

# OfficeServ™ 7400

## General Description

*Supports Software Version 4.60 or Higher*

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LIMITED WARRANTY

# Convergence: One Solution

## (Voice, Data, Wireless)

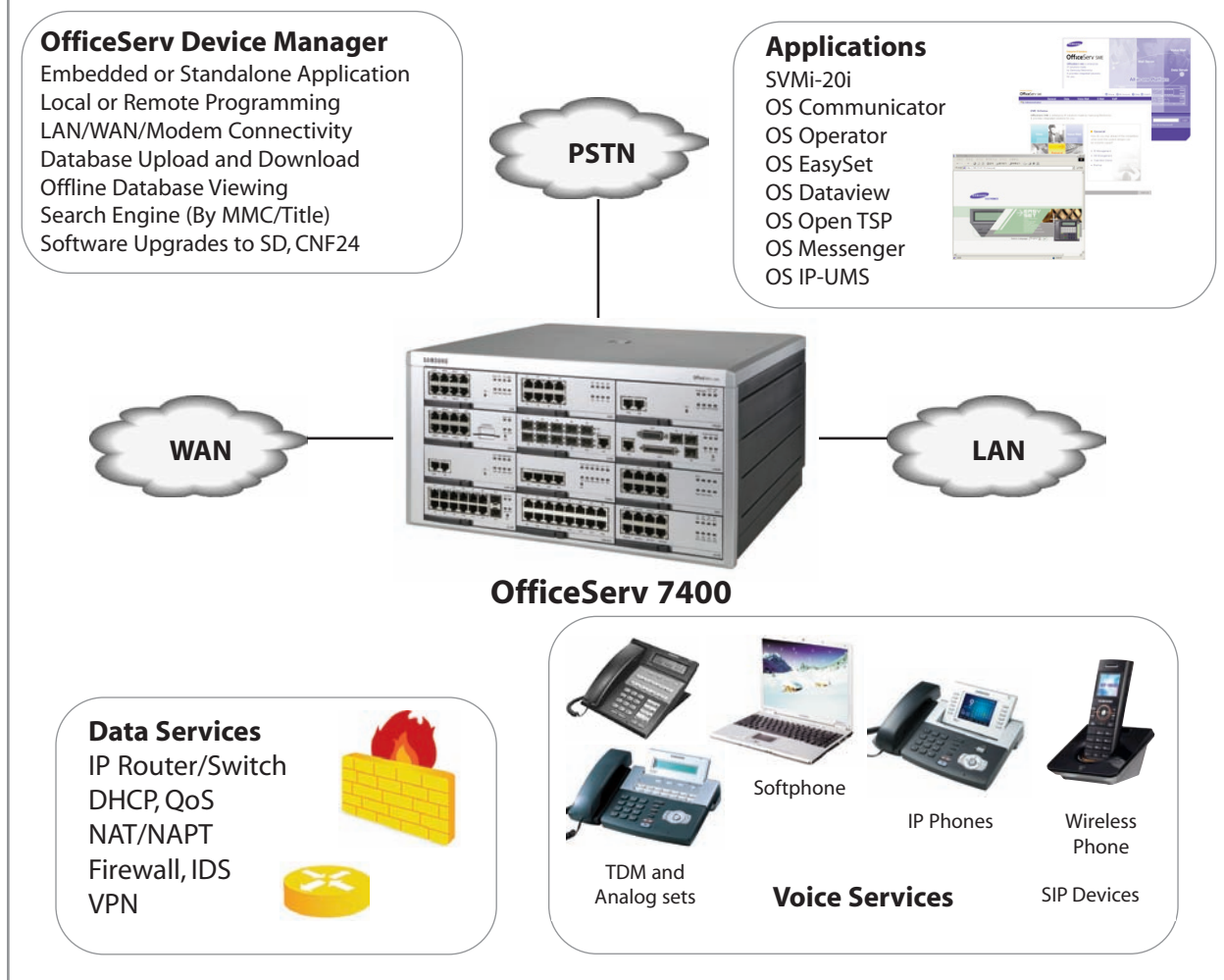


FIGURE 1-1

## PART 1. SYSTEM OVERVIEW

### 1.1 GENERAL DESCRIPTION

The OfficeServ 7400 is an “office in a box” solution that converges data router and LAN switching functions (LAN/WAN) with the reliability of TDM voice processing. The OfficeServ 7400 platform supports industry standard Voice over Internet Protocol (VoIP), Session Initiation Protocol (SIP) as well as the more robust Telephony over IP (ToIP). The integrated Gigabit Data Modules add powerful LAN/WAN access capabilities providing a complete data network solution for your enterprise. Firewall and Intrusion Detection capabilities provide data security for your site. VPN (Virtual Private Network) and Managed switch features such as VLAN and QoS (Quality of Service). Combine these technologies with Samsung’s Wireless LAN IP Handsets, Integrated In-skin Voice Mail Application delivering messages to your Outlook Inbox, a suite of OfficeServ Computer Telephony applications, and much more, all in one powerful platform....A COMPLETE VOICE AND DATA SOLUTION FOR THE ENTERPRISE.

The OfficeServ 7400 can be rack-mounted in a standard 19" data rack or set on a desktop. Its compact cabinet design, RJ-45 connectors, and CAT 5 cabling allows it to easily integrate into any data center environment along with existing data equipment. Expanding the OfficeServ 7400 system is both economical and easy. Begin with a single cabinet providing 10 universal card slots, then add up to two additional cabinets as your business grows. Its low and high density card design allows greater flexibility when configuring a system for the right combination of lines and stations. A removable media makes it convenient to upgrade to future feature packages.

The OfficeServ 7400 offers a variety of interface cards that allow connection to the public telephone network or to private networks using either analog or digital circuits. Proprietary digital phones called "keysets" connect to Digital Line Interface cards (DLI). In addition to these conventional digital keyset, Samsung offers a complete line-up of IP terminals. These IP terminals use the latest Voice over Internet Protocol (VoIP) technology and can be deployed over LANs or WANs. They are ideal for distant (remote) locations providing all the benefits of the OfficeServ 7400 to home workers and road warriors. Standard telephones, generally called "single line sets", connect to single line interface cards (SLI). In addition, DLI station ports are used to connect peripheral devices such as door phones and add-on modules. Miscellaneous circuits are provided to allow such optional features as external paging, music on hold, background music, and common audible devices.

All digital and IP telephones utilize a single PCB with surface-mounted components assuring the highest product quality and long life. Samsung's customary large, easy-to-read displays and LEDs in the button design make them much easier to use. In many instances, sophisticated features are made simple through the use of friendly display prompts or push-on/push-off feature keys.

The OfficeServ 7400 includes all of this, PLUS the same, robust, time proven, market tested feature package offered on the OfficeServ 7030, OfficeServ 7100, OfficeServ 7200-S, OfficeServ 7200 and OfficeServ 500 products.

## **BENEFITS**

- End to End Samsung components, Samsung Support and Samsung Training. The Ultimate in single source Shopping and maintenance!
- Hardware migration from the 7200 to the 7400.
- Data modules communicate with the Main Processor. This integration allows the system to automatically configure itself to accommodate the VoIP applications such as IP Phones and IP networking. This eliminates all the problems associated with incorrect network configurations, firewall issues, and incompatibilities found in 3rd party routers and switches.
- Ideal voice and data solution for greenfield deployments in a brand new office environment.
- The OfficeServ 7400 can also integrate into an existing office data network providing many solutions such as isolating voice traffic onto the separate data network provided by the 7400.
- The OfficeServ 7400 networks (via SPNET over IP or Qsig over PRI) to other 7400's or any OfficeServ 7030, 7100, 7200-S, 7200, 500 or 100 systems.

## 1.2 SIZE AND CONFIGURATION



FIGURE 1-2



FIGURE 1-3

The OfficeServ 7400 is a modular and flexible platform from one to three cabinets. See figures 1-2, 1-3 and 1-4.

The first or Main Cabinet has two dedicated processor slots for the MP40 ( Main Processor) and the LP40 (local processor) and 10 universal slots. Each of the card slots provide 64 communication channels to support high density modules. See Figure 1-5.

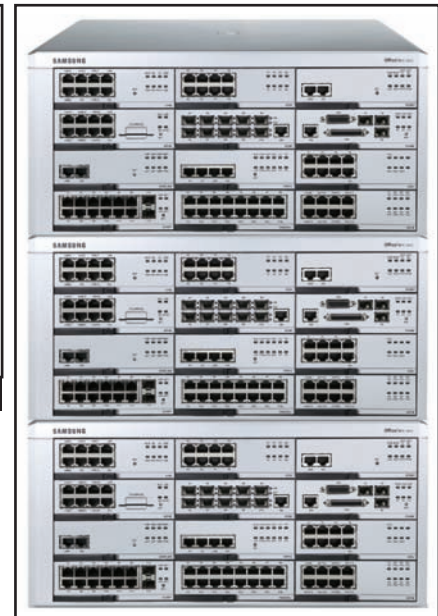


FIGURE 1-4

The second and third cabinets (expansion cabinets) require only the LP40 so they provide 11 universal slots each. Each of the expansion cabinet card slots provide 32 communication channels. The combined total of universal slots for a fully expanded OfficeServ 7400 is 32, (10 + 11 + 11). See Figure 1-5.

### 1.2.1 CABINET LAYOUT

Figure 1.5 and Figure 1.6 indicates the physical and virtual cabinets available in the OfficeServ 7400. Physical card slots in cabinets 1, 2 and 3 support the various combinations of cards detailed in Part 2. HARDWARE DESCRIPTIONS. Virtual cabinets 4~6 provide slots each with each slot providing 32 ports (communication channels). The total virtual devices allowed is 1,152.

#### Physical Cabinets and Slots

See Figure 1-5.

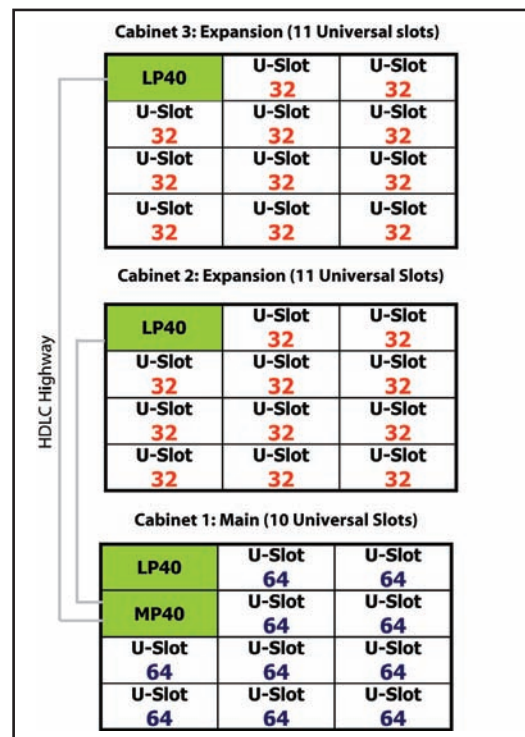


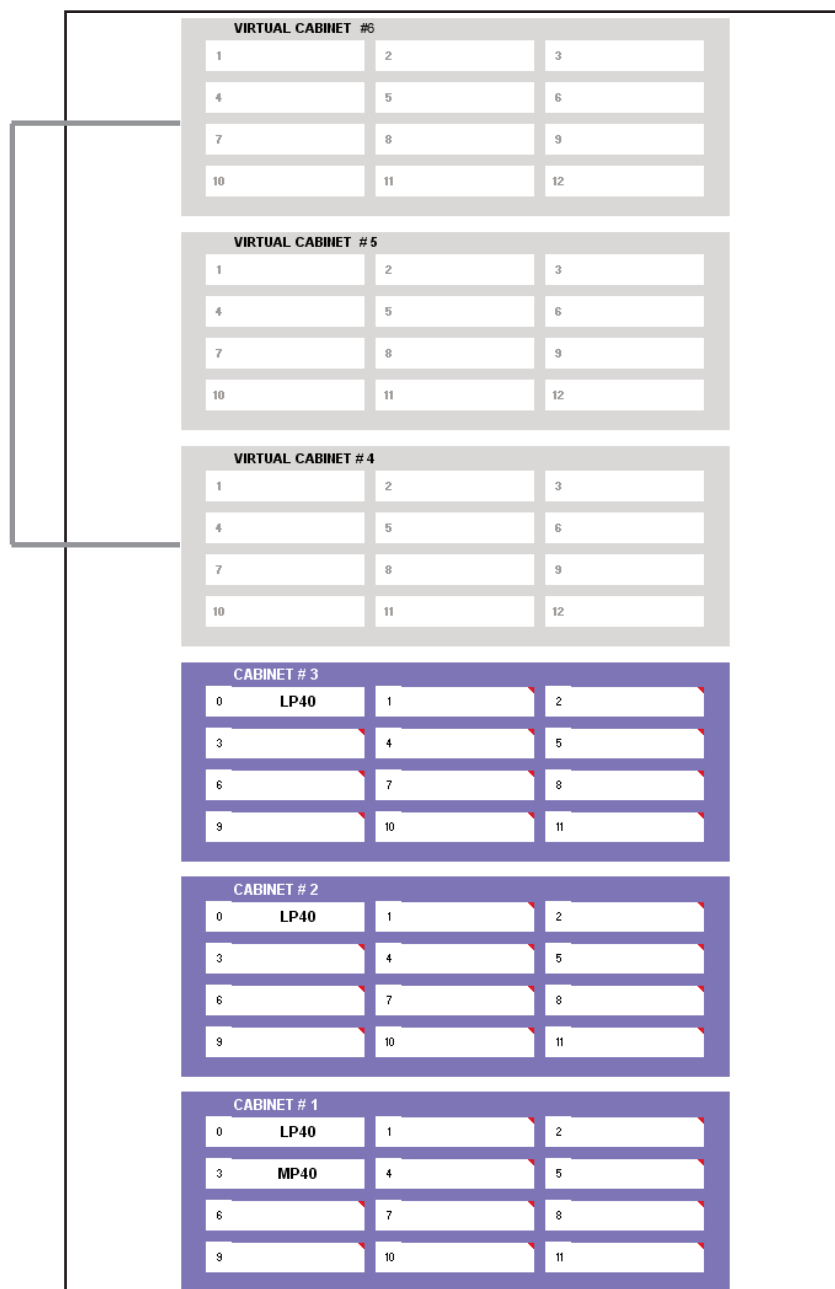
FIGURE 1-5

## Virtual Cabinet/Slots

Virtual devices are stations and trunks that exist in the software database but do not require a physical connection to cards in Cabinets 1, 2 and 3. The available virtual device types are listed below:

1. Single line telephone – SLT
2. Digital telephone – DGP
3. IP telephones – WIRED ITP
4. Wireless IP handsets – WLAN ITP
5. SIP telephone sets– SIP-STN
6. IP Unified messaging system connection – SIP APPL
7. Samsung proprietary network trunk – SPNET TRK
8. SIP Trunks – SIP TRK
9. H.323 Trunks – H323 TRK
10. MOBEX Stations – MOBEX STN
11. Group Conference Stations – GCONF STN

**36 Slots x 32 Ports**  
**Total Virtual Ports = 1,152**



**FIGURE 1-7**



## Virtual Cabinet Slot Assignment

Figure 1-8 indicates the virtual stations and trunks that can be assigned to each virtual cabinet and slot. Each virtual slot can be assigned 32 devices of the same type.

Virtual Cabinet	Slot 1	Slot 2	Slot 3	Slot 4	Slot 5	Slot 6	Slot 7	Slot 8	Slot 9	Slot 10	Slot 11	Slot 12
4	SLT*	SLT*	DGP*	DGP*	WIRED ITP*	WIRED ITP*	WIRED ITP*	WLAN ITP*	WLAN ITP*	WLAN ITP*	WIRED ITP*	WIRED ITP*
	DGP	DGP	SLT	SLT	SLT	SLT	SLT	SLT	DGP	DGP	DGP	DGP
	WIRED ITP	WIRED ITP	WIRED ITP	WIRED ITP	DGP	DGP	DGP	DGP	WIRED ITP	WIRED ITP	WLAN ITP	WLAN ITP
	SIP STN	SIP STN	SIP STN	SIP STN	SIP STN	SIP STN	WLAN ITP	WIRED ITP	SIP STN	SIP STN	SIP STN	SIP STN
			SIP APPL	SIP APPL	SIP APPL	SIP APPL	SIP STN	SIP STN	SIP APPL	SIP APPL	MOBEX STN	MOBEX STN
					MOBEX STN	MOBEX STN	SIP APPL	SIP APPL	MOBEX STN	MOBEX STN		
							MOBEX STN	MOBEX STN				
5	WIRED ITP*	WIRED ITP*	WIRED ITP*	NONE*	NONE*	GCONF STN*	SPNET TRK*	SPNET TRK*	SIP TRK*	SIP TRK*	H323 TRK*	H323 TRK*
	DGP	DGP	DGP	GCONF STN	GCONF STN	SPNET TRK	GCONF STN	GCONF STN	GCONF STN	GCONF STN	SPNET TRK	SIP TRK
	SIP STN	SIP STN	SIP STN	MOBEX STN	SPNET TRK	SIP TRK	SIP TRK	SIP TRK	SPNET TRK	SPNET TRK	SIP TRK	
	MOBEX STN	MOBEX STN	MOBEX STN		MOBEX STN							
6	DGP*	DGP*	MOBEX STN*	MOBEX STN*	MOBEX STN*	MOBEX STN*	MOBEX STN*	MOBEX STN*	MOBEX STN*	MOBEX STN*	MOBEX STN*	MOBEX STN*
	MOBEX STN	MOBEX STN	DGP	DGP	DGP	DGP	DGP	DGP	DGP	DGP	DGP	DGP

**FIGURE 1-8**

\*Default Selection

## 1.2.2 SYSTEM CAPACITIES

When configuring a system to meet your requirements, select the appropriate number of interface cards listed in Part 2 of this book to support the various types of routers, switches, trunks, stations, voice mail and miscellaneous functions. Combine both the physical ports of cabinets 1, 2 & 3 with the virtual ports in virtual cabinets 4 & 5 (see figure 1.6) to build a system as required. Your authorized Samsung Installation and Service Company has special knowledge and training to do this. The table on the next page indicates the maximum number of each circuit type or device available in the OfficeServ 7400. The system architecture is designed to be extremely flexible so as to provide a myriad of configurations. However it is impossible to accommodate all the maximum numbers into one system.

Stations	Wireless Handsets		128
	Standard SIP Phones		
	Analog Phones		480
	Digital Phones		
	Samsung IP Phones / Softphone		
	Voice Mail (SVMi-20E)		20
	COMBINED TOTAL OF ALL STATION TYPES CANNOT EXCEED: 480		
Trunks	Standard SIP Trunks	128	128
	Standard H.323 Trunks	64	
	Analog Trunks	240	240
	Digital Trunks T1/PRI	240	
	Networking Trunks	224	
	COMBINED TOTAL OF ALL TRUNK TYPES CANNOT EXCEED: 240		
	Maximum Stations + Trunks + Voice Mail		720
Other Devices	Networking Nodes		
	▪ SPNet via QSig	99	Uses available T1/PRI card slots. Limited by IP Address Table, MMC 820.
	▪ SPNet via IP	99	
	Media Gateway (MGI) Ports	512	Required to connect an IP phone to a TDM device including paging and background music and ports used for networking or trunking.
	Media Proxy Service (MPS) Channels	512	Provides IP to IP conversations without using MGI channels. Requires OAS card(s).
	Voice Mail (IP-UMS)	128	
	Mobile Extensions (MOBEX)	400	
	Conferencing Circuits		Maximum 54 6 party conference group. Conference Circuits to be shared by all of these features. To get all 54 groups will require 3 cabinets plus 6 CRM modules.
	▪ 5 Party Add-On		
	▪ Unsupervised	6	
	▪ Barge-In	6	
	▪ Call Record	6	
	▪ AME	6	
Conference Card (CNF24)	4	Maximum of 4 CNF24 Cards per System. 4 CNF24 Cards x 24 Ports Each = 96 Ports	
▪ Meet Me Conference	96		
Common Resources		4 on MP40 plus 12 on optional CRM All on MP40 Optional RCM2 daughter board Requires CPE and optional MIS Requires OAS card(s)	
▪ DTMF Receivers	16		
▪ DTMF Senders	32		
▪ Analog Caller ID Senders/Receivers	14		
▪ External Music On Hold (MOH)	2		
▪ Executive MOBEX Resources	256		
Paging		1 on MIS daughter card. (99 members each zone) Requires customer provided equipment.	
▪ Audio Output	1		
▪ Internal Zones	5		
▪ External Zones	2		
	Maximum BHCA (MP40) (Busy Hour Call Attempts)	12,000	0.45 erl, 90 sec

## MAXIMUM AOM CAPACITY

	Maximum per Station	Maximum per System
TDM 64 Button AOM	4	Limited by available DLI ports
IP 64 Button AOM	4	Limited by available IP/Virtual Ports

## 1.3 TECHNOLOGY

### MEMORY

The system operates using stored program control. This program is stored on either a Multimedia Plus (MMC+) or a Secure Digital (SD) media card inserted into the Main Processor card (MP40). The media card also provides space for a backup customer database. The customer database is stored indefinitely in NAND Flash. 2MB of SRAM backed up by a super capacitor stores information such as Call Logs, Alarms, UCD call statistics, program logs and traffic reports up to 12 hours without main system power.

### MICROPROCESSORS

OfficeServ 7400 uses distributed processing. Its primary processor is a 32 bit Motorola MPC8271 operating at a clock speed of 266 MHz on the MP40 card. This provides all the main processing necessary for the system. In a multi cabinet system the secondary level of processing is on the LP40 card for the expansion cabinet. The tertiary level of processing is done in the keysets. The digital keysets use a Hitachi H8 processor for data communication within the system.

## 1.4 PROGRAMMING

The OfficeServ 7400 is a self-configuring system. This means that immediately after applying power, the OfficeServ 7400 reads the types and locations of all installed interface cards and keysets and assigns default data to them. This data provides for system operation within a few minutes after applying power. All trunks and stations are assigned three or four digit numbers according to the settings of the switches on the MP40 card and the default numbering plan. This numbering plan is flexible and may be changed to suit customer requirements. The installing technician customizes this default data to meet the end user's requirements.

The system can be programmed from any IP or digital two line display keyset without interrupting system operation. There are three levels of programming: technician, customer, and station. The technician level has access to all programs and can allow the customer access to system programs as needed. Technician and customer access levels are controlled by a different security pass codes and access procedure.

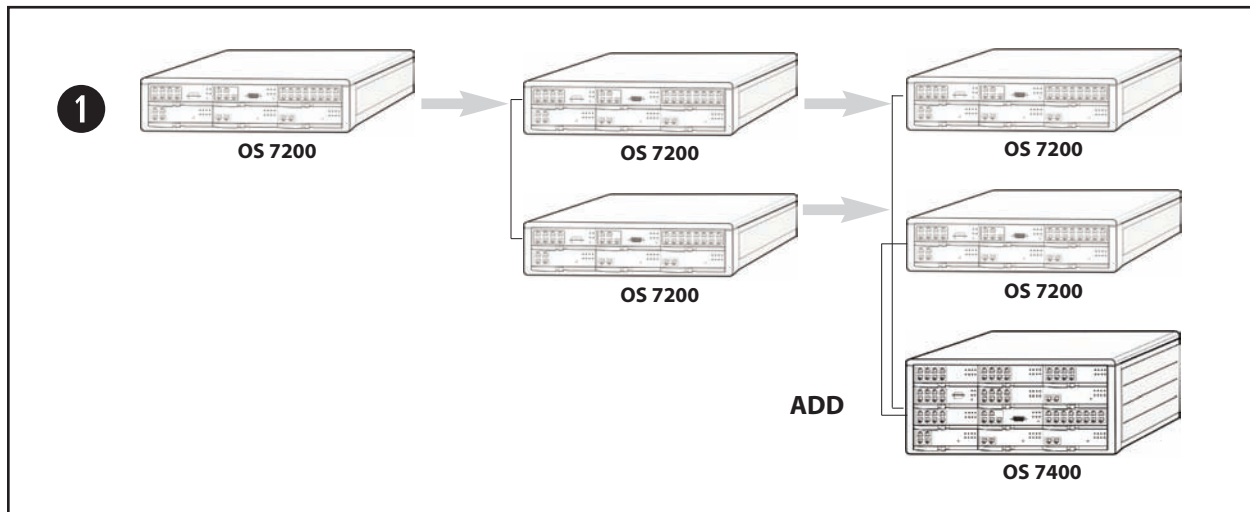
### DEVICE MANAGER

The OfficeServ 7400 provides two methods to program the system from a personal computer. Access the system's embedded Device Manager programming interface using Internet Explorer 6.0 or higher for convenient web based access. Another method is to use the stand alone proprietary version of Device Manager running on any PC that meets the minimum requirements. Both methods allow programming from anywhere in the world provided there is a LAN/WAN or modem connection. Device Manager permits a technician to access and program the system on-site and remotely and also to download (save) the entire customer database to a file. This file can then be saved as a backup and be uploaded when required to restore the database. Through the use of LAN or WAN connection or a modem, a PC can access the OfficeServ 7400 system remotely (off-site) to make database changes or perform uploads or downloads of the customer database as if the technician were on-site.

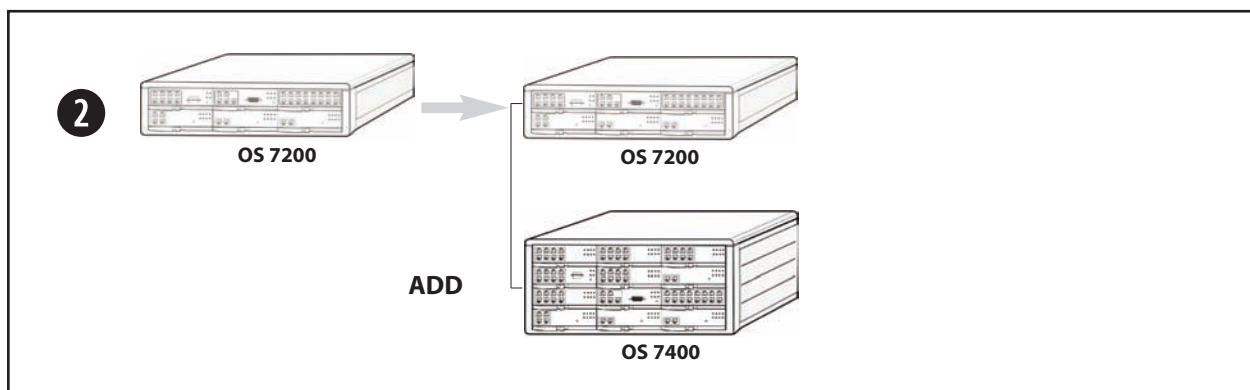
## 1.5 MIGRATION FROM OFFICESERV 7200

For businesses using the OfficeServ 7200, Samsung provides a convenient, easy and affordable migration path to the larger OfficeServ 7400. Simply install a 7400 as the main cabinet. Replace the MCP or MP20 card of the 7200 systems with an LP40 card and your existing 7200 cabinets and interface cards become part of a much larger OfficeServ 7400 system. Features and operation are the same so there is no need to retrain users. See the OfficeServ 7200 General Description for details. [See figure 1.9, 1-10, and 1-11 for possible hardware combinations.](#)

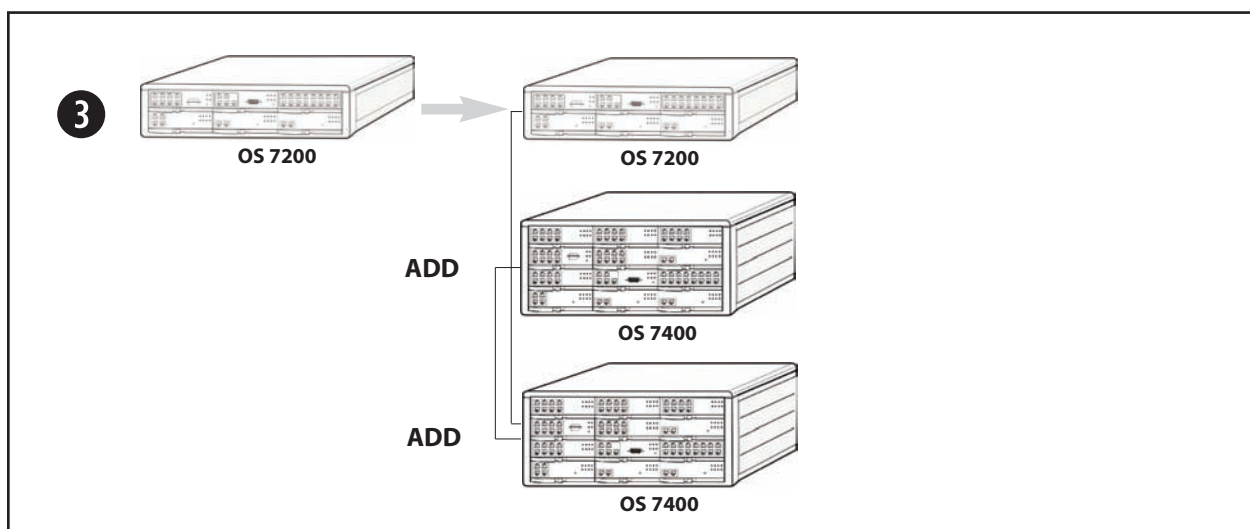
## POSSIBLE COMBINATIONS OF OFFICESERV 7200 AND OFFICESERV 7400



**FIGURE 1-9**



**FIGURE 1-10**



**FIGURE 1-11**

See OfficeServ 7200 General Description booklet for more details.

# PART 2. HARDWARE DESCRIPTIONS

## 2.1 SYSTEM CABINETS

The OfficeServ 7400 system has a common universal cabinet design. This cabinet can be configured as the main cabinet or as an expansion cabinet. Inserting both the MP40 & LP40 cards in specific slots makes it the main cabinet. Inserting the LP40 card in a dedicated slot make it an expansion cabinet. The system can be a single cabinet or expand to a 3-cabinet system by adding up to 2 additional expansion cabinets. The main cabinet offers 10 universal slots and each expansion 7400 cabinet offers 11 universal slots. Therefore, a 3-cabinet system offers a total of 32 universal slots. In the main cabinet, all slots are 64-channel slots while the slots in the 7400 expansion cabinets are 32-channel slots. The OfficeServ 7200 cabinet can also be used as an expansion cabinet. It offers 1 32-channel slot and four 16-channel slots.

## 2.2 PROCESSOR CARDS

### MP40 (MAIN CONTROL PROCESSOR)

This is the main processor controlling system operation. The MP40 always goes in slot 3 of the main cabinet. The MP40 provides the LP40 link connectors to connect two expansion cabinets, a LAN port, and a media card.

The MP40 also has a connector for mounting the optional modem daughter board. This modem board can be used for remote access to system administration at installations that do not have a LAN or WAN connection. In addition it may be used as a backup for LAN connectivity. This is the same modem board used with the OfficeServ 500.

### LP40 (LOCAL CONTROL PROCESSOR)

The LP40 is a local processor that is required in every cabinet. It must go into slot 0 of each cabinet. Even if you have a single cabinet system, you must install an LP40. Each LP40 provides 6 five-party conference circuits and 8 DTMF receivers. All system daughter boards are installed on LP40 cards except for the modem daughter board.

### 2.2.1 LP40 CARD-DAUGHTER BOARDS

There following types of optional daughter boards are available to increase system resources in various combinations as required. They can only be mounted on the LP40 cards ([see Figure 2-1](#)).

### COMMON RESOURCE MODULE (CRM)

This multi-functional board provides various common resources that are shared through the system cabinets. The CRM provides the following:

- Six (6) 5 party conference circuits.
- Two(2) 8 channel DSPs. Each DSP can be programmed to function as either analog Caller ID receiver/transmitter or as a DTMF receiver. Choices are:
  1. Eight (8) CID Receive/Transmitter plus 8 DTMF Receivers
  2. Sixteen (16) CID Receivers/Transmitters
  3. Sixteen (16) DTMF Receivers

## R2/CID-Tx MODULE (RCM2)

The RCM2 Module can only be installed in LOC1 and LOC2 of any LP40 card. The purpose of the RCM2 daughter board is to provide Caller ID decoders for use with that telephone company provided service over analog trunks. In addition the RCM provides R2 MFC senders and receivers. These are not used in the US. This is the same RCM2 daughter board used on the OfficeServ 500 and 7200 systems.

