

Samsung OfficeServ

Converged Communication Solutions
for your business.



Enterprise IP Solutions

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.

- *Digital communication systems for every business*
- *Convergent solutions*
- *Voice over IP*
- *IP extensions/handsets*
- *Wireless IP voice/data*
- *ISDN*
- *CTI*
- *IP Networking solutions*
- *Call Centre applications*
- *DECT Mobility*
- *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 iDCS 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, DECT cordless technology, 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 600 extensions - 360 physical and 240 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 iDCS systems can be reused with an OfficeServ solution.

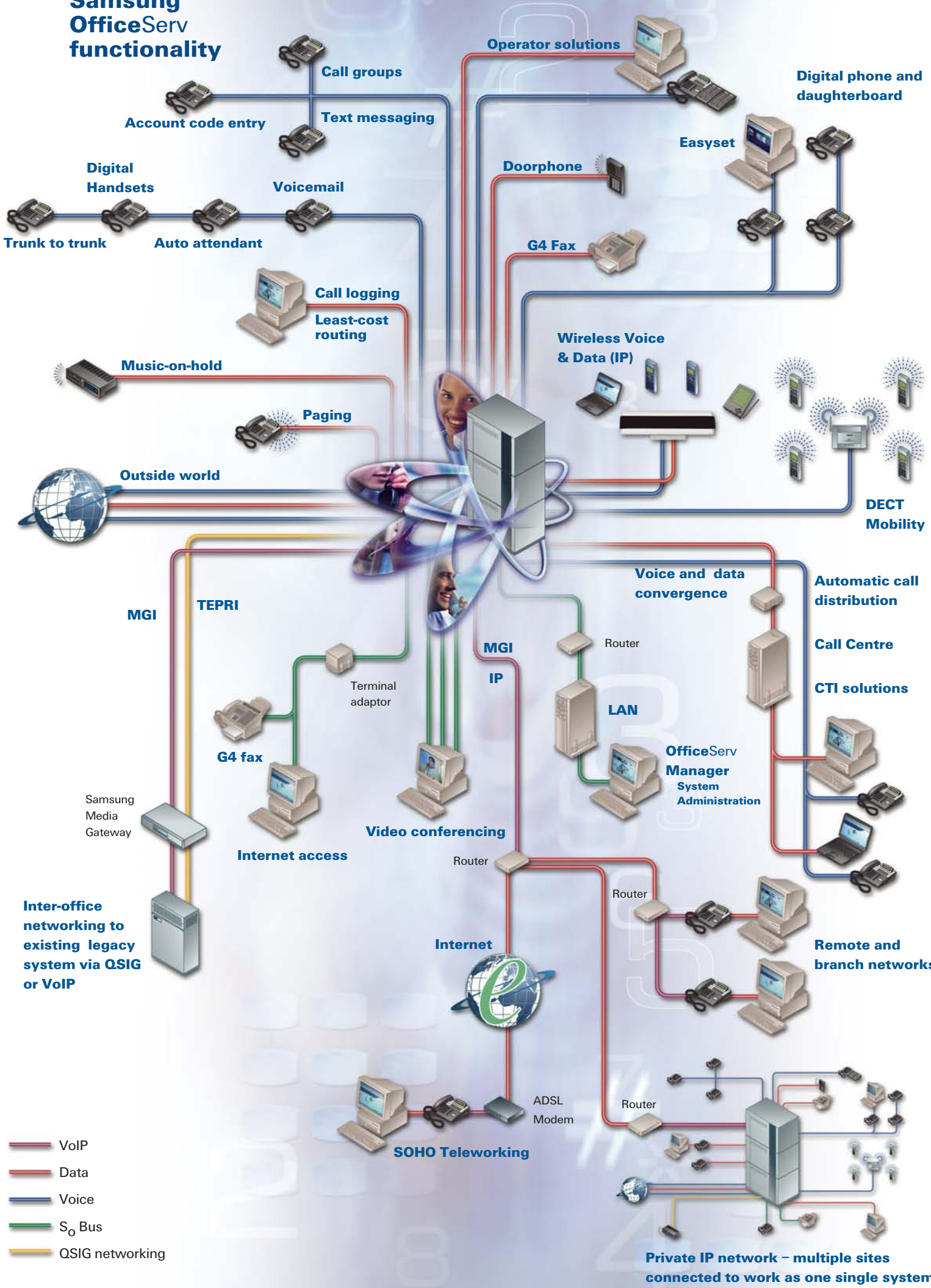
Unrivalled Service

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



- VoIP
- Data
- Voice
- S₀ Bus
- QSIG networking

Private IP network - multiple sites connected to work as one single system

