THE CONVERGENCE OF POWER AND FLEXIBILITY
OfficeServ 7000 Series Enterprise IP Communication Solutions
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 enhanced communication and collaboration throughout your office complex and off-site. A platform that delivers the reliability of traditional phone systems and the advanced functionality of VoIP in one affordable package – all from Samsung, the brand you trust for quality and innovation.

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

Choose the model from one of our five 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 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

ADVANCED TECHNOLOGY ON A LIMITED BUDGET

A single, compact platform for small businesses, the OfficeServ 7030 integrates with capabilities you demand — VoIP technology, SIP trunking, and WiFi — so you can perform on a larger scale. Flexible enough to support any combination of Samsung’s wired and wireless handsets, IP phones, and digital phones, the OfficeServ 7030 optimizes staff performance with features like Auto Attendant, Uniform Call Distribution (UCD), Call Sequencing, Cal Recording and more.

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.

POWERFUL TECHNOLOGY AND AFFORDABLE GROWTH

The converged OfficeServ 7200-S solution is expandable in small increments to grow in pace with your business. It has all the power and versatility you need at a price that’s right for you. VoIP and VPN optimized and equipped with wireless capabilities, this system also comes embedded with email, voice mail and media gateway, so you won’t need to purchase a separate processor or use up valuable expansion slots.
POWERFUL AND VERSATILE
An impressive synergy of power, versatility, and speed, the OfficeServ 7200 provides small- to-midsized businesses with one converged solution for multiple forms of communication. This dynamic platform supports industry-standard VoIP and SIP service technology — which can save you money on your monthly phone bills — as well as TDM, voice processing, wireless communications, voice mail, computer telephony integration (CTI), and much more.

OUR MOST POWERFUL COMMUNICATIONS PLATFORM
Standalone or as the backbone for a total enterprise solution, the OfficeServ 7400 features more powerful infrastructure for more advanced applications. Supporting up to 480 phones in a single site or thousands of users in a multisite network, this robust communications platform keeps everyone and everything connected with true convergence. Featuring wired and wireless communications in one platform, the OfficeServ 7400 supports OfficeServ wireless (WLAN) phones, traditional phones, PCs, servers, and other peripherals.

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<th>MAXIMUM VOICE CAPACITIES*</th>
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*For customized configurations and optimal performance systems, contact your Samsung Authorized Dealer.
UNIFY AND PROTECT YOUR BUSINESS THROUGH VoIP NETWORKING

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

Optimize your OfficeServ 7000 Series with a suite of Computer Telephony Integration (CTI) applications, including: OfficeServ™ Call and OfficeServ™ Communicator — Call control and database screen pops, OfficeServ™ EasySet — Keyset management from a PC, OfficeServ™ Communicator Softphone — IP phone on a PC, OfficeServ™ Operator — Switchboard management via PC, OfficeServ™ DataView — Real-time call center status reporting and OfficeServ™ Messenger — Collaboration and Instant Messaging. 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
Wireless in-building mobility untethers workers from the confines of their desks.

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**

- SMT-i5243
- SMT-i5230
- SMT-i5210
- SMT-i3105
- SMT-i5264

**Digital Keysets**

- iDCS-28D
- iDCS-18D with 14-button strip
- iDCS-8D
- DS-5021D
- DS-5014D
- DS-5007S
- DS-5064B AOM

**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 all your desktop phone features 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 - One Touch

Administrator Program Key

All Call Voice Page

Attention Tone

Audio Message with Alarm (Timer) Reminder

Audio Ringback Tones

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

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

Caller Emergency Service ID (CESID)

Caller Identification†
- 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
- Centrex/PRBX 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
- OfficeServ™ Communicator
- OfficeServ™ Messenger

Conference
- Add On (5 party)
- Unsupervised
- Split

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*
- E-Mail Gateway

Executive Barge-In (Override)

- With or 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 Desking (IP Keys)

Hot Line

In Group/Out of Group

Incoming Call Distribution

Incoming/Outgoing Service

Individual Line Control

IP Keys

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

Mobile Extension (MOBEX)

Mobility Solution

Multiple Language Support

Music on Hold—Flexible

Music on Hold—Sources Networking

- QSIG, SPNet, SIP, H.323
- OfficeServ™ Connect

Operator Group

OfficeServ™ Messenger

- Operator / Station Group

Override Codes

Paging
- Internal Zones / External Zones
- All External / Page All

Park

Keypads

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

Recording (SMDR)

Redial Review

Remote Programming—Notes

Ring Modes
- Time Based Routing—Plans
- Automatic / Manual
- Holiday Schedule
- Temporary Override

Ring Over Page

Secretary Pooling

Simultaneous Ringing

Single Line Connections

SIP Services

Speed Dial Numbers
- Station List
- System List

Speed Dial by Directory

Station Hunt Groups

Station Message Detail

Recording (SMDR)

System Time

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

Twinning

Unified Messaging

Unified Voicemail

- E-Mail Gateway
- OfficeServ™ IP-UMS*

Uniform Class of Service

Universal Answer

Virtual Extensions

Voice Mail
- Inband Signalling*
- Integrated (In-Skin)
- External (Server-Based)*

VoIP

Walking Class of Service

Wireless Handsets

*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.

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