

SAMSUNG

Enterprise IP Solutions

www.samsungnz.com



OfficeServ™ 7000 Series

One communications platform
Endless potential



A single solution that manages your communications more effectively and economically

The **OfficeServ 7000 Series** provides a range of expandable communication platforms that install and configure easily to empower your business with access to voice and data solutions throughout your office complex, and remote sites.

There are endless practical advantages in using one platform to deploy voice, data, video and wireless. One of the most attractive benefits is the ability to experience the dramatic cost savings of harnessing the power of the Internet for high-quality VoIP (Voice over Internet Protocol) communications. The fact that the **OfficeServ 7000 Series** features a modular design that easily accommodates business growth is another drawcard. This advanced system also allows you to add powerful applications that provide remote workers and branch offices with the same voice and data capabilities as your on-site team.

By streamlining and unifying your business communications, the **OfficeServ 7000 Series** is the converged system that improves workplace productivity and significantly reduces communications costs. It's the competitive advantage no business should be without.

Connect your business to the power of convergence

Samsung's **OfficeServ 7000 Series** communications platform places the power of convergence in the hands of today's growing businesses. Taking full advantage of industry leading convergence technology, the **OfficeServ Series** reduces communications costs with a single platform for voice and data, wired and wireless communications as well as traditional voice and IP (Internet Protocol) telephony.

Samsung Electronics, a world leader in the electronics market and a renowned provider of superior and affordable technology solutions, has developed the system based on expertise in wireless communications, digital technology and core networks. In the past, only the largest companies could afford technology of this calibre. With the **OfficeServ 7000 Series**, Samsung has levelled the playing field for today's small, medium and large-sized businesses with an affordable, easy to use converged communications system.

