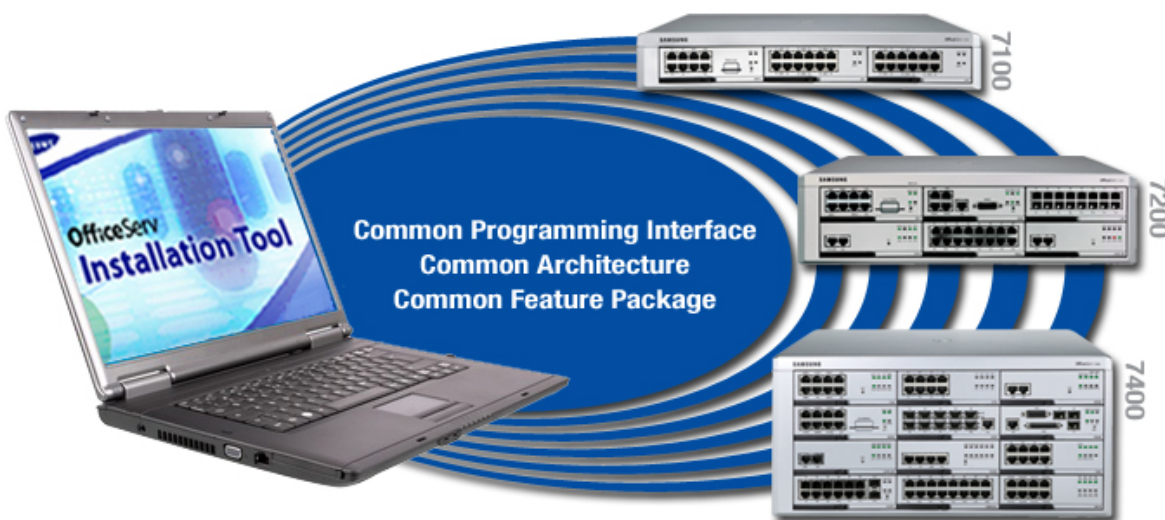


Bulletin No.: 171_OfficeServ_Unification

April 8, 2008

OfficeServ™ 7000 Unification



Samsung Telecommunications America is pleased to announce the unification of the three OfficeServ™ 7000 series systems. The OfficeServ™ 7100, OfficeServ™ 7200 and OfficeServ™ 7400 now use the same programming application, have the same virtual cabinet architecture and share the same feature list. Learning, selling and managing the OfficeServ™ 7000 systems has never been easier. System software V4.14k brings all this together.

GENERAL AVAILABILITY

Effective Monday, April 7, 2008, all OfficeServ 7000 series software shipping from Samsung's warehouse will be Version 4.14k with a date code of (08.03.17). The MMC+ cards for OfficeServ 7100, OfficeServ 7200 and OfficeServ 7400 will include all associated main program files. For your convenience, the latest LP files and TEPRI files have also been included.

A separate product Bulletin # 172 titled, *OfficeServ Installation Tool v1.1.4 and Software Version 4.14k General Availability*, provides detailed information regarding New Features, Bug Fixes, Upgrade Procedures, and Software Compatibility Tables. Please provide this information to your technicians. In addition, all new software versions, the OfficeServ Installation Tool application and User Manual are available for download from the GSBN website.

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OfficeServ™ Unification

1. OfficeServ Installation Tool: Common Programming Application

Say goodbye to OfficeServ Manager (OSM) and WebMMC and say hello to **OfficeServ Installation Tool (OIT)**! This programming application was such a hit with OfficeServ 7100 technicians, that Samsung made **OfficeServ Installation Tool (OIT)** the common application to program and manage the OfficeServ 7100, OfficeServ 7200 and OfficeServ 7400 systems. This Windows® application is much faster and easier to use than earlier programming tools offered by Samsung. Technicians new to Samsung products will find it quick and easy to configure and program OfficeServ 7000 systems. With the new feature programming groups, they no longer have to memorize 150+ MMCs by name. While viewing the graphical cabinet layout, click on any card and all the associated programming parameters appear in a menu. For example: click on a TEPRI card and all the settings appear on screen. *Speed* is the operative word when using OIT. Downloading a typical OfficeServ 7400 database using WebMMC takes approximately 20 minutes. With OIT this operation now takes less than 40 seconds.

