

Bulletin No. 205_OS_IP_UMS

July 8, 2009

OfficeServ™ IP-UMS General Availability for the OfficeServ™ 7200 and OfficeServ™ 7400

Samsung Telecommunications America is pleased to announce the general availability of the OfficeServ IP-UMS. The OfficeServ IP-UMS is Samsung's newest messaging platform. Consistent with the power and flexibility of the SVMi, the OfficeServ IP-UMS has enhanced functionality to provide fully synchronized Unified Messaging along with a powerful Text To Speech engine that together enables the subscriber to Listen, Record, Organize and maintain all their messaging from a suitable device of their choice.

The screenshot displays the Microsoft Outlook interface with the 'Inbox' folder selected. The inbox contains several messages from OfficeServ, including voice messages, e-mails, and a fax message. Callout boxes identify these as 'Voicemail Message', 'E-Mail Message', 'Fax Message', and 'Conversation Record'. In the foreground, a Samsung OfficeServ IP-UMS device is shown, displaying '4VM, 7EM MSGS' and the date 'Thur 11 Jun 04:51' on its screen.

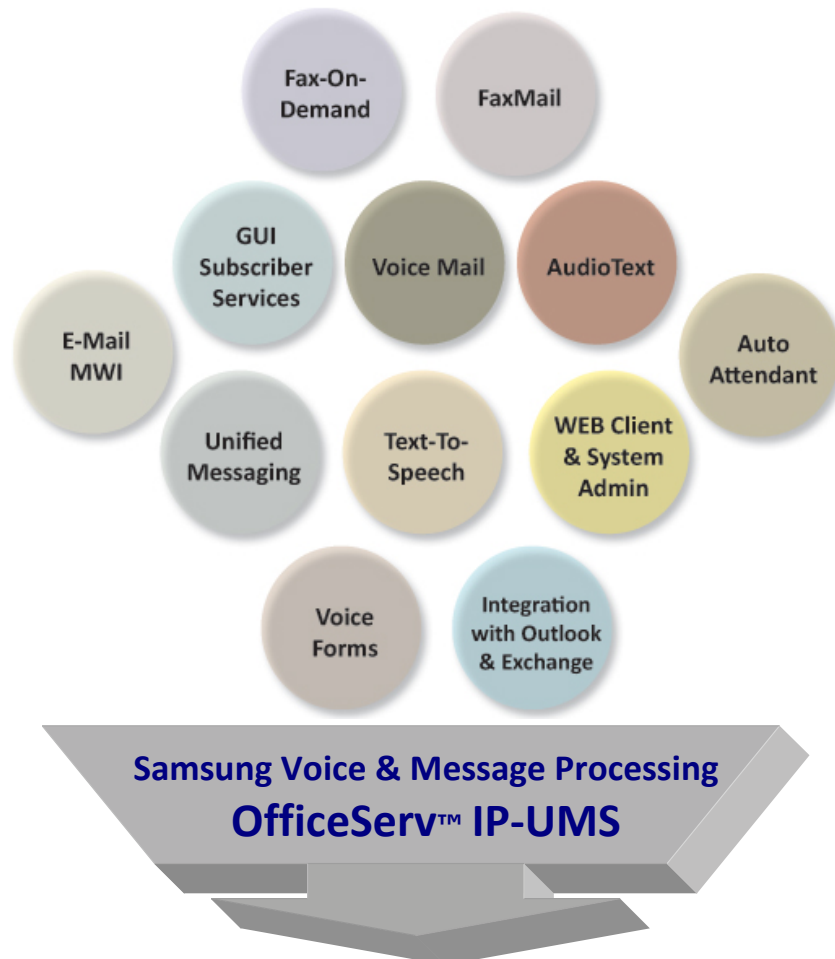
Samsung Unified Messaging
*Synchronized Telephone Mailbox
with Outlook Mailbox*

Samsung Telecommunications America
Business Communications Systems
1301 East Lookout Drive
Richardson, TX 75082

OfficeServ IP-UMS General Availability

OFFICESERV IP-UMS GENERAL DESCRIPTION

The OfficeServ IP-UMS voice processing application is a software package residing on a server, providing:



*Auto Attendant:
Voice Mail:
Unified Messaging with
Text-To-Speech:
Fax Mail:
Fax On Demand:
Fax Send:
Voice Questionnaire:
Audiotext:
and many other applications:*



OfficeServ IP-UMS Server

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The OfficeServ IP-UMS Server is an IP based platform residing on the organizations LAN communicating with Samsung's OfficeServ 7200/7400, Microsoft's Exchange/Outlook, and Client PC's, using various TCP/IP protocols, while using the SIP protocol to pass voice through Samsung's Media Gateway Interface (MGI) cards. With this IP based technology there are no physical voice boards installed in the IP-UMS Server and no corresponding station boards in the OfficeServ system.

