

# OfficeServ™ 500

## IP-Enabled Communications Platform

The OfficeServ™ 500, Samsung's premier communications platform in our elite line of telephony products, is designed to meet the current and future needs of medium to large companies.

The IP-enabled OfficeServ™ 500 is the platform for Samsung's new OfficeServ™ Suite of Applications including Voice over Internet Protocol (VoIP) Keysets, both local and remote, and IP networking. These applications provide significant cost savings in fax and toll charges and offer unmatched flexibility to support remote locations.

Samsung's OfficeServ™ Applications help your business run smoothly and ease the administrative complexity of other telephone systems. The OfficeServ™ 500 provides full support for Samsung's E-Mail Gateway and OfficeServ™ Wireless, a wireless mobility solution that meets your company's mobility needs and keeps your employees in touch.

IP-enable your business today by unleashing the power and flexibility of the OfficeServ™ 500. OfficeServ™ IP Keysets and IP networking, coupled with the integrated feature-rich solutions provided by the OfficeServ™ 500, provide business solutions that keep your customers satisfied and your company running efficiently.

A man in a blue shirt is shown from the chest up, holding a black telephone handset to his ear. The background is a soft, out-of-focus blue.

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# OfficeServ™ 500 Features & Specifications

## System Features

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| Account Code Entry <ul style="list-style-type: none"><li>Forced-Verified</li><li>Forced-Not Verified</li><li>Voluntary</li></ul> Account Code KeyAccount Code Key-One TouchAdministrator Program KeyAll Call Voice PageAttention ToneAudio Message with Alarm (Timer) ReminderAuthorization Codes <ul style="list-style-type: none"><li>Forced</li><li>Voluntary</li></ul> Auto Answer on COAuto Attendant†Automatic Call Distribution (ACD)Automatic HoldBackground MusicBranch GroupCall Activity DisplayCall Center <ul style="list-style-type: none"><li>Agent Busy/Manual Wrap-Up Key</li><li>Agent Pin (ID) Numbers</li><li>Agent Login &amp; Logout</li><li>Automatic Logout</li><li>Automatic Wrap-Up Timer</li><li>Priority Call Queuing</li><li>Embedded Reporting Package<ul style="list-style-type: none"><li>Agent Statistics</li><li>Call Statistics</li><li>Group Supervisors</li><li>Printed Reports</li></ul></li><li>OfficeServ™ DataView<ul style="list-style-type: none"><li>UCD Statistics</li><li>UCD Monitoring</li><li>Wall-Style Display Window</li></ul></li></ul> Call CostingCaller Identification† <ul style="list-style-type: none"><li>Automatic Number Identification (ANI)</li><li>Calling Line Identification (CLI)</li></ul> | Caller ID Features <ul style="list-style-type: none"><li>Name/Number Display</li><li>Next Call</li><li>Save Caller ID Number</li><li>Store Caller ID Number</li><li>Inquire Park/Hold</li><li>Caller ID</li><li>Caller ID Review List</li><li>Investigate</li><li>Abandon Call List</li><li>Caller ID on SMDR</li><li>Number to Name Translation</li><li>Caller ID to PSTN</li><li>Caller ID to Analog Port</li></ul> Call Forwarding <ul style="list-style-type: none"><li>All Calls</li><li>Busy</li><li>No Answer</li><li>Busy/No Answer</li><li>Forward DND</li><li>Follow Me</li><li>External</li><li>To Voicemail</li><li>Preset Destination</li><li>Preset Forward Busy</li></ul> Call Hold <ul style="list-style-type: none"><li>Exclusive</li><li>System</li><li>Remote</li></ul> Call Park and PageCall Pickup <ul style="list-style-type: none"><li>Directed</li><li>Groups</li><li>Established</li></ul> Call RecordingCall Waiting/Camp-OnCaller Emergency Service ID (CESID)Centrex/PBX UseChain DialingChain ForwardClass of ServiceCommon Bell Control | Computer Telephony Integration <ul style="list-style-type: none"><li>OfficeServ™ Link</li><li>OfficeServ™ Easy Set</li><li>OfficeServ™ DataView</li><li>OfficeServ™ Call</li><li>OfficeServ™ Operator</li><li>OfficeServ™ Open TSP††</li><li>OfficeServ™ SoftPhone</li></ul> Conference <ul style="list-style-type: none"><li>Add-On (5 party)</li><li>Unsupervised</li><li>Split</li></ul> Conference GroupCustomer Set RelocationData SecurityDatabase PrintoutDaylight Saving Time-AutomaticDialed Number Identification Service (DNIS)Direct In LinesDirect Inward Dial (DID) T-1/Copper <ul style="list-style-type: none"><li>Day/Night Routing</li><li>Busy or Camp-On Option</li><li>MOH Source</li><li>DID Call Limits</li></ul> Direct Inward System Access (DISA)Direct Trunk SelectionDirectory NamesDISA SecurityDistinctive RingingDoor Lock Release (Programmable)Door PhonesE & M Tie Lines (T1/Copper)Executive Barge-In (Override) <ul style="list-style-type: none"><li>With Warning Tone</li><li>Without Warning Tone</li><li>Trunk Monitor or Service Observing</li></ul> External Music InterfacesExternal Page InterfacesFlash Key OperationFlexible NumberingGround Start Trunks (T1/Copper)Group Busy SettingHot Line | Hospitality System (iDHS)In Group/Out of GroupIncoming Call DistributionIncoming/Outgoing ServiceIndividual Line ControlIP KeysetsISDN Service <ul style="list-style-type: none"><li>Primary Rate Interface (PRI)</li><li>Basic Rate Interface (BRI)</li></ul> LAN InterfaceLeast Cost RoutingLive System Programming <ul style="list-style-type: none"><li>From any Display Keyset</li><li>With a Personal Computer</li><li>With Remote ITP Keyset</li></ul> Meet Me Page and AnswerMemory ProtectionMessage Waiting IndicationsMessage Waiting KeyMicrophone On/Off per StationMobility SolutionMultiple Language SupportMusic on Hold FlexibleMusic on Hold SourcesNetworking <ul style="list-style-type: none"><li>QSIG over IP</li><li>QSIG over PRI</li></ul> Off Premises Extensions (OPX)OfficeServ™ WirelessOperator GroupOverflow <ul style="list-style-type: none"><li>Operator</li><li>Station Group</li></ul> Override CodesPaging <ul style="list-style-type: none"><li>Internal Zones (5)</li><li>External Zones (4)</li><li>All External</li><li>Page All</li></ul> Park OrbitsPrime Line SelectionPriority Call QueuingPrivate LinesProgrammable Line PrivacyProgrammable TimersRecalls | Recall to OperatorRedial ReviewRemote Programming—PCRing Modes <ul style="list-style-type: none"><li>Time-Based Routing Plans</li><li>Automatic / Manual</li><li>Holiday Schedule</li><li>Temporary Override</li></ul> Ring Over PageSecretary PoolingSingle Line ConnectionsSpeed Dial Numbers <ul style="list-style-type: none"><li>Station &amp; System List</li></ul> Speed Dial by DirectoryStation Hunt Groups <ul style="list-style-type: none"><li>Distributed</li><li>Sequential</li><li>Unconditional</li></ul> Station Message Detail Recording (SMDR)Station PairSystem AlarmsSystem Maintenance AlarmsSystem DirectoryTenant Services (2)Toll Restriction <ul style="list-style-type: none"><li>By Day or Night</li><li>By Line or Station</li><li>Eight Dialing Classes</li><li>Special Code Table</li></ul> Toll Restriction OverrideTone or Pulse DialingTraffic ReportingTransfer <ul style="list-style-type: none"><li>Screened/Unscreened</li><li>Voicemail Transfer Key</li><li>With Camp-On</li></ul> Trunk GroupsUniform Call Distribution (UCD)†Universal AnswerVirtual ExtensionsVoicemail <ul style="list-style-type: none"><li>Integrated (In-skin)</li><li>In-Band Signaling</li></ul> Voice over IP (VoIP)Walking Class of ServiceWireless Handsets |
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## Station Features

