THE CONVERGENCE OF POWER AND FLEXIBILITY OfficeServ 7000 Series Enterprise IP Communication Solutions



OfficeServ[™]7000 Series



Enhance productivity by empowering workers to connect and communicate instantly.

AN ALL-IN-ONE SOLUTION THAT MANAGES YOUR BUSINESS COMMUNICATIONS EFFECTIVELY AND ECONOMICALLY

IMAGINE...

A single, expandable platform that installs and configures easily and empowers your business with access to voice and data throughout your office complex and off-site. A platform that eliminates divergent systems, bottlenecks, and competition between voice and data systems.

WITH SAMSUNG'S **Office**Serv 7000 SERIES, THE IMAGINED IS NOW A REALITY

Unleash the power of your business with the multitasking technology of Samsung's **Office**Serv 7000 Series. Used alone or as part of a connected multi-site network among main offices, smaller branches, and remote workers, this unified system puts the power of convergence into the hands of today's growing businesses.

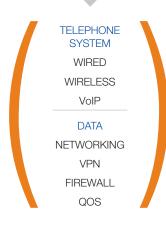
The **Office**Serv 7000 Series evolutionary converged communications platforms can accelerate employee performance, enhance customer relations and improve your bottom line.

Whether you are upgrading or are launching a converged system for the very first time, these workhorses offer a perfect blend of versatility and power that meet and exceed your business needs.

OfficeServ 7200 & 7400

ALL-IN-ONE DESIGN SIMPLIFIES BUSINESS COMMUNICATIONS





THE POWER YOU NEED TODAY—THE FLEXIBILITY TO GROW WITH YOU TOMORROW

Choose the model from one of our three platforms that's scaled to meet your business needs and discover:

- Flexible architecture that easily upgrades as your business grows.
- Enterprise-class routing and switching—optimized for VoIP and VPN tunneling, with enhanced data networking throughout your enterprise.*
- Powerful built-in security—with enterprise-class firewall and Intrusion Detection System (IDS).*
- Simple setup and administration with a suite of PC-based management tools accessible from anywhere.
- Wireless technologies that support your on-the-move workforce while maximizing convenience and productivity.
- Investment protection: migrate from one system to another with interconnecting cabinets, common circuit modules, telephone sets, and applications.
 - * Currently not available for OfficeServ 7100



Manage calls and interface to CRM databases with easy-to-view screen pops for improved efficiency.

OfficeServ 7200



POWERFUL AND VERSATILE

An impressive synergy of power, versatility, and speed, the **Office**Serv 7200 provides small- to mid-sized businesses with data switching, Power Over Ethernet (PoE), data routing, QoS, and network security in a single converged solution. The WIM router has a 300 MHz CPU and offers a selection of 10/100 Base-T interfaces. Add a second cabinet to accommodate future business growth and evolving traffic patterns.

DATA MODULES	INTERFACE TYPES					
WIM-Layer 3 Router	(3) 10/100 Base-T Ethernet Interfaces for LAN or WAN					
	(1) 10 Base-T Ethernet Interface for LAN or WAN					
	(1) V.35 Serial Connection					
	(1) SIO port for debugging and programming					
PLIM-Layer 2 PoE Switch	(16) 10/100 Base-T PoE ports per card					

Samsung's Softphone turns laptops into full-feature telephones, keeping your remote workers in touch wherever there is an Internet connection.



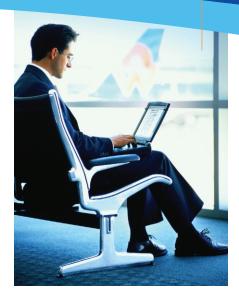
OfficeServ 7400

OUR MOST POWERFUL COMMUNICATIONS PLATFORM

Standalone or as the backbone for a total enterprise solution, the **Office**Serv 7400 features more powerful infrastructure for more dynamic applications. The Data Modules deliver gigabit data switching, Power Over Ethernet (PoE), high speed data routing, QoS, and network security. The GWIMT router has a 1 GHz CPU and offers a selection of 10/100/1000 Base-T interfaces, all in a faster, more powerful converged solution.