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.



ISDN

S₀ Bus - voice and data networking technology

Samsung's S₀ 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 S₀ 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.

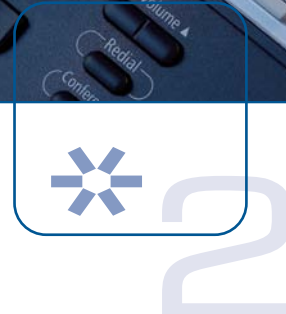


Caller Identification & Direct Indial - talking numbers

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.



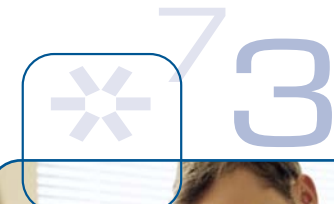
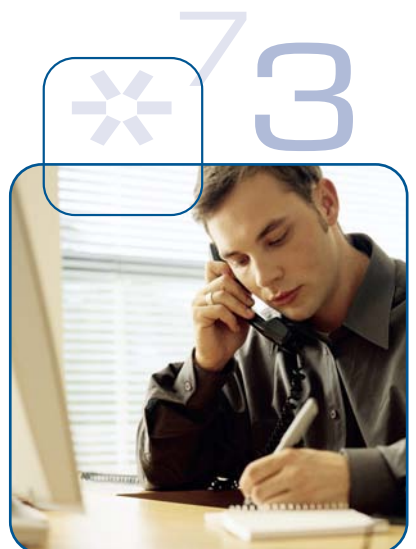
Auto attendant - a 24 hour receptionist

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.

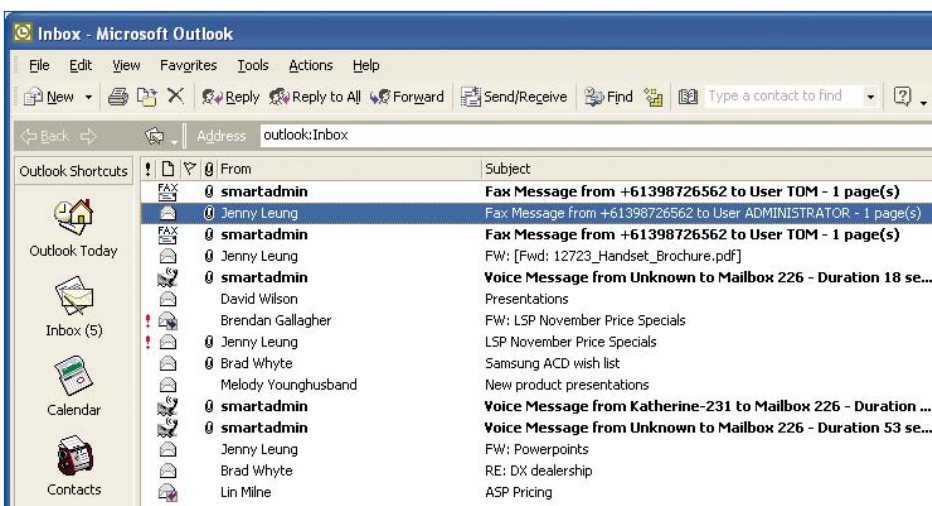
However, Samsung Voicemail offers much more. Message waiting indication ensures that users are immediately aware that messages are pending with each message 'stamped' with the date and time it was left and the number of the person who called. The system's auto forward feature also ensures that if messages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

