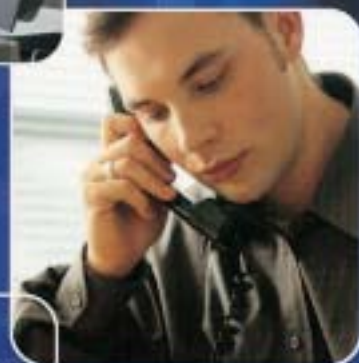
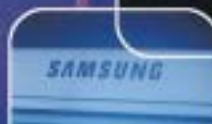


Samsung OfficeServ

Converged Communication Solutions
for your business.



Enterprise IP Solutions



Welcome to the world of convergence

Communication is the driving force behind any organisation and your telecommunications infrastructure is the key asset in providing resilient and effective connections to the outside world.



By recognising this principle, Samsung enjoys incredible success because its range of Business Communication Systems has the flexibility, intelligence and innate functionality to accommodate the drivers and demanding communication requirements.

The rapid developments in communications is continuing with the availability of new convergence technologies which allow voice and data to be managed on the one network to provide a variety of applications with exciting business potential. Convergence is delivered by the new class of IP Communication Systems which use Internet Protocol to route your voice calls over the same medium as your data traffic.

And Samsung is at the forefront of convergence with the introduction of its first IP Communication System range, the Samsung OfficeServ, integrating the latest developments in IP technology with the intelligence and stability of traditional telecommunications technology.

- *Digital communication systems for every business*
- *Convergent solutions*
- *Voice over IP*
- *IP extensions/handsets*
- *ISDN*
- *CTI*
- *IP Networking solutions*
- *Call Centre applications*
- *DECT Mobility*
- *Hospitality applications*
- *Digital Voice Mail*

A Powerful Voice and IP Application

Communications now means much more than making and receiving calls. The Samsung OfficeServ is a truly convergent system that allows you to share voice, data, fax and video over the one IP network while integrating with your computer systems and applications.

In contrast to other IP systems, the Samsung OfficeServ builds on the powerful functionality of the Samsung iDCS range to have the most comprehensive voice application suite you will find as well as advanced IP applications. ISDN, Voice over Internet Protocol (VoIP), IP extensions, home and remote working, DECT cordless technology, Computer Telephony Integration, Call Centre functionality, integrated Voice Mail, Least Cost Routing (LCR) and the ability to link systems across multiple sites using IP are just some of the capabilities of the Samsung OfficeServ range.

The OfficeServ has the capacity for up to 600 extensions - 360 physical and 240 IP - making it an ideal solution to meet the individual needs of medium and large-sized businesses and organisations.

Samsung OfficeServ 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. A key differentiator for the OfficeServ is the common intuitive "user interface" for both the digital and IP handsets.

Investing today for your future

With a modular architecture that allows cost effective, incremental expansion you can rest assured that your Samsung OfficeServ solution can be upgraded to offer more services as your needs evolve.

At Samsung we think of our customers in terms of a lifetime relationship and this is reflected in Samsung's design philosophy of a clear migration path for customers with current technology systems. This is evident with the OfficeServ where a high proportion of the current hardware and handsets from the Samsung iDCS systems can be reused with an OfficeServ solution.