The RCM2 consists of the following:

- Fourteen (14) CID receivers (for use with Caller ID on analog trunks).
- Sixteen (16) CID senders (to pass Caller ID from trunk to single line port).

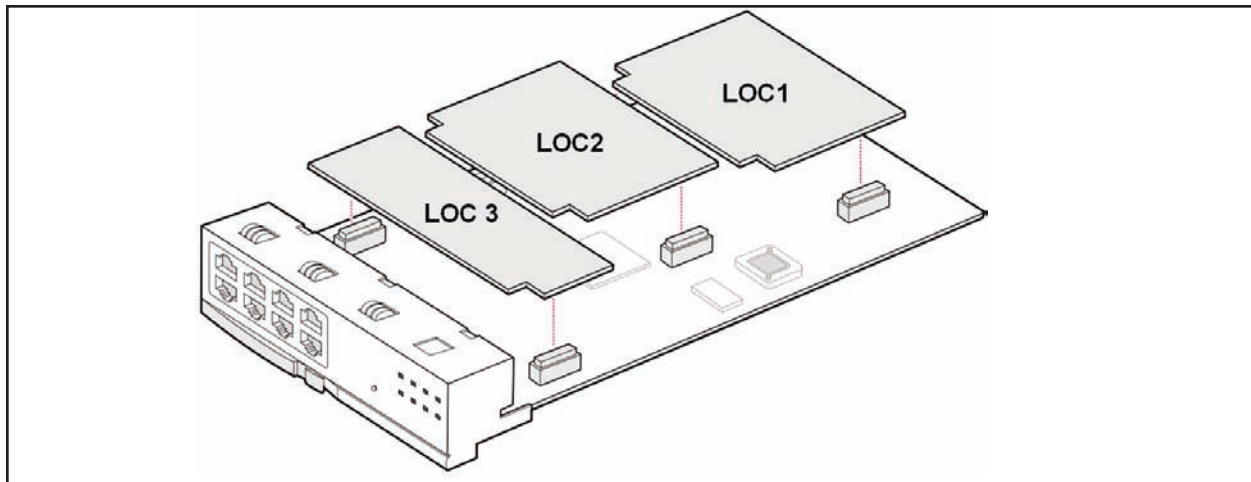
## MISCELLANEOUS FUNCTION MODULE (MIS)

The Miscellaneous Function Module (MIS) daughter board can only be installed in LOC3 of the LP40 card. The MIS daughter board is used to provide external music on hold/audio inputs (radios, digital announcers, etc.), external paging audio output, loud bell audio output, common bell relays and programmable dry contact closures. Maximum of 3 MIS per system, 1 MIS per LP40.

The MIS consists of the following:

- Two (2) external music/audio inputs
- One (1) external paging audio output
- One (1) loud bell audio output
- One (1) common bell relay contact closure
- Two (2) software programmable relay contact closures

LP40 DAUGHTER BOARD COMPATIBILITY	
Position	Types of Daughter Boards allowed per position
LP40 — LOC1	CRM and RCM2
LP40 — LOC2	CRM and RCM2
LP40 — LOC3	MIS



**FIGURE 2-1**

## 2.2.2 MEDIA CARDS

An OfficeServ 7400 system must have a media card installed in the main control processor (MP40) as the media card contains the system operating software. The media card can be either a Multimedia (MMC+) or Secure Digital (SD) type media. The media card can also be used to store a backup customer database to supplement the database stored in NAND Flash. In addition the media card can store backup copies of the operating software for the LP40, and TEPRI cards.

Note: The SD card has a write protect switch that will prevent backup if in the read only position.

## 2.3 INTERFACE CARDS

These cards provide the interface connections for telephone lines and stations to the KSU and expansion cabinets. These cards fit into the universal card slots to configure the system as required.

### 2.3.1 TRUNK CARDS

#### 8TRK2 BOARD

This card contains eight loop start C.O. line interface circuits with C.O. disconnect detection. It also contains the circuitry needed for Caller ID. It can be inserted in any universal card slot in all cabinets.

#### 16TRK2 BOARD

This card contains sixteen loop start C.O. line interface circuits with C.O. disconnect detection. It also contains the circuitry needed for Caller ID. It can be inserted in any universal card slot in all cabinets.

#### TEPRIa DIGITAL TRUNK BOARD

When programmed as a T1 this card provides up to 24 trunk circuits in any combination of the following:

- Loop start lines
- DID (Direct Inward Dialing)
- Ground start lines
- E & M tie lines or two way DID calling

When the card is programmed as a PRI it will provide 23 bearer channels and 1 data channel (23B+D). This card can be installed in any universal slot in any OfficeServ 7400 cabinet. If using an OfficeServ 7200 expansion cabi-

net, this card can only be installed in slot 3. This card is also used for networking to other systems (QSig/PRI networking)\*. Add as many as required.

## TEPRI2 CARD

This is a dual circuit digital trunk interface card. It offers the exact functionality of the original TEPRI card. The difference is that it combines two TEPRI cards into one board.

Each circuit provides 24 channels for T1/PRI CO trunking OR for Qsig over PRI networking so you can network to other OfficeServ systems. This means in one slot, you get 48 channels for T1, PRI or Qsig functions. This card can be installed in any universal slot, however, you get dual circuits in the main cabinet only and a single circuit per card in an OS7400 expansion cabinet. You cannot install this card in an OS7200 expansion cabinet. There are no limits to how many you can install in a system.

**NOTE: BOTH CIRCUITS MUST BE USED FOR CO TRUNKING OR BOTH FOR QSIG PRI NETWORKING. YOU CANNOT SPLIT THE FUNCTIONALITY BETWEEN THE 2 CIRCUITS.**

## 2.3.2 VoIP CARDS

### MGI-16 (MEDIA GATEWAY INTERFACE)

The MGI-16 card offers 16 VoIP channels per card when installed in the OfficeServ 7400 system. You can install them into any available universal slot. The MGI-16 supports the following features:

- IP Phones
- IP Networking (Network multiple systems over an IP Network)\*
- G.729 CODEC, G.723.1, G.711, G.729A CODECs
- IP Trunking (SIP/H.323)
- T.38 Fax CODEC
- Inband or Out-of-band signaling of DTMF tones
- QoS (ToS / DiffServ)
- 802.1q, 802.1p VLAN Tagging, Priority
- OfficeServ™ IP-UMS

### MGI-64 (MEDIA GATEWAY INTERFACE)

The MGI64 card offers 64 VoIP channels per card when installed in the main cabinet and 32 channels when installed in an OS7400 expansion cabinet. You get 64 channels right out of the box. You can install them into any available universal slot. The MGI64 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 (SIP/H.323)
- T.38 Fax CODEC
- In-band or Out-of-band signaling of DTMF tones
- QoS (ToS / DiffServ)
- 802.1q, 802.1p VLAN Tagging, Priority
- OfficeServ™ IP-UMS

\*The OfficeServ 7400 can network using QSig over PRI and QSig over IP to other Samsung OfficeServ systems or 7400 systems.



## OAS (OPTIONAL APPLICATION SERVICES)

The OAS card provides 64 digital signal processors (DSP's) that can be configured as MGI channels, MOBEX DTMF receivers used by the Executive MOBEX feature, or a mix of the two. MGI channels are enabled in 4 port increments, and each increment will decrease the available MOBEX DTMF receivers by 16. In addition to these configurable DSP's the OAS card provides 32 DSP's dedicated to providing 64 Media Proxy Service (MPS) channels. The OAS card can be installed in any universal slot in any cabinet. If installed in an expansion cabinet, however, the number of configurable DSP's is reduced to 32 due to the timeslot restrictions in expansion cabinets. A maximum of 32 OAS cards can be installed, allowing up to 256 Executive MOBEX users, 512 MGI channels, or a mixture of each, and up to 512 MPS channels.

Note: Executive MOBEX is a licensed feature. [See Mobile Extension \(MOBEX\) for more information.](#)

## 2.3.3 STATION CARDS

### 8DLI2

This card is an eight circuit digital station interface card that provides 2B+D service when installed in any universal card slot in all cabinets. Keyset daughter boards will only work when connected to this card.

### 16DLI2

This card is a sixteen circuit digital station interface card that provides 1B+D service when installed in any universal card slot in all cabinets. Keyset daughter boards will not work when connected to this card.

### 8SLI2

This card is a eight circuit analog station interface for industry standard single line telephones or other analog peripheral devices. The 8SLI does not contain any over-voltage protection and is not qualified as OPX. It also does not contain DTMF receivers, but shares system DSP resources. It can be inserted in any universal card slot in all cabinets. Each port on this card is intended for connection to one telephone. Connecting multiple telephones to a port may result in incorrect operation or damage to the card. This card supports Power Fail Transfer feature. See the installation manual for details.

### 16MWSLI

This card is a sixteen circuit analog station interface for industry standard single line telephones that require operation of an industry standard message waiting lamp with a voltage range of 85 ~ 96 VDC. The lamp can be programmed to be on continuously or flash at a programmable rate of 100ms to 2000ms ON/OFF times. The 16MWSLI does not contain any over-voltage protection and is not qualified as OPX. It also does not contain DTMF receivers, but instead shares the system DSP resources. It can be inserted in any universal card slot in all cabinets. Each port on this card is intended for connection to one telephone. Connecting multiple telephones to a port may result in incorrect operation or damage to the card. This card supports the Power Fail Transfer feature. See installation manual for details.

### 8COMBO2

This card has a combination of eight dedicated digital stations ports (1B+D) for Samsung Digital Keysets and eight dedicated analog station ports for industry standard single line telephones or other analog devices. This card installs in any universal slot in any cabinet.

## 2.3.4 SPECIAL FEATURE CARDS

### **SVMi-20E**

The SVMi-20E is designed to meet the demands of the sophisticated voice mail user without sacrificing simplicity. The SVMi-20E is a self contained plug in (In-Skin) Auto Attendant and Voice Mail card.

The SVMi-20E may act as an Auto Attendant system only, a Voice Mail System only, or both. The SVMi-20E is equipped with 4 Ports built onto the main PCB assembly and can handle 4 calls simultaneously. By adding up to two optional 4 or 8 port voice processing modules the SVMi-20E can grow to a maximum of 20 ports.

On the SVMi-20E unit, no external line or power connection is necessary as it is an In-Skin product. The power and telephone connections are accomplished directly through the phone system on the backplane edge connectors. Because the SVMi-20E does not draw from the -48DC supply it has a Zero (0) SEPU rating under all possible configurations.

Currently the Message Storage capacity on the SVMi-20E is approximately 270 hours with the 4GB Compact Flash configuration. As storage media is always increasing in size, check the current SVMi-20E documentation for the latest storage capacity and media type offered at time of sale.

The modular design of the SVMi-20E allows it to be expanded to add voice ports as needed. Only one SVMi-20E card can be installed in a system and another voice mail system can NOT be used in combination with the SVMi-20E. This card can be installed in any universal slot.

### **CNF24 (CONFERENCE CARD)**

This optional application card provides 24 conferences channels that can be individually assigned to either Meet-Me or Ad Hoc conferences, but not both. The application program and related database are stored in memory on the card. The CNF24 can be installed in any universal card slot that has 24 channels on the slot. Note: If the CNF24 card is installed on a slot that supports more than 24 channels, all 24 conference channels are used. If installed on a 16 channel slot, only 16 conference channels are supported. The OfficeServ 7400 system can have a maximum of four CNF24 cards for a total of 96 conference channels. A conference cannot be split between cards. Only outside callers on PRI or SIP trunks and internal stations can access the conferences on the CNF24. More details are available in the System Feature section of this document under Conference – Meet-Me and Ad-Hoc. System must be running software version V4.53 or higher to use the CNF24 features.

## 2.4 STATION EQUIPMENT

### 2.4.1 DS 5000 SERIES EQUIPMENT

#### DS 5021D KEYSET (See Figure 2–2)

- 32 character display (2 x 16) with three associated soft keys and a scroll key
- 21 programmable keys with tri-colored lights
- Five fixed function keys
- Terminal Status Indicator
- Built-in speakerphone
- Optional Full Duplex speakerphone module
- Eight selectable ring tones
- UP/DOWN buttons for digital control of speaker, handset and ringer volumes
- Desk- or wall-mounted



FIGURE 2-2

#### DS 5014D KEYSET (See Figure 2–3)

- 32 character display (2 x 16) with three associated soft keys and a scroll key
- 14 programmable keys with tri-colored lights
- Five fixed function keys
- Terminal Status Indicator
- Built-in speakerphone
- Optional Full Duplex speakerphone module
- Eight selectable ring tones
- UP/DOWN buttons for digital control of speaker, handset and ringer volumes
- Desk- or wall-mounted



FIGURE 2-3

#### DS 5007S KEYSET (see Figure 2–4)

- 32 character display (2 x 16) with three associated soft keys and a scroll key
- 7 programmable keys with tri-colored lights
- Five fixed function keys
- Terminal Status Indicator
- Built-in speakerphone
- Eight selectable ring tones
- UP/DOWN buttons for digital control of speaker, handset and ringer volumes
- Desk- or wall-mounted



FIGURE 2-4

Note: The DS 5007S keyset cannot use keyset daughter boards.

### **DS 5064B AOM** (See Figure 2–5)

- 64 programmable keys with red lights
- A maximum of 4 can be assigned to any keyset to provide additional programmable keys
- The maximum number of DS 5064B AOMs per system is limited by the available DLI ports.

Note: This AOM can be used with an IP keyset. The cosmetic design matches both the DS-5000 and ITP-5100 keysets. A DLI port is required for this AOM.



**FIGURE 2-5**

## 2.4.2 iDCS SERIES EQUIPMENT

### iDCS 28D KEYSET (See Figure 2–6)

- 32 character display (2 x 16) with three associated soft keys and a scroll key
- 28 programmable keys with tri-colored lights
- Four fixed function keys
- Terminal Status Indicator
- Built-in speakerphone
- Eight selectable ring tones
- UP/DOWN buttons for digital control of speaker, handset and ringer volumes
- Desk- or wall-mounted
- Available in dark gray



FIGURE 2-6

### iDCS 18D KEYSET (See Figure 2–7)

- 32 character display (2 x 16) with three associated soft keys and a scroll key
- 18 programmable keys with tri-colored lights
- Four fixed function keys
- Terminal Status Indicator
- Built-in speakerphone
- Eight selectable ring tones
- UP/DOWN buttons for digital control of speaker, handset and ringer volumes
- Desk- or wall-mounted
- Available in dark gray



FIGURE 2-7

### iDCS 8D KEYSET (see Figure 2–8)

- 32 character display (2 x 16) with three associated soft keys and a scroll key
- 8 programmable keys with tri-colored lights
- Four fixed function keys
- Terminal Status Indicator
- Built-in speakerphone
- Eight selectable ring tones
- UP/DOWN buttons for digital control of speaker, handset and ringer volumes
- Desk- or wall-mounted
- Available in dark gray

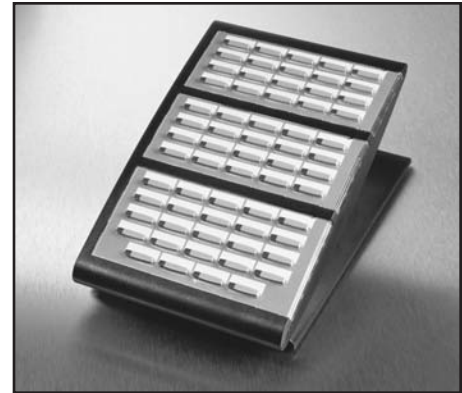


FIGURE 2-8

Note: This keyset type cannot use keyset daughter boards or the 14 button strip.

### **iDCS 64B AOM** (See Figure 2–9)

- 64 programmable keys with red lights
- A maximum of 4 can be assigned to any keyset to provide additional programmable keys
- The maximum number of DS 5064B AOMs per system is limited by the available DLI ports.
- Requires a DLI port
- Available in dark gray



**FIGURE 2-9**

### **iDCS 14B STRIP** (See Figure 2–10)

- 14 programmable keys with red lights
- A maximum of one can be added to any 28D or 18D keyset to provide additional programmable keys
- Does not require a DLI port
- Available in dark gray



**FIGURE 2-10**

## DOOR PHONE INTERFACE MODULE (DPIM) & DOOR PHONE

(see Figures 2-11 and 2-12)

- The DPIM adapts any DLI circuit for use with the door phone unit
- Commonly used to request entry through locked doors (interior or exterior) or as a room monitoring box
- Provides contact control to be used with customer-provided electric door lock
- Door phone is wall-mounted
- Door phone is weather resistant



**FIGURE 2-11**



**FIGURE 2-12**

### 2.4.3 DCS SERIES KEYSETS

Samsung's earlier DCS model phones and AOMs (version 1.2 or higher) will work on the OfficeServ 7400 system.

## 2.4.4 OfficeServ™ SMT-i SERIES IP EQUIPMENT

### **SMT-i3105** (see Figure 2–13)

- Ideal for basic dialing in common areas such as lobbies or waiting rooms
- Transfer, hold, conference or mute with ease
- Multiple ring tones facilitate personalization
- Desk or wall mountable
- Send short messages to other phones via the display interface



**FIGURE 2-13**

### **SMT-i5210** (see Figure 2–14)

- Perfect for administrative use and routine answering and dialing
- 14-button phone with backlit display
- Intuitive interface for easy navigation
- Easy access to call logs, voicemail, directory, etc.
- Supports Gigabit adapter for large data transfer



**FIGURE 2-14**

### **SMT-i5230** (see Figure 2–15)

- Desiless model is excellent for sales staff with numerous contacts that frequently change
- View five numbers at once, scroll up or down to view a total of 99 numbers
- User-definable labels--no paper strips needed to customize your phone
- Supports Gigabit adapter for large data transfer
- XML browser



**FIGURE 2-15**



### **SMT-i5243** (see Figure 2–16)

- Top-of-the-line model with style and personalization
- Caller ID with photo (visual phone book)
- Downloadable ring tones and pictures
- Open-platform XML architecture allows software applications to integrate with handset and keys (weather, stock ticker, news) with required OfficeServ platform
- Supports Gigabit adapter for large data transfers
- XML browser



**FIGURE 2-16**

### **SMT-i5264** (see Figure 2–17)

- 64 programmable keys IP add-on module
- Powered by PoE or external AC adaptor (max. 5.8W)
- Registered as a Samsung IP Phone
- High Angle: 7.7" (H) x 5.4" (W) x 5.1" (D)
- Low Angle: 5.2" (H) x 5.4" (W) x 7.6" (D)
- Can be used with any ITP 5100 keysets, SMT-i Series, and TDM phones.
- Cosmetic design matches the SMT-i 5000 Series phones.



**FIGURE 2-17**

### **SMT-A52GE** (see Figure 2–18)

- Gigabit adaptor for SMT-i 5000 Series IP phones
- 2 Ports 10/100/1000 BASE-T RJ45 (1 for Gb LAN, 1 for Gb PC)
- 1 Port 10/100 BASE-TX RJ-45 (for IP Phone connection)
- Powered by PoE or AC power adaptor (max 7.2W)
- 1.8" (H) x 10.5" (W) x 8" (D)



**FIGURE 2-18**

	SMT-i3105	SMT-i5210	SMT-i5230	SMT-i5243
Dimensions	7.8" (H) x 6.7" (W) x 4.3 (D)	High Angle: 7.7" (H) x 8.8" (W) x 5.1" (D) Low Angle: 5.2" (H) x 8.8" (W) x 7.6" (D)		
LCD	2.8" (128 x 64) LCD	3.2" (128 x 64) Backlit LCD	Main: 3.2" (128 x 64) Backlit LCD DESI: 2.8" (128 x 64) Backlit LCD	4.3" (480 x 272) Color LCD Display
Maximum Power Consumption	4W	5W	5W	5.2W (7.5W when USB camera connected)
Programmable Hard Buttons	5	14	5	14
Programmable Soft Buttons (via AOM soft key)	99	99	99	99
Speakerphone	Yes	Yes	Full Duplex	Full Duplex
Multiple Ring Tones	5	5	5	20
Headset Jack (RJ-22)	No	Yes	Yes	Yes
Gigabit Adaptor	No	Yes	Yes	Yes
HD Voice (G.722)	No	Yes	Yes	Yes
PoE	Yes	Yes	Yes	Yes
External USB Port	No	No	No	One
Support USB Bluetooth Dongle	No	No	No	Yes
Support USB Camera	No	No	No	Yes
Import/Export Phone Book to USB Memory	No	No	No	Yes
Wall Mount	Yes	Yes <sup>1</sup>	Yes <sup>1</sup>	Yes <sup>1</sup>
Two Positions Desk Mount	No	Yes	Yes	Yes
Phone Books Items	100	100	100	500
Call Logs	100	100	100	300
Short Messages (In/Out)	30/30	30/30	30/30	100/100
OfficeServ Communicator (OSC) UC Mode <sup>2</sup>	No	Yes	Yes	Yes
Download Images via OSC	No	No	No	Yes
Download Ringtones via OSC	No	No	No	Yes
OfficeServ Messenger <sup>3</sup>	No	No	No	Yes

<sup>1</sup> Required external bracket

<sup>2</sup> Required licenses on OfficeServ 7000

<sup>3</sup> Required licenses on OfficeServ Link and OfficeServ Messenger

## 2.4.5 OfficeServ™ Communicator SOFTPHONE

Samsung OfficeServ™ Communicator Softphone is a software-based application that turns your computer into a full-featured Samsung IP telephone. It is installed directly onto your laptop or desktop PC running Microsoft Windows XP or higher operating system. Once a USB headset or a USB handset is connected; the Softphone delivers virtually identical functionality as the desktop IP phones. With the addition of a USB camera to a PC running the OfficeServ Communicator Softphone, the video calling feature is available.

OfficeServ™ Communicator Softphone is ideal for telecommuter and mobile users. Remote workers can simply connect their laptop to the corporate network, snap in a USB headset, and function as if they were in their own office. They can place, receive, and handle calls on both the internal and external network, providing a truly portable and practical solution.

## 2.4.6 OfficeServ™ Wireless

### WIRELESS LAN ACCESS POINT (SMT-R2000) (See Figure 2–19)

The wireless access point (SMT-R2000) provides wireless coverage throughout a building and surrounding areas. It supports IEEE 802.11a/b/g WLAN standard for both voice and data. It gives priority to voice packets. The quality of the service for voice is always guaranty.



**FIGURE 2-19**

### Highlights of SMT-R2000 Features

- Two radios. Radio 1: 5GHz IEEE 802.11a (54 Mbps) and Radio 2: 2.4 GHz IEEE 802.11b/g (54 Mbps)
- 8 voice calls per Access Point.
- Wireless data stations or handsets association per AP, 802.11a: 255, 802.11b/g: 255. Total: 510
- Wireless Access Point or repeater mode
- RP-SMA type connector for external antenna
- Router mode support
- Enhanced security (WEP, WPA, WPA2, etc.)
- QoS supports 802.1 p/q, DSCP, 802.11e (WMM), ToS
- PoE (Power over Ethernet) support
- Easy Web Management
- Wi-Fi certified
- No MGI channel required for conversation between handset to handset or handset to IP desktop phone

## WIRELESS INTERNET PHONE (see Figure 2-20)

Wireless Internet Phone (SMT-W5100E/SMT-W5120D) is a compact handheld unit that works within the Samsung OfficeServ Wireless system. The three ounce handset comes with a rich set of features. Its graphical display and menu-driven function make it very simple to use. The handset package comes with a charger, two batteries, a leather carrying case and a headset with hook switch.

### Feature Highlights

- IEEE 802.11g
- Wi-Fi Certified
- 1.5 Color LCD
- Security: WEP/WPA/WPA2
- QoS: 802.11e (WMM)
- Caller Name and Number Display
- Call Waiting
- Voice Mail Indication
- Hot Key for Voice Mail Access
- System Hold
- Call Transfer
- Call Forward
- Call Mute
- Call Pick Up
- Do Not Disturb
- Dynamic Soft Keys
- Hard keys for TRANSFER, HOLD and CONFERENCE
- Redial
- Pre-Dial
- Local Phone Book with 2,400 Entries
  - Each entry can store 3 phone numbers
  - There is a total of 800 phone numbers
- Hold Key for Vibrator Function \*
- 99 Incoming Call Log, 99 Outgoing Call Log and 99 Missed Call Log
- Adjustable Volume
- 16 different Ringer Tones and adjustable Ringer Volume
- Hot Key for Keypad Lock/Unlock (#)
- 4 Hours Talk Time
- 40 Hours Standby Time
- 3.5 Hours Fast Charger
- Spare Battery Slot in Charger
- Software Upgrade Through Wireless Connection
- Remote location operation



**FIGURE 2-20**

## 2.4.7 SIP DEVICES

Standard SIP devices (phones ATA adapters, etc) made by other party manufacturers (eg; Cisco, Linksys, Aastra) can register to the OfficeServ SIP server as SIP clients and function as internal stations. SIP stations registered to the OfficeServ systems can use the following SIP supplementary feature set:

SIP Basic Functions	SIP Supplementary Functions
<ul style="list-style-type: none"><li>▪ Registration</li><li>▪ Basic Call Setup</li></ul>	<ul style="list-style-type: none"><li>▪ Hold/Resume</li><li>▪ Music on Hold</li><li>▪ Consultation Call</li><li>▪ Transfer (Consultation/Blind)</li><li>▪ Call Forward (All/Busy/No-Answer)</li><li>▪ DND</li><li>▪ MWI</li><li>▪ Conference</li><li>▪ Call Waiting</li><li>▪ Call Pickup</li><li>▪ Call Park</li></ul>

Notes:

1. Samsung does not make a Samsung SIP phone for the US market, but other third party devices are supported on the OfficeServ systems.
2. SIP devices not made by Samsung require the purchase of a 3<sup>rd</sup> party SIP user license (one license per device).
3. Some SIP devices have buttons dedicated to special features such as conference buttons. These types of buttons rarely conform to the standard SIP protocol and exist to provide enhanced features in specific manufacturer's systems. These buttons may or may not work with Samsung systems, and as such are not supported. Only basic call delivery and acceptance can be guaranteed.

# PART 3. SPECIFICATIONS

## 3.1 ELECTRICAL SPECIFICATIONS

### POWER SUPPLY UNIT

The Power Supply Unit (PSU) is installed in the cabinet of the OfficeServ 7400. The PSU supplies the power of -48 V DC received from the external power supply unit to each board. The rating is as follows.

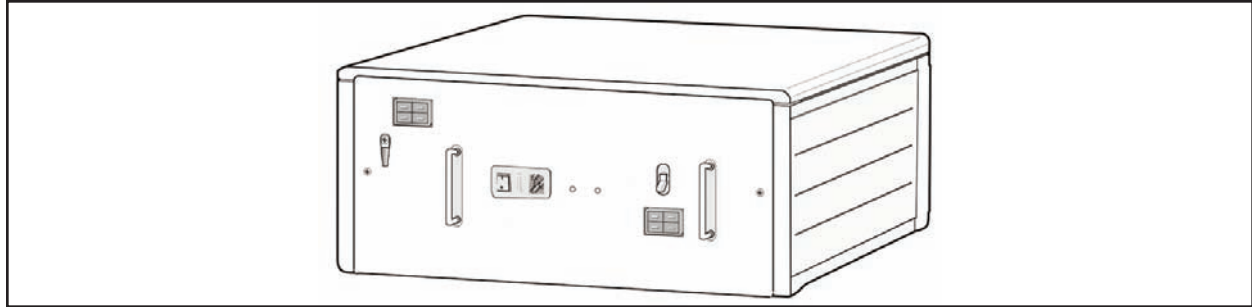


FIGURE 3-1

- INPUT RATING: AC100-240 V; 10A; 50/60 Hz or DC48;V 15A

The specifications of the power I/O are shown in the table below.

### 3.1a I/O VOLTAGE of the PSU

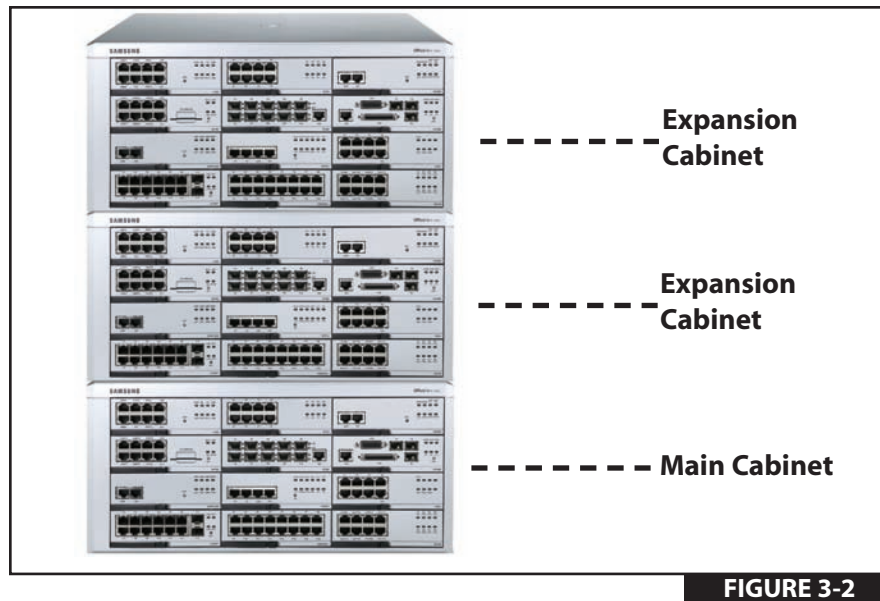
PSU (OfficeServ 7400)	Input Voltage	110 V AC -54V DC (for Battery Backup)
	Output Voltage	DC -54V, 6.6A
		DC +5V, 16A
		DC -5.3V, 2A
		DC +3.3V, 30A
		DC +12V, 1A
		DC -54V, 0.4A (Battery Backup)
	Maximum Power Consumption/PSU	582.3 W

### 3.1b I/O VOLTAGE of OfficeServ 7150 PoE Power Supply

Rated Output for AC Operation	
1 Module	DC -54V / 7.5A
2 Module	DC -54V / 15A
Battery	DC 54V / 0.45A
Rated Output for DC Operation	
1 Module	Battery By-Pass (DC 48V, 48AH or lower) / 7.5A
2 Module	Battery By-Pass (DC 48V, 48AH or lower) / 15A

## 3.2 DIMENSIONS

The OfficeServ 7400 consists of two cabinets, main cabinet and expansion cabinet, as shown in the figure below:



**FIGURE 3-2**

	HEIGHT	WIDTH	DEPTH
OfficeServ 7400 Main Cabinet	8.8"	17.32"	16.14"
OfficeServ 7400 Main Cabinet + Expansion Cabinet	17.6"	17.32"	16.14"
OfficeServ 7400 Main Cabinet + Expansion Cabinet + Expansion Cabinet	26.4"	17.32"	16.14"

Note: When the cabinets are rack mounted, the rack mount bracket will add some height to the system.

## 3.3 ENVIRONMENTAL LIMITS

OPERATING TEMPERATURE	32—113 °F / 0—45 °C
STORAGE TEMPERATURE	14—122 °F / -10—50 °C
HUMIDITY	10%—90% Non-Condensing

BTU	MAXIMUM LOAD			70% LOAD		
	Wattage	BTU/h	BTU/min	Wattage	BTU/h	BTU/min
	582.3W	1987.4	33.12	407.61W	1391.2	23.2

## 3.4 CABLE REQUIREMENTS

EQUIPMENT	CABLE	AWG	MAX FEET	MAX METERS
DIGITAL KEYSET	1 PR. TWISTED	24	1300	400
ADD-ON MODULE	1 PR. TWISTED	24	1300	400
SINGLE LINE STATION	1 PR. TWISTED	24	3000	1 KM
DOOR PHONE	2 PR. TWISTED	24	330*	100

\*This is the maximum distance a door phone can be from the DPIM. The DPIM can be up to 900 cable feet from the KSU. The total distance must not exceed 1230 feet.