INTERFACE TYPES				
(16) 10/100 Base-T PoE ports per card				
(3) 10/100/1000 Base-TX Ethernet Interfaces for LAN or WAN				
(1) V.35 Serial Connection				
(1) HSSI Serial Connection				
(1) SIO port for debugging and programming				
(12) 10/100/1000 Base-TX Ethernet ports per card				
(1) SIO port for programming				
(1) Debug port				
(12) 10/100 Base-T PoE ports per card				
(2) 10/100/1000 Base-TX Ports				
(1) SIO port for programming and debugging				

	MAXIMUM VOICE CAPACITIES		7400		7200		7100	
	Wireless Handsets	128		32		24		
STATIONS	Analog Phones					0.4		
	Digital Phones	480		120		24		
	Samsung IP Phones					32		
ST	Voice Mail	12		12		4		
	Maximum Stations	480		120		32		
TRUNKS	Standard SIP Trunks	128	128	32	32	24	24	
	Standard H/323	64				24		
	Analog Trunks					20		
	Digital Trunks PRI		240	16	60	23	24	
	Networking Trunks (SPNet)					24		
	Maximum Trunks	240		60		24		
	Maximum Stations + Trunks + Voice Mail	720		180		60		



OfficeServ 7100

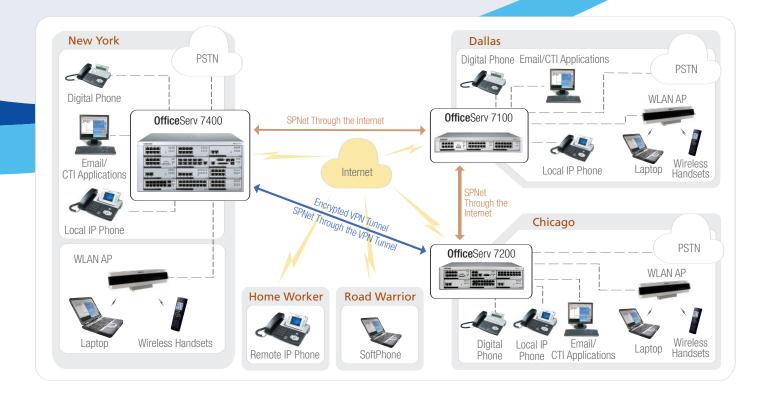


PERFORMANCE RIGHT OUT OF THE BOX

Ideal for small or remote offices, the **Office**Serv 7100 has everything you need to get started. This easy and affordable communications solution is pre-programmed, pre-labeled—and ready to work for you.

Traditional voice and VoIP are supported with a full set of features. And, with **Office**Serv applications, you can provide your remote workers and branch offices with the same capabilities as your on-site team to keep information and communication flowing smoothly between employees and locations.

UNIFY AND PROTECT YOUR BUSINESS THROUGH VOIP NETWORKING



MAXIMIZE ON AND OFF-SITE PRODUCTIVITY THROUGH OfficeServ COMPUTER TELEPHONY INTEGRATION (CTI) APPLICATIONS



DataView gives call centers increased functionality and greater efficiency by providing comprehensive information and statistics.

Optimize your **Office**Serv 7000 Series with a suite of Computer Telephony Integration (CTI) applications, including: **Office**Serv™ Call — Remote directory and in/out call flow control, **Office**Serv™ EasySet — Remote access to a user's system features, **Office**Serv™ Softphone — IP phone on a PC, **Office**Serv™ Operator — Switchboard management of all system phones via PC, and **Office**Serv™ DataView — Real-time call center status reporting. These software applications help businesses:

- Improve cost efficiency
- Create on-the-go virtual offices
- Streamline and support business operations around the clock and around the world
- Easily manage calls and link to personal databases through screen POPs
- Quickly reconfigure personal phone options to adjust to individual user's work schedules

CHOOSE FROM A BROAD RANGE OF DIGITAL AND VOIP PHONES WITH LARGE, EASY-TO-READ DISPLAYS

Designed to complement the **Office**Serv 7000 systems, Samsung's portfolio of digital and VoIP telephones provides the high-tech features you need to manage the converging business challenges of communications and information.







