

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 60 users



OfficeServ 7200
up to 120 users



OfficeServ 7400
up to 480 users

All in one design simplifies business solutions

WIRED
VPN
VOIP

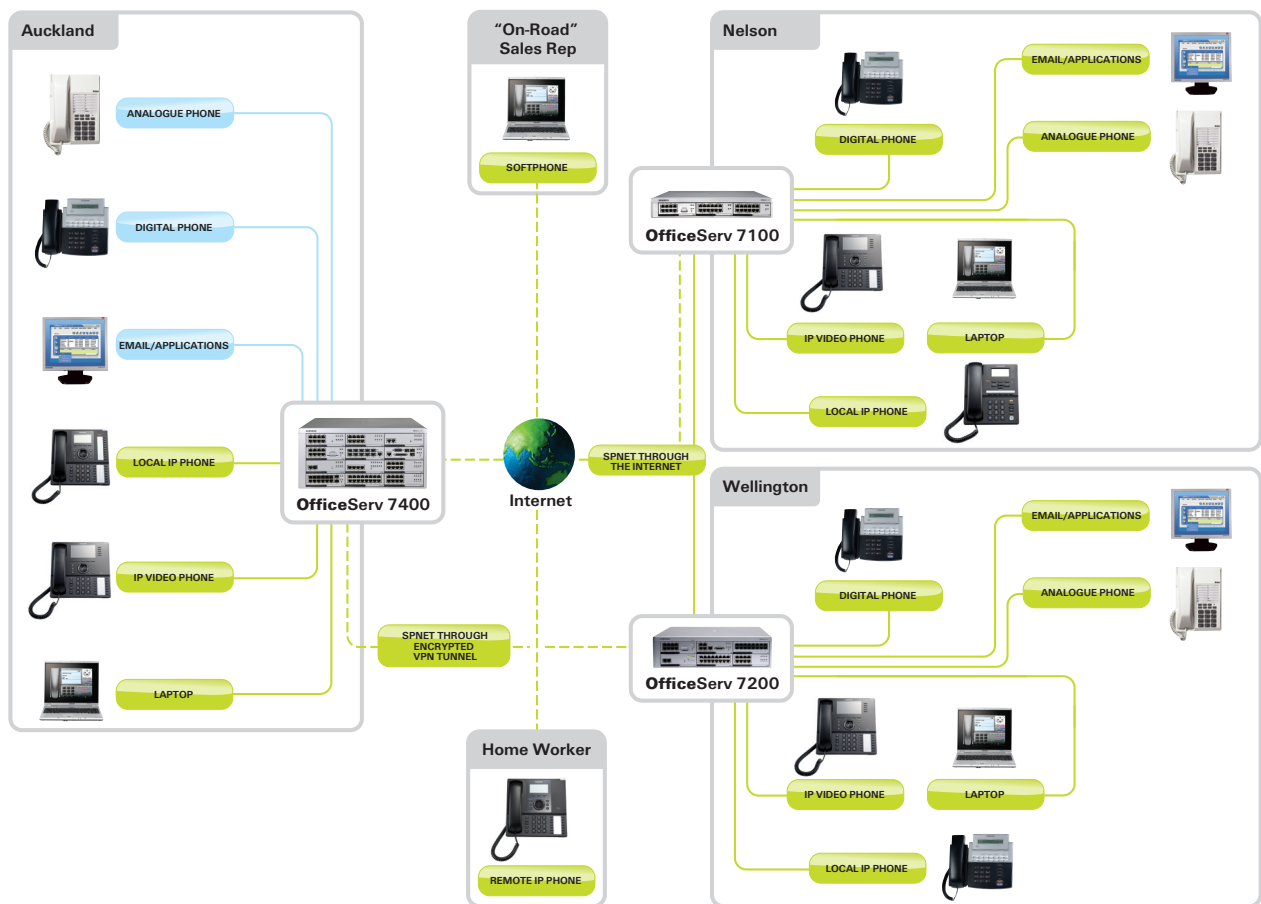
NETWORKING





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.

