



## **Samsung OfficeServ**

Converged communications  
solutions for your business



**Enterprise IP Solutions**

**[www.samcom.com.au](http://www.samcom.com.au)**



## Welcome to the world of convergence

Communication is the driving force behind any organisation and your telecommunications infrastructure is the key asset in providing resilient and effective connections to the outside world.

By recognising this principle, Samsung enjoys incredible success in Australia because its range of Business Communication Systems has the flexibility, intelligence and innate functionality to accommodate the drivers and demanding communication requirements of Australian business.

The rapid developments in communications is continuing with the availability of new convergence technologies which allow voice and data to be managed on the one network to provide a variety of applications with exciting business potential. Convergence is delivered by the new class of IP Communication Systems which use Internet Protocol to route your voice calls over the same medium as your data traffic.

And Samsung is at the forefront of convergence with the introduction of its first IP Communication System range, the Samsung **OfficeServ**, integrating the latest developments in IP technology with the intelligence and stability of traditional telecommunications technology.

- Communication systems for every business
- Convergent solutions
- Voice over IP
- IP extensions/handsets
- Wireless IP voice/data
- ISDN
- Computer Telephony Integration (CTI)
- IP Networking solutions
- Call Centre applications
- Hospitality applications
- Digital Voice Mail
- National service and support



## A Powerful Voice and IP Application

Communications now means much more than making and receiving calls. The Samsung **OfficeServ** is a truly convergent system that allows you to share voice, data, fax and video over the one IP network while integrating with your computer systems and applications.

In contrast to other IP systems, the Samsung **OfficeServ** builds on the powerful functionality of the Samsung *i*DCS range to have the most comprehensive voice application suite you will find as well as advanced IP applications. ISDN, Voice over Internet Protocol (VoIP), IP extensions, home and remote working, wireless mobility, Computer Telephony Integration, Call Centre functionality, integrated Voice Mail, Least Cost Routing (LCR) and the ability to link systems across multiple sites using IP are just some of the capabilities of the Samsung **OfficeServ** range.

The **OfficeServ** has the capacity for up to 992 extensions - 512 physical and 480 IP - making it an ideal solution to meet the individual needs of medium and large-sized businesses and organisations.

Samsung **OfficeServ** supports a range of stylish, easy to use ergonomic digital and IP handsets to provide for each user's precise needs - from making and receiving calls, forwarding and paging, to simple navigation through the system's extensive list of features. A key differentiator for the **OfficeServ** is the common intuitive user interface for both the digital and IP handsets.

## Investing Today For Your Future

With a modular architecture that allows cost effective, incremental expansion you can rest assured that your Samsung **OfficeServ** solution can be upgraded to offer more services as your needs evolve.

At Samsung we think of our customers in terms of a lifetime relationship and this is reflected in Samsung's design philosophy of a clear migration path for customers with current technology systems. This is evident with the **OfficeServ** where a high proportion of the current hardware and handsets from the Samsung *i*DCS systems can be reused with an **OfficeServ** solution.

## Unrivalled Service

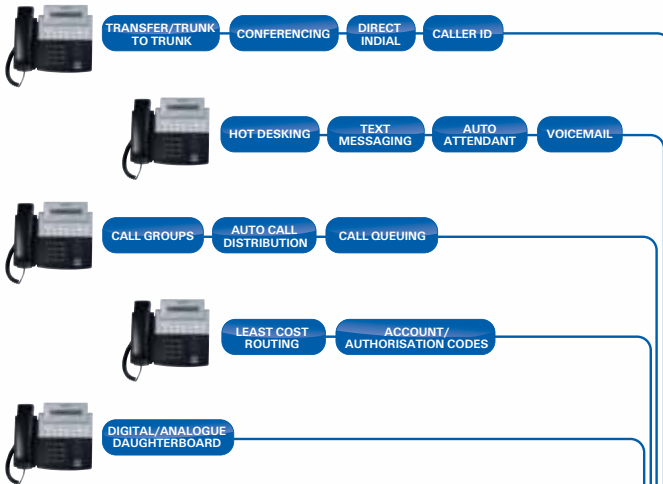
Service and support is at the heart of Samsung's Australian operation. Understanding the importance which communications play in today's business environment, we offer our customers comprehensive back up and support so that no matter where your organisation is located in Australia, your investment in your Samsung **OfficeServ** will always be protected.

With offices in all capitals and a network of Authorised Samsung Communications Specialists, there will always be a Samsung expert on hand to correctly determine your communication requirements, train your staff, maintain your Samsung system to peak performance and expand your system as your organisation grows.