SIMPLE | SCALABLE | AFFORDABLE



OfficeServ 7100
up to 25 users



OfficeServ 7200
up to 100 users



OfficeServ 7400
up to 400 users

All in one design simplifies business solutions

WIRED
VPN
VOIP

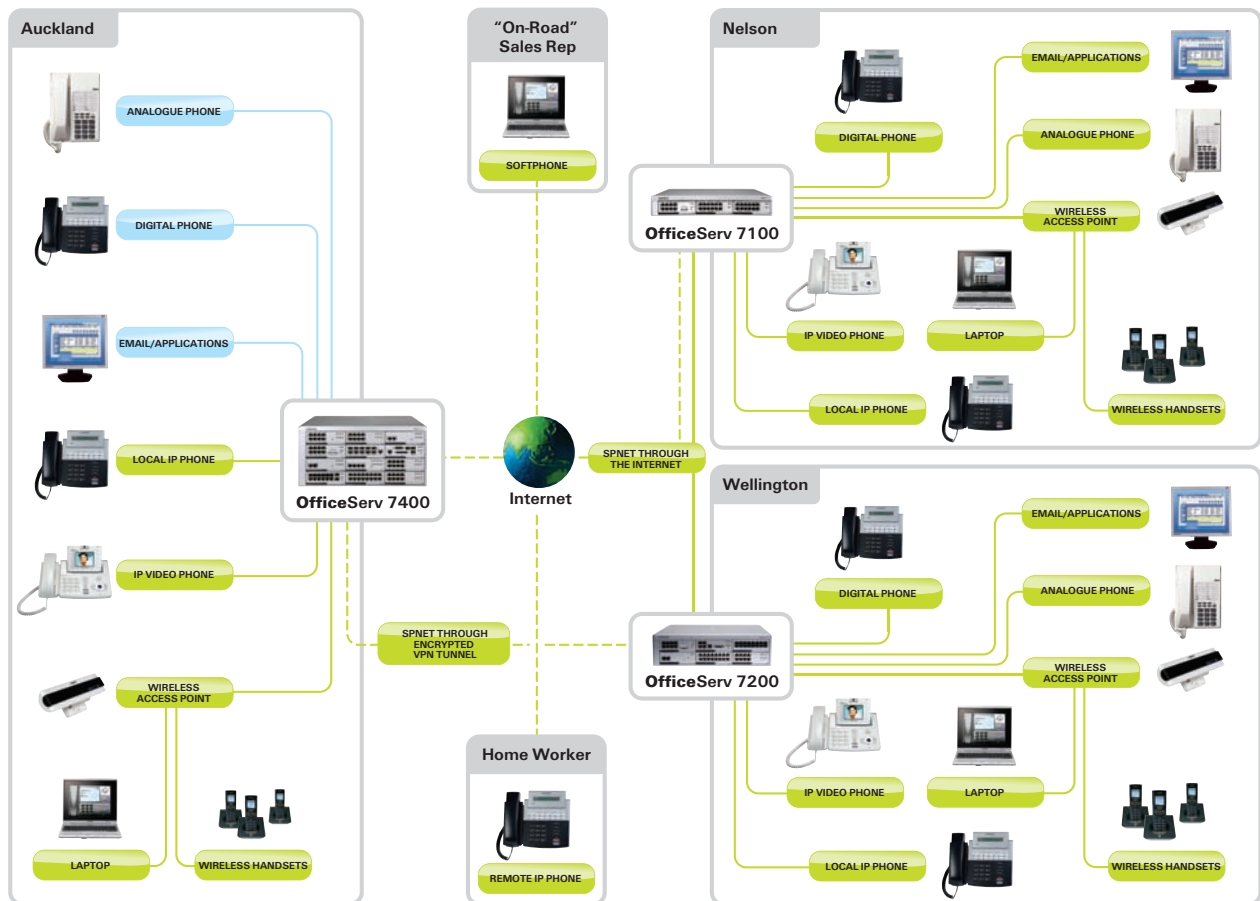
NETWORKING
WIRELESS





IP Networking unifies your business

The Samsung **OfficeServ** 7000 Series communications platform allows you to create a secure, seamless and scalable network across multiple locations, including branch offices and remote and mobile workers wherever they may be.



Get smart with Computer Telephony Integration applications

The **OfficeServ CTI** (Computer Telephony Integration) application suite offers an outstanding range of applications that make it easy to use and customise your Samsung **OfficeServ 7000**. The system simplifies CTI so that almost any organisation can experience its benefits - either individually or across a network so your entire office can communicate more efficiently.

The Samsung **OfficeServ 7000 Series** systems are also Microsoft TAPI (Telephony Application Programming Interface) compliant to accommodate compatibility with a wide range of industry standard CTI applications.

CTI applications

Application	Functionality	Enterprise Benefits
OfficeServ Call	Screen pops from Personal Database	<ul style="list-style-type: none"> · store contact names and call history from incoming or outgoing calls in your business development team's personal database · eliminate misdialled numbers and multiple contact lists
OfficeServ EasySet	Allows Intuitive Web-Based Phone Setup	<ul style="list-style-type: none"> · give employees easy access to quick setup/change of personal phone options
OfficeServ Manager	System Management and Administration	<ul style="list-style-type: none"> · puts you in control by allowing easy management of your telephone resources
OfficeServ Operator	Transforms your PC into an Operator Console	<ul style="list-style-type: none"> · equip frontline staff with the power to manage high-volume calls professionally and efficiently

OfficeServ Softphone

Every time you leave the office, irrespective of distance or geographical location, you can have the comfort and functionality of your office phone right there on your PC, laptop or PDA*. **OfficeServ Softphone** is a PC-based application for mobile professionals and telecommuters that provides full handset and telephony functionality at the click of a button without the need for a physical phone. Softphone users can log in via a VPN from home, nationally or overseas across a broadband connection and simulate their office environment with full telephony functionality.



WORK SMARTER AND INCREASE PRODUCTIVITY

- Access enterprise communications remotely
- Display up to 99 buttons with an add on module feature, sufficient for programming busy lamp fields, feature access or speed dial keys
- Create a better connected, more integrated mobile workforce
- Avoid the expensive costs associated with hotel communications and mobile charges, especially when travelling overseas



Samsung Messaging Solution

To make your business so much more efficient the Samsung **OfficeServ** Messaging Server provides advanced call messaging and processing features such as voicemail, auto attendant, call queuing and faxmail.

Simple to use, Samsung Voicemail puts the user in control. At the touch of a button each user can, for example, record their own personal greetings, create and send messages to a group, and record personal reminders or even conversations. Users can communicate more intelligently with callers using different greetings and employ call routing based on time of day, day of week, caller ID and direct in-dial... customisation has never been more flexible, professional and efficient.