Unified Messaging

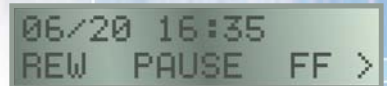
Unified Messaging gives you the ultimate desktop tools to manage call traffic and customise your messaging environment. Whether you're on the road or in the office, you can easily receive, respond to, route, transfer and forward voice, emails and fax messages.

With Unified Messaging, your staff can simply access and manage voice, email and fax messages all from their PC inbox, using great features like:

- Forwarding voice mail messages, with additional text, via e-mail (as .wav attachments)
- Viewing fax attachments on-screen.
- Use of standard Inbox features to manage and file voice mail and fax mail messages.



Message waiting indication



Control and listen to messages using on-screen prompts



Record telephone conversations or personal memos



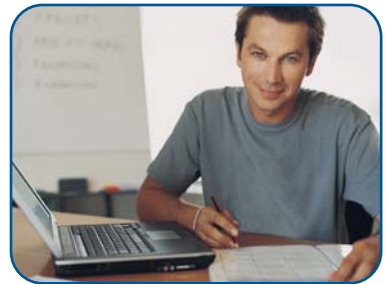
Listen to caller leaving message before choosing to pick up

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) for wireless voice and data mobility.

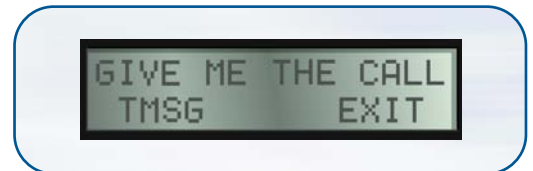


Least Cost Routing

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.

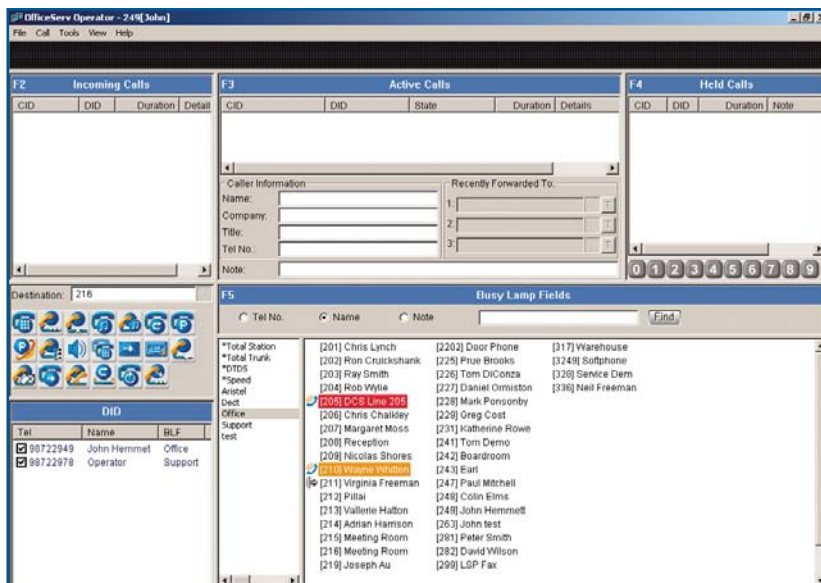
The Samsung hospitality software applications can meet the needs of most establishments, no matter their size or complexity. The Samsung hospitality software can also be linked to your existing front-of-house system.



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
- Waiting time
- Agent status
- Average queuing time
- Total incoming calls received.

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.



