

## Samsung Communication Systems

– integrated communications  
for your business



Enterprise IP Solutions

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## Samsung Communication Systems

Communication is the driving force behind any organisation and your telecommunications infrastructure is the key asset in providing resilient and effective connections to the outside world. Samsung recognises this principle and has designed its communication systems to have the flexibility, intelligence and innate functionality to accommodate the drivers and demanding communication requirements of Australian business.

The Samsung communication systems range, including the DCS and OfficeServ telephony systems, support a comprehensive and advanced feature/application set including ISDN, Caller ID, call centre functionality, integrated voice mail and least cost routing (LCR).

And Samsung's business communication systems have continued to evolve by integrating the latest developments in IP technology with the intelligence and stability of traditional telecommunications technology. The Samsung OfficeServ systems, are fully convergent systems supporting Voice over Internet Protocol (VoIP), IP extensions for home and remote working, integrated wireless mobility solutions, Computer Telephony Integration, and the ability to link systems across multiple sites using IP.



### Advanced communications solutions

A host of sophisticated standard and optional features are available on the Samsung DCS and OfficeServ systems, ensuring that you maximise the potential of your communications solution. All features are simple to use - many at the touch of a button - allowing you to make the most of your system's comprehensive functionality.

- *Communication solutions for every business*
- *Convergent solutions*
- *Voice over IP*
- *IP extensions/handsets*
- *ISDN*
- *Digital voice mail*
- *Computer Telephony Integration*
- *IP networking solutions*
- *Call centre applications*
- *Wireless solutions*
- *Hospitality applications*
- *National Service and Support IP*

### Easy to use

With the Samsung DCS and OfficeServ systems, there's no need to keep referring to your user guide. Accessing the multitude of intelligent features is easy with "help" prompts intuitively appearing on your display to guide you. Best of all the features you use frequently can be programmed on "soft" keys for simple one touch operation.

### ISDN - faster access to the world of business

ISDN is the most cost-effective way of connecting your telephone system to the outside world. The Samsung OfficeServ range supports Basic Rate and Primary Rate ISDN, allowing you to reap the functionality and cost benefits that ISDN delivers, like immediate, high quality connections, direct dial in (DDI) and video and data networking.

## Automatic Call Distribution (ACD) - sophisticated call handling

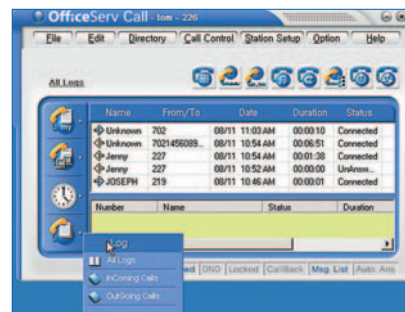
The unique integral ACD package, provided as a standard feature to all DCS (excluding DCS12) and OfficeServ users, offers any working environment the opportunity to optimise the service incoming callers receive and maximise the efficiency of staff. Calls can be distributed intelligently - using first in first out (FIFO) rules - to the first available agent within the group. This can minimise the length of time before a call is answered and ensure you keep an even flow of call traffic to all members of a group. If no extensions are free, the call can be held in a queue, while automated messages reassure them of prompt attention as soon as the next call handler becomes available.

The DCS and OfficeServ systems can also provide incoming call statistics for a group or extension via the LCD of a display handset, giving supervisors a simple snap-shot of call traffic and activity to evaluate the performance of groups and agents.

## Computer Telephony Integration

The OfficeServ CTI application suite consists of a range of CTI applications designed to enhance the functionality and usability of the Samsung OfficeServ telephone system. Samsung OfficeServ simplifies CTI so that almost any organisation can experience its benefits - either individually or across your network so that your whole office can communicate more efficiently. Samsung OfficeServ systems are also Microsoft TAPI compliant, and therefore compatible with a wide range of industry standard CTI applications.

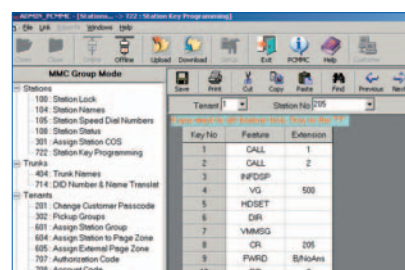
Supplied as standard with all new Samsung OfficeServ\* systems, the OfficeServ CTI application suite consists of OfficeServ Link, Call, Easyset and Manager software applications. Available as an option is Samsung OfficeServ Operator - a PC based console making handling high volume call control as smooth and professional as possible.



