

Samsung's E-Mail Gateway

An Economical Answer to High Priced Unified Messaging

Whether you're in the office or on the road, Samsung's E-Mail Gateway service provides a single contact point for all your messages (voice mail, e-mail and fax mail). Mobile and remote professionals will especially benefit from E-Mail Gateway with immediate, personalized, and unobstructed access; anywhere-anytime.

Designed to function with any SMTP e-mail server, this messaging tool combines voice mail and fax mail with existing e-mail services. Your voice and fax mail messages are converted to standard file formats and sent to an e-mail address as an attachment. This e-mail attachment now can be handled along with any other e-mail and allows you a great deal of convenience and increase in productivity.

The SVMi-8E, SVMi-16E and the SVMi-20E voice processing systems that operate on Samsung's OfficeServ Business Communications Platforms all come equipped with five (5) subscribers of E-Mail Gateway. The number of subscribers can be expanded to an unlimited number of subscribers with a simple software license key. The voice mail attachment files can be sent to up to five (5) e-mail addresses and five (5) additional e-mail addresses can be assigned, marked as "notify only", and sent to those e-mail addresses.

The Concept of Unified Messaging

The essence of communication is the breaking down of barriers. The telephone breaks distance and time barriers so that people can communicate in real time or near-real time when they are not in the same place at once. However as technology has developed it has allowed people to use different terminals to communicate, and there are now various new forms of communication, such as e-mail, voice mail, fax mail, and pagers. The Unified Messaging concept involves breaking down the end-point terminal and media barriers so that people using different technologies, different media, and different terminals can still communicate to anyone, anywhere, at anytime.

Frequently people have a message they want to communicate, but the intended recipient of the message can not be reached. Technology is helping people overcome this problem as well. There are many products available for people to use, however they need to have a simple method to use that offers interoperability. This unification of these tools forms powerful solutions for customers.

Today there are many options available to people that allow for the single source location for managing their messages. This ranges from very complex and expensive to simple and economical. Samsung has created a simple solution to a complex problem. We

believe that our E-Mail Gateway solution will provide an economical answer to your Unified Messaging needs. When you understand the capabilities of E-Mail Gateway and discover the many possibilities available, you will be hard pressed to justify the high priced solutions offered by our competitors.

The Benefits of Samsung's E-Mail Gateway

With there being multiple methods for receiving messages there are multiple places where a person must go to check for incoming messages. Under an ideal situation there would be provided a personal agent for the individual user that can help receive messages, whether they are voice, e-mail, or fax mail, notify the person of the presence of the message, and allows the person the latitude on how to handle the disposition of the incoming message. To employ a personal message manager is not practical; however we believe there are some solutions that are almost as good.

With E-Mail Gateway, users reduce the number of places they must check for incoming voice mail, e-mail, and fax mail messages to one common location. (Unified Messaging) It allows multiple choices on the notification and delivery of the messages, and allows subscribers choices on what to do with the messages they have received.

Here are some examples of the ways that E-Mail Gateway simplifies and unifies communications.

Receive Voice Mail messages in your e-mail box.

When a voice mail is left in a subscriber's mail box, a WAV file is created and the file is sent to an associated e-mail address. There can be up to five (5) e-mail addresses assigned to receive the notification and the attached WAV file of the voice message. The voice mail message can be accessed from any of the e-mails by the subscriber and the voice mail message is listened to by the subscriber on the PC.

Receive Fax Mail messages in your e-mail box.

When your voice mail is set up to receive fax mail the fax mail messages received in your mail box will be forwarded to an associated e-mail address. The file can be accessed and handled as any other e-mail attachment.

Receive instant notification of the receipt of a voice message or fax mail.

With E-Mail Gateway there can be up to five (5) e-mail addresses assigned as notification addresses. One or more of these addresses can be used to send a message notifying of the arrival of a voice mail or fax mail. This can be an address to a cell phone (*providing the cell phone is capable of receiving e-mail messages*) and the subject and the body of the e-mail will contain text alerting the subscriber of the arrival of a voice mail or fax mail. The subscriber can choose to call back to their voice mail box and receive the voice mail message or know that when they access their e-mail at a later time the message will be there.

Pass voice mail messages to associates outside your voice mail network

When a voice mail is sent as an attachment to an e-mail address it is then capable of being forwarded to any other e-mail address. Unlike traditional voice messages that can only be forwarded within the voice mail network, there are no restrictions on where or who can receive the forwarded voice mail message.

Manage the messages in your subscriber mail box

The voice mail mailbox can be optioned in various ways that help simplify the handling of voice messages. The message can be set to automatically delete from the mail box when it is sent as an attachment. This creates a clean one location for message handling. The message can be set to delete after a time period has passed. This allows a subscriber to have time to access the voice message and reply to the voice mail message as a returned voice mail. This helps traveling subscribers by giving them choices of message handling while away from their office. This can also be used to manage the storage time as messages are automatically deleted and room is made for new messages. This could be important if there is limited storage capacity in the voice mail system.

Record and save telephone calls.

With the voice recording feature of the Samsung telephone system, calls can be recorded on demand. These calls are stored in a voice mailbox. When set up with e-Mail gateway these recorded calls are sent to the e-mail address and can then be saved, shared, and filled for later reference.

Every SVMi-8E, SVMi-16E and SVMi-20E comes equipped with five (5) E-Mail Gateway subscriber seats

That's right. There are five (5) subscriber seats included with these voice mail systems at no additional charge. You can set up your customers with up to five (5) trial E-Mail gateway subscriber locations and let them enjoy the benefits of a Unified Messaging solution at no extra charge.

A Practical Application

Employees that travel away from their office have difficulty handling all their communications needs real time. These types of employees normally have cell phones and lap top PC with them, but their telephone in the office is unattended and remains unanswered. While on the road they are in and out of real time access to their communication tools. The need to be notified of new voice messages is very important to them. This can be easily accomplished with the E-Mail Gateway solution.

The SVMi Voice Processing System is set up with two e-mail addresses. The first is the address of the subscribers office e-mail. It is marked to "deliver" the message and when a voice message is received it is sent to the inbox of the e-mail as a WAV file attachment. The second is set up to the e-mail address of the subscriber's cell phone and the address is marked as "notify only".

When a voice message is left in the home office mailbox the subscriber has the voice message notification delivered to their cell phone as an e-mail message. They are now

able to see who the call is from (*providing Caller ID is activated*) and make a decision to call back to the office and retrieve the voice message, call the person directly, or to wait until later and listen to the voice message when accessing the e-mails.

Since the subscriber is away from the office, but has been able to retrieve their voice message and handle them, they do not want to return to the office and have determine if the message light on their office telephone is for new messages or for the ones already handled. This is accomplished by marking the subscriber's mailbox to automatically delete the messages after 24 hours. This time period allows the subscriber time to access the voice mail directly and take action, but also clears the mailbox and keeps the mailbox from accumulating numerous voice mails that have to be handled the second time. Since each voice message is sent to the e-mail inbox as a WAV file attachment it provides insurance against the inadvertent deletion of a critical voice mail after the time has expired.

This is a simple application that allows a mobile employee to have a centralized message point that can be accessed at the end of the day and also allows for notification of new voice messages when they arrive so the subscriber can take action as needed.

There are many other creative applications that can be set up that take advantage of E-Mail Gateway and the Samsung Business Communication System.

If you want clarification or need any additional information on the capabilities and set up of Samsung's E-Mail Gateway service please contact your Regional Sales Manager or Sales Specialist.