iDCS 500

IP-Enabled Communications Platform

The iDCS 500, Samsung's premier communications platform in our elite line of telephony products, is designed to meet the current and future needs of medium to large companies.

The IP-enabled iDCS 500 is the platform for Samsung's new OfficeServ™ Suite of Applications including Voice over Internet Protocol (VoIP) Keysets, both local and remote, and IP networking. These applications provide significant cost savings in fax and toll charges and offer unmatched flexibility to support remote locations.

Samsung's OfficeServ™ Applications help your business run smoothly and ease the administrative complexity of other telephone systems. The iDCS 500 provides full support for Samsung's E-Mail Gateway and OfficeServ™ Wireless, a wireless mobility solution that meets your company's mobility needs and keeps your employees in touch.

IP-enable your business today by unleashing the power and flexibility of the iDCS 500. OfficeServ™ IP Keysets and IP networking, coupled with the integrated feature-rich solutions provided by the iDCS 500, provide business solutions that keep your customers satisfied and your company running efficiently.

Samsung Means Business

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iDCS 500 Features & Specifications

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
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 Window

Call Costing
Caller Identification†
- Automatic Number Identification (ANI)
- Calling Line Identification (CLI)

Caller ID Features
- Name/Number Display
- Next Call
- Save Caller ID Number
- Store Caller ID Number
- Inquire Park/Hold
- Caller ID
- Caller ID Review List
- Investigate
- Abandon Call List
- Caller ID on SMDR
- Number to Name Translation
- Caller ID to PSTN
- Caller ID to Analog Port

Call Forwarding
- All Calls
- Busy
- No Answer
- Busy/No Answer
- Forward DND
- Follow Me
- External
- To Voicemail
- 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
Caller Emergency Service ID
  (CESID)
Centrex/PBX Use
Chain Dialing
Chain Forward
Class of Service
Common Bell Control

Computer Telephony Integration
- OfficeServ™ Link
- OfficeServ™ Easy Set
- OfficeServ™ DataView
- OfficeServ™ Call
- OfficeServ™ Operator
- OfficeServ™ Open TSP††
- OfficeServ™ SoftPhone

Conference
- Add-On (5 party)
- Unsupervised
- Split

Conference Group
Customer Set Relocation
Data Security
Database Printout
Daylight Saving Time-Automatic
Dialed Number Identification
  Service (DNIS)
Direct In Lines
Direct Inward Dial (DID) T-1/Copper
- Day/Night Routing
- Busy or Camp-On Option
- MOH Source
- DID Call Limits

Direct Inward System Access (DISA)
Direct Trunk Selection
Directory Names
DISA Security
Distinctive Ringing
Door Lock Release (Programmable)
Door Phones
E & M Tie Lines (T1/Copper)
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
Ground Start Trunks (T1/Copper)
Group Busy Setting
Hot Line

Hospitality System (iDHS)
In Group/Out of Group
Incoming Call Distribution
Incoming/Outgoing Service
Individual Line Control
IP Keysets
ISDN Service
- Primary Rate Interface (PRI)
- Basic Rate Interface (BRI)

LAN Interface
Least Cost Routing
Live System Programming
- From any Display Keyset
- With a Personal Computer
- With Remote ITP Keyset

Meet Me Page and Answer
Memory Protection
Message Waiting Indications
Message Waiting Key
Microphone On/Off per Station
Mobility Solution
Multiple Language Support
Music on Hold Flexible
Music on Hold Sources
Networking
- QSIG over IP
- QSIG over PRI

Off Premises Extensions (OPX)
OfficeServ™ Wireless
Operator Group
Overflow
- Operator
- Station Group

Override Codes
Paging
- Internal Zones (5)
- External Zones (4)
- 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
Single Line Connections
Speed Dial Numbers
- Station & 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 Services (2)
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
- Voicemail Transfer Key
- With Camp-On

Trunk Groups
Uniform Call Distribution (UCD)†
Universal Answer
Virtual Extensions
Voicemail
- Integrated (In-skin)
- In-Band Signaling

Voice over IP (VoIP)
Walking Class of Service
Wireless Handsets

Station Features

Add-On Modules
Appointment Reminder
Automatic Hold
Automatic Privacy
Background Music
Busy Lamp Field (BLF)
Busy Station Callback
Call Coverage Key
Call Forwarding
Call Forwarding Override
Call Logs
Call Pickup
Direct Station Selection (DSS)
Divert to Voicemail
Do Not Disturb (Override)
Do Not Disturb (Programmable)
Door Lock Release
Exclusive Hold
Group Listening
Headset Operation
Hearing Aid Compatible
Line Queuing with Callback
Line Skipping
Loud Ringing Interface
Manual Signaling
Message Waiting Light/Indication
Mute Microphone/Handset
Off-Hook Ringing
Off-Hook Voice Announce (Executive)
Off-Hook Voice Announce (Standard)
One Time Do Not Disturb

One Touch Dialing Keys
On-Hook Dialing
Privacy Release
Programmable Keys
Programmed Station Messages
Protection from Barge-In
Redial
- Auto Retry
- Last Number
- Manual Retry with LNR
- Memo Redial
- Save Number

Remote Hold
Ring Modes
- Auto Answer
- Ring—Eight Tone Choices
- Voice Announce

Ringing Preference
Speakerphone
Station Lock
Terminal Status Indicator
Tri-Colored Lights
Volume Settings
- Handset
- BGM
- Ringing
- Paging
- Speaker
- Off-Hook Ring

Wall-Mountable Keysets

Keyset Display Features

Account Code Display
Call Duration Timer
Call for Group Identification
Call Processing Information
Caller ID Information
Calling Party Name
Calling Party Number
Conference Information
Date and Time Display
Dial by Name
Dialed Number

Enhanced Station Programming
Identification of Recalls
Identification of Transfers
Message Waiting Caller Number
Outside Line Identification
Override Identification
Programmed Message Display
Soft Keys
Stopwatch Timer
Text Messaging
UCD Supervisor Display†

System Specifications

Keysets and AOMs	360
Single Line Telephones	360
ITP Keysets	240
CO/Centrex/PBX Lines	352
PRI/T1 Digital Trunk Circuits	216
VoIP Channels	240
Total Number of Circuits in System Cannot Exceed	488

Note: These numbers indicate maximum of each device type. The system cannot exceed a combined total of 88 devices.

† Requires optional hardware and/or software. Contact your Samsung Authorized Dealer for details. Features subject to change without notice.
†† By special request.

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