

# OfficeServ™ 7200

Converged  
Communications  
Platform



**SAMSUNG**

**Welcome to the world of convergence.** Not just the convergence of voice and data, but also the convergence of wired and wireless communications. The convergence of wired and wireless communications gives you the full functionality of traditional communications platforms plus the convenient, efficient, nonstop access that wireless appliances provide. Additionally, the convergence of voice and data on one integrated platform provides an efficient and cost-effective solution for your enterprise communication demands. Truly, this new world of convergence draws on the best of all worlds - for more efficient, more flexible, more complete enterprise communications.

Combining its expertise in wireless communications, core networks, digital technology and IP functionality, Samsung brings you the OfficeServ™ 7200 converged communication system. As a completely converged platform, OfficeServ 7200 supports both voice and data communication with powerful, IP-based wired and wireless flexibility. Traditional voice communication, voice over IP, IP-based data and wireless solutions through a Wireless LAN - OfficeServ 7200 supports them all. Simultaneously.

## **Integrate your Communication Environment**

OfficeServ™ 7200 handles voice calls and data using a flexible array of 10/100 Base-T interfaces that may be used for Local Area Network (LAN) and Wide Area Network (WAN). This provides an integrated wired and wireless platform that conveniently supports Samsung VoIP applications, OfficeServ Wireless (WLAN) phones, traditional phones, PCs, servers and other peripherals to suit your business communication needs, whatever they may be.



## **Save Money with Expanded Functionality**

The OfficeServ 7200 solution includes the powerful, cost-effective SVMi-20E messaging platform. The SVMi-20E is a fully integrated voice-processing platform that provides flexible auto attendant/call processing and, thanks to the

Samsung E-Mail Gateway, delivers voicemail to your SMTP e-mail client as a .wav file attachment. Exclusive to the OfficeServ 7200 system, the SVMi-20E is a modular, money-saving solution for future port migration. With the SVMi-20E, your voice processing system grows as your business grows. Simply plug in additional four port modules to expand from 4 to 12 ports. This is investment protection at its best.

## **The Next Generation of Convergence**



## **Ensure your Quality of Service**

OfficeServ 7200 helps you take control of your voice call Quality of Service (QoS). Just set your QoS based on the priorities and grouping of voice and data packets:

- ▶ Layer 2 QoS: Priority Processing (802.1p), VLAN (802.1q)
- ▶ Layer 3 QoS: Class-based Queuing (CBQ), QTP Priority Queuing or on-demand management of the Wide Area Network (WAN) bandwidth

## Capitalize on Advanced Data Applications

Using the firewall, NAT routing, VPN, VLAN and managed switch capabilities of the OfficeServ 7200, advanced data applications provide superior business value:

**Multi-User Network/Internet Access** - Connect your DSL, cable modem or T1 directly for office-wide Internet access

**Multi-User Network/Internet with WLAN** - Connect your DSL, cable modem or T1 directly to share access with wired and WiFi-enabled devices

**Remote IP Phones with Existing Data Infrastructure** - With a single IP address from your ISP, connect multiple Samsung IP phones across the Internet without third-party router installation or configuration

**Local IP Phones with QoS** - Connect multiple IP phones on the LAN using Samsung's add-on WIM and PLIM to create an enforceable QoS model

**Remote Branching Network** - Remotely connect to any supported iDCS or OfficeServ system using embedded data capabilities

**Multiple Internet Connections** - Connect multiple Internet connections allowing segregated voice and data on different networks

**Intrusion Detection System (IDS)** - Secure your VoIP and data network using the embedded IDS system

## Get Mobile with OfficeServ™ Wireless

Working with the OfficeServ™ 7200 platform, the OfficeServ™ Wireless solution liberates you from your desk and still keeps you in touch. With OfficeServ Wireless, you get the high-quality voice service you've come to expect from a Samsung communication system plus the converged environment of the new OfficeServ 7200 and secure mobility. Now that's truly a converged solution.

