

# Samsung's iDCS 100

Simply put, the iDCS 100 boasts the most robust and technologically advanced feature-set of any telephony system available today. As a uniquely positioned product in Samsung's elite iDCS telephony line, the iDCS 100 has everything you need to take your business to the next level. With cutting edge networking capabilities, you can link a remote location to operate transparently as a single entity. Voice Over Internet Protocol (VoIP) offers state-of-the-art convergence technology that allows you to make voice calls over your existing intranet. Features like computer telephony integration (CTI), automatic call distribution (ACD), tenant service and so much more make the iDCS 100 untouchable in the marketplace today. Best of all, with the iDCS 100's scalable architecture, you don't need to make a big investment now to be prepared for tomorrow's growth.



# iDCS 100



S Y S T E M F E A T U R E S



# Samsung's New iDCS System – Advanced Features Available Today



**Networking**  
Connect up to four iDCS systems to act like one. Enhanced version software.

**VoIP**  
Voice over Internet Protocol (VoIP) provides a gateway to your LAN or WAN, allowing telephone calls over the data network.

**CTI**  
Allows the iDCS 100 and your PC to integrate on a LAN.

**Walking Class of Service**  
Allows the user to make calls or use features from a restricted station.

**Tenant Service**  
Allows you to treat each tenant separately or as groups.

**ACD**  
Facilitates the deployment of a call center application.

# Centralize Control of Your Entire Telephone System

## Networking

Networking allows you to connect to another iDCS 100 or an iDCS 500 system so that all appear to be one common system with features like Desk to Desk Dialing, Centralized Voicemail, and Display features.

## Voice Over Internet Protocol (VoIP)

Voice over Internet Protocol (VoIP) provides a gateway to your local LAN, which can be connected to the internet, intranet (WAN), etc., allowing telephone calls over the data network.

## Computer Telephony Integration (CTI)

Computer Telephony Integration (CTI) allows the iDCS 100 and your personal computer to integrate on a local area network (LAN).



## SMART OPERATOR™

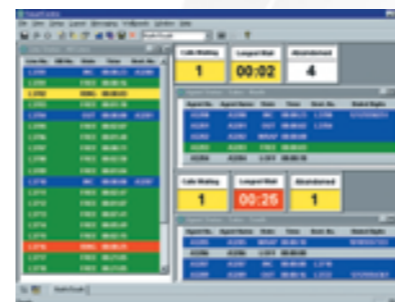
Smart Operator™ is a software application that connects to the iDCS 100 CTI link and provides a PC based attendant console adjunct. It offers improved visibility of station status within the system, making directory searching easier. Smart Operator provides users with features like 911 Alerting. 911 Alerting allows the attendant to locate a 911 caller's origin within the network.

## SMARTCENTRE™

SmartCentre™ is an Automated Call Distribution (ACD) reporting package that connects to the iDCS 100 CTI link and provides group status information to a reader board as well as a variety of printed reports showing current and historical data.

## TAPI 2.1

TAPI 2.1 is a LAN based solution that allows the iDCS 100 to communicate directly with individual computers over the company computer network.



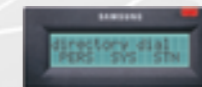
There's only one system that can pride itself on the most advanced features available in the market today: the iDCS 100. So powerful, so revolutionary, it's unlike any telephone system you've ever used before.

## Automatic Call Distribution (ACD)

Automated Call Distribution (ACD) provides an economical call center application to the iDCS 100. When used in conjunction with SmartCentre, the following system features are available:

- Call Center Operation
- Historical Reporting
- Real Time Call Status Monitoring
- Scheduling

## Directory Names



Each station, station group and outside line may be assigned a directory name. In addition, speed dial numbers and outside numbers may be assigned directory names. With the Dial By Name feature, users can scroll through the list of names after searching for a match on the first letter of the name and then place the call by pressing a single button.

## Station Pair

This feature allows two telephones, such as a keyset and a cordless phone, to be "paired" so that they appear to act as the same station. Calls to the primary telephone will ring both telephones. Other features, such as Message Notification, DND, Call Back, Forwarding and Class of Service, will follow the settings of the primary telephone.

## Live System Programming

The system can be programmed from any display keyset or by a personal computer either directly or connected to the Internet, without interrupting normal system operation. There are three levels of programming: technician, customer and station. The technician level has access to all programs and can allow the customer access to system programs as needed.

## Station Message Detail Recording (SMDR)

The system provides records of calls made, received and transferred. Connecting a customer-provided printer or call accounting system to the iDCS 100 will allow collection and printing of these records.

## Distinctive Ringing

Users can determine the type of call received by the type of ring heard. Outside calls are designated by a single repeated ring, while internal calls have a double repeated ring.

## SVMi-8

The iDCS 100 can be equipped with either Samsung's proprietary voicemail/auto attendant cards. The SVMi-8 provides up to 8 ports of voice mail processing while the SVMi-4 provides 4 ports of voice processing. Since these voice mails are integrated into your system they provide users with features such as one touch call record, answering machine emulation, voice mail box administration and interactive display prompts.

## Tenant Service

The iDCS 100 supports two forms of tenant service as detailed below:  
**SYSTEM SPLITTING**  
In System Splitting, each tenant is totally separate in the system and no intercom calling between tenants is permitted.

## PORT SPLITTING

In this form of Tenant Service system, programming is used to allow or deny access to making and receiving calls on a per station basis. This feature allows common items in the system such as Operator Group and LCR, to be used by everyone on the system, while ensuring that each company can only access their own lines and incoming calls.

## Walking Class of Service

This feature allows users to make calls or use features from a station that is restricted. After the call is completed, the station returns to its originally programmed class of service.

## Least Cost Routing (LCR)

Least Cost Routing (LCR) allows the iDCS 100 to automatically select the most cost effective route for the outside number dialed by any station.

## Multi Language Display

Allows any station user the option of using English, Spanish or French languages on their display.

