

Bulletin No.: 207_OfficeServ_7030

December 14, 2009

The New OfficeServ™ 7030 Small Office Solution

Samsung Telecommunications America is pleased to announce the general availability of the OfficeServ 7030 Small Office Solution. Orders will be accepted beginning Monday, December 14th, 2009.

We are expanding the OfficeServ 7000 Series family with the addition of the OfficeServ 7030 targeted for the smaller businesses. Finally, a small business solution providing 2 embedded ports Automated Attendant, VoIP services, IP telephones, CTI applications, wireless voice and data, Voice Networking and connectivity to the legacy TDM world, all in a single, compact solution. The OfficeServ 7030 is targeted for the 3 to 8 station market.

The OfficeServ 7030 can be wall mounted, or set on a table top. The compact cabinet design, RJ-45 connectors, and CAT 5 cabling provides easy installation and integrates with existing data equipment.



- **POWERFUL!** Even though it can support up to 16 IP phones, the OfficeServ 7030 still offers most of the same robust feature set of the other Samsung systems.
- **PLUG-N-PLAY!** The 7030 comes pre-configured and pre-labeled to make for a quick and fast install. The modular design makes it simple to take it out the box, plug in the daughter modules, plug in the phones, connect the telco lines, and you are up and running with Caller ID name and number, all stations ringing, DSS/BLF buttons on every

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phone, speed dial and call log working. The three, 14 button DS phones that it comes with are already labeled with 4 CO lines and DSS/BLF buttons (squared) on every phone.

- **FLEXIBLE!** This platform is completely flexible. Configure it how your customers need it: TDM or IP Phones, iDCS or DS phones, Analog or SIP Trunks, Converged or Pure IP, Squared or Customized, Main Office or Branch Office, Networked or Standalone.
- **EXPANDABLE!** Grow as your company grows, this system can be expanded in various combinations of digital phones, IP phones, single line phones or CO lines. Digital stations can be added over time by way of economical 2 or 4 port station modules.
- **MANAGING REMOTELY!** Manage your OfficeServ 7030 systems from anywhere in the world using the *Installation Tool/Web Management* for administration and configuration of the phone system and Automated Attendant/Voice Mail. Just download the application from the GSBN web site and you are up and running. All you need is Internet Explorer 6.0 and Internet/Intranet access. The Web Management Server is embedded on the OS 7030 main unit.
- **VOIP FOR SMALL BUSINESSES!** Remember, the OfficeServ 7030 is an IP TELEPHONY PLATFORM. You can license up to 8 channels of VoIP/SIP trunks with up to 4 embedded MGI channels. The next time your customer demands local IP telephone set deployments, don't let the competition steal the sale. Install up to 16 IP terminals per system (local or remote).
- **VOIP TRUNKS ON THE SMALL END!** Another advantage of the OfficeServ 7030 is that it's SIP compatible. Use the SIP trunking licenses to provide VoIP connectivity to the cost effective SIP Service Provider of your choice. This means up to 8 VoIP trunks on a very small platform.
- The SIP service also provides Direct Inward Dialing (DID) that will allow each station user to have their individual published numbers. In some cases, this may eliminate the need for a live or automated attendant to answer incoming calls. Incoming calls are directly routed to the intended user. How about that! DID on a very small system.
- **CORPORATE COMMUNICATIONS!** Now here is a real solution. The main office has a few employees that work at a branch office(s) location. The 7030 is the perfect fit. The 7030 can be networked to the main office using SPNet over IP for convenient, cost effective communications back to the corporate headquarters. In addition, use a 4TM to provide local trunking, 911, and toll bypass from the branch office location.

The OfficeServ 7030 includes all of these functions, PLUS the same robust, time proven, market tested feature package offered on all the Samsung OfficeServ systems products.

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BENEFITS

- **STANDARD** – Two built-in Single line ports for fax, answering machines, cordless phones etc (No UNI card or SLI boards required).
- **STANDARD** – Two ports on Automated Attendant with 3 default languages (English, French, Spanish). Other foreign languages are available and can be downloaded separately from the Samsung GSBN website when necessary.

Note: The embedded Voice Mail application (with 14 hours of storage and 256 mailboxes) are optional (License Key required).



