

# OfficeServ™ 100

## IP-Enabled Communication Platform

Not only is the IP-Enabled OfficeServ 100 the most robust and technologically advanced telephony system available - it is also the smartest choice for your company's bottom line.

The OfficeServ 100 is as easy to use as it is efficient. Our single cabinet design is configured as a basic Key System Unit, and you can add either one of two expansion cabinets as your business needs require. The OfficeServ 100's cutting edge IP networking capabilities connect remote locations providing powerful features across the network. Best of all, the OfficeServ 100 protects your initial investment by allowing you to reuse existing Samsung equipment and phones as your business grows.

Fully featured with capabilities typically found in large business systems, the OfficeServ 100 supports Voice over Internet Protocol (VoIP), IP phones, Primary Rate Interface (PRI), Caller ID, Tenant Services, and so much more. The SVMi voice processing platform adds advanced voice-mail and Auto Attendant capabilities. Add the OfficeServ™ Wireless mobility solution to free employees from their desks or take advantage of the many OfficeServ™ Applications, such as E-Mail Gateway that keeps in touch from wherever you can receive email.

Simply put, the OfficeServ 100 offers power and control without sacrificing the freedom and flexibility your company requires. So powerful, it's unlike any telephone system you have ever used before.



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# OfficeServ™ 100 Features & Specifications

## 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
  - Reminder (Timer)
- Authorization Codes
  - Forced
  - Voluntary
- Auto Answering 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 Window
- Call Costing
- 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
- Call Forwarding
  - All Calls
  - Busy
  - No Answer
  - Busy/No Answer
  - Forward DND
  - Follow Me
  - External
  - To Voicemail
  - 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)
- Centrex/PBX Use
- Chain Dialing
- Chain Forward
- Class of Service
- Common Bell Control
- Computer Telephony Integration
  - OfficeServ™ Link
  - OfficeServ™ EasySet
  - OfficeServ™ DataView
- OfficeServ™ Call
- OfficeServ™ Operator
- OfficeServ™ SoftPhone
- OfficeServ™ Open TSP††
- 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) T1/Copper
  - Day/Night Routing
  - Busy or Camp-On Option
  - MOH Source
  - DID Call Limits
- Direct Inward System Access (DISA)
- Direct Trunk Selection
- Directory Names
- DISA Security
- Distinctive Ringing
- Distinctive Ringing Enhanced
- Door Lock Release (Programmable)
- Door Phones
- E & M Tie Lines (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 (T1/Copper)
- Group Busy Setting
- Hot Line
- In Group/Out of Group
- Incoming Call Distribution
- Incoming/Outgoing Service
- Individual Line Control
- IP Keystets
- ISDN Call Progress Monitor
- ISDN Service
  - Primary Rate Interface (PRI)
  - Basic Rate Interface (BRI)
- LAN Interface\*
- Least Cost Routing
- Live System Programming
  - From any Display Keystet
  - With a Personal Computer
  - With Remote ITP Keystet
- Meet Me Page and Answer
- Memory Protection
- Message Waiting Indications
- Message Waiting Key
- Microphone On/Off per Station
- Mobility Solutions
- Multiple Language Support
- Music on Hold Flexible
- Music on Hold Sources
- Networking
  - QSIG over IP
  - QSIG over PRI
- Off Premises Extensions (OPX)
- OfficeServ™ Wireless
- Operator Group
- Overflow
  - Operator
  - Station Group
- Override Codes
- Paging
  - Internal Zones (5)
  - External Zones (4)
  - All External
  - Page All
- Park Orbits
- 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
- 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
  - Voicemail Transfer Key
  - With Camp-On
- Trunk Groups
- Uniform Call Distribution (UCD)†
- Universal Answer
- Virtual Extensions
- Voicemail
  - Integrated (In-skin)
  - In-Band Signaling
- Voice over IP (VoIP)
- Walking Class of Service
- Wireless Handsets

## Station Features

- Add-On Modules
- Appointment Reminder
- Auto Answer on CO
- Automatic Hold
- Automatic Privacy
- Background Music
- Busy Station Callback
- Busy Lamp Field (BLF)
- Call Coverage Key
- Call Forwarding
- Call Forwarding Override
- Call Logs
- Call Pickup
- Direct Station Selection (DSS)
- Divert to Voicemail
- Do Not Disturb (Override)
- Do Not Disturb (Programmable)
- Door Lock Release
- Exclusive Hold
- Group Listening
- Headset Operation
- Hearing Aid Compatible
- Line Queuing with Callback
- Line Skipping
- Loud Ringing Interface
- Manual Signaling
- Message Waiting Light Indication
- Mute Microphone/Handset
- Off-Hook Ringing
- Off-Hook Voice Announce Executive
- Off-Hook Voice Announce Standard
- One Time Do Not Disturb
- One Touch Dialing Keys
- On-Hook Dialing
- Privacy Release
- Programmable Keys
- Programmed Station Messages
- Protection from Barge-In
- Pulse to Tone Switchover
- Redial
  - Auto Retry
  - Last Number
  - Manual Retry with LNR
  - Memo Redial
  - Save Number
- Remote Hold
- Ring Modes
  - Auto Answer
  - Ring—Eight Tone Choices
  - Voice Announce
- Ring Preference
- Speakerphone
- Station Lock
- Terminal Status Indicator
- Tri-Colored Lights
- Volume Settings
  - Handset
  - BGM
  - Ringing
  - Paging
  - Speaker
  - Off-Hook Ring
- Wall-Mountable Keystets

## Keystet Display Features

- Account Code Display
- Call Duration Timer
- Call for Group Identification
- Call Processing Information
- Caller ID Information
- Calling Party Name
- Calling Party Number
- Conference Information
- Date and Time Display
- Dial by Name
- Dialed Number
- Enhanced Station Programming
- Identification of Recalls
- Identification of Transfers
- Message Waiting Caller Number
- Outside Line Identification
- Override Identification
- Programmed Message Display
- Soft Keys
- Stopwatch Timer
- Text Messaging
- UCD Supervisor Display†

## System Specifications

	Without SVM	With SVM
Keystets and AOMs	56	48
Single Line Telephones	42	34
ITP Keystets	64	64
CO/Centrex/PBX Lines (Loop Start)	36	36
E&M Trunks	12	12
SVMi-8 Voice Mail Ports	0	8
SVMi-4 Voice Mail Ports	0	4
PRI/T1 (Digital Trunk)	1 (24)	1 (24)
VoIP Channels	48	48

NOTE: These numbers indicate maximum of each device type. In no case can the system exceed a combined total of 88 devices listed above.

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† Requires optional hardware and/or software. Ask your Samsung Authorized Dealer for details. Features subject to change without notice.

†† By special request.