# 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 **Office**Serv™ 7030.

Impressive in performance and price, the **Office**Serv 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 **Office**Serv 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 **Office**Serv 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 **Office**Serv 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 **Office**Serv 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 **Office**Serv 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 |
| | **Maximum Stations** | **20** |
| **Trunks** | SIP Trunks | 8 |
| | Analog Trunks | 4 |
| | Networking Trunks (SPNet) | 8 |
| | **Maximum Trunks** | **8** |
| | **Maximum Stations + Trunks + Voice Mail** | **20+8+2=30** |

## OFFICE CONFIGURATION



**Home/Remote Worker**
- Remote IP Phone
- Internet

**Office**
- Digital Phone
- Email/Applications
- Phone Company
- **Office**Serv 7030
- Wireless Access Point
- Cell Phone
- Analog Phone
- Laptop
- Wireless Handsets



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

## 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 **Office**Serv platforms at remote offices
- **Office**Serv 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.



### 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 **Office**Serv 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)
· Caller ID
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
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
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 (SMDR)
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
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

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

Locate an authorized Samsung dealer for more information at www.samsung.com/bcs.

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