## 3.5 RINGS AND TONES

### 3.5.1 RING CYCLES

The OfficeServ 7400 provides the trunk line rings, station rings, door rings, and alarm rings. The ON/OFF cycle of each ring is shown in the table below (it is different according to the country, and can be modified by MMC programming).

3.5.1a SYSTEM RING CYCLES	
RING	ON/OFF CYCLE
TRUNK LINE RING	1000/2000 ms
STATION RING	400/200/400/3000 ms
DOOR RING	400/200/400/200/400/2000 ms
ALARM RING	400/200/400/200/400/200/400/1000 ms

Note: The ON/OFF cycle can be adjusted by changing the values of the system database.

### 3.5.2 RING

The output voltage and frequency of the ring signals in the OfficeServ 7400 are as follows:

- Output voltage: 75 Vrms Square Wave (Built in SLI)
- Frequency: 20 or 25 Hz

The OfficeServ 7400 provides the users with various tones to notify the users of the status of functional operations. [The ON/OFF cycles of currently specified tones are shown in the table on the next page.](#)



### 3.5.3 SYSTEM TONES

tone	on/off cycle
DIAL TONE	1000/250 ms
BUSY TONE	500/500 ms
DO NOT DISTURB TONE	250/250 ms
RING BACK TONE	1000/2000 ms
CALL PARK TONE	CONTINUOUS
CONFIRMATION/CAUTION/BARGE-IN TONE	50/50 ms
CALL BACK/HOLD TONE	500/3500 ms
RING BACK TONE	1000/2000 ms
ERROR/NUMBER UNOBTAINABLE TONE	250/250 ms
MESSAGE CAMP ON TONE	CONTINUOUS

Note: The ON/OFF cycle can be adjusted by changing the values of the system database.

### 3.6 KEYSER LED INDICATIONS

condition	led color	led on	led off
LINE IDLE	OFF	—	OFF
LINE IN USE	RED / GREEN	STEADY	—
RECALL	AMBER	500 ms	500 ms
CALL ON HOLD	RED / GREEN	500 ms	500 ms
RINGING C.O. CALL	GREEN	100 ms	100 ms
RINGING INTERNAL CALL	GREEN	100 ms	100 ms
DND INDICATION	RED	112 IPM for 500 ms	500 ms
OPERATOR CALLS	RED	100 ms	100 ms
ANS / RLS (DND)*	RED	112 IPM for 500 ms	500 ms
ANS / RLS (HANDSET MODE)**	RED	STEADY	—
TRSF (FORWARD ALL)**	RED	STEADY	—

\*Overrides headset mode.

\*\*DCS model keysets only.

## OfficeServ 7400 Feature Capacities

Station Groups	80
Trunk Groups	30
UCD Groups	32
Station Group Members (Sequential or Distributed)	99
Unconditional Group Members	32
Trunk Group Members	99
Internal Page Members	99 x 5
External Page Members	8 x 4
Toll Restriction Entries	500
Toll Allowance Entries	500
DID Translation Entries	999
Authorization Code Entries	500
Account Code Entries	999
LCR Digit Entries	2000
LCR Modify Digit Tables	200
LCR Time Tables	4
LCR Time Bands	4
LCR Route Tables	99
Alarm Reminder Buffers	3
Speed Dial Entries	6000
System Buffers (MAX)	500 / 950
Station Buffers (MAX)	50
CID Review Buffers	2000
CID Abandon Lists	100
CID Name Translation Entries	1000
Call Buttons per Station	8
Call Logs Entries	2000

Call Log per Station	50
Tenant Groups	2
Ring Plans	6
Programmed Messages	20 (15+5)
AOM Pairs per Station	4
Call Cost Digit Entries	500
Call Cost Rate Tables	8
PBX Access Code Entries	5
Special Code Entries	10
Emergency/Override Code Entries	8
Holiday Entries	60
Class of Service	30
LCR Classes	8
Message Waiting per Station	5
Conference Groups	54
Conference Group Members	5
Meet Me Conference	24
Pickup Groups	99
Internal/External Page Zones	5/4
Redial & External FWD Dial Digits	18
IP Keysets	480
Virtual Extensions	384
Text Messages	10/100
Agent Pin Numbers	300
MOBEX Ports	400
Executive MOBEX Users	256
Media Proxy Service Channels	512

# PART 4. BUSINESS FEATURE PACKAGE

## SYSTEM FEATURES

Account Code Entry <ul style="list-style-type: none"><li>Forced - Verified</li><li>Forced - Not Verified</li><li>Voluntary</li></ul>	Forward DND	OfficeServ™ EasySet
Account Code Key	Follow Me	OfficeServ™ Call
Account Code Key - One Touch	External	OfficeServ™ Operator
Administrator Program Key	To Voice Mail	OfficeServ™ Softphone
All Call Voice Page	Preset Destination	OfficeServ™ Communicator
Attention Tone	Preset Forward Busy	OfficeServ™ Messenger
Audio Message with Alarm <ul style="list-style-type: none"><li>(Timer) Reminder</li></ul>	Call Hold	Conference
Audio Ringback Tones	Exclusive	Conference Group
Authorization Codes <ul style="list-style-type: none"><li>Forced</li><li>Voluntary</li></ul>	System	Customer Set Relocation
Auto Answer on CO	Remote	Data Security
Auto Attendant†	Call Park and Page	Database Printout
Automatic Call Distribution (ACD)	Call Pickup	Daylight Saving Time-Automatic
Automatic Hold	Directed	Dialed Number Identification Service (DNIS)
Background Music	Groups	Direct In Lines
Branch Group	Established	Direct Inward Dialing (DID) T1 <ul style="list-style-type: none"><li>DID Call Limits</li></ul>
Call Activity Display	Call Recording	Direct Inward System Access (DISA)
Call 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 Windows</li></ul></li></ul>	Caller Emergency Service ID (CESID)	Direct Trunk Selection
	Caller Identification† <ul style="list-style-type: none"><li>Automatic Number Identification (ANI)</li><li>Caller ID</li><li>Calling Line Identification (CLI)</li><li>PRI</li></ul>	Directory Names
	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 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>	DISA Security
Call Costing	Centrex/PBX Use	Distinctive Ringing
Call Forwarding <ul style="list-style-type: none"><li>All Calls</li><li>Busy</li><li>No Answer</li><li>Busy/No Answer</li></ul>	Chain Dialing	Door Lock Release (Programmable)
	Chain Forward	Door Phones
	Class of Service	E & M Tie Lines T1
	Common Bell Control	E-Mail Gateway (See Unified Voicemail)
	Computer Telephony Integration (CTI) <ul style="list-style-type: none"><li>OfficeServ™ Link</li><li>OfficeServ™ DataView</li></ul>	Emergency Conference Feature (911)
		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 Interfaces
		External Page Interfaces
		Flash Key Operation
		Flexible Numbering
		Ground Start Trunks (T1)
		Group Busy Setting
		Hot Desking (IP Keysets)
		Hot Line
		In Group/Out of Group
		Incoming Call Distribution
		Incoming/Outgoing Service
		Individual Line Control
		IP Keysets

ISDN Service	Power over Ethernet (PoE)	System Time Synchronization
Primary Rate Interface (PRI)	Prime Line Selection	Tenant Services (2)
LAN Interface	Priority Call Queuing	Toll Restriction
Least Cost Routing	Private Lines	By Day or Night
Live System Programming	Programmable Line Privacy	By Line or Station
From any Display Keypad	Programmable Timers	Eight Dialing Classes
With a Personal Computer	Recalls	Special Code Table
Malicious Call Restriction	Recall to Operator	Toll Restriction Override
Meet Me Page and Answer	Redial Review	Tone or Pulse Dialing
Memory Protection	Remote Programming—PC	Traffic Reporting
Message Waiting Indications	Ring Modes	Transfer
Message Waiting Key	Time Based Routing—Plans	Screened/Unscreened
Mobile Extension (MOBEX)	Automatic / Manual	Voice Mail Transfer Key
Mobility Solution	Holiday Schedule	With Camp-On
Microphone On/Off per Station	Temporary Override	Trunk Groups
Multiple Language Support	Ring Over Page	Twinning— <i>See Mobile Extension (MOBEX)</i>
Music on Hold—Flexible	Secretary Pooling	Unified Messaging— <i>See Unified Voicemail</i>
Music on Hold—Sources	Simultaneous Ringing— <i>See OS Connect</i>	Unified Voicemail
Networking	Single Line Connections	E-Mail Gateway
QSIG over IP	SIP Services	OfficeServ™ IP-UMS
QSIG over PRI	Speed Dial Numbers	Uniform Call Distribution (UCD)
OfficeServ™ Connect	Station List	Universal Answer
Operator Group	System List	Virtual Extensions
Overflow	Speed Dial by Directory	Voice Mail
Operator	Station Hunt Groups	Inband Signalling
Station Group	Distributed	Integrated (In-Skin)
Override Codes	Sequential	External (Server-Based)
Paging & Multicast Paging	Unconditional	VoIP
Internal Zones (5)	Station Message Detail Recording (SMDR)	VoIP Security
External Zones (4)	Station Pair	Walking Class of Service
All External	System Alarms	Wireless Handsets— <i>See Mobility Solution</i>
Page All	System Maintenance Alarms	
Park Orbits	System Directory	

†Requires optional hardware and/or software. Ask your dealer for details.

## 4.1 SYSTEM FEATURE DESCRIPTIONS

### ACCOUNT CODE ENTRY

Station users may enter an account code (maximum 12 digits) before hanging up from a call. This account code will appear in the SMDR printout for that call record. Keyset users may enter this code using an account code key without interrupting a conversation. Single line telephone users must temporarily interrupt the call by hook-flashing and dialing the feature access code. Manually entered account codes can be up to 12 digits long. In some cases users can be forced to enter an account code and this account code may or may not be verified as described below.

#### **Forced – Verified**

When set for this option the user must enter an account code for all outgoing calls. The account code entered will be verified from a system list of 999 entries. Forced Verified codes can contain the digits 0~9.

#### **Forced - Not Verified**

When set for this option the user must enter an account code for all outgoing calls, but the account code is not verified against the system list. Non verified account codes can contain the digits 0~9, \* and #.

#### **Voluntary**

In this case account codes are not required to make outgoing calls but may be used if desired. This is also the method used to assign an account code to incoming calls. These account codes can contain the digits 0~9, \* and #.

### ACCOUNT CODE KEY

The account code (ACCT) key can be programmed on any keyset and will appear as a soft key on display keysets. This key allows the user to enter account codes without interrupting a call.

### ACCOUNT CODE KEY – ONE TOUCH

The account code (ACC) key can be programmed on any keyset. This key can be programmed with an extender and operates in three different ways depending on the extender as follows.

#### **Extender = 000**

When programmed with an extender of 000 the user will be prompted to enter an account code when the key is pressed.

#### **Extender = 001~999**

When programmed with an extender ranging from 001 to 999 the key will, when pressed, automatically insert the account code contained in that bin of the system account code list. This is known as One Touch account codes. This option can be denied in system programming to prevent users from bypassing the security of system account codes.

#### **No Extender**

When programmed without an extender the key will, when pressed, prompt the user to enter the bin number the system account code table where the account codes are stored.

## ADMINISTRATOR PROGRAM KEY

This feature gives designated stations the ability to administer a number of System functions from their key-set using a flexibly assigned button. The Administrator Program (PROG) key is programmed in MMC 722. The station passcode must be changed from the default value to use this feature. See the System Administrator Guide for more information.

## ALL CALL VOICE PAGE

Users can page internal zone zero and all external paging zones at the same time by dialing the All Page code. Keysets may be restricted from making or receiving pages in system programming. A maximum of 99 keysets can be programmed in each internal page zone to receive page announcements.

Note: Each IP keyset being paged requires an MGI channel to carry the page audio. If all MGI channels are busy then no IP keysets will receive a page.

## ATTENTION TONE

To get your attention, a brief tone precedes all page announcements and intercom voice calls. There are separate programmable duration timers for page and voice announce tones.

## AUDIO MESSAGE WITH ALARM (TIMER) REMINDER

This feature provides an option that allows a recorded message to be played to a user when they go off hook to answer an alarm reminder ring (timed reminder ring). The message is recorded on the SVMi-20E/AA card. In addition, if the AA group is busy when the reminder call is answered the system will play a designated MOH source to the user. Alternatively System programming can define an external music source to be played when the Appointment Reminder is answered.

## AUDIO RINGBACK TONES

Audio ringback tones allow a caller to hear a custom recording in place of standard ringback tone when calling to the OfficeServ system. This is extremely useful in call center applications where all callers must be alerted of call recordings, or where agents must always answer calls with a specific script. This feature requires a Samsung Voicemail as the custom recordings are stored as prompts in the voicemail system.

## AUTHORIZATION CODES

Authorization codes are used to give permission to make a call. A maximum of 500 four to ten-digit authorization codes can be either forced or voluntary. When used, authorization codes will automatically change the dialing station's class of service to the level assigned to the authorization code. Authorization codes may be programmed to print or not print on SMDR.

### Forced

When a station is programmed for forced authorization, the user must always enter this code before dialing is allowed. The dialed authorization code is verified from the system list of 500 authorization codes.

### Voluntary

Any station user can always enter an authorization code before they begin dialing. The dialed authorization code is verified from a system list of 500 authorization codes.

## AUTO ANSWER ON CO

Allows new CO calls directed to a certain keyset to auto answer and be in the call announce mode. This means that private lines and DID calls can be “auto answered” in the same manner as intercom calls. Transferred calls and calls to a station group of which that keyset is a member will continue to ring.

## AUTO ATTENDANT

When installed in the OfficeServ 7400, the SVMi-20E card or OfficeServ™ IP-UMS application provide very powerful and extremely flexible Auto Attendant functionality. As they are able to fully integrate into the OfficeServ 7400 the Auto Attendant provides Customized interactive Call routing for Public and Internal (Subscriber) callers.

The SVMi-20E card and the OfficeServ™ IP-UMS application allow multi-level customizable Menu Trees. These Menu trees can be very simple or as complex as needed for the application. Callers can be automatically routed based on CID, ANI, CLI, DNIS, and/or Trunk ID information received.

The SVMi-20E can handle from 4 to 20 simultaneous callers depending on which port options are purchased. The OfficeServ™ IP-UMS can handle from 8 to 128 simultaneous callers depending on the license purchased.

There are 500 professionally recorded prompts per language installed that help the caller navigate through the system and 9000 customizable prompts per system that can be added to personalize the application to an organization’s specific needs. The SVMi-20E has three languages included from the factory; English, Spanish, and French/Canadian. The OfficeServ™ IP-UMS also includes English, Spanish, and French prompts.

When a caller is routed to an extension and that extension is then forwarded back to the SVMi-20E card or the OfficeServ™ IP-UMS application, it will speak default professionally recorded prompts stating the reason the called party did not answer based on their call condition (Busy, No-Answer, Blocked) or speak a customized greeting recorded by the intended extension owner (subscriber).

## AUTOMATIC CALL DISTRIBUTION (ACD)

ACD is a call distribution method by which callers in a queue are routed to the next available agent. While waiting in a queue a canned or customized announcement can be periodically played to the caller based on a programmable timer while retaining their place in the queue. Statistical and historical reports are available to assist supervisors in managing a call center. [See Call Center.](#)

## AUTOMATIC HOLD

While a keyset user is engaged on an outside (C.O.) call, pressing another trunk key, route key or CALL button automatically places the call on hold when Automatic Hold is enabled. Pressing TRSF, CONFERENCE, PAGE or a DSS key always automatically places a C.O. call on hold. Intercom calls can be automatically held only by pressing TRSF or CONFERENCE. Each keyset user can enable or disable Automatic Hold.

## BACKGROUND MUSIC

Keyset users may choose to hear music through their keyset speakers when optional external sources are installed. Each user may adjust this level by the use of a volume control program at the selected keyset.

## BRANCH GROUP

This feature allows stations included in a branch group to answer a ringing call to another station in the group by simply lifting the handset or going on speakerphone mode. This feature works well when there is a need to answer calls for people who may be away from their desk or when a common answering pool is needed. Calls can be directed to a common bell and then can be answered by anyone in the Branch Group. There are a total of 99 branch groups available, but a station can only be in one branch group.

## CALL ACTIVITY DISPLAY

The OfficeServ 7400 will record and buffer all calling activity within the system. With a Call Activity Display (CAD) key, the OfficeServ 7400 will display a “snapshot” of the following information:

- The maximum number of ports that have been used
- The maximum number of trunks that have been used
- The maximum number of stations that have been used
- The current number of ports in use
- The current number of trunks in use
- The current number of stations in use

## CALL CENTER

ACD/UCD Call Centers are required when the user expects to have more ringing calls than people (agents) to answer them. This functionality prevents callers from receiving busy signals or lengthy ring delays before answering. Callers reaching a busy group with no available agents are held in queue for the next available agent. First and second announcements reassure the caller until an agent becomes available. The OfficeServ 7400 can have 32 simultaneous ACD/UCD groups with a maximum of 99 agents per group using sequential or distributed ring modes. Any time there are one or more calls in queue and no available agents, the longest waiting call will automatically be distributed to the next available agent. When there are no calls in queue the next new call will be routed to the next idle agent according to a specified distribution method.

There are two available reporting options to support the [system] call center functionality. The embedded basic reporting package included with the telephone system is ideal for small informal call center solutions as it provides simple ASCII text reports to a customer provided LAN printer, as well as informational displays at a supervisor's display telephone. The more sophisticated call center may require the optional OfficeServ DataView CTI application that provides historical reporting, agent and call monitoring and wallboard displays.

**NOTE:** Some features require optional hardware or software. Ask your authorized Samsung Dealer for details.

### Agent Busy / Manual Wrap-Up Key

This UCD group feature allows an agent to have a programmed button that when depressed will remove the keyset from free status within the group. The agent can depress the button again to return the keyset to free status. This provides a method for agents to manually extend their wrap-up time when necessary. This also allows agents to perform other duties such as receiving or making telephone calls without having to log out of the group.

### Agent PIN (ID) Numbers

When desired this feature allows agents to be assigned a PIN number to use when logging in and out of a UCD group. This allows an agent to move from location to location and retain their productivity records. There are a total of 300 PIN numbers available in the system.

### Agent Login & Logout

At any time agents may login or out of a station call group by dialing an access code or simply pressing the IOG button for the selected group. A red LED on the IOG button indicates you are in the group.

### Automatic Logout

This feature allows the system to further limit ringing delays by automatically logging out stations that are unattended. If a call is delivered to a station that does not answer after a programmable number of rings, the



station is automatically logged out of the group so that no further call attempts will be made until the agent has logged back in.

### **Automatic Wrap-up Timer**

The wrap-up timer prevents calls to an agent for a programmable period of time. This allows the agent to finish up paper work associated with the last call.

### **Priority Call Queuing**

This feature places calls to a station queue ahead of other calls based on priority level (1-9). The system compares the DID number, Caller ID, or trunk ID to a preprogrammed table and assigns the call a corresponding priority that places it in the appropriate position in the queue. This functionality is ideal when specific customers require special treatment.

## **EMBEDDED REPORTING PACKAGE**

The OfficeServ 7400 system provides some basic reports and statistics available to a supervisor using a display keyset. These features can be used in conjunction with, or independently of, the OfficeServ™ DataView reporting and monitoring package.

### **Agent Statistics**

UCD supervisor positions using a display keyset can monitor the number of agents in a group and how many agents are currently logged in. Each station's status can be reviewed for the number of calls answered and the average call length for the day.

### **Call Statistics**

UCD supervisor positions using a display keyset can monitor the number of calls in queue, the longest wait time for calls currently in queue, the average wait time for the day, and the total number of calls answered for the day.

### **Group Supervisors**

Multiple supervisors can be assigned to each group and one station can be given supervisor status for multiple UCD groups. The group supervisor (using a display keyset) can log agents in and out of the group in real time to help manage the workload.

### **Printed Reports**

UCD supervisor positions using a display keyset may run printed reports to a customer-provided printer, showing the data available from the supervisor displays. These reports can be run manually or scheduled to run at specific intervals.

## **OFFICESERV DATAVIEW**

For users who require more power than the embedded reports can provide, the web-based OfficeServ™ DataView CTI application can be used for enhanced reporting and monitoring functionality. See separate DataView Literature for more details.

### **UCD Statistics**

OfficeServ™ DataView provides over a dozen different historical reports to provide detailed statistics on call volume and call times as well as agent activity. Also included is a detailed Abandoned Call list to define each lost call to the UCD group.

## **UCD Monitoring**

OfficeServ™ DataView provides several different monitoring interfaces that allow users to easily see live connection status and port activity for UCD groups and agents.

## **Wallboard-Style Display Windows**

OfficeServ™ DataView is equipped with a series of wallboard-style displays which allow quick and easy visibility of live call status information about the group, such as longest wait time, calls in queue, agents busy, and more. This information can display as a personal PC Wallboard on an agent's monitor. When used in conjunction with customer provided large screen display, such as an LCD or plasma monitor (TV), these same wallboard windows can provide this data to the entire call center from a greater distance with a level of clarity and flexibility that isn't possible with traditional LED wallboards.

## **CALL COSTING**

The OfficeServ 7400 software provides programmable call costing tables to calculate the cost of incoming and outgoing calls. Rates are calculated by the number dialed, and may include surcharges. Display keysets can be set to show the call duration timer or the call cost. The SMDR report will show either the call duration or the call cost depending on the station selection. One call handled by multiple callers will cost each call segment separately.

## **CALL FORWARDING**

This feature allows the user to redirect (forward) incoming calls. The calls can be redirected to the attendant, a hunt group, voice mail, external number or another station user. If the destination station is in Do Not Disturb (DND), the calling party will receive DND/Reorder tone. Calls cannot be forwarded to a door phone.

### **All Calls**

This type of forwarding is not affected by the condition of the station. All calls are immediately redirected to the designated destination. If desired, the destination station may redirect the call back to the forwarded station by using the transfer feature. The forwarded station user can continue to originate calls as usual. If no key is programmed as Forward All, the TRSF key lights steady when a Forward All condition is set.

### **Busy**

This feature forwards all calls only when the station set is busy. The station user can originate calls as usual.

### **No Answer**

This feature forwards calls that are not answered within a preprogrammed time. The user can originate calls as usual and receive call if present. The timer is programmable on a per-station basis to allow for differences in individual work habits.

### **Busy /No Answer**

This feature allows the station user to use both types of forwarding simultaneously, provided the destinations have already been entered in the usual manner.

### **Forward DND**

This feature works with the Do Not Disturb feature. This allows calls directed to a station in Do Not Disturb or One Time Do Not Disturb to forward immediately to another destination.

## **Follow Me**

This feature allows the user to forward all calls from another station to the user's station or change the forward destination to the user's current location.

## **External**

Stations can be programmed to forward all, forward busy, forward no answer, forward DND C.O. calls to an external number via a central office trunk if allowed by class of service. Intercom calls may also be programmed to forward to an external number via a central office trunk.

## **To Voice Mail**

Each station may be programmed to allow or deny the ability to forward intercom calls to voice mail. When denied, valuable message time in the voice mail system can be saved.

## **Preset Destination**

If desired this feature provides for a permanent (preset) forward no answer destination for each extension. It can only be programmed by the system technician or system administrator. When any station does not have FWD/NO-ANSWER set, the call will ring this preset destination if one is programmed.

## **Preset Forward Busy**

This feature allows the Preset Forward No Answer setting to also work for Busy status. When PRESET BUSY is turned on the calls will follow the preset for both busy and no answer conditions.

# **CALL HOLD**

## **Exclusive**

Outside calls can be placed on exclusive hold at any keyset by pressing HOLD twice during a call. Calls placed on exclusive hold can only be retrieved at the keyset that placed the call on hold. Intercom calls are always placed on exclusive hold. Exclusive hold for trunk calls can be denied in class of service.

## **System**

Outside calls can be placed on system hold at any station. Users may dial the access code or press the HOLD button. Calls on system hold may be retrieved at any station.

## **Remote**

Outside calls can be placed on hold at a station other than the station placing the call on hold. This feature allows calls to be answered at one keyset and placed on hold at another station. This allows time for the user to proceed to that station or allows the party that the call was intended for to have that call placed at their station. The call or trunk button will flash at the remote hold station. NOTE: Intercom calls cannot be remote held.

# **CALL PARK AND PAGE**

Each C.O. line has its own park zone. This simple method eliminates confusion and ensures that a park zone is always available. Pressing the PAGE key parks the call automatically. There are no extra buttons to press and there is no lost time looking for a free zone.

## **CALL PICKUP**

### **Directed**

With directed call pickup, users can answer calls ringing at any station by dialing a code plus that station's extension number or by pressing the feature button and then dialing the extension. There is a system option to allow a DSS key to perform a pickup function rather than a transfer function when pressed.

### **Groups**

In addition, calls can be picked up from a station group in a similar manner. The group pickup feature allows users to answer any call ringing within any pickup group. There are 99 pickup groups available in the system. A station cannot be in more than one pickup group. To use this feature, station users either dial the access code or press the assigned feature button followed by the pickup group number.

### **Established**

This feature enables a keyset user to pick-up an establish call in progress at a single line extension connected to a modem on a PC. An EP key with this extension number must be programmed on the keyset. Established call pickup is useful with PC dialing programs that outdial from a large list of telephone numbers. Let the computer dial for you, then press the EP key to speak with the called party.

## **CALL RECORDING**

When using Samsung's proprietary voice mail systems, keyset and OfficeServ Softphone users can record their telephone conversations in their personal mailbox for playback or e-mail later.

## **CALL WAITING/CAMP-ON**

Busy stations are notified that a call is waiting (camped-on) when they receive a tone. The tone is repeated at a programmable interval. Digital keysets receive an off-hook ring signal through the speaker while single line stations and IP keysets receive a tone in the earpiece of the handset. The volume of the camp-on tone can be set by the station user. Camped-on calls follow Forward No Answer if a Forward No Answer destination has been set.

Optionally any station can be programmed to automatically camp-on to a busy station instead of having to press the camp-on button or dial a camp-on code.

## **CALLER EMERGENCY SERVICE ID (CESID)**

This service is provided in the OfficeServ 7400 via an ISDN PRI circuit configured for both way DID connected to the TEPRI card.

This is a service where the telephone system sends a number, usually a call back number, to the Public Service Answering point (PSAP) when a station user dials 911. This number is associated in the PSAP with a location indicating exactly where the call originated. This allows the emergency services to respond directly to the correct building or floor of a building rather than to have to make inquiries as to the location of the emergency. This service is sometimes referred to as Enhanced 911 or E-911.

## **CALLER ID FEATURES**

The following features apply to all forms of Caller Identification, however, to make them easier to read caller identification is referred to as Caller ID.

### **Name/Number Display**

Each LCD keyset user can configure their display to see the name and number in the display on all inbound direct calls.

### **Next Call**

In the event that you have a call waiting or a camped-on call at your keyset, you can press the NEXT key to display the Caller ID information associated with this next call in queue at your station. Either the Caller ID name or number will show in the display depending on your selection.

### **Save Caller ID Number**

At any time during an incoming call that provides Caller ID information, you may press the SAVE key. This saves the Caller ID number in the Save Number feature. Pressing the SAVE number redial key will dial the Caller ID number. The system must be using Least Cost Routing (LCR) to dial the saved number.

### **Store Caller ID Number**

At any time during an incoming call that provides Caller ID information, you may press the STORE key. This saves the Caller ID number as a speed dial number in your personal speed dial list. The system must be using LCR to dial the stored number.

### **Inquire Park / Hold**

Having been informed that an incoming call is on hold or has been parked, you may view the Caller ID information before you retrieve the call. This will influence how you choose to handle the call.

### **Caller ID Review List**

This feature allows display keyset users to review Caller ID information for calls sent to their stations. This list can be from ten to fifty calls in a first in, first out basis. The list includes calls that you answered and calls that rang your station but that you did not answer. When reviewing this list, you can press one button to dial the person back. The system must be using LCR to dial the stored number. There is also an option called CID REVW ALL in the User ON/OFF options. When set to ON the feature will operate the same as described. However, when set to OFF only calls that are not answered (missed calls) at the station will be recorded in the Review list.

### **Investigate**

This feature allows selected stations with a special class of service to investigate any call in progress. If Caller ID information is available for an incoming call, you will know to whom this station user is speaking. On outgoing calls, you can see who was called. After investigating, you may barge-in on the conversation, disconnect the call or hang up.

### **Abandon Call List**

The system has a system-wide abandon call list that stores Caller ID information for calls that rang but were not answered. The list is accessed using the administrator's passcode. When reviewing this list, you are provided options to CLEAR the entry or DIAL the number. You can see the NND key to toggle between the Caller ID name, number and the date and time the call came in. The system must be using LCR to dial numbers from the abandon call list. The abandoned call list will store up to 100 unanswered calls.

## **Caller ID ON SMDR**

The Station Message Detail Records report can be set to include Caller ID name and Caller ID number for incoming calls. This format expands the printout to 113 characters. Use a wide carriage printer or an 80 column printer set for condensed print.

## **Number to Name Translation**

The system provides a translation table for 1000 entries. When the Caller ID number is received, the table is searched. When a match is found, the system will display the corresponding name.

## **Caller ID to PSTN**

When calling out on ISDN-PRI services, each station can be programmed to send any one of the listed directory numbers provided on the PRI circuit. Examples are: the main number, another number or an individual DID number. (PSTN=Public Switch Telephone Network) In addition, keysets can be configured to block Caller ID delivery to the PRI. This will alert the provider that the call number should be restricted, allowing a keyset to make calls that will display as "Anonymous," "Restricted," or "Unavailable" to the called party. This blocking can be set for each keyset, and is not user-configurable. This means that when enabled, all calls will show as blocked.

## **Caller ID to Analog Port**

When equipped with the optional RCM2 card, Caller ID from the telephone company is sent to analog ports within the system.

# **CALLER IDENTIFICATION**

The OfficeServ 7400 supports three methods of identifying an incoming caller depending on the circuit type as described below.

## **Automatic Number Identification (ANI)**

On a digital T1 trunk programmed as E&M trunks calling party information is called ANI. This information is the telephone number of the calling party and is sent as in-band DTMF digits during the call setup. Care should be taken to ensure the system has sufficient DTMF receiver resources to handle the expected volume of call traffic. Although ANI provides the number only, a name can be attached to the telephone number of frequent callers via the CID/ANI translation table.

## **Caller ID**

On an analog, loop start CO line, calling party information is called Caller ID and is available from the telephone company in two formats, Number only and Name and Number, sometimes called Deluxe. The OfficeServ 7400 is compatible with both formats. Even if the telephone company only offers the number only, a name can be attached to the telephone number of frequent callers via the CID/ANI translation table.

## **Calling Line Identification (CLI)**

On ISDN circuits, calling party information is called CLI and is supported on both BRI and PRI type circuits as described below.

## **PRI**

On 5ESS and DMS 100 switches, NI2 PRI circuits both name and number support are provided on the OfficeServ 7400 system.

## **CENTREX/PBX USE**

CENTREX and PBX lines can be installed in lieu of central office trunks. CENTREX and PBX feature access codes including the command for hook-flash (FLASH) can be stored under one touch buttons. Toll restriction programming can ignore PBX or CENTREX access codes so that toll calls can be controlled when using these services.

## **CHAIN DIALING**

Keyset users may manually dial additional digits following a speed dial call or chain together as many speed dial numbers as are required.

## **CHAIN FORWARD**

The chain forward option determines whether a forwarded intercom call that subsequently forwards to voicemail will target the original stations mailbox or the second stations mailbox.

## **CLASS OF SERVICE**

The system allows a maximum of 30 station classes of service. Each class of service can be customized in memory to allow or deny access to features and to define a station's dialing class. Each station can be assigned different classes of service for day and night operation.

## **COMMON BELL CONTROL**

The MIS daughter board provides relays that may be programmed to control a customer-provided common bell or common audible device. These contacts must be programmed as members of a station group and may provide steady or interrupted closure. Common relays are shared between external page zones and common bell features.

