



October 12, 2005

OfficeServ 7200 Certification



Samsung Telecommunications America is pleased to announce the dealer training opportunities for OfficeServ 7200 Certification. Please refer to the introductory Product Bulletins released October 3, 2005 for:

OfficeServ 7200 Converged System
OfficeServ Wireless
OfficeServ DataView

If you do not have these please contact your Regional Sales Manager or refer to the Samsung E-Business web site (<http://ebiz.samsungusa.com>).

Basically there are two paths for certification. Both paths will be conducted by web based instruction and testing. The first path will be for those who already have iDCS Basic Plus certification. The second path will be for those who do not have any Samsung Telecommunications America certifications.

For the details, please refer to the table:

Several additional courses will be available so the technician can become familiar with and obtain certification for the wireless IP phones, multiple-node OfficeServ 7200 installations and the data portion of the OfficeServ 7200.

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OfficeServ 7200 Course / Test	Description	Course Content	Certification
OS 7200 Transition Course **Available Now**	Designed for the person that currently has the iDCS Basic Plus certification (2Bxxxx)	Hardware Installation Programming Methods Programming Test	Certification will provide access to technical support for telephony functions of the OS 7200 except for ITP sets, multi-node systems and data functions
OS 7200 Basic Course **Available Now**	Designed for the person that is new to the Samsung product line and would like to receive permanent basic certification for the OfficeServ 7200 system. Pre-requisite – basic telephony experience	Hardware Installation Programming Methods Programming Test	Certification will provide access to technical support for telephony functions of the OS 7200 except for ITP sets, multi-node systems and data functions
OS 7200 WIP **Available Now**	Designed for the technician or customer service representative involved in configuration and programming of the OfficeServ 7200 system utilizing the wireless IP phones Pre-requisite – OS 7200 Basic certification	Wireless IP System - Hardware - Installation - Programming - Test	Certification will provide access to technical support for telephony functions of the OS 7200 except for ITP sets, multi-node systems and data functions
OS 7200 ITP Course **Coming Soon**	Designed for the technician or customer service representative involved in configuration and programming of the OfficeServ 7200 system utilizing IP phones Pre-requisite – OS 7200 Basic certification	Hardware Installation Programming – local and remote stations Test	Certification will provide access to technical support for telephony functions of the OS 7200 except for multi-node systems and data functions
OS 7200 SPNet Course **Coming Soon**	Designed for the technician or customer service representative involved in configuration, installation and programming of multi-node OfficeServ 7200 and iDCS systems utilizing PRI or IP connectivity Pre-requisite – OS 7200 Basic and ITP certification	Hardware Installation Programming Applications Test	Certification will provide access to technical support for telephony functions of the OS 7200 except for data functions

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OS 7200 Data 1 **Coming Soon**	Designed for the technician involved in configuring the router, firewall, QoS and LAN capabilities of the OfficeServ 7200 Pre-requisite – OS 7200 Basic certification and Network+ or equivalent certification	Hardware Installation Programming Applications Test	Certification will provide access to technical support for all functions of the OS 7200.
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If you have any questions regarding this notice, please contact your Regional Sales Manager or the Training Group at the number provided below, or send an email to BCS.Training@samsung.com.

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