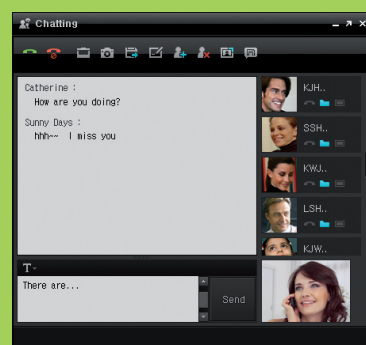
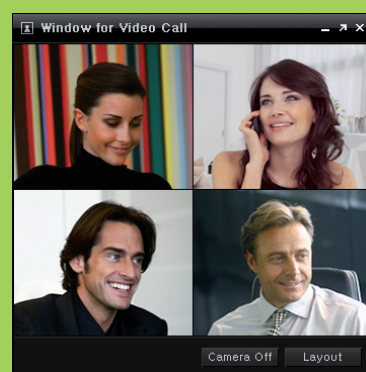
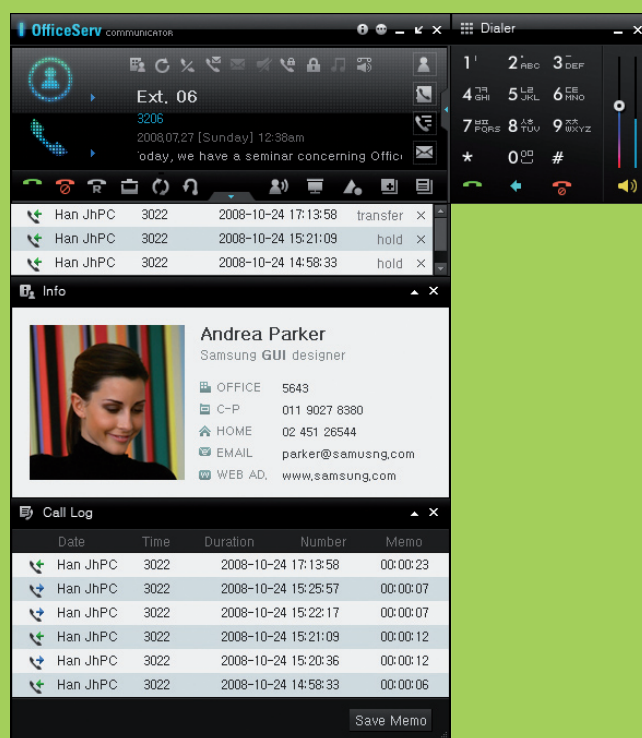




Get smart with Unified Communications

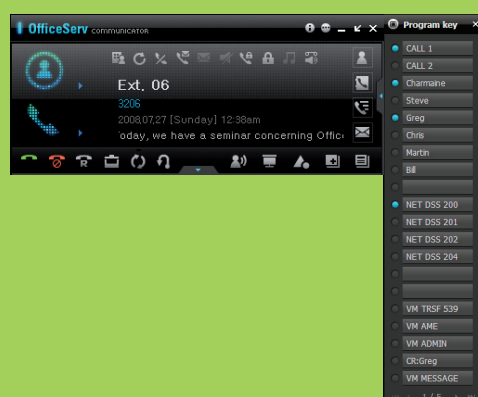
The **OfficeServ** Communicator application suite offers an outstanding range of applications that make it easy to use and customise your Samsung **OfficeServ 7000**. The system simplifies UC so that almost any organisation can experience its benefits - either individually or across a network so your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

OS Communicator is an integrated communications application able to bring together voice, video and instant messaging communications. It also adds administration functions to allow you to personalise your handset.



OfficeServ OSC 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 OSC 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. OSC 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.

OFFICE 38 BUTTON

WITH 64 BUTTON
OPERATOR CONSOLE



OFFICE 14 BUTTON



OFFICE 7 BUTTON



24 BUTTON DISPLAY



ECONOMY PHONE



SMT-3105



SMT-5210



SMT-5220



SMT-5230



SMT-5243



SMT-AOM





System Features		OfficeServ 7100	OfficeServ 7000S	OfficeServ 7200	OfficeServ 7400
PSTN Analogue Lines (max)		24	24	48	160
ISDN Basic Rate Digital Lines (equiv. channels)		6 (12)	8 (16)	24 (48)	80 (160)
ISDN Primary Rate Digital Lines (equiv. channels)		1 (30)	2 (60)	2 (60)	8 (240)
S.I.P.	Trunks	16	32	32	128
S.I.P.	Extensions	32	64	32	128
Total Extensions		60	64	120	480
Digital Stations		36	64	120	480
IP Stations +WIP		56	64	120	480
Analogue Stations		32	64	120	480
Data Extensions (ISDN 128kbits)		12	12	24	24
Music Sources	Internal	1	1	1	1
	External	1	1	2	2
CTI	Network	Yes	Yes	Yes	Yes
	TAPI	Yes	Yes	Yes	Yes
Digital Voicemail		Yes	Yes	Yes	Yes
Direct Indial Numbers		999	999	999	999
Calling Line Identification (CLI) PSTN / ISDN		Yes	Yes	Yes	Yes
Trunk Groups		11	11	30	30
Stations Groups		20	20	40	80
ACD Groups		10	20	20	40
Pick up Groups		20	20	99	99
Account Codes		999	999	999	999
Authorisation Codes		500	500	500	500
CLIP Numbers (translation table)		1000	1000	1000	2000
CLIP Review Blocks		1000	50 per user	2000	2500
Auto Attendant	Channels	4	6	12	12
Least Cost Routing		Yes	Yes	Yes	Yes
Total Speed Dial Locations		2000	2000	2500	2500
System speed dialling		950	950	950	950
Station speed dialling (max per station)		50	50	50	50
External Page Zones		4	4	4	4
Internal Page Zones		5	5	5	5
SIO Ports		0+LAN	0+LAN	0+LAN	0+LAN
Remote Programming / Support		Yes	Yes	Yes	Yes
LAN Ports		1	1	1	1
Virtual Extensions	SLT	8	32	64	256
	Digital	16	32	64	256

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

Samsung OfficeServ System Features List

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

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.gtlnetworks.com

For further information contact your

Authorised Samsung Communications Specialist

SAMSUNG

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