



Bulletin No.: 133_SVMi-20E

October 3, 2005

SVMi-20E Product Release

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-20E designed exclusively for the OfficeServ™ 7200 platform. The SVMi-20E uses the latest enhanced Digital Signal Processing (DSP) technology. The new DSPs and CPU were selected to provide a faster interactive response time and increase overall system performance.

The main board has been designed to support 20 voice processing channels. To reach this capacity, Samsung is currently developing an 8-port Voice Processing Module (VPM) with an estimated release date is 4th Quarter 2006. Until the 8-port VPM is available, the SVMi-20E will support 4, 8, and 12 simultaneous voice processing channel configurations.

The net result allows Samsung to deliver a 12-Port solution at a highly competitive price with the best migration strategy of any in-skin Voicemail solution in this industry. Like the SVMi-8E and SVMi-16E, the SVMi-20E also supports the extremely successful E-Mail Gateway functionality with 5 user licenses included at no cost.

PRODUCT	RELEASE/VERSION
SVMi-20E	Release 5.0, Version 0.1

SVMi-20E Software

Compact Flash Size	128 MB	Hard Disk Size	2 GB
Message Storage HH:MM	7:12	Message Storage HH:MM	144:22
Number of Ports	4 Embedded Upgradeable to 12 [†]		
Number of Mailboxes	No Limit [‡]		

† At the time of this release the SVMi-20E is expandable to 12 ports. An 8-Port VPM will allow the SVMi-20E to be expandable to 20 Ports. The 8-Port VPM remains under development. No release date is available at this time.

‡ The SVMi-20E software allows an unlimited number of mailboxes created. However, the practical physical limitation based on the size of the 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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COMPATIBILITY

The SVMi-20E ships with four embedded ports standard with connectors for 2 optional Voice Processing Modules (VPMs). These connectors are used to connect to any combination of VPM-E or VPMF-E expansion modules. The previous VPMs supported on the SVMi-8 (non "E" Series) are NOT compatible with the SVMi-20E.

	SVMi-20E		
Port Upgrade Type	Embedded	VPM-E and/or VPMF-E	
Ports	4	8	12
64 MB DRAM ¹	Not Required		Yes
Compact Flash Size	128 MB		
Compact Flash Message Storage	7 Hrs. ²		
Hard Drive Size	2 GB Partition		
Hard Drive Message Storage	140 Hrs. ²		
Mailboxes	Virtually Unlimited ³		
E-Mail Gateway Users	5 or Unlimited ³		
FAX Ports with optional VPMF-E	N/A	1	2
LAN	Yes		
Modem Daughter Card	Optional ⁴		
Serial I/O	Yes		
Fax Application Software	Yes		
Audiotex Application Software	Yes		
SEPU	0	0	0
System Compatibility	OfficeServ 7200		

Notes

¹ The 64 MB DRAM module is only required to properly operate more than eight (8) ports on the SVMi-20E.

² Message storage times vary based on the number of installed languages. Times indicated here are calculated using the three standard installation languages (English, Spanish, and French). Each installed language consumes 30 - 40 Message Storage minutes.

³ The SVMi-20E software allows an unlimited number of mailboxes created. However, the practical physical limitation based on the size of the 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 can be between approximately 1, 000 to 10,000 mailboxes.

⁴ The Modem Daughter Board is optional. It provides access via dial up style modems to SVMi-20E System Administration. It is priced and sold separately.

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NEW SVMi-20E HARDWARE

To keep in line with the improvements made to the previously release SVM E-Series products, the following list of new hardware improvements have also been designed into the SVMi-20E:

- New Faster Central Processing Unit (CPU), AMD520
- New Improved Digital Signal Processors (DSP), DSP02
- 4 embedded voice processing ports with No Limit on number of Mailboxes (Standard)
- Upgradeable to 12 Ports (20 Ports when 8-port VPM is available)
 - Two VPM slots
 - Either our VPM-E¹ or VPMF-E¹ can be installed to expand up to 12 ports.
 - 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.

Note: The previous VPM supported on the SVMi-8 (Non "E-Series") is NOT compatible with the SVMi-20E.

- 64MB DRAM Memory Expansion Module
The 64 MB DRAM module is only required to properly operate more than eight (8) ports on the SVMi-20E.
- Modem Daughter Board
The Modem Daughter Board is optional. When installed it provides dial up access to the SVMi-20E System Administration. It is priced and sold separately.
- 8 LEDs
LEDs indicate PORT, HDD, LAN, Application, and Power status and/or activity.
- LAN (10/100Base-T RJ 45)
A LAN connection can be made in either of two ways. If connecting directly to a laptop or PC use a crossover cable. If connecting to the customer provided Local Area Network (through a Router/Switch/Hub), use a straight-through cable. The LAN connection can be used for both System Administration Programming and performing SVMi system backups.
- Serial SIO (RJ 45)
The SIO can be used for accessing System Programming. The default baud rate is 38,400. The PIN out of this connector uses the Cisco standard RJ-45 to DB-9 conversion cable.

¹ Optional Hardware priced and sold separately.