5 ✖

005 calls in
queue now

longest wait
time is 02:24

201: answered
065 calls today

3

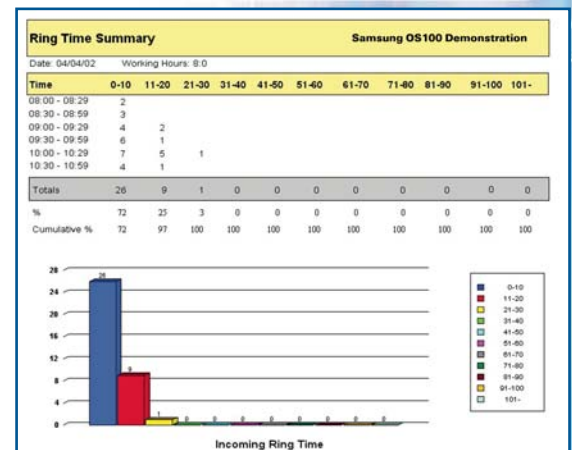
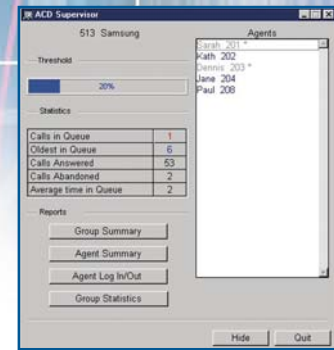
Call Centre software

If your organisation has a call centre, or a busy sales or service department, Samsung's call analysis software provides you with a powerful tool to improve the level of service to your customers, improving productivity and resource allocation.

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

For more sophisticated call centre requirements, the OfficeServ integrates with a range of call centre software applications. Consisting of modules, that can work independently or as an entity to provide a high level of call centre functionality, including skills based and intelligent call routing, hot desking, multiple queues, agent screens, remote agents, real time and historical reporting. Providing a complete call centre solution for inbound, outbound and web enabled call centres



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.

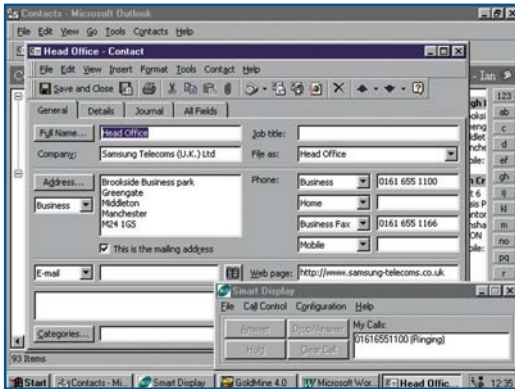
And to help you identify how your system is being used, departmental groups and operators can enter specific codes for incoming and outgoing calls to facilitate future analysis.

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



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.

Supplied as standard with all new Samsung OfficeServ systems, the OfficeServ CTI application suite consists of the following applications.

- **OfficeServ Link** – logical link for easy set-up of Samsung CTI applications.
- **OfficeServ Call** – pc desktop telephony
- **OfficeServ Manager** – simple system management
- **OfficeServ EasySet** – personal extension manager

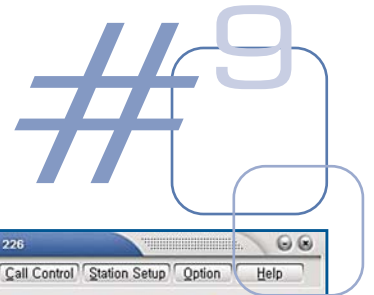
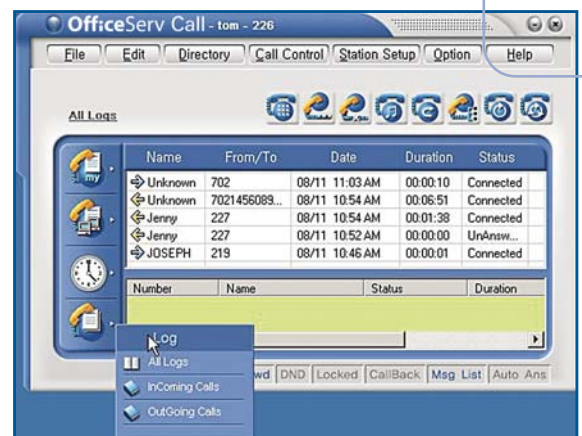
Samsung OfficeServ systems are also Microsoft TAPI compliant, and therefore compatible with a wide range of industry standard CTI applications.