The OfficeServ IP-UMS runs as a service on the Server. As soon as the service is initialized and started it may act as an Auto Attendant application only, Voice Mail application only, or both, immediately. It may also be licensed to provide fully synchronized Unified Messaging when integrated with Microsoft's Exchange/Outlook E-mail Server and Client applications respectively.

The OfficeServ IP-UMS can be licensed to provide from 1 to 128 ports enabling it to process up to 128 Voice calls simultaneously. The license key design allows the OfficeServ IP-UMS to be expanded economically in single port increments.



NOTE: The OfficeServ IP-UMS currently supports up to 32 simultaneous Voice Ports when connected to the OfficeServ 7200 and up to 128 simultaneous Voice Ports on the OfficeServ 7400.

Fax Send and Receive functionality for applications such as Fax-On-Demand, FaxMail, Faxing from the Desktop can also be licensed up to 8 simultaneous Fax Ports. These Voice and Fax ports are shared resources on the OfficeServ IP-UMS.



NOTE: The OfficeServ IP-UMS supports up to 2 simultaneous FAX Ports when connected to the OfficeServ 7200 using an MGI 16 and up to 8 simultaneous FAX Ports on the OfficeServ 7400 using an MGI 64.

The Fax License does not increase the available ports. It adds the fax functionality to any voice port in the OfficeServ IP-UMS.

OfficeServ IP-UMS General Availability

NEW FEATURES

With only a few exceptions the OfficeServ IP-UMS has all the same features and functionality of the SVMi E-Series. However, now residing in a stand alone server with a Window's Operating System utilizing SQL for its Database, it opens the door for additional and more enhanced features and functionality.

SYSTEM AND ADMINISTRATIVE

Though in some larger environments end users may request access to System Administration, much of the enhanced administrative functionality was designed with the Samsung dealers in mind.



OfficeServ IP-UMS Login Page

- 4 Assignable and Customizable Administrator levels
- Acts as Fax Send Server
(Total Fax ports our dictated by the Switch Model OfficeServ 7200 = 2 Fax Ports MAX and the OfficeServ 7400 = 8 Fax Ports MAX)
- Admin control over Unified Messaging and E-Mail Gateway deployment
- Automated/Unattended Database/MSG/Greeting Backups
- Better Search Functionality
- Create EXT/MBX Block ranges
- Create Multiple Administrator Accounts

OfficeServ IP-UMS General Availability

- Enhanced Switch Integration with MP s/w V4.30
 - Phone Display Names tied to EXT/MBX Label Names
 - Phone System Ring Plans can be assigned to any of the 99 OfficeServ IP-UMS Modes
 - MMC 741 can now select whether to Create an OfficeServ IP-UMS EXT, MBX, or both as well as select which OfficeServ IP-UMS Group 01 ~ 99 it gets created in.
- Many more LOG files for capturing data if trouble shooting is necessary.
- MSG Storage using either G.729 or G.711(WAV)
(With a 80GB HDD, MSG Storage equals 21,000 hours at G.729 and 900 hours at G.711)
- Scalable to 128 Ports AA/VM on the OfficeServ 7400
(This giving the ability to support larger multi Node environments with a single centralized AA/VM)
- Scalable to 32 Ports AA/VM on the OfficeServ 7200
- Selectable Backup Location
- Selectable Database/MSG/Greetings Backups
- System Prompts using TTS (requires TTS License)
- Web Admin Interface

OfficeServ IP-UMS

Home My Info SiteMap Logout

IP-UMS

Administrator System Main Menu

System Main Menu

Open Block Table

Schedule Table

Subscriber

System Parameters

Voice Studio

Operating Utilities

Port Activity

Override Mode

View System Report

Site Information

Status Screen

Browser Config

Download Control

Port 1~16

System Time : 07/05/2009 19:04

MCP Link UMS Server

Port	Mode	Active Block	Status	Port	Mode	Active Block	Status
1	Day	Day	Idle	9	Day	Day	Idle
2	Day	Day	Idle	10	Day	Day	Idle
3	Day	Day	Idle	11	Day	Day	Idle
4	Day	Day	Idle	12	Day	Day	Idle
5	Day	Day	Idle	13	Day	Day	Idle
6	Day	Day	Idle	14	Day	Day	Idle
7	Day	Day	Idle	15	Day	Day	Idle
8	Day	Day	Idle	16	Day	Day	Idle

Reporting 03/27/2009 ~ 07/05/2009

Calls To-Date	8027	Number of Subscribers	80
Average Calls per Week	553	Total Message Count	2877
Directory Accesses	45	Avg Messages/Mailbox	27.1
Times All Ports Busy	0	Disk Space Available(hour)	697

