

# SVMi-16E

## Premier Integrated Voice Processing Platform

SVMi-16E, Samsung's fully integrated voice processing platform, offers more than traditional voicemail systems. This "in-skin" platform offers the features and functionality of voicemail and auto attendant while focusing on immediate, personalized and unobstructed access to callers. SVMi-16E allows your company to increase productivity by efficiently managing your busy call traffic and effectively serving your business communication needs.

An expansion of our popular SVMi line, the SVMi-16E provides 16 ports and up to 1000 mailboxes. Specifically designed to integrate into Samsung's OfficeServ™ 500 system, the SVMi-16E provides multilanguage support for 9 languages (English, Spanish, and French are standard). Fax-on-Demand, E-mail Gateway, Network Mailboxes and LAN and Modem connections are just a few of the comprehensive set of features that make the SVMi-16E unlike any other voice processing platform in today's market.

Combining the SVMi-16E's features with the functionality of Samsung's product portfolio, Samsung offers feature rich business systems to propel your company into the future.



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# SVMi-16E Features

## SVMi-16E Features

### Access Manager

Blocked Personal Greeting  
Busy Personal Greeting  
Call Blocking  
Call Forwarding  
Day / Night Personal Greeting  
E-Mail Gateway  
Find Me  
Follow Me (Off Premises Transfer)  
Hold for Busy Station  
Multiple Personal Greetings (9)  
Night Intercept  
Park and Overhead Page  
Personal Customized Options  
Retrieve Public Caller from Hold  
Screened Rejected Personal Greeting  
Stored Telephone Numbers  
Weekly Availability Schedule

### Administration Features

Activity Display  
Administrator's Mailbox  
Auto Delete Subscribers  
Automatic Setup  
Back Up and Restore  
Default Operation  
Password Security  
Programming - On Site or Remote  
Subscriber Administration  
Subscriber Database  
System Reports  
Voice Prompted Programming  
Voice Studio

### VoiceForm Questionnaire (Q&A)

Multiple Response Destinations  
Playback Header Prompt  
Team Transcription  
Unlimited Questions  
VoiceForm

### Audiotex Features

Audiotex Librarian  
Automatic Announcement Delete  
Announcement Replay  
Play Multiple Announcements

### E-Mail Gateway

Adjustable Message Retention  
E-Message Delivery  
E-Mail Notification  
Multiple e-Mail Addresses (5)

### Fax-On-Demand

Caller Selected Delivery  
Compound or Multiple Document Delivery  
Document Librarian  
Guaranteed Fax  
Voice Labels

### Auto Attendant Features

Alphabetic Directory (Multiple)  
Auto Attendant Routing  
Automatic After Hours Answering  
Announce Hold Position  
Announce Hold Time  
Camp On Support  
Direct to Mailbox  
Holidays and Special Events Scheduler  
Incoming Call Overflow  
Interruptible Voice Prompts  
Maximum Greeting Length  
Multiple Call Handling  
Multiple Language Support  
Operator Access  
Single Digit Call Routing

### System Features

Caller ID Compatible

Expandable  
Fax Detection and Transfer  
Flexible Numbering Plan  
Individually Defined Mailboxes and Extensions  
Keypad Display and Soft Key Support  
MOH Supply  
Multiple Mailbox Support  
Operating Mode/Oriented Call Processing  
Operating Mode Override  
Proprietary Design  
Recordable System Prompts  
Schedule Table  
Synchronized Clock

### Voicemail Features

Answer Machine Emulation  
Auto Conversation Record  
Auto Forward  
Auto Log In  
Auto Message Play  
Broadcast  
Call Back  
Call Forward to Voicemail  
Call Record  
Call Back Request Messages  
Date and Time Stamp  
Delivery Imperative  
Direct Messaging / Quick Memo  
Distribution Lists  
E-Message Delivery  
E-Message Notification  
Extended Prompting  
External Number Notification  
External Pager Notification  
FaxMail (Requires VPM-E)  
Future Delivery  
Group and Sort Messages Prior to Play  
Individual Mailbox Greeting  
Individual Mailbox Name