- End-to-End Samsung components, Samsung Support and Samsung Training. The Ultimate in One-Stop shopping and maintenance.
- Prepackaged 0 x 4 x 2 default system with 3 pre-labeled 14 button DS phones (trunks are optional).
- Modular design, quick and simple to install.
- Standalone or networked (Branch Office Only).
- The OfficeServ 7030 networks (via SPNET over IP) to other OfficeServ systems (OfficeServ 7400, 7200, 7200-S, 7100, 500 or 100).
- Embedded MGI channels (Licensed in 1 port increment, maximum of 4 channels).
- Built-in Common Resources (DTMF senders/receivers, CID DSP senders /receivers, Conference circuits, MPS channels) at no extra cost.

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NEW OFFICESERV 7030 HARDWARE

1. **CABINET:** The main unit provides processing, memory and switching to control system operation. The cabinet has 2 built-in SLT ports, two 4 port slots for station cards (slots 2 and 3), one 4 port slot for an analog trunk card (4TM), and 1 slot for the internal modem card. The 7030 also has a LAN port, and a MISC port equipped on the cabinet. The cabinet comes equipped with a wall mount template, AC power cord, power supply, and battery backup cable assembly.

Embedded Automated Attendant/Voice Mail Ports: The 7030 main unit includes 2 ports of embedded Samsung Automated Attendant (standard). To activate the voice mail application, a resource license key is required.

Note: the Automated Attendant and Voice Mail both use the same 2 ports for processing calls. Two total AA/VM ports are available on the OS7030 system.

Voice Mail (Optional, requires License Key)

- 2 ports (AA/VM)
- Over 14 hours of voice mail storage
- Up to 256 voice mail subscribers
- Deliver voice messages to any email address as a .wav attachment (E-Mail Gateway).
- AMIS network support

NOTE: The Voice Mail license key can be ordered from the Samsung GSBN site <http://www.samsunggsbn.com>

MGI Channels (Media Gateway Interface): The 7030 main unit includes 4 MGI channels. These embedded channels can be made available by purchasing one port licenses up to 4 channels maximum. The embedded MGI supports the following features:

- IP Phones
- IP Networking (Network multiple systems over an IP Network)
- G.729 (8K) Codec, G.723.1, G.711, G.729A Codecs
- IP Trunking (H.323 not supported on the OS 7030)
- T.38 Fax CODEC
- In-band or Out-of-band signaling of DTMF tones

NOTE: MGI license keys can be ordered from the Samsung GSBN site <http://www.samsunggsbn.com>

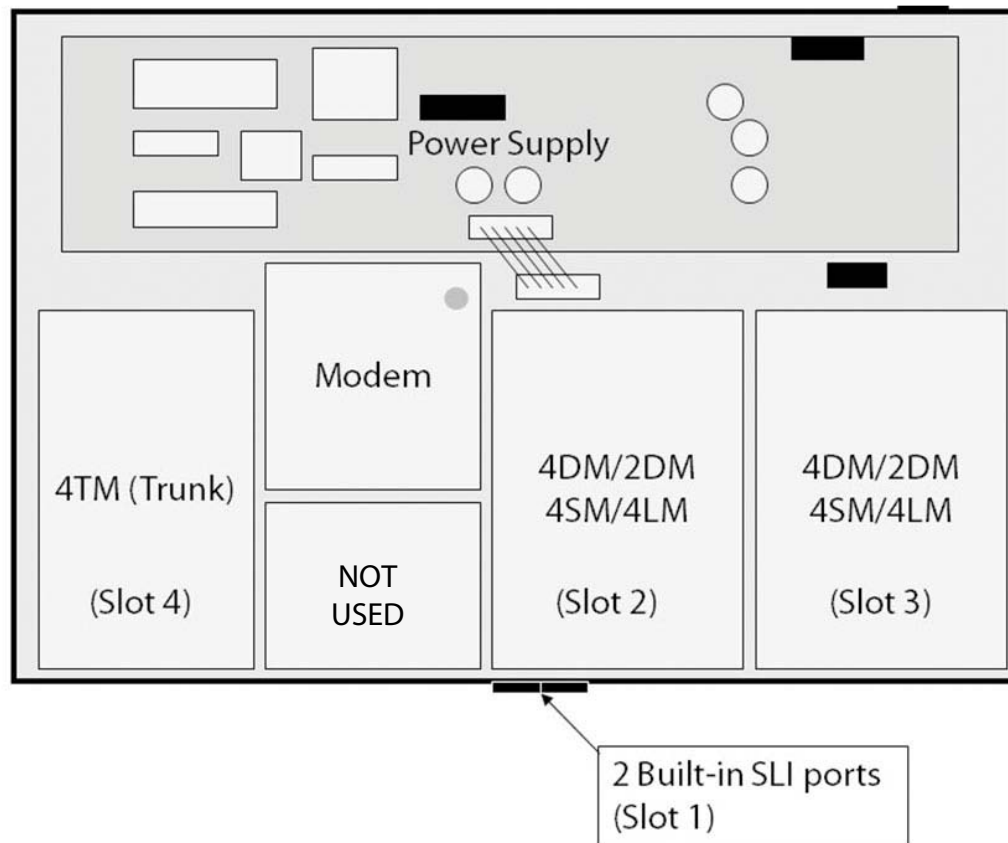
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Common Resources: The OfficeServ 7030 main unit provides the following shared resources:

