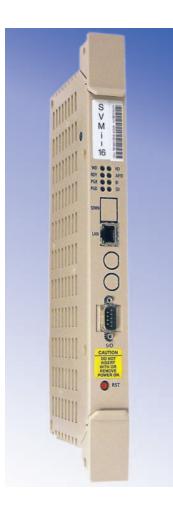


SVMi-16E

Samsung's Integrated Voice Processing Platform



VMi-16E, Samsung's fully integrated voice processing platform offers more than traditional voice mail 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 iDCS 500 system, the SVMi-16E provides multi-language support for 9 languages (English, Spanish, and French are standard). Fax-on-Demand, Network Mailboxes and LAN and Modem connections are just a few of the comprehensive set of features which 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 iDCS product portfolio, Samsung offers feature rich business systems to propel your company into the future.



Samsung's SVMi-16E Features

SVMi-16E Features

Access Manager

Blocked Personal Greeting Busy Personal Greeting Call Blocking Call Forwarding Day / Night Personal Greeting 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

Highlighted Voice Mail Features

Answer Machine Emulation Monitor while messages are being left in your voice mail box through the speaker of your keyset just like screening a call on your home answer machine. Broadcast Authorized personal 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 their 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.

Audiotex Features

Audiotex Librarian Automatic Announcement Delete Announcement Replay Play Multiple Announcements

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

new.

wrong button.

one of 9 languages.

new or old messages.

Caller ID Compatible Expandable Fax Detection and Transfer Flexible Numbering Plan Individually Defined Mailboxes and Extensions Keyset Display and Soft Key Support

Message Pause Pause the messages at any

Message Retrieve Any sent message can be

canceled before the recipient has received it.

time while listening to your messages.

Message Skip While listening to any

message, you can quickly search for any

message, and still save all the messages as

have been previously deleted that day. No

Message Waiting Light Indication

when you have new messages. Press one

button and connect with your voice mail.

Message Undelete Retrieve messages that

more losing valuable messages by pressing the

An instant indication on your keyset tells you

Multiple Language Support System and

New or Old Message Selection Access

your mailbox and choose to listen to either

settings for your mailbox any time you like,

from any phone anywhere in the world.

mailbox prompts can be individually set to play

Personal Mailbox Administration Change

MOH Supply Multiple Mailbox Support Operating Mode/Oriented Call Processing Operating Mode Override Proprietary Design Recordable System Prompts Schedule Table Synchronized Clock

Voice Mail Features

Answer Machine Emulation Auto Conversation Record Auto Forward Auto Log In Auto Message Play Broadcast Call Back Call Forward to Voice Mail Call Record Call Back Request Messages Date and Time Stamp Delivery Imperative Direct Messaging / Quick Memo **Distribution Lists** 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 Waiting Light Indication Message Options:

Retrieve

Rewind

Save

Send

Scan

Skip

Undelete

- Delete
- Delivery Options
- Fast Forward
- Forward with Append
- Pause
- Play Order
 Replay
- Reply

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

Selected System Features

Alphabetic Directory (Multiple) Callers who do not know your extension number but know your name may 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. Then you can call back the person leaving the message.

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

Incoming Call Overflow You can answer any or all lines immediately or answer only the calls that your operator does no pick up.

Keyset Display and Soft Key Navigate through the SVMi-16E menus using the keyset 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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