## **COMPUTER TELEPHONY INTEGRATION (CTI)**

Computer Telephone Integration (CTI) allows integration between the OfficeServ 7400 and a personal computer (PC) on a local area network (LAN). Caller ID service is required for TAPI inbound call applications that use the CID information to display computer records in conjunction with the presentation of the call to the station on the OfficeServ 7400.

### **OfficeServ™ Link**

Samsung's proprietary CTI Server Application that manages all call control functions between the OfficeServ 7400 Main Processor and all OfficeServ™ CTI Applications.

### **OfficeServ™ DataView**

OfficeServ DataView is a web enabled Call Center and system traffic reporting package. The DataView application provides live connection status and features usage statistics as well as a wide variety of detailed historical reports. The DataView application server runs on Microsoft IIS web server software, which is included in Windows 2000, XP Professional, 2003, 2008, and Windows 7.

### **OfficeServ™ EasySet**

OfficeServ EasySet is a web enabled application that allows keyset customization from virtually any location. The EasySet application server runs on Microsoft IIS web server software, which is included with Windows 2000, XP Professional, 2003, 2008, and Windows 7.

## OfficeServ™ Call

OfficeServ Call is a call manager application with support for contact management, inbound screen pop, outbound dialing via the desktop, scheduling, and call logging, as well as providing access to some digital telephone facility programming. OfficeServ Call is a client server based application that supports both an end-user (GUI) interface and industry standards such as TAPI. The client application has support for a wide range of operating systems including Windows 2000 and Windows XP.

## OfficeServ™ Operator

OfficeServ Operator is a PC-based attendant console that works in conjunction with either a TDM or IP Keyset. OfficeServ Operator can support up to 20 OfficeServ Operators Consoles simultaneously.

## OfficeServ™ Softphone—See OfficeServ™ Communicator Softphone Mode

## OfficeServ™ Communicator

The OfficeServ Communicator is a Windows® based client application that provides call control features, screen pops from an internal or external database, and more. The OfficeServ Communicator provides you access to all the power of the OfficeServ 7000 Series system features in a sleek, easy to use interface. Users can set the Communicator to run in one of three modes:

### 1. Deskphone Mode

- Ideal for users with digital stations or ITP stations.
- Dial from, and screen pop to, Microsoft Outlook, an LDAP directory, an internal Communicator phonebook, or a DDE-compatible database.
- Configure common station options such as call forwarding, dial and answer modes, and more.
- TAPI-based connection to any station in the system through the OfficeServ Link CTI gateway.
  - Access is granted by purchasing **OfficeServ Communicator** seats for **OfficeServ Link License**
- Interface to the OfficeServ Messenger application for chat and collaboration with other users.
  - Access is granted by purchasing **PC User** seats for your **OfficeServ Messenger License**.

### 2. Softphone Mode

- Ideal for telecommuters and road warriors.
- Process internal and external calls as if you were in the office with a software IP phone that has much of the functionality of a physical IP station (for more information refer to OfficeServ Communicator User Guide).
- If you have a webcam installed you gain video calling capability when talking to other users running OfficeServ Softphone, OfficeServ Communicator's Softphone or UCPhone mode, or users who have a webcam installed on their SMT-i5243 station.
- Record audio and video calls to your PC for later reference (files cannot be exported).
- Dial from, and screen pop to, Microsoft Outlook, an LDAP directory, an internal Communicator phonebook, or a DDE-compatible database.
- Connect directly to the OfficeServ 7000 Series system as a fully functional software IP phone.
  - Access is granted by purchasing **OfficeServ Softphone** seats for your **OfficeServ 7000 Series Service License**.
- Interface to the OfficeServ Messenger application for chat and collaboration with other users.
  - Access is granted by purchasing **PC User** seats for your **OfficeServ Messenger License**.

### 3. UCPhone Mode

- Specifically designed for users with SMT Series IP stations.
- If you have a webcam installed you gain video calling capability when talking to other users running OfficeServ Softphone, OfficeServ Communicator's Softphone or UCPhone mode, or users who have a webcam installed on their SMT-i5243 station.
- Synchronize your station phonebook with your OfficeServ Communicator phonebook, your Microsoft Outlook contacts list, or an LDAP directory.



- Upload and download background images and ringtones to the SMT-i5243 station.
- Dial from, and screen pop to, Microsoft Outlook, an LDAP directory, an internal Communicator phonebook, or a DDE-compatible database.
- Configure common station options such as call forwarding, dial and answer modes, and more.
- Record audio and video calls to your PC for later reference (files cannot be exported).
- Connect directly to the OfficeServ 7000 Series system as a fully functional software IP phone.
  - Access is granted by purchasing **OfficeServ Communicator** seats for your **OfficeServ 7000 Series Service License**.
- Interface to the OfficeServ Messenger application for chat and collaboration with other users.
  - Access is granted by purchasing **PC User** seats for your **OfficeServ Messenger License**.

## OfficeServ™ Messenger

The OfficeServ Messenger is a Windows® based server application that provides chatting, white-boarding, file sharing, and other collaborative functions to users. All file transfer activities are logged to the server so that user activity can be archived or reviewed. The Messenger includes a web-based administration panel that allows a supervisor to manage user accounts and user groups, as well as to send broadcast messages and view Messenger activity logs. The OfficeServ Messenger software connects to the OfficeServ 7000 Series of systems through the OfficeServ Link V3 gateway, but rather than licensing through the OfficeServ Link the OfficeServ Messenger carries its own license. This allows you to implement the Messenger software without the need to disrupt other CTI applications.

Users connect to the OfficeServ Messenger through the OfficeServ Communicator application. Upon connection the Communicator provides a Messenger Contacts interface dedicated to the following OfficeServ Messenger functions:

- Manage buddy lists and groups.
- Set Messenger status (Away, Online, Lunch, etc).
- Configure your profile (nickname, email address, alternate contacts, etc).
- View buddy profiles.
- Click to call, video call, chat, email, or send a station or Messenger text message.
  - From a chat or video call window you can share files or initiate a white-boarding or screen-sharing session for visual collaboration.
- View your saved chat history.

Users of SMT-i5243 IP stations gain extra functionality from the OfficeServ Messenger by connecting directly to the server to download your buddy list and assign programmable keys to display the status of buddies or call them. Users connecting their SMT-i5243 station to the OfficeServ Messenger directly are granted access by purchasing Phone Users seats for your OfficeServ Messenger License.

## CONFERENCE

The system allows up to 54 simultaneous conferences up to 5 parties each.

### Add-On (5 Party)

Any combination of up to five parties (stations or outside lines) can be joined together in an add-on conference. Parties may be eliminated or added after a conference has been established.

### Unsupervised

A station user may set up a conference with two or more outside lines and then exit the conference leaving the outside lines connected in an unsupervised (trunk to trunk) conference.

## Split

A keyset user can “split” a conference into separate outside calls, then speak with each caller privately. Then the individual calls can be conferenced again in any combination. NOTE: This feature requires individual trunk buttons and auto-hold must be enabled.

## Meet Me Conference

Using the optional CNF24 card users can host a meet-me conference of up to 24 members maximum or multiple smaller conferences with less attendees. System software version V4.53 or higher comes with an embedded web server. Users log in to the OfficeServ Conference Scheduler to schedule and manage their personal conferences. There are options to set the conference ID, select the attendees, either internal users or external people, schedule for once, daily or weekly, set for early entrance, deliver invitations by email with an attached iCalendar, include instructions and comments and page internal users to remind them of a conference that is about to start. The conference can be recorded and saved as .wav file and then moved to your PC or server like any other file for later review or archive.

During the meet-me conference the Host screen shows who is In, Not In or has Exited, Caller ID, and member ID if entered. Host has options to *Remove* or *Mute* any attendee as well as start or stop recording and terminate the conference. Internal attendees can join the conference using the MJOIN button on their telephone as an alternative to using outside telephone lines. The conference can be locked to prevent additional users from joining.

## Ad-Hoc

Using the optional CNF24 card, users can set up an Ad-Hoc conference with up to 24 parties (yourself and 23 others). The maximum number is determined by the number of channels dedicated to the Ad-Hoc conference feature. The parties can be internal stations or outside calls. The Ad-Hoc conference works similar to the OfficeServ Add-On conference but is not limited to 5 parties. Users must have the MCONF button to initiate an Ad-Hoc conference.

## 911 Conference Feature

[See Emergency Conference Feature \(911\)](#) *[Supported on v. 4.60 or Higher]*

## CONFERENCE GROUP

Users that have a IP large screen keyset or OfficeServ Softphone may have 1-5 conference groups programmed. Each conference group can have up to 4 parties assigned. They can be extensions in the system or telephone numbers of people outside the system. Press the Conference Group button to call all members of the group at the same time. Status indications appear in the display. Press the corresponding softkey to drop or call parties as desired (maximum 100 users).

## CUSTOMER SET RELOCATION

Customer Set Relocation allows the customer to exchange or swap similar stations in the OfficeServ 7400 without wiring changes. All individual station assignments such as trunk ring, station group, station COS, station speed dial, button appearances, call forwarding, etc. will follow the Customer Set Relocation program.

## DATA SECURITY

Single line extensions used with modems and facsimile machines can be programmed so that they will not receive any system-generated tones that would disrupt data transmissions. In addition, these devices receive DCS C.O. ringing pattern instead of intercom ring pattern. Devices connected to an SLI card receive a disconnect signal upon termination.

## DATABASE PRINTOUT

A copy of the customer database can be obtained by using Installation Tool. This information can be directed to a printer or the PC screen and may be done either on-site or remotely. A complete database or specific data blocks may be obtained.

## DAYLIGHT SAVING TIME-AUTOMATIC

The system has a table that can be programmed with the daylight savings change dates for up to 10 years. At 2:00 am on these dates the system will automatically adjust the system clock to match daylight savings time. If no dates are programmed the clock will not change.

## DIALED NUMBER IDENTIFICATION SERVICE (DNIS)

When DNIS service is provided on an incoming E&M trunk the OfficeServ 7400 can route calls based on the numbers received. ([See DID](#))

## DIRECT IN LINES

Outside lines may be programmed to bypass the operator(s) and ring directly at any station or group of stations.

## DIRECT INWARD DIALING (DID) (T1 or ISDN PRI Service Only)

The term Direct Inward Dialing refers to types of digit steered inbound call handling. These are DID, Both Way DID, Dialed Number Identification service (DNIS) and Direct Dial In (DDI). The OfficeServ 7400 supports the types described below.

DID is an inbound only service where multiple telephone numbers are assigned, usually in blocks of twenty, to a single circuit or small group of circuits. The DID circuit can be a channel on a digital T1 service terminating on an OfficeServ 7400 TEPRI card.

Both way DID is a service that combines DID service with normal outbound local telephone service. This service is provided over E&M tie line circuits. These E&M tie line circuits terminate on a channel of a digital T1 circuit on the TEPRI card.

Dialed Number Identification service (DNIS) is a feature of 800 or 900 type numbers that allows the number dialed by the caller to be identified in the telephone system by means of a sequence of DTMF digits (usually four). This service terminates on E&M tie lines. These E&M tie line circuits can terminate on a channel of a digital T1 circuit on the TEPRI card.

Direct Dial In (DDI). This is the name given to the above three services when they are provided over an ISDN PRI circuit.

The OfficeServ 7400 has an option to select which MOH source is played to callers to a specific DID number.

### DID Call Limits

This option defines the maximum number of simultaneous calls that the system will accept for each DID number. Any call attempts after the Maximum Call (MC) count has been reached will be rejected and busy tone returned.

## DIRECT INWARD SYSTEM ACCESS (DISA)

Users can call in on specific DISA lines at any time, input a security code and receive system dial tone. Users can now place internal calls or if permitted, calls using C.O. lines. The caller must have a tone dial phone and

know his/her DISA security code if DISA security codes/passcodes are turned on. DISA lines can be used as both way lines or incoming only and may be allowed or disallowed for any of the 6 ring plan time periods. The C.O. lines used for DISA must have disconnect supervision. The requirement to put in a DISA security code can be disabled if desired.

## **DIRECT TRUNK SELECTION**

Each station can be allowed access to or denied access from a trunk or trunk group by access code when LCR is activated. When restricted, the station user must use a trunk key or a route key.

## **DIRECTORY NAMES**

Each station, station group and C.O. line may be assigned a directory name (maximum 11 characters). In addition, each personal speed dial number, system speed dial number and entry in the DID translation table may be assigned a name (maximum 11 characters). These names are displayed during calls with these ports and in the case of station and speed dial names, can be used to originate calls. [See the Dial by Name feature \(Station Features\).](#)

## **DISA SECURITY**

Telephone fraud and long distance theft are a serious concern. The OfficeServ 7400 provides a strong DISA security system. If an incorrect DISA passcode is entered repeatedly (as is the case with “hackers”), the DISA system can be automatically disabled temporarily. Both the number of incorrect passcode attempts and the time that DISA is disabled are programmable. In addition, all failed attempts to access DISA print on SMDR (if provided) with a “DE” DISA error flag.

## **DISTINCTIVE RINGING**

The OfficeServ 7400 provides distinctive ringing at a station based on selected parameters.

- Outside calls have a single ring repeated, while intercom calls have a double ring repeated.
- Any trunk or station can be programmed to ring a specific digital keyset with a predefined ring tone (1-8) or an analog station with a predefined cadence (1-5) selection.
- Digital keysets and analog stations may receive distinctive ringing based on the Caller ID number received or the DID number dialed.

## **DOOR LOCK RELEASE (PROGRAMMABLE)**

After answering a call from the door phone, users can dial a code to activate a contact closure. This can be used to operate a customer-provided electric door lock release mechanism. The contact closure timer is programmable from 100–2500 ms.

## **DOOR PHONES**

The door phone interface module (DPIM) provides for connection of a door phone to a DLI port. Pressing the button on the door phone produces a distinctive ring (three short rings repeated) at the assigned station or station group. If not answered within a programmable time, the system releases the door phone and stops the ringing. Stations may call the door phone directly and monitor the surrounding areas. Door phones follow the system ring mode plan.

## **E & M TIE LINES (T1 Service Only)**

Your office can be connected to another office with a tie line. Use it to make calls to stations in the other system. If programming allows, you can access lines in the other system to make outside calls. Tie line calls can be put on hold, transferred and conferenced in the same way as are other outside calls. Users accessing the

tie line from the other system can get a line in your system and make outgoing calls. These calls can be controlled by assigning a dialing class to the tie line. Your local telephone company may use E&M tie lines to provide DID service. In this case these tie lines can be programmed to follow the DID translation table. [See DID](#). Translated E & M tie line calls have Ring Plan routing capabilities.

## **E-MAIL GATEWAY—[See Unified Voicemail](#)**

### **EMERGENCY CONFERENCE FEATURE (911)**

*[Supported on v. 4.60 or Higher-Available only on PRI and SIP Trunking]*

For networked systems or large enterprise businesses it is critically important that 911 calls be monitored and tracked not only so that the right people are aware of emergency situations, but also so emergency personnel can be directed properly. In case of an emergency, the caller who dials 911 will be routed by highest priority to emergency services. If system resources are all taken, a call in progress will automatically be dropped in order to make available resource for the 911 call. This emergency call will be added to the system alarm log. Up to three pre-defined monitoring stations will ring with an alert of a 911 call. Upon answering the call the monitoring stations will be added to a conference with the station who dialed 911 and the trunk connected to the 911 operator. If the monitoring user wishes to speak to the 911 caller or the 911 operator they can unmute their phone to speak.

### **EXECUTIVE BARGE-IN (OVERRIDE)**

The feature allows specially programmed stations with a barge-in key to override the automatic privacy of another station or outside trunk. Programming allows barge-in with or without a warning tone. Stations may also be programmed as “secure” so that they cannot be barged-in on.

#### **With Warning Tone**

When the barge-in with tone option is set, the barging-in keyset has its microphone on and the barged-in on station receives an override display. A double burst of warning tone sounds and repeats every ten seconds. This feature does not work from single line sets.

#### **Without Warning Tone**

When the barge-in without tone option is set, the barging-in keyset has its microphone muted and the barged-in on station does not receive an override display. This feature does not work from single line sets.

#### **Trunk Monitor or Service Observing**

This feature allows the user who barged-in to retain the trunk call after the original station has hung up.

**WARNING:** BARGE-IN WITHOUT TONE MAY VIOLATE STATE OR FEDERAL LAWS CONCERNING THE RIGHT TO PRIVACY. SAMSUNG TELECOMMUNICATIONS AMERICA IS IN NO WAY RESPONSIBLE FOR THE POSSIBLE MIS-USE OF THIS FEATURE.

### **EXTERNAL MUSIC INTERFACES**

The OfficeServ 7400 MIS daughter card provides two inputs for connecting to customer provided external music sources. Each system can support one MIS card per LP40 (maximum 3). These sources can be used to provide background music, or any of the varied Music On Hold (MOH) uses.

### **EXTERNAL PAGE INTERFACES**

The OfficeServ 7400 provides one external page output and two zone control relays per MISC card. Maximum 3 cards, one per cabinet. Access codes provide four (4) external page zones. The common relays are shared between external page zones and common bell features.

## **FLASH KEY OPERATION**

While a user is on an outside line, pressing the FLASH key will send a timed disconnect signal to the central office or PBX. This is used for custom calling features on C.O. lines or in conjunction with CENTREX/PBX operation. System programming allows individual flash times for C.O. and PBX lines. When C.O. or PBX flash is not required, setting the timers for two seconds releases the existing call and returns dial tone to make a new call.

## **FLEXIBLE NUMBERING**

System programming allows stations to have two, three or four digit extension numbers beginning with the digit 2 or 3. Three digit default extension numbers begin with 201 and four digit defaults begin with 2001. Station group numbers can be three or four digits beginning with the digit 5. Using digits other than 2, 3 or 5 will require the technician to change other default feature access codes in the system default numbering plan. User guides will need to be modified as these are all written using the OfficeServ 7400 default numbering plan.

## **GROUND START TRUNKS (T1 Service Only)**

The OfficeServ 7400 can utilize these trunks to support a positive disconnect signal and prevent call collisions on heavy traffic usage. Caller ID or ANI service is not available on these trunks.

## **GROUP BUSY SETTING**

This feature provides a busy signal to intercom callers that ring to a station group when all logged-in stations are busy. The feature is activated in MMC 601 and when set to ON setting, allows an intercom caller to hear a busy signal when calling a station group. Upon hearing a busy the intercom caller will know that all stations are busy and can call back. When this option is set to OFF position the intercom caller will hear ring-back tone when all stations are busy and the call will queue for the next available station. Turning this option ON will override the Overflow setting when the group is busy. The default setting is OFF.

## **HOT LINE**

Stations can be programmed to call a pre-defined station or station group whenever that station goes off-hook. A hot line delay timer of 0–250 seconds can be programmed to allow sufficient time to make a different call. This timer is programmable on a per station basis.

## **HOT DESKING (IP KEYSETS)**

Hot desking is an industry term that describes stations where multiple people have one or more work areas or share a common work area. Samsung IP keysets allow users to log in and out from any keyset of the same model in the system. This allows a user to work from any available desk and retain their phone number, speed dials, voicemail, and programmed buttons.

## **IN GROUP/OUT OF GROUP**

Individuals assigned to a station hunt group may temporarily remove their telephones from the group by pressing the In/Out of Group button providing that there is someone still in the group. There is a system wide option to allow all members to log out of a station group. Stations out of a group will not receive calls to that group but will continue to receive calls to their individual extension numbers. When desired, the user may put him/herself back into the group by pressing the button again. Users who do not have this button may dial the access code and the group desired. A station user is allowed to be in several groups, providing a key and the extender of that group are assigned for each group on the user's phone.

## INCOMING CALL DISTRIBUTION

Incoming calls can be assigned to ring a distributed station hunt group. This allows all members of the group to share the call load.

## INCOMING/OUTGOING SERVICE

Outside lines are available for incoming or outgoing service. Programming allows any outside line to be used for incoming calls only, outgoing calls only or both way service.

## INDIVIDUAL LINE CONTROL

Each station in the system can be individually programmed to allow or deny dialing out as well as allow or deny answering for each outside line.

## IP KEYSETS

The OfficeServ 7400 system allows the use of Samsung proprietary keysets that use Internet Protocols (IP) for voice and data transport. They may be local to the system or installed in a remote location via a LAN/WAN. The OfficeServ 7400 can support up to 480 IP stations. An "IP station" is considered to be any of the following: SMT-i3105, SMT-i5200 Series, ITP-5100 Series, Softphone, or wireless handset SMT-W5100E. [For more information on how to setup the IP keysets please refer to the VOIP Special Applications Section of the Technical Manual and the Hot Desking \(IP Keysets\) section.](#)

## ISDN SERVICE

### Primary Rate Interface (PRI)

The OfficeServ 7400 supports Primary Rate Interface ISDN. PRI allows simultaneous data calls, calling party and calling line identification, high speed call setup and disconnect are among the benefits of ISDN calling. The 23+D configuration of ISDN allows call information to be delivered via the data channel (the "D" of 23B+D) thus leaving the bearer channels (the "B" of 23B+D) available for single use or combined use to provide a wider bandwidth for data and video. The OfficeServ 7400 supports the most popular protocol standards in the U.S.

PRI Protocols supported:	National ISDN-2 (NI2)
	AT&T No. 5 ESS
	DMS 100/250

## LAN INTERFACE

The OfficeServ 7400 MP10 card provides a 10/100 base T Ethernet interface for connection to a data network. This interface allows a high speed connection for PC programming across an IP network.

## LEAST COST ROUTING

Least Cost Routing (LCR) is the ability to automatically select the most cost effective central office route for the outside number dialed by any station. The OfficeServ 7400 LCR program includes the following features:

- Option to use or not use LCR on a tenant basis
- Programmable LCR access code
- Digit analysis table of 2000 entries each with ten digits
- Routing by time of day and day of week (4 time bands per day)
- Modify digits table of 200 entries
- Flexible trunk group advance timer
- Option to use or not use trunk group advance warning tones



## LIVE SYSTEM PROGRAMMING

The system can be programmed from any display keyset or personal computer without interrupting normal system operation. There are 3 levels of programming: technician, customer and station. The technician level has access to all programs and can allow the customer access to system programs as needed. Technician and customer access are controlled by different security passcodes. Programming from a PC requires Device Manager program. The system can also be programmed remotely over the internet via the LAN/WAN card.

## MALICIOUS CALL RESTRICTION *[Supported on v. 4.60 or Higher]*

This is another form of VoIP security to protect against fraudulent or unauthorized traffic from registering on the system via SIP signaling. By enabling the feature, unauthorized SIP traffic via SIP trunks, stations or peer-ing can be detected as fraudulent and blocked from accessing the system. The OfficeServ will block any IP addresses from outside SIP devices that try and register to the system with the wrong authentication (User ID and password). A list of IP address can be added to the system to identify which IP devices are authorized. Devices not on the list are considered unauthorized and can be blocked.

## MEET ME PAGE AND ANSWER

After a user makes a Meet Me Page, the user may remain off-hook to allow the paged party to meet the user for a private conversation.

## MEMORY PROTECTION

In the event that power is lost to the system, database is stored in 16MB of NAND Flash **indefinitely**. Temporary logs, peg counts, alarms and statistics are stored in 2MB of SRAM by a “super capacitor” for approximately 12 hours. Additionally, the MMC+ card may be used to store the system database. The Device Manager administrative interface may be used to produce a backup copy of the customer data.

## MESSAGE WAITING INDICATIONS

When calling a station and receiving a busy signal or the no answer condition, the caller can leave an indication that a message is waiting. The message button will flash red at the messaged keyset. A single line phone connected to a 16MWSLI will have a message light otherwise it will receive a distinctive message waiting dial tone. Five message waiting indications can be left at any station.

## MESSAGE WAITING KEY

The Message Waiting (MW) key is used in conjunction with a voicemail card. The MW key is programmed with an extender matching a station or station group number and is used to access the voice mailbox associated with the extender.

## MICROPHONE ON/OFF PER STATION

The microphone can be disabled at any keyset. When the microphone is disabled, the keyset cannot use the speakerphone, although on-hook dialing and group listening are still possible.

## MOBILE EXTENSION (MOBEX)

MOBEX, short for Mobile Extension, is a feature that allows you to assign a 2, 3, or 4 digit extension number to a remote device such as a cell phone. Calls to MOBEX phones are treated almost identically to other station calls. MOBEX phones can be placed in station groups, have voicemail and forwarding, and be directly dialed by other stations. This allows users to have an extension on the phone system without needing a physical keyset. MOBEX can only be used with SIP and PRI trunks.

The licensed Executive MOBEX feature also allows MOBEX users to transfer callers to another station, place



the call on remote hold at another station, or send the caller directly to voicemail. You can even set up a direct access number that will allow MOBEX users to dial in to the system and make phone calls as if they were at a local keyset in the office. Executive MOBEX requires a valid license key, an OAS card configured to allow MOBEX DTMF receivers, and SIP or PRI trunks.

## MOBILITY SOLUTION

OfficeServ systems provide a mobility solution using the SMT-W5100E wireless handset based on the voice over Wi-Fi technology (802.11). It allows users to stay connected to the office telephone system or data network through WLAN access points either in the office location or at the remote office locations. OfficeServ's mobility solution consists of three components: wireless access points – SMT-R2000, wireless handset – SMT-W5100E, and IP-enabled OfficeServ system.

## MULTIPLE LANGUAGE SUPPORT

The OfficeServ 7400 can be programmed to support multiple languages in the display. This is on a per-keyset basis. When set the keyset will have its display information presented in the programmed language. The languages are defined in MMC 121. The current languages are as follows: English, Spanish, Italian, German, Portuguese, Norwegian, Danish, Dutch, Swedish, US Spanish, and Canadian French.

## MUSIC ON HOLD—FLEXIBLE

The OfficeServ 7400 allows its music sources to be used in flexible manner as follows: Each keyset can have a designated music source for playing as Background Music (BGM) through the keyset speaker. Each Station can have a designated music source for playing to callers placed on Exclusive hold at that station. Each Trunk can have a designated music source for playing to callers placed on hold. This setting is overridden by some of the other settings such as station music on hold, DID MOH and UCD MOH.

Each UCD group can have a designated music source to be played while a caller is in queue. Each entry in the DID translation table can have a designated music source to be played when a caller to that DID number is placed on hold.

## MUSIC ON HOLD – SOURCES

The OfficeServ 7400 provides for up to five different types of Music on Hold source including silence or “NONE” as listed below:

- None: No audio is played to the listener
- Tone: A tone or “beep” is repeated at a programmable interval
- Chime: A music chime source (Old Folks At Home) located on the MP40 card is played to the listener.
- External Source: An external source connected to a MIS card, such as a digital announcer or radio, is played to the listener.
- Voicemail Sound File: If the OfficeServ 7400 system has an optional SVMi card installed, up to 100 custom recorded sound files from the Voice Mail card can be used for MOH sources. For more information on creating the sound files see SVMi System Administrator Manual-Recording Greeting by Number. If you select this option be advised that each VMMOH source requires a dedicated SVMi port.

## NETWORKING (SPNet)

The OfficeServ 7400 system allows up to 42 systems using QSIG over PRI or 99 systems using QSIG over IP to be networked together with a high level of feature integration. The networked systems may be any combination of OfficeServ 100, OfficeServ 500, OfficeServ 7030, OfficeServ 7100, OfficeServ 7200-S, OfficeServ 7200,

and OfficeServ 7400 systems (OS 100, OS 500, OS 7100 and OS 7200 running V2.48 or higher, OfficeServ 7030 running V4.40 or higher, OfficeServ 7200-S running V4.40 or higher, and OS 7400 running V3.31 or higher software). The physical connection between systems can be an IP network or proprietary PRI connection using Samsung's proprietary version of QSIG, called SPNet. If PRI connection is used, the maximum number of nodes may be limited by the maximum number of TEPRI cards that can be installed.

When engineering the network of systems, a discrete numbering plan must be used. The size and complexity of the numbering plan as well as the number of stations and trunks may limit the actual number of nodes available to the network.

- Auto Answer Across Network: This setting will allow station to station calls across the network to follow the auto answer setting of the called keyset.
- Call Completion, Busy Station (CCBS) also known as Callback or Busy Station Callback. When a station in one system calls a station in another system across the network link and the destination station is busy the calling station can set a Callback to the busy station. When the busy station becomes idle the system will notify the callback originating station by ringing that station and when the originating station answers, the system will call the destination station. *Not available on QSIG over PRI.*
- Call Completion, No Response (CCNR) also known as Callback or No Answer Callback. When a station in one system calls a station in another system across the network link and the destination station does not answer the calling station can set a Callback to the called station. When that station indicates the user is present by becoming busy then idle the system will notify the callback originating station by ringing that station and when the originating station answers, the system will call the destination station.
- Call Intrusion (Barge In): Calls across the network link can be barged in on however the barging station will not be muted.
- Call Offer/Call Waiting (Camp On): This feature operates in the same manner as in a non networked switch. When a called station is busy the caller can press a camp on key and appear as a ringing call on the second call button. The Auto camp on feature will not work on calls across a network link if set to ON in MMC 110.
- Call Pick-up Across the Network: This feature allows ringing calls, held calls and recalls to be picked up by other stations through the network. A station user in a Branch Office can use the Directed Pick-up, Hold Pick-up or Page/Park Pick-up codes to answer calls from the Main Office.
- Call Transfer: Calls answered in one network node can be transferred to a station or station group in another network node.
- Caller ID: Caller ID in its various forms that are currently available (Analog CID Name and Number, ANI Number, PRI Name and Number) will be transported across the network link with the original call.
- Centralized Automated Attendant: The SVMi-20E card and the OfficeServ™ IP-UMS application provide the Auto Attendant Application. The Auto Attendant can transfer callers to other stations or station groups in another Node. It can be installed in any Node regardless of where the lines/trunks from the telephone company are connected. Callers to Node A can be answered by the Auto Attendant in Node B, then transferred to Node C. An incoming caller that dials an invalid extension number to the Auto Attendant can be routed after a programmable number of attempts to a predetermined station or station group anywhere in the network to receive assistance.
- Centralized Operator/Attendant: A station in any Node may dial "O" and ring a designated Centralized Operator/Attendant. When programmed, hold/transfer/camp-on/park recalls can be directed to the Centralized Operator/Attendant in a network arrangement instead of the Local Operator within that Node. Ring plan assignments will allow recalls to a Centralized Operator/Attendant during the day and to the Local Operator after hours. There can only be one Centralized Operator/Attendant designated in the network. Each Node must be set for either Local Operator or Centralized Operator/Attendant, but not both.