- 6 conference circuits (add-on and group conferencing).
- 4 CID DSP senders/receivers. They decode Caller ID for incoming calls on loop start. lines and deliver Caller ID to single line ports.
- 4 DTMF senders/receivers provided for DTMF sending and tone detection.
- 16 MPS (Media Proxy Server) channels.

MISC Port: The 7030 main unit provides an 8 pin MISC connector on the front panel of the unit to connect BGM/MOH input, external paging output, and connection to two dry contact relays. These relays can be used for external paging zone control, common bell, or loud bell.

- 2. INTERFACE MODULES:** 6 types of interface modules are available. They provide for flexible configuration and economical expansion. The following diagram and module descriptions provide a clear picture of how the OfficeServ 7030 is configured.



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2DM (FOUR PORT DIGITAL LINE MODULE): This daughter module is a two circuit digital interface module that supports connection to the Samsung iDCS and DS Series Telephones. The module can be installed on the 7030 main unit in slots 2 and/or 3 of the main unit.

4DM (FOUR PORT DIGITAL LINE MODULE): This daughter module is a four circuit digital interface module that supports connection to the Samsung iDCS and DS Series Telephones. The module can be installed on the 7030 main unit in slots 2 and/or 3 of the main unit.

4SM (FOUR PORT SINGLE LINE MODULE): This daughter module is a four circuit analog station interface module that supports connection to industry standard single lines. This card supports single lines and Caller ID. The card can only be installed in slots 2 and/or 3 of the main unit.

4TM (FOUR PORT TRUNK LINE MODULE): This daughter module contains four analog loop start CO line circuits with disconnect detection. It also supports **Caller ID name and number** if provided by the Telco. The card can only be installed in slot 4 of the main unit.

4LM (FOUR PORT LAN MODULE): The 4LM provides four 10/100 Base-T ports performing layer 2 switching. The 4LM provides connection for four data ports. These ports can be used to connect ITP phones, SPNet, LAN Printers, PC programming, uplink to other data switches or any other Ethernet devices. The module can only be installed in slots 2 and/or 3 of the main unit. This card does not support PoE or uplink connection to 7030 main unit. Local power must be provided for the ITP phones and other data devices plugged into the 4LM.

MODEM Daughter Board: The 7030 main unit can accommodate the optional modem daughter board used in the OfficeServ 500. This daughter board can be used for modem access for system administration using the Installation Tool as a backup for LAN connectivity. The card can only be installed in a dedicated connector on the main unit.

SYSTEM HARDWARE CAPACITIES

The following tables 1~2 indicate all the interface cards compatible with the OfficeServ 7030, the location and maximum number of each card type, and the maximum software capacities.

Interface Card	Location	Total
2DM	Slots 2 & 3	2
4DM	Slots 2 & 3	2
4SM	Slots 2 & 3	2
4TM	Slot 4 (Dedicated)	1
4LM	Slots 2 & 3	2
MODEM	Dedicated Slot	1

