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Centralized SVMi in the OfficeServ™ 100 and OfficeServ™ 500 Systems

The purpose of this Technical Bulletin is to clarify the availability of features when using a Centralized SVMi system. Some KSU Software versions and SVMi platforms allow for basic functionality where as some KSU software versions and SVMi platforms allow for enhanced system integration.

See Table 1 for a complete breakdown of Centralized SVMi Feature availability in relation to OfficeServ 100 and OfficeServ 500 software versions.

Basic Centralized Voice Mail Support: KSU Software version 2.3X and Higher

Basic Centralized SVMi functionality is available on the SVMi-8 and the SVMi-8/16E platforms as long as each KSU within the network has software version 2.3X and higher. Basic Functionality includes:

1. VMMSG Key: The VMMSG will light when there is a message in a remote users' mailbox. When a user presses this key the Centralized SVMi will be called.
2. New Message Counter: When messages are left in the Centralized SVMi a "New Message" counter will be displayed in the LCD of the remote phones.

Enhanced Centralized Voice Mail Support:: KSU Software version 2.44 and Higher

Enhanced integration is available on the SVMi-8E/16E platform as long as each KSU within the network has software version 2.44 and higher. Enhanced Functionality includes:

1. Soft Key Functionality: Soft Keys such as Play, Save, Delete now appear in the LCD of a remote users' phone and provide an easier way to navigate through messages.
2. VT Transfer Across the Network: This feature allows remote users to send callers into the Mailbox of other users.

Important Note: With SVMi-8 units using software version 1.3 or lower, the station soft key functionality will display but it does not function properly.

Centralized SVMi in the OfficeServ 100 and OfficeServ 500 Systems

Table 1

Centralized SVMi Feature	SVMi Platform	OfficeServ 100 & OfficeServ 500 Software
VMMSG Key	SVMI-8/8E/16E	2.3X or higher
New Message Counter	SVMI-8/8E/16E	2.3X or higher
VT Across Nodes	SVMI-8/8E/16E	2.44 or higher
Soft Key Integration	SVMI-8E/16E	2.44 or higher

If you have any questions about this Technical Support bulletin please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com