The Samsung Email Gateway feature gives users the ultimate tool to access and manage all business messages from their PC inbox. Whether they're on the road or in the office, a user can receive, respond, transfer and forward voicemail messages and faxes as easily as emails.

Samsung Auto Attendant automatically answers multiple calls simultaneously, providing different greetings for different departments without the need for a receptionist to handle the call. Auto Attendant is an ideal solution for busy or out-of-hours periods.

The integral Automatic Call Distribution (Call Centre) application gives any working environment the opportunity to optimise its in-coming call management processes and maximise staff efficiency. During busy times when a staff member is not available, calls can be held in a queue while automated messages reassure callers of prompt attention as soon as possible.

To help you measure activity, the program also provides in-coming call statistics for a group or extension.





OfficeServ Digital and IP handsets

The **OfficeServ** 7000 Series 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. Each handset is designed to maximise the benefits of the system and give each user the appropriate feature set and access levels for their needs, whether that is a simple telephone, headset or portable terminal with LCD display and programmable functions.

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.

With Samsung's optional IP video handset (or IP Video Softphone), video calling is now an effortless reality. Simply call another Samsung IP handset within your enterprise network and a video call is automatically activated. The Samsung video handset has the same menu driven functionality as other Samsung **OfficeServ** handsets.

24 BUTTON DISPLAY



OFFICE 38 BUTTON

WITH 64 BUTTON
OPERATOR CONSOLE



*NAVIGATOR 14 BUTTON



OFFICE 38 BUTTON



OFFICE 14 BUTTON



OFFICE 7 BUTTON



*NAVIGATOR 21 BUTTON



WIRELESS IP HANDSET



*Navigator option available in IP configuration only



System Features		OfficeServ 7100	OfficeServ 7200	OfficeServ 7400
PSTN Analogue Lines (max)		24	48	160
ISDN Basic Rate Digital Lines (equiv. channels)		6 (12)	24 (48)	80 (160)
ISDN Primary Rate Digital Lines (equiv. channels)		1 (30)	2 (60)	8 (240)
Total Extensions		32	120	480
Digital Stations		24	120	480
IP Stations +WIP		32	120	480
Analogue Stations		24	120	480
Data Extensions (ISDN 128kbps)		12	24	24
Music Sources	Internal	1	1	1
	External	1	2	2
WIP Base Stations		8	40	80
WIP Handsets		24	32	128
CTI	Network	Yes	Yes	Yes
	TAPI	Yes	Yes	Yes
Digital Voicemail		Yes	Yes	Yes
Direct Indial Numbers		999	999	999
Calling Line Identification (CLI) PSTN / ISDN		Yes	Yes	Yes
Trunk Groups		11	30	30
Stations Groups		20	40	80
ACD Groups		10	20	40
Pick up Groups		20	99	99
Account Codes		999	999	999
Authorisation Codes		500	500	500
CLIP Numbers (translation table)		1000	1000	2000
CLIP Review Blocks		1000	2000	2500
Auto Attendant	Channels	4	12	12
Least Cost Routing		Yes	Yes	Yes
Total Speed Dial Locations		2000	2500	2500
System speed dialling		950	950	950
Station speed dialling (max per station)		50	50	50
External Page Zones		4	4	4
Internal Page Zones		5	5	5
SIO Ports		0+LAN	0+LAN	0+LAN
Remote Programming / Support		Yes	Yes	Yes
LAN Ports		1	1	1
Virtual Extensions	SLT	8	64	256
	Digital	16	64	256
S.I.P. Extensions	Standard	32	32	128
	Trunks	16	32	128