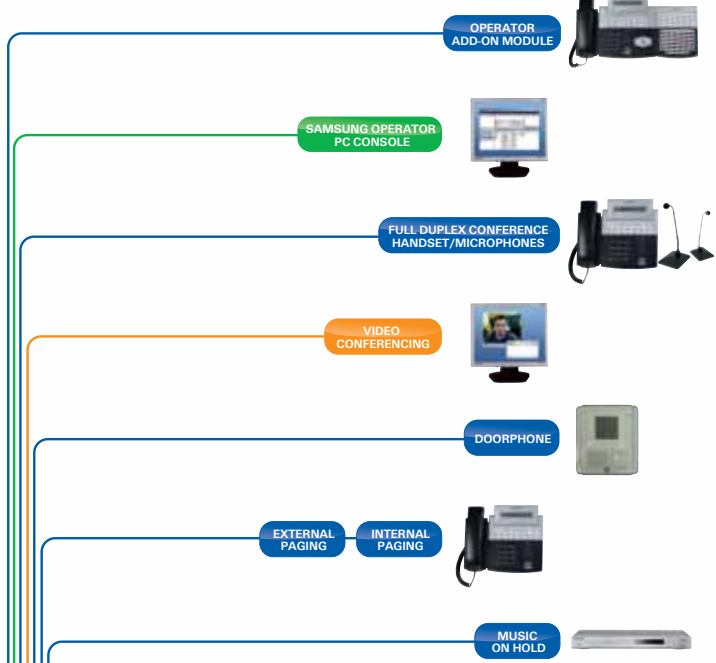


# Samsung OfficeServ functionality

## Digital Handsets



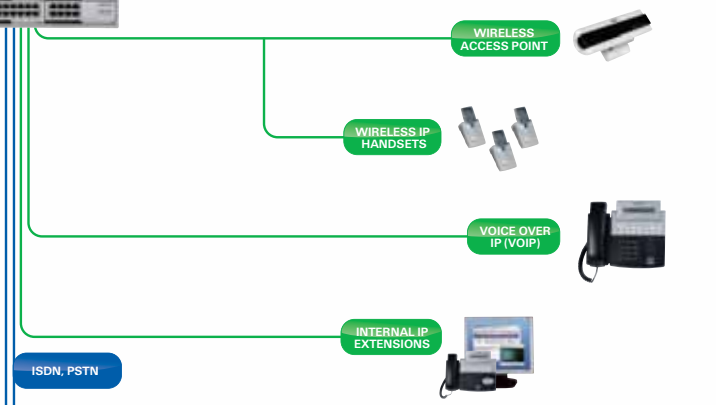
## Operator Solutions



## Analogue Extensions



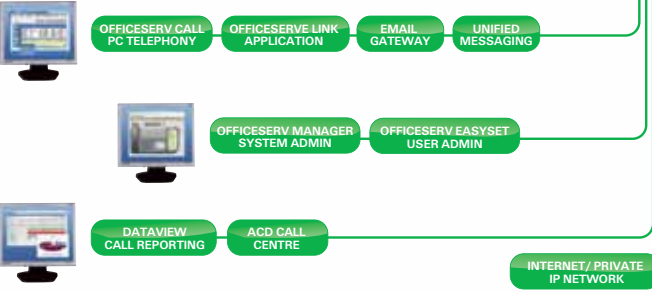
## IP Extensions



## Layer 2/3 Ethernet Switch

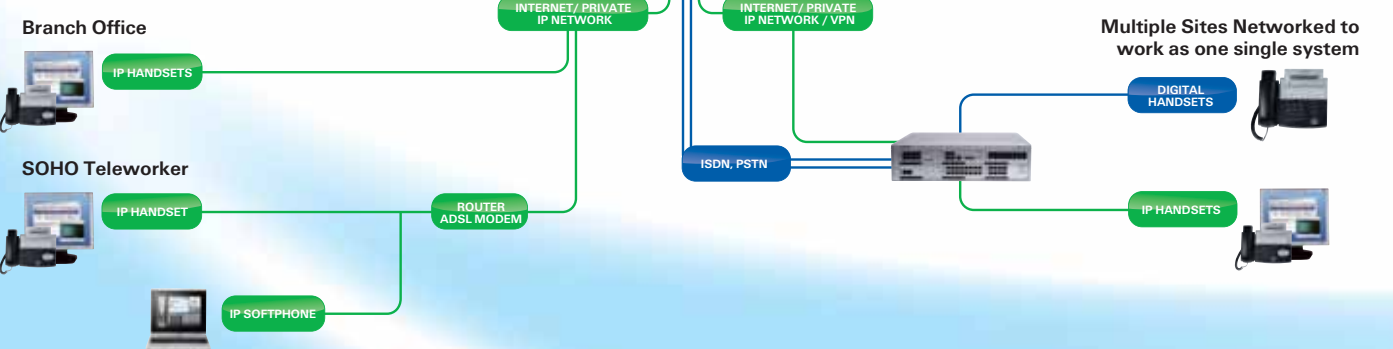


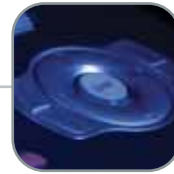
## Computer Telephony



## Outside World

## External/Remote Sites





## **Advanced Communications Solutions**

A host of sophisticated standard and optional features are available on all systems in the Samsung **OfficeServ** range, ensuring that you maximise the potential of your communications solution.

All features are simple to use - many at the touch of a button - allowing you to make the most of your system's comprehensive functionality.

## **ISDN - Faster Access To The World Of Business**

ISDN is the most cost-effective way of connecting your telephone system to the outside world. The Samsung **OfficeServ** range supports Basic Rate and Primary Rate ISDN, allowing you to reap the functionality and cost benefits that ISDN delivers:

- Enhanced quality - immediate, high-quality connections give you better customer communications
- Direct Dial In (DDI) - allowing your callers to dial direct to extensions without going via reception, saving valuable time!
- Video and data networking - the high capacity of ISDN connections enables efficient video conferencing and cost-effective inter-office data transfer, ideal for e-mail and internet access.

## **S<sub>0</sub> Bus - Voice And Data Networking Technology**

Samsung's S<sub>0</sub> Bus technology can be incorporated into your system to link networked equipment - such as PCs and printers - through the **OfficeServ** to the ISDN connection. This allows LAN users to transmit or receive information over a high-speed link, without the need for an additional ISDN line, and enables dial-in access to the LAN for remote users and employees at other offices.

