

DGS

..... INFORMATION GUIDE



SAMSUNG

Wait Till You Hear What We See

WE HAVE WHAT YOU WANT

Everything You Want In A Phone System.

From the earliest stages of concept development to the dynamic workplace reality it is today, the DCS could only have been created by Samsung; a global company with the vast human and technological resources required to create a visionary product of such evident superiority so far in advance of any other manufacturer.



24 Button Set

The 24 button speakerphone is the premier telephone for maximum call management effectiveness. Phone activity can be monitored at a glance. This is especially important for companies that are growing to such a size that employees are not generally visible.

It gives the owner/user of the system the ability to recognize if a person is available to receive a call (also available in a non-display model).

7 Button Set



The 7 button keyset is reduced in size, not power. It's frequently the most practical solution for companies that don't need sophisticated optional features, but do need to meet the straightforward high volume traffic usually associated with retail or industrial applications.

12 Button Set



The 12 button speakerphone is ideal for companies whose business is telephone intense and growing rapidly. It offers all the features and is recommended for users who don't yet need all the capabilities of the 24 button model (also available in a non-display model).

CTI Module



The DCS uses Computer Telephony Integration (CTI) to easily interface with your personal computer. CTI multiplies your communications power a hundred times over. The computer telephony module can be added to any station at any time.

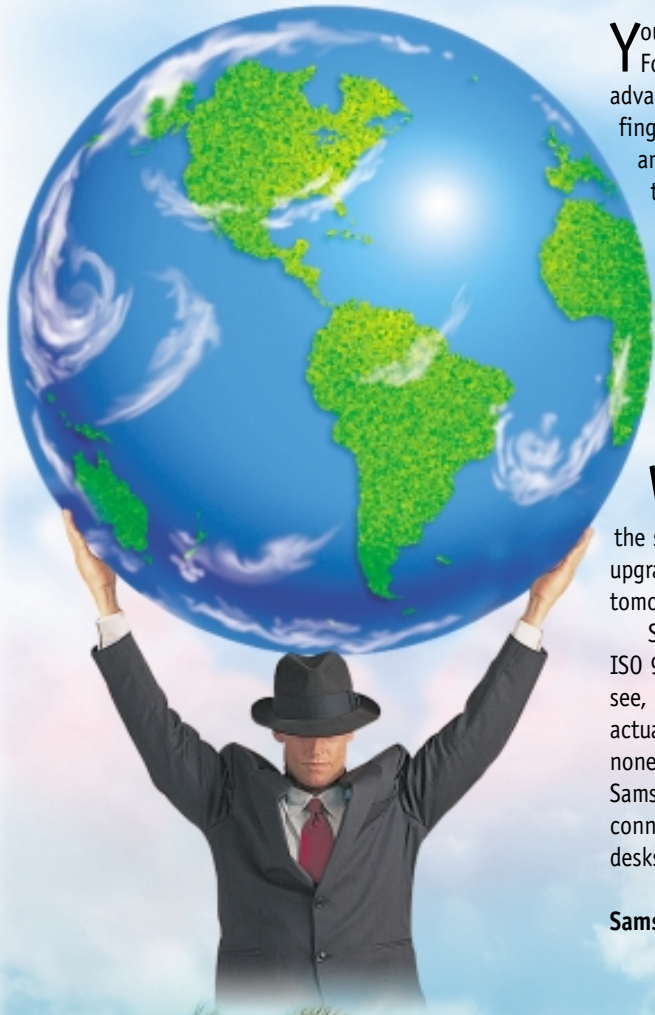
Console / AOM



Samsung's unique Console provides 64 additional programmable buttons. Add up to two 64-Button Consoles or two 32-Button Add-On Modules (AOMs), to any keyset in the DCS family. Use the AOM as a stand-alone intercom unit, room monitor or for our executive OHVA feature.

*All models available in charcoal or almond.