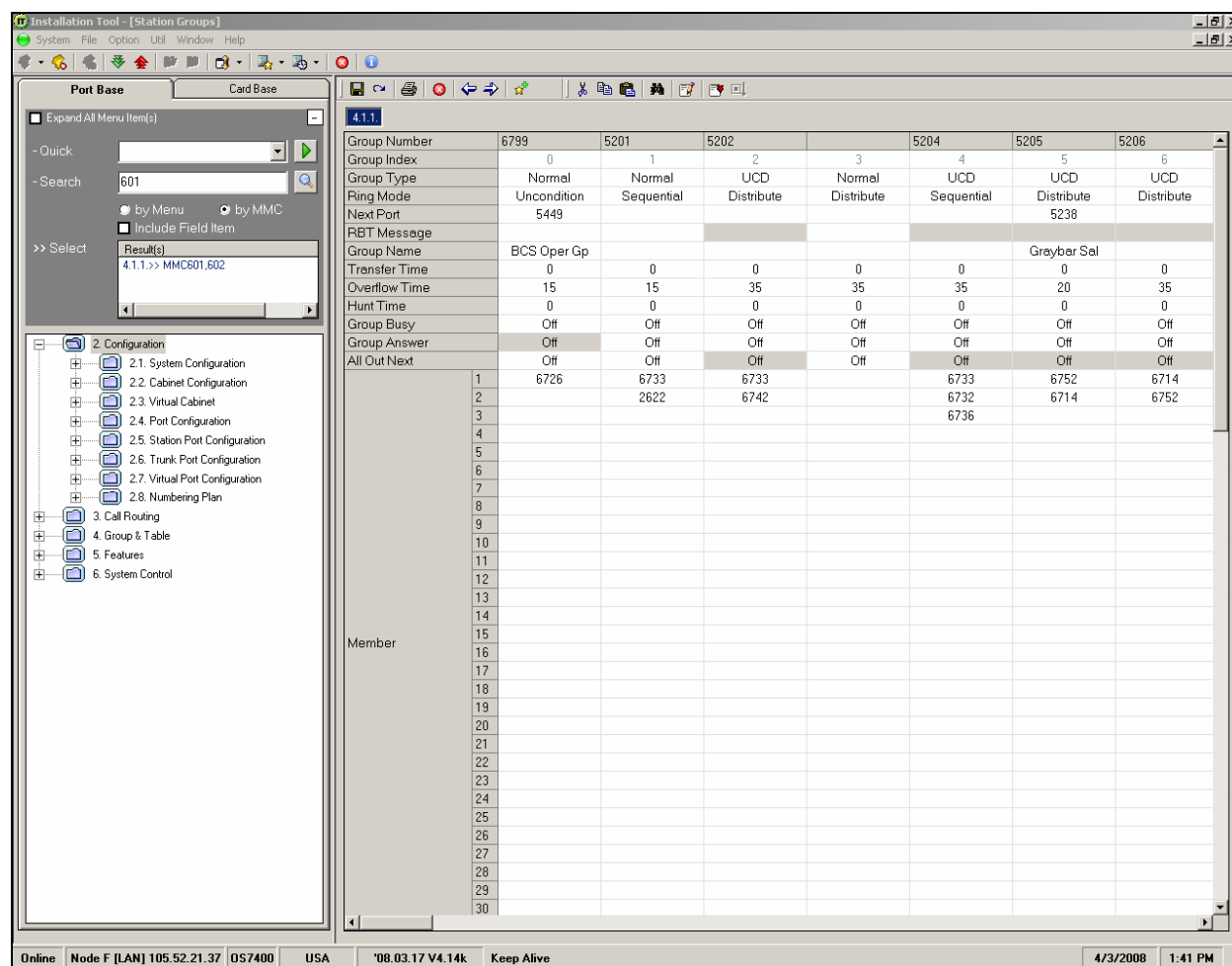


Figure 1. Installation Tool: Station Groups

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So upgrade all of your OfficeServ 7000 sites to run V4.14k immediately to begin enjoying the many benefits of *OfficeServ Installation Tool V1.1.4*.