Each S<sub>0</sub> Bus provides a transmission rate of 128kbit/s, giving fast internet access, video and data communications. Bandwidth can be allocated directly to specific LAN users, or to a pool to be shared by users as and when required.

## **Trunk To Trunk - Call Divert, Transfer And Conferencing**

With trunk to trunk functionality, calls can be seamlessly and invisibly diverted from your office to a mobile phone or your home number ensuring that you are always in touch - wherever you are. Calls can also be transferred between different offices as easily as to the next desk, overcoming the problem of different departments in different locations.

Conference calls between multiple locations can minimise the time and resource wasted travelling to and from meetings, maximising your efficiency. Up to five extensions or external numbers can take part in a conference call, coming in and out of the conference as necessary.



### **Caller Identification & Direct Indial - Talking Numbers**

Utilising the power of ISDN technology, the OfficeServ enables you to log and manage multiple incoming Calling Line Identification (CLI) and Direct Dial In (DDI) numbers.

As well as displaying the number of incoming callers, CLI can also associate incoming telephone numbers with names from your system's internal database so that the caller's name is displayed on the handset, enabling you always to know when your key contacts are calling. Additionally, a single keystroke will save a caller's number so that you can easily return their call. You can also review calls to your extension, allowing you to simply return those calls that you have missed.

Applying DDI functionality allows individual extension numbers to be name tagged and identified by linking the name displayed on the phone's LCD screen with the number the caller has dialled.

### **Auto Attendant - A 24 Hour Receptionist**

The auto attendant can answer multiple calls simultaneously, providing different greetings for different departments. External callers are prompted by the auto attendant to enter their choice of destination for direct connection to the correct person, without the need for a receptionist to handle the call. If no extension number is dialled within a specified time, the call is automatically connected to a receptionist, or another specified extension. An ideal solution for busy or out-of-hours periods.

### **Hot Desking - Complete Connectivity For Roaming Staff**

If members of your staff often work from different locations or departments within your office, then hot desking can be an invaluable tool. By entering individual access codes, users can move between different desks and even transfer their own personal features - such as access to voicemail, speed dials and pre-programmed functions - to the relevant handset.

For mobile members of staff, or occasions where you need to move a number of people around the office, hot desking is a simple and effective solution that keeps all your staff in touch and in control of their communications.



## Samsung Voicemail - The Ultimate Call Messaging Solution

The Samsung range of voicemail solutions provides advanced call processing features such as voicemail, auto attendant and faxmail to make your business more efficient.

Samsung Voicemail is simple to use and puts the user in control. At the touch of a button each user can, for example, record their own personal greeting; screen calls before choosing to answer them; record and send messages to a group; and record personal reminders or even conversations.

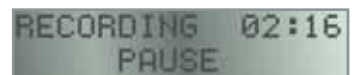
However, Samsung Voicemail offers much more. Message waiting indication ensures that users are immediately aware that messages are pending with each message 'stamped' with the date and time it was left and the number of the person who called. The system's auto forward feature also ensures that if messages aren't accessed within a specified time they can be forwarded to a designated extension.



Message waiting indication



Control and listen to messages using on-screen prompts



Record telephone conversations or personal memos



Listen to caller leaving message before choosing to pick up

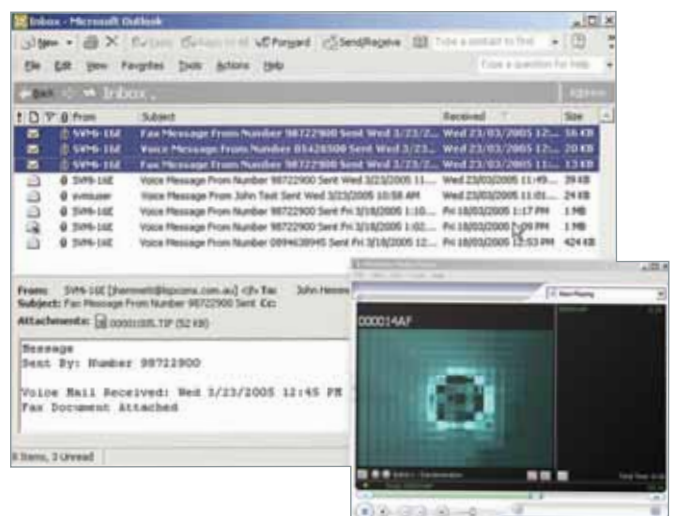
## Email Gateway - Voicemail And Fax Direct To Your PC Inbox

The Samsung Email Gateway gives you the ultimate tool to access and manage all your business messages - voicemails, faxes and emails - from your PC inbox. Whether you're on the road or in the office, you can easily receive, respond to, route, transfer and forward voice, emails and fax messages.

New voicemail messages and faxes will appear in your inbox, and are easily identified by the subject field of the email and the Caller Identification Number, (if available) for instance 'Voice message from Number 8542 8500' or Fax message from Number 9872 2900'. Simply click on the message to open the email.

Email Gateway has a host of other great features allowing your staff to:

- Conveniently forward voice and fax messages to others via e-mail.
- View fax attachments on-screen.
- Use of standard Inbox features to save the voicemail and fax messages for later reference.
- Access your office voicemail and fax messages on your PC whenever, where ever you are.





### **Wireless Mobility - The Freedom Of Wireless Technology**

Samsung wireless mobility solutions takes office telephony into new areas, giving your staff complete freedom to move around the office, while still being able to take and make calls.