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.

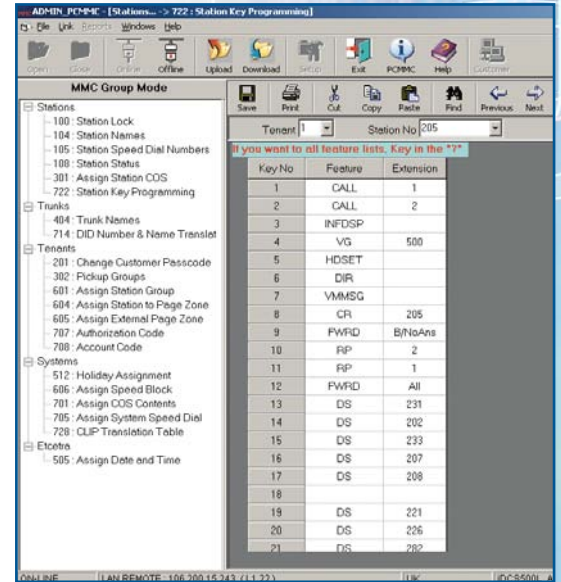


OfficeServ Manager – simple system management

The OfficeServ 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.

The Samsung OfficeServ range systems also provide a comprehensive variety of management data, including cost reports and full details of inbound and outbound calls. Systems can be programmed to restrict certain types of calls (eg. premium rate, mobile or international numbers), helping to eliminate unauthorised telephone use and minimising bills. Reports on telephone usage can be generated which can be used to monitor your system and fine-tune the way it is used by staff. A well-configured phone system will streamline communications and reduce overall costs.

And to ensure you have back up support when you need it, systems may be remotely programmed, upgraded and diagnosed via modem 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 Manager - Windows based system administration.

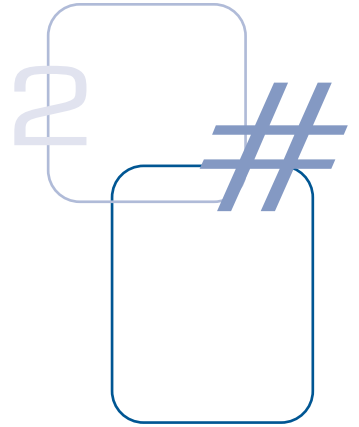
OfficeServ EasySet - your personal extension manager

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.

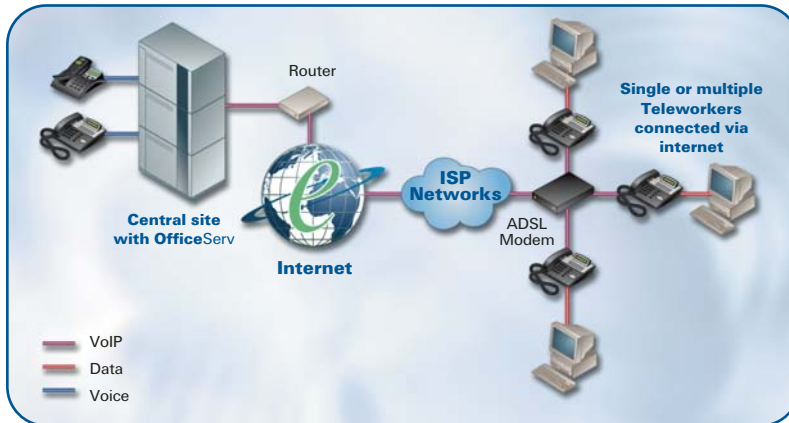


OfficeServ EasySet - Allows users to easily program their own extensions.