This application provides the following functions:

1. Remote programming via LAN or Modem
2. On site programming via LAN
3. View Databases off-line
4. Download database to a file as a backup
5. Upload database from a file
6. Write files to or delete files from the media card
7. Compare databases
8. Feature Programming Groups
9. MMC search option
10. Graphical Cabinet Layout

OfficeServ Installation Tool V1.1.4 runs on Windows 98® Second Edition and higher as well as all Server editions, all Windows XP®, and all Windows Vista® operating systems.

OfficeServ™ Unification

2. Common Architecture

With the new main system software V4.14k, the OfficeServ 7200 now shares the same virtual cabinet architecture as the OfficeServ 7100 and OfficeServ 7400 systems. Indexes are no longer used to assign ITP phones, WIP phones, SPNet trunks, H.323 trunks, SIP trunks (future) and Virtual Extensions. These indexes are replaced with virtual cabinets and virtual slots. Configuring a system is easy using the graphical system layout in *OfficeServ Installation Tool V1.1.4*. Simply click on the virtual cabinet, then click on the virtual slot, then click on the virtual port. Now change the device type as desired.

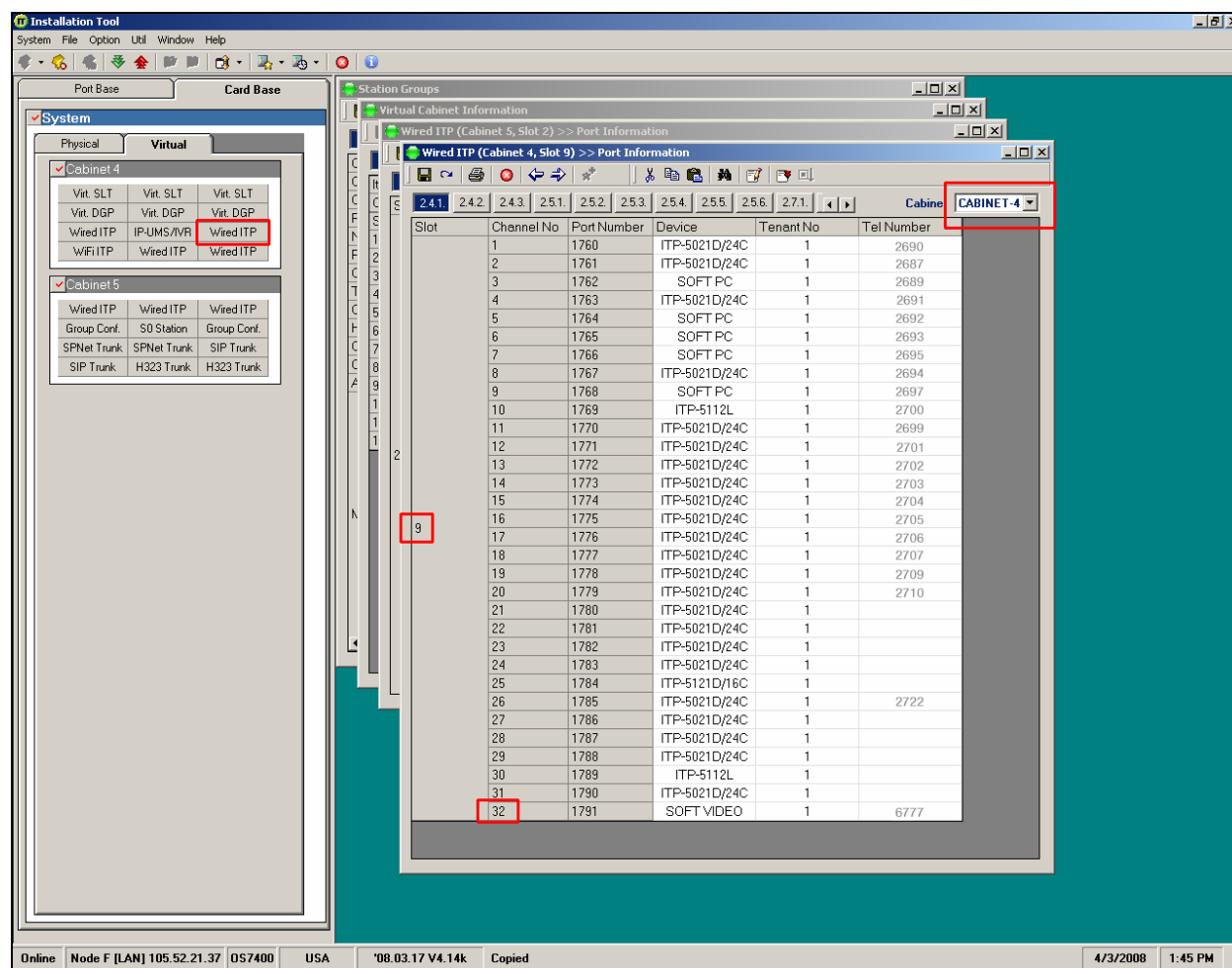


Figure 2. Installation Tool: Virtual Cabinets
Cabinet 4, Slot 9, 32 Ports

OfficeServ™ Unification

3. Common Feature Package

The OfficeServ 7000 Series has virtually the same feature package on all three systems. Proposals and demonstrations are easier and more effective. A specific feature on an OfficeServ 7000 system works the same way as the other two OfficeServ 7000 systems. Only physical hardware capacities and table sizes differ between the OfficeServ 7000 systems. Sales people and technicians familiar with one system's feature operation will automatically be familiar with the other two systems.

The common feature list on the next page appears on the back of the OfficeServ 7000 Series brochure "*The Convergence of Power and Flexibility*". Use this 8-page brochure and the "*Connect Company-Wide With One Communications Platform*" folder to present all the power, migration and compatibility of the OfficeServ 7000 platforms.



Part #: L-SB-FOLDER
with Pocket

Part #: L-SB-COMBO

**Windows, Windows 98 Second Edition, Windows XP, and Windows Vista are registered trademarks of Microsoft Corporation in the United States and other countries.

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4. System Feature Package List

Account Code Entry	• Abandon Call List	DISA Security	Private Lines
• Forced - Verified	Caller ID on SMDR	Distinctive Ringing	Programmable Line Privacy
• Forced - Not Verified	• Number to Name Translation	Door Lock Release	Programmable Timers
• Voluntary	Caller ID to PSTN	Door Phones	Recalls
Account Code Key	Caller ID to Analog Port	E & M Tie Lines using T1*	Recall to Operator
Account Code – One Touch	Call Forwarding	Executive Barge-In (Override)	Redial Review
Administrator Program Key	• All Calls	• With Warning Tone	Remote Programming—PC
All Call Voice Page	• Busy	• Without Warning Tone	Ring Modes
Attention Tone	• No Answer	• Trunk Monitor or	• Time Based Routing—Plans
Audio Message with Alarm	• Busy/No Answer	Service Observing	• Automatic / Manual
