

SAMSUNG

Enterprise IP Solutions

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OfficeServ™ 7000 Series

One Communications Platform

Endless Potential

Samsung OfficeServ System Features List

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

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



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.

OfficeServ 7000 Series

Convergence of Voice, Data and IP Telephony

Voice	Data	IP
<ul style="list-style-type: none">• Intelligent Call Routing• OfficeServ Digital Handsets• Analogue Extensions• ISDN / PSTN Trunks• Caller ID / Direct Indial• Call Divert, transfer and conferencing• Advanced Messaging Server<ul style="list-style-type: none">VoicemailAutomated AttendantCall Queuing• Automatic Call Distribution /• Call Centre Functionality• Least Cost Routing• Call Management• System Administration / Diagnostics• Hospitality Applications	<ul style="list-style-type: none">• LAN Ethernet Switches• Power Over Ethernet (POE)• Gigabit Switching• Advanced Routing Functionality• Virtual Private Networks• Industry Standard Data Security• On-Board DHCP Server <p>Computer Telephony (CTI)</p> <ul style="list-style-type: none">OfficeServ CTI ApplicationsOpen TSP for 3rd party CTIEmail GatewayUnified Messaging / CommunicationsPC based Call Centre Applications (ACD)	<ul style="list-style-type: none">• OfficeServ IP Handsets• IP Video Handsets• IP Softphones (with video)• IP Networking (SPNet)• Wireless IP (802.11a/b/g)• Voice over IP (H323, SIP)• SIP / H323 Trunks• Industry standard security protocols <p>Applications</p> <ul style="list-style-type: none">Hybrid or Pure IP CapabilityWired or WirelessRemote WorkersMulti-site ApplicationsNetworking Solutions



The Virtual Enterprise becomes reality

IP telephony can liberate you and your staff from the rigidity of conventional corporate infrastructure. With the OfficeServ 7000 Series staff members working from home or departments operating out of satellite offices have full access to the internal communications system, regardless of distance, and enjoy exactly the same handset functionality as an internal digital handset. The fact that the OfficeServ 7000 series wireless solutions integrate seamlessly with your existing wired network is another key benefit of the system. Samsung's wireless technology keeps mobile workers connected to data and voice via handsets, laptops or PDAs when away from their desks to maximise productivity. And for an impressive level of workplace flexibility, the OfficeServ 7000 series delivers clean, crisp voice quality across wireless LAN access points to feature-rich, menu driven wireless handsets.

With a Windows-based Softphone, mobile staff that regularly work away from the office can enjoy the full functionality of their normal desk phone whilst on the move. Using IP services from hotel rooms, airport lounges and wi-fi hot-spots, users can be contacted by their colleagues, have access to their voicemail, be in touch with customers and can make calls via their Softphone for a fraction of normal call costs.

For multi-site environments, the OfficeServ 7000 Series uses Samsung Proprietary IP Networking (SPNet); a feature that enables OfficeServ systems to be networked across multiple locations over data connections (WAN). This accommodates everything from simple call forwarding and transfers to advanced features such as centralised operators and call distribution across sites.

MOBEX (Mobile Extension)

This technology is a feature rich application that is standard on the entire Samsung PABX range. Mobex is an extension of your current office phone paired with a cell phone or any other off-premises phone making it possible to receive inbound office calls anywhere and have the power to make use of advanced PABX features like transferring, conferencing, setting messages and switchboard notification integration plus a number of other features. Mobex is an excellent application for remote workers as it integrates into your call management reporting software.

Introduced with OfficeServ v4.6 software, the mobex callback feature allows mobex users to call the office from their mobile phone; and after the PABX cuts the incoming call, they will receive a call back at no cost to them.



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 incoming 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.

Specific to the OfficeServ 7100 and 7200 systems using v4.6 software; conferencing features interface with Microsoft® Outlook 2010 allowing users to schedule conference calls directly from their Outlook calendar.