Individual Mailbox Password  
Maximum Number of Messages  
Message Address Verification  
Message Alert Notification Schedule  
Message Counter  
Message Length Controls  
Message Retention Time by Subscriber

### Message Options:

- Delete
- Delivery Options
- Fast Forward
- Forward with Append
- Pause
- Play Order
- Replay
- Reply
- Retrieve
- Rewind
- Save
- Send
- Scan
- Skip
- Undelete

Message Waiting Light Indication  
Multiple Subscriber Mailbox Login  
Multiple Subscriber Mailboxes  
Name Addressing  
Net Mailbox (AMIS)  
New / Old Selection  
One Touch Access  
Pager Notification Schedule  
Personal Mailbox Administration  
Private (Confidential) Messages  
Quick Memo  
Reminder  
Reply Required  
Retrieve Public Caller from Mailbox  
Return Receipt (Certified Message)  
Self Memo / Reminder  
Self Memo / Reminder Categories  
Speed Control  
Subscriber Workload Manager  
Until...Scheduling  
Urgent Messages  
Volume Control

## Highlighted Voicemail Features

**Answer Machine Emulation** Monitor while messages are being left in your voicemail box through the speaker of your keypad just like screening a call on your home answer machine.

**Broadcast** Authorized personnel can broadcast a message to everyone in the system.

**Call Back** Press one key and automatically call back the person who left you the message.

**Date and Time Stamp** Each message received is date and time stamped upon arrival.

**Direct Messaging / Quick Memo** Easily leave a message for anyone without calling the extension first.

**External Notification** When you have messages in your mailbox, you are alerted at your cell phone, home phone or a pager.

**Individual Mailbox Greeting** Each mailbox has its own personalized greeting recorded in the station user's voice.

**Message Scan** Easily scan your messages. The first few seconds of each message will be played, and then it will go to the next message.

**Message Fast Forward and Rewind** Easily skip through a message if you are looking for a specific piece of information.

**Message Forward With Append** Messages can be forwarded to other mailboxes in the system with introductory remarks.

**Message Pause** Pause the messages at any time while listening to your messages.

**Message Retrieve** Any sent message can be canceled before the recipient has received it.

**Message Skip** While listening to any message, you can quickly search for any message, and still save all the messages as new.

**Message Undelete** Retrieve messages that have been previously deleted that day. No more losing valuable messages by pressing the wrong button.

**Message Waiting Light Indication** An instant indication on your keypad tells you when you have new messages. Press one button and connect with your voicemail.

**Multiple Language Support** System and mailbox prompts can be individually set to play one of 9 languages.

**New or Old Message Selection** Access your mailbox and choose to listen to either new or old messages.

**Personal Mailbox Administration** Change settings for your mailbox any time you like, from any phone anywhere in the world.

## Selected System Features

**Alphabetic Directory (Multiple)** Callers who do not know your extension number, but know your name, can enter the first few letters of your name and then easily be transferred.

**Audiotex** Audiotex allows you to provide information only, without giving the option to record a message.

**Automatic After Hours Answering** The main greeting changes from the day to night greeting automatically.

**Caller ID Compatible** If you have caller ID, the SVMi-16E captures the caller ID and saves it with each message, making it easy to call back the person leaving the message.

**Compound or Multiple Document Delivery** Any number of fax documents can be linked to form a single fax document.

**E-Mail Gateway** Forward Voicemail (WAV) and/or Fax Mail (TIFF) Messages via E-Mail. Store and Archive Voice and/or Fax Mail Messages in Visible Folders.

**Incoming Call Overflow** You can answer any or all lines immediately or answer only the calls that your operator does not pick up.

**Keypad Display and Soft Key** Navigate through the SVMi-16E menus using the keypad display and the soft keys below the display to respond to prompts.

**Recordable System Prompts** Add or record selected prompts to suit your particular business.

**Synchronized Clock** Changing between day and night modes is always synchronized with the phone system.



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