Table 1

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ITEM	MAXIMUM #	AVAILABLE HARDWARE
Max # of Analog Trunk Ports	4	1 4TRK cards = 4
Max # of SIP Trunk Ports	8	2 virtual slots x 4 ports = 8
Max # of SPNet Trunk Ports	8	2 virtual slots x 4 ports = 8
MAX # OF TRUNKS CANNOT EXCEED 8.		
Max # of Analog Sets	10	2 4SM + 2 ports = 10
Max # of Digital Sets	8	2 4DM = 8
Max # of Samsung IP Phone Ports	16	4 virtual slots x 4 ports
Max # of Samsung Softphone	16	4 virtual slots x 4 ports
Max # of WLAN Phone Ports	16	4 virtual slots x 4 ports
Max # of SIP Station Ports	16	4 virtual slots x 4 ports
MAX # OF STATION PORTS CANNOT EXCEED 20.		
Max # of AA/VM Ports	2	2 AA ports (2 VM ports need license key)
MAX STATIONS + TRUNKS + VM/AA	30	20 STN + 8 TRUNKS + 2 VM = 30
Max # of MGI Ports	4	4 MGI Embedded (needs MGI license key)
MAX # OF MGI PORTS CANNOT EXCEED 4.		
Max # of Virtual SLI Ports	20	5 virtual slots x 4 ports
Max # of Virtual DLI Ports	20	5 virtual slots x 4 ports
MAX # OF VIRTUAL ANALOG + DIGITAL STATION PORTS CANNOT EXCEED 20.		
Max # of Network Nodes	99	
Max # of Station Group Members	16	
MPS Channels	16	8 MPS Calls (2 Channels per MPS call)

Table 2

SYSTEM SOFTWARE

The initial OfficeServ 7030 software release Version is v4.41a dated 07.10.09. The supporting Installation Tool version is 1.43b or higher.

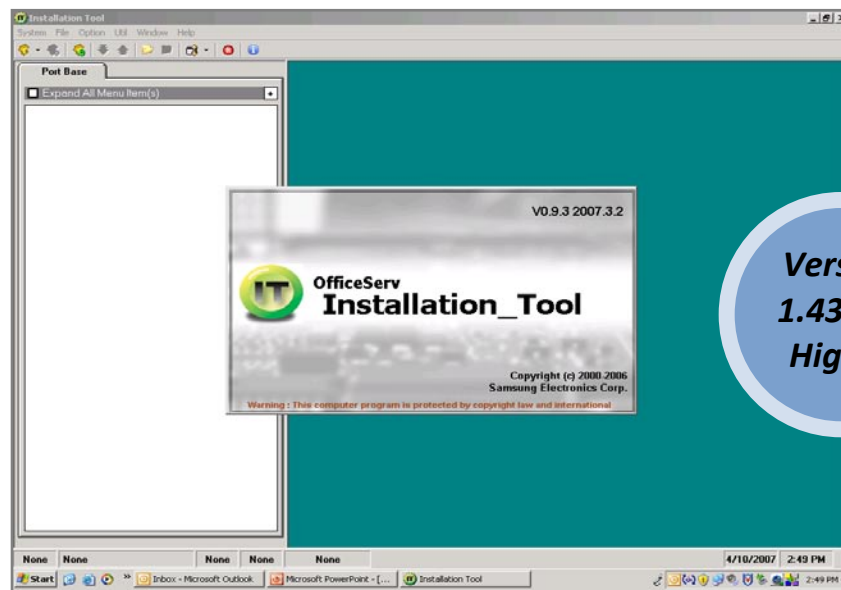
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PROGRAMMING AND ADMINISTRATION

There are three methods to program the OfficeServ 7030.

1. **KMMC:** Program from any display keyset on the system.
2. **Installation Tool (Phone System Configuration & Administration)**

The OfficeServ 7030 can be managed with the OfficeServ Installation Tool. Upload and download system databases to your PC, configure and program the system locally or remotely over an IP network or modem connection, view customer's database offline, perform software upgrades. This application software can be loaded locally on a PC.



3. **Web Management (Voice Mail/Automated Attendant Configuration and Administration)**

The OfficeServ 7030 embedded Samsung automated attendant/voice mail is managed through the Web Management interface. The Web Management tool runs on an embedded Linux operating system with the Apache Web Server loaded. The Web Management console can be accessed from Internet Explorer 6.x. It allows configuration, backup/restore and user account management.

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CTI APPLICATIONS

The OfficeServ 7030 supports the same suite of OfficeServ applications as the other OfficeServ systems:

- OfficeServ Link , OfficeServ EasySet,
- OfficeServ Operator
- OfficeServ Call
- OfficeServ DataView

OfficeServ Open TSP is available by special request.

ORDERING

OfficeServ 7030 DS KIT

The OfficeServ 7030 can be ordered as a package with a single material code: F-B-OS7030-01 for the **7030 DS KIT** or as individual components.