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 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	Transforms PCs into full feature phones	<ul style="list-style-type: none"> • Create on-the-go virtual offices • Allow professionals and telecommuters remote access to enterprise communications
OfficeServ Dataview	Call Centre and system activity reporting	<ul style="list-style-type: none"> • Gain accessibility to call centre and agent business activity • Improve cost efficiency • Track, store and analyse historical call data
ACD Call Centre	PC based call centre solution	<ul style="list-style-type: none"> • Powerful Call Management • Multiple Queues / Skills based routing • Remote agent working • Real time and historical reporting



Data-Communications

The OfficeServ 7000 series gives your business an all-in-one voice and data solution that saves on communications costs by eliminating divergent systems, bottlenecks and competition between voice and data streams. With OfficeServ v4.6 software, on-board DHCP server is available on all OfficeServ 7000 series systems.

LAN Interface Module: Layer 2/3 Ethernet Switch Options

The choice of basic unmanaged switches through to a fully managed and secure switching matrix are available on the OfficeServ 7000 Series. It is capable of providing solutions including VLAN separation of voice and data, power over ethernet supply to IP phones or wireless access points and separate DHCP management of both IP phones and in-house PCs. Security Policy options that include IP addresses and Mac access lists are configured via the built in WEB management tool.

The OfficeServ range of products all support Policy Management and Quality of Service (QoS) in order to provide prioritised communications services.

Routing, Firewall and Intrusion Detection

Industry standard data security is provided as a first line of defence against network attacks and unauthorised access. The OfficeServ 7000 series has powerful in-built security with enterprise class intrusion detection, denial of service and firewall capabilities to provide a secure gateway to your network without compromising the security of your business.

In addition, policy enforcement and content filtering are supported to further enhance security, providing complete functionality and flexibility to deliver secure internet and intranet access.

VPN (Virtual Private Network)

The system is optimised for VoIP and VPN tunnelling. It can provide enhanced and secure data networking to remote office locations, home workers and mobile staff with the optional inclusion of data encryption for added piece of mind.

Several data modules can be combined in your OfficeServ system to create a fully manageable, expanded data infrastructure.

Multi-SIP Carrier

OfficeServ 7000 series systems support up to 4 SIP carriers. (OfficeServ v4.6 software required)





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.