With interruption free handover between base stations, your staff can roam over large industrial, retail office or hospitality complexes and remain in constant contact and manage their calls from anywhere in the building or site.

Samsung mobility solutions now provide the option of either DECT (Digital Enhanced Cordless Telephony) wireless voice technology or Wireless IP (based on industry standard 802.11b/g) for wireless voice and data mobility.

### **Least Cost Routing**

The Samsung **OfficeServ** Least Cost Routing feature provides your business with an automatic mechanism for saving money on your communication costs. LCR automatically selects the appropriate outside line for the number dialled by any of your staff members. The comprehensive least cost routing functionality can choose from up to 16 different call providers ensuring the cheapest route is chosen for each call your staff makes.

### **Text Messaging - Easy As ABC**

The **OfficeServ** can also allow pre-programmed messages to be sent and displayed on the LCD screen of display keyphones so that agents or their supervisors can continue to communicate whilst involved in a call. In addition, individual operators can also leave their terminals with a station message so that any internal caller receives a text message showing the status of the operator (e.g. out to lunch, on holiday, send to voicemail, etc.).

### **Samsung Hotel - Hospitality Solutions For You And Your Guests**

The Samsung **OfficeServ** is available with a range of software applications, designed specifically for the hospitality sector, providing an integrated solution for hotels, guest houses, nursing homes and halls of residence.

The Samsung hospitality software applications can meet the needs of most establishments, no matter their size or complexity. The Samsung hospitality software can also be linked to your existing front-of-house system.



## OfficeServ Operator Solutions - Professional Call Control

First impressions count. So it is imperative that incoming calls are managed as professionally and efficiently as possible by your front line staff. That's why Samsung has developed PC-based operator solutions that make handling high volume call traffic as smooth and simple as possible.

Samsung **OfficeServ** Operator solutions are fully integrated with your voice and data infrastructure to maximise the responsiveness of customers' first point of contact with your organisation.

With the simplicity of 'point and click' operation, or using the optional console keyboard, incoming and internal calls can be more effectively managed to their final destination using a variety of features including:

- **Busy lamp field indication** - to quickly view the status of each extension on the system
- **Extension information** - displaying details of diverts set and their destination
- **Departmental queues** - to help organise call traffic more efficiently and distribute calls to other operators
- **Conference call set up** - initiated by the operator in an instant
- **Notes facility** - a simple message can be added as a reminder before returning to a waiting caller and placing them through.

Providing the advanced functionality of the **OfficeServ** through the user's PC, **OfficeServ** Operator solutions are essential for people who manage high volumes of calls, and an invaluable application for any busy office.





### Automatic Call Distribution (ACD) - Sophisticated Call Handling For Any Office

The unique integral ACD package, provided as a standard feature to all **OfficeServ** users, offers any working environment the opportunity to optimise the service incoming callers receive and maximise the efficiency of staff.

Calls can be distributed intelligently - using first in first out (FIFO) rules - to the first available agent within the group. This can minimise the length of time before a call is answered and ensure you keep an even flow of call traffic to all members of a group. If no extensions are free, the call can be held in a queue, while automated messages reassure them of prompt attention as soon as the next call handler becomes available.

The **OfficeServ** can cater for up to 30 groups - each with a maximum of 48 agents, allowing agents to be members of multiple groups and time to complete administration before accepting the next call.

The **OfficeServ** can also provide incoming call statistics for a group or extension via the LCD of a display handset, giving supervisors a simple snap-shot of call traffic and activity to evaluate the performance of groups and agents for example:

- Calls in queue
- Average queuing time
- Waiting time
- Total incoming calls received
- Agent status

This functionality is ideal for those departments that operate as an incoming call centre with groups or teams of operators with their own terminals - such as your accounts department, sales desk or response centre.

In addition the **OfficeServ** can also be configured to operate within up to six time zones so that callers receive an appropriate response and are then routed to the correct destination depending on the time of day, week or year they call.

```
005 calls in  
queue now
```

```
longest wait  
time is 02:24
```

```
201: answered  
065 calls today
```



## Call Management Software And Account Coding

OfficeServ easily integrates with Call management software, providing comprehensive historical and real-time reporting of call information.

Through detailed management reports, group and extension activity can be analysed to provide a thorough evaluation of call traffic, ensuring that you make the most of your communications resources throughout the day.

And to help you identify how your system is being used, departmental groups and operators can enter specific codes for incoming and outgoing calls to facilitate future analysis.

Coding allows you to allocate certain calls into groups or accounts so that the OfficeServ can provide a precise breakdown of calls made and relative costs chargeable for each individual account. An ideal feature for internal departments who make and receive calls on behalf of third parties

## ACD Call Centre

If your organisation has a call centre, or a busy sales or service department, Samsung's ACD call centre software provides you with a powerful tool to improve the level of service to your customers, improving productivity and resource allocation. ACD Call Centre provides a complete PC based call centre solution. The main features include full call control from the agents screen, remote agent working, multiple queues, skills based routing, soft wall boards and real-time and historical reporting.

