

SVM400

– advanced voicemail and call processing

The Samsung SVM400 is a powerful communications tool that cost-effectively delivers the benefits of voicemail and call processing to any working environment.

Designed specifically to integrate and utilise the intelligence of the DCS 816 communication system, the SVM400 can be intuitively programmed to provide your organisation with an efficient call handling system that increases efficiency, saves money and optimises the level of response provided to incoming callers.

Personalised Voicemail

The Samsung SVM400 offers advanced call facilities to ensure your employees get the most from the system. Users can record their own personal greetings, forward messages to other colleagues and even record conversations, ideal for more sensitive discussions or personal reminders.

The Samsung SVM400 is easy to use for all employees with the aid of navigation prompts from either voice instructions or the screen prompts on a keyphone LCD screen, allowing all users to reap the benefits of streamlined office messaging the first time they pick up the phone.

The SVM400 can then alert users to new messages via a message waiting lamp or the LCD screen of their digital keyphone, with the user able to identify the date and time each message has been recorded.

Auto Attendant – your 24 Hour Receptionist

With the SVM400 you can be sure that incoming calls are never kept waiting to be answered. The Auto Attendant can answer multiple calls simultaneously, even giving each call an individual greeting. Auto Attendant can in effect create a simple contact centre structure within your organisation, allowing you to route calls for individual extensions or groups as necessary.

External callers are prompted by the Auto Attendant to dial for direct connection to the correct person without the need for the receptionist to handle the call. However, if no extension number is dialed within a specified time the call will be automatically connected to the receptionist or another specified extension.

The SVM400 Auto Attendant can also be customised for up to 4 time periods to truly reflect the individual nature of your working patterns e.g. daytime, evening, weekends and holiday periods.



Be out of the office – but not out of reach

For busy people who are regularly away from their desk – either somewhere else on site or out of the office the SVM400 can keep them in contact wherever they are. Calls can be programmed to transfer directly to an alternative destination such as a different extension in the system or to another office, home or mobile number so you're always in touch.



Samsung SVM400 Overview

The Samsung SVM400 provides a cost-effective call processing solution for busy working environments 24 hours a day, 7 days a week. Easy to use and manage, the SVM400 can help your business reduce the number of missed or dropped calls, increase efficiency and improve the levels of customer service you provide.

Administrator reports also allow you to view how effectively your investment is being utilized. For example SVM400 can report how many messages each user has taken, or how many times an individual Auto Attendant option is chosen.

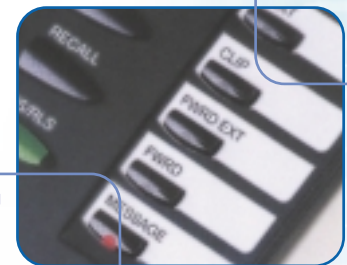
The Samsung SVM400 is available in a configuration of up to 4 ports, with up to 50 mailboxes and 2 or 5 hours* of recording time. Connecting easily to the Samsung DCS 816 communication systems the SVM400 is simple to administer, with user groups and system settings all added, removed or modified through a simple PC interface.

Key Voicemail Features

- Personal ID and security code
- Answer machine emulation
- Remote access
- Call Record
- Internal Reply and External Callback
- Group messaging
- Message redirection
- Date and time stamping
- Message notification methods
 - Message waiting lamps
 - Dial tone
 - Keyphone LCD screen
- Playback control
 - Pause
 - Rewind
 - Fast forward
 - Save
 - Delete
- Administrator Usage Reports

Key Auto Attendant Features

- Single digit dialing and destination access
- Customisable for different time periods
- Operator assistance always available
- Easy-to-programme menu
- Administrator Usage Reports



** 5 hour recording time requires the purchase of additional flash memory.
For further information please contact your chosen vendor.*

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