OfficeServ 7030 License Keys

The OS7030 has license keys that are unique to the 7030 system (version 4.41a software or higher) and may need to be ordered to complete the system's order. Below is a chart of the license keys available to the OS7030 and the part numbers required to order them:

Resource License (Enter in MMC 860)		
KP-AP5XWMG/XAR	MGI Channels on 7030 (Sold in increments of 1 to 4)	0 ~ 4
KP-AP5XWVM/XAR	Voice Mail on 7030 (2 ports)	Yes or No
SIP License (Enter in MM 860)		
KP-AP9XW3P/XAR	3rd Party SIP (One per SIP phone / device)	0 ~ 16
KP-AP9XWTS/STD	SIP Trunks to SIP Service Provider for OS-7030	0 ~ 8
Service License (Enter in MM 860)		
KP-AP1XWSP/XAR	OfficeServ SoftPhone	0 ~ 16
KP-AP6XWMX/STD	Executive MOBEX users	0 ~ 4
KP-AP9XWS3/STD	7030 SPNet LIC	Yes or No

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Note: The SPNet and voice mail license keys are new. Previous released OfficeServ systems did not require a license key to enable SPNet (IP networking) or voice mail application. The embedded Automated Attendant does not require a license key.

The OfficeServ 7030 system and components are listed in the new Excel Price List available for downloading from the GSBN website as well as online ordering effective December 14, 2009. Resellers: please contact your Distributor for ordering information.

DOCUMENTATION

OfficeServ 7030 Sales Brochure

An OfficeServ 7030 brochure is available for ordering using normal Samsung ordering procedures ([F-L-OS7030](#)). A PDF of the brochure is available on the GSBN web site (<http://www.samsunggsbn.com>) under Communications, Sales and Marketing, Downloads, Brochures.

Documentation & Technical Manual

The OfficeServ 7030 General Description, OfficeServ System Administration Guide, OfficeServ User Guides, Installation Guide, and Technical Manual fully explain all OfficeServ 7030 features and functionality. The OfficeServ 7030 Technical Manual zip file includes the new 7000 Series Common Programming Procedures manual. The Voice Mail User Guide is included in the Keypad User Guides in the User Instructions Section of the Technical Manual. These documents are available for download on the GSBN website under Communication, Technical Support, Downloads, Technical Manuals. Printed copies of the Technical Manual, General Description, and User Guides can



OfficeServ 7030 Technical Manual—Home Page

be purchased online using the Samsung-FedEx Office Print-on-Demand web site (<https://docstore.fedex.com/samsung>). If you have questions regarding the FedEx Office web site or how to access this site, contact Samsung Customer Service.

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OfficeServ 7030 Product Presentation

The OfficeServ 7030 Product Presentation is also available on the GSBN web site (<http://www.samsunggsbn.com>) under Communications, Sales and Marketing, Downloads, General Description.

This bulletin, the above mentioned presentation and the listed technical documents will provide the necessary information to begin proposing, installing and supporting the OfficeServ 7030 system.

TRAINING/CERTIFICATIONS

Samsung provides a convenient online *OfficeServ 7030 Transition Course (#1040-01-0L)* for technicians to access and learn about the 7030 on their own time. The cost of the 7030 course is \$75.00.

The OfficeServ 7100 Online Certification Course (#1030-03-0L) is a prerequisite to OS 7030 Transition Course and must be completed prior to taking the 7030 Transition Course. The course covers the differences between the OS7100 and OS7030 systems. Successful completion of this course is required to receive FREE Technical Support on the 7030 system. Additional certifications for advanced applications on the 7030 are available in other Certification Courses. An instructor led course is not available for OfficeServ 7030 certification.

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; you will be redirected to another website. Samsung has contracted Plimus to process secure online orders and collect payments. Read the instructions on the landing page before purchasing a course. It is also very important that you meet all prerequisite requirements before you purchase a course.

Click on the Online Courses button and select the OfficeServ 7030 online course. Fill out all Pre-required Information. If you are purchasing the course for someone other than yourself, please enter the student’s Samsung Online Training ID and their information (Samsung account number, company name, student name, phone number and e-mail) in the fields provided.

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. From Samsung

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Training Department informing you that the course is available on the LMS for you to launch. Please allow 24 business hours for the course to appear on your queue.

If you have questions regarding this training course please contact Samsung Technical Training at 1-800-876-4782 or via e-mail at bcs.training@samsung.com

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.