OfficeServ Wireless delivers a host of key advantages:

- No monthly airtime charges - uses the unlicensed 2.4 GHz frequency band
- Excellent voice quality - guaranteed priority for voice IP packets
- Full-feature integration with Samsung IP-enabled key systems
- Covers large area with an unlimited number of WAPs
- Innovative wireless handset - lightweight with easy access to system features
- Flexible configuration - separate voice and data network management
- Programming through phone or PC



### Wireless Phone (SMT-W5100E)

- ▶ IEEE 802.11g, SIP protocol
- ▶ Color Display
- ▶ Speaker Phone
- ▶ Talk Time: 4 hours\*\*
- ▶ Standby Time: 40 hours\*\*
- ▶ Weight: 3.75 oz

### SMT-R2000 Dual Band WAP

- ▶ Supports both voice and data on a single wireless network
- ▶ Provides hand-off between access points for high-quality voice services over your entire enterprise
- ▶ Support both 2.4 GHz and 5 GHz radios for IEEE 802.11 a/b/g
- ▶ Enhanced security with WEP/WPA/WPA2
- ▶ Wi-Fi Certified

## Increase your Capabilities with Enhanced OfficeServ Applications

In addition to the OfficeServ™ Wireless solution, OfficeServ™ 7200 is supported by Samsung's OfficeServ™ suite of applications.

At the heart of it all, OfficeServ™ **Link** controls and monitors all commands and events between the telephone system and other OfficeServ applications.

OfficeServ™ **EasySet's** Web-based GUI is a quick and easy way to personalize individual buttons and station settings.

With OfficeServ™ **Call** and OfficeServ™ **Operator**, individual users and system operators get more powerful call control functions using their PCs.

Operating on a VPN, OfficeServ™ **Softphone** lets travelers and remote users connect from anywhere in the world 24/7 and use their desktops just as if they were in the office.

Samsung's automatic call distribution capabilities combined with the historical reporting and supervisor monitoring of OfficeServ™ **DataView** provide a complete call center solution.

# OfficeServ™ 7200 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 (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)
- 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
- Caller Emergency Service ID (CESID)
- 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
  - 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
  - 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
- 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)
- Group Busy Setting
- Hot Line
- In Group/Out of Group
- Incoming Call Distribution
- Incoming/Outgoing Service
- Individual Line Control
- IP Keysets
- ISDN Service
  - Primary Rate Interface (PRI)
- LAN Interface
- Least Cost Routing
- Live System Programming
  - From any Display Keypad
  - With a Personal Computer
- Meet Me Page and Answer
- Memory Protection
- Message Waiting Indications
- Message Waiting Key
- Microphone On/Off per Station
- Mobility Solution
- Multiple Language Support
- Music on Hold-Flexible
- Music on Hold-Sources
- Networking
  - QSIG over IP
  - QSIG over PRI
- 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 (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 Signaling
  - Integrated (In-Skin)
- Voice over IP (VoIP)
- Walking Class of Service
- Wireless LAN

## System Capacities

Stations		
Wireless Handsets		32
Standard SIP Phones		
Analog Phones		120
Digital Phones		
Samsung IP Phones / Softphone		
Voice Mail (SVMi-20E)		12
<b>Maximum Stations</b>		<b>120</b>
Trunks		
Standard SIP Trunks	32	32
Standard H.323 Trunks	16	
Analog Trunks		60
Digital Trunks T1/PRI		
Networking Trunks		
<b>Maximum Trunks</b>		<b>60</b>
<b>Maximum Stations + Trunks + Voice Mail</b>		<b>180</b>

## System Interfaces

Trunk	TEPRI 2, TEPRI, 8 TRK
Station	16 DLI2, 8 DLI, 16 MWSLI, 8 SLI, 8 COMBO
Data	WIM: L3 Router with Intrusion Detection, Firewall, VPN, QoS, and other advanced router functions 3 10/100 Ethernet ports, 1 10 MB Ethernet Port, 1—V.35, 1—HSSI PLIM: Managed L2 with module with PoE
VoIP	MGI 16, MGI 64
Wireless	WLAN access point interface module

For additional information on System, Station and Display features, refer to the OfficeServ 7200 General Description or ask your Authorized Dealer.

\* Maximum capacity is shown for each circuit type. Combinations of these cards will reduce maximum capacities.

\*\* Battery standby and talk times will vary depending on phone usage patterns and conditions. Battery power consumption depends on factors such as phone system configuration, signal strength, operating temperature, features selected, vibrate mode, backlight settings, frequency of calls, and voice, data, and other application usage patterns.

† Requires optional hardware and/or software. Contact your Samsung Authorized Dealer for details.



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