

SVMi-20E

Voice Messaging Solution

It All Starts With That First Call In.

You're out, and my call is urgent—so what happens next? You are busy or working from home—who helps me? The Samsung SVMi Voice Messaging Solution masters all your large and small message handling needs, automatic attendant, and the customized call processing options that say so much about your business.

You don't have to build a huge telecom system in order to sound like you have one—with full control of incoming calls. And Samsung's OfficeServ™ messaging solution supports small-to-medium business sizes from 5 to 500 lines, across the OfficeServ™ 7000 Series family. As your messaging system needs change, you build a scalable solution supporting from 4 to 12 ports (simultaneous calls), speaking in 9 available language options, and serving literally thousands of individual mailboxes.

Good service is always good for your business. And what does good service look like? To your customer, it starts with that single call—if it takes 2 attempts to find you, that's too many. From your perspective, Samsung's pioneering technology enhances your system efficiencies, with for example, "In-Skin" component designs, and a vast array of custom feature options that put real power at your fingertips. Add in the E-Mail Gateway, along with schedule tables, system modes, call recording, and Audiotex, and your business handles contacts better—routing, tracking, and processing them more effectively.





SVMi-20E 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
 Night Personal Greeting
 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

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
 UCD First and Second Message Supply

VoiceMail Features

Answer Machine Emulation
 Auto Forward
 Auto Log In
 Auto Message Play
 Broadcast
 Call Back
 Call Forward to Voicemail
 Call Record
 Call Back Request Messages
 Conversation Record
 Date and Time Stamp
 Delivery Imperative
 Direct Messaging / Quick Memo
 Distribution Lists
 Extended Prompting
 External Number Notification
 External Pager Notification
 FaxMail (Requires VPMF-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
- Reply
- Retrieve
- Rewind
- Save
- Send
- Scan
- Skip
- Undelete

Message Waiting Light Indication
 Minimum Password Length
 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

SVMi-20E Capacity and Compatibility Chart

| Port Upgrade Type | VPM-E and/or VPMF-E | | |
|-------------------------------|------------------------|---|----|
| Ports | 4 | 8 | 12 |
| Compact Flash Size | 256 MB | | |
| Compact Flash MSG Storage | 15 Hours† | | |
| Hard Drive Size | 2G Partition | | |
| Hard Drive MSG Storage | 140 Hours† | | |
| Mailboxes | Virtually Unlimited‡ | | |
| E-Mail Gateway Users | 5 - Unlimited‡ | | |
| Fax Ports w/ Optional VPMF-E | N/A | 1 | 2 |
| LAN | Yes | | |
| Modem Daughter Card | Optional | | |
| Serial I/O | Yes | | |
| Fax Application Software | Yes | | |
| Audiotex Application Software | Yes | | |
| System Compatibility | OfficeServ 7000 Series | | |

†: Message storage times can vary based on the number of installed languages. The times in this table were calculated with the three languages (English, Spanish, and French) that are installed standard. Each language installed will consume 30 - 40 Minutes of Message Storage.

‡: The SVMi-20E software can literally have an unlimited number of mailboxes created. However a practical physical limitation based on size of data storage device, number of installed languages, number and length of personal greetings, number and length of custom prompts, and size of the overall application can be between approximately 1,000 to 10,000 mailboxes.

SVMi-20E Options



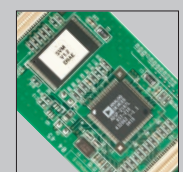
Compact Flash



Hard Drive



64MB DRAM



Modem

- Available in 256 MB Compact Flash or 2GB Hard Drive

Upgrade Options

- VPM-E
- VPMF-E
- 64MB DRAM
- Modem
- Unlimited E-Mail Gateway