Unrivalled Service

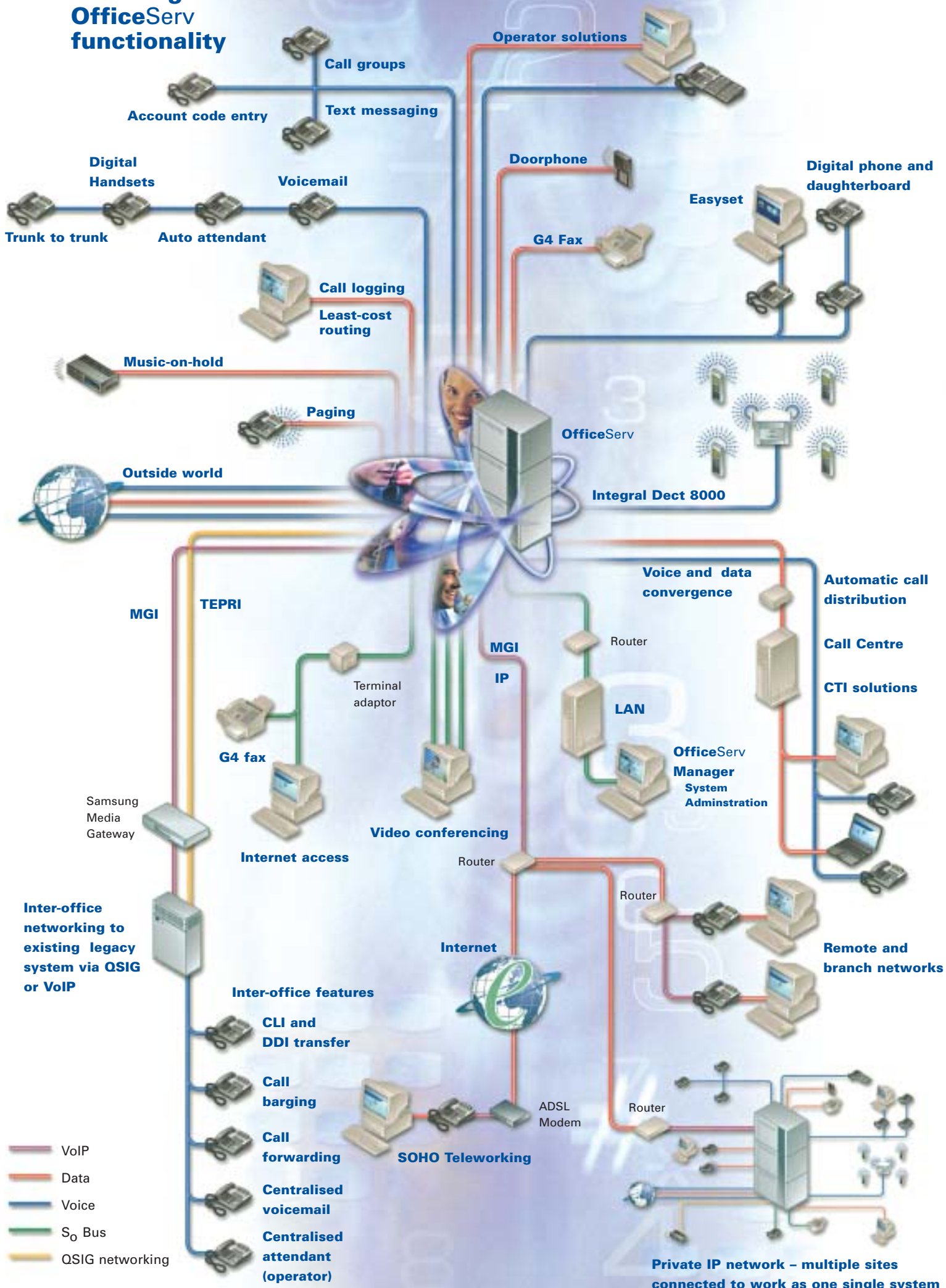
Service and support is at the heart of Samsung's operation.

Understanding the importance which communications play in today's business environment, we offer our customers comprehensive back up and support so that no matter where your organisation is located, your investment in your Samsung OfficeServ will always be protected.

With offices in all capitals and a network of Authorised Samsung Communications Specialists, there will always be a Samsung expert on hand to correctly determine your communication requirements, train your staff, maintain your Samsung system to peak performance and expand your system as your organisation grows.



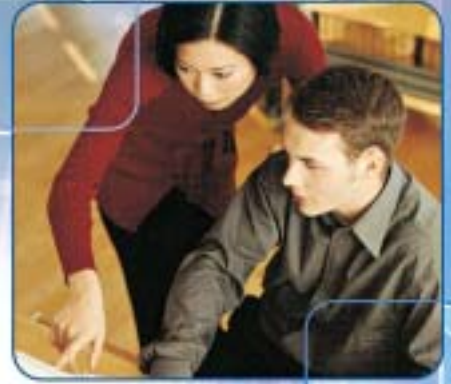
Samsung OfficeServ functionality



Advanced communications solutions

A host of sophisticated standard and optional features are available on all systems in the Samsung OfficeServ range, ensuring that you maximise the potential of your communications solution.

All features are simple to use - many at the touch of a button - allowing you to make the most of your system's comprehensive functionality.



ISDN - faster access to the world of business

ISDN is the most cost-effective way of connecting your telephone system to the outside world. The Samsung OfficeServ range supports Basic Rate and Primary Rate ISDN, allowing you to reap the functionality and cost benefits that ISDN delivers:

- Enhanced quality - immediate, high-quality connections give you better customer communications
- Direct Dial In (DDI) - allowing your callers to dial direct to extensions without going via reception, saving valuable time!
- Video and data networking - the high capacity of ISDN connections enables efficient video conferencing and cost-effective inter-office data transfer, ideal for e-mail and internet access.



ISDN

S₀ Bus -voice and data networking technology

Samsung's S₀ Bus technology can be incorporated into your system to link networked equipment - such as PCs and printers - through the OfficeServ to the ISDN connection. This allows LAN users to transmit or receive information over a high-speed link, without the need for an additional ISDN line, and enables dial-in access to the LAN for remote users and employees at other offices.

Each S₀ Bus provides a transmission rate of 128kbit/s, giving fast internet access, video and data communications. Bandwidth can be allocated directly to specific LAN users, or to a pool to be shared by users as and when required.

Trunk to trunk - call divert, transfer and conferencing

With trunk to trunk functionality, calls can be seamlessly and invisibly diverted from your office to a mobile phone or your home number ensuring that you are always in touch - wherever you are. Calls can also be transferred between different offices as easily as to the next desk, overcoming the problem of different departments in different locations.

