



Bulletin No. 159_Maximum_Capacity

May 3, 2007

New System Capacity Listing for OfficeServ 7200 and OfficeServ 7400

Samsung engineering announced new capacities worldwide for both the OfficeServ 7200 and OfficeServ 7400 systems. The previously published capacities did not take into consideration the impact of certain future applications and functionality.

For example, some of the advanced features such as SIP station support have been implemented with a built-in SIP server hosted by the OfficeServ's internal main control processor (MCP). This provides SIP station support right out of the box and as a result the need and cost for an external SIP server is avoided.; However, in doing so, this application will place additional demand, MIPS (millions of instructions per second), on the main processor, consequently reducing the Busy Hour Call Attempts (BHCA) rating. This is one example of an advanced application that has been integrated into the OfficeServ system.

Other new applications planned for the future that are expected to have an incremental effect on computing power include:

- IP-UMS (64 Ports)
- OfficeServ ACD
- OfficeServ IVR
- New versions of the OfficeServ suite of CTI applications.

In deliberations, Samsung engineering evaluated upgrading the main processor and memory to support current capacities plus future applications. After evaluation, this choice was deemed impractical as it would increase the system cost even when a customer did not require the additional capacity. An alternative solution was to make no change to the processor and memory but instead reduce the system capacities and support future enhancements and applications.

After consultations with our global partners, it was jointly decided to reduce the system capacities. This allows Samsung to continue to deliver advanced features that allow you to be on the leading edge, giving you superior competitive advantages over competitors, while still maintaining an attractive price. Therefore, in order to accommodate the market demands for more advanced applications, while maintaining system stability and reliability, we have

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New System Capacity for OS 7200 & OS 7400

conducted extensive performance testing to determine the maximum loads the current MCP and MP40 can handle. As a result Samsung has determined the new system capacities for the OfficeServ 7400 and 7200 in the tables below:

OfficeServ 7200 System Maximum Capacity

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

OfficeServ 7400 System Maximum Capacity

Stations	Wireless Handsets		128
	Standard SIP Phones <i>(Future Release)</i>		
	Analog Phones		480
	Digital Phones		
	Samsung IP Phones / Softphone		
	Voice Mail		12
	Maximum Stations		480
Trunks	Standard SIP Trunks	128	128
	Standard H.323 Trunks	64	
	Analog Trunks		240
	Digital Trunks T1/PRI		
	Networking Trunks		
	Maximum Trunks		240
Maximum Stations + Trunks + Voice Mail			720

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Samsung requires that these capacities are not to be exceeded in order to ensure proper system operation and stability.

If your end user has purchased and installed an OfficeServ 7200 or 7400 system prior to May 3, 2007 and their configuration exceeds or plans to exceed these capacities please contact Samsung. Samsung remains committed to outstanding customer support and will work with our dealer and distribution partners to resolve each situation. When an alternative can not be reached and agreed upon, we will offer a full refund of the retail contract price to your end user.

In order to qualify for this refund, Samsung will require the following:

- 1) Proof of Purchase and Payment in Full for the OfficeServ 7200 or 7400 system.
- 2) Proof of Purchase of the replacement system must be provided.
- 3) All Samsung equipment listed on the retail contract must be returned to Samsung Telecommunications America before a refund will be made.

The refund amount may not exceed the dollar amount of the original retail contract between the purchaser (end user) and the Authorized Samsung Dealer. Samsung reserves the right to request additional documentation and information prior to issuance of refunds. Finally, all claims must be made by end of calendar year 2007.

Revised Documentation & Sales Brochures

Sales Brochures and General Description documents for the OfficeServ 7200 and OfficeServ 7400 were revised on March 6, 2007 to reflect these new system capacities. Brochures have been reprinted and distributed soon after. The general description documents and PDFs of the brochures have been available for download from GSBN since March 6, 2007.

Our goal is to bring you the most reliable yet flexible system that can fulfill an array of technological needs. Stability and reliability has been a cornerstone of our product success.

If you have any questions regarding this Product Bulletin, please contact your Regional Sales Manager or Customer Service Representative at the number provided below, or send an email to BCS.Sales@samsung.com.