Up to the minute, key call details can be displayed on discreet, desktop display or optional wallboards to provide all staff with an easy-to-view summary of performance parameters for groups, extensions or DDI numbers - for example:

- Total calls received, waiting, answered or lost
- Current longest waiting call time
- Average and longest queuing time
- Individual agent call handling activity
- Average ring time before calls are answered
- Average service time after answering
- Warning alarms set against call criteria

Group	Group Inbound Calls	Group Calls Waiting	Group Answered C.
General	7	0	6
VIC	2	0	2
NSW	5	0	4

Customer...	Customer Telepho...	Caller Group	Original Group	DDI Num...
*****	7001	General	General	98722928
7002	7002	NSW	NSW	98722959
7001	7001	NSW	NSW	98722959
7002	7002	NSW	NSW	98722959
7001	7001	NSW	NSW	98722959
7001	7001	VIC	VIC	98722951
7001	7001	VIC	VIC	98722951
*****	7001	General	General	98722951
*****	7001	General	General	98722928

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### **Samsung OfficeServ CTI Suite - Get Smart With Your PC**

Voice and data communications have never been more important to your success and with barriers between telephony and IT being constantly eroded, the **OfficeServ** has been designed to maximise the benefits of Computer Telephony Integration (CTI) technology.

The **OfficeServ** CTI application suite consists of a range of CTI applications designed to enhance the functionality and usability of the Samsung **OfficeServ** telephone system. Simple-to-use, the Samsung CTI application suite will improve the operation of almost any organisation.

Samsung **OfficeServ** systems are also Microsoft TAPI compliant, and therefore compatible with a wide range of industry standard CTI applications.

No other phone system brings the benefits of CTI as cost-effectively, or as easily, as the **OfficeServ**. It simplifies CTI so that almost any organisation can experience its benefits - either individually or across your network so that your whole office can communicate more efficiently.

### **OfficeServ Call - Desktop Telephony At The Click Of A Mouse**

**OfficeServ** Call is an advanced desktop telephone application that enables Samsung **OfficeServ** users to access telephony features from their PC desktop. With **OfficeServ** Call you can dial directly from your preferred PC directory, (for instance, Microsoft Outlook) and have incoming calls automatically "screen pop" the appropriate customer record based on caller ID information.

Functions such as on-screen dialling, call forwarding, tele-conferencing and speed dialling are all accessible at the click of a mouse.



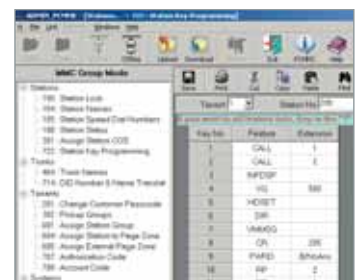


### OfficeServ Manager - Simple System Management

OfficeServ Manager puts you in control by allowing you easy management of your telephone resources using its windows based administration application. No longer do you have to call your telephone hardware provider to make simple every day changes to your telephone system.

Whether it as simple as changing the name displayed on an extension, or restricting certain types of calls to help to eliminate unauthorised telephone use, a well configured phone system will streamline communications, improve user productivity and reduce overall costs.

And to ensure you have back up support when you need it, Samsung OfficeServ systems may be remotely programmed, upgraded and diagnosed remotely to ensure that your system is in optimum condition at all times, without the need for an engineer to visit your office. Remote diagnostics and management guarantees you the best back up support no matter where your organisation is located.



### OfficeServ EasySet - Your Personal Extension Manager

Samsung makes it as easy for each user to take control of their communications and utilise the full breadth of functions and features the OfficeServ has to offer. EasySet is a windows-based application that empowers each user to manage their own extensions set up for features like call forwarding, diverts, speed dials and messaging.

By facilitating this process through a user-friendly browser on their PC users can not only learn more about the capabilities of the system but also improve the way the system works for them, enhancing efficiency and staff productivity.



### OfficeServ DataView

OfficeServ DataView provides statistical reports, real time monitoring and scheduled reports on the call traffic of an OfficeServ system using a web based user interface. OfficeServ DataView is connected to OfficeServ system via the OfficeServ Link application. The call data is stored in a common database and users can access the OfficeServ DataView information via a web browser from any authorised PC on the network.

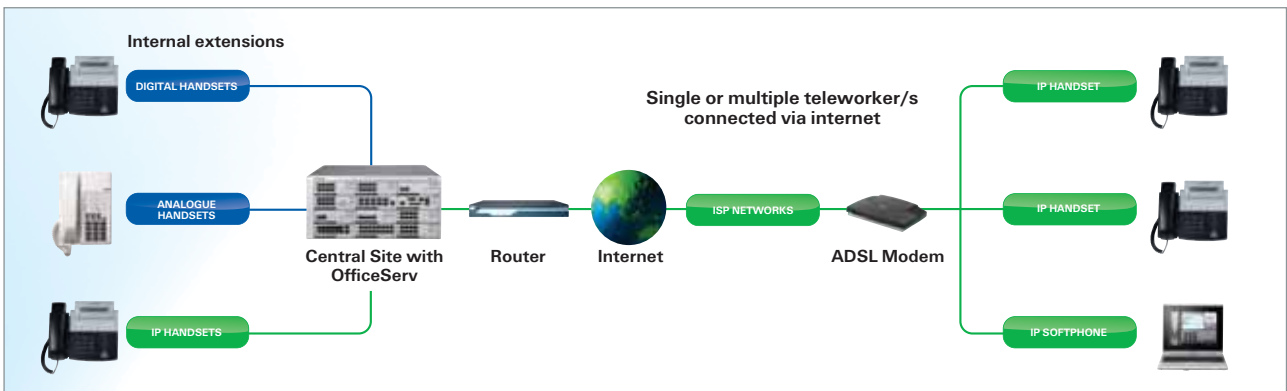
Ideal for call centres, OfficeServ Dataview provides increased functionality and greater efficiency by tracking and reporting on all calls coming in and going out of the OfficeServ system, so agents can perform quality control or even recover sales opportunities lost on abandoned calls.