Conference calls between multiple locations can minimise the time and resource wasted travelling to and from meetings, maximising your efficiency. Up to five extensions or external numbers to take part in a conference call, coming in and out of the conference as necessary.



Caller Identification & Direct Dialling - talking numbers

Utilising the power of ISDN technology, the OfficeServ enables you to log and manage multiple incoming Calling Line Identification (CLI) and Direct Dial In (DDI) numbers.

As well as displaying the number of incoming callers, CLI can also associate incoming telephone numbers with names from your system's internal database so that the caller's name is displayed on the handset, enabling you always to know when your key contacts are calling.

Additionally, a single keystroke will save a caller's number so that you can easily return their call. You can also review calls to your extension, allowing you to simply return those calls that you have missed.

Applying DDI functionality allows individual extension numbers to be name tagged and identified by linking the name displayed on the phone's LCD screen with the number the caller has dialled.



Auto attendant – a 24 hour receptionist

The auto attendant can answer multiple calls simultaneously, providing different greetings for different departments. External callers are prompted by the auto attendant to enter their choice of destination for direct connection to the correct person, without the need for a receptionist to handle the call. If no extension number is dialled within a specified time, the call is automatically connected to a receptionist, or another specified extension. An ideal solution for busy or out-of-hours periods.

Hot Desking – complete connectivity for roaming staff

If members of your staff often work from different locations or departments within your office, then hot desking can be an invaluable tool. By entering individual access codes, users can move between different desks and even transfer their own personal features - such as access to voicemail, speed dials and pre-programmed functions - to the relevant handset.

For mobile members of staff, or occasions where you need to move a number of people around the office, hot desking is a simple and effective solution that keeps all your staff in touch and in control of their communications.



System Management

The Samsung OfficeServ range systems provide a comprehensive variety of management data, including cost reports and full details of inbound and outbound calls. Systems can be programmed to restrict certain types of calls (eg. premium rate, mobile or international numbers), helping to eliminate unauthorised telephone use and minimising bills. Reports on telephone usage can be generated which can be used to monitor your system and fine-tune the way it is used by staff. A well-configured phone system will streamline communications and reduce overall costs.

The OfficeServ puts you in control by allowing you easy management of your telephone resources using its windows based administration application. No longer do you have to call your telephone hardware provider to make simple every day changes to your telephone system.

And to ensure you have back up support when you need it, systems may be remotely programmed, upgraded and diagnosed via modem to ensure that your system is in optimum condition at all times, without the need for an engineer to visit your office. Remote diagnostics and management guarantees you the best back up support no matter where your organisation is located.

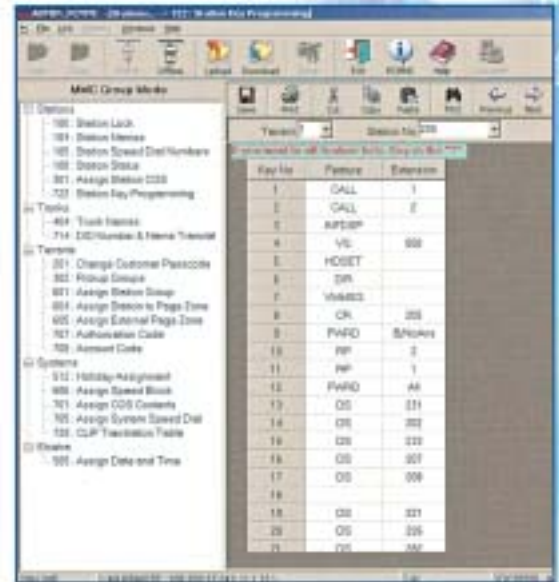
Least Cost Routing

The Samsung OfficeServ Least Cost Routing feature provides your business with an automatic mechanism for saving money on your communication costs. LCR automatically selects the appropriate outside line for the number dialled by any of your staff members. The comprehensive least cost routing functionality can choose from up to 16 different call providers ensuring the cheapest route is chosen for each call your staff makes.

EasySet – your personal extension manager

Samsung makes it as easy for each user to take control of their communications and utilise the full breadth of functions and features the OfficeServ has to offer. EasySet is a windows-based application that empowers each user to manage their own extensions set up for features like call forwarding, diverts, speed dials and messaging.

By facilitating this process through a user-friendly browser on their PC users can not only learn more about the capabilities of the system but also improve the way the system works for them, enhancing efficiency and staff productivity.



OfficeServ Manager - Windows based system administration.



OfficeServ EasySet- Allows users to easily program their own extensions.

Automatic Call Distribution (ACD) – sophisticated call handling for any office

The unique integral ACD package, provided as a standard feature to all OfficeServ users, offers any working environment the opportunity to optimise the service incoming callers receive and maximise the efficiency of staff.