• (Timer) Reminder	• Forward DND	External Music Interfaces	• Holiday Schedule
Authorization Codes	• Follow Me	External Page Interfaces	• Temporary Override
• Forced	• External	Flash Key Operation	Ring Over Page
• Voluntary	• To Voice Mail	Flexible Numbering	Secretary Pooling
Auto Answer on CO	• Preset Destination	Ground Start Trunks using T1*	Single Line Connections
Auto Attendant†	• Preset Forward Busy	Group Busy Setting	Speed Dial Numbers
Automatic Call Distribution (ACD)	Call Hold	Hot Line	• Station List
Automatic Hold	• Exclusive	In Group/Out of Group	• System List
Background Music	• System	Incoming Call Distribution	Speed Dial by Directory
Branch Group	• Remote	Incoming/Outgoing Service	Station Hunt Groups
Call Activity Display	Call Park and Page	Individual Line Control	• Distributed
Call Center	Call Pickup	IP Keysets	• Sequential
• Agent Busy/Manual	• Directed	ISDN-PRI Service	• Unconditional
Wrap-Up Key	• Groups	LAN Interface	Station Message Detail
• Agent PIN (ID) Numbers	• Established	Least Cost Routing	Recording (SMDR)
• Agent Login & Logout	Call Recording	Live System Programming	Station Pair
• Automatic Logout	Call Waiting/Camp-On	• From any Display Keyset	System Alarms
• Automatic Wrap-Up Timer	Centrex/PBX Use	• With a Personal Computer	System Maintenance Alarms
• Priority Call Queuing	Chain Dialing	Meet Me Page and Answer	System Directory
• Embedded Reporting Package	Chain Forward	Memory Protection	Tenant Services (2)*
Agent Statistics	Class of Service	Message Waiting Indications	Toll Restriction
Call Statistics	Common Bell Control	Message Waiting Key	• By Day or Night
Group Supervisors	Computer Telephony	Microphone On/Off per Station	• By Line or Station
Printed Reports	Integration (CTI)	Multiple Language Support	• Eight Dialing Classes
• OfficeServ DataView	• OfficeServ™ Link	Music on Hold—Flexible	• Special Code Table
UCD Statistics	• OfficeServ™ DataView	Music on Hold—Sources	Toll Restriction Override
UCD Monitoring	• OfficeServ™ EasySet	Networking	Tone or Pulse Dialing
Wall-Style Display Windows	• OfficeServ™ Call	• QSIG over IP	Traffic Reporting
Call Costing	• OfficeServ™ Operator	• QSIG over PRI	Transfer
Caller Identification†	• OfficeServ™ Softphone	Operator Group	• Screened/Unscreened
• Automatic Number	Conference Group	Overflow	• Voice Mail Transfer Key
Identification (ANI)	Customer Set Relocation	• Operator	• With Camp-On
• Caller ID	Data Security	• Station Group	Trunk Groups
• Calling Line Identification (CLI)	Database Printout	Override Codes	Uniform Call Distribution (UCD)
• PRI	Daylight Saving Time-Automatic	Paging	Universal Answer
Caller ID Features	Dialed Number Identification	• Internal Zones	Virtual Extensions
• Name/Number Display	Service (DNIS)	• External Zones	Voice Mail
• Next Call	Direct In Lines	• All External	• Inband Signalling*
• Save Caller ID Number	Direct Inward Dialing (DID)	• Page All	• Integrated
• Store Caller ID Number	DID Call Limits	Park Orbits	VoIP
• Inquire Park/Hold	Direct Inward System Access (DISA)	Power over Ethernet (PoE)	Walking Class of Service
• Caller ID Review List	Direct Trunk Selection	Prime Line Selection	Wireless Handsets—
• Investigate	Directory Names	Priority Call Queuing	See Mobility Solution

