

# SVM-400E

## External iDCS 16 Voice Processing Platform

Designed with the small business in mind, the SVM-400E offers the reliability and features typically found in larger voicemail systems. The SVM-400E was created specifically for the Samsung iDCS 16 phone system and uses the latest in Compact Flash memory technology. Equipped with 2 ports, 25 mailboxes, a full auto attendant and up to 2.5 hours of message storage the SVM-400E provides your business the professional voice processing services your customers have come to expect.

The SVM-400E is not only integrated with the phone system via digital station ports, it is easy to install and even easier to maintain. It has no moving parts, making it incredibly reliable. Combine the SVM-400E's advanced features, such as multilanguage support for 12 available languages, with the functionality of a Samsung iDCS 16 phone system and you can't help but be impressed.

Making the choice to use the SVM-400E is a sound investment for your business. Making the most of the advanced features of the SVM-400E will help your business thrive.



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# SVM-400E Features

## SVM-400E 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

### 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  
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

Announcement Only Mailboxes  
Answering 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  
Extended Prompting  
External Number Notification  
External Pager Notification  
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

**Answering Machine Emulation** Monitor while messages are being left in your voicemail box through the speaker of your keyset 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 yourself or another person 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 keyset 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 a specific language. †

**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.

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

**Caller ID Compatible** If you have caller ID, the SVM-400E captures the caller ID and saves it with each message, making it easy to call back the person leaving the message.

**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 SVM-400E 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.

**Subscriber Administration** The System Administrator can create, delete, and/or modify subscribers. If you select to modify a subscriber, you can reset their password, record their name, enter the directory name, and record their mailbox greeting all from the same utility.

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

\* Remote Programming requires use of external modem sold separately.

† 12 Languages are available. 9 simultaneous languages are supported.

Ask your Authorized Samsung Dealers for details.

Features subject to change without notice.