Calls can be distributed intelligently - using first in first out (FIFO) rules - to the first available agent within the group. This can minimise the length of time before a call is answered and ensure you keep an even flow of call traffic to all members of a group. If no extensions are free, the call can be held in a queue, while automated messages reassure them of prompt attention as soon as the next call handler becomes available.

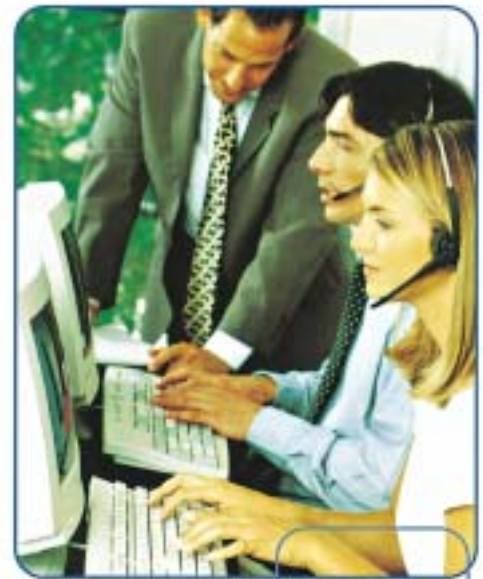
The OfficeServ can cater for up to 20 groups - each with a maximum of 48 agents, allowing calls to be recorded when necessary and giving agents time to complete administration before accepting the next call.

The OfficeServ can also provide incoming call statistics for a group or extension via the LCD of a display handset, giving supervisors a simple snap-shot of call traffic and activity to evaluate the performance of groups and agents for example:

- Calls in queue
- Waiting time
- Agent status
- Average queuing time
- Total incoming calls received.

This functionality is ideal for those departments that operate as an incoming call centre with groups or teams of operators with their own terminals - such as your accounts department, sales desk or response centre.

In addition the OfficeServ can also be configured to operate within up to six time zones so that callers receive an appropriate response and are then routed to the correct destination depending on the time of day, week or year they call.

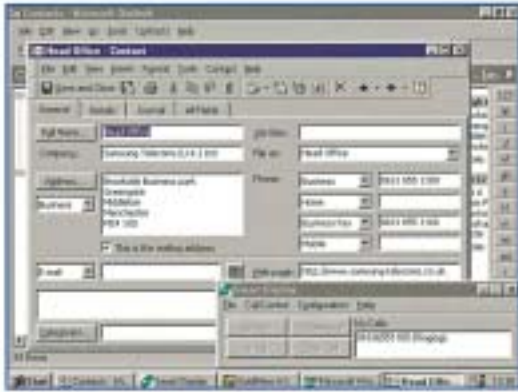


5 *



Get smart with your PC

Voice and data communications have never been more important to your success and with barriers between telephony and IT being constantly eroded, the OfficeServ has been designed to maximise the benefits of Computer Telephony Integration (CTI) technology.



A simple-to-use and cost-effective tool, Samsung's CTI Suite can improve the operation of almost any organisation, offering features such as screen popping, PC-based telephone operation, message and contact management. Microsoft TAPI compliant, it is compatible with a wide range of industry standard software.



Maximising communications performance

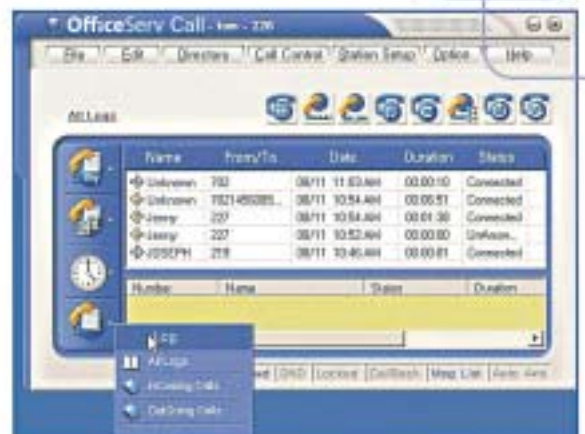
With Samsung Smart CTI, you can access and manage all the services of your handset from an easy-to-use Windows application on your PC. Functions such as on-screen dialling, call forwarding, tele-conferencing and speed dialling are all accessible at the click of a mouse.

No other phone system brings the benefits of CTI as cost-effectively, or as easily, as the OfficeServ. It downsizes CTI so that almost any organisation can experience its benefits - either individually or across your network so that your whole office can communicate more efficiently.



Enhancing customer service

Samsung Smart CTI Suite enables you to manage incoming and outgoing calls more effectively, with the ability to use your existing contact database as a central directory to schedule and log all call activity. Through real time sharing and maintenance of vital, up-to-the-minute customer information held on your files, CTI allows you to reap the benefits of faster and smoother call handling and present a more professional face to the outside world.



OfficeServ Operator solutions – professional call control

First impressions count. So it is imperative that incoming calls are managed as professionally and efficiently as possible by your front line staff. That's why Samsung has developed PC-based operator solutions that make handling high volume call traffic as smooth and simple as possible.