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| Add-On ModulesAppointment ReminderAutomatic HoldAutomatic PrivacyBackground MusicBusy Lamp Field (BLF)Busy Station CallbackCall Coverage KeyCall ForwardingCall Forwarding OverrideCall LogsCall PickupDirect Station Selection (DSS)Divert to VoicemailDo Not Disturb (Override)Do Not Disturb (Programmable)Door Lock ReleaseExclusive HoldGroup ListeningHeadset OperationHearing Aid CompatibleLine Queuing with CallbackLine SkippingLoud Ringing InterfaceManual SignalingMessage Waiting Light/IndicationMute Microphone/HandsetOff-Hook RingingOff-Hook Voice Announce (Executive)Off-Hook Voice Announce (Standard)One Time Do Not Disturb | One Touch Dialing KeysOn-Hook DialingPrivacy ReleaseProgrammable KeysProgrammed Station MessagesProtection from Barge-InRedial <ul style="list-style-type: none"><li>Auto Retry</li><li>Last Number</li><li>Manual Retry with LNR</li><li>Memo Redial</li><li>Save Number</li></ul> Remote HoldRing Modes <ul style="list-style-type: none"><li>Auto Answer</li><li>Ring—Eight Tone Choices</li><li>Voice Announce</li></ul> Ringling PreferenceSpeakerphoneStation LockTerminal Status IndicatorTri-Colored LightsVolume Settings <ul style="list-style-type: none"><li>Handset</li><li>BGM</li><li>Ringling</li><li>Paging</li><li>Speaker</li><li>Off-Hook Ring</li></ul> Wall-Mountable Keysets |
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† Requires optional hardware and/or software. Contact your Samsung Authorized Dealer for details. Features subject to change without notice.  
†† By special request.

## Keyset Display Features

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| Account Code DisplayCall Duration TimerCall for Group IdentificationCall Processing InformationCaller ID InformationCalling Party NameCalling Party NumberConference InformationDate and Time DisplayDial by NameDialed Number | Enhanced Station ProgrammingIdentification of RecallsIdentification of TransfersMessage Waiting Caller NumberOutside Line IdentificationOverride IdentificationProgrammed Message DisplaySoft KeysStopwatch TimerText MessagingUCD Supervisor Display† |
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## System Specifications

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|--------------------------------------------------|-----|
| Digital Keysets and AOMs                         | 360 |
| Single Line Telephones                           | 360 |
| ITP Keysets                                      | 240 |
| CO/Centrex/PBX Lines                             | 352 |
| PRI/T1 Digital Trunk Circuits                    | 216 |
| VoIP Channels                                    | 240 |
| Total Number of Circuits in System Cannot Exceed | 488 |

Note: These numbers indicate maximum of each device type. The system cannot exceed a combined total of 88 devices.

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