

OfficeServ™ 500

IP-Enabled Communications Platform

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

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

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

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

A man in a blue shirt is shown in profile, talking on a black telephone handset. The background is a soft, out-of-focus blue and white gradient.

SAMSUNG

OfficeServ™ 500 Features & Specifications

System Features

<p>Account Code Entry</p> <ul style="list-style-type: none"> • Forced-Verified • Forced-Not Verified • Voluntary <p>Account Code Key</p> <p>Account Code Key-One Touch</p> <p>Administrator Program Key</p> <p>All Call Voice Page</p> <p>Attention Tone</p> <p>Audio Message with Alarm (Timer) Reminder</p> <p>Authorization Codes</p> <ul style="list-style-type: none"> • Forced • Voluntary <p>Auto Answer on CO</p> <p>Auto Attendant†</p> <p>Automatic Call Distribution (ACD)</p> <p>Automatic Hold</p> <p>Background Music</p> <p>Branch Group</p> <p>Call Activity Display</p> <p>Call Center</p> <ul style="list-style-type: none"> • Agent Busy/Manual Wrap-Up Key • Agent Pin (ID) Numbers • Agent Login & Logout • Automatic Logout • Automatic Wrap-Up Timer • Priority Call Queuing • Embedded Reporting Package <ul style="list-style-type: none"> —Agent Statistics —Call Statistics —Group Supervisors —Printed Reports • OfficeServ™ DataView <ul style="list-style-type: none"> —UCD Statistics —UCD Monitoring —Wall-Style Display Window <p>Call Costing</p> <p>Caller Identification†</p> <ul style="list-style-type: none"> • Automatic Number Identification (ANI) • Calling Line Identification (CLI) 	<p>Caller ID Features</p> <ul style="list-style-type: none"> • Name/Number Display • Next Call • Save Caller ID Number • Store Caller ID Number • Inquire Park/Hold • Caller ID • Caller ID Review List • Investigate • Abandon Call List • Caller ID on SMDR • Number to Name Translation • Caller ID to PSTN • Caller ID to Analog Port <p>Call Forwarding</p> <ul style="list-style-type: none"> • All Calls • Busy • No Answer • Busy/No Answer • Forward DND • Follow Me • External • To Voicemail • Preset Destination • Preset Forward Busy <p>Call Hold</p> <ul style="list-style-type: none"> • Exclusive • System • Remote <p>Call Park and Page</p> <p>Call Pickup</p> <ul style="list-style-type: none"> • Directed • Groups • Established <p>Call Recording</p> <p>Call Waiting/Camp-On</p> <p>Caller Emergency Service ID (CESID)</p> <p>Centrex/PBX Use</p> <p>Chain Dialing</p> <p>Chain Forward</p> <p>Class of Service</p> <p>Common Bell Control</p>	<p>Computer Telephony Integration</p> <ul style="list-style-type: none"> • OfficeServ™ Link • OfficeServ™ Easy Set • OfficeServ™ DataView • OfficeServ™ Call • OfficeServ™ Operator • OfficeServ™ Open TSP†† • OfficeServ™ SoftPhone <p>Conference</p> <ul style="list-style-type: none"> • Add-On (5 party) • Unsupervised • Split <p>Conference Group</p> <p>Customer Set Relocation</p> <p>Data Security</p> <p>Database Printout</p> <p>Daylight Saving Time-Automatic</p> <p>Dialed Number Identification Service (DNIS)</p> <p>Direct In Lines</p> <p>Direct Inward Dial (DID) T-1/Copper</p> <ul style="list-style-type: none"> • Day/Night Routing • Busy or Camp-On Option • MOH Source • DID Call Limits <p>Direct Inward System Access (DISA)</p> <p>Direct Trunk Selection</p> <p>Directory Names</p> <p>DISA Security</p> <p>Distinctive Ringing</p> <p>Door Lock Release (Programmable)</p> <p>Door Phones</p> <p>E & M Tie Lines (T1/Copper)</p> <p>Executive Barge-In (Override)</p> <ul style="list-style-type: none"> • With Warning Tone • Without Warning Tone • Trunk Monitor or Service Observing <p>External Music Interfaces</p> <p>External Page Interfaces</p> <p>Flash Key Operation</p> <p>Flexible Numbering</p> <p>Ground Start Trunks (T1/Copper)</p> <p>Group Busy Setting</p> <p>Hot Line</p>	<p>Hospitality System (iDHS)</p> <p>In Group/Out of Group</p> <p>Incoming Call Distribution</p> <p>Incoming/Outgoing Service</p> <p>Individual Line Control</p> <p>IP Keysets</p> <p>ISDN Service</p> <ul style="list-style-type: none"> • Primary Rate Interface (PRI) • Basic Rate Interface (BRI) <p>LAN Interface</p> <p>Least Cost Routing</p> <p>Live System Programming</p> <ul style="list-style-type: none"> • From any Display Keypad • With a Personal Computer • With Remote ITP Keypad <p>Meet Me Page and Answer</p> <p>Memory Protection</p> <p>Message Waiting Indications</p> <p>Message Waiting Key</p> <p>Microphone On/Off per Station</p> <p>Mobility Solution</p> <p>Multiple Language Support</p> <p>Music on Hold Flexible</p> <p>Music on Hold Sources</p> <p>Networking</p> <ul style="list-style-type: none"> • QSIG over IP • QSIG over PRI <p>Off Premises Extensions (OPX)</p> <p>OfficeServ™ Wireless</p> <p>Operator Group</p> <p>Overflow</p> <ul style="list-style-type: none"> • Operator • Station Group <p>Override Codes</p> <p>Paging</p> <ul style="list-style-type: none"> • Internal Zones (5) • External Zones (4) • All External • Page All <p>Park Orbits</p> <p>Prime Line Selection</p> <p>Priority Call Queuing</p> <p>Private Lines</p> <p>Programmable Line Privacy</p> <p>Programmable Timers</p> <p>Recalls</p>	<p>Recall to Operator</p> <p>Redial Review</p> <p>Remote Programming—PC</p> <p>Ring Modes</p> <ul style="list-style-type: none"> • Time-Based Routing Plans • Automatic / Manual • Holiday Schedule • Temporary Override <p>Ring Over Page</p> <p>Secretary Pooling</p> <p>Single Line Connections</p> <p>Speed Dial Numbers</p> <ul style="list-style-type: none"> • Station & System List <p>Speed Dial by Directory</p> <p>Station Hunt Groups</p> <ul style="list-style-type: none"> • Distributed • Sequential • Unconditional <p>Station Message Detail Recording (SMDR)</p> <p>Station Pair</p> <p>System Alarms</p> <p>System Maintenance Alarms</p> <p>System Directory</p> <p>Tenant Services (2)</p> <p>Toll Restriction</p> <ul style="list-style-type: none"> • By Day or Night • By Line or Station • Eight Dialing Classes • Special Code Table <p>Toll Restriction Override</p> <p>Tone or Pulse Dialing</p> <p>Traffic Reporting</p> <p>Transfer</p> <ul style="list-style-type: none"> • Screened/Unscreened • Voicemail Transfer Key • With Camp-On <p>Trunk Groups</p> <p>Uniform Call Distribution (UCD)†</p> <p>Universal Answer</p> <p>Virtual Extensions</p> <p>Voicemail</p> <ul style="list-style-type: none"> • Integrated (In-skin) • In-Band Signaling <p>Voice over IP (VoIP)</p> <p>Walking Class of Service</p> <p>Wireless Handsets</p>
--	--	---	--	---

Station Features

<p>Add-On Modules</p> <p>Appointment Reminder</p> <p>Automatic Hold</p> <p>Automatic Privacy</p> <p>Background Music</p> <p>Busy Lamp Field (BLF)</p> <p>Busy Station Callback</p> <p>Call Coverage Key</p> <p>Call Forwarding</p> <p>Call Forwarding Override</p> <p>Call Logs</p> <p>Call Pickup</p> <p>Direct Station Selection (DSS)</p> <p>Divert to Voicemail</p> <p>Do Not Disturb (Override)</p> <p>Do Not Disturb (Programmable)</p> <p>Door Lock Release</p> <p>Exclusive Hold</p> <p>Group Listening</p> <p>Headset Operation</p> <p>Hearing Aid Compatible</p> <p>Line Queuing with Callback</p> <p>Line Skipping</p> <p>Loud Ringing Interface</p> <p>Manual Signaling</p> <p>Message Waiting Light/Indication</p> <p>Mute Microphone/Handset</p> <p>Off-Hook Ringing</p> <p>Off-Hook Voice Announce (Executive)</p> <p>Off-Hook Voice Announce (Standard)</p> <p>One Time Do Not Disturb</p>	<p>One Touch Dialing Keys</p> <p>On-Hook Dialing</p> <p>Privacy Release</p> <p>Programmable Keys</p> <p>Programmed Station Messages</p> <p>Protection from Barge-In</p> <p>Redial</p> <ul style="list-style-type: none"> • Auto Retry • Last Number • Manual Retry with LNR • Memo Redial • Save Number <p>Remote Hold</p> <p>Ring Modes</p> <ul style="list-style-type: none"> • Auto Answer • Ring—Eight Tone Choices • Voice Announce <p>Ring Preference</p> <p>Speakerphone</p> <p>Station Lock</p> <p>Terminal Status Indicator</p> <p>Tri-Colored Lights</p> <p>Volume Settings</p> <ul style="list-style-type: none"> • Handset • BGM • Ringing • Paging • Speaker • Off-Hook Ring <p>Wall-Mountable Keypsets</p>
--	--

Keypad Display Features

<p>Account Code Display</p> <p>Call Duration Timer</p> <p>Call for Group Identification</p> <p>Call Processing Information</p> <p>Caller ID Information</p> <p>Calling Party Name</p> <p>Calling Party Number</p> <p>Conference Information</p> <p>Date and Time Display</p> <p>Dial by Name</p> <p>Dialed Number</p>	<p>Enhanced Station Programming</p> <p>Identification of Recalls</p> <p>Identification of Transfers</p> <p>Message Waiting Caller Number</p> <p>Outside Line Identification</p> <p>Override Identification</p> <p>Programmed Message Display</p> <p>Soft Keys</p> <p>Stopwatch Timer</p> <p>Text Messaging</p> <p>UCD Supervisor Display†</p>
---	---

System Specifications

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

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

† Requires optional hardware and/or software. Contact your Samsung Authorized Dealer for details. Features subject to change without notice.

†† By special request.