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.



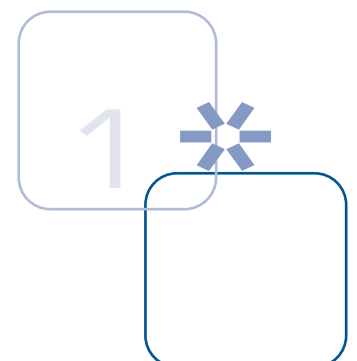
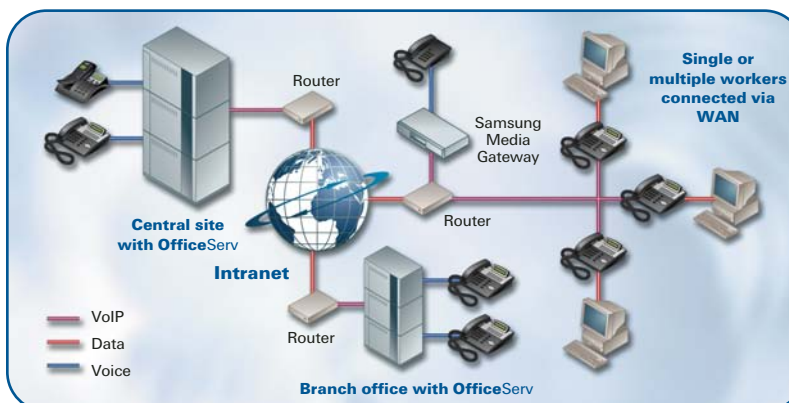
Branching out with IP telephony

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, 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 up to 50 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.



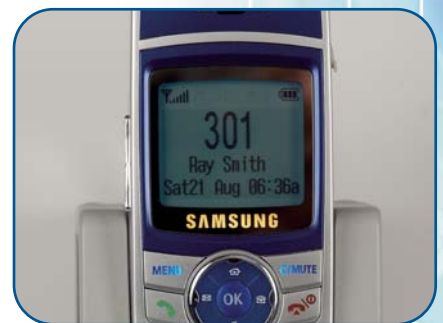
OfficeServ IP handset range

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



IP connections

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



Wireless IP Handset

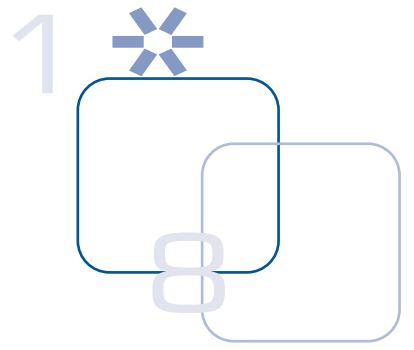
Features LCD Screen, 25 hours standby time / 2.5 hours talk time, dedicated hold, transfer keys and navigation keys.



OfficeServ Softphone

PC based IP Phone (local or remote), Voice delivered via Sound card or optional USB handset / headset





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.

Intelligent display



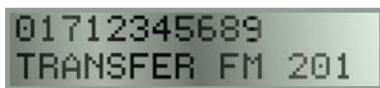
Idle display shows extension, name, day, date and time.



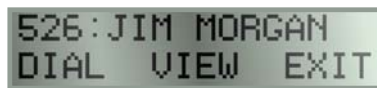
This extension is calling extension 203 which is currently busy.



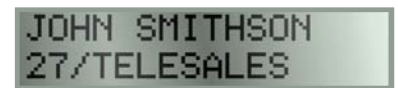
This extension is camped-on to extension 203 and is waiting for an answer.