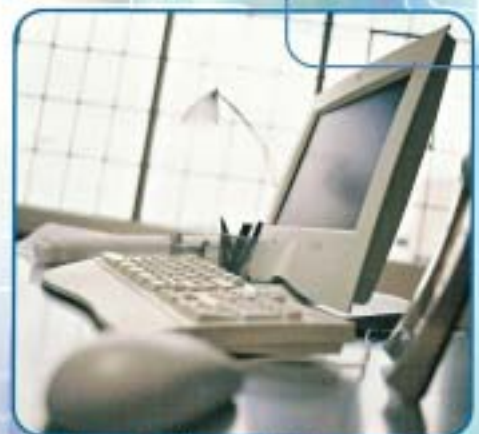
Samsung OfficeServ Operator solutions are fully integrated with your voice and data infrastructure to maximise the responsiveness of customers' first point of contact with your organisation.



With the simplicity of 'point and click' operation, or using the optional console keyboard, incoming and internal calls can be more effectively managed to their final destination using a variety of features including:

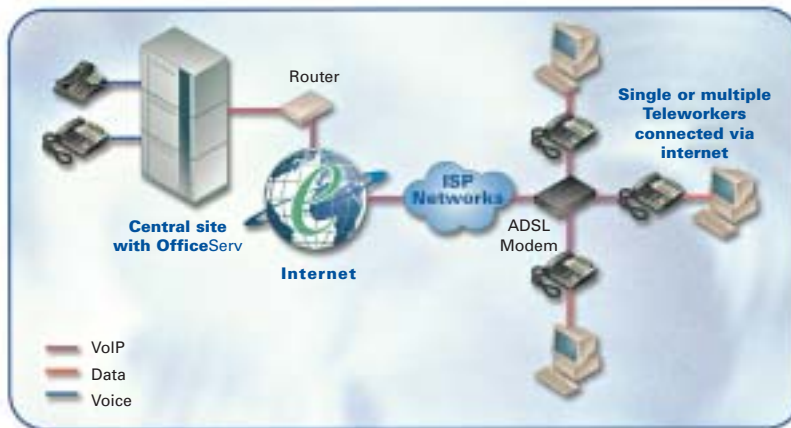
- **Busy lamp field indication** - to quickly view the status of each extension on the system
- **Extension information** - displaying details of diverts set and their destination
- **Departmental queues** - to help organise call traffic more efficiently and distribute calls to other operators
- **Conference call set up** - initiated by the operator in an instant
- **Notes facility** - a simple message can be added as a reminder before returning to a waiting caller and placing them through.

Providing the advanced functionality of the OfficeServ through the user's PC, OfficeServ Operator solutions are essential for people who manage high volumes of calls, and an invaluable application for any busy office.



Get connected – converged network solutions

The true power of the OfficeServ lies in its enhanced networking technology, offering your organisation a range of powerful options to link systems, share functionality, and exploit your existing data infrastructure.



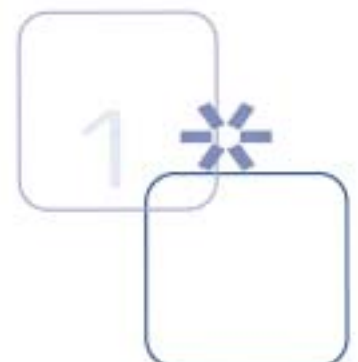
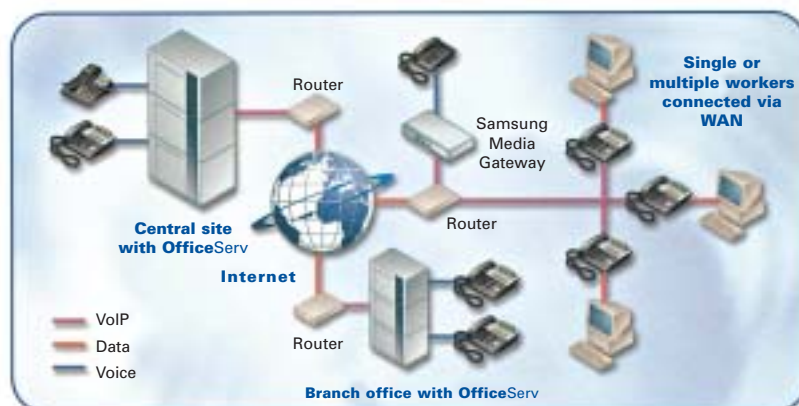
Branching out with IP telephony

The internet is transforming the way we all operate, opening up a whole world of information and opportunities. The OfficeServ is at the forefront of this communications revolution, creating more effective applications with converged Internet Protocol (IP) technologies and reducing the ongoing costs of call traffic between linked sites.

Voice over IP (VoIP) vastly reduces communication costs by encoding your telephone and fax calls into Internet Protocol then routing them in the same way that data is sent - utilising spare bandwidth on existing data links.