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OfficeServ

OfficeServ IP-UMS System Main Menu

OfficeServ IP-UMS General Availability

FULLY SYNCHRONIZED UNIFIED MESSAGING

(Requires Sync IP-UMS with Exchange and Outlook License)

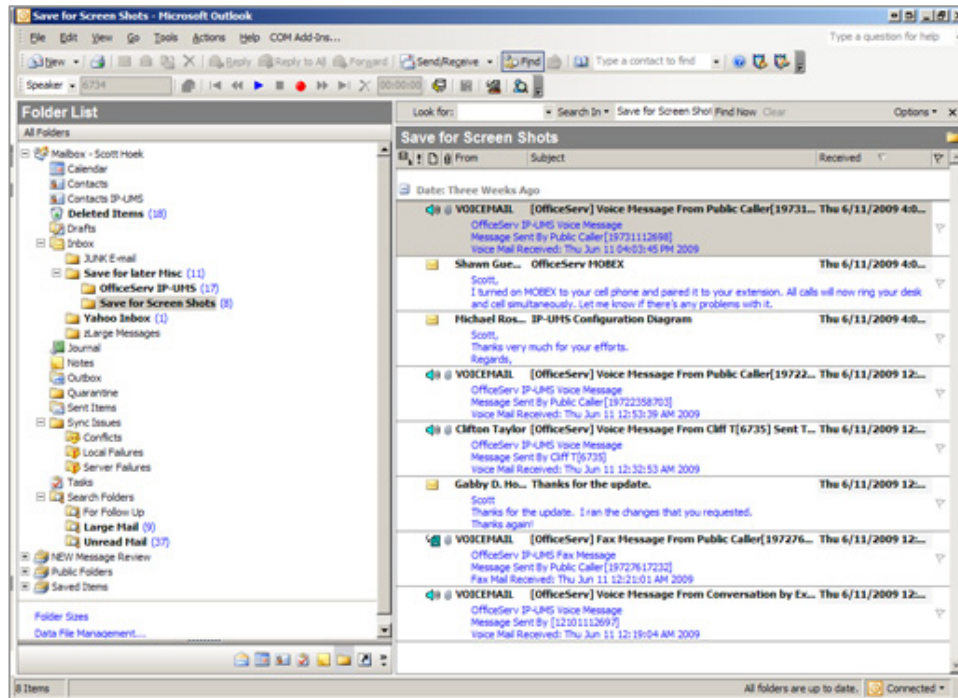
The OfficeServ IP-UMS truly unifies all your Voice Mail, Fax Mail, and E-mail messages. With features like E-Mail MWI and Text-To-Speech

- Message Status (Read, Unread, New, Saved, Deleted) are synchronized between the Telephone Mailbox (TUI MBX) and the Outlook Mailbox.
- Outlook Mailbox to TUI MBX
 - After messages are listened to in Outlook, TUI Display and MWI are automatically updated
 - Sync with ANY Folder created in Outlook Mailbox (except JUNK E-Mail folder)
 - Voice Mail Messages can be moved to any folder in the Outlook Mailbox
- Record and Send VM MSGs right from the desktop. Subscribers will receive as a VM MSG. If you add text to the Subject or Body of the MSG it is converted to an e-mail with a WAV file attachment. Subscribers will now receive an E-mail with a Wav file attachment.
- Save and Archive Voice Messages - Subscribers moving Voicemail messages outside of the scope of the Outlook Mailbox (if authorized), the VM MSG is converted to an E-mail with an attached WAV file. At Daily Maintenance time the MSG is deleted from the IP-UMS server but it is still saved to where ever the Subscriber's Personal Folder is saved.
- Send new and forwarded VM MSGs to any valid E-mail address. If the recipient is not a subscriber they will receive an e-mail with a wav file attachment.
- TUI MBX to Outlook Mailbox
 - After Voice Mail (VM) MSG and E-mail (EM) MSG is heard from the phone, Outlook Mailbox MSG status is updated.

OfficeServ IP-UMS General Availability

SUBSCRIBER/CLIENT

This section is broken down into three categories. Outlook Client Interface, Telephone User Interface (TUI), and Web Client Interface.