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



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

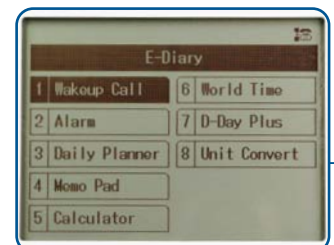
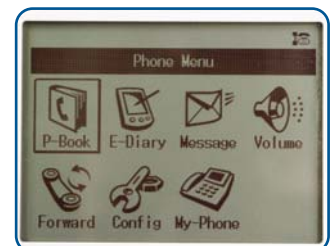


This display shows who is calling and who they are calling - ideal for call centres.

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



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.

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.

Add-on module

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.



Director 12 Button



Navigator 21 Button



Navigator 14 Button



Office 38 Button



Office 14 Button



Office 7 Button



Navigator 21 Button with
64 Button Operator Console

Samsung OfficeServ - Experience the power of performance

<p>System Features</p> <p>Account codes</p> <p>Automatic Call Distribution (ACD)</p> <p>ACD statistics functionality via PC/wallboard</p> <p>All call voice page</p> <p>Attention tone</p> <p>Authorisation codes</p> <p>Auto Attendant</p> <p>Automatic Call Distribution</p> <p>Automatic Hold</p> <p>Background Music</p> <p>Call Barring</p> <p>Call Centre software</p> <p>Call Forwarding incl external</p> <p>Call Hold (System & Exclusive)</p> <p>Call Park and Page</p> <p>Call Pickup</p> <p>Call Waiting/Camp On</p> <p>Chain Dialing</p> <p>Class of Service</p> <p>CLI (Calling Line Identification)</p> <p>Computer Telephony Integration (CTI) TAPI</p> <p>Conference</p> <ul style="list-style-type: none"> Add on (5 parties) Unsupervised <p>Data security</p> <p>Dial by name</p> <p>Digital Enhanced Cordless Telephones (DECT)</p> <p>Direct Dial In (DDI)</p> <p>Direct Inward System Access (DISA)</p> <p>Direct Station Selection (DSS)</p> <p>Direct Trunk Selection</p> <p>Directory of names and numbers</p> <p>Distinctive ringing</p> <p>Door Lock release (programmable)</p> <p>Door Phones</p> <p>Door Phone Night Ring</p> <p>Executive Barge-In (Override)</p> <p>Executive/secretary pooling</p> <p>External music interfaces</p> <p>External page interfaces</p> <p>External transfer</p> <p>Flexible numbering</p> <p>Headset working</p> <p>High speed internet access</p> <p>Hot Desking</p> <p>Hot Line</p> <p>Hotel Software (PMS Integration)</p> <p>In Group/Out of Group</p> <p>Incoming Call Distribution</p> <p>ISDN -basic rate</p> <p>ISDN - primary rate</p> <p>LAN connection</p> <p>Least Cost Routing</p>	<p>Live System Programming</p> <p>Meet Me Page and Answer</p> <p>Message Waiting indications</p> <p>Microphone on/off per station</p> <p>Music On Hold-Flexible</p> <p>Networking - inter-office</p> <p>Night Service</p> <ul style="list-style-type: none"> Automatic Manual <p>Number to name translation</p> <p>Operator Group</p> <p>Orbit Parking</p> <p>Overflow</p> <ul style="list-style-type: none"> Operator Station Group <p>Paging</p> <p>PC based operator solutions</p> <p>Power Failure Transfer</p> <p>Programmable keys</p> <p>Programmable timers</p> <p>Remote programming and diagnostics</p> <p>Speed Dial Numbers</p> <p>Speed Dial By Directory</p> <p>So Bus working</p> <p>Station Hunt Groups</p> <p>System Alarms</p> <p>System Directory</p> <p>Station Message Detail Recording (SMDR)</p> <p>Toll restriction (Call Barring)</p> <p>Trunk groups</p> <p>Virtual extensions</p> <p>Voice over IP (integrated)</p> <p>Voicemail Integration</p> <p>Walking Class of Service</p> <p>Windows based programming (System Administrator)</p> <p>Wireless Voice and Data (IP)</p> <p>Station Features</p> <p>Appointment reminder</p> <p>Background Music</p> <p>Busy Station Callback</p> <p>Busy Station Indications (BLF)</p> <p>Call Forwarding</p> <p>Call Pickup</p> <p>Context sensitive keys</p> <p>Dial By Name</p> <p>Direct Station Selection (DSS)</p> <p>DND Override</p> <p>Do Not Disturb</p> <p>Door Lock Release</p> <p>Exclusive Hold</p> <p>Group Listening</p>	<p>Handsfree operation</p> <p>Headset operation</p> <p>Hearing Aid Compatible</p> <p>Message Waiting light</p> <p>Off-hook ringing</p> <p>Off-hook voice announce</p> <p>Programmable keys</p> <p>Redial - Last /Saved Number</p> <p>Ring modes (3)</p> <p>Station lock</p> <p>Text Messaging</p> <p>Traffic Reporting (manual & scheduled)</p> <p>Tri-coloured LED's</p> <p>Volume Settings</p> <p>Wall-Mountable Keysets</p> <p>Display Features</p> <p>ACD supervisor display</p> <p>Called group name</p> <p>Caller ID information</p> <p>Calling party name or number</p> <p>Date & Time</p> <p>Enhanced Station Programming</p> <p>Initial number & name</p> <p>Menu operation</p> <p>Main Networking Features</p> <p>Automated attendant</p> <p>Busy Lamp Field (BLF)</p> <p>Call completion</p> <p>Call forwarding</p> <p>Call hold and recall</p> <p>Call pick-up</p> <p>Call transfer</p> <p>Centralised attendant*</p> <p>Centralised voicemail</p> <p>Call intrusion</p> <p>Direct Station Select (DSS)</p> <p>DND and DND override</p> <p>Extension number and name display</p> <p>Group overflow</p> <p>Intercom display</p> <p>Message key indication</p> <p>Networking class of service</p> <p>Paging</p> <p>Remote Hold</p> <p>Route optimisation</p> <p>Transfer retrieve and recall</p> <p>Trunk ring destination</p> <p>UCD final destination</p> <p>Uniform dialing plan</p> <p>Voicemail transfer</p> <p>*Excludes CTI/PC based operator console</p>
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Please note that not all features are available on all systems. Some features may require optional hardware or software.

