



Bulletin No.: 149_SVMi-4E

October 4, 2006

SVMi-4E Release 4.2 Version 4 Build 2 General Availability

Samsung Telecommunications America is pleased to announce the General Availability of the SVMi-4E Release 4.2 Version 4. The Software and Hardware modifications listed in this Product Bulletin address the issue referred to as “Stutter”.

THE STUTTER ISSUE

The symptom as reported by the Subscriber is while listening to a message it gets stuck. This is similar to what would happen when listening to a vinyl record and the needle gets stuck in the same groove. It would repeat the same thing over and over and over. Sometimes it would recover and sometimes it would not. The audio that took place during the stutter was lost and/or not understandable.

Though this issue was known through Dealer Meetings and Dealer Networking, this issue was reported on less than 1% of all SVMi-4E systems sold in the USA and Canada. There were NO reported Stutter occurrences anywhere else in the world. The “Stutter” was not manually reproducible.

REQUIREMENTS

All three of the following items **MUST** be combined on the same SVMi-4E card to resolve the stutter problem:

1. Revised SVMi-4E hardware. All SVMi-4E Cards shipped after October 3, 2006 will include the modifications.
2. Latest SVMi-4E software Rel. 4.2. Ver. 4 Dated Aug 09, 2006 14:53.14
3. Larger 256MB Compact Flash

**ONLY Sites with confirmed “stutter” occurrences,
will be able to receive an Upgrade.**

The required hardware modifications can not be completed in the Field.

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SVMi-4E Rel. 4.2.4.2 - General Availability

FEATURE ENHANCEMENTS

- Message Storage time increased to 15 hours

A byproduct of the modification to resolve the Stutter issue is a change to the 256 MB Compact Flash (256MB CF) from the previously delivered 64MB CF. This change increases the Message storage capabilities from 2.5 Hours to 15 Hours.

SVMi-4E LITERATURE & DOCUMENTATION

The SVMi-4E Sales Brochure and General Description have been updated to reflect the SVMi-4E software and hardware modifications. The SVMi-E Series Technical Manual will be updated next month.

SVMi-4E TRAINING

This bulletin does not effect your current SVMi-4E certification and no additional training is required.

TECHNICAL NOTES

The Software and/or the 256MB CF alone do NOT solve the “Stutter” problem.

NOTE1: It is strongly suggested that Rel 4.2.4.2 and/or the 256MB CF (included with Rel. 4.2.4.2) only be applied to SVMi-4E cards that have had all the modifications required.

NOTE2: If Rel 4.2.4.2 is applied to a Unmodified SVMi-4E with a 64MB CF and DEBUG is turned on in Port Activity it will generate a HUGE number of events in the LOGS and ultimately fill up the drive with LOG data preventing any continued MSG Storage. This could take less then a couple of hours.

NOTE3: If Rel 4.2.4.2 and a 256MB CF are applied to an Unmodified SVMi-4E and DEBUG is turned on in Port Activity the same problem will occur as documented in NOTE2 except it will take a little longer as the drive is much bigger. Though, this could still be less then 6 to 8 hours.