Manufacture Discontinue Notice

Smart Centre ACD Reporting Package

Manufacture Discontinue Notice	
Last Time Order Date:	**October 31, 2005**
Last Time Ship Date:	**October 31, 2005**
Manufacture Discontinue (MD) Date:	**October 4, 2005**

Introduction

Samsung Telecommunications America would like to inform Authorized Dealers of the Discontinuation of the Smart Centre ACD Reporting Package software suite. Specific details of which part numbers are being discontinued are described in the table on the next page. The Smart Centre software suite is being replaced by the new, much less costly, OfficeServ™ DataView product which offers far superior capabilities.

Definition

Manufacture Discontinue Definition – This notice serves as formal communication of Samsung Telecommunications America's intent to Manufacture Discontinue (MD) the product(s) noted. **Should inventories of these products be available after the Manufacture Discontinue date, customer orders will be fulfilled until those inventories have been exhausted.** The MD of these products should not be interpreted as the discontinuance of any Samsung Telecommunications America agreements to support the existing population of Smart Centre product in the field. Technical Support, Parts and Services to existing installed product will continue to be provided for two years from the MD date.

Manufacture Discontinue
Smart Centre ACD Reporting Package

Manufacture Discontinued Products

All Smart Centre products have been discontinued.

Discontinued Product Description	Material Code	Replacement Product Description (If applicable)	Replacement Material Code
Smart Centre V 5 Agent License	SSC-V5A	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre V 5 Agent Upgrade	SSC-V5UG	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre VR 5 Agent Upgrade	SSC-VR5UG	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre VR Additional Supervisor	SSC-VR1S	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre VAR 5 Agent License	SSC-VAR5UG	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre VAR Additional Supervisor	SSC-VAR1S	OfficeServ DataView	KP-AP2-WDV/XAR
InView 5-Client Workstation	SSC-INV5	OfficeServ DataView	KP-AP2-WDV/XAR
InView 5-Client Workstation- Upgrade	SSC-INV5UG	OfficeServ DataView	KP-AP2-WDV/XAR
InView 10-Client Workstation-Upgrade	SSC-INV10UG	OfficeServ DataView	KP-AP2-WDV/XAR
InView 15-Client Workstation-Upgrade	SSC-INV15UG	OfficeServ DataView	KP-AP2-WDV/XAR
InView 20-Client Workstation-Upgrade	SSC-INV20UG	OfficeServ DataView	KP-AP2-WDV/XAR
InView 25-Client Workstation-Upgrade	SSC-INV25UG	OfficeServ DataView	KP-AP2-WDV/XAR
InView 30-Client Workstation-Upgrade	SSC-INV30UG	OfficeServ DataView	KP-AP2-WDV/XAR
InView 40-Client Workstation-Upgrade	SSC-INV40UG	OfficeServ DataView	KP-AP2-WDV/XAR
InView 50-Client Workstation-Upgrade	SSC-INV50UG	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre Upgrade from V5 to VR5	SSC-VVRUG5	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre Upgrade from V10 to VR10	SSC-VVRUG10	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre Upgrade from V15 to VR15	SSC-VVRUG15	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre Upgrade from V25 to VR25	SSC-VVRUG25	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre Upgrade from V5 to VAR5	SSC-VVARUG5	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre Upgrade from V10 to VAR10	SSC-VVARUG10	OfficeServ DataView	KP-AP2-WDV/XAR
Smart Centre Upgrade from V15 to VAR15	SSC-VVARUG15	OfficeServ DataView	KP-AP2-WDV/XAR

Manufacture Discontinue
Smart Centre ACD Reporting Package

Smart Centre Upgrade from V25 to VAR25	**SSC-VVARUG25**	**OfficeServ DataView**	**KP-AP2-WDV/XAR**
Smart Centre Upgrade from VR5 to VAR5	**SSC-VRVARUG5**	**OfficeServ DataView**	**KP-AP2-WDV/XAR**
Smart Centre Upgrade from VR10 to VAR10	**SSC-VRVARUG10**	**OfficeServ DataView**	**KP-AP2-WDV/XAR**
Smart Centre Upgrade from VR15 to VAR15	**SSC-VRVARUG15**	**OfficeServ DataView**	**KP-AP2-WDV/XAR**
Smart Centre Upgrade from VR25 to VAR25	**SSC-VRVARUG25**	**OfficeServ DataView**	**KP-AP2-WDV/XAR**
Smart Centre Brochure	**LSC 107**	**OfficeServ DataView Brochure**	**L-SB-OSDVIEW**

* Note: The OfficeServ DataView application requires OfficeServ Link middleware

Related Product and Sales & Marketing Bulletins (if applicable)

For a list of related sales and marketing bulletins, please visit the Sales & Marketing Download area of the Samsung eCommerce web site.

Dealer Actions

Samsung Authorized Dealers should prepare themselves for this manufacture discontinue in the following manner:

- Become familiar with the Office DataView software suite – it represents the future of ACD reporting for all Samsung IP-Enabled system platforms.

- Implement a support plan for the installed base of Smart Centre software which includes upgrading systems to Samsung's OfficeServ DataView.

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