## Get Connected - Converged Network Solutions

The true power of the **OfficeServ** lies in its enhanced networking technology, offering your organisation a range of powerful options to link systems, share functionality, and exploit your existing data infrastructure.



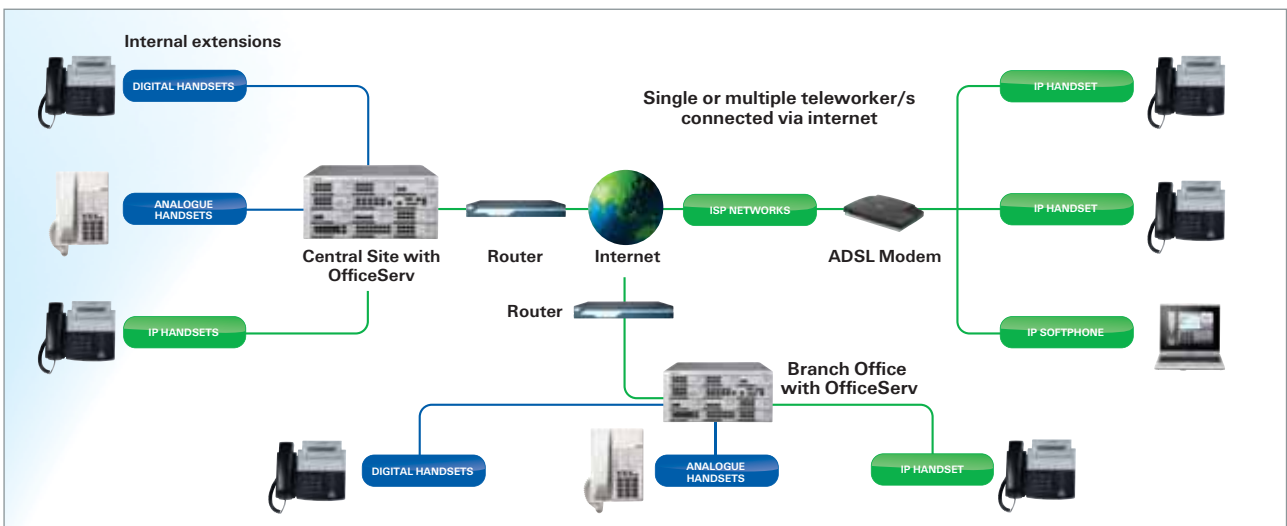
## Branching Out With IP Telephony

The internet is transforming the way we all operate, opening up a whole world of information and opportunities. The **OfficeServ** is at the forefront of this communications revolution, creating more effective applications with converged Internet Protocol (IP) technologies and reducing the ongoing costs of call traffic between linked sites.

Voice over IP (VoIP) vastly reduces communication costs by encoding your telephone and fax calls into Internet Protocol then routing them in the same way that data is sent - utilising spare bandwidth on existing data links.

However, **OfficeServ** IP solutions can offer much more than purely cost benefits. Using IP protocols including H.323, G.711 and SIP, the **OfficeServ** builds applications that share and can utilise the full functionality offered by the system whether it is an individual handset or an entirely separate office, creating one central solution that reaches every user.

With the ability to easily connect individuals and groups to the **OfficeServ** through any data connection in any location **OfficeServ** makes home, branch and multi-site working a simple reality.





## OfficeServ IP Handsets

The **OfficeServ** IP revolution provides opportunities beyond the traditional barriers of internal business communications. IP handsets can be connected to the **OfficeServ** via a LAN/WAN network, and can also be connected via external data links, such as DSL - liberating you and your staff from the rigidity of the conventional corporate infrastructure. For example, previously isolated individuals and departments working from home or satellite offices, regardless of distance, can become fully inclusive members of the internal communications system, with exactly the same handset functionality as an internal digital handset.

Samsung has continued their focus on a user friendly interface with its IP handsets which operate in exactly the same way as the digital handset range. Aside from your staff finding it easier to access the full power of your Samsung system, a standard user operating environment for both IP and digital handsets reduces time and resources for staff training.

Based on the industry standard 802.11b/g, Samsung's Wireless Voice and Data Solution expands the horizons of traditional office mobility. With Samsung Wireless IP handsets staff can be totally free to work around the office without having to sit at an allocated desk, they can send and receive data, connect to the internet and make normal voice calls. This solution provides a truly mobile office.

## Multi-site Networking - Seamless Integration

For Multi site environments, the **OfficeServ** uses Samsung Proprietary IP Networking which enables multiple **OfficeServ** systems to be networked across multiple locations over data connections (WAN) to create a high level of feature transparency.

Using multi-site networking, incoming calls can be routed between sites, for example a branch network across a region or territory. This enhances the customer service provided to incoming callers, with their calls being forwarded seamlessly to the nearest office and managed appropriately based on the CLI and DDI information.

Samsung networking also allows all users to benefit from the cost effective sharing of selected features across the network. They can access centralised functionality - from simple call forwarding and transfers to advanced features such as centralised operator services, voice mail, automated attendant and ACD across connected sites.



### OfficeServ IP Handset Range

Consists of a 12 Button Large LCD, 7, 14 and 21 Button handset, all with 5 fixed function keys.



### IP Connections

- LAN Port for LAN connection.
- PC Port for PC connection.



### Handsets For All Requirements

A key contributor to the success of Samsung's telephone systems has been a range of stylish, easy-to-use ergonomic handsets which provide access to a host of features, depending on which handset you choose.