Samsung OfficeServ System Capacity

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

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

Samsung OfficeServ IP Technical Specifications

HARDWARE		SOFTWARE	
Processor	MPC 860 50MHz 32bit	OS	VxWorks
Memory	Boot Flash ROM : 1Mb Boot	VoIP protocol	ITU-T H323-V4, SIP
	Flash Memory : 8Mb	VoIP CODEC	G.723.1, G729A, G.711
	SDRAM : 16Mb	Audio Feature	Echo Cancellation (G.165)
VoIP DSP	Audio Codes AC4804		Silence Suppression (VAD, CNG)
Internet Interface	10 Base-T/100Base-TX		DTMF Detection/Generation (In/Outband)
Power AC	110~220V		DTMF transport using H.245 signalling
Mounting	- Wall (single cabinet only)		Selectable A/μ law
	- Floor standing		Software Gain/Volume Control
	-19" Racking		Dynamic Jitter Control
System capacity	- up to 600 extensions	VoIP Feature	ITU-T H323 V4 Interoperability support (RADvision stack)
	- 360 physical extensions - 240 IP extensions		G3 Interest FAX Relay (FRF 11, 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 major player in world communications, consumer electronics and information technology. 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.

We are an ISO 9000 accredited company and quality underlines every aspect of our organisation.

Our commitment to quality combined with innovative technology designed for Australian conditions and an Australia wide support infrastructure second to none, has characterised Samsung's Australian success with over 70,000 telephone systems sold since 1989.

In Australia we have offices in all capitals and a national network of Authorised Samsung Communication Specialists so you can rely on continuing high quality product, support and expertise regardless of where your organisation is located.

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.

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.

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