Bulletin No.: 2007-07   **09/17/2007**

Technical Update: OfficeServ™ 7100 Voice Mail

- **Audio quality can sound loud and distorted.**
- **Message Notification only working 50% of the time.**

This Technical Bulletin provides all Samsung BCS distributors and dealers with an update and clarification on two outstanding issues with the OfficeServ 7100 Voice Mail System.

MP10 Software Version:	4.04.0 (07.05.23)
SP Version:	1.03.0 (07.05.11)
VMS Version:	1.05.0 (07.05.22)

1. **OfficeServ 7100 Voice Mail audio quality sounds loud, distorted, and/or uneven**.

   In some environments, the default prompts in the OfficeServ S7100 Voice Mail System sound very loud, often to the point of sounding distorted. In addition, user recordings can sound extremely low in volume when compared to the default prompts.

   There are two adjustments that can be made by the installer to optimize the audio quality of the OfficeServ 7100 Voice Mail System for specific environments.

   1. The first adjustment lowers the playback volume from the voice mail, which adjusts the default settings for the prompts, thus improving the distortion in the prompt playback.
   2. The second adjustment regulates the system volume from stations and trunks. This adjustment raises the transmit volume of the stations and trunks to compensate for variable loop currents when talking to the Voice Mail System. Therefore, voice recording messages can be made at a higher volume, thus equalizing the difference in volume between user recordings and default prompts.

   a. Lower Playback Volume
       i. Navigate to the following location via the Web Interface:
           1. VM/AA >> System Parameters >> Default Volume Level.
           2. Change the level from "Loudest" to "Normal".

Technical Update: OfficeServ 7100 Voice Mail

Default Volume Level		Normal ▼
		Loudest
		5
		4
		Normal
		3
Daily Maintenance		2
		Quietest

b. Raise Recording Volume

    i. In MMC 805, the following gain controls can be adjusted:

        1. ATRK >> SVMI

            a. This adjustment raises the volume of analog trunks when they are talking to the Voice Mail System, thus allowing the Voice Mail to "hear" better.

            b. This adjustment is for analog trunks only. PRI channels are modified with the DTRK >> SVMI setting.

        2. DGP >> SVMI

            a. This adjustment raises the volume of stations when they are talking to the Voice Mail System.

            b. This adjustment is for digital keysets only. Single line stations will use the SLT >> SVMI setting, and IP phones will use the ITP >> SVMI setting.

    ii. Below is an example of how to change the volume settings. In all cases the default gain level is -6.0dB (or ¼ of normal volume). Changing this setting to 0.0dB will effectively double the volume of the recorded message from the caller.

ATRK >> SVMI   Default -6.0   Adjust to +0.0

		ATRK	DTRK	ITP	VOIP	SVMi	WLAN
	DGP	+0.0	+0.0	+0.0	+0.0	-6.0	+0.0
	SLT	+0.0	+0.0	+0.0	+0.0	-6.0	+0.0
	ATRK	-6.0	-6.0	+0.0	+0.0	+0.0 ▼	+0.0
	DTRK	+1.9	+0.0	+0.0	+0.0	-6.0	+0.0
Tx	ITP	+0.0	+0.0	+0.0	+0.0	-6.0	+0.0
	VOIP	+0.0	+0.0	+0.0	+0.0	-6.0	+1.9
	SVMi	-6.0	-6.0	+0.0	+0.0	-6.0	+0.0
	WLAN	-6.0	+0.0	+0.0	+1.9	+0.0	+0.0

Technical Update: OfficeServ 7100 Voice Mail

Note: These volume settings are only recommendations. However, dealers tell us these settings eliminate the differences in volume of prompts verses message playback.

2. **Call Alert Notification and off premise transfers using the OfficeServ 7100 Voice Mail System are reported to be working in only 50% of the attempts made.** A fault has been identified in how the Voice Mail System looks for call progress tones (such as rings or busy signals). This fault can cause call alert notification and transfers to fail; because, the system cannot properly "listen" for the subscriber to answer. Samsung is currently working to reslolve this software problem. Please contact tech support to open an incident so that you can be notified when the new software is released.

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