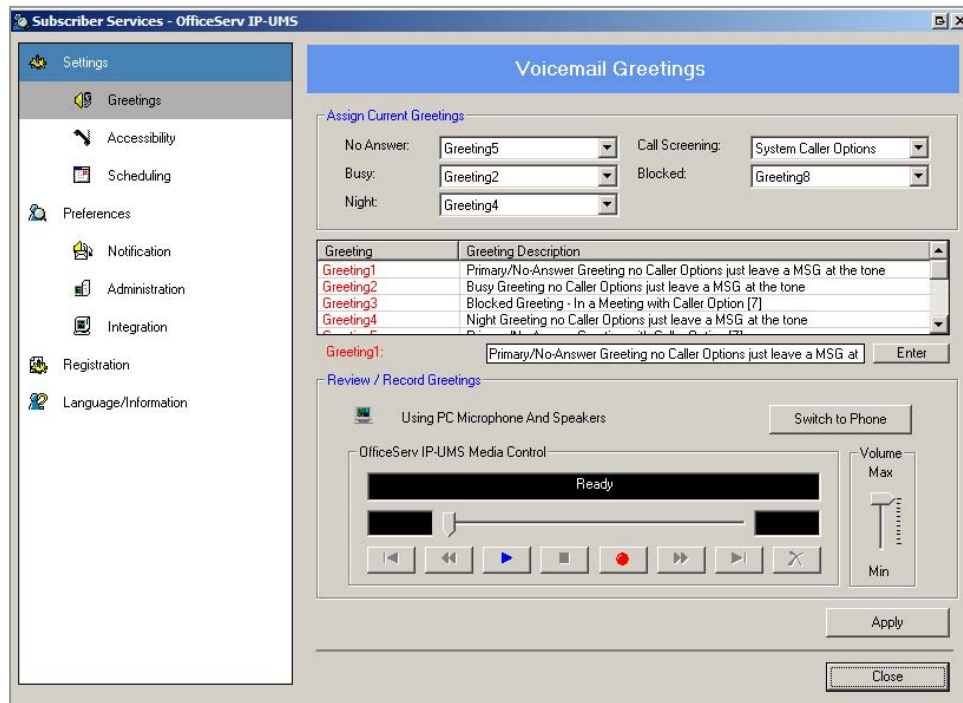


Outlook Client Interface Screen

Outlook Client Interface

- Access to Voice Mail (VM) Messages
- Add text comments to VM MSGs
- Appointment Alerts tied to Outlook's Calendar
Appointment Alerts require TTS and will speak the Subject and Body of the Appointment created in your Outlook and/or Web Client Calendar.
- Forward VM MSGs to anyone with an e-mail address.
- Receive Fax Mail
- Manage and Archive Conversation Recordings

OfficeServ IP-UMS General Availability



Subscriber Services Screen

- **Subscriber Services - NEW GUI (Graphical User Interface)**
Subscriber Services provides all the functionality of the TUI (Telephone User Interface) but in a simple, quick and easy to use GUI
 - Assign and Record Greetings
 - Change Password
 - Manage Find Me/Follow Me
 - Manage Stored Telephone Number List
 - Record Name
 - Setup Message Alert and other notifications



Media Control Toolbar

- Media Control Tool Bar
- Play, Record and Send VM MSGs
- Record Localized Meetings or Conversations
- Save and Archive VM MSGs
- Select Media Device PC's Mic/Speaker or Telephone

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OfficeServ IP-UMS General Availability

- Send Faxes from the Desktop
- Send VM MSGs as E-mails with wav file attachments to anyone with an e-mail address
- Synchronize Outlook Mailbox with Voice Mail Mailbox
 - Outlook Unread MSG = TUI Mailbox New MSG
 - Outlook Read MSG = TUI Mailbox Saved MSG
 - Outlook Deleted Items = TUI Mail box Deleted MSG

TUI Subscriber Interface

- All SVMi TUI functionality
(Except [7][7] Change Playback Volume and [9][9] Change Playback Speed)
- Group New/Saved MSGs by Voice, Fax, or E-mail MSG types
(Message Grouping always existed with SVMi just not with the ability to Groups E-Mail MSGS that is new to the OfficeServ IP-UMS)
- MWI lights for New E-mail MSGs
- Play/Listen to E-Mail Mail Messages
(Requires TTS Port and Language Licenses)



ITP-5121D Phone Display

- Phone Display shows: XX VM, XX EM MSGS
- Read E-mail MSGs can be heard in Saved MSG queue
- Undelete E-mail MSGs [6][3]. E-mail will also move from Outlook's Deleted items back to Inbox as a read MSG. Requires E-Mail MWI to be enabled.

