All SVMi E-Series Documentation Correction

It was recently brought to our attention that there is an error in our MCLASS documentation. The description/explanation for the parameter MAXIMUM NUMBER MESSAGES is not correct. This error and subsequent correction applies to all SVMi products; SVM-400, SVMi-4, SVMi-8, SVM-400E, SVMi-2E, SVMi-4E, SVMi-8E, SVMi-16E, and SVMi-20E.

The following Statement, provided in all SVMi MCLASS documentation, is NOT correct:

MAXIMUM NUMBER MESSAGES Maximum messages allowed, from 0 to 999 seconds, that a subscriber can receive and/or save in his mailbox. Zero means no limit. Once the maximum has been met callers attempting to leave a message will be informed of the message storage unit full condition. The subscriber will be informed of the message storage unit full condition immediately after entering his password.

We have verified that this documentation error has existed since the SVMi's earliest MCLASS Publications back to 2001 and has gone unnoticed until now. The Default value is 0. To the best of our knowledge the severity of the problem only affected the one dealer that recently attempted to change the value to 50 and did not receive the desired results.

The following is the correction that will be applied to all future SVMi E-Series and SVMi-20E Documentation:

MAXIMUM NUMBER MESSAGES [Default = 0; Range = 0 ~ 9999; 0 = unlimited]: For mailboxes governed by this MCLASS, this parameter determines the maximum amount of messages that will be kept after the Daily Maintenance routine. During Maintenance messages above this number are deleted in order of Saved and then Unsaved. Saved messages are messages that have been manually saved by the user. Unsaved messages are messages still flagged as new but that have been played before. Unheard messages (new messages that have not yet been listened to) are NEVER deleted. **NOTE:** If AUTOPLAY OF NEW MESSAGES is set for the mailbox then logging into the mailbox causes the first new message to be flagged as Unsaved.

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Technical Documentation

All SVMi E-Series and SVMi-20E documentation has been changed and is available for download on GSBN (www.samsunggsbn.com) under Communication→Technical Support→Downloads→Technical Manuals, at no cost.

The SVMi E-Series (L-CD-SVME) and SVMi-20E (L-CD-SVMI20E) Technical Manual CDs are no longer available in inventory.

Training / Certification

The Online SVMi certification course will be corrected to reflect this change.

This bulletin does not affect your current SVMi certification and no additional training is required.

If you have any questions regarding this Product Bulletin, please contact your Regional Sales Manager, Customer Service Representative at the number provided below, or send an email to BCS.Sales@samsung.com.