

SVMi-20E/CF Card with 1G Compact Flash “Motor Boating” Problem

This Bulletin is to advise technicians that a reported “Motor Boating” problem had been identified with SVMi-20E/CF using 1GB Compact Flash cards. The symptom is: when a voice message is played back, the message is unintelligible and sounds like a repeated pulse, described as “Motor boating”. The problem tends to be limited to single messages and not pervasive in all messages. It was confirmed that this problem is caused by the formatting that was used on the 1GB Compact Flash card.

Samsung started shipping SVMi-20E/CF with the 1GB Compact Flash beginning September 2010. Eventually every SVMi-20E with a 1GB Compact Flash might experience this problem. So far 9 sites of all the 1GB CF shipped since September has reported experiencing “Motor Boating” messages.

If you have sites that are using the 1GB Compact Flash, please contact Technical Support to request a free 4GB CF to replace the 1GB CF. There is no need to replace the SVMi-20/CF Voice Mail Board.

The 4GB CF formatting is fully compatible and in addition it will come with SVMi-20E software version V5.4.1.1. **This software version was designed to take advantage of the larger compact flash sizes and can read/write to two 2GB Partitions. This will increase message storage to approximately 270 hours depending on the number of languages installed.**

To obtain a replacement 4GB compact flash:

1. Call Tech support at 1-800-737-7008 to provide them with Serial number of the SVMi-20/CF unit.
2. Upon verification you will be sent a 4GB compact flash containing V5.4.1.1 software together with instructions to return the 1GB unit.

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.

Samsung Telecommunications America
Business Communication Systems
1301 East Lookout Drive
Richardson, TX 75082