Samsung **OfficeServ** display handsets feature a 48 character, 2 line scrollable LCD screen to display call and integral system information with context sensitive keys to help users navigate effortlessly through your chosen system's features.

Display handsets also incorporate 7, 12, 14, 21 or 38 programmable function keys with tri-coloured LED status indicators that can be used for speed dialling, one-touch feature keys and traditional 'lamp and key' working.

### Menu Driven Prompts / Context Sensitive Keys

The text on the LCD display shows exactly which functions are available, dependent upon the status of the call you are currently handling. For example if a call is on hold or being transferred to another extension, the display shows the available options.

### Coloured Light Indication

The tri-coloured LED lights allow you to track calls being made on the system, both from your own handset and from others. Green indicates your calls, red indicates other system calls, while amber shows recalls.

### Intelligent Displays

Idle display shows extension, name, day, date and time.

This display shows a call that has been transferred from extension 201.

This extension is camped-on to extension 203 and is waiting for an answer.

This extension is calling extension 203 which is currently busy.

The integral system telephone directory, accessible at the touch of a button.

This display shows who is calling and who they are calling - ideal for call centres.



### Exclusive Handset, Exclusive Features

For users of the Director 12 Button handset with large, multi-level LCD screen the navigation keys are the instrument for accessing and manoeuvring through the enhanced and exclusive user features the handset provides, such as the:

- Personal organiser
- Text messaging tool
- Personal phonebook
- Ring tone set up
- Extension configuration



### Enhanced Usability With Samsung OfficeServ Handsets

The Navigation keys available on selected handsets allow you to easily interact with, and navigate through, the system and its features. Navigation keys offer simpler usability and faster access to the power of Samsung OfficeServ solutions.

### Operator Console

Optional add-on modules can be assigned to compatible handsets to provide 64 additional soft keys. The 64 button on each module can be used as programmable, speed dial or feature keys, making it an ideal solution for receptionists and call centre staff.



\*Available in either digital or IP configuration.



## Samsung OfficeServ System Features

### System Features

Account codes	Data security	Incoming Call Distribution	Remote programming and diagnostics
Automatic Call Distribution (ACD)	Dial by name	ISDN -basic rate	Speed Dial Numbers
ACD statistics functionality via PC/wallboard	Digital Enhanced Cordless	ISDN - primary rate	Speed Dial By Directory
All call voice page	Telephones (DECT)	LAN connection	So Bus working
Attention tone	Direct Dial In (DDI)	Least Cost Routing	Station Hunt Groups
Authorisation codes	Direct Inward System Access (DISA)	Live System	System Alarms
Auto Attendant	Direct Station Selection (DSS)	Programming	System Directory
Automatic Call Distribution	Direct Trunk Selection	Meet Me Page and Answer	Station Message Detail
Automatic Hold	Directory of names and numbers	Message Waiting indications	Recording (SMDR)
Background Music	Distinctive ringing	Microphone on/off per station	Toll restriction (Call Barring)
Call Barring	Door Lock release (programmable)	Music On Hold-Flexible	Trunk groups
Call Centre software	Door Phones	Networking - inter-office	Virtual extensions
Call Forwarding incl external	Door Phone Night Ring	Night Service	Voice over IP (integrated)
Call Hold (System & Exclusive)	Executive Barge-In (Override)	Automatic Manual	VoiceMail Integration
Call Park and Page	Executive/secretary pooling	Number to name translation	Walking Class of Service
Call Pickup	External music interfaces	Operator Group	Windows based programming (System Administrator)
Call Waiting/Camp On	External page interfaces	Orbit Parking	Wireless Voice and Data (IP)
Chain Dialing	External transfer	Overflow	
Class of Service	Flexible numbering	Operator Station Group	
CLI (Calling Line Identification)	Headset working	Paging	
Computer Telephony Integration (CTI) TAPI	High speed internet access	PC based operator solutions	
Conference	Hot Desking	Power Failure Transfer	
Add on (5 parties)	Hot Line	Programmable keys	
Unsupervised	Hotel Software (PMS Integration)	Programmable timers	
	In Group/Out of Group		

### Station Features

Appointment reminder	Direct Station Selection (DSS)	Hearing Aid Compatible	Station lock
Background Music	DND Override	Message Waiting light	Text Messaging
Busy Station Callback	Do Not Disturb	Off-hook ringing	Traffic Reporting (manual & scheduled)
Busy Station Indications (BLF)	Door Lock Release	Off-hook voice announce	Tri-coloured LED's
Call Forwarding	Exclusive Hold	Programmable keys	Volume Settings
Call Pickup	Group Listening	Redial - Last /Saved	Wall-Mountable Keysets
Context sensitive keys	Handsfree operation	Number	
Dial By Name	Headset operation	Ring modes (3)	

### Display Features

ACD supervisor display	Caller ID information	Enhanced Station Programming	Menu operation
Called group name	Calling party name or number	Initial number & name	
	Date & Time		

### Main Networking Features

Automated attendant	Centralised attendant*	Intercom display	UCD final destination
Busy Lamp Field (BLF)	Centralised voicemail	Message key indication	Uniform dialing plan
Call completion	Call intrusion	Networking class of service	VoiceMail transfer
Call forwarding	Direct Station Select (DSS)	Paging	*Excludes CTI/PC based operator console
Call hold and recall	DND and DND override	Remote Hold	
Call pick-up	Extension number and name display	Route optimisation	
Call transfer	Group overflow	Transfer retrieve and recall	
		Trunk ring destination	

Please note that not all features are available on all systems. Some features may require optional hardware or software.