Samsung OfficeServ System Features List

Account Code Entry	· Save Caller ID Number	· OfficeServ Operator	IP Video Handset	· Automatic/Manual
· Forced-Verified	· Store Caller ID Number	· OfficeServ Softphone	IP Video Softphone	· Holiday Schedule
· Forced-Not Verified	· Inquire Park/Hold	Conference	ISDN Service	· Temporary Override
· Voluntary	· Caller ID Review List	· Add On (5 party)	· Primary Rate Interface	Ring Over Page
Administrator Program Key	· Investigate	· Unsupervised	LAN Interface	Secretary Pooling
All Call Voice Page	· Abandon Call List	· Split	Least Cost Routing	Single Line Connections
Attention Tone	· Caller ID on SMDR	Conference Group	Live System Programming	SIP Extensions
Audio Message with Alarm	· Number to Name	Customer Set Relocation	· From Any Digital Handset	SIP Trunks
(Timer) Reminder	Translation	Data Security	· With a Personal Computer	Speed Dial Numbers
Authorisation Codes	· Caller ID to PSTN	Database Printout	Meet Me Page and Answer	· Station List
· Forced	· Caller ID to Analog Port	Daylight Savings Time-Auto	Memory Protection	· System List
· Voluntary	Call Forwarding	Dialled Number	Message Waiting Indications	Speed Dial by Directory
Auto Attendant	· All Calls	Identification Service (DNIS)	Message Waiting Key	Station Hunt Groups
Automatic Call	· Busy	Direct In Lines	Microphone On/Off	· Distributed
Distribution (ACD)	· No Answer	Direct Inward Dialling (DID)	per Station	· Sequential
Automatic Hold	· Busy/No Answer	· Day/Night Routing	Mobility Solution	· Unconditional
Background Music	· Forward DND	· Busy or Camp-On Option	Multiple Language Support	Station Message
Call Activity Display	· Follow Me	· MOH Source	Music On Hold-Flexible	Detail Recording
Call Centre	· External	· DID Call Limits	Music On Hold-Source	Station Pair
· Agent Busy/Manual	· To Voice Mail	Direct Inward System	Networking	System Alarms
Wrap Up Key	· Preset Destination	Access (DISA)	· SPNet over IP	System Maintenance
· Agent PIN (ID) Numbers	· Preset Forward Busy	Direct Trunk Selection	· QSig over PRI	Alarms
· Agent Login & Logout	Call Hold	Directory Names	Off Premises Extensions	System Directory
· Automatic Logout	· Exclusive	DISA Security	OfficeServ Wireless	Toll Restriction
· Automatic Wrap-Up Timer	· System	Distinctive Ringing	Operator Group	· By Day or Night
· Priority Call Queuing	· Remote	Door Lock Release	Overflow	· By Line or Station
· Embedded Reporting	Call Park and Page	(Programmable)	· Operator	· Eight Dialling Class
Package	Call Pickup	Door Phones	· Station Group	· Special Code Table
- Agent Statistics	· Directed	Email Gateway	Override Codes	Toll Restriction Override
- Call Statistics	· Groups	Executive Barge-In (Override)	Paging	Tone or Pulse
- Group Supervisors	· Established	· With Warning Tone	· Internal Zones (5)	Dialling Transfer
- Printed Reports	Call Recording	· Without Warning Tone	· External Zone (2)	· Screened/Unscreened
· OfficeServ DataView	Call Waiting/Camp-On	· Trunk Monitor or	· All External	· Voice Mail Transfer Key
- UCD Statistics	Caller Emergency	Service Observing	· Page All	· With Camp-On
- UCD Monitoring	Service ID (CESID)	External Music Interfaces	Park Orbits	Trunk Groups
- Wall-Style Display	Centrex/PBX Use	External Page Interfaces	Prime Line Selection	Uniform Call
- Windows	Chain Dialling	Flash Key Operation	Priority Call Queuing	Distribution (UCD)
Call Costing	Chain Forward	Flexible Numbering	Private Lines	Universal Answer
Caller Identification (CID)	Class of Service	Group Busy Setting	Programmable Line Privacy	Virtual Extensions
· Automatic Number	Common Bell Control	Hot Line	Programmable Timers	Voice Mail (embedded)
Identification (ANI)	Computer Telephony	In Group/Out of Group	Recalls	· Inband Signalling
· Caller ID	Integration (CTI)	Incoming Call Distribution	Recall to Operator	Voice over IP (VoIP)
· Calling Line Identification	· OfficeServ Link	Incoming/Outgoing Service	Redial Review	Walking Class of Service
Caller ID Features	· OfficeServ DataView	Individual Line Control	Remote Programming-PC	Wireless LAN
· Name/Number Display	· OfficeServ EasySet	IP Handsets	Ring Modes	
· Next Call	· OfficeServ Call	IP Softphone	· Time Based Routing-Plans	

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

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 New Zealand 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.samsungnz.com

For further information contact your

Authorised Samsung Communications Specialist



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Samsung's policy is to seek continuing improvement therefore specifications listed may be subject to change.