However, OfficeServ IP solutions can offer much more than purely cost benefits. Using IP protocols including H.323, G.711 and SIP, the OfficeServ builds applications that share and can utilise the full functionality offered by the system whether it is an individual handset or an entirely separate office, creating one central solution that reaches every user.

With the ability to easily connect individuals and groups to the OfficeServ through any data connection in any location OfficeServ makes home, branch and multi-site working a simple reality.



OfficeServ IP handsets

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 ADSL - liberating you and your staff from the rigidity of the conventional corporate infrastructure. For example, previously isolated individuals and departments working from home or satellite offices, regardless of distance, can become fully inclusive members of the internal communications system, with exactly the same handset functionality as an internal digital handset.

Samsung has continued their focus on a "user friendly" interface with its IP handsets which operate in exactly the same way as the digital handset range. Aside from your staff finding it easier to access the full power of your Samsung system, a standard user operating environment for both IP and digital handsets reduces time and resources for staff training.



Rear view of IP handset

· LAN Port for LAN connection · PC Port for PC connection



OfficeServ 12 (Large Screen)

Large screen LCD with 12 associate soft keys allowing multiple on screen user displays, personal address book, faster menu interrogation, calender / schedule function and text messaging, 6 fixed function keys, and navigation key.



OfficeServ 14

4 programmable soft keys, menu prompts and associated soft keys, 6 fixed function keys, and navigation key.

Multi-site Networking

The OfficeServ uses an international, open protocol (QSIG), which enables compatible telephone systems to be integrated across multiple locations and create a high level of feature transparency. As such you can link the OfficeServ to other existing legacy systems, so you don't necessarily need to invest in new technology across all sites.

Using QSIG signalling, either via a voice or IP network, incoming calls can be routed between sites, for example a branch network across a region or territory. This enhances the customer service provided to incoming callers, with their calls being forwarded seamlessly to the nearest office and managed appropriately based on the CLI and DDI information. Samsung networking also allows all users to benefit from the cost effective sharing of selected features across the network. They can access centralised functionality - from simple call forwarding and transfers to advanced features such as operator services, voice mail, automated attendant and ACD across connected sites.



OfficeServ 21

21 programmable soft keys, menu prompts and associated soft keys, 6 fixed function keys, and navigation key.

Handsets for all requirements

A key contributor to the success of Samsung's telephone systems has been a range of stylish, easy-to-use ergonomic handsets which provide access to a host of features, depending on which handset you choose.

Display handsets have a 32 character, 2 line scrollable LCD screen to display call and system information and offer either 8, 18, or 28 programmable function keys with associated tri-coloured LED's.

Handsets are available in Charcoal or Light Grey. All handsets provide handsfree working and on-hook dialling as standard.



DECT Handset

To enhance office mobility, the Samsung OfficeServ provides an integrated DECT handset. With capabilities including 4 line LCD with CLIP (Calling Line Identification Presentation) display; GAP compatible; dedicated Transfer and Hold keys; and 100 hours standby time/10 hours talk time; the DECT handset allows staff members to be contactable anywhere in the office.



Intelligent display

A host of features are available on both digital and IP handsets including:

- Intelligent Display (1)

The clear, easy to read and scrollable display provides a wealth of information about incoming or outgoing calls, (CLI and DDI) so you can see who is calling you and what number they are calling in on, directory listings, appointment reminders and waiting messages.

- Menu Driven prompts (2)

Menu prompts intuitively appear on the display dependent on the status of the call you are currently handling for easy access to system features.

- Programmable "soft" keys (3)

One touch programmable "soft" keys can be programmed for line appearances, internal extensions or for features that you use all the time, like speed dialling, allowing each handset to be programmed to suit the users requirements.

- Tri-Coloured Light Indication (4)

The tri-coloured LED lights allow the user to identify the status of different calls on their own handsets, or other handsets. Green lights indicate the users call, red lights indicates other calls on the system, with amber lights showing recalls.

- Tri-Coloured handset status indicator (5)

The tri-coloured handset status indicator provides a clear indication to the user regarding the status of the call they are currently on.

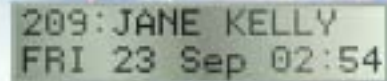
- Integral Paging - internal and external paging via your handsets.

- Add-on Modules (Digital) - 14 button and 64 button add on modules provide the flexibility of additional programmable function keys for digital handsets, an ideal solution for receptionists or call centre staff.

- Digital Handset daughter boards - easily add handsets, fax machines or modems to existing digital handsets.

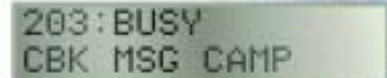
If you want to add a fax machine, modem or an additional handset, even a cordless phone to an existing digital handset, simply add a handset daughterboard (available in digital or analogue) and connect the additional device. The new handset operates completely independently with its own extension number.

- Full Duplex conference calls - Digital handset daughterboard option for full duplex handsfree conference calls, perfect for boardrooms or meeting rooms. Up to 3 additional external microphones can be connected.



