

Bulletin No.: 233\_SVMi\_20E\_New\_Card

June 16, 2011

## New SVMi-20E/4G Card with 270 Hours of Message Storage

**New Card  
SAME PRICE**

Samsung is pleased to announce that beginning June 16, 2011 we will ship only the SVMi-20E with a 4GB CF card.

Material Code	Product Name	Software Version	Price
<b>New Card</b> <b>OS7400BVM1/XAR</b>	SVMi-20E/4G	Version 5.4.1.1 12/27/2010	\$1,298 (US) \$1,350 (CAN)

The industry has experienced rapid changes in memory storage device types and capacities. Many of you can recall the SVMi-20E message storage started with 64MB, and HDD. Then 128MB and HDD, followed by 256MB and HDD and then last September we started shipping 1GB and HDD.

Samsung designed a new version of SVMi-20 software, V5.4.1.1 to allow for easy adoption of larger Compact Flash cards as older ones exit the market and larger capacity devices replace them. This new software version was modified to write to multiple partitions yielding increased message storage.

With the introduction of the new SVMi-20E/4G there is no need to offer both the CF and HDD versions of SVMi-20E. The 4GB CF offers 270 hours while the current HDD offered only 140 hours on the Hard Drive version of SVMi-20E.

### ■ What can your customer do with all this additional message storage?

Besides the obvious increased message storage benefit, other applications will benefit as well.

- 1. Query Applications:** After Hours service, After Hours Order Taking
- 2. Audiotex Applications:** Real-Estate apps, Car Dealership (Service Department) apps, Water Park/Theme Park Yearly schedule, Movie Theater app, Homework Hotline, and many more!
- 3. Fax On Demand**
- 4. Conversation Recording**

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## New SVMi-20E/4G Card

### Discontinued Products

Effective June 16, 2011, the following SVMi-20E cards will be discontinued. Any orders already in house will be filled with the new OS7400BVM1/XAR.

Material Code	Product Name	Description	Status
✗ KPSVM-B20F/XAR	SVMi-20E/CF	SVMi-20E CF Type (Compact Flash)	<b>DISCONTINUED</b>
✗ KPSVM-B20H/XAR	SVMi-20E/HDD	SVMi-20E HDD Type (Hard Disk Drive)	<b>DISCONTINUED</b>

### Pricing & Ordering

The list price for the new SVMi-20E/4G is the same list price as the previous SVMi-20E CF and HDD cards. You get greatly increased message storage for **no additional charge**. The SVMi-20E/4G card can be ordered online on GSBN or by using the Excel Order Form (available for download on GSBN [www.samsunggsbn.com](http://www.samsunggsbn.com) under Communications, Sales and Marketing, Downloads, Order Form.)

### Availability

As of 6/16/2011 the SVMi-20E/4G (OS7400BVM1/XAR) will ship with software version 5.4.1.1. on a 4GB Compact Flash.

### Training Certification

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

### Documentation

The following documents will be updated and available on GSBN ([www.samsunggsbn.com](http://www.samsunggsbn.com)) for download by June 24, 2011.

Documents	Location on GSBN
<ul style="list-style-type: none"> <li>■ SVMi-20E Technical Manual</li> <li>■ OfficeServ 7200 Technical Manual</li> <li>■ OfficeServ 7400 Technical Manual</li> </ul>	Communication, Technical Support, Downloads, Technical Manuals
<ul style="list-style-type: none"> <li>■ SVMi-20E General Description</li> </ul>	Communication, Sales and Marketing, Downloads, General Description
<ul style="list-style-type: none"> <li>■ SVMi-20E General Description</li> <li>■ OfficeServ 7200 General Description</li> <li>■ OfficeServ 7400 General Description</li> </ul>	Communication, Sales and Marketing, Downloads, General Description

*If you have any questions regarding this Product Bulletin, please contact your Regional Sales Manager, Customer Service Representative.*