl +N] on last entry closes Voice Studio.
- d. Duplicate Digits in an Announcement or Fax block closes Voice Studio.

Modification

All documented errors, and a number of other, more subtle problems, were corrected in the Voice Studio.

4. When Alert Notification or Pager Notification is activated for a Mailbox

Problem

When a Mailbox receives its first Message, the Message Counter on the Phone LCD may not show any messages. When it receives the next message, it may show only 1 New Message, although there are really two of them. Remove Alert Notification, and/or Pager Notification from the Mailbox, and it works correctly.

Modification

During the message alert process, the message responsible for the alert call is reserved so that another process cannot alter the message while the outdialing port is trying to use it. The count_msg() procedure previously could not detect reserved messages. If an MWI update occurred during a message alert for the same mailbox, the message count would be off by one new message, the one reserved by the message alert call. The count_msg() procedure was rewritten to accurately count messages, whether or not they are reserved.

5. MCLASS Page 1

The MWI parameters in the MClass have no effect on system operation. References to these fields in the MClass editor have been removed. The screen file EDMCLASS.ANS has been updated to display the effective values of these parameters. They will accurately reflect system behavior. However, they will continue to be "uneditable" because they are, in reality, part of the screen image itself, and not fields within the editor.

6. MAILBOX Page 2

- ✚ The MWI is currently ON. The Y/N parameter has no effect on system operation; therefore, it has been removed.

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✚ The Mailbox has an MWI. The Y/N parameter was supposed to effect system operation, but it had been disconnected within the MWI test logic. The original test logic has been restored so that this parameter can now be used to disable MWIs.

******VERY IMPORTANT NOTE****:** Mailbox blocks will have to be edited and this parameter checked when systems are updated to 4.1.1.1 or later software. The default parameter on new systems is 'Y'.

SVM/SVMi E-Series LITERATURE & DOCUMENTATION (RELEASE 4.1 VERSION 1)

Quick Reference Guide

The Quick Reference Guide applies to the entire SVM E-Series products. The Quick Reference Guide (LDV822) is an end-user aid for various standard SVM features.

General Description, System Administration Guide, User Guide, and Technical Manual

The General Description, System Administration Guide, User Guide, and Technical are available on CD. Dealers can access the PDF versions of the SVM/SVMi E-Series Documentation currently available on the eCommerce website.

SVM/SVMi E-Series TRAINING (RELEASE 4.1 VERSION 1)

All dealers who are certified on the previous SVM/SVMi Platforms are grandfathered and authorized to sell Release 4.1 Version 1. A Transition Certification Test will be offered to upgrade certification from the SVMi-Series to the SVM/SVMi E-Series. Dealers have 6 months, from the time the Transition Certification Test becomes available, to upgrade their certification.

Dealers who are not certified can become certified by attending the Samsung SVMi 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.

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

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