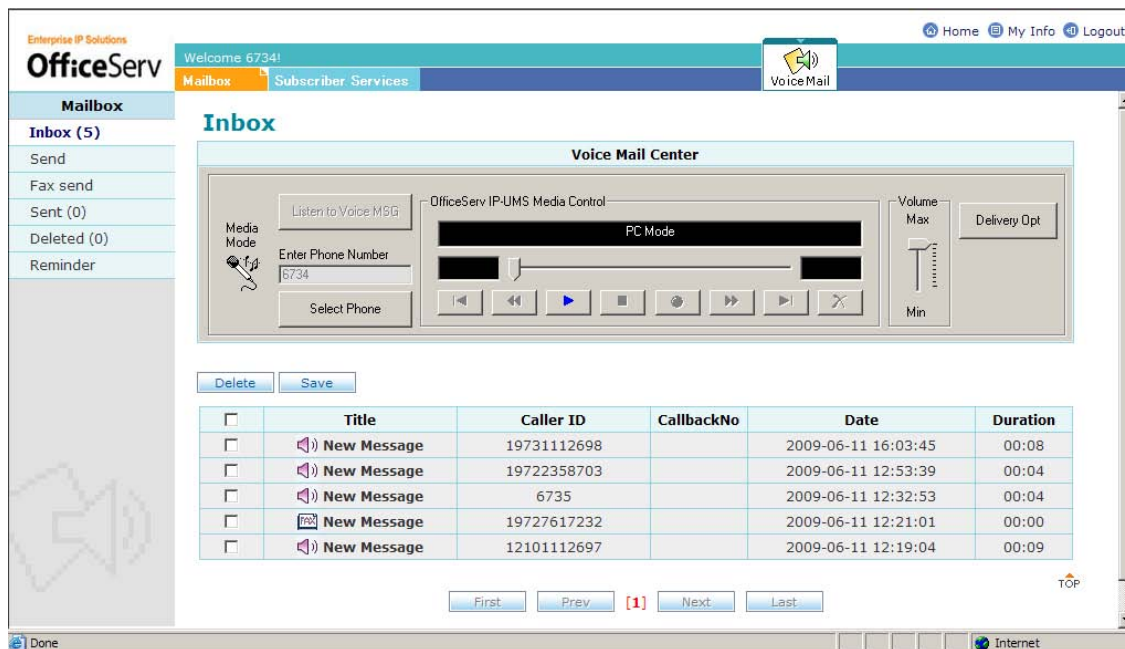
**NOTE:**

Not much is new for the TUI as it was already pretty feature rich.

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OfficeServ IP-UMS General Availability

Web Client Interface



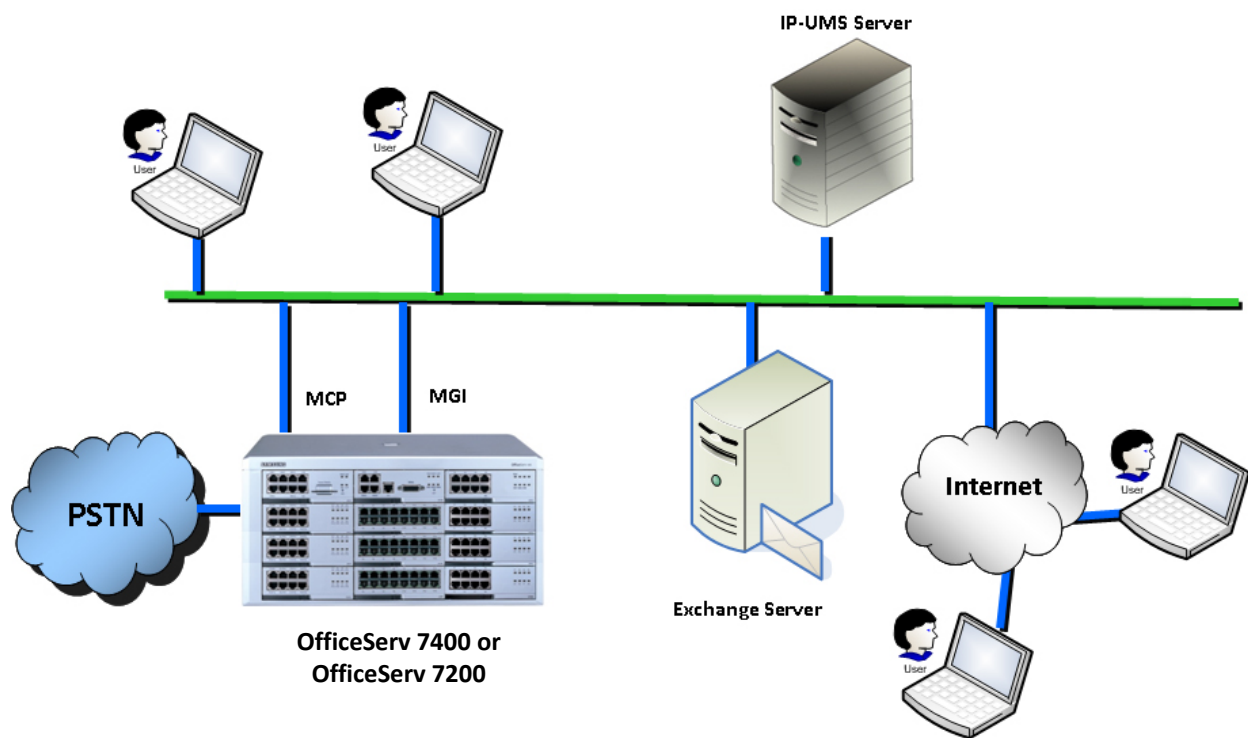
Voice Mail Center Screen

- Access to Voice Mail Messages
- Subscriber Services - NEW GUI (Graphical User Interface)
 - Subscriber Services provides all the functionality of the TUI (Telephone User Interface) but in a simple, quick and easy to use GUI
 - Assign and Record Greetings
 - Change Password
 - Manage Find Me/Follow Me
 - Manage Stored Telephone Number List
 - Record Name
 - Setup Message Alert and other notifications
- Play, Record and Send VM MSGs
- Save and archive VM MSGs
- Send/Receive Faxes
- Synchronize Web Client Mailbox with Voice Mail Mailbox