- Centralized Voice Mail with Message Waiting Lights: This feature allows one Voice mail system to be shared by all stations in a multi-node network. This feature is only available with Samsung voice mail systems. Users in one Node can call forward their calls to the voice mail system in another Node. Messages left in the voice mail system will be indicated by lighting the corresponding voice message button or lamp on any station in any Node of the network. Messages are retrieved by pressing the VMSG button or calling the voice mail group number. In addition, display keyset user will receive softkey options to navigate through the voice mail system. Softkeys include: PLAY, SAVE, DELETE, PAUSE, FAST FORWARD, REVIEW, REPLY, FORWARD, CALL and HELP.
- DID with Pass Through: Incoming DID, DNIS or DDI calls can be routed through one switch across a network link to be processed by the DID table of the destination switch.
- Direct Station Selection and Busy Lamp Indication Across the Network: A Network Station key (NS) can appear on extension "2101" in Node A. It is programmed as "NS2205" representing an extension in Node B. This NS key will light Red when extension 2205 is on the phone. Station 2101 can press this NS key to call extension 2205 in Node B. With this feature the CEO can see when the VP in New York is on the phone or may call him with the press of a button. Any keyset can have multiple NS keys. *This feature is only supported with QSIG over IP networking.*
- Do Not Disturb (DND): This feature operates in the same manner as in a non networked switch.
- Forward External: This feature operates in the same manner as a non networked system with the exception that, because calls across a network link are trunk calls, network calls do not follow the ICM FWD EXT ON/OFF setting in MMC 210. It is therefore suggested that this setting be set to ON in a networked switch to avoid confusion in operation between networked and non networked calls.
- Group Overflow Across the Network: Calls to a station group in one Node may overflow after a programmable time to another station group in another Node.
- Intercom Calling/Discrete Dialing Plan: Station to station and station to group calls can be made across the network link without having to dial an access code for a call within the network. LCR can also be programmed to route calls across a network link and to access local trunks in another networked system.
- Message Key Across the Network: This feature allows station users to set a message waiting indication to another station in another Node in the network. Upon receiving a busy or no-answer condition, press the MSG key or dial the feature code. This will light the message waiting light at the called station. To return the message press the MSG key with the flashing red LED.
- Network Page Key: With one or more of these keys users may make page announcements to page zones in others Nodes in the Network. The network page (NP) key is different than the Page key in a single node. For example, It is programmed as NPO24 where 02 = Node 2 and 4 = page zone 4 in Node 2.
- Network Trunk Ring Destination: This feature allows lines/trunks from the telephone company connected to one Node to be programmed to ring at a destination (station or station group) in another Node.
- Remote Hold Across the Network: Calls may be placed on hold at stations in another Node. Then page that Node and announce that there is a call on holding on extension 2xxx. Anybody in this Node may pick up the call by dialing 12 + 2xxx. This is useful when one Node does not have a dedicated answering position. The caller is on Hold listening to music rather than listening to ringback tone. Note: Remote Hold to a virtual extension in another node is not available.
- Transfer Recall: Calls transferred across a network link will recall to the transferring station after the originating system transfer recall timer expires. After recalling, if not answered prior to that systems attendant recall timer expiring, the call will recall to that systems designated operator group. Attendant recalls will not recall to a 'Centralized Attendant'.

- Transfer Retrieve: Calls on Transfer Hold during a screened transfer can be retrieved by pressing the call button for that call.
- Voice Mail Transfer Key: Users may transfer a caller directly to a co-workers voice mail box with out ringing their telephone by pressing the VT key and dialing their extension number. The caller will then hear that co-workers personal greeting regardless of where they are in the network.

## OfficeServ™ CONNECT

The OfficeServ™ Connect feature allows up to 5 devices to ring simultaneously with a Master Station. When one device answers the others stop ringing. This allows users to have phones in more than one location (such as an office phone and a conference room phone) but receive calls from one phone number. When combined with the Mobile Extension (MOBEX) feature the OfficeServ™ Connect allows users to have business calls ring at their desk and on their cell phone at the same time by having users dial one common number, keeping the user from being forced to give out their cell phone number. Calls that are unanswered by either device will forward to the voicemail box for the Master Station.

- Mobex Callback: This feature has been added to save on outbound call charges from a mobile phone. Now users can simply make an incoming call into the OfficeServ system and get a busy signal followed by a disconnect signal. After a short time, the system will callback the user's phone and give dial tone from the system. (This is now an incoming call to the user and not an outbound call). Now the user is able to make the call through the OfficeServ without incurring the normal charges of an outbound call.
- Mobex Call Type: This feature gives more control to the user on incoming calls to the master station. This feature allows each user to determine which type of incoming calls will follow the OfficeServ Connect ring group assignment. For example, a mobex user may decide that incoming internal, SPNet, and station group callers will only ring the master station, but incoming trunk calls will ring the master station as well as all members in the ring group. This allows each Mobex user the flexibility to route incoming call patterns to suit their individual needs.
- Mobex Scheduling: This feature has been added to allow each user to set a schedule to automatically turn on or off the OfficeServ Connect feature by time of day and day of the week. When ON, incoming calls to the desk phone (master station) will simultaneously ring up to 5 devices in the ring group. When one device answers, the others stop ringing. When OFF, only the deskphone (master station) will ring.
- Mobex Busy: For heavy MOBEX users it is common that while speaking on their MOBEX cell phone at their desk a second call rings in to their desk phone. Software version 4.60 adds the option for the system to see both the MOBEX extension and the paired desk phone as busy when either device is in use, much the way that Station Pairs work in the system.

*Note: Mobex Callback, Call Type, Busy and Scheduling features are supported on software version 4.60 or higher.*

## OPERATOR GROUP

The operator group can contain 32 stations to answer incoming calls when unconditional ringing is used. When using sequential or distributed ringing up to 99 stations may be assigned to the operator group. Operators can use the In/Out of Group feature to meet flexible operator requirements. Operator groups are selectable per ring plan. Dial "0" calls to the operator group flash with a distinctive amber LED.

## **OVERFLOW**

### **Operator**

When calls ringing a operator group go unanswered, they can overflow to another destination after a programmed period of time. The operator group has its own timer. The overflow destination can be a station or station group.

### **Station Group**

When calls ringing a station group go unanswered, they can overflow to another destination after a programmed period of time. Each station group has its own timer. The overflow destination can be a station or station group located in that system.

## **OVERRIDE CODES**

This feature allows users to make emergency outside calls from a station that has a forced code such as Account code or authorization code enabled but without requiring them to enter a forced code. The basis of this feature is an override code table containing 8 entries of up to 11 digits each. The OfficeServ 7400 will examine digits that are dialed from a station to see if they match any entry in the Override Code table. If the digits match the table, the system will process the call without requiring a forced code.

## **PAGING & MULTICAST PAGING**

System software allows the use of five internal and four external paging zones. Stations can page any individual zone, all external zones or all external zones plus internal zone zero simultaneously. Using system programming, each station may be allowed or denied the abilities to make and/or receive page announcements to any zone or combination of zones. Multiple external page zones require multiple relays (2 per cabinet).

## **PARK ORBITS**

The system has 10 park orbits (0–9). These orbits can be used to park calls prior to paging and allows the call to be retrieved by dialing a park code plus the orbit number. Calls parked in this manner can also be retrieved by dialing the park pickup code (10) plus the station or trunk number. This feature is in addition to Call Park and Page.

## **PRIME LINE SELECTION**

Any station can be programmed to select a specific line, trunk group, telephone number, station or station group when the handset is lifted or the speaker key is pressed (same as Hot Line feature).

## **PRIORITY CALL QUEUING**

This feature places calls to an UCD or NORMAL station queue ahead of other calls based on priority level (1–9). The system reads the DID number, Caller ID number or trunk ID number, compares it to a preprogrammed table, then assigns it the corresponding priority that places it in the appropriate position in the group queue.

## **PRIVATE LINES**

For private line use, stations can be prevented from dialing and/or answering any line.

## **PROGRAMMABLE LINE PRIVACY**

Each outside line can be programmed to ignore the automatic line privacy. This allows up to four other parties to join your conversation by pressing the line button. This is similar to 1A2 key telephone operation.

## **PROGRAMMABLE TIMERS**

There are over 50 programmable system timers to allow each installation to be customized to best fit the end user's application.

## **RECALLS**

Calls put on hold, transferred or camped-on to any station will recall to the originating station if not answered within a programmable time. A recall that goes unanswered for the duration of the attendant recall timer will recall to the system operator group. Hold, transfer, camp-on and attendant recalls have individual programmable timers. Calls recalling to buttons with tri-colored LEDs will flash amber.

## **RECALL TO OPERATOR**

This function will allow the call to recall the operator instead of to the transferring station after the transfer recall time expires.

## **REDIAL REVIEW**

The Redial Review feature allows a review of the last number before dialing or allows access to the Call Log Blocks if assigned. These Call Log Blocks record the last ten (10) numbers dialed. When the LNR key is pressed the last number dialed is displayed. The log can then be scrolled using the Volume (Up/Down) keys and a previously dialed number can be selected.

## **REMOTE PROGRAMMING—PC (Device Manager)**

Remote programming allows the technician to access the system database from a remote location for the purpose of making changes to the customer data. Device Manager is a proprietary, web-based programming applications used to access and manipulate the database. The Device Manager program connects to the system via LAN or WAN connection to the MP40. The Device Manager program is available in two versions: Embedded version, which resides on the phone system processor card, or Client version, which resides on the technician's PC.

## **RING MODES**

### **Time Based Routing - Plans**

Each C.O. line can be programmed to ring at any station or station group. Each line can be assigned a ring destination based on six (6) different ring plans based on time of day and the day of the week. The system operator (intercom dial "0") can also be a different station group for each ring mode.

### **Automatic / Manual**

Ring destinations will automatically change based on time of day and day of week.

At any time the system can be manually forced into a specific ring plan. It will remain in this ring plan until manually taken out.

### **Holiday Schedule**

The system has a table of 20 dates that are used to define holidays. On a date designed as a holiday the system will remain in a ring plan for that calendar day providing the system was already in that ring plan. This feature will override the ring plan time table.

## Temporary Override

At any time the system can be forced into a specific ring plan for a temporary period of time until the next scheduled ring plan automatically takes effect.

## RING OVER PAGE

Any outside line can be programmed to ring over a customer-provided paging system. Outside lines, door phones and station groups may ring over page in the day or night mode.

## SECRETARY POOLING

Each keyset may be defined as an executive (BOSS in programming) or a secretary (SECY in programming) in system programming. Each executive can have up to four secretaries and each secretary can have up to four executives. These arrangements are known as executive/secretary pools. There can be multiple pools in a system. When an executive is in DND, all calls to the executive ring the first secretary assigned to that executive; if that secretary is busy, the call will hunt to the next available secretary assigned to that executive. If the secretary must communicate with the executive while he/she is in DND, pressing the corresponding executive button on the secretary's keyset results in an Auto Answer intercom call being made to the executive (providing the executive is free). There is also a system wide option to allow the stations to ring rather than auto announce the executive secretary calls. A station can only be the executive of one secretary pool. In addition, a station cannot be in more than one pool.

## SIMULTANEOUS RINGING—[See OfficeServ™ Connect](#)

## SINGLE LINE CONNECTIONS

Single line ports allow connection of a variety of single line telephones plus facsimile machines, answering machines, loud bells, computer modems, cordless phones and credit card machines. When connecting customer-provided equipment to these extensions, compatibility should be checked out before purchase to ensure correct operation. Central office ring cadence can be selected for SLT stations. This is helpful when optional devices cannot detect OfficeServ 7400 intercom ring cadence.

## SIP SERVICES

SIP (Session Initiation Protocol) Services are supported on the OfficeServ 7000 Series systems. The OfficeServ 7100/7200/7400 systems can be programmed to serve as a User Agent Client (UAC) supporting such SIP Services as SIP trunking or as a User Agent Client Server (UAS), supporting SIP stations or as a peer to peer supporting SIP peering (networking).

### Multiple SIP Carriers

Multiple SIP Carriers is a supported feature on the OfficeServ 7000 system. The system can register with up to four SIP service providers simultaneously. For businesses that require telephone services from more than one SIP service provider, the OfficeServ can be configured to register to multiple SIP carriers. Note: *This feature requires software version 4.60 or higher.*

### SIP Trunking

In the case of the UAC, the OfficeServ system can be configured as a client and registered to sit behind an external SIP server, supporting SIP services such as SIP trunking to a third party SIP service provider such as Excel, Cbeyond, Bandwidth, Broadbox, etc.



## **SIP Station**

In the case of the UAS, the OfficeServ system can be configured as the server, permitting standard SIP terminals (Non-Samsung) from third party manufacturers (eg; Cisco, Linksys, Aastra) to register as internal stations and use the entire Samsung SIP supplementary feature set of the OfficeServ SIP server.

## **SIP Peering**

The OfficeServ system can also be configured to support SIP peering which allows multiple OfficeServ systems to network and communicate with one another via the VoIP (SIP signalling protocol).

## **Data Security**

[See VoIP Security.](#)

## **SPEED DIAL NUMBERS**

The system maintains a library of speed dial numbers that can be allocated to either a shared system wide list or to an individual user list. The OfficeServ 7400 has a library of 6000 numbers.

The OfficeServ 7400 can be programmed to have either 500 or 950 numbers in the system list. The remaining numbers in the library can be assigned in blocks of 10 each to individual stations for their personal use. A maximum of 5 blocks (50 numbers) can be assigned to a station.

## **SPEED DIAL BY DIRECTORY**

The OfficeServ 7400 system provides the user with the ability to look up a speed dial number and place the call. There are three speed dial selections: personal, system and station. This feature requires a display keyset.

## **STATION HUNT GROUPS**

System programming allows up to 80 station hunt groups. One of three ring patterns—sequential, distributed and unconditional—is available for each group. Each unconditional group may contain a maximum of 32 stations and each sequential and distributed group may contain a maximum of 99 stations. A station may be assigned to more than one group. Each station group has its own recall timer for calls transferred to that group. There is a Next Hunt timer for each group to provide circular hunting within the group.

## **STATION MESSAGE DETAIL RECORDING (SMDR)**

The system provides records of calls made, received and transferred. Connecting a customer-provided printer or call accounting system will allow collection of these records. Each call record provides the following details: station number, outside line number, start date, start time, duration of call, digits dialed (maximum 18) and an account code if entered. The system may print a header followed by 50 call records per page or send continuous records with no header for use with a call accounting machine. [See the sample printouts.](#)

The SMDR output can be provided through the LAN port of the system. The SMDR format contains many options that allow it to be customized for a company's individual needs. Options to print include incoming calls, outgoing calls, in and out of group status, change in DND status, authorization codes, and caller ID on incoming calls. When Caller ID is enabled a wide carriage printer is required.

## **STATION PAIR**

This feature allows station to be assigned as a "pair". That is to say a primary and secondary. Calling the primary station will make both stations ring. Selected features such as Message Notification, DND, Callback, and Class of Service act as one station. This is convenient when an individual has two offices or an office extension and a cordless extension. NOTE: Not all system features are applicable to station pairs. Features designed for a single user may conflict with paired stations.



## SYSTEM ALARMS

A DISA alarm will warn the customer if the DISA security system has been triggered by too many incorrect password attempts. The alarm can ring any station or group of stations and show an appropriate display at the assigned stations.

## SYSTEM DIRECTORY

Each station, station group and outside line can have an 11 character directory name. This name will appear on keyset displays to provide additional information about lines and stations.

## SYSTEM MAINTENANCE ALARMS

The OfficeServ 7400 continuously performs internal system diagnostics. When either a major or minor fault is detected the system can ring stations with an ALARM KEY assigned. The keyset display shows information that includes the description, location and date and time stamp for each alarm.

A log of 100 alarms are stored in a buffer and can be reviewed at a display keyset or sent to a printer.

## SYSTEM TIME SYNCHRONIZATION *[Supported on v. 4.60 or Higher]*

Network Time Protocol (NTP) Client is a supported feature of the OfficeServ 7000 system. When this system is connected to the network (WAN), the internal clock of the phone system will update and stay current by polling the network of a National Timer Server.

## TENANT SERVICE (2)

The OfficeServ 7400 supports two forms of tenant service as detailed below.

- System Splitting: In the first form there are several programs that allow the OfficeServ 7400 to be installed in tenant applications. These features allow a technician to split the system in two with each tenant having individual control over operator groups, page zones, speed dial numbers, night service (manual or automatic), DISA and customer level programming. Each tenant is totally separate in the system and no intercom calling between tenants is permitted.
- Port Splitting: In this form of tenant services system programming is used to allow or deny access for making and receiving calls on a per station basis. These settings can be applied to Trunks, trunk groups, stations and station groups. This allows common items on the system such as the operator group and LCR to be used by everyone on the system while ensuring that each company can only access their own lines and incoming calls.

## TOLL RESTRICTION

There are 500 allow and 500 deny entries of 11 digits each. Each of these entries can apply to dialing classes B, C, D, E, F and G. Expensive 976, 1-900, 411 and operator-assisted calls, as well as specific area and office codes, can be allowed or denied on a per-class basis. Class A stations have no dialing restrictions and Class H stations cannot make outside calls. Any outside line may be programmed to follow station toll restriction or follow the toll restriction class assigned to it. Each station and trunk can have a different dialing class for each ring plan.

### Special Code Table

A Special Code Table of ten entries (four digits each) allows use of telephone company features such as CID blocking (\*67) or call waiting disable (\*70) without interference to toll restriction or LCR. The Special Code table allows use of these custom calling features on a per call basis.

## TOLL RESTRICTION OVERRIDE

Program options allow system speed dial numbers to follow or bypass a station's toll restriction class. In addition, users may make calls from a toll restricted station by using the walking class of service or authorization code feature.

## tone or pulse dialing

Outside lines can be programmed for either tone or pulse dialing to meet local telephone company requirements.

## TRAFFIC REPORTING

The OfficeServ 7400 system can store peg counts for various types of calls. These peg counts can be printed on-demand, daily, hourly, or up to three separate programmable shifts. The report includes statistics for each trunk, trunk group, station, station groups and page announcements. [For more details and explanations see sections 4.9 and 4.10 of this document.](#)

## TRANSFER

System operation permits station users to transfer calls to other stations in the system. Transfers can be screened, unscreened or camped-on to a busy station.

## TRUNK GROUPS

Outside lines can be grouped for easy access by dialing a code or pressing a button. There are 30 trunk groups available.

## TWINNING—[See Mobile Extension \(MOBEX\)](#)

## UNIFIED MESSAGING—[See Unified Voicemail](#)

## UNIFIED VOICEMAIL

Samsung's Unified Voicemail solution comes in two different products: the SVMi-20E card with E-Mail Gateway, and the OfficeServ™ IP-UMS application with fully unified messaging.

### E-Mail Gateway

Samsung's E-Mail Gateway Unified Voicemail solution allows users to receive voicemail and fax messages directly in their email inbox. E-Mail Gateway provides a vast array of functionality from listening to messages from any sound-enabled device that can access your email to archiving important messages. This functionality provides a simple, secure, and personalized way to access a voicemail box without the need to remember command sequences or phone numbers.

The E-Mail Gateway feature supports delivery of any Samsung mailbox message, including voicemail and fax mail items. Delivery is configured on a per-user basis, and supports delivery to any standard SMTP mail server. Users can view these emails from any standard email client, such as Microsoft® Outlook.

Two different E-Mail Gateway email styles can be defined. Notification Only emails include a complete detailing of both the caller's information and the message status. Delivery emails include this information in addition to a file attachment of WAV (for voicemail) or TIF (for fax mail).

Once in the user's email inbox the message can be archived or forwarded just like any other email. Voicemails delivered to a user's email inbox can optionally be deleted from the voicemail system to minimize mailbox clutter and reduce system overhead.

The E-Mail Gateway feature can be enabled for up to 5 users by default. An additional license can allow the system to provide the feature to all users. E-Mail Gateway also allows an administrator to be notified in the event of a problem in the E-Mail Gateway performance.

NOTE: Some features require optional hardware. Ask your authorized Samsung Dealer for details.

## **OfficeServ™ IP-UMS**

Samsung's OfficeServ™ IP-UMS application is a server-based unified messaging system solution scalable from 4 to 128 ports when connected to the OfficeServ 7400 system. The OfficeServ™ IP-UMS includes the same E-Mail Gateway functionality as the SVMi-20E card, but it further extends the Samsung Unified Voicemail solution by adding UMS Subscribers, Text-To-Speech capability, and web-based programming.

UMS Subscribers are given a special Microsoft® Outlook Add-In that adds Unified Voicemail functionality directly into their Outlook interface. The Outlook Add-In allows UMS Subscribers to fully configure their voicemail box, record greetings, and set message alerting options. It also enables users to receive email notification of voicemail messages, listen to those voicemail messages, create and send voicemail messages from the desktop using either the microphone attached to their PC or from their keyset. Voicemail messages listened to from the Add-In are automatically flagged as read in the voicemail box, providing a fully unified messaging solution. An optional Fax Add-In allows users to send fax messages from their desktop and receive fax mail messages left in their voicemail box.

The built in Text-To-Speech engine also allows UMS subscribers to have their email messages read to them from anywhere in the world that they are able to access their voicemail box. Text-To-Speech can also be used to generate custom voice prompts for voice menus and Auto Attendant applications. The Text-To-Speech engine is a licensed version of the RealSpeak™ engine by Nuance®. It can be licensed from 3 to 27 languages and over 30 voice personalities.

## **UNIFORM CALL DISTRIBUTION (UCD)**

UCD is a call distribution method by which callers in a queue are routed to the next available agent. While waiting in a queue a canned or customized announcement can be periodically played to the caller based on a programmable timer while retaining their place in the queue. Statistical and historical reports are available to assist supervisors in managing a call center. [See Call Center.](#)

## **UNIVERSAL ANSWER**

Station users may dial the Universal Answer code or press the UA key to answer any outside lines programmed to ring the UA device. The UA device can be a station, group of stations, common bell or ring over page.

## **VIRTUAL EXTENSIONS**

The OfficeServ 7400 has a number of virtual extension ports encoded in the system database. They can be assigned as keyset or single line analog ports. The system has 384 virtual extension ports. These ports have all the attributes of an actual station port including call forwarding. These virtual ports can be exchanged with real station ports using the set relocation feature to provide hot desking.

## **VOICE MAIL**

**Inband Signalling:** The OfficeServ 7400 system uses DTMF tones (inband signalling) to communicate with any compatible voice mail system. Stations can call forward to a voice mail system. When answered, the system will send DTMF tones routing the caller directly to the called station user's mailbox. Keyset users can press one button to retrieve messages from the voice mail system. A Voice Mail Transfer key permits keyset users to easily transfer a caller directly to an individual voicemail box without navigating through menus.

Note: Although most voice mail systems will work with the OfficeServ 7400, the system data has default values set to work with the Starmail Voice Processing System. They may need to be changed if you are using another system.

**Integrated (In-Skin):** The OfficeServ 7400 can be equipped with Samsung's proprietary SVMi-20E voice mail/auto attendant card. This card provides 4 to 12 ports of voice processing to be expandable to 20 ports. Because it is built into the system it provides such features as one touch call record, answering machine emulation, and voice mail box administration with interactive keyset displays. See separate SVMi-20E documentation. [See Unified Voicemail.](#)

**External (Server-Based):** The OfficeServ 7400 can be attached to Samsung's OfficeServ™ IP-UMS application to provide a server based unified messaging system scalable from 8 to 125 ports. [See Unified Voicemail.](#)

## Voice Over Internet Protocol (VoIP)

The OfficeServ 7400 system is VoIP enabled and as such supports the following VoIP services:

- 1) H.323 Trunking to another H.323 Gateway.
- 2) SIP IP Trunking to another gateway.
- 3) IP Telephone Sets: OfficeServ SMT-i Series, ITP-5100 Series, and OfficeServ Softphone.

These IP Keysets can be installed in the local office or in a remote office, home office with full feature operation.

- 4) IP Networking: Connect up to 99 systems together over a managed IP network.

The OfficeServ 7400 Media Gateway Interface (MGI) cards supports 16 to 64 voice calls per card over an IP network connection. The MGI cards fit into any universal OfficeServ 7400 card slot.

With VoIP certain compression standards have also been adopted to represent each second of voice with an amount of bandwidth. The OfficeServ 7400 MGI utilizes G.711, G.729, G.729A or G.723 standards voice compression codec's. This allows for a selectable 64kbps (G711), 8Kbps (G729A) or 6.3Kbps (G723) bandwidth use when preparing voice compression for IP transport. Compression is used to reduce the digitized voice into a smaller bandwidth that can be carried in smaller packets. The VoIP gateway determines the compression method for each call setup. There is also a certain amount of frame/packet overhead in each compression channel. 64K of bandwidth can support 6~7 calls simultaneously. This can vary depending on efficiency features like Silence Suppression and multiframe counts. Unlike switched networks, VoIP connections consist of a sequence of numbered data packets. Since voice conversation is usually considered "real time" these packets need to be delivered in a consistent manner with minimal delay. This can be controlled via a Gatekeeper which tracks and monitors voice packets. Gatekeepers are part of the H.323 standard but are not required. The OfficeServ 7400 MGI cards are Gatekeeper compliant.

In any Ethernet environment, packet transfers are subject to delays and/or loss. If these delays are greater than 200ms the voice quality will deteriorate. The Ethernet data traffic and network topology should be a consideration when using VoIP. Network congestion will affect call quality in any VoIP application.

## **VoIP Security** *[Supported on v. 4.60 or Higher]*

With the growing amount of threats to business data security, VoIP communications are exposed to data security threats such as hacking and network virus attacks which could be devastating to business communications. To ease or eliminate the risk, the following layers of VoIP security have been added to the OfficeServ system.

**TLS Support:** Support for Transport Layer Security (TLS) encryption protocol can be enabled to prevent unauthorized access to the phone system. TLS security can help secure the signaling (control layer) of SIP trunks, SIP peering and SIP station connections over the data network. TLS security over SPNet is not supported.

Encrypting the control layer with TLS helps to secure VoIP communications, but still leaves open the ability for hackers to tamper with the audio conversation portion of the phone conversation. sRTP encryption has been added to prevent or eliminate this type of data security risk.

**Secure RTP (sRTP) Support:** Support for secure Real Time Protocol (sRTP) security is added to protect the streaming audio media portion (bearer-layer) of the VoIP communications. sRTP encryption can be enabled for wired IP phones, wireless IP phones (on a per station basis), and for audio communications via SPNet between nodes.

## **WALKING CLASS OF SERVICE**

This feature allows users to make calls or use features from a station that is restricted. The users may either use the WCOS feature code or the authorization code feature. Both methods change the class of service to correspond with the station passcode or authorization code that is dialed. After the call is completed, the station returns to its programmed class of service.

## **WIRELESS LAN—[See Section 2.4.6](#)**

# STATION FEATURES

Add-On Modules

Appointment Reminder

Automatic Hold

Automatic Privacy

Background Music

Busy Station Callback

Busy Station Indications (BLF)

Call Coverage Key

Call Forwarding

Call Forwarding Override

Call Logs

Call Pickup

Direct Station Selection (DSS)

Divert to Voicemail

Do Not Disturb (Override)

Do Not Disturb (Programmable)

Door Lock Release

Exclusive Hold

Group Listening

Headset Operation

Hearing Aid Compatible

Line Queuing with Callback

Line Skipping

Loud Ringing Interface

Manual Signalling

Message Waiting Light / Indication

Mute Microphone / Handset

Off-Hook Ringing

Off-Hook Voice Announce (Standard)

One Time Do Not Disturb

One Touch Dialing Keys

On-Hook Dialing

Privacy Release

Programmable Keys

Programmed Station Messages

Protection from Barge-In

Redial

Remote Hold

Ring Modes

Ringing Preference

Speakerphone

Station Lock

Terminal Status Indicator

Tri-Colored Lights

Volume Settings

Wall-Mountable Keysets

## 4.2 STATION FEATURES DESCRIPTIONS

### ADD-ON MODULES

#### iDCS 14 BUTTON AOM

The 14B AOM attaches to the right hand side of an iDCS 18D or iDCS 28D keyset and provides 14 buttons with red LEDs. These buttons can be used for DSS keys, speed dial bins or any key that does not require a dual colored LED. Does not require a separate DLI port. It uses the same DLI port as the keyset is attached to.

#### iDCS and DS 64 BUTTON MODULE

The 64-button module adds to the capability of any keyset. The 64 programmable red LED buttons can be used for feature keys, DSS/BLF keys or one touch speed dial buttons. A maximum of 4 can be assigned to a station. One DLI port is required per 64-button module. You can connect as many units to the system limited only by the number of available DLI ports.

†Requires optional hardware and/or software. Ask your dealer for details.

## **SMT-i5264 IP 64 BUTTON MODULE**

The SMT-i5264 64-button module adds to the capability of any SMT-i 5000 Series keyset. Up to two 64-button modules can be added to any SMT-i 5000 keyset. The 64 programmable red LED buttons with red LED can be used for feature keys, DSS/BLF keys or one touch speed dial buttons. Maximum number of AOMs per system is limited by the available IP/Virtual ports. One IP port is required per 64-button module.

## **APPOINTMENT REMINDER**

When programmed for a specific time, a keyset will sound a distinctive ring to remind the user of meetings or appointments. Alarms can be set for “today only” or for every day at the same time. Up to three alarms may be set at each keyset. Display keysets can program a message to be displayed when the alarm rings. Non-display keyset users must have the system administrator program messages for them.

## **AUTOMATIC HOLD**

Station users can enable or disable automatic hold at their keysets. While a user is engaged on an outside (C.O.) call, pressing another trunk key, route key or CALL button automatically puts the call on hold when this feature is enabled. Pressing TRSF, CONFERENCE, PAGE or a DSS key will always automatically place the call on hold. This type of automatic hold is not a user-selectable option. Intercom calls can be automatically held if Intercom Auto Hold is set to ON for the entire system.

## **AUTOMATIC PRIVACY**

All conversations on outside lines and intercom calls are automatically private. The privacy feature can be turned off on a per-line basis.

## **BACKGROUND MUSIC**

Keyset users may choose to hear music through their keyset speakers when optional external sources are installed. Each user may adjust this level by the use of a volume control program at the selected keyset.

## **BUSY STATION CALLBACK**

When reaching a busy station, callers may request a callback by pressing one button or dialing a code. The system rings the caller back when that station becomes idle (a system-wide maximum of 100 callbacks are allowed at one time including busy station and busy trunk).

## **BUSY STATION INDICATIONS (BLF)**

DSS/BLF keys may be assigned to any keyset or add-on module. These buttons will be off when the station is idle, light red when that station is in use and flash distinctively when that station is in the DND mode. The system can be programmed to allow the DSS keys to be used to pickup calls at other keysets. In a network of systems use the NS key to indicate BLF function for a station in some other node.

## **CALL COVERAGE KEY**

These keys (buttons) provide a convenient way to cover calls ringing at other stations. Keyset users can have one or multiple call coverage keys programmed for a station. These buttons flash when a new call or recall is ringing at the programmed station. In addition, a call coverage delay ring time can be programmed to provide an audible ring tone either immediately or delayed from 1 to 250 seconds. Call coverage keys only flash and ring when the covered station is idle. When the covered station is off hook the call coverage key lights red to indicate a busy condition.

## **CALL FORWARDING**

Station users can forward internal and outside calls to other destinations immediately (Forward All), when busy (Forward Busy) or if not answered in a programmable number of seconds (Forward No Answer). These forward destinations can all be different. Once a destination has been programmed, it can be turned on and off with a programmable key. Forward All takes priority over Busy and No Answer conditions.

In addition to the three usual methods of forwarding described above, a fourth option called Follow Me is available. This option allows a station user to set a Forward All condition from his/her station to another station while at the remote station. To display the Follow Me condition, the TRSF/transfer key lights steady red at the station that is forwarded. The TRSF/transfer key also lights if Forward All is set and no key is programmed for Forward All. Keyset users can be given an external call forward button to forward their calls to an external phone number. Each outside line may be programmed to either follow or ignore station call forwarding. A per-station option controls whether internal calls forward to voice mail or not. Single line telephones must have the system administrator program this feature for them.

## **CALL FORWARD OVERRIDE**

When this option is set to yes for a station then intercom calls from that station will override any call forwarding settings of the called station.

## **CALL LOGS**

With the call log feature, a display keyset user can review up to 50 of the last incoming calls from the Caller ID review list or up to 50 of the last external telephone numbers that were dialed. The numbers can be viewed, stored and/or dialed using the associated soft keys. LCR must be enabled for dialing and storing numbers from the CID review list. Optional hardware and/or software may be needed for Caller ID.

## **CALL PICKUP**

With directed call pickup, a user can answer calls ringing at any station by dialing a code plus that extension number. The group pickup feature allows the user to answer any call ringing within a pickup group. Pickup keys may be customized with extenders to allow pickup from a specific station or pickup group. The OfficeServ 7400 has 99 programmable pickup groups.

## **DIRECT STATION SELECTION (DSS)**

Programmable keys can be assigned as DSS keys and associated with extension numbers. Users press these keys to call or transfer calls to the assigned stations. In a network of systems use the NS key to provide DSS function to a station in some other node.

## **DIVERT TO VOICEMAIL**

A keyset user can immediately divert a ringing call to their personal voice mailbox by pressing the # key. This will override any call forward no answer setting.

## **DO NOT DISTURB (OVERRIDE)**

The DND Override feature allows a keyset with a DND Override key (DNDO) and the appropriate class of service to override the DND setting at a called keyset. This will allow a user to go into DND while waiting for an important call and have that call transferred to them via a screened transfer from a station (for example the users secretary) with a DNDO key.



