

# ADVANCED TECHNOLOGY ON A LIMITED BUDGET

Small Business Communications Solution



**OfficeServ™ 7030**

**SAMSUNG**

## CONNECT WITH A REAL SOLUTION

To succeed today, even small businesses must perform on a larger scale. Customers expect a caliber of service that is no longer dictated by size. Your challenge: equip your company to take on big business whenever and wherever it can.

It's time to get tough. Time to get real. But no time to break the bank.

Samsung technology answers the call...with the **OfficeServ™ 7030**.

Impressive in performance and price, the **OfficeServ 7030** gets right down to business.

A single, compact, feature-rich platform integrates the capabilities you demand –

Voice over IP technology and wireless communications working together as one.

True muscle; real performance. The **OfficeServ 7030** puts advanced functionality like VoIP, SIP trunking and WiFi at your fingertips.



Intelligent add-on technologies like low-cost voicemail with email integration keep employees in touch with your customers.

## A FLEXIBLE SYSTEM THAT WORKS AS HARD AS YOU DO

The **OfficeServ 7030** exemplifies Samsung's commitment to customer choice and affordability. Unlike the preconfigured systems on the shelves at local retailers, it is flexible enough to enable any combination of Samsung's wired and wireless handsets, IP phones, and digital telephones. And since it supports the latest SIP service technology, you can take advantage of mobility features that keep you in touch even when you're out of the office. Not to mention the return on investment—SIP can also help you save on your monthly phone bills.

You shouldn't have to be a big corporation to benefit from big technology. That's Samsung's belief. Which is why the **OfficeServ 7030** optimizes staff performance with such productivity-enhancing features as Auto Attendant, Caller ID with name and number, Uniform Call Distribution (UCD), Call Sequencing, Call Recording and more.

The **OfficeServ 7030** is available through Samsung Authorized Dealers, which means it comes installed and backed by a team of expert service technicians, plus a five-year warranty. In addition, telephone user training is available by a team of specialists. The checkout cashier may be your only point of contact when you purchase a preconfigured system at a local retailer, but with the **OfficeServ 7030** Samsung gives you a real connection to your installation and service provider.

## MAXIMUM CAPACITIES

Stations	Wireless Handsets	16
	Analog Phones	10
	Digital Phones	8
	Samsung IP Phones	16
	Voice Mail / Auto Attendant	256 users/2 ports
	<b>Maximum Stations</b>	<b>20</b>
Trunks	SIP Trunks	8
	Analog Trunks	4
	Networking Trunks (SPNet)	8
	<b>Maximum Trunks</b>	<b>8</b>
<b>Maximum Stations + Trunks + Voice Mail</b>		<b>20+8+2=30</b>

## OFFICE CONFIGURATION



### Basic Features

- Accommodates a wide range of digital, IP, and wireless phones to suit your business needs
- Caller ID with name and number
- Full-featured Auto Attendant
- Uniform Call Distribution (UCD) and Call Sequencing for efficient call handling

### Advanced Features

- Affordable voicemail with email gateway to deliver voice messages to your MS Outlook Inbox (optional)
- SPNet enables networking to other **OfficeServ** platforms at remote offices
- **OfficeServ Connect** allows your desk phone and mobile phone to ring simultaneously, optimizing staff mobility on and off premises
- Supports VoIP technology and cost-saving SIP trunking, which reduces recurring phone company charges and offsets the costs of the system
- Enhances on- and off-site productivity with Computer Telephony Integration (CTI) and SoftPhone connectivity, which can turn a laptop into a full-featured phone
- Allows wireless handsets and PDAs to integrate seamlessly with phone system features through Wireless Access Points

Samsung's mission is to level the playing field for small to midsized businesses by making enterprise-quality telecommunications technologies more accessible and more affordable. Real choices, real technology, and real service—they all come together to enable you to experience The Samsung Advantage.



SIP trunking lets you take advantage of VoIP technology to reduce recurring phone carrier charges, which means the **OfficeServ 7030** can pay for itself over time.



### DIGITAL, VoIP, AND WIRELESS

Choose from a broad range of Samsung digital and VoIP phones—with large, easy-to-read displays—that were designed to complement the **OfficeServ 7030** system. For uninterrupted productivity even when you're on the move, take advantage of Samsung's affordable wireless mobility solution. Talk to your authorized dealer about which phones are right for your business.





