Enterprise IP Solutions

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OfficeServ **7100**

– Enterprise IP Solutions

The Samsung OfficeServ 7100 is the new entry-level OfficeServ platform which, together with the OS 7200 and OS 7400, completes the OS 7000 family.

The Samsung **Office**Serv 7000 series hybrid communications platform provides a traditional or IP-based wired and wireless solution for voice and data communication. Businesses can deploy **Office**Serv 7000 systems to build sophisticated telephony applications, secure data communications infrastructure and policy-driven networks.

The **Office**Serv 7100 entry-level system is designed specifically for the small to medium sized company, supporting up to 32 extensions and a maximum of 30 trunk lines with either analogue or digital connections. It is highly configurable and can be tailored to your individual requirements, so that you do not pay for features and functions that you do not require. At the same time the **Office**Serv 7100 can be upgraded easily and expanded as business needs change. It is fully compatible with larger systems in the **Office**Serv 7000 series, protecting your investment in Samsung solutions.

SIP Trunking

The **Office**Serv 7100's media gateway is integrated into the main processor so the system can also be supplied as an 'out of the box' solution for VoIP telephony with IP handsets. As VoIP solutions, **Office**Serv 7100 can support SIP trunks and therefore is an ideal telephony system in this class for a SIP Trunking solution.

Messaging

The **Office**Serv messaging server is also integrated into the main processor. As well as standard voicemail functionality users can intelligently route callers with different greetings and employ call-routing based on time of day, day of week, CLI and DDI. This means greetings and call routing can be customised for callers, users and groups, making the process more professional and more efficient. Voicemail messages can be converted to email files, allowing users to access all their messages regardless of the original medium used. It also enables users to copy, forward or store messages on their laptop or PC for future reference.

Auto-attendant

This functionality is part of the overall messaging solution. The auto-attendant can answer multiple calls simultaneously, providing different greetings for different departments. External callers are prompted for the required individual or department, 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 to another specified extension.

Personal productivity

The **Office**Serv 7100 boasts a range of standard solutions for computer-telephony integration (CTI). CTI functionality provides on-screen dialling from MS Outlook and screen popping capability using OS Call, whilst OS Easyset software allows staff to set up their handsets in a simple and straight forward way to make them work most effectively for each user. Other CTI applications include OfficeServ Manager, for easy system administration, OfficeServ Dataview, a statistical reporting application and OfficeServ Operator, a PC based operator console.

Multi-site operation

Multiple sites can be securely connected over standard internet connections. Using the powerful features of the **Office**Serv 7100's built-in router – including, firewall, VPN, intrusion detection and prevention, encryption and packet shaping – secure inter-site communications for both voice and data are made simple.

Mobility

The **Office**Serv 7100 offers location-independence for users, with both mobile and remote teleworking supported by the system. Our IP handsets can be connected to the system via an internet connection from anywhere in the world giving full feature access and allowing staff to make and receive calls using their office DDI. The **Office**Serv 7100 also supports a softphone client application which can be used with mobile data devices such as laptops and PDAs. With the ability to easily connect individuals and groups to the system in any location through an internet connection, **Office**Serv makes home and brand working a simple reality – and also allows informal call centres using remote teleworkers to be established.

Handsets

The **Office**Serv 7100 can be used with Samsung's extensive range of desktop and mobile handsets, which share a common look and feel for ease of use. Advanced feature handsets are available as well as WiFi handsets which enable users to take their extensions with them away from their desk, so they can work from anywhere in the office.

About Samsung

Samsung is a global leader in the manufacture and supply of innovative consumer electronics, mobile telephony and IT products. It is one of the world's largest companies with global turnover exceeding $100 billion and more than 170,000 employees.

The Samsung **Office**Serv range integrates the latest developments in Internet Protocol (IP) technology with the intelligence and stability of traditional telecommunications technology. Whatever the business size – a small company with one office or a multi-national enterprise, the **Office**Serv range has a suitable converged communications solution in its 7000 series (**Office**Serv 7100, **Office**Serv 7200, **Office**Serv 7400).

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Please note some features may require optional hardware of software. MDG15784LSP08/07