

# OfficeServ 500

– enabling the benefits of IP

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.

OfficeServ 500 has been designed specifically to provide the power to handle any task, creating a tailor-made solution that utilises the latest Internet Protocol (IP) applications hand in hand with the intelligence of more traditional telecoms technology. With a comprehensive range of features and functionality, the Samsung OfficeServ offers an effective, affordable solution for any organisation.



## Flexibility and reliability

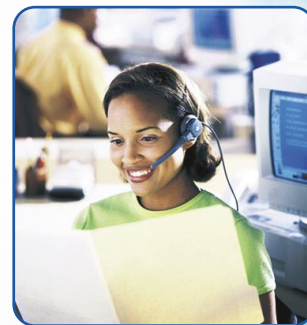
Communication now means much more than making and taking calls. It is now possible to access and share voice, fax, video and data through solutions that create a synergy between voice and data networks to open up a host of business opportunities.

Flexibility is a key feature of the OfficeServ range, offering you the benefit of a bespoke solution to meet the individual needs of small and medium-sized businesses and organisations. Incorporating IP and enhanced Networking technology, the OfficeServ 500 can support up to 360 digital and 240 IP extensions per node, with the ability to intelligently link systems across multiple sites.

In addition, a range of ergonomic handsets are available for the OfficeServ 500 to provide for each user's precise needs.

## Investing today for your future

With a modular architecture that allows cost-effective, incremental expansion you can rest assured that your OfficeServ solution can be upgraded to offer more services as your needs evolve. Features such as inter-site networking, home and remote working, ISDN, DECT, Desktop applications, Call Centre functionality, Integral Voicemail and Least-Cost Routing (LCR) bring efficiency and simplicity to all your communications needs.



## Branching out with IP telephony

Voice over IP (VoIP) vastly reduces communication costs by encoding your telephone and fax calls into Internet Protocol then routing them in the same way that data is sent – utilising spare bandwidth on existing data links. However, OfficeServ IP solutions can offer much more than purely cost benefits. Using IP protocols including H.323, G.711, G.723, G.729 and SIP the OfficeServ builds applications that share and can utilise the full functionality offered by the system whether it be an individual handset or an entirely separate office, creating one central solution that reaches every user. With the ability to easily connect individuals and groups to the OfficeServ through any data connection in any location OfficeServ makes home, branch and multi-site working a simple reality.

## Hot Desking – complete connectivity for roaming staff

If members of your staff often work from different locations or departments within your office, then hot desking can be an invaluable tool. By entering individual access codes, users can move between different desks and even transfer their own personal features – such as access to voicemail, speed dials and pre-programmed functions – to the relevant handset.

For mobile members of staff, or occasions where you need to move a number of people around the office, hot desking is a simple and effective solution that keeps all your staff in touch and in control of their communications.

## OfficeServ applications – managing your desktop

Samsung makes it as easy for each user to take control of their communications and utilise the full breadth of functions and features the OfficeServ has to offer. EasySet is a browser-based application that empowers each user to manage the primary programming and set-up of their own extension and handset such as call forwarding, diverts, speed dials and messaging.

To compliment Easyset, OfficeServ Call provides a Personal Information Management (PIM) tool that provides users to control their call handling through an intuitive Windows based client application. OfficeServ Call users can ensure that they keep track of call activity and ensure that any call that was missed is easily recovered.



## Some key OfficeServ 500 system features

- Account code entry
- Auto Attendant
- Basic Rate & Primary Rate ISDN
- Call Centre software
- Calling Line Identification (CLI)
- Computer Telephony Integration (CTI)
- Conference calling
- DECT
- Dial by name
- Direct Dialling Inward (DDI)
- Directory of names and numbers
- Distinctive ringing
- Door entry facility
- Hot desking
- Hotel software (PMS integration)
- Least-cost routing functionality
- Number to name translation (CLI and DDI)
- PC-based operator solution
- Scratch pad dialing
- S Bus working
- Text messaging
- Time of day features
- Traffic reporting (manual and scheduled)
- Trunk to trunk conference/divert/transfer
- UCD functionality via PC, wallboard or printout
- Uniform Call Distribution (UCD)
- Voicemail integration

[www.systemline.com](http://www.systemline.com)  
902 007 507



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