

# Samsung OfficeServ 12

– enabling the wireless office...



# ...for all organisations; multiple branch offices or single site

Communication is the driving force behind any organisation and your communications infrastructure is the key asset in providing resilient and effective connections to the outside world.

OfficeServ 12 has been designed to provide the full range of advanced communications features for smaller sites. Customers can choose wired or wireless connectivity for business voice and data applications. The system is also ideal for mass deployment at smaller branch offices of larger multi-site organisations, or for service providers seeking to deploy cost effective managed voice solutions. As part of the OfficeServ range, the OfficeServ 12 delivers an impressive range of features and offers users capabilities usually only available for larger sites.

## Flexibility and Reliability



The OfficeServ 12 allows your business to run smoother and more efficiently with easy to use features such as holding conference calls with colleagues, customers or suppliers at any time, or providing users with built in caller ID at every handset allowing them to know who is calling before they answer the call. Mobile workers can benefit from the comprehensive follow me functionality allowing them to stay in contact with customers wherever they are. In addition, the OfficeServ 12 provides the same range of ergonomic handsets available with other OfficeServ systems so you can customise the solution to each user's precise needs.

## Stylish and Wireless

OfficeServ 12 offers the choice of a wireless environment. Allowing up to 8 devices to connect either voice or data solutions within its own wireless LAN. Providing a convenient method of accessing the Internet, sending e-mail or making telephone calls while moving around the office. In summary, allowing users to break free from the restrictions of wired communications.

## Branching out with IP telephony

For larger organisations looking at deploying communication solutions in smaller branch offices, the OfficeServ 12 can connect to larger OfficeServ family members allowing businesses to vastly reduce communication costs by passing voice and fax calls over your data network – utilising spare bandwidth on existing data links.

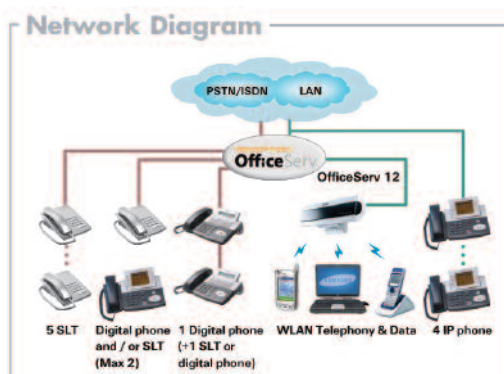
However, OfficeServ IP solutions can offer much more than purely cost benefits. Utilising the Samsung SPnet functionality, remote branch offices can seamlessly connect to other OfficeServ systems within the IP network. With the ability to easily connect individuals and locations to the OfficeServ through any data connection, the OfficeServ 12 makes home, branch and multi-site working a simple reality.

## Choice of connectivity

Flexibility is a key feature of the OfficeServ range; with a simple modular architecture, OfficeServ 12 provides the user with a choice of connectivity.

Three simple questions will help you decide what options will suit your business needs.

1. Will it be ISDN or Analogue exchange lines?
2. Do we need IP telephony for local users connecting to head office or allowing staff to work remotely?
3. Do we want to free up our staff with wireless connectivity to our voice and data solutions?



## 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 as possible 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 allows 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 12 system features

- Account code entry
- Auto Attendant
- Basic Rate ISDN
- Call Centre software (CMS)
- Calling Line Identification (CLI)
- Computer Telephony Integration (CTI)
- Conference calling
- DECT (option)
- Dial by name
- Direct Dialling Inward (DDI)
- Directory of names and numbers
- Traffic reporting (manual and scheduled)
- Trunk to trunk conference/divert/transfer
- Distinctive ringing
- Door entry facility
- Hot desking
- Least-cost routing functionality

OfficeServ 12 Capacities	
Items	Specifications
Digital Extensions	1 + 1 (Add on Module)
Hybrid Extensions	2 Digital or 2 Analogue
Analogue Extensions	5 Analogue
WIP Extensions	Maximum of 4
IP Extensions	Maximum of 4
Exchange Lines	2 BRI or 4 Analogue
MGI Channels	4
Access Points	Maximum of 3

- Number to name translation (CLI and DDI)
- Scratch pad dialing
- SBus working
- Text messaging
- Time of day features
- Wireless IP connectivity

## A Samsung DigitAll Revolution

Samsung Business Communications is a division of Samsung Electronics - a global leader in the manufacture and supply of innovative electronics solutions - which in turn is part of the Samsung Group, one of the world's largest companies with global turnover exceeding \$100 billion and more than 170,000 employees.

With a proven pedigree in the manufacture of electronics for commercial and domestic applications, an annual R&D budget of over \$2 billion, and 63,000 staff committed to the development of fixed and wireless communications, Samsung is at the forefront of delivering converged voice and data technologies including Voice over IP, WAN integration and SIP.

Samsung Electronics' core strategy continues to be to maintain leadership in the digital convergence revolution with the mission to bring innovation and digital technology to all products in ways that will make life easier, richer, and more enjoyable for all generations and all customers. This philosophy is known as Samsung DigitAll and everyone's invited to join us in achieving this ambitious goal.

Samsung's expertise in communications and digital technology, combined with a strong commitment to international sport, has made the group a Worldwide Olympic Partner - providing state-of-the-art equipment and playing a vital role in the Olympic experience of billions of people across the globe.

With this backing, Samsung Business Communications is perfectly placed to exploit the convergence of telephony and IT services, and provide organisations with cutting-edge communications solutions.



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