

THE CONVERGENCE OF POWER AND FLEXIBILITY

OfficeServ 7000 Series Enterprise IP Communication Solutions



OfficeServ™ 7000 Series

SAMSUNG

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 OfficeServ 7000 SERIES, THE IMAGINED IS NOW A REALITY

Unleash the power of your business with the multitasking technology of Samsung's OfficeServ 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 OfficeServ 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



TELEPHONE SYSTEM

WIRED
WIRELESS
VoIP

DATA
NETWORKING
VPN
FIREWALL
QOS

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 **OfficeServ 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

WIM-Layer 3 Router

PLIM-Layer 2 PoE Switch

INTERFACE TYPES

(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

(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 **OfficeServ 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.

DATA MODULES

PLIM-Layer 2 PoE Switch

(16) 10/100 Base-T PoE ports per card

GWIMT-Layer 3 Router

(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

GSIMT-Layer 2/3 Switch

(12) 10/100/1000 Base-TX Ethernet ports per card

(1) SIO port for programming

(1) Debug port

GPLIMT-Layer 2 PoE Switch

(12) 10/100 Base-T PoE ports per card

(2) 10/100/1000 Base-TX Ports

(1) SIO port for programming and debugging

INTERFACE TYPES



OfficeServ 7100



PERFORMANCE RIGHT OUT OF THE BOX

Ideal for small or remote offices, the **OfficeServ 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 **OfficeServ** 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.

MAXIMUM VOICE CAPACITIES

7400

7200

7100

STATIONS

Wireless Handsets

128

32

24

Analog Phones

480

120

24

Digital Phones

32

Samsung IP Phones

4

Voice Mail

Maximum Stations

480

120

32

Standard SIP Trunks

128

128

64

32

32

24

24

Standard H/323

24

24

Analog Trunks

20

Digital Trunks PRI

23

24

Networking Trunks (SPNet)

24

Maximum Trunks

240

60

24

Maximum Stations + Trunks + Voice Mail

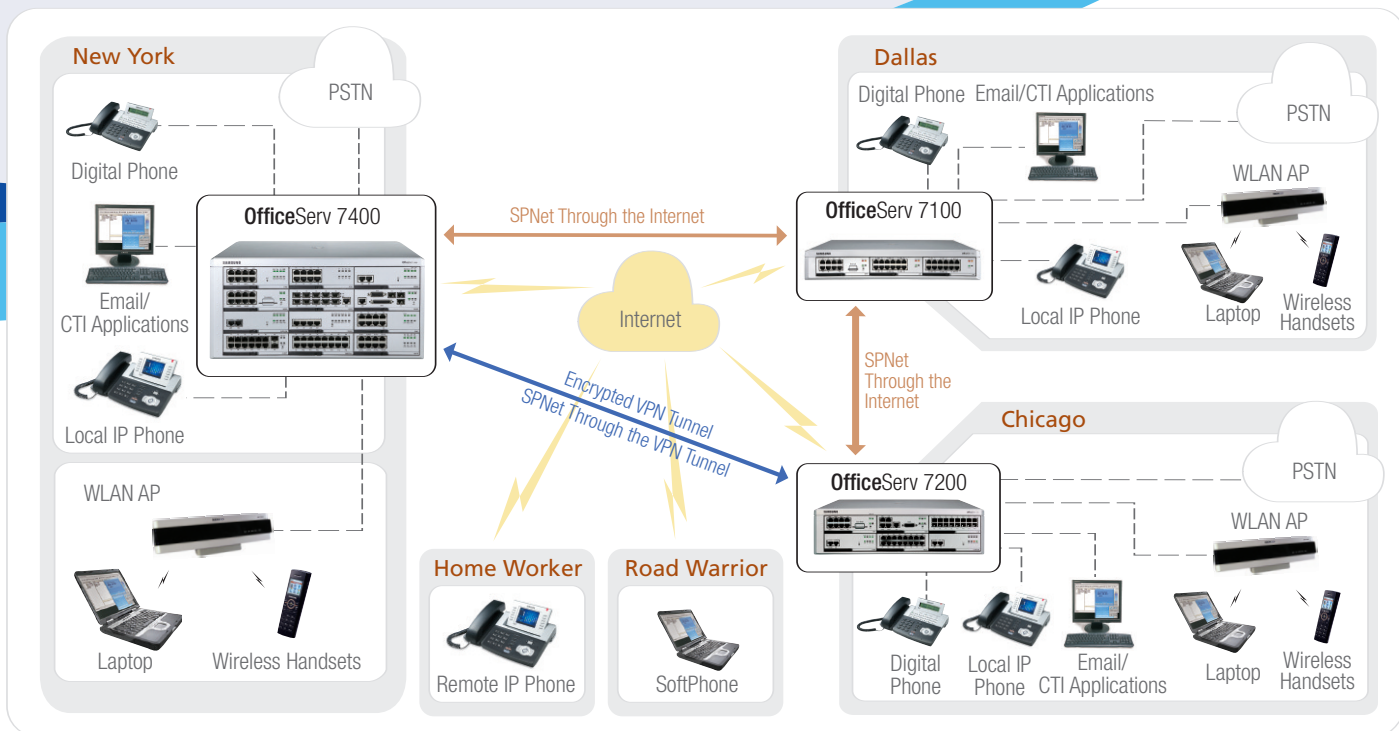
720

180

60

TRUNKS

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 **OfficeServ** 7000 Series with a suite of Computer Telephony Integration (CTI) applications, including: **OfficeServ™** Call — Remote directory and in/out call flow control, **OfficeServ™** EasySet — Remote access to a user's system features, **OfficeServ™** Softphone — IP phone on a PC, **OfficeServ™** Operator — Switchboard management of all system phones via PC, and **OfficeServ™** 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 **OfficeServ** 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.

IP TERMINALS



ITP-5112L



ITP-5121D



ITP-5107S

DIGITAL KEYSETS



iDCS-28D



iDCS-18D
WITH 14-BUTTON STRIP



iDCS-8D



DS-5021D



DS-5014D



DS-5007S



DS-5064B
AOM



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



WIRELESS TECHNOLOGY

The **OfficeServ** 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 Key
- 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†
 - Automatic Number Identification (ANI)
 - Caller ID
 - Calling Line Identification (CLI)
 - PRI
- 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
 - Busy/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
- VoIP
- 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.