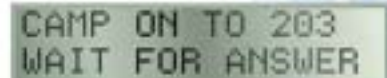
209: JANE KELLY
FRI 23 Sep 02:54

Idle display shows extension, name, day, date and time.



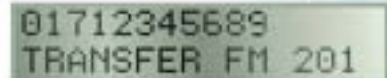
203: BUSY
CBK MSG CAMP

This extension is calling extension 203 which is currently busy.



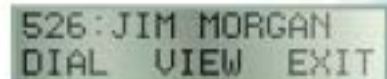
CAMP ON TO 203
WAIT FOR ANSWER

This extension is camped-on to extension 203 and is waiting for an answer.



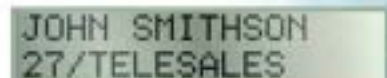
01712345689
TRANSFER FM 201

This display shows a call that has been transferred from extension 201.



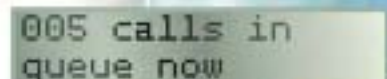
526: JIM MORGAN
DIAL VIEW EXIT

The integral system telephone directory – accessible at the touch of a button.



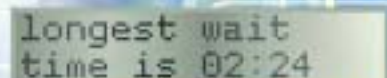
JOHN SMITHSON
27/TELESALES

This display shows who is calling and who they are calling – ideal for call centres.



005 calls in
queue now

There are five calls currently waiting to be answered by the ACD group.



longest wait
time is 02:24

The longest call on hold (waiting to be answered) is two minutes and 24 seconds.

Samsung OfficeServ – Experience the power of performance

<p>System Features</p> <p>Account codes</p> <p>Automatic Call Distribution (ACD)</p> <p>ACD statistics functionality via PC/wallboard</p> <p>All call voice page</p> <p>Attention tone</p> <p>Authorisation codes</p> <p>Auto Attendant</p> <p>Automatic Call Distribution</p> <p>Automatic Hold</p> <p>Background Music</p> <p>Call Barring</p> <p>Call Centre software</p> <p>Call Forwarding incl external</p> <p>Call Hold (System & Exclusive)</p> <p>Call Park and Page</p> <p>Call Pickup</p> <p>Call Waiting/Camp On</p> <p>Chain Dialing</p> <p>Class of Service</p> <p>CLI (Calling Line Identification)</p> <p>Computer Telephony Integration (CTI) TAPI</p> <p>Conference</p> <p> Add on (5 parties)</p> <p> Unsupervised</p> <p>Data security</p> <p>DECT Integrated cordless</p> <p>Dial by name</p> <p>Direct Dial In (DDI)</p> <p>Direct Inward System Access (DISA)</p> <p>Direct Station Selection (DSS)</p> <p>Direct Trunk Selection</p> <p>Directory of names and numbers</p> <p>Distinctive ringing</p> <p>Door Lock release (programmable)</p> <p>Door Phones</p> <p>Door Phone Night Ring</p> <p>Executive Barge-In (Override)</p> <p>Executive/secretary pooling</p> <p>External music interfaces</p> <p>External page interfaces</p> <p>External transfer</p> <p>Flexible numbering</p> <p>Headset working</p> <p>High speed internet access</p> <p>Hot Desking</p> <p>Hot Line</p> <p>Hotel Software (PMS Integration)</p> <p>In Group/Out of Group</p> <p>Incoming Call Distribution</p>	<p>ISDN -basic rate</p> <p>ISDN - primary rate</p> <p>Lan connection</p> <p>Least Cost Routing</p> <p>Live System Programming</p> <p>Meet Me Page and Answer</p> <p>Message Waiting indications</p> <p>Microphone on/off per station</p> <p>Music On Hold-Flexible</p> <p>Networking - inter-office (Q-SIG)</p> <p>Night Service</p> <p> Automatic</p> <p> Manual</p> <p>Number to name translation</p> <p>Operator Group</p> <p>Orbit Parking</p> <p>Overflow</p> <p> Operator</p> <p> Station Group</p> <p>Paging</p> <p>PC based operator solutions</p> <p>Power Failure Transfer</p> <p>Programmable keys</p> <p>Programmable timers</p> <p>Remote programming and diagnostics</p> <p>Speed Dial Numbers</p> <p>Speed Dial By Directory</p> <p>So Bus working</p> <p>Station Hunt Groups</p> <p>System Alarms</p> <p>System Directory</p> <p>Station Message Detail Recording (SMDR)</p> <p>Toll restriction (Call Barring)</p> <p>Trunk groups</p> <p>Virtual extensions</p> <p>Voice over IP (integrated)</p> <p>Voicemail Integration</p> <p>Walking Class of Service</p> <p>Windows based programming (System Administrator)</p> <p>Station Features</p> <p>Appointment reminder</p> <p>Background Music</p> <p>Busy Station Callback</p> <p>Busy Station Indications (BLF)</p> <p>Call Forwarding</p> <p>Call Pickup</p> <p>Context sensitive keys</p>	<p>Dial By Name</p> <p>Direct Station Selection (DSS)</p> <p>DND Override</p> <p>Do Not Disturb</p> <p>Door Lock Release</p> <p>Exclusive Hold</p> <p>Group Listening</p> <p>Handsfree operation</p> <p>Headset operation</p> <p>Hearing Aid Compatible</p> <p>Message Waiting light</p> <p>Off-hook ringing</p> <p>Off-hook voice announce</p> <p>Programmable keys</p> <p>Redial - Last /Saved Number</p> <p>Ring modes (3)</p> <p>Station lock</p> <p>Text Messaging</p> <p>Traffic Reporting (manual & scheduled)</p> <p>Tri-coloured LEDs</p> <p>Volume Settings</p> <p>Wall-Mountable Keysets</p> <p>Display Features</p> <p>ACD supervisor display</p> <p>Called group name</p> <p>Caller ID information</p> <p>Calling party name or number</p> <p>Date & Time</p> <p>Enhanced Station Programming</p> <p>Indial number & name</p> <p>Menu operation</p> <p>Main Networking Features</p> <p>Call completion</p> <p>Call forwarding</p> <p>Call hold and recall</p> <p>Call intrusion</p> <p>Call transfer</p> <p>Centralised attendant*</p> <p>Centralised voicemail*</p> <p>DND and DND override</p> <p>Extension number and name display</p> <p>Intercom calling</p> <p>Networking class of service</p> <p>Route optimisation</p> <p>Transfer retrieve and recall</p> <p>Uniform dialling plan</p>
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Please note that not all features are available on all systems. Some features may require optional hardware or software.