OfficeServ IP-UMS General Availability

TYPICAL CONNECTIVITY

The OfficeServ IP-UMS application is installed on a Windows based Server connected to the local area network. A typical installation is shown in the following illustration. In the illustration the OfficeServ IP-UMS, OfficeServ Switch, Microsoft Exchange Server, and all Clients are connected either on the LAN or through a WAN/Internet connection. Remote connectivity requires a router with all the required ports opened.

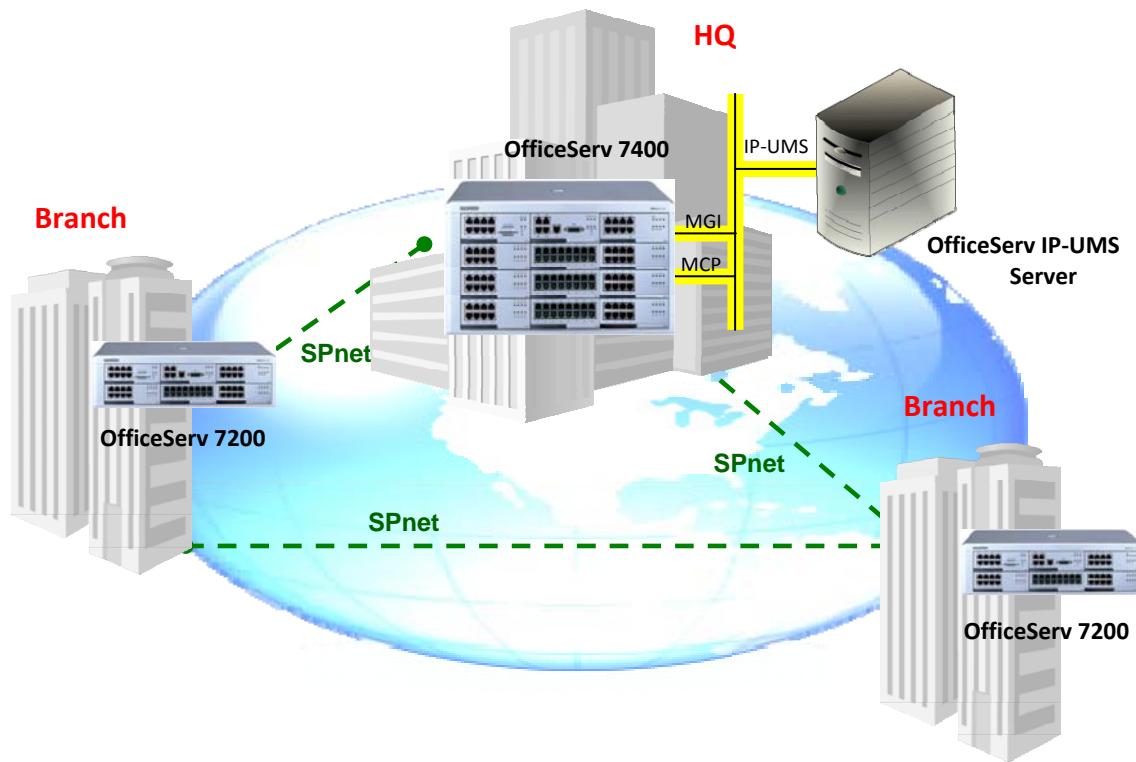
*Typical Installation Diagram***NOTE:**

Access to a LAN for remote connectivity often requires router and/or Firewall programming by the organization IP administrator(s).

OfficeServ IP-UMS General Availability

With scalability to up 128 ports when licensed to an OfficeServ 7400, the OfficeServ IP-UMS is well equipped to handle larger more enterprise focused installations. Serving as a Centralized AA/VM the OfficeServ IP-UMS can easily handle large multi-node environments.

Ideal for Centralized Auto Attendant / Voicemail



Scalability to 128 Ports

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OfficeServ IP-UMS General Availability

TECHNICAL REQUIREMENTS**NOTE:**

The OfficeServ IP-UMS requires a Local Area Network (LAN) in order to communicate with the OfficeServ Switch as well as to Microsoft Exchange and Outlook. It is understood that if the customer is expecting to integrate their Voice Messages and E-Mail Messages, that they have a LAN already in place and established or they are expecting you to install one.