Wireless in-building mobility untethers workers from the confines of their desks.



WIRELESS TECHNOLOGY

The **Office**Serv wireless solutions provide seamless integration with your wired network, allowing you and your workers to stay connected without being tied down. You'll have access to voice and data from anywhere within your building thanks to your IP-enabled platform and wireless LAN access points.

SYSTEM FEATURES

Account Code Entry

- Forced Verified
- Forced Not Verified
- Voluntary

Account Code Kev

Account Code Key - One Touch Administrator Program Key

All Call Voice Page Attention Tone

Audio Message with Alarm

• (Timer) Reminder

Authorization Codes

- Forced
- Voluntary

Auto Answer on CO Auto Attendant†

Automatic Call Distribution (ACD)

Automatic Hold **Background Music** Branch Group Call Activity Display

Call Center

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 t

- **Automatic Number** Identification (ANI)
- Caller ID
- Calling Line Identification (CLI)

Caller ID Features

- Name/Number Display
- Next Call
- Save Caller ID Number
- Store Caller ID Number
- Inquire Park/Hold • Caller ID Review List
- Investigate
- Abandon Call 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 Busv/No Answer
- Forward DND
- Follow Me
- External
- To Voice Mail
- Preset Destination

Preset Forward Busy

Call Hold

- Exclusive
- System
- Remote

Call Park and Page Call Pickup

- Directed
- Groups
- Established

Call Recording

Call Waiting/Camp-On

Centrex/PBX Use

Chain Dialing

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 Group

Customer Set Relocation

Data Security

Database Printout

Daylight Saving Time-Automatic

Dialed Number Identification Service (DNIS)

Direct In Lines

Direct Inward Dialing (DID)

DID Call Limits

Direct Inward System Access (DISA)

Direct Trunk Selection

Directory Names

DISA Security

Distinctive Ringing

Door Lock Release (Programmable)

Door Phones

E & M Tie Lines using T1*

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

Ground Start Trunks using T1*

Group Busy Setting

Hot Line

In Group/Out of Group

Incoming Call Distribution

Incoming/Outgoing Service Individual Line Control

IP Keysets

ISDN-PRI Service

LAN Interface

Least Cost Routing

Live System Programming

· From any Display Keyset

With a Personal Computer

Meet Me Page and Answer

Memory Protection Message Waiting Indications

Message Waiting Key

Microphone On/Off per Station Multiple Language Support

Music on Hold—Flexible Music on Hold—Sources

Networking

- · QSIG over IP
- QSIG over PRI

Operator Group Overflow

- Operator
- Station Group

Override Codes

Paging

- Internal Zones
- External Zones
- All External

Page All

Park Orbits Power over Ethernet (PoE)

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 **Speed Dial Numbers**

- Station List
- System List

Speed Dial by Directory Station Hunt Groups

- Distributed
- Sequential
- Unconditional

Station Message Detail Recording (SMDR)

Station Pair

System Alarms System Maintenance Alarms

System Directory Tenant Services (2)*

- Toll Restriction • By Day or Night
- By Line or Station
- Eight Dialing Classes

• Special Code Table Toll Restriction Override

Tone or Pulse Dialing Traffic Reporting

- Transfer
- Screened/Unscreened · Voice Mail Transfer Key

• With Camp-On

Trunk Groups Uniform Call Distribution (UCD)

Universal Answer Virtual Extensions

- Voice Mail • Inband Signalling*
- Integrated

VolP

Walking Class of Service Wireless Handsets-See Mobility Solution

*Not available on OfficeServ 7100 † Requires optional hardware and/or software. Contact your Samsung Authorized Dealer for details.

For more information or to locate a dealer, go to www.samsung.com/bcs.