## **DO NOT DISTURB (PROGRAMMABLE)**

The Do Not Disturb (DND) feature is used to stop all calls to a station. System programming can allow or deny use of the DND feature for each station. Parties calling a station in DND will receive reorder tone. When in DND mode, calls may be forwarded to another destination. [See Forward DND option](#). A keyset without a DND button can activate DND via the feature access code. The ANS/RLS key will flash at 112 ipm (rapidly) when DND is set. There is a programmable option to allow a C.O. line to override DND at its ring destination if that destination is a single station.

## **DOOR LOCK RELEASE**

Stations programmed to receive calls from a door phone can dial a code to activate a contact closure for control of a customer-provided electronic door lock.

## **EXCLUSIVE HOLD**

Pressing HOLD twice will hold a call exclusively at a station so no other station can pick up that call. Intercom calls are automatically placed on exclusive hold. Exclusive hold for trunk calls can be denied in class of service.

## **GROUP LISTENING**

This feature allows users to turn on the speaker while using the handset. It allows a group of people to listen to the distant party over the speaker without the microphone turned on.

## **HEADSET OPERATION**

Every keyset can be programmed to allow the use of a headset. In the headset mode, the hookswitch is disabled and the ANS/RLS key is used to answer and release calls. Keyset users may turn headset operation ON/OFF by keyset programming or more easily by pressing the headset ON/OFF key. The headset key lights steady red when the keyset is in headset mode.

## **HEARING AID COMPATIBLE**

All OfficeServ 7400 keysets are hearing aid compatible as required by Part 68 of the FCC requirements.

## **LINE QUEUING WITH CALLBACK**

When the desired outside line is busy, the user can press the CALLBACK key or dial the access code to place his/her station in a queue. The user will be called back when the line is available (a maximum of 100 callbacks are allowed system-wide at one time including busy station and busy trunk).

## **LINE SKIPPING**

When the user is talking on an outside line and the automatic hold feature is turned off, he/she may press an idle line key and skip to that line without causing the previous call to go on hold.

## **LOUD RINGING INTERFACE**

The MIS daughter board provides an audible ring tone output. This can be connected to a paging system or single loud speaker to provide loud ring tone for a specific station only. The tone is preset and can not be changed.

## **MANUAL SIGNALLING**

Keysets can signal each other via a programmable key. This allows one station to alert another without establishing a voice conversation. Each press of the key results in a 500 milliseconds of ring tone being set to the intended station. An individual manual signaling key must be programmed for each station to be signaled.

## **MESSAGE WAITING LIGHT/INDICATION**

When calling a station and receiving a busy signal or the no answer condition, the caller can leave an indication that a message is waiting. The message button will flash red at the messaged keyset. A single line phone connected to a 16MWSLI will have a message light otherwise it will receive a distinctive message waiting dial tone. Five message waiting indications can be left at any station.

## **MUTE MICROPHONE/HANDSET**

Any keyset user can mute the keyset's handset transmitter by pressing the MUTE key. In addition, keyset users can also mute the keyset microphone while the keyset is in speakerphone mode.

## **OFF-HOOK RINGING**

When a keyset is in use, the system will provide an off-hook ring signal to indicate that another call is waiting. The ring signal is a single ring repeated. The interval is controlled by a system-wide timer. Single line stations will receive a tone burst through the handset receiver instead of a ring.

## **OFF-HOOK VOICE ANNOUNCE (STANDARD)**

Keysets may receive a voice announcement while on another call. The calling station must have an OHVA key. When transferring a call to a busy keyset or while listening to busy signal, the station user can press the OHVA key to make an OHVA call to the busy keyset. If the called keyset is in the DND mode, it cannot receive OHVA calls. The L version of software has an user programmable option that will allow the OHVA to be heard through the speaker rather than in the handset.

## **ONE TIME DO NOT DISTURB**

The Do Not Disturb (One Time) feature is used to stop all calls to a station when the user is on an outside line and does not want to be disturbed for the duration of the call. Upon completion of the call, DND is canceled and the station is returned to normal service. This feature requires a programmed button.

## **ONE TOUCH DIALING KEYS**

Frequently used speed numbers can be assigned to one touch dialing keys for fast accurate dialing.

## **ON-HOOK DIALING**

Any keyset user can originate calls without lifting the handset. When the called party answers, the user may speak into the microphone or lift the handset for more privacy.

## **PRIVACY RELEASE**

This feature will allow another station to join in on your conversation by temporarily releasing privacy on the C.O. line from your keyset.

Requires a Privacy Release key to be programmed on your keyset. A maximum of three (3) other people can join in. This uses one of the conference circuits in the system.

## PROGRAMMABLE KEYS

Each key can be programmed for more than 40 different uses to personalize each phone. Examples of keys include individual outside line, individual station, group of lines, group of stations and one touch speed dial buttons. Using these keys eliminates dialing access codes.

The following feature keys have extenders that make them more specific: SPEED DIAL, SUPERVISOR, PAGE, DSS, DIRECTED PICKUP, GROUP PICKUP, DOOR PHONE, BOSS, PROGRAMMED MESSAGE, IN AND OUT OF GROUP, FORWARD and VOICE MAIL TRANSFER. The extender can be a station, a group or another identifying number.

## PROGRAMMED STATION MESSAGES

Any station may select one of 20 messages to be displayed at a calling party's keyset to advise others of their status. Ten messages are factory-programmed but may be reprogrammed. Five can be created by the system administrator. Each display keyset user may create five additional messages unique to them.

NOTE: The calling party must have a display keyset to view these messages.

## PROTECTION FROM BARGE-IN

Each station can be programmed as secure or not secure. Secure stations cannot be barged-in on. A station that is not secure cannot be barged-in on when talking to a secure station.

## REDIAL

There are three types of external redial available to all station users. Each type can redial up to a maximum of 18 digits.

- **AUTO RETRY**—When an outside number is dialed and a busy signal is received, the auto retry feature can be used to reserve the outside line and automatically redial the number for a programmable number of attempts (available to keyset users only).
- **LAST NUMBER**—The most recently dialed number on a C.O. line is saved and may be redialed by pressing the redial key or dialing the LNR access code.
- **MANUAL RETRY with LNR**—When you make an outside call and receive a busy signal you can press the LNR key to redial the same number again. This operation can be manually repeated for a limited number of attempts as defined by system programming (available to keyset users only).
- **MEMO REDIAL**—When you are calling directory assistance you can store the number you are given using the dial pad and SAVE number feature. There is no need for a pencil and paper (available to keyset users only).
- **SAVE NUMBER**—Any number dialed on a C.O. line may be saved for redial at a later time.

## REMOTE HOLD

When you wish to place a call on hold at another station, press TRSF and dial the station number (or press the appropriate DSS key). Press the HOLD key. This will place the call on system hold on an available CALL button or Line Key at the remote station.

## RING MODES

Each keyset user can select one of three distinct ways to receive intercom calls. The phone can automatically answer on the speakerphone, voice announce through the speaker or receive ringing. When the ring mode is selected, keyset users can choose one of eight distinct ring tones. Forced Auto Answer is invoked by the calling station and is controlled by the calling station's class of service.

## RINGING PREFERENCE

Lifting the handset or pressing the speaker button automatically answers a call ringing at the keyset. Using this method, users are assured of answering the oldest call first. When ringing preference is turned off, the user must press the flashing button to answer. Users may answer ringing lines in any order by pressing the flashing button.

## SPEAKERPHONE

The speakerphone enables calls to be made and received without the use of the handset. All Samsung telephones have speakerphone capability.

## STATION LOCK

With a programmable personal station passcode, any keyset or single line station can be locked and unlocked to control use of each telephone. There are two lock options: 1=LOCKED OUTGOING and 2=LOCKED ALL CALLS. See the following table for more details.

	0 UNLOCKED	1 LOCKED OUTGOING	2 LOCKED ALL CALLS
Make Outside Calls	YES	NO	NO
Receive Outside Calls	YES	YES	NO
Make Intercom Calls	YES	YES	NO
Receive Intercom Calls	YES	YES	NO
911 Emergency Calls (MMC 709)	YES	YES	NO

## TERMINAL STATUS INDICATOR

iDCS keysets are equipped with a terminal status indicator lamp. The terminal status indicator light is positioned on the top right corner of the keyset above the display. The terminal status indicator is a tri-colored (red, green, and amber) light that provides greater visibility of your keysets status than the individual key LEDs. The terminal status indicator provides the following indications:

- |                     |                                      |
|---------------------|--------------------------------------|
| – Busy/Off Hook     | Steady Red                           |
| – Intercom Ring     | Flashing Red                         |
| – Outside Call Ring | Flashing Green                       |
| – Recall Ring       | Flashing Amber                       |
| – Message Waiting   | Flashing Red                         |
| – Do Not Disturb    | Fast Flash Red at 1 Second Intervals |

## TRI-COLORED LIGHTS

Samsung keysets have keys equipped for tri-colored LED indications (green, red and amber). To avoid confusion, your calls always light green, other calls show red and recalls light amber. [See Hardware Section of this document for the number of tri-colored lights per keyset model.](#)

## **VOLUME SETTINGS**

Each keyset user may separately adjust the volume of the ringer, speaker, handset receiver, background music, page announcement and off-hook ring tone.

## **WALL-MOUNTABLE KEYSETS**

Each keyset and 64 button module can be wall mounted by reversing the base wedge.

# DISPLAY FEATURES

Account Code Display  
Call Duration Timer  
Call for Group Identification  
Call Logs  
Call Processing Information  
Caller ID Information  
Calling Party Name  
Calling Party Number  
Conference Information  
Date and Time Display  
Dial by Name  
Dialed Number

Enhanced Station Programming  
Identification of Recalls  
Identification of Transfers  
Message Waiting Caller Number  
Outside Line Identification  
Override Identification  
Programmed Message Display  
Soft Keys  
Stopwatch Timer  
Text Messaging  
UCD Supervisor Displays

## 4.3 DISPLAY FEATURES DESCRIPTIONS

### ACCOUNT CODE DISPLAY

Account codes are conveniently displayed for easy confirmation. If entered incorrectly, users may press the ACCOUNT key again and reenter the account code.

### CALL DURATION TIMER

The system can automatically time outside calls and show the duration in minutes and seconds. Station users may manually time calls by pressing the TIMER button.

### CALL FOR GROUP IDENTIFICATION

Calls ringing to a station group pilot number can be programmed in several ways to display various combinations of the following information: Station Group Number, Name, Caller ID Name, Caller ID Number, DID Name, DID Number, or specific combinations of the above. Consult your Service Technician for setup options and operation. Processing outside calls through Samsung Voice Mail System is required to receive Call for Group Number and Group Name display.

### CALL LOGS

Display keyset users may view telephone numbers in incoming and outgoing call logs. With the press of a button the entry can be cleared, dialed or the CID Name, Number and Date of a specific call can be reviewed.

### CALL PROCESSING INFORMATION

During everyday call handling, the keyset display will provide information that is helpful and in some cases invaluable. Displays such as [CALL FROM 203], [TRANSFER TO 202], [701: RINGING], [TRANSFER FM 203], [708 busy], [Camp on to 204], [Recall from 204], [Call for 501], [message from 204] and [FWD ALL to 204] keep users informed of what is happening and where they are. In some conditions, the user is prompted to take action and in other cases the user receives directory information.

## **CALLER ID INFORMATION**

Caller ID information is dependent on the use of display keysets. The following list explains the displays that are used with Caller ID.

### **Name / Number Display**

Each display keyset user can decide if he/she wants to see the Caller ID name, Caller ID number, DID name, DID number, or a mix of CID and DID information in the display. Regardless of which information is selected to be seen, the NND key is pressed to view the CID information.

### **Next Call**

In the event that there is a call waiting or a camped-on call at the user's keyset, the user can press the NEXT key to display the Caller ID information associated with the next call in queue at the station. Either the CID name or CID number will show in the display depending on the N/N (MMC 119) selection.

### **Save CID/ANI Number**

At any time during an incoming call that provides CID information, the user may press the SAVE key. This saves the CID number in the Save Number feature. Pressing the SAVE number redial key will dial the CID number. The system must be using LCR to dial the saved number.

### **Store CID/ANI Number**

At any time during an incoming call that provides CID information, the user may press the STORE key. This saves the CID number as a speed dial number in the personal speed dial list. The system must be using LCR to dial the stored number.

### **Inquire Park/Hold**

When a user is informed that an incoming call is on hold or has been parked, the user may view the Caller ID or ANI information before he/she retrieves the call. This will influence how the user chooses to handle the call.

### **CID/ANI Review List**

This feature allows display keyset users to review CID information for calls sent to their stations. This list can be from ten to fifty calls in a first in, first out basis. The list includes calls that were answered and calls that rang the user's station but that were not answered. When reviewing this list, the user can press one button to dial the person back. The system must be using LCR to dial the stored number.

### **Investigate**

This feature allows selected stations with a special class of service to investigate any call in progress. If CID/ANI information is available for an incoming call, the selected stations can know to whom the OfficeServ 7400 user is speaking. On outgoing calls, the selected stations can see who was called. After investigating, the selected stations may barge-in on the conversation, disconnect the call or hang up.

### **Abandon Call List**

The system has a system-wide abandon call list that stores CID/ANI information for calls that rang but were not answered. The list is accessed using the operator's passcode. When reviewing this list, you are provided options to CLEAR the entry or DIAL the number. You can use the NND key to toggle between the CID name, CID or ANI number and the date and time the call came in. The system must be using LCR to dial numbers from the abandon call list. The abandoned call list will store up to 100 unanswered calls.

## **CALLING PARTY NAME**

For intercom calls, display keysets show the calling party's name before answering. The names must be stored in the system directory list and can be up to 11 characters long.

## **CALLING PARTY NUMBER**

When an intercom call is received, all display stations show the calling party's extension number before the call is answered.

## **CONFERENCE INFORMATION**

When a conference is set up, each extension and outside line number is displayed at the controlling station when it is added. When a station is added, its display shows [Conf with xxx] alerting the user that other parties are on the line.

## **DATE AND TIME DISPLAY**

In the idle condition, the current date and time are conveniently displayed. Display keysets can have a 12 or 24 hour clock in either the ORIENTAL or WESTERN display format with information shown in upper case or lower case letters.

## **DIAL BY NAME**

Each station and speed dial number can have an associated directory name. Any station or speed dial number can be selected by scrolling alphabetically through a directory list. There are three directories:

1. System wide speed dial list
2. Personal speed dial list
3. Station directory list

This online "phone book" allows display keyset users to look up and dial any speed dial number or station in seconds.

## **DIALED NUMBER**

When an outside call is made, digits are displayed as the user dials them. If the display indicates an incorrect number was dialed, the user can quickly hang up before billing begins.

## **ENHANCED STATION PROGRAMMING**

Personal programming options are easier to select and confirm with the help of the display.

## **IDENTIFICATION OF RECALLS**

Hold recalls and transfer recalls are identified differently than other ringing calls. Hold recalls indicate the recalling line or station number and the associated name. Transfer recalls indicate the recalling line or station and where it is coming from.

## **IDENTIFICATION OF TRANSFERS**

The display will identify who transferred a call to the user. This display will override any user-specified Caller ID name/number settings configured by the user. This ensures that transfers are always identified and not mistaken for new calls.



## MESSAGE WAITING CALLER NUMBER

When the message indication is on, pressing the MESSAGE button displays the station number(s) of the person(s) who have messages for the user. Display keyset users can scroll up and down to view message indications.

## OUTSIDE LINE IDENTIFICATION

Each line can be identified with an 11 character name. Incoming calls display this name before the call is answered. This feature is helpful when individual lines must be answered with different greetings.

## OVERRIDE IDENTIFICATION

If another station barges-in on a user's conversation, the display will alert the user with a [Barge from 2xx] display if the system is set for barge-in with tone.

## PROGRAMMED MESSAGE DISPLAY

Preprogrammed station messages set by other stations are displayed at the calling station's keyset.

## SOFT KEYS

Below the display, there are three soft keys and a SCROLL button. These keys allow the user to access features in his/her class of service without requiring the keyset to have designated feature keys.

## STOPWATCH TIMER

Display keyset users find this feature very convenient to time meetings, calls and other functions. Users simply press once to start the timer and press again to stop the timer.

## TEXT MESSAGING

This feature allows two display keyset users to respond to each other with preprogrammed messages. After receiving an Off Hook Voice Announcement or Station Camp-On, you may respond with a text message while continuing to talk and listen to your outside party. The other station can view this message and take the appropriate action or respond back with another text message.

Up to 100 display station users can program their own individual ten (10) text messages that can be sent to another display keyset. Only the display keysets that are allowed in the system programming (MMC 611) will receive the (TMSG) text message softkey in the display and can use this feature.

## UCD SUPERVISOR DISPLAYS

When a UCD supervisor key is pressed, supervisors can view information about the UCD group, calls or agents.

### Call Screen

This allows the supervisor to view how many calls are in queue, the longest wait time, how many calls have been received today, what the average time in queue is and how many calls were abandoned.

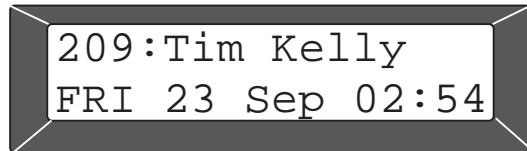
### Agent Screen

This allows the supervisor to monitor how many agents are logged in, check each agents status (IN GROUP, OUT OF GROUP, or DND), view each agents total number of calls, average call length or average ring time.

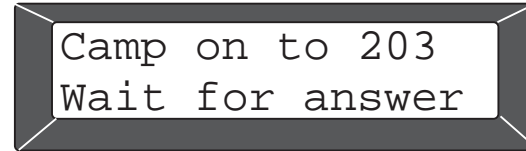
Note: Accessing this screen will also allow a Supervisor to change the status of each agent (IN GROUP, OUT OF GROUP, or DND).

# SAMPLE DISPLAYS

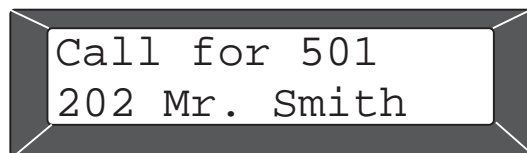
Display model keysets have a large, easy-to-read, 32 character liquid crystal display. Helpful call processing information is provided so everyday call handling is quick and easy. Here are just some of the displays you may see.



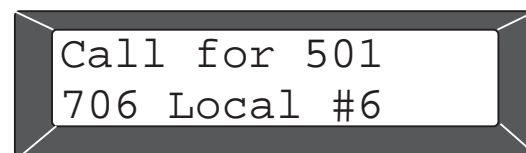
Idle display shows extension, name, day, date and time.



This station is camped-on to extension 203 and is waiting for 203 to answer.



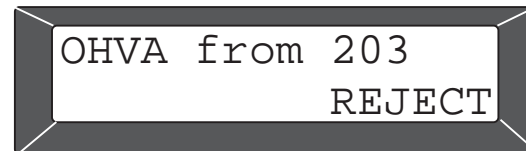
This station in the sales department is receiving a group call from Mr. Smith.



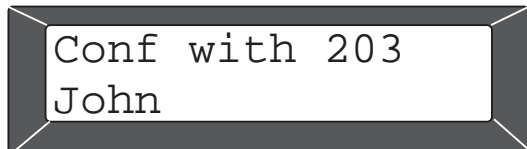
This display tells you this is a new incoming call to the sales department.



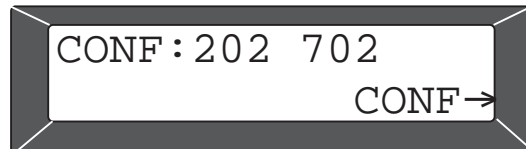
This station is calling station 203 which is currently busy.



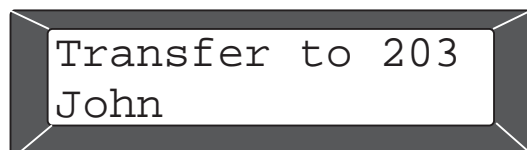
This station is receiving an off-hook voice announcement from station 203.



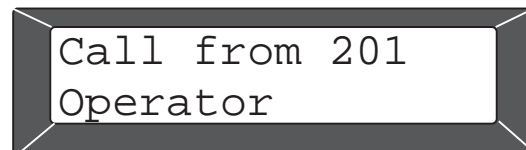
This station is on a conference call with John, extension 203. Assume other parties will hear your conversation.



This station is on a conference call with extension 202 and trunk 702 and has the option to add two more parties.



This station is transferring a call to John at extension 203.



This station is receiving a call from extension 201.

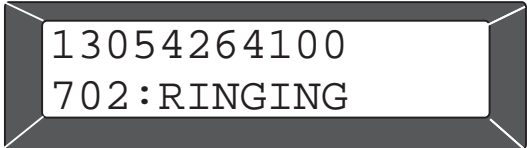


This station is setting the Do Not Disturb feature.



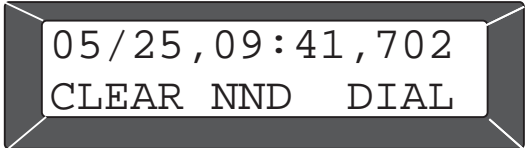
This station is speaking on trunk 703.

## SAMPLE CALLER ID



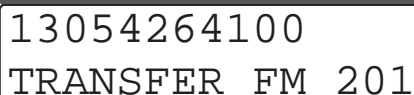
13054264100  
702:RINGING

This display shows an incoming call from 1-305-426-4100 on Line 702 ringing directly at your station.



05/25,09:41,702  
CLEAR NND DIAL

This display shows the information on the abandoned call list. This call came in on May 25 at 9:41 A.M. on line 702. The user can CLEAR the entry, DIAL the caller back or examine further NND information.



13054264100  
TRANSFER FM 201

This display shows a call from 1-305-426-4100 that has been transferred to you from station 201.



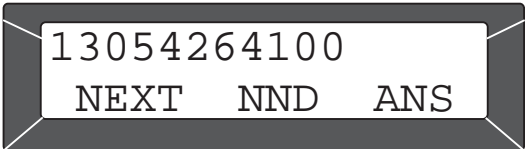
SAMSUNG TELECOM  
CLEAR NND DIAL→

This display shows an entry in a station review list showing the three initial options. The arrow indicates other options available to you by pressing the SCROLL key.



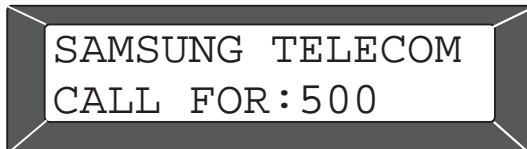
SAMSUNG TELECOM  
BARGE NND DROP

This display shows an investigation of a station that is talking to Samsung Telecom. Investigator can BARGE-in to the conversation, DROP the call from the system or examine further NND information.



13054264100  
NEXT NND ANS

This display is seen while examining calls in queue at your keyset.



SAMSUNG TELECOM  
CALL FOR:500

This display shows an incoming call from Samsung Telecom ringing at group 500.



TALKING TO:203  
BARGE DROP

This display can be seen when investigating an intercom call. The investigator can BARGE-in or DROP the connection.



SAMSUNG TELECOM  
ANS NND IGNORE

This display is seen while using the INQUIRE feature. It shows the three options available while you are checking on a held or parked call.

# SAMPLE UCD DISPLAYS

005 calls in  
queue now

There are five calls currently waiting to be answered by the UCD group.

06 available  
04 logged in

There are six members in the group. Four of the members are currently logged in.

longest wait  
time is 02:24

The longest call on hold (waiting to be answered) was for two minutes, 24 seconds. This data applies to all calls since the supervisor data was last cleared. It does not necessarily represent calls currently in queue.

201: answered  
065 calls today

The agent at station 201 has answered 65 calls today.

124 calls  
received today

The UCD group has received 124 calls today.

201: average  
call time 04:43

The average call length for station 201 is four minutes and 43 seconds.

average time in  
queue is 03:51

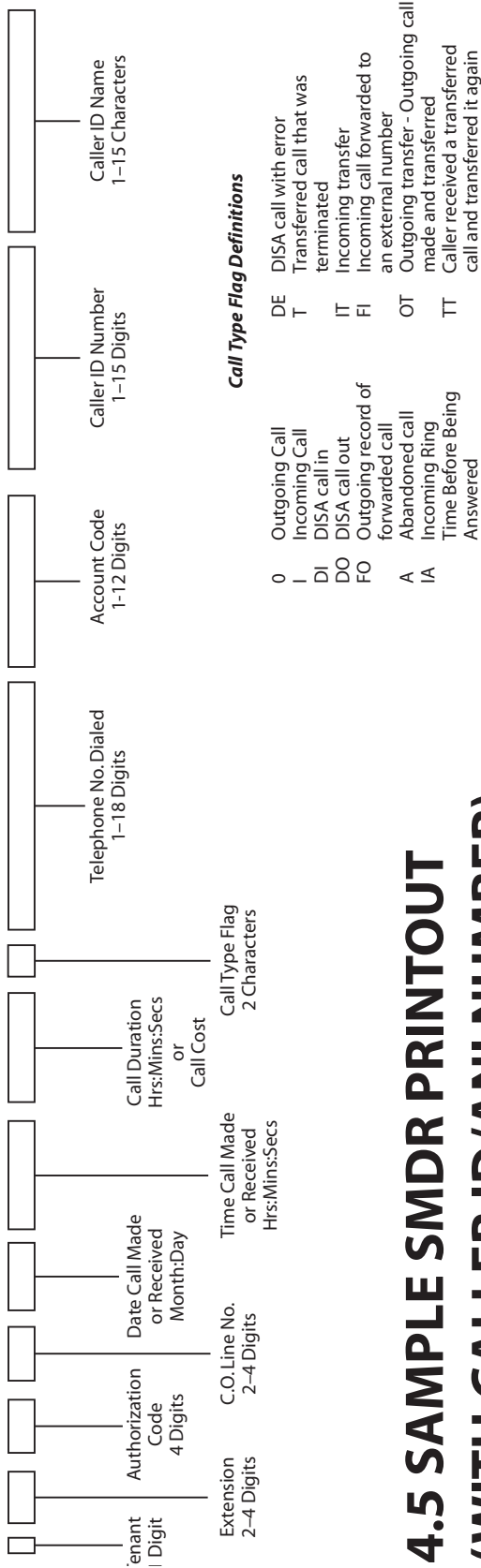
The average time on hold (waiting to be answered) is three minutes and 51 seconds.

202: Sondra  
STATUS: OUT

Station 202 is currently out of the group. (The display can also show IN GROUP and DND.)



T	EXT	AUTH	TRK	MM/DD	STT	TIME	DURATION	FG	DIALED	DIGIT	ACCOUNT	CODE	CID/ANI	NUMBER	CID/ANI	NAME
1	3951			725	03/21	13:51:17	00:00:08	IA						13055922900		SAMSUNG TELECOM
1	3951			725	03/21	13:51:25	00:00:14	IT						13055922900		SAMSUNG TELECOM
1	217			744	03/21	13:51:29	00:00:14	IA						13055922900		SAMSUNG TELECOM
1	235			725	03/21	13:51:39	00:00:06	T						13055559748		PIZZA DELIVERY
1	219			726	03/21	13:51:25	\$ 10.75	O	3056401067							
1	217			744	03/21	13:51:43	00:00:40	I								
1	278			725	03/21	13:53:40	00:00:07	O	18007864782							
1	3951			726	03/21	13:54:45	00:00:07	IA								
1	219			03/21	13:55:03				GROUP OUT							
1	3951			726	03/21	13:54:52	00:00:30	IT						13055922900		SAMSUNG TELECOM
1	217			726	03/21	13:55:22	00:00:16	TT						13055922900		SAMSUNG TELECOM
1	235			03/21	13:55:30				DND ON					13055556420		PIZZA DELIVERY
1	218			726	03/21	13:55:38	00:00:33	TT								
1	235			03/21	13:57:50				DND OFF							
1	279	6398	701	03/21	13:57:32	\$ 13.25	O		3056401066							
1	219			03/21	14:00:45				GROUP IN							
1	219			726	03/21	13:56:11	00:05:38	T						13055922900		SAMSUNG TELECOM
1	296			725	03/21	13:54:40	00:07:06	O	3055922900217							



## 4.5 SAMPLE SMDR PRINTOUT (WITH CALLER ID/ANI NUMBER)

## 4.6 SAMPLE OF UCD EMBEDDED REPORT

=====

UCD GROUP 529 : SALES

FROM: SUN 02 Feb 00:00

TO : SUN 02 Feb 02:54

### CALL STATISTICS

=====

AVERAGE RING TIME(TIME TO ANSWER).....00:40

NUMBER OF TIMES ALL AGENTS BUSY.....00002

AVERAGE TIME IN QUEUE.....00:51

TOTAL CALLS RECEIVED.....00011

LONGEST QUEUE TIME(TODAY).....02:14

TOTAL CALLS ABANDONED.....00004

### AGENT STATISTICS

=====

MEMBER	AGENT	NAME	CALLS ANSWERED	AVERAGE CALL TIME	RING TIME
01	210	JOHN	0002	01:55	00:05
02	211	SAM	0001	02:18	00:06
03	208	MIKE	0003	01:22	00:04
04	207	PETER	0001	03:16	00:05

=====

UCD GROUP 515 : SUPPORT

FROM: MON 03 Jan 08:30

TO : SUN 02 Jan 02:54

### CALL STATISTICS

=====

AVERAGE RING TIME(TIME TO ANSWER).....00:07

NUMBER OF TIMES ALL AGENTS BUSY.....00005

AVERAGE TIME IN QUEUE.....01:06

TOTAL CALLS RECEIVED.....00023

LONGEST QUEUE TIME(TODAY).....01:02

TOTAL CALLS ABANDONED.....00001

### AGENT STATISTICS

=====

MEMBER	AGENT	NAME	CALLS ANSWERED	AVERAGE CALL TIME	RING TIME
01	223	FRED	0012	02:33	00:08
02	213	JANE	0010	01:04	00:04

## 4.7 UCD CALL STATISTICS

### CALLS IN QUEUE NOW

How many calls are currently in queue. This statistic is a real time statistic and so will not print on a report.

### ABANDONED CALLS

This shows the number of callers that reached the UCD group, but hung up before being answered. A high number probably means that there are not enough agents available and the wait time is too long.

### AVERAGE RING TIME

This is calculated from the time an agent begins to ring until the time an agent answers the call, this does not include ringing at an agent station that does not answer or is logged out because of the ring next option.

### NUMBER OF TIMES ALL AGENTS BUSY

This is the number of times that a call is placed to an UCD group and all agents are busy or out of group. This check is made when the call is first placed to the group.

Example: If there are 5 members in a group, 3 are Out of Group one is busy and one is idle, and a call is placed to the group, because there is an idle station the all agents busy counter is not incremented.

If the idle station rings, does not answer and is logged out, although the condition of the group is now all agents busy, the check has been made and the agent busy statistic does not increment.

Also if a call comes into a group with all agents busy and then one becomes idle, the busy counter will increment because the check has been made.

### AVERAGE TIME IN QUEUE

This is calculated as an average of all the calls that were in queue.

Note that this is ONLY an average of the calls that were in queue. The caller must have overflowed to the UCD recording to be considered in queue.

A call is considered in queue until it is answered or until it goes to the final destination.

### TOTAL CALLS RECEIVED

The total number of times that calls were sent to a group. This includes calls that were answered by the group, calls that went to a group with all agents busy or out of group, calls that are abandoned and calls that go to UCD final destination. This includes intercom calls to the UCD group.

If this number is less than the total calls received by all the agents it is possible that calls were transferred from one agent to another.

If this number is more than the total calls received by all the agents it is possible that calls were unanswered by an agent and went to final destination or callers hung up while in queue.



This statistic includes:

- a) Calls answered by agent.
- b) Calls that are not answered by an agent and go to final destination.
- c) Calls that are sent to the UCD group but callers hang up before being answered.