OFFICESERV IP-UMS SERVER REQUIREMENTS**Hardware Requirements** (*Hardware NOT provided by Samsung*)

CPU: Intel Pentium-IV Processor or more

HDD: 30GB or more for Message storage space

(Note: Operating System, Database, Real Speak TTS engine, OfficeServ IP-UMS, and all other support applications use approximately 20 GB)

Memory: 1GB or more

CD-ROM: IDE - SCSI type (DVD/CD Combo Drive is recommended)

Other: Connectivity for LAN , Video/Monitor, Mouse, and Keyboard

Software Requirements (*Software NOT provided with OfficeServ IP-UMS*)

Operating System: Windows XP Professional (SP2), Windows 2000 Server (SP4), or Windows 2003 Server (SP1)

.NET Framework (Note: Must be install 1st before SQL)

Database: SQL Server 2005/2008 Express

SQL Server 2005/2008 Express Management Studio

Software Requirements (*Provided with OfficeServ IP-UMS*)

J2SE Java Runtime Environment

Apache Tomcat

ScanSoft Real Speak TTS Engine

OfficeServ IP-UMS Application (v.1.3.4.0 09.07.05)

OfficeServ IP-UMS General Availability

ADDITIONAL EQUIPMENT REQUIREMENTS

Exchange Server Requirements *(Software NOT Provided by Samsung)*

Exchange Server 2000 or Newer

(Note: Must have WEBDAV included or licensed)

Client PC Requirements *(Software NOT Provided with OfficeServ IP-UMS)*

Microsoft Office (specifically Outlook) 2002 or Newer

Internet Explorer 6 or newer

Client PC Requirements *(Provided with OfficeServ IP-UMS)*

OfficeServ IP-UMS Common Controls (Setup_umsclient.exe)

Web Client/System Admin Common Control

Fax Client/System Admin Common Control

Outlook Add-In

OfficeServ 7200/7400 Requirements *(NOT Provided with OfficeServ IP-UMS)*

MCP/MP-20/MP-40:09.06.01 V4.30i

LCP:08.12.05 V4.16

LP-40:08.12.08 V1.20

MGI-16:08.11.27 V1.24

MGI-64:08.11.27 V1.24

OfficeServ IP-UMS General Availability

LICENSING

There are two licenses required to operate the OfficeServ IP-UMS. Both are licensed to the MAC of the OfficeServ 7200/7400 Main Processor card.

SIP License (*This license is entered into MMC 860*)

One of the components of the SIP license is the number of SIP Application Ports. One SIP Application port is required for each IP-UMS port.

OfficeServ IP-UMS License Key (*This license is entered into the IP-UMS Server*)

- OfficeServ IP-UMS Server Software (YES/NO)
- Number of required AA/VM/UMS Ports (01 ~ 128)
- Use Exchange Server (YES/NO)
- FAX Send (YES/NO)
- FAX Receive (YES/NO)
- Number of TTS Ports (00 ~ 24)
- Number of TTS Languages (00 ~ 27)

**NOTE:**

The OfficeServ 7200 is limited to 32. The OfficeServ IP-UMS requires available MGI channels. Always make sure there are enough MGI channels installed and available to accommodate the required number of UMS ports.

OfficeServ IP-UMS General Availability

ORDERING AND LICENSE INFORMATION

OfficeServ IP-UMS Application requires two License Keys. These License Keys are generated based on the MAC address of the OfficeServ 7200/7400 Main Processor card.

The OfficeServ IP-UMS Application software CD will be made available to students attending and successfully passing the Instructor led training course here in Richardson, TX. This CD can be copied and installed as often as necessary. However, it will not communicate to the OfficeServ telephone system without the required licenses.

**NOTES:**

1. **The IP-UMS software will not be available for download from GSBN.**
2. **Certification is mandatory in order to purchase the OfficeServ IP-UMS license.** Contact your Regional Sales Manager and or Customer Service Department for specific details for ordering the OfficeServ IP-UMS License Keys.

IP-UMS LIST PRICES (Discountable)

KP CODE	DESCRIPTION	USER RANGE	Unit Price U.S.	Unit Price Canada
UMS BASE APP KP-AP3-WUM/STD	IP-UMS Application Software (0 ports)	Required	\$600.00	\$624.00
UMS SYNC MS KP-AP3-WUE/STD	Sync IP-UMS with Exchange & Outlook	YES or NO	\$725.00	\$754.00
UMS PORT KP-AP3-WUP/STD	Number of IP UMS Ports	1 ~ 128	\$225.00	\$234.00
UMS FAX SEND KP-AP3-WUS/STD	Enabling Fax Send Feature in IP UMS	YES or NO	\$180.00	\$187.00
UMS FAX RCV KP-AP3-WUR/STD	Enabling Fax Receive Feature in IP UMS	YES or NO	\$180.00	\$187.00
UMS TTS PORT KP-AP3-WUT/STD	One port of TTS to be used in IP-UMS	0 ~ 24	\$600.00	\$624.00
UMS TTS LANG KP-AP3-WUL/STD	One TTS Language to be used in IP UMS	0 ~ 27	\$325.00	\$338.00
SIP APP PORT KP-AP9-WSA/STD	SIP Application Port License	1 ~ 128	\$35.00	\$36.00