OfficeServ Call – allows pc based desktop telephony, with integration to contact database i.e Microsoft Outlook.



OfficeServ Easyset – allows extension users to easily configure their own telephone settings.



OfficeServ Manager – a simple windows based system management and administration.

## Call divert, transfer and conferencing

With trunk to trunk functionality, calls can be seamlessly and invisibly diverted from your office to a mobile phone or your home number ensuring that you are always in touch - wherever you are. Calls can also be transferred between different offices as easily as to the next desk, overcoming the problem of different departments in different locations. Conference calls between multiple locations can minimise the time and resource wasted travelling to and from meetings, maximising your efficiency.

## Caller Identification and Direct Indial

As well as displaying the number of incoming callers, (Calling Line Identification - CLI), CLI can also associate incoming telephone numbers with names from your system's internal database so that the caller's name is displayed on the handset, enabling you always to know when your key contacts are calling. You can also review calls to your extension, allowing you to simply return those calls that you have missed.

Applying Direct Dial In – (DDI) functionality also allows individual indial numbers to be name tagged identifying the number the caller has dialled, for instance "Yellow Pages".

## Auto Attendant - a 24 hour receptionist

The auto attendant can answer multiple calls simultaneously, providing different greetings for different departments. External callers are prompted by the auto attendant to enter their choice of destination for direct connection to the correct person, without the need for a receptionist to handle the call. If no extension number is dialled within a specified time, the call is automatically connected to a receptionist, or another specified extension. An ideal solution for busy or out-of-hours periods.

## Voice Mail

The Samsung range of voice mail solutions provides advanced call processing features such as voicemail, auto attendant and faxmail to make your business more efficient. Samsung voicemail is simple to use and puts the user in control.

## Wireless Mobility

Samsung wireless mobility solutions takes office telephony into new areas, giving your staff complete freedom to move around the office, while still being able to take and make calls.

With interruption free handover between base stations, your staff can roam over large industrial, retail office or hospitality complexes and remain in constant contact.

\*Not available with DCS12/DCS24 systems

# Samsung System Capacities

The Samsung communication system family consists of five models that share a core feature set and support the same range of digital handsets:

	DCS12/DCS12i	DCS24	OfficeServ 100	OfficeServ 500M	OfficeServ 500L
PSTN Analogue Lines (max)	4 (DCS 12)	2 min - 8 max	36 (max)	72	208
ISDN Basic Rate Digital Lines (equiv. channels)	2 (4 channels DCS 12i)	4 (8 channels)	12 (24 channels)	36 (72 channels)	104 (208 channels)
ISDN Primary Rate Digital Lines (equiv channels)	-	-	1 (30 channels)	3 (90 channels)	9 (270 channels)
Total Extensions	8	16	48	120	360
Digital Stations	4	12	48	120	360
IP Stations	-	-	80	120	240
Analogue Stations	4	4	48	120	360
Data Extensions (ISDN 128kbits)	1 (DCS 12i)	4	24	48	48

All specifications are at maximum capacities. Not all maximum capacities can be achieved simultaneously.

## Samsung System Features

### System Features

Account codes  
 Automatic Call Distribution (ACD)  
 ACD statistics/functionality via PC/wallboard  
 All call voice page  
 Authorisation codes  
 Auto Attendant  
 Automatic Call Distribution  
 Background music  
 Call barring  
 Call centre software  
 Call forwarding incl external  
 Call hold (System & Exclusive)  
 Call park and page  
 Call pickup  
 Call Waiting/Camp On  
 Chain dialling  
 Class of service  
 CLI (Calling Line Identification)  
 Computer Telephony Integration (CTI) TAPI  
 Conference - 5 parties  
 Data security  
 Dial by name  
 Digital Enhanced Cordless Telephones (DECT)  
 Direct Dial In (DDI)  
 Direct Inward System Access (DISA)  
 Direct Station Selection (DSS)  
 Direct Trunk Selection  
 Directory of names and numbers  
 Distinctive ringing  
 Door lock release (programmable)  
 Door phones  
 Executive barge-in (override)  
 Executive/secretary pooling  
 External page interfaces  
 External transfer  
 Flexible numbering  
 Headset working  
 Hot desking  
 Hot line