## **LONGEST QUEUE TIME TODAY**

This shows the longest call in queue today. The queue time is calculated as follows:

- a) Queue time begins when a caller starts to hear the first UCD message.
- b) Queue time ends when a caller is either
  - Answered by an agent
  - System gets disconnected from C.O. or
  - Caller is transferred to final destination

## **LONGEST QUEUE TIME NOW**

This shows the longest call currently in queue. The queue time is calculated as follows:

- a) Queue time begins when a caller starts to hear the first UCD message.
- b) Queue time ends when a caller is either
  - Answered by an agent
  - System gets disconnected from C.O. or
  - Caller is transferred to final destination

## 4.8 UCD AGENT STATISTICS

### LOGGED IN

The number of stations programmed in the UCD group and the number of stations that are currently logged in. This statistic is a real time statistic and so will not print on a report.

### STATUS

This screen shows the agents name, extension number and status. The status can be In Group, Out of group or in DND. This statistic is a real time statistic and so will not print on a report.

### CALLS ANSWERED

The total number of calls answered by the agent. This does not include ring no answer to an agent station. If this total number is less than the calls received by the group it is possible that calls were unanswered by an agent and went to final destination or that callers hung up while in queue. If this total number is more than the calls received by the group it is possible that calls were transferred from one agent to another.

### AVERAGE CALL TIME

This is an average of all the call durations for the agent.

### AVERAGE RING TIME

This is an average of all the ring times for the agent. Ring times are previously explained.

## 4.9 SAMPLE TRAFFIC REPORT

TRAFFIC REPORT FOR [ STA Miami ] Mar/21/1999 13:35

\*\*\*\*\* SYSTEM STATISTICS \*\*\*\*\*

BEGINNING: Mar/15/1999 00:42

ENDING: Mar/21/1999 13:32

ACTIVITY	SYSTEM TOTAL
INCOMING TRUNK CALLS - ANSWERED.....	3041
INCOMING TRUNK CALLS - NOT ANSWERED.....	26
OUTGOING TRUNK CALLS .....	2168
A SELECTED TRUNK WAS BUSY.....	44
INTERCOM CALLS - COMPLETED.....	7178
INTERCOM CALLS - NOT ANSWERED.....	1540
TRUNK RECALLS TO STATION.....	145
TRUNK RECALLS TO OPERATOR GROUP.....	32
INTERNAL PAGE USED.....	35
EXTERNAL PAGE USED.....	79
ALL PAGE USED.....	231

\*\*\*\*\* TRUNK GROUPS \*\*\*\*\*

GROUP	OUTGOING	BUSY
9	1245	18
800	521	3
801	20	3
802	0	0

\*\*\*\*\* INDIVIDUAL TRUNKS \*\*\*\*\*

TRUNK	TRUNK-NAME	ATTA	ANSD	NOT-ANSD	OUTGOING	BUSY
701	LOCAL 1	0	737	0	19	12
702	LOCAL 2	0	541	4	26	11
703	LOCAL 3	0	290	1	37	21

\*\*\*\*\* STATION HUNT GROUPS \*\*\*\*\*

GROUP	<----- OUTSIDE CALL ----->		<-INTERCOM->
	ANSD	NOT-ANSD	
500	439	19	61
501	261	37	38
502	40	2	77
503	87	5	162
504	19	1	44

\*\*\*\*\* INDIVIDUAL STATIONS \*\*\*\*\*

EXT	STATION-NAME	<----- OUTSIDE CALL ----->				><-INTERCOM-->			
		ATTA	ANSD	NOT-ANSD	DIALED	ICM-TRSF	TRK-TRK	PICKUP	ANSD DIALED
201	Operator	9	360	11	15	341	0	0	39 72
202	Barbara	12	60	2	80	20	0	12	49 66
203	Ivania	4	25	1	36	3	0	18	86 29

## 4.10 TRAFFIC REPORT OVERVIEW

A\*\*\*\*\* SYSTEM STATISTICS \*\*\*\*\*

1 BEGINNING: 04/01/99 08:00 ENDING: 04/01/99 17:30

2	ACTIVITY	SYSTEM TOTAL
3	INCOMING TRUNK CALLS - ANSWERED.....	0000
4	INCOMING TRUNK CALLS - NOT ANSWERED.....	0000
5	OUTGOING TRUNK CALLS .....	0000
6	A SELECTED TRUNK WAS BUSY.....	0000
7	INTERCOM CALLS - COMPLETED.....	0000
8	INTERCOM CALLS - NOT ANSWERED.....	0000
9	TRUNK RECALLS TO STATION.....	0000
10	TRUNK RECALLS TO OPERATOR GROUP.....	0000
11	INTERNAL PAGE USED.....	0000
12	EXTERNAL PAGE USED.....	0000
13	ALL PAGE USED.....	0000

### 1. BEGINNING & ENDING

This identifies when the statistics were collected. It includes dates and time.

2. **ACTIVITY:** Overall summary of traffic in the system for activities 3 to 13.

3. **INCOMING TRUNK CALLS-ANSWERED:** These are any incoming trunk calls to the system. These calls are pegged when answered by any device and/or station in the system whether it is a new call or a recall.

4. **INCOMING TRUNK CALLS-NOT ANSWERED:** These are any incoming trunk calls that were not answered by any station or device in the systems. These are the same calls that would be flagged as abandoned in SMDR.

5. **OUTGOING TRUNK CALLS:** These are all outgoing trunk calls that were originated by any station or through the DISA feature. Outgoing trunk calls are valid calls as defined by the SMDR START TIME in MMC 501.

6. **A SELECTED TRUNK WAS BUSY:** Pegged every time a trunk or trunk group was busy regardless of the manner in which it was selected (e.g., DTS key, LCR, "9" 7XX, TRK GROUP SELECT, SPD, External call forward, DISA).

7. **INTERCOM CALLS COMPLETED:** These are all intercom calls that were completed to any station, station group or device.

8. **INTERCOM CALLS NOT COMPLETED:** These are all intercom calls that were not answered and resulted in the calling party hanging up. A call to a station group that overflows to another station is considered not answered whether the overflow destination did or did not answer.

9. **TRUNK RECALLS TO STATION:** These are trunk calls that were placed on any kind of hold and recalled a station. These are also trunk calls that were transferred and were not answered and recalled the transferring station. This includes members of the operator group that put calls on hold and then recall the operators station.

**10. TRUNK RECALLS TO OPERATOR GROUP:** These are any trunk calls that recalled to the operator group.

**11. INTERNAL PAGE USED:** Peg count of every time internal page was accessed.

**12. EXTERNAL PAGE USED:** Peg count for every time external page was accessed.

**13. ALL PAGE USED:** Peg count of every time the all page feature was accessed. This does not include internal or external page, only 55+\* or PAGE \*.

**B\*\*\*\*\* TRUNK GROUPS \*\*\*\*\***

1 GROUP	2 OUTGOING	3 BUSY
9	0000	0000
800	0000	0000
801	0000	0000

**1. GROUP:** A listing of all trunk groups assigned in the system.

**2. OUTGOING:** These are the number of outgoing trunk calls made using each trunk group. Pegged every time a member of this trunk group was used to make a valid outgoing call. A valid outgoing call is defined by the SMDR Start Time programmed in MMC 501.

**3. BUSY:** This is the number of times each trunk group was busy when someone attempts to access it.

**C\*\*\*\*\* INDIVIDUAL TRUNKS \*\*\*\*\***

1TRUNK	2TRUNK-NAME	3ATTA	4ANS D	5NOT-ANS D	6OUTGOING	7BUSY
701		0000	0000	0000	0000	0000
702		0000	0000	0000	0000	0000
703		0000	0000	0000	0000	0000
704		0000	0000	0000	0000	0000
705		0000	0000	0000	0000	0000
706		0000	0000	0000	0000	0000
707		0000	0000	0000	0000	0000
708		0000	0000	0000	0000	0000
709		0000	0000	0000	0000	0000
710		0000	0000	0000	0000	0000

**1. TRUNK:** A listing of each trunk in the system.

**2. TRUNK NAME:** The names of each trunk as programmed in MMC 404.

**3. ATTA:** Average Time To Answer for trunks is counted in the number of seconds that ringing voltage is detected at the trunk interface and the timer stops when trunk is answered by station or device in the system. The ATTA is the sum of all answered times divided by the answered call count.

**4. ANSD:** This is the number of times this specific trunk was answered by any station or device whether it is a new call or a recall.

**5. NOT-ANS D:** This is the number of times this specific trunk rang the system but was not answered. These are the same calls that would be flagged as abandoned in SMDR.

6. **OUTGOING:** This is the number of times this trunk was used to make an outgoing call. A valid outgoing call is defined by the SMDR START TIME programmed in MMC 501.
7. **BUSY:** This is the number of times this trunk was busy when accessed by a button or dial code.

**D\*\*\*\*\* STATION HUNT GROUPS \*\*\*\*\***

<----- 1 OUTSIDE CALL ----->				5 <-INTERCOM->
2GROUP	3ANSD	4NOT-ANSD		6ANSD
500	0000	0000		0000
501	0000	0000		0000
502	0000	0000		0000
503	0000	0000		0000
504	0000	0000		0000

1. **OUTSIDE CALLS:** These statistics are for outside calls that reach these station groups regardless of how they arrive there.
2. **GROUP:** Listing of all station groups in the system.
3. **ANSD:** This column is a peg count of all answered trunk calls that rang to the specific group directory number regardless of how these arrived.
4. **NOT-ANSD:** The number of times any trunk call directed to the specific group number was not answered by any member of the group.
5. **INTERCOM:** An intercom call made from a station or device within the system to the specific group number.
6. **ANSD:** This is a count of how many times an intercom call was answered by any group member of that specific group.

**E\*\*\*\*\* INDIVIDUAL STATIONS \*\*\*\*\***

<----- 1 OUTSIDE CALL ----->								11 <-INTERCOM->		
2	3	4	5	6	7	8	9	10	12	13
EXT	STATION-NAME	ATTA	ANSD	NOT-ANSD	DIALED	ICM-TRSF	TRK-TRK	PICKUP	ANS	DIALED
201		0000	0000	0000	0000	0000	0000	0000	0000	0000
202		0000	0000	0000	0000	0000	0000	0000	0000	0000
203		0000	0000	0000	0000	0000	0000	0000	0000	0000
204		0000	0000	0000	0000	0000	0000	0000	0000	0000
205		0000	0000	0000	0000	0000	0000	0000	0000	0000

1. **OUTSIDE CALLS:** These statistics are for outside calls that in any way reach individual stations or devices.
2. **EXT:** Listing of all extension numbers in the system. This also includes AA/VM ports.
3. **STATION NAME:** The name for each particular station as programmed in MMC 104.
4. **ATTA:** Average Time To Answer for stations is counted in the number of seconds that ringing signal is applied to a station for trunk calls and recalls. The ATTA is the sum of all answered times divided by the answered call count. Use the same calculation method as used for individual trunk ATTA.

5. **ANSD:** This is a count of how many times an outside call was answered by the specific station. Outside callers recalling a station are not counted again when they are answered.
6. **NOT-ANSD:** This is a count of how many times a trunk call was directed to the station but was not answered by this station.
7. **DIALED:** Peg count of how many times the station made a valid outside call. An outside call is defined by the SMDR start time in MMC 501.
8. **ICM-TRSF:** This is the number of times a trunk call was successfully transferred to another station using the intercom. It includes both screened and unscreened transfer.
9. **TRK-TRK:** This is the number of times a trunk call was transferred to another trunk (tie line) This is called a trunk-to-trunk transfer. This field gets pegged every time the station completes a trunk to trunk transfer.
10. **PICKUP:** This is a count of the outside calls that were picked up by the specific station. Picked-up calls are calls that are not ringing at your station but were answered by you. This peg count is separate from the number of answered call in #5 of Individual Stations section E.
11. **INTERCOM:** Statistics for intercom calls. An intercom call made from a station or a station device within the system to another station.
12. **ANSD:** This is the number of times an intercom call was answered by this specific station. Screened transfers count as an answered intercom call.
13. **DIALED:** The number of times the specific station dialed another station or station group. Screened transfers count as a dialed intercom call.

# **PART 5. SAMSUNG HOSPITALITY SOLUTIONS**

## **5.1 HOSPITALITY OVERVIEW**

The Hospitality applications for the OfficeServ 7200/7400 combine the business feature package with additional features included to meet the needs of the Hospitality Industry.

The hospitality solutions are available in two distinct products to address two distinct market applications; the OfficeServ Concierge-Lite for very small (5 to 15 rooms), bed-n-breakfast, hunting lodge type properties, and the OfficeServ Concierge-Elite for the medium size (25 to 400 rooms) properties.

- The phone system combined with a Digital Keypad, 64 button add-on module, and printer can provide a total solution for small installations. Guest check-in/out, guest billing, guest room call costing and more can be provided by the Samsung solution.
- In the case of the medium sized market, the installation will almost always require integration for the Samsung phone system to communicate with a third party on-premise Property Management System. This will require the involvement of a systems integrator to develop the PMS integration module for the PMS and phone system to work together.

## **5.2 OfficeServ SUPPORTING FUNCTIONALITY**

Many components have to come together in a Hospitality Installation. Each property is unique and different in how and what are required to manage the property. The following sections will briefly describe some of the supporting functions that may be required for the OfficeServ system to fully support and integrate in a Hospitality Installation. Below are the supporting functions that are described in more details:

- SMDR Output to Call Accounting
- Bi-directional PMS Stream
- Third Party Property Management System
- PMS Transaction Module
- Hospitality Voicemail (InTouch)

### **5.2.1 SMDR**

The phone system provides an SMDR output stream via the LAN to a third party call accounting application for billing purposes. The call accounting system will use the information from the SMDR stream to determine phone usage and perform the costing of phone calls.

### **5.2.2 PROPERTY MANAGEMENT SYSTEM (PMS)**

The Property Management system is the heart and soul of the mid size Property. Think of it as a single user interface used by the front desk Administrator to manage many services on the property and tie many chargeable transactions together to a single consolidated record or account folio. Phone use, movie rental, internet, voicemail, mini bar, POS transactions can all be controlled and combined into a unified record or bill through the use of the PMS. The PMS is not provided by Samsung, but there are a dozen or so PMS vendors that offers a PMS systems to the Hospitality Industry. Samsung only provides the BD-PMS link. Each Property will have to have the on site PMS system integrated to the Samsung phone system. This is not done by Samsung but is done by a System Integrator such as InTouch Digital at a cost. Intouch Digital can develop the PMS integration module for the phone systems and other devices as well. Intouch Digital can also provide a hospitality voice mail server in place of the (non-hospitality) SVMi hospitality voicemail system.



Samsung has an embedded PMS application that can cost phone calls and post additional charges from POS (Point of Sales) terminals, and print room bills, but this will be limited in larger properties. This may be used in very small, bed-n-breakfast type applications without the need for integration to another on-premise PMS.

### **5.2.3 BI-DIRECTIONAL PMS LINK**

The Office Server 7200/7400 system offers a bi-directional PMS link via a LAN connection. The link allows for the integration of a server with the Property Management System software package installed, to be utilized for inputting room related charges as well as creating room bills, reports, etc. Any transactions, related to guest or meeting rooms, that take place within the hotel system, will be sent immediately to this link from the OS7200/7400.

The OS phone system may be required to provide a Bi-directional PMS stream via the LAN to third party Property Management System. Many small to mid-sized properties will use a computer console and PMS software at the front desk to provide the attendant with a user interface to administer room services such and guest check-in, checkout, adding charges to rooms, wakeup calls, set message waiting, and printing room bills.

Samsung only supplies the Bi-directional PMS link. This link will not interface directly to any PMS system or software directly without the development of integration software or PMS integration module. The PMS integration module is what allows the external PMS system to integrate and communicate with the phone system. The PMS integration module is required but is not provided by Samsung. A systems integrator will always be required to create the PMS integration module to integrate the phone system to the Property Management System.

### **5.2.4 PMS TRANSACTION MODULE**

A large percentage of all properties will have a proprietary PMS system on site. The PMS system will have to be integrated to the Samsung phone system. The Samsung phone system provides a proprietary PMS link but Samsung does not provide a PMS system. All the Samsung phone system provides is the PMS link. The PMS link is a proprietary protocol that will not connect directly to any PMS system on the market.

In order for the Samsung phone system to integrate and communicate to other PMS systems, integration software or PMS integration module (software that functions as a conversion of translation layer) will have to be developed by a systems integrator. Samsung does not provide this service, but recommends Intouch Digital (Samsung Partner) for the PMS integration module, Hospitality voicemail, call accounting, and other backoffice integration solutions.

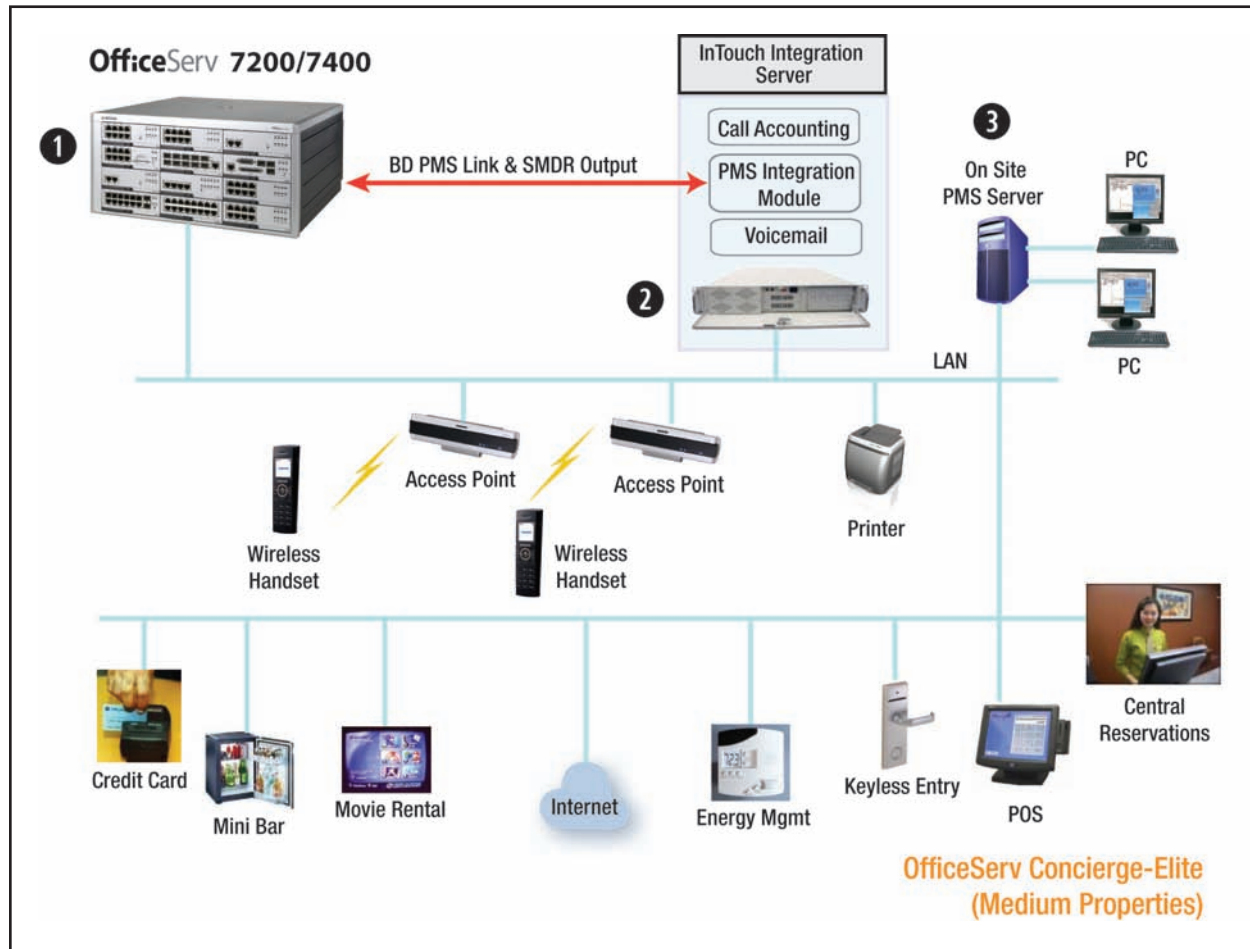
### **5.2.5 HOSPITALITY VOICEMAIL (INTOUCH DIGITAL)**

Samsung provides a voicemail system, but it is not suitable for the Hospitality Industry. Other Voicemail vendors such as Intouch Digital makes a voicemail solution design specifically for the hospitality Industry. The Intouch voicemail can build the required mailboxes for each room when a guest is checked in at front desk console. In addition, the voicemail can clear the mailbox and delete and/or archive all messages left by the previous guest upon checkout from the front desk console. The Samsung SVMi voicemail is limited in this type of functionality and is not recommended for use in a Hospitality installation.

## 5.3 OfficeServ CONCIERGE-ELITE

The OfficeServ Concierge-Elite is the advanced solution for the high end properties that combines the following components to provide a unified all-in-one solution:

- 1 Samsung OfficeServ 7200/7400 Phone System
- 2 "Integrator" provided by InTouch Digital Systems (Samsung's Strategic Partner)
- 3 Property Management System (PMS) provided by the Customer.



**FIGURE 6-1**

Many systems are required to manage the high-end property (call accounting, mini bar, voicemail, PMS, etc.) can be unified and controlled by a single user interface including the control of many features of OfficeServ phone system (wake up calls, messages waiting, set DND, checkin/checkout, call cost, credit posting, etc.). See Figure 6-1.

## 5.4 OfficeServ CONCIERGE-LITE

### 5.4.1 OVERVIEW

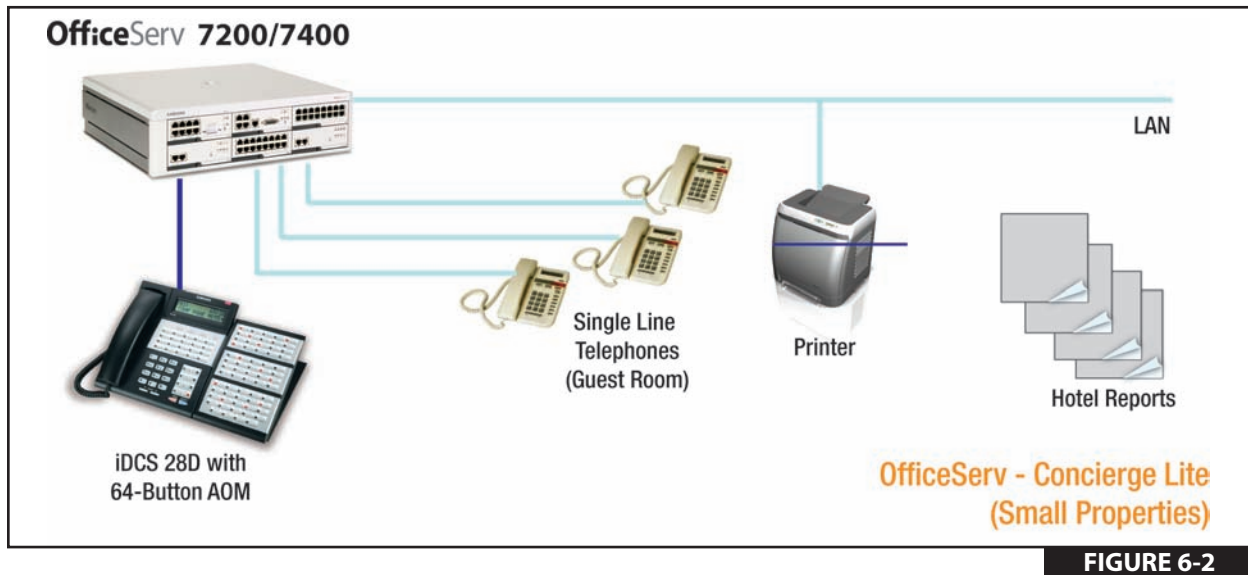
The OfficeServ 7200/7400 Hotel / Motel software package combines the OfficeServ 7200/7400 business features with additional features created to meet the needs of the Hotel / Motel industry. This combination meets the requirements of the Hotel General Business offices as well as those of the Hotel Guest. The OfficeServ 7200/7400 Hotel / Motel package MUST be activated in MMC 813 before it can be used.

Samsung's OfficeServ 7200/7400 Hotel / Motel software is designed to operate in very small to medium sized hotel properties. Those with, up to approximately, 400 rooms.

The OfficeServ 7200/7400 Hotel / Motel software offers a bi-directional PMS link. All system transactions related to the guest and meeting rooms will be sent to the PMS system via this link. Likewise any information input from a PMS or POS terminal will be sent into the OfficeServ 7200/7400 via this same link. Station status can be changed via these PMS and POS PC terminals. Message lights can be activated, Do Not Disturb can be set, etc, across the PMS link.

In very small installations the system's design makes it operational without the need for additional PMS equipment. The key to utilizing the Hotel / Motel software without an external PMS is the OfficeServ Concierge-Lite. The keyset can be programmed with features and functions pertinent to the hospitality industry, that make it convenient to perform day to day routine functions. However in the case of larger hotels, the owner / operator would probably choose to interface to the bi-directional PMS link.

For those systems that are not utilizing a PMS software package, the OfficeServ 7200/7400 Hotel / Motel software will maintain a record of all transactions that occur throughout the system. These records are maintained until the guest is checked out. The OfficeServ 7200/7400 maintains 10,000 transaction records. These transaction records represent one line of the guest room bill. These records are purged once the room is checked out. See figure 6-2.



## 5.4.2 OfficeServ CONCIERGE-LITE FEATURES

Call Costing	Room Status
Check In	Printed Reports
Check Out	Keyset Indications
Deposit Posting	Room Status Update
DSS Key Use During Feature Activation	Automatic (Daily Timer)
Enhanced User Programming	Manual
Executive DND	Staff I.D. Codes (500)
Express Check-In	Station Types
Guest Services Billing	Business Office
100 Item Codes with Costing	Hotel Administrator
Lobby Phone Service	Meeting Room
Printed Reports	Guest No Smoking Room
Phone Bill	Guest Smoking Room
Guest and Meeting Room Bill	Fax Station
Room Status	Telephone Credit Limit
Wake Up Call Activity	Transaction Record Output (To PMS)
Room Dialing Restrictions	Wake Up Calls
Room Rate Discounts	Set by Attendant
Room Status Conditions	Set by Guest
Available	Answered
Occupied	Not Answered
Needs Cleaning	Cancelled
Needs Maintenance	With Auto Attendant Announcement
Hold (Late Check Out)	
Hold and Needs Cleaning	
Hold and Needs Repair	
Cleaned	
Repaired	

### CALL COSTING

The OfficeServ 7200/7400 Hotel / Motel software provides call costing, for guest and meeting room phones. The call cost will appear on the guest's room bill, the SMDR report, the transaction record output, and the PMS output.

The system uses programmable call costing tables to calculate the cost of incoming and outgoing calls. Rates are calculated by the number dialed, duration of the call and may include surcharges.

### CHECK IN

The OfficeServ 7200/7400 Hotel / Motel software allows an Administrator keyset to check a guest into a room by pressing the CHECK IN key and following the prompts in the display. When the CHECK IN key is pressed the clerk can credit the room account if the guest wishes to prepay for the room and/or the phone service. The clerk can also assign the guest's name to the room.

This feature offers 64-Button Module support. Meaning that the associated DSS key assigned to a 64-Button Module, can be used to enter the room number that is being checked in.

## CHECK OUT

In addition the feature allows an Administrator keyset to check a guest out of a room by pressing the CHECK OUT key. The CHECK OUT option will print out the total room charges and clear the room information from the transaction record buffer. It also changes the room to the Needs Cleaning status. Checking a guest out of a room prior to the ROOM CLEAN TIME will automatically change the room to the NEEDS CLEANING status.

This feature offers 64-Button Module support. Meaning that the associated DSS key assigned to a 64-Button Module, can be used to enter the room number that is being checked out.

## DEPOSIT POSTING

The credit feature allows any Administrator keyset to add a cash deposit to a room bill, to offset charges already incurred or to prepay either the room or phone charges or both. This feature requires a CREDIT key to be assigned to the administration phones. This feature offers 64-Button Module support. Meaning that the associated DSS key assigned to a 64-Button Module, can be used to enter the room number that the deposit is being posted to.

## DSS KEY USE DURING FEATURE ACTIVATION

When utilizing the Administrator keyset to activate system features / functions, many will request the room number to be entered. In most cases the associated DSS key can be pressed to enter the station number.

The exceptions are Wake Up Call Setting and Lobby Phone Service. These features will not respond to the DSS key press. The associated station number must be assigned via the keypad.

## ENHANCED USER PROGRAMMING

The OfficeServ 7200/7400 allows the System Administrator access to several non-volatile MMCs. These MMCs give stations assigned as ADMINISTRATOR and NORMAL, the ability to change Station Call Forwarding, System Time and Date, etc. for any station within the system.

This Enhanced System Programming is accessible through the PROG key.

The MMCs available to Enhanced User Programming are as follows: MMC 100: Station Lock, MMC 102: Call Forward, MMC 104: Station Name, MMC 115: Set Programmed Message, MMC 116: Alarm and Message, MMC 505: Assign Date and Time, MMC 705: Assign System Speed Dial, MMC 706: System Speed Dial by Name, and MMC 722: Station Key Programming.

## EXECUTIVE DND

The Executive DND feature (SET DND key) allows Front Desk personnel to set and cancel DND to a guest's room. This means that a guest can request that their room be flagged as DND, saving the guest from having to learn system feature codes. This key will allow Front Desk personnel to change DND status, as an additional guest service.

This feature can be set and canceled from the guest room phone. This feature offers 64-button module support. Meaning that the associated DSS key assigned to a 64-button module can be used to enter the room number to set DND to.

## **EXPRESS CHECK-IN**

This feature is designed to expedite the Check In procedure. It is a second check in option. It is used expressly to check in a guest quickly.

The Express Check In feature (X-CHIN key) eliminates several steps from the standard Check In procedure. This feature does not request any billing type, or guest's name information.

This feature offers 64-button module support. Meaning that the associated DSS key assigned to a 64-button module, can be used to enter the room number that is being checked in.

## **GUEST SERVICES BILLING**

The guest service billing feature allows a staff member, to enter an item code and a dollar amount to a specific room bill using specific telephone stations. The dollar amount entered at time of sale for the item code, can be multiplied by the tax rates defined for the items or will have the tax amount added if the tax is a fixed dollar amount.

There are 100 item codes in the system. Each item code can have a name, with up to 10 characters, programmed to describe the charge.

This feature requires a staff ID code to be entered to add or delete a charge to a room. The staff ID codes are assigned in the Authorization Code table. The staff ID code will be verified from the table, and if an incorrect code is entered, an error tone will be returned and the station will return to idle.

The room number will also be verified, from the list of rooms that are checked in. If a room number is not occupied, an error tone will be returned and the station will return to idle.

This feature can be used by either a keyset or a single line telephone with DTMF dialing. The keyset requires a BILL key.

## **LOBBY PHONE SERVICE**

This feature allows a hotel operator to bill a call to a guest room even though it was made at a remote location, such as a lobby phone. This phone can be a dial "0" type or a Hotline to the operator.

The guest will request the operator to bill an outside call to his/her room. The operator will press the Remote Bill key (RB) and place the guest on transfer hold, then enter the guest's room number and receive confirmation tone. The operator can then dial the number for the guest and transfer the ringing call back to the guest.

## **PRINTED REPORTS**

In those cases where the bi-directional PMS link is not used, the OfficeServ 7200/7400 Hotel / Motel software package will provide various printed reports of selected activities throughout the system. These reports are initiated from any administrator's display keyset and sent to a printer connected to the network.

In order to provide a permanent record, it is advisable to use two-part paper in the printer, or do a room bill printout, prior to checking the room out.

### **Phone Bill**

The Phone Bill report provides only the phone bill information for a specific room. This print out is separate from the guest room bill. This allows a guest to pay for them separately, so no phone calls appear on the room bill. When using this feature you have the option of saving or deleting all telephone call information from the guest's bill.

The information in the phone bill includes the date and time the report was requested, the room number requested, date and time of call, the number dialed, call duration and the charge for the call.