*Not available on OfficeServ 7100. † Requires optional hardware and/or software.

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5. Maximum Capacities

MAXIMUM VOICE CAPACITIES		7400		7200		7100	
STATIONS	Wireless Handsets	128		32		24	
	Analog Phones	480		120		24	
	Digital Phones					32	
	Samsung IP Phones					4	
	Voice Mail	12		12		4	
	Maximum Stations	480		120		32	
TRUNKS	Standard SIP Trunks	128	128	32	32	24	24
	Standard H/323	64				24	
	Analog Trunks					20	
	Digital Trunks PRI		240	16	60	23	24
	Networking Trunks (SPNet)					24	
	Maximum Trunks	240		60		24	
Maximum Stations + Trunks + Voice Mail		720		180		60	

SIP SERVICESSCHEDULED FOR GENERAL AVAILABILITY IN JUNE 08

Samsung will soon enter our final phase of inter-operability testing with selected SIP service providers. So if you want to participate in our SIP field trials please contact Joel Kao at jkao@sta.samsung.com . We estimate field trials to start mid May. In preparation for SIP Services this new V4.14K software for OS-7100, OS-7200 & OS-7400 requires a SIP stack license for SIP and H.323 trunking.

A select number of technicians working with Samsung engineering have been able to get basic SIP trunking to work with limited functionality. These earlier software versions did not require SIP licensing. Consequently before upgrading these sites to V4.14k please contact Technical Support for a SIP stack license. We already support H.323 trunking between gateways. So before upgrading to V4.14k please contact Technical Support for a H.323 license as these trunks use the same SIP Stack License. Failure to obtain a license from Technical Support before upgrading to v4.14k will cause SIP & H.323 trunking to stop working.

If you have any questions regarding this notice, please contact your Regional Sales Manager or your Customer Service Representative at the number provided below. You can also email us at BCS.Sales@samsung.com.

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