WELCOME TO THE WORLD OF SAMSUNG



You can count on a global leader like Samsung—one of Fortune Magazine's top 500 Companies—to place the most advanced digital communications technology right at your fingertips. With annual sales of more than \$93 billion and growing, Samsung combines the vast human and technological resources needed to transform the concepts of visionary engineers into some of the hardest-working, most cost-efficient and trouble-free products available anywhere in the world. What's more, with Samsung Telecommunications America, you can count on a nationwide network of dealers dedicated to providing an exceptional level of continuing support for the company's business communications systems.

With 20% of its workforce dedicated to research and product development, Samsung technology delivers the specific services you need today, while providing built-in upgradability to protect your communications investment tomorrow.

State-of-the-art assembly, large-scale automation and ISO 9000 Certification assure you of quality you can not only see, but more importantly, hear. While other manufacturers actually choose Samsung components in their own systems, none has integrated those components as effectively as Samsung. Make sure you and your company have the best connections to the world. Make sure the phones on your desks are Samsung.

Samsung Telecommunications America.

Wait Till You Hear What We See.



ADVANCED FEATURE DISPLAYS

DCS gives you simple access to even the most advanced communications features.



While on a call, extension 201 is making an off-hook voice announcement to you. You either listen to the announcement or press REJECT to ignore the call.



Caller ID information is automatically displayed before the call is answered. You can choose to display either the caller's name or phone number.



Caller ID name or number is always transferred along with the call.



From your personal Caller ID review list, you can also determine the date, time and line number for a Caller ID call. Press NND (Name & Number Display) to show the name & number for this call.



CONVENIENT OFF-HOOK VOICE ANNOUNCING:

With DCS's Off-Hook Voice Announce (OHVA) feature, you know who's waiting to speak with you – even when you're on another line. With OHVA, you can be advised of a call by any other extension on the system. All you have to do is press a button to accept or reject the call. It's your decision – and it's just that easy. DCS also lets you decide which extensions can and cannot OHVA to your phone, helping you avoid unnecessary interruptions.

CALLER ID:

DCS with Caller ID automatically displays a caller's name or number before you answer the call. You can also use saved Caller ID information to analyze your company's telecommunications traffic.

- Review Caller ID information on your keyset's display or print it out on SMDR.
- Monitor the Caller ID information of calls in progress from other stations.
- DCS keeps a list of the last 50 unanswered calls on the system.
- Check the Caller ID information of calls holding before you answer.



COMPUTER TELEPHONE INTEGRATION:

Computer Telephone Integration (CTI) is the most sought-after enhancement in the telecommunications industry.

By combining the intelligence of your computer with the features of your telephone, it adds real power to your business. Your computer and telephone operate as one system, utilizing the strengths of both.

Optional hardware or software



AUTO ATTENDANT
INCOMING

DCS's integrated Auto Attendant is designed to easily answer and process multiple incoming calls. It allows for different greetings to be used at the same time.

You'll get simultaneous call answering and routing to any extension in your system. The DCS Auto Attendant feature is one of the most flexible in the industry.



Samsung
with Auto Attendant

USEFUL FEATURES



KEY POINTS:

- "Screen pop" ability which displays a record of client history on your PC.
- Point-and-click dialing.
- Call history logs.
- TAPI and TSAPI protocols supported.

software may be required



ENDANT:

CALLS

s DCS
auto
ant

CALLS

KEY POINTS:

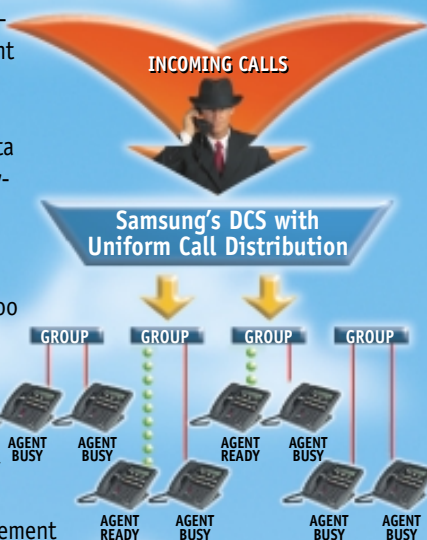
- Works alone or with your voice mail system.
- Fraction of the cost of combined voice mail and auto attendant system.
- Answers multiple calls at one time.
- Includes pre-recorded greetings