

# 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
- 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



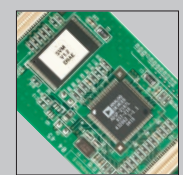
Compact Flash



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