Hotel software (PMS integration)  
 In Group/Out of Group  
 Incoming Call Distribution  
 IP extensions  
 IP softphone  
 ISDN - basic rate/primary rate  
 LAN connection  
 Least Cost Routing (LCR)  
 Meet Me page and answer  
 Message waiting indication  
 Microphone on/off per station  
 Music On Hold - flexible  
 Networking - inter office (QSIG/IP)  
 Night Service auto/manual  
 Number to name translation  
 Operator group  
 Orbit parking  
 Overflow - operator/station group  
 Paging  
 PC based operator solutions  
 Power failure transfer  
 Programmable keys  
 Programmable timers  
 Remote programming and diagnostics  
 Speed dial numbers  
 Speed dial by directory  
 SO Bus working  
 Station Hunt groups  
 System alarms  
 System directory  
 Station Message Detail Recording (SMDR)  
 Toll restriction (Call Baring)  
 Trunk groups  
 Traffic reporting (manual & scheduled)  
 Virtual extensions  
 Voice over IP (integrated)  
 Voicemail integration  
 Working Class of Service  
 Windows based programming (System Administrator)  
 Wireless Voice and Data (IP)

### Station Features

Appointment reminder  
 Background music  
 Busy station callback  
 Busy Station Indications (BLF)  
 Context sensitive keys  
 Direct station Selection (DSS)  
 Do Not Disturb/DND override  
 Exclusive hold  
 Group listening  
 Handsfree operation  
 Headset operation  
 Hearing aid compatible  
 Message Waiting light  
 Off-hook ringing  
 Off-hook voice announce  
 Programmable keys  
 Redial - last/saved number  
 Ring modes (3)  
 Station lock  
 Text messaging  
 Tri-coloured LED's  
 Volume settings  
 Wall mountable keysets

### Display Features

ACD supervisor display  
 Called group name  
 Caller ID information  
 Calling party/name or number  
 Date and Time  
 Enhanced station programming  
 Initial number and name  
 Menu operation

Please Note that not all features are available on all systems. Some features may require optional hardware or software.

## Intelligent Handsets

Samsung's DCS and OfficeServ systems support a range of stylish, easy to use and ergonomically designed digital handsets. Both systems provide a simple to use approach to making and receiving calls with standard features like handsfree, call forwarding, paging, standard headset compatibility and simple navigation through the system's extensive features. The OfficeServ system also supports IP handsets offering all the features of the digital system with the added benefits of IP.



### Intelligent display

- 1 The clear, easy to read and scrollable two line display provides a wealth of information about incoming or outgoing calls, directory listings, appointment reminders and waiting messages.

### Menu driven prompts/context sensitive keys

- 2 Menu driven prompts intuitively appear on the display dependent on the status of the call you are currently handling. For easy access to system features, simply press the associated context sensitive key.

### Programmable "soft" keys

- 3 One touch programmable "soft" keys can be programmed for line appearances, internal extensions or for features that you use all the time, allowing each handset to be programmed to suit the specific requirements of each user.

### Tri-Coloured light indication

- 4 The tri-coloured LED lights on the handsets associated with the programmable "soft" keys allow the user to identify the status of different calls on their own handsets, or other handsets.

## National Service and Support

Regardless of where your organisation is located in Australia, you can take confidence in a decision to choose Samsung. Our national technical support infrastructure for business communication products is second to none. With offices in every Australian capital and a national network of Authorised Samsung Communications Specialists, we are available to meet the specific support needs of any business 24 hours a day.

## Local focus, global strength

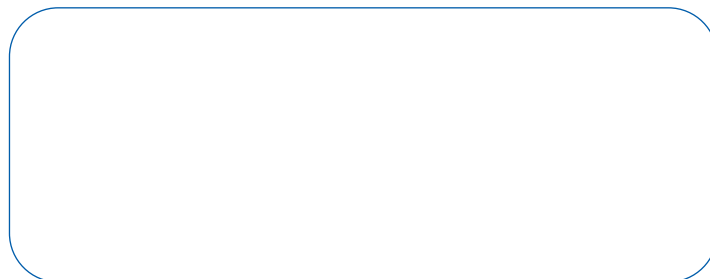
Samsung is a major player in world communications, consumer electronics and information technology.

Over the last decade Samsung has made major inroads into the Australian business communications market with a broad spread of products from business telephone systems to CDMA mobile telephone networks.

A commitment to quality combined with innovative technology designed for Australian conditions and a comprehensive Australia-wide support infrastructure second to none, has seen Samsung become a top tier vendor of communication solutions for Australian business.

For further information contact your

**Authorised Samsung Communications Specialist**



### Enterprise IP Solutions

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Samsung's policy is to seek continuing improvement therefore specifications listed may be subject to change.

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