## **Guest and Meeting Room Bill**

This printout includes all room-related charges, from time of check in. Associated taxes and/or surcharges are automatically calculated by the system based on programmable rate table entries. Any deposits made are automatically deducted from the total bill. This printout also includes daily room charges, phone calls, services charged to the room, wake up call activity, and any deposits made. This printout is made on a per room basis.

## **Room Status**

The system can print six different Room Status reports. There are five (5) individual reports for the following room status conditions: Available, Occupied, Needs Cleaning, Needs Maintenance, and Hold for Late Checkout. A sixth report will show all rooms and all room status conditions.

## **Wake Up Call Activity**

This report will detail all wake up call information related to a specific room since check in. The printout includes the time a wake up call was set, the requested wake up time, the time the call was answered, unanswered wake up calls, canceled wake up calls and charges for the service if programmed.

## **Room Dialing Restrictions**

This feature is used to program station to station calling restrictions and is sometimes referred to as intercom blocking. For instance you can restrict rooms from dialing the administration offices while still being able to dial the front desk, other hotel service phones or other guest rooms.

## **Room Rate Discounts**

The OfficeServ Hotel / Motel software offers a method of discounting room rates, on a day-by-day basis. This discount is based on a percentage of the full room rate. The percentage is programmable and variable.

## **Room Status Conditions**

The system will indicate the status of each guest or meeting room when requested. [See Room Status](#). The five possible conditions are (the last four conditions in the list are sent to update PMS information only):

- AVAILABLE – Ready to check in.
- OCCUPIED – Guest is checked in.
- NEEDS CLEANING – Condition after check out or morning update for all occupied rooms.
- NEEDS MAINTENANCE – Temporary condition for rooms requiring some repair or maintenance.
- HOLD (LATE CHECK OUT) – Indicates a guest requires a late check out so hotel staff will delay cleaning.
- CLEANED – Message sent for updating PMS. Indicates that the room has been cleaned.
- REPAIRED – Message sent to update PMS. Indicates that the room has been repaired.
- HOLD AND NEED CLEANING – Message sent to update PMS. Indicates that the room is being held and requires cleaning.
- HOLD AND NEEDS MAINTENANCE – Message sent to update PMS. Indicates that the room is being held and requires maintenance.



## ROOM STATUS

The OfficeServ 7200/7400 Hotel / Motel system provides three methods to review the five room status conditions.

1. An administrator's display keyset can be used to view the status of any individual room and scroll through the list of all other rooms to view their status.
2. One or more 64 Button Modules can be used to view the status of all rooms for any of the five room conditions (Example: press the Room Status View key for "AVAILABLE" and all the buttons corresponding to available rooms will light red).
3. Printed reports can be obtained to review the room status conditions for all rooms. [See Printed Reports–Room Status, earlier in this document.](#)

## ROOM STATUS UPDATE

The system operation provides two methods to update the status of each guest or meeting room.

### Automatic

The hotel manager informs the system technician of the preprogrammed time he wants all rooms to automatically change from "Occupied" to "Needs Cleaning" on a daily basis. In addition each room is automatically changed to "Needs Cleaning" upon check out.

### Manual

Hotel personnel, such as maids, maintenance men or administrators, can dial a code from the guest/meeting room telephone to manually update the room status as required. The manual room status update codes are:

- 0= Room needs to be cleaned.
- 1= Room cleaned. This updates the room status to either AVAILABLE or OCCUPIED.
- 2= Room needs maintenance. This makes the room NOT AVAILABLE for check in.
- 3= Room repaired. This updates the room status to either AVAILABLE or OCCUPIED.

## STAFF I.D. CODES

These are simply Authorization Codes that hotel employees must enter to access various Hotel / Motel features. These codes will appear on the Room Bill printout to indicate who posted the charges to a specific room. They provide a measure of security and control for hotel management. There are 500 STAFF ID codes in the software.

## STATION TYPES

The system software enables station ports to be defined for a specific use throughout the hotel. Each telephone can be designated as being one of the five following types. A class of service has been established for each station type.

1. NORMAL STATION – This is the default setting. The station will operate in the manner associated with a normal business station.
2. ADMINISTRATOR – Only stations designated as Administrator can access special Hotel / Motel features, such as Check In, Check Out, Room Status, Print Report, etc.
3. MEETING ROOM – A meeting room is similar to a guest room in the respect that it generates a room bill but has different class of service option requirements.



4. GUEST NO SMOKING – When a station is designated as this type, it will appear in the administrator's key-set display as a no smoking room. This station type will generate a room bill and follow its associated class of service options.
5. GUEST SMOKING – When a station is designated as this type, it will appear in the administrator's keyset display as a smoking room. This station type will generate a room bill and follow its associated class of service options.
6. FAX STATION – When a station is designated as this type, the associated station number can be paired with a fax extension so that calls from the fax extension can be billed to the room..

## TELEPHONE CREDIT LIMIT

This feature is designed to control phone charges for hotel guests that do not use a credit card. These guests will need to make a cash deposit for their phone calls. When the credit warning threshold has been reached the guest will receive two beeps in their ear, (the warning threshold is determined by the COST RATE feature and occurs one billing period prior to the credit limit being reached). When the credit limit is reached, the call will be dropped, and the phone will then be restricted. An additional cash deposit is required to re-activate the phone.

## TRANSACTION RECORD OUTPUT

The OfficeServ 7200/7400 Hotel / Motel software provides an output for all Hotel / Motel transactions. Any transactions, related to guest or meeting rooms, that take place within the hotel system, will be immediately sent –"on the fly" to a serial port on the IOM card. The serial port will be assigned as PMS. This transaction stream would typically be connected to a PC with a PMS software package, for system reports.

## WAKE UP CALLS

The OfficeServ 7200/7400 Hotel / Motel software package supports a comprehensive wake-up feature.

- SET BY ATTENDANT – The hotel administrator stations or operator/attendant can set a wake call.
- SET BY GUEST – Each hotel guest can set his/her own wake up call using the telephone in their room.
- ANSWERED – Both the guest room bill and wake up call activity report will show the date and time the guest answered the wake up call.
- NOT ANSWERED – Both the guest room bill and wake up call activity report will show each wake up call attempt that was not answered by the hotel guest. This information will print out on the printer connected to the serial port designated for the Hotel / Motel Report.
- CANCELED – Both the guest room bill and wake up call activity report will indicate each canceled wake up call. Only Hotel / Motel administrator's keysets can cancel wake up calls. The guest can reprogram a wake up request if he made a mistake. System programming provides a programmable number of wake up call attempts and a programmable time interval between attempts.
- WITH AUTO ATTENDANT ANNOUNCEMENT – The system can be programmed to play a message when a guest answers a wake up call.

## **5.4.3 OfficeServ CONCIERGE-LITE SAMPLE REPORTS and PRINTOUTS**

### **5.4.3a GUEST ROOM BILL PRINTOUT**

### **5.4.3b ROOM STATUS PRINTOUTS**

- AVAILABLE**
- OCCUPIED**
- NEEDS CLEANING**
- NEEDS MAINTENANCE**
- HOLD**
- ALL**

### **5.4.3c TRANSACTION RECORD OUTPUT SAMPLE**

### **5.4.3d INDIVIDUAL GUEST PHONE BILL**

### **5.4.3e ALL GUEST PHONE BILL (SMDR)**

### **5.4.3f INDIVIDUAL WAKEUP ACTIVITY REPORT**

## 5.4.3a GUEST ROOM BILL PRINTOUT

Printout includes the following information:

- Date and time the bill was printed
- Room number requested
- Daily room charge
- Phone calls and their charges
- Wake up call activity
  - Time wake up was set for
  - Each wake up call attempt, answered/not answered
  - Cancelled wake up
- Room related charges and applicable taxes
- Item codes and associated descriptions for room related charges
  - Date and time item was billed
- Details column
  - Staff code of employee performing function
  - Duration of phone calls
  - Time wake up call was set for
- Room and/or phone deposits
- Total room charges



- Automatically increments the daily room charge
- Automatically applies room and phone deposits to the total bill
- Room bills are printed on a per room basis
- By default, printout will print a header, followed by 50 lines per page
- Printout size is adjustable through programming

### EQUIPMENT REQUIRED



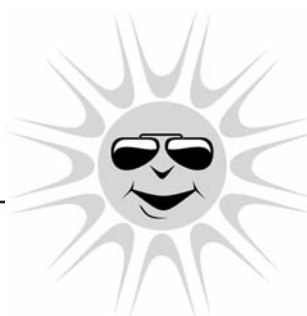
GUEST BILL FROM [SUNSHINE SUITES ] 01/28/99 14:13

CHARGES BILLED TO ROOM NUMBER : 210

ROOM	DATE	TIME	ITEM	DESCRIPTION	DETAILS	CHARGE
210	01/27	12:11	02	RM CHARGE	1234	100.00
210	01/27	12:11	02	STATE TAX		6.00
210	01/27	12:11	02	BED TAX		1.50
210	01/27	12:11	00	RM Deposit	5555	-100.00
210	01/27	12:30	03	RM SVC	9876	20.00
210	01/27	12:30	03	STATE TAX		1.20
210	01/27	12:30	03	SVC CHARGE		2.00
210	01/27	12:31	TEL	3055922900	00:00:49	.75
210	01/27	14:55	89	W/UP SET	05:30	000.00
210	01/27	14:55	05	MOVIE RNTL	5555	5.00
210	01/27	14:55	05	STATE TAX		.30
210	01/27	14:55	TEL	18008764782	00:02:03	.25
210	01/27	14:58	01	PH Deposit	1234	-2.50
210	01/27	14:58	TEL	3055922900	00:02:18	1.25
210	01/27	15:01	92	W/UP CANCL		000.00
210	01/27	15:01	04	DRY CLEAN	1234	22.00
210	01/27	15:01	04	SVC CHARGE		2.00
210	01/27	19:35	89	W/UP SET	06:00	000.00
210	01/28	06:00	91	W/UP N/ANS		000.00
210	01/28	06:01	90	W/UP ANS		000.00
210	01/28	06:30	03	RM SVC	5555	18.50
210	01/28	06:30	03	STATE TAX		1.11
210	01/28	06:30	03	SVC CHARGE		2.00
210	01/28	12:00	02	RM CHARGE		100.00
210	01/28	12:00	02	STATE TAX		6.00
210	01/28	12:00	02	BED TAX		1.50
210	01/28	13:32	TEL	18008764782	00:01:59	.25
210	01/28	14:06	TEL	3055922900	00:01:03	.75
				TOTAL		189.86

Page 1 of 1

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## 5.4.3b ROOM STATUS PRINTOUT

Printout includes the following information:

- Date and time the report was printed
- Status of guest and meeting rooms
  - On an individual, status type basis
- OR
- As a complete report of all rooms and their status
- Room Status Printout Types:
  - **AVAILABLE**
  - OCCUPIED
  - NEEDS CLEANING
  - NEEDS MAINTENANCE
  - HOLD
  - ALL
- Room status is updated by either the administrator access, automatic room update or maid codes.



- By default, the printout will print a header followed by 50 lines per page
- Printout size is adjustable through programming

NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

### EQUIPMENT REQUIRED



## ROOM STATUS PRINTOUT

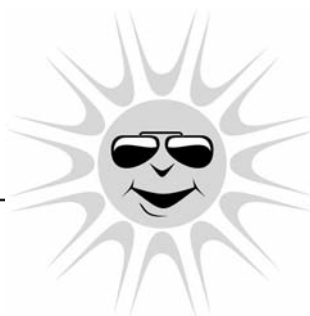
AVAILABLE

11:59

12/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
209	AVAILABLE	220	AVAILABLE	213	AVAILABLE
215	AVAILABLE	217	AVAILABLE	219	AVAILABLE
220	AVAILABLE	221	AVAILABLE	223	AVAILABLE
225	AVAILABLE	226	AVAILABLE	227	AVAILABLE
228	AVAILABLE	301	AVAILABLE	302	AVAILABLE
303	AVAILABLE	304	AVAILABLE	306	AVAILABLE
307	AVAILABLE	403	AVAILABLE	405	AVAILABLE
406	AVAILABLE	407	AVAILABLE	409	AVAILABLE

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# ROOM STATUS PRINTOUT

Printout includes the following information:

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NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

## EQUIPMENT REQUIRED



## ROOM STATUS PRINTOUT

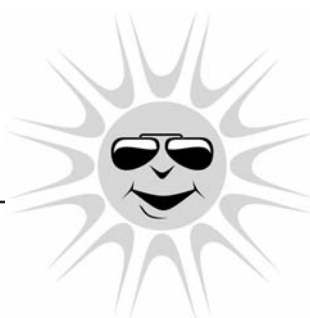
OCCUPIED

13:56

11/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
211	OCCUPIED	212	OCCUPIED	214	OCCUPIED
216	NEED MAINTENANCE	218	OCCUPIED	222	OCCUPIED
224	OCCUPIED	305	OCCUPIED	308	NEEDS CLEANING
309	HOLD	310	NEEDS MAINTENANCE	401	NEEDS CLEANING
402	NEED MAINTENANCE	404	NEEDS CLEANING	408	NEEDS CLEANING

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# ROOM STATUS PRINTOUT

Printout includes the following information:

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- OR
- As a complete report of all rooms and their status
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  - OCCUPIED
  - **NEEDS CLEANING**
  - NEEDS MAINTENANCE
  - HOLD
  - ALL
- Room status is updated by either the administrator access, automatic room update or maid codes.



- By default, the printout will print a header followed by 50 lines per page
- Printout size is adjustable through programming

NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

## EQUIPMENT REQUIRED



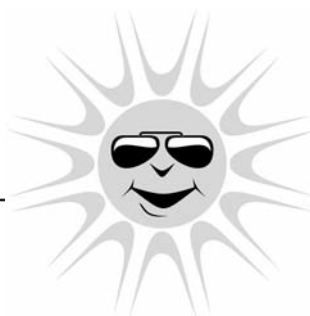
## ROOM STATUS PRINTOUT

NEEDS CLEANING

13:50 11/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
211	NEEDS CLEANING	212	NEEDS CLEANING	214	NEEDS CLEANING
215	NEEDS CLEANING	218	NEEDS CLEANING	220	NEEDS CLEANING
222	NEEDS CLEANING	224	NEEDS CLEANING	303	NEEDS CLEANING
305	NEEDS CLEANING	310	NEEDS CLEANING	401	NEEDS CLEANING
404	NEEDS CLEANING	408	NEEDS CLEANING		

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# ROOM STATUS PRINTOUT

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  - **NEEDS MAINTENANCE**
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  - ALL
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- By default, the printout will print a header followed by 50 lines per page
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NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

## EQUIPMENT REQUIRED



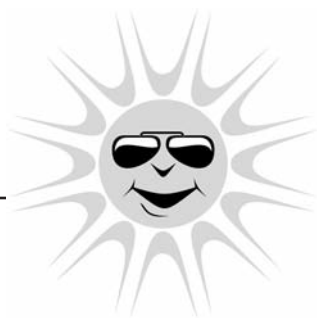
ROOM STATUS PRINTOUT

NEED MAINTENANCE

14:01 11/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
216	NEED MAINTENANCE	308	NEED MAINTENANCE	402	NEED MAINTENANCE

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# ROOM STATUS PRINTOUT

Printout includes the following information:

- Date and time the report was printed
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  - **HOLD**
  - ALL
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\* \* \*

- By default, the printout will print a header followed by 50 lines per page
- Printout size is adjustable through programming

NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

## EQUIPMENT REQUIRED

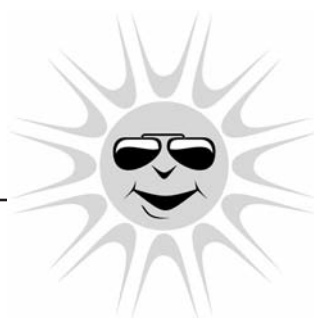


ROOM STATUS PRINTOUT      HOLD      11:58    12/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
212	HOLD	214	HOLD	309	HOLD
401	HOLD				

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# ROOM STATUS PRINTOUT

Printout includes the following information:

- Date and time the report was printed
- Status of guest and meeting rooms
  - On an individual, status type basis
- OR
- As a complete report of all rooms and their status
- Room Status Printout Types:
  - AVAILABLE
  - OCCUPIED
  - NEEDS CLEANING
  - NEEDS MAINTENANCE
  - HOLD
  - **ALL**
- Room status is updated by either the administrator access, automatic room update or maid codes.

\* \* \*

- By default, the printout will print a header followed by 50 lines per page
- Printout size is adjustable through programming

NOTE: Systems utilizing the optional 64 button module, can temporarily display room status, when a printout is not needed.

## EQUIPMENT REQUIRED



## ROOM STATUS PRINTOUT

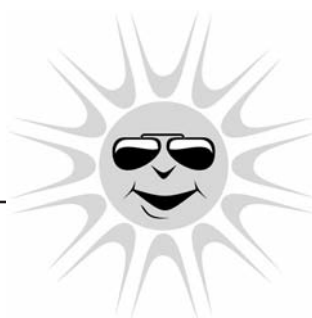
ALL

13:58

11/02

ROOM	STATUS	ROOM	STATUS	ROOM	STATUS
209	AVAILABLE	210	AVAILABLE	211	OCCUPIED
212	OCCUPIED	213	AVAILABLE	214	NEEDS CLEANING
215	NEEDS CLEANING	216	NEED MAINTENANCE	217	AVAILABLE
218	NEEDS CLEANING	219	AVAILABLE	220	NEEDS CLEANING
221	AVAILABLE	222	NEEDS CLEANING	223	AVAILABLE
224	NEEDS CLEANING	225	AVAILABLE	226	AVAILABLE
227	AVAILABLE	228	OCCUPIED	301	OCCUPIED
302	OCCUPIED	303	NEEDS CLEANING	304	AVAILABLE
305	NEEDS CLEANING	306	AVAILABLE	307	AVAILABLE
308	NEED MAINTENANCE	309	HOLD	310	NEEDS CLEANING
401	NEEDS CLEANING	402	NEED MAINTENANCE	403	AVAILABLE
404	HOLD	405	AVAILABLE	406	OCCUPIED
407	AVAILABLE	408	NEEDS CLEANING	409	AVAILABLE

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## 5.4.3c TRANSACTION RECORD OUTPUT SAMPLE

The PMS output stream includes information from all transactions within the Hotel / Motel system. This is a one way output only, from the phone system to the PMS system.

This information includes:

- Check In confirmation with:
  - Room charges and applicable taxes
  - Updated room status
- Check Out information with:
  - Updated room status
- Room related charges and applicable taxes
- Daily room charge updates
- Room / phone deposits
- Maid / maintenance room status updates
- Phone calls and charges
- Wake up calls time set for
- Unanswered wake up calls
- Cancelled wake up calls

\*\*\*

- The system outputs this information immediately after transaction is completed.

### EQUIPMENT REQUIRED



211	01/29	06:10	02	RM CHARGE	5555	69.99
211	01/29	06:10	02	STATE TAX		4.19
211	01/29	06:10	02	BED TAX		1.50
211	01/29	06:10	93	Check In	5555	000.00
211	01/29	06:10	96	Occupied	5555	000.00
209	01/29	06:11	03	RM SVC	9876	25.00
209	01/29	06:11	03	STATE TAX		1.50
209	01/29	06:11	03	SVC CHARGE		2.00
216	01/29	06:11	89	W/UP SET	06:00	000.00
213	01/29	06:11	TEL	3055922900	00:00:34	.75
214	01/29	06:12	00	RM Deposit	1234	-20.00
211	01/29	06:13	94	Check Out		000.00
211	01/29	06:13	97	Clean Room		000.00
209	01/29	06:12	TEL	18008764782	00:01:29	.25
216	01/29	06:15	92	W/UP CANCL		000.00
217	01/29	06:16	07	MISC	5555	150.00
209	01/29	12:00	02	RM CHARGE		100.00
209	01/29	12:00	02	STATE TAX		6.00
209	01/29	12:00	02	BED TAX		1.50
209	01/29	12:00	97	Clean Room		000.00
210	01/29	12:00	02	RM Charge		100.00
210	01/29	12:00	02	STATE TAX		6.00
210	01/29	12:00	02	BED TAX		1.50
210	01/29	12:00	97	Clean Room		000.00
213	01/29	12:00	02	RM CHARGE		69.00
213	01/29	12:00	02	STATE TAX		4.14
213	01/29	12:00	02	BED TAX		1.50
213	01/29	12:00	97	Clean Room		000.00
215	01/29	12:00	02	RM CHARGE		89.99
215	01/29	12:00	02	STATE TAX		5.39
215	01/29	12:00	02	BED TAX		1.50
215	01/29	12:00	97	Clean Room		000.00
216	01/29	12:00	02	RM CHARGE		79.95
216	01/29	12:00	02	STATE TAX		4.79
216	01/29	12:00	02	BED TAX		1.50
216	01/29	12:00	97	Clean Room		000.00
217	01/29	12:00	02	RM CHARGE		250.00
217	01/29	12:00	02	STATE TAX		15.00
217	01/29	12:00	02	BED TAX		1.50
217	01/29	12:00	97	Clean Room		000.00
216	01/29	15:38	89	W/UP SET	06:00	000.00
216	01/30	06:00	91	W/UP N/ANS		000.00
216	01/30	06:01	90	W/UP ANS		000.00

## 5.4.3d INDIVIDUAL GUEST PHONE BILL

Printout includes the following information:

- Date and time the bill was printed
- Room number requested
- Date and time phone call was initiated
- Number dialed
- Duration of call
- Charge of call
- Total charge for all calls
- Displays all call information since check in

\*\*\*

- Automatically applies phone credits to the bill
- Phone bills are printed out on a per room basis
- Phone bill information may be:
  - Printed and saved in memory
  - Printed and cleared from memory
- By default, printout will print a header, followed by 50 lines per page
- Printout size is adjustable through programming

### EQUIPMENT REQUIRED

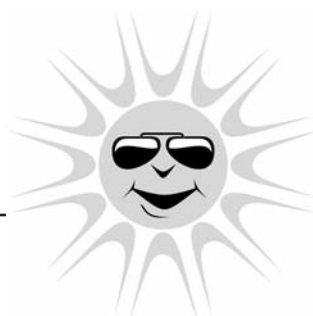


PHONE BILL FROM [SUNSHINE SUITES ] 02/11/99 13:44

CHARGES BILLED TO ROOM NUMBER: 211

ROOM	DATE	TIME	ITEM	DESCRIPTION	DETAILS	CHARGE
211	02/10	15:30	TEL	3055922900	01:01:00	.35
211	02/10	20:44	TEL	18008764782	00:01:45	.25
211	02/11	06:34	TEL	18008764782	00:02:00	.25
211	02/11	13:15	TEL	3055922900	00:02:16	.45
211	02/11	13:40	TEL	3055922900	00:02:31	.55
					TOTAL	1.85

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CSMDR REPORT FOR [H/M Sample ] 01/02/95 17:12

5.30

## 5.4.3f INDIVIDUAL WAKEUP ACTIVITY REPORT

Printout includes the following information:

- Date and time the report was printed
- Room number requested
- Time wake up activity performed
- Item code for activity performed
- Description of activity performed
- Details column
  - Time wake up call is set for
- Charges for wake up related service

\* \* \*

### ACTIVITY TYPES:

- W/UP SET      The time a wake up call is set for
- W/UP ANS      Wake up call answered
- W/UP N/ANS      Wake up call not answered
- W/U CANCEL      Wake up call cancelled

\* \* \*

- Displays all wake up call activity since room was checked in
- Wake up activity report print on a per room basis
- By default, printout will print a header, followed by 50 lines per page
- Printout size is adjustable through programming

### EQUIPMENT REQUIRED



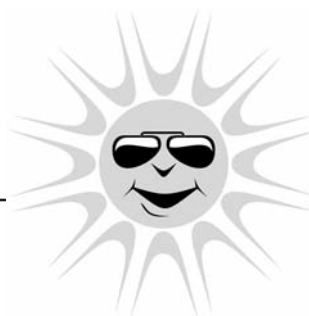
55 LINES

WAKE UP ACTIVITY FROM [SUNSHINE SUITES ] 01/22/98 14:35

CHARGES BILLED TO ROOM NUMBER: 213

ROOM	DATE	TIME	ITEM	DESCRIPTION	DETAILS	CHARGE
213	01/23	12:22	89	W/UP SET	05:30	000.00
213	01/23	12:25	92	W/UP CANCL		000.00
213	01/24	11:51	89	W/UP SET	05:30	000.00
213	01/25	05:30	91	W/UP N/ANS		000.00
213	01/25	05:31	90	W/UP ANS		000.00
					TOTAL	000.00

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# PART 6. GENERAL USER INFORMATION

## 6.1 RADIO FREQUENCY INTERFERENCE

**WARNING:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

## 6.2 FCC REQUIREMENTS

The OfficeServ 7400 electronic telephone system complies with Part 68 of the Federal Communications Commission Rules and Regulations.

### FCC REGISTRATION NUMBERS:

A3LKF13BOS7400  
A3LMF13BOS7400

### UNAUTHORIZED MODIFICATIONS

Any changes or modifications performed on this equipment that are not expressly approved in writing by SAMSUNG TELECOMMUNICATIONS AMERICA could cause noncompliance with the FCC rules and void the user's authority to operate the equipment.

**NOTE:** Allowing this equipment to be operated in such a manner as to not provide for proper answer supervision is a violation of Part 68 of the FCC's rules.

### TELEPHONE CONNECTION REQUIREMENTS

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

6.3 TELEPHONE COMPANY INTERFACES			
CIRCUIT TYPE	CARD TYPE	FACILITY INTERFACE CODE	NETWORK JACK
LOOP START LINE	8TRK/8TRK2 TEPRI/TEPRIa	02LS2 04DU9.DN 04DU9.1KN 04DU9.1SN 04DU9.1SN (PRI)	RJ45S RJ48C
	TEPRI2	04DU9.DN 04DU9.1KN 04.DU9.1SN 04DU9.1SN(PRI)	RJ48C
DID LINE	TEPRI/TEPRIa TEPRI2	04DU9.BN 04DU9.BN	RJ48C RJ48C
E & M TIE LINE	TEPRI/TEPRIa TEPRI2	04DU9.BN 04DU9-BN	RJ48C RJ48C



## **RINGER EQUIVALENCE (REN)**

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For earlier products, the REN is separately shown on the label. REN for OfficeServ 7400 is 1.3B.

## **INCIDENCE OF HARM**

If this equipment, the OfficeServ 7400, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

## **CHANGES TO TELEPHONE COMPANY EQUIPMENT OR FACILITIES**

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

## **HEARING AID COMPATIBILITY**

This equipment, the OfficeServ 7400 is hearing aid compatible as specified in Part 68 of the FCC Rules.

## **EQUIPMENT WITH DIRECT INWARD DIALING ("DID")**

THIS EQUIPMENT SHOULD BE OPERATED WITH PROPER ANSWER SUPERVISION. FAILURE TO PROVIDE FOR PROPER ANSWER SUPERVISION IS A VIOLATION OF THE PART 68 OF THE FCC'S RULES.

PROPER ANSWER SUPERVISION IS DEFINED AS FOLLOWS:

- A. This equipment returns answer supervision to the public switched telephone network (PSTN) when DID calls are:
  - Answered by the called station.
  - Answered by the attendant.
  - Routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.
  - Routed to a dial prompt.
- B. This equipment returns answer supervision on all DID calls forwarded to the PSTN. Permissible exceptions are:
  - A call is answered.
  - A busy tone is received.
  - A reorder tone is received.

## **EQUAL ACCESS REQUIREMENTS**

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator consumers Act of 1990.

## ELECTRICAL SAFETY ADVISORY

Parties responsible for equipment requiring AC power should consider including an advisory notice in their customer information suggesting the customer use a surge protector. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem.

## 6.4 MUSIC ON HOLD WARNING

**IMPORTANT NOTICE:** In accordance with US copyright laws, a license may be required from the American Society of Composers, Authors and Publishers (ASCAP) or other similar organizations if copyright music is transmitted through the Music on Hold feature.

SAMSUNG TELECOMMUNICATIONS AMERICA hereby disclaims any liability arising out of failure to obtain such a license.

## 6.5 DISA WARNING

Lines that are used for the direct Inward System Access feature must have the disconnect supervision options provided by the telephone company.

**WARNING:** As it is impossible to control who may access your DISA line it is suggested that you do not turn this feature on unless you intend to use it. If you do use this feature, it is good practice to frequently change pass codes and periodically review your telephone records for unauthorized use.

## 6.6 UNDERWRITERS LABORATORIES and CANADIAN STANDARDS ASSOCIATION

The OfficeServ 7400 system has been tested to comply with safety standards in the United States and Canada as listed below.



LISTED  
51YL  
E149091  
I.T.E.  
Telephone Equipment

For earlier products, the UL Mark is separately shown on the label.

## **SAMSUNG TELECOMMUNICATIONS AMERICA BUSINESS COMMUNICATION SYSTEMS 5 YEAR WARRANTY**

SAMSUNG TELECOMMUNICATIONS AMERICA ("STA"), warrants to its authorized Dealers and to the original retail purchaser ("Users") of a STA product for a period of 60 months from the date of shipment of the Product from STA's facility, that the Product (except for lamps, fuses, and other consumable items) will be free from defects in material and workmanship. Repaired or replaced materials shall be warranted for the balance of the warranty remaining on the original equipment, or 90 days from date of shipment from STA's facility, whichever is longer.

This warranty is for the benefit of and shall apply only to authorized Dealers and to Users. This warranty will not apply if the defect arises out of accident, neglect, alteration or misuse, failure of electric power, air conditioning, humidity control, causes other than ordinary use, or causes beyond STA's control. All warranty claims shall be waived unless reported, in writing, to STA or its authorized Dealer, prior to the expiration of the applicable warranty period.

The obligation of STA under this warranty is, at the sole option of STA: 1) the repair or replacement (with new or refurbished parts), of the defective or missing parts that are causing the malfunction and which are determined to be the defective by STA, and the return shipment of such parts to the Dealer (Dealer or User shall be responsible to pay for shipment of the defective parts to STA and for all the expenses connected with their removal and reinstallation); or 2) in lieu of repair or replacement, STA may refund the price charged by STA to its Dealer for such parts as are determined by STA to be defective and which are returned to STA through an authorized Dealer within the warranty period and no later than 30 days after such malfunction, whichever occurs first.

To obtain service under this warranty:

(1) USERS must provide written notice of the malfunction to an authorized STA Dealer within the warranty period and not later than 30 days after the date of the malfunction, whichever occurs first. If the USER is unable to identify an authorized STA Dealer, USER must provide written notice of the malfunction, including proof of the date of purchase of the equipment and the serial number of the malfunctioning Product, to STA at its corporate offices. Upon receipt of such notice and determination by STA that User is eligible for Warranty service, STA will provide the USER with the name of an authorized STA Dealer to contact for warranty service. DEALERS must provide written notice of malfunction to STA no later than the expiration of the warranty period 30 days after the date the Dealer becomes aware of the malfunction, whichever comes first. For purposes of this Warranty, the issuance by STA of a Material Return Authorization (MRA) number by telephone to an authorized Dealer shall be deemed to be written notice from the Dealer with respect to the material returned under that MRA.

STA MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, AND SPECIALLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES ARE DEALER'S AND USER'S SOLE REMEDIES AND IN LIEU OF ALL OBLIGATIONS OR LIABILITIES ON THE PART OF STA FOR DAMAGES, INCLUDING, BUT NOT LIMITED TO, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE USE OF THE PRODUCTS, OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OF THE PRODUCTS, WHETHER IN A CONTRACT OR TORT ACTION. INCLUDING NEGLIGENCE, EVEN IF STA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, THE TOTAL MAXIMUM LIABILITY OF STA FOR BREACH OF WARRANTY SHALL BE LIMITED TO A REFUND OF THE COST OF THE DEFECTIVE PRODUCT.

No Dealer and no person other than an officer of SAMSUNG TELECOMMUNICATIONS AMERICA may extend or modify this warranty, and no modification or extension of this warranty shall be effective unless in writing signed by the authorized officer of SAMSUNG TELECOMMUNICATIONS AMERICA.