IP Video Phone



IP SMT - i5243



IP SMT - i5220



IP SMT - i3100



OfficeServ 38 Button



OfficeServ 14 Button



OfficeServ 7 Button



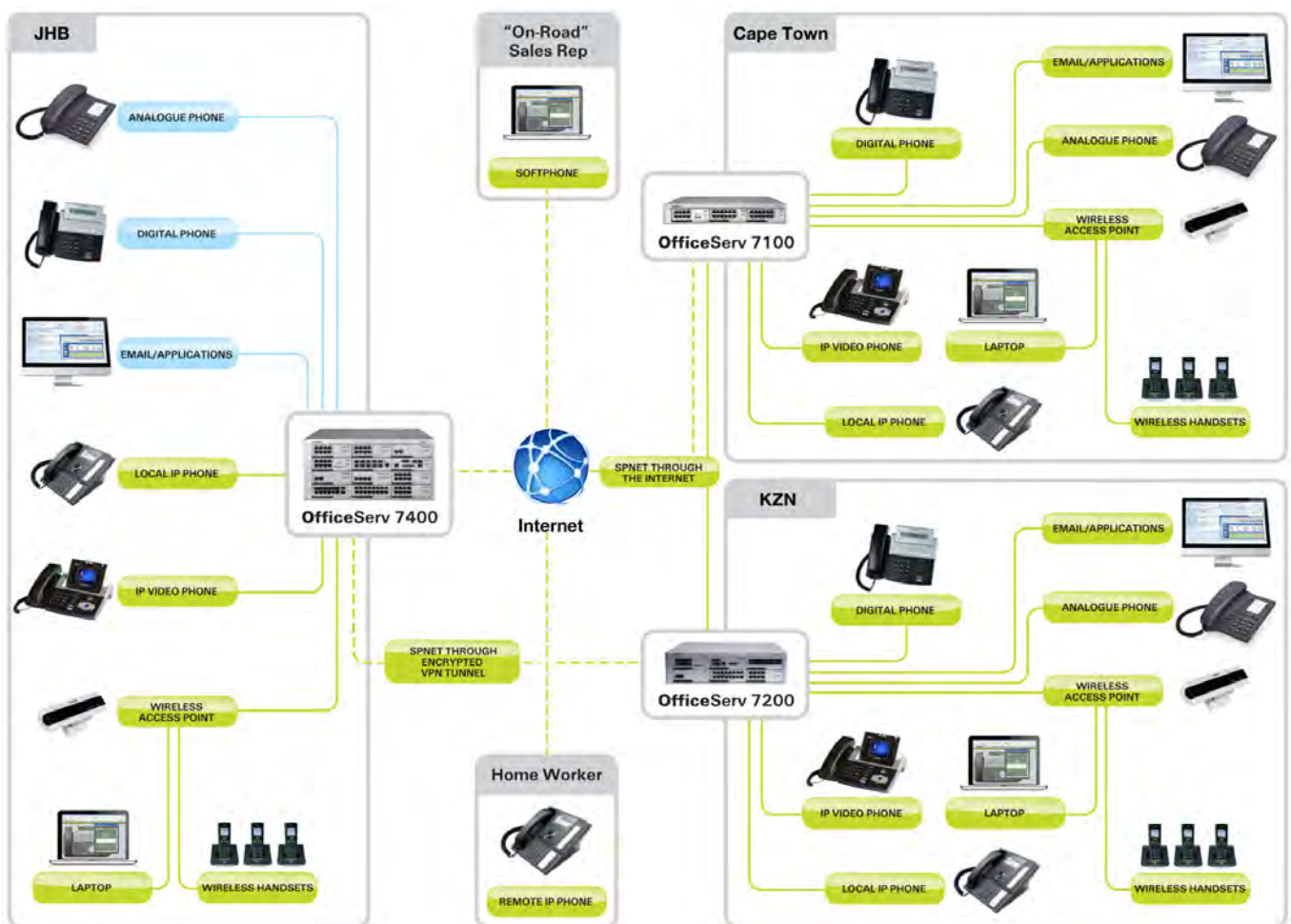
Wireless IP Handset

• 64 Button Add-On Module available for digital handsets



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.





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



TELEPHONY | ROUTER / SWITCH | QoS / MANAGEMENT



System Features	OfficeServ 7100	OfficeServ 7200	OfficeServ 7400
PSTN Analogue Lines (Maximum)	32	64	256
ISDN Basic Rate Digital Lines (Equiv. channels)	8 (16)	32 (64)	128 (256)
ISDN Primary Rate Digital Lines (Equiv. channels)	1 (30)	2 (60)	8 (240)
Total Extensions	56	128	480
Digital Stations	32	128	480
IP Stations + WIP	56	128	224
Analogue Stations	32	128	480
Data Extensions (ISDN 128Kbits)	8	16	128
Music Sources Internal	1	1	1
External	1	2	2
WIP Base Stations (SMT - R2000)	Unlimited	Unlimited	Unlimited
WIP Handsets	56	128	224
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	99	99
Station Groups	20	48	99
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	20	20
Least Cost Routing	Yes	Yes	Yes
Total Speed Dial Locations	2000	2500	2500
System Speed Dialling	950	950	950
Station Speed Dialling (Maximum per station)	50	50	50
Page Zones Internal	5	5	5
External	4	4	4
SIO Ports	0 + LAN	0 + LAN	0 + LAN
Remote Programming Support	Yes	Yes	Yes
LAN Ports	1	1	1
Virtual Extensions SLT	8	22	96
Digital	16	40	96
S.I.P Extensions Standard	56	128	480
Trunks	64	64	224
Mobex Exec Extensions	8	64	256
IP-UMS	Yes	Yes	Yes
SMDR Internal Buffering	10 000	10 000	10 000

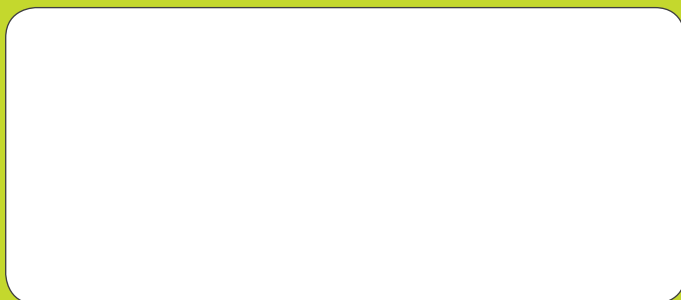
Fully converged solutions and easy-to-manage, all-in-one platforms for small, midsize and large businesses - OfficeServ 7000 Series

Across South Africa 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.samsungpabx.co.za

For further information contact your

Authorised Samsung Communications Specialist



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