Samsung OfficeServ System Capacity

	iDCS100	OfficeServ 500M	OfficeServ 500L
PSTN Analogue Lines (max)	36 (max)	72	208
ISDN Basic Rate Digital Lines (equiv. channels)	16 (32 channels)	36 (72 channels)	104 (208 channels)
ISDN Primary Rate Digital Lines (equiv channels)	1 (30 channels)	3 (90 channels)	9 (270 channels)
Total Extensions	48	120	360
Digital Stations	48	120	360
IP Stations	-	120	240
Analogue Stations	48	120	360
Data Extensions (ISDN 128kbits)	12	48	48
Music Sources	1 internal/ 2 external, AA	1 internal/ 2 external, AA	1 internal/ 6 external, AA
DECT Basestations	3	8	24
DECT Handsets	24	48	192
CTI	Network TAPI	Network TAPI	Network TAPI
Digital Voicemail	Yes	Yes	Yes
Direct Indial numbers	500 numbers	400 numbers	999 numbers
Calling Line Identification (CLI)	PSTN/ISDN	PSTN/ISDN	PSTN/ISDN
Trunk Groups	11	31	31
Station Groups	20	40	80
ACD Groups	10	20	30
Pick up Groups	20	99	99
Account Codes	500	500	999
Authorisation Codes	250	250	500
CLIP numbers (translation table)	350	1000	2000
CLIP Review blocks	1000	2000	2000
Auto Attendant	4 channels	8 channels	Multiple
Least Cost Routing	Yes	Yes	Yes
Total Speed Dial Locations	1500	2000	2500
System speed dialling	500	950	950
Station speed dialling (max per station)	50	50	50
External Page Zones	4	4	4
Internal Page Zones	4	5	5
SIO Ports	3	2 + LAN	2 + LAN
Remote Programming/support	Yes	Yes	Yes
Virtual Extensions	SLT DIGITAL	22 40	38 80



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

Samsung OfficeServ IP Technical Specifications

HARDWARE		SOFTWARE	
Processor	MPC 860 50MHz 32bit	OS	VxWorks
Memory	Boot Flash ROM : 1Mb Boot	VoIP protocol	ITU-T H323-V4, SIP
	Flash Memory : 8Mb SDRAM : 16Mb	VoIP CODEC	G.723.1, G.729A, G.711
VoIP DSP	Audio Codes AC4804	Audio Feature	Echo Cancellation (G.165)
Internet Interface	10 Base-T/100Base-TX		Silence Suppression (VAD, CNG)
Power AC	110-220V		DTMF Detection/Generation (In/Outband)
Mounting	- Wall (single cabinet only) - Floor standing - 19" Racking		DTMF transport using H.245 signalling
System capacity	- up to 600 extensions - 360 physical extensions - 240 IP extensions	VoIP Feature	Selectable A/μ law
			System Management Feature
			ITU-T H323 V4 Interoperability support (RADvision stack) G3 Interest FAX Relay (FRF11, T.38) H323 Gatekeeper RAS interface Flexible Numbering Plan QoS Monitoring (Delay/Loss/Link Down Check, RTP Multiframe) VoIP call Detour through Legacy network
			Remote File Download/Configuration (FTP, TFTP, Telnet) Local/Network CLI Interface SMDR billing output