OfficeServ IP-UMS General Availability

DOCUMENTATION

The following IP-UMS support documentation is available for download from the Global Samsung Business Network (GSBN) website, www.samsunggsbn.com:

DOCUMENTATION	LOCATION ON GSBN
▪ OfficeServ™ IP-UMS and SVMi-20E Messaging Systems Sales Brochure	Communication → Sales and Marketing → Downloads → Brochures
▪ OfficeServ™ IP-UMS General Description	Communication → Sales and Marketing → Downloads → General Description
▪ OfficeServ™ IP-UMS Pre-Sales and Pre-Installation Checklist	Communication → Technical Support → Downloads → Technical Manuals
▪ Samsung Voicemail Quick Reference Guide	Communication → Sales and Marketing → Downloads → User Guides

Technical Documentation will be handed out to technicians who attend the OfficeServ IP-UMS Instructor Led class.

TRAINING AND CERTIFICATION

Training Certification is mandatory in order to purchase the OfficeServ IP-UMS licenses. The OfficeServ IP-UMS (course #2020-01-IL) is a 5 day instructor led class that includes hands-on practical labs. Each student workstation is equipped with all the equipment necessary to have complete hands on training as if they were installing the OfficeServ IP-UMS for a customer of their own. The training room itself is set up so each student has access to a shared Exchange server and in house CO providing PRI, T1, and

Analog trunks to every Student station. Each student can emulate a real life everyday installation. Please refer to course details below.

COURSE NAME	OfficeServ IP-UMS
COURSE NUMBER	2020-01-IL (INSTRUCTOR LED)
DESCRIPTION	Designed for technicians who will install, configure/program, and create applications on the OfficeServ IP-UMS.
CERTIFICATION	OfficeServ IP-UMS – Technical Support for OfficeServ IP-UMS application.
CLASS LENGTH	5 days

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COURSE CONTENT	<p>OfficeServ IP-UMS software installation, hardware requirements, integration to OfficeServ 7200 & 7400, OfficeServ IP-UMS block structure and application (call routing) development.</p> <p>Lab exercises include set up the IP-UMS Server with SQL, Java, Apache Tomcat Real Speak TTS engine and IP-UMS Server software. Installation of Client Common Controls and Outlook Add-In.</p> <p>Final examine includes written test plus complete IP-UMS set up from scratch.</p>
PREREQUISITES	<p>OfficeServ 7200/7400 certification, SVMi E-Series certification, OfficeServ ITP certification and OfficeServ SPNet certification.</p> <p>Note: A strong working experience with SVMi applications as well as working knowledge of Exchange email server and outlook email client is required.</p>
COST PER PERSON	\$300

UPCOMING OFFICESERV IP-UMS CLASSES

Class Number	Course Number	Class	Start Date	End Date	Class Duration	Location	Seats Available
TX080309	2020-01-IL	OS IP-UMS	08/03/09	08/07/09	5 days	Richardson, TX	6
TX090709	2020-01-IL	OS IP-UMS	09/07/09	09/11/09	5 days	Richardson, TX	6
TX091409	2020-01-IL	OS IP-UMS	09/14/09	09/18/09	5 days	Richardson, TX	6
TX101209	2020-01-IL	OS IP-UMS	10/12/09	10/16/09	5 days	Richardson, TX	6
TX110909	2020-01-IL	OS IP-UMS	11/09/09	11/13/09	5 days	Richardson, TX	6
TX120709	2020-01-IL	OS IP-UMS	12/07/09	12/11/09	5 days	Richardson, TX	6

Seats are limited. Classes are filled on a first come first serve basis.

To purchase this course, go to <https://samsung.plimus.com> or login to the GSBN website and click on the "Buy Certification Courses" button from the Home Page. Click on the "Instructor Led Courses" button and select the OfficeServ IP-UMS course. Fill out all Pre-requirement Information. If you have ordered a course before, enter your Plimus username and password to log in and place your order. If this is your first time ordering, create a new account with Plimus via the New Account form.

After your order has been processed you will receive three e-mails: 1. From Samsung Training Department (BCS.Training@samsung.com) acknowledging your order, 2. From Plimus Sales with the Receipt for your Payment and the order reference number, and 3. A confirmation letter from the Samsung Training Department.

If there are any questions regarding this notice please contact your Regional Sales Manager or Samsung Technical Support via email at BCS.Support@samsung.com.

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