## Samsung OfficeServ System Capacity

System Feature	OfficeServ 12	OfficeServ 100	OfficeServ 500M	OfficeServ 500L	OfficeServ 7200	OfficeServ 7400
PSTN Analogue Lines (max)	4	36	72	208	80	256
ISDN Basic Rate Digital lines (equiv. channels)	2 (4)	16 (32)	36 (72)	104 (208)	40 (80)	80 (160)
ISDN Primary Rate Digital Lines (equiv channels)		1 (30)	3 (90)	9 (270)	4 (120)	20 (600)
<b>Total Extensions</b>			120	360	160	992
Digital Stations	2 + 2 HYB	48	120	360	160	512
IP Stations +WIP	8	80	120	240	120	480
Analogue Stations	5 + 2hyb	48	120	360	160	512
Data Extensions (ISDN 128kbits)	4	24	48	48	48	48
<b>Music Sources</b>						
Internal	1	1	1	1	1	1
External	1	2	2	6	2	2
WIP Basestations (combo/basic)	1	4	8	24	12/40	24/80
WIP Handsets	4	24	48	192	120	192
<b>CTI</b>						
Network	Yes	Yes	Yes	Yes	Yes	Yes
TAPI	Yes	Yes	Yes	Yes	Yes	Yes
Digital Voicemail	Yes	Yes	Yes	Yes	Yes	Yes
Direct Indial numbers	50	500	400	999	999	999
Calling Line Identification (CLI) PSTN / ISDN	Yes	Yes	Yes	Yes	Yes	Yes
Trunk Groups	11	11	11	31	30	30
Stations Groups	10	30	40	80	40	80
ACD Groups		10	20	30	20	40
Pick up Groups	4	20	99	99	99	99
Account Codes	200	999	500	999	999	999
Authorisation Codes	50	500	250	500	500	500
CLIP numbers (translation table)	500	250	1000	2000	1000	2000
CLIP Review blocks	2000	1000	2000	2000	2000	2500
<b>Auto Attendant</b>						
Channels		4	8	Multi	20	20
Least Cost Routing	Yes	Yes	Yes	Yes	Yes	Yes
<b>Total Speed Dial locations</b>	2000	1500	2000	2500	2000	2000
System speed dialling	500	500	950	950	950	950
Station speed dialling (max per station)	50	50	50	50	50	50
External Page Zones	2	5	4	4	4	4
Internal Page Zones	4	4	5	5	5	5
SIO Ports	1	1	2+LAN	2+LAN	0+LAN	0+LAN
Remote Programming / support	Yes	Yes	Yes	Yes	Yes	Yes
LAN Ports	1	1			1	1
<b>Virtual Extensions</b>						
SLT	10		22	38	20	96
Digital	20		40	80	40	96

All specifications are at maximum capacity. Not all Maximum capacities can be achieved simultaneously.

## Samsung OfficeServ IP Technical Specifications

Hardware	
Processor	MPC 860 50MHz 32bit
Memory	Book flash ROM: 1Mb Boot Flash Memory: 8MB Sdram: 16Mb
VoIP DSP	Audio Codes AC4804
Internet Interface	10 Base-T/100Base-TX
Power AC	110~220V
Mounting	Wall (single cabinet only) Floor standing 19" Racking
System capacity (7400)	992 extensions 512 physical extensions 480 IP extensions

Software	
OS	VxWorks
VoIP protocol	ITU-TH323-V4, SIP
VoIP CODEC	G.723.1, G.729A, G.711
Audio Feature	Echo Cancellation (G.165) Silence Suppression (VAD, CNG) DTMF Detection/Generation (In/Outband) DTMF transport using H.245 signalling Selectable A/μ law Software Gain/Volume Control Dynamic Jitter control
VoIP Feature	ITU-TH323 V4 Interoperability support (RADvision stack) G3 Interest FAX Relay (FRF11,T.38) H323 Gatekeeper RAS interface Flexible Numbering Plan QoS Monitoring (Delay/Loss/Link Down Check, RTP Multiframe) VoIP call Detour through Legacy network
System Management Feature	Remote File Download/configuration (FTP, TFTP, Telnet) Local/Network CLI Interface SMDR billing output

## About Samsung

Samsung is a global leader in the manufacture and supply of innovative electronics solutions one of the world's largest companies with global turnover exceeding \$100 billion and more than 170,000 employees. With a proven pedigree in the manufacture of electronics for commercial and domestic applications, an annual R&D budget of over \$2 billion, and 63,000 staff committed to the development of fixed and wireless communications, Samsung is at the forefront of delivering converged voice and data technologies including Voice over IP, WAN integration and SIP.

Samsung's core strategy continues to be to maintain leadership in the digital convergence revolution with the mission to bring innovation and digital technology to all products in ways that will make life easier, richer, and more enjoyable for all generations

and all customers. With this backing, Samsung Communications is perfectly placed to exploit the convergence of telephony and IT services, and provide organisations with cutting-edge communications solutions.

Across Australia and around the world, the Samsung name is associated with innovation, quality, reliability and value. Our commitment to research and product development ensures Samsung's reputation as a provider of the world's most intelligent telecommunications products will continue.

If you would like more information about the best telephone system for you please contact your local Samsung Specialist or visit our website at [www.samcom.com.au](http://www.samcom.com.au)

For further information contact your

### Authorised Samsung Communications Specialist



## Enterprise IP Solutions

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