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NEW SVMi-20E SOFTWARE FEATURES (RELEASE 5.0, VERSION 0.1)
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This software is based on SVM E-Series Software Release 4.1.1.1, so all functionalities of the “E”-Series Software are included in this release of the SVMi-20E software.

- Flexible Auto Attendant
 - Audiotex
 - Fax-On-Demand²
 - Voice Forms (Query)
- Voice Mail with E-Mail Gateway
- Powerful Telephony Subscriber Interface
- SIO/LAN/Modem Administration

Additional Functionalities:

A. Play Recorded Announcements (Prompts)

There are three applications available on the OfficeServ 7000 series platforms that require the SVMi-20E to play recorded announcements (prompts). They are:

1) UCD Primary and Secondary Announcement Prompt(s)

- Coupled with the new MCP software exclusively for the OfficeServ 7000 systems, the SVMi-20E can be assigned to play primary and secondary UCD Hold Prompts.
- Prompts 5061 and 5062 are prerecorded and defaulted as the primary and secondary UCD Hold announcements respectively.

2) Wakeup Call Announcement Prompt(s)

- Coupled with the new MCP software exclusively for the OfficeServ 7000 systems, the SVMi-20E can be used to play a prompt as the Wakeup Call Announcement for hotel/motel installation.
- There is NO pre-recorded default Wakeup Call announcement prompt

3) MOH and/or BGM Prompt(s)

- Prompts can be recorded in the SVMi-20E to play on-hold announcements or music to callers when they are placed on Hold.
- Prompts can be recorded in the SVMi-20E to play background music or company announcements when the BGM function is active.
- There is NO pre-recorded default MOH and/or BGM Prompt

² Requires optional hardware priced and sold separately.

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B. Additional Soft Key Display Contents

There are two new sets of Soft Key displays available to all Samsung 2-line display model keysets.

1) Record and Send Menu Attribute Soft Keys

When a subscriber records a message to another subscriber on the system, attributes can be assigned to the message before it is sent.

- To access the new Attributes soft key during record, press [4] or press the Scroll button to go to the second page of soft keys and press the [ATTR] soft key
- There are two pages of Message attributes that can be assigned to the message before it is sent. (These attributes have always been available via DTMF, they have now been made available via soft keys as well.)

URG	CERT	CBACK
CONF	CNCL	DONE

2) Listen Menu Forward

While listening to a message, a subscriber can forward the message to another subscriber

- To access the new Forward soft key while listening to a message, press [6] or press the Scroll button to go to the second page of soft keys, and press the [FWD] soft key
- There are two pages of Forward Options that can be assigned to the message before it is sent. (These options have always been available via DTMF, they have now been made available via soft keys as well.)

INTRO	ATTR	FUTR
COPY	CNCL	DONE

Note: These soft key display changes apply to all Samsung 2-line display models, Digital and IP keysets. These new soft key displays are NOT available and hidden for centralized VM and large LCD keyset applications.

C. Call Record - Record Menu is Now Disabled

The Record menu and associated DTMF hot keys are now disabled when the SVM receives a call record request.

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E-Mail Gateway (EMG) LICENSING

The E-Mail Gateway, when enabled, forwards Voicemail (WAV format) and/or FaxMail (TIFF format) messages to SMTP e-mail clients. The standard SVMi-20E includes a 5 subscriber license for E-Mail Gateway with the software. For larger applications an unlimited E-Mail Gateway license can be purchased.

To order the Unlimited User License, complete and submit the License Request Form on the Samsung E-Business web site (<http://ebiz.samsungusa.com>).

LITERATURE AND DOCUMENTATION

OfficeServ 7200 Brochure

An OfficeServ 7200 brochure is available for ordering using normal Samsung ordering procedures (L-SB-OS7200). A PDF of the brochure is available on the eCommerce web site (<http://ebiz.samsungusa.com>) under the Sales & Marketing Support/Download Documents area.

Quick Reference Guide

The SVMi-20E shares a common Quick Reference Guide with the entire SVM E-Series product line. The Quick Reference Guide (L-QRG-SVM-E) provides easy-to-use instructions on the use of various standard SVM/SVMi E-Series features. The Quick Reference Guide is also orderable and available for download from the eCommerce web site.

Documentation & Technical Manual

The General Description, System Administration Guide, User Guide, Installation Guide, and Technical Manual are available on the SVMi-20E Technical Documentation CD-ROM (L-CD-SVMi20E). Certain PDFs of the documents are available on the eCommerce website. Printed copies can be purchased online using the Samsung-FedEx Kinko's Print-on-Demand web site (<https://psg.kinkos.com/samsung>).

TRAINING AND CERTIFICATION

Dealers are not required to hold certification to sell SVMi-20E. However, dealers require technical training certification in order to receive Samsung technical support.

All dealers who are certified on the previous SVMi-8 and/or SVM E-Series products are grandfathered and authorized to sell the SVMi-20E. Dealers who are not certified can become certified by attending the Samsung 'SVMi Basic' on-line course available through the Training Group. For additional information on Training, please visit the eCommerce web site (<http://ebiz.samsungusa.com>).

If you have any questions regarding this notice, please contact your Regional Sales Manager or Samsung Technical Support via email us at BCS.Support@samsung.com.

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