## SYSTEM FEATURES

- Account Code Entry
  - Forced-Verified
  - Forced-Not Verified
  - Voluntary
- Account Code Key
- Account Code Key One Touch
- Administrator Program Key
- All Call Voice Page
- Attention Tone
- Audio Message with Alarm (Timer) Reminder
- Audio Ringback Tones
- Authorization Codes
  - Forced
  - Voluntary
- Auto Answer on CO
- Auto Attendant
- Automatic Call Distribution (ACD)
- Automatic Hold
- Background Music
- Branch Group
- Call Activity Display
- Call Center
  - 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
    - Agent Statistics
    - Call Statistics
    - Group Supervisors
    - Printed Reports
  - OfficeServ DataView
    - UCD Statistics
    - UCD Monitoring
    - Wall-Style Display
    - Windows
- Call Costing
- Caller Identification (CID)
  - Automatic Number Identification (ANI)
  - Caller ID
  - Calling Line Identification
- Caller ID Features
  - Name/Number Display
  - Next Call
  - Save Caller ID Number
  - Store Caller ID Number
  - Inquire Park / Hold
  - Caller ID Review List
  - Investigate
  - Abandon Call List
  - Caller ID on SMDR
  - Number to Name Translation
  - Caller ID to Analog Port
- Call Forwarding
  - All Calls
  - Busy
  - No Answer
  - Busy/No Answer
  - Forward DND
  - Follow Me
  - External
  - To Voice Mail
  - Preset Destination
  - Preset Forward Busy
- Call Hold
  - Exclusive
  - System
  - Remote
- Call Park and Page
- Call Pickup
  - Directed
  - Groups
  - Established
- Call Recording
- Call Waiting / Camp-On
- Centrex / PBX Use
- Chain Dialing
- Chain Forward
- Class of Service
- Common Bell Control
- Computer Telephony Integration (CTI)
  - OfficeServ Link
  - OfficeServ DataView
  - OfficeServ EasySet
  - OfficeServ Call
  - OfficeServ Operator
  - OfficeServ SoftPhone
- Conference
  - Conference Group
- Customer Set Relocation
- Data Security
- Database Printout
- Daylight Savings Time-Auto
- Direct In Lines
- Direct Inward System Access (DISA)
- Direct Trunk Selection
- Directory Names
- DISA Security
- Distinctive Ringing
- Door Lock Release (Programmable)
- Door Phones
- E-mail Gateway - See Unified Voicemail
- Executive Barge-In (Override)
  - With Warning Tone
  - Without Warning Tone
  - Trunk Monitor or Service Observing
- External Music Interfaces
- External Page Interfaces
- Flash Key Operation
- Flexible Numbering
- Group Busy Setting
- Hot Desking (ITP Keysets)
- Hot Line
- In Group/Out of Group
- Incoming Call Distribution
- Incoming/Outgoing Service
- Individual Line Control
- IP Keysets
- LAN Interface
- Least Cost Routing
- Live System Programming
  - From Any Digital Keyset
  - With a Personal Computer
- Meet Me Page and Answer
- Memory Protection
- Message Waiting
  - Indications
- Message Waiting Key
- Microphone On / Off per Station
- Mobile Extension (MOBEX)
- Mobility Solution
- Multiple Language Support
- Music On Hold-Flexible
- Music On Hold-Sources
- Networking
  - SPNet over IP
- Operator Group
- Overflow
  - Operator
  - Station Group
- Override Codes
- Paging
  - Internal Zones (5)
  - External Zones (2)
  - All External
  - Page All
- Park Orbits
- Prime Line Selection
- Priority Call Queuing
- Private Lines
- Programmable Line Privacy
- Programmable Timers
- Recalls
- Recall to Operator
- Redial Review
- Remote Programming-PC
- Ring Modes
  - Time-Based Routing Plans
  - Automatic/Manual
  - Holiday Schedule
  - Temporary Override
- Ring Over Page
- Secretary Pooling
- Simultaneous Ringing (see OS Connect)
- Single Line Connections
- SIP Services
- Speed Dial Numbers
  - Station List
  - System List
- Speed Dial by Directory
- Station Hunt Groups
  - Distributed
  - Sequential
  - Unconditional
- Station Message Detail Recording
- Station Pair
- System Alarms
- System Maintenance Alarms
- System Directory
- Tenant Service
- Toll Restriction
  - By Day or Night
  - By Line or Station
  - Eight Dialing Classes
  - Special Code Table
- Toll Restriction Override
- Tone or Pulse Dialing
- Traffic Reporting
- Transfer
  - Screened / Unscreened
  - Voice Mail Transfer Key
  - With Camp-On
- Trunk Groups
- Twinning (see Mobile Extension)
- Unified Voicemail
- Uniform Call Distribution (UCD)
- Universal Answer
- Virtual Extensions
- Voice Mail
  - Inband Signaling
  - Embedded on Main Unit
- Voice over IP (VoIP)
- Walking Class of Service
- Wireless Handsets - (see Mobility Solution)

This is a comprehensive listing of all features supported by the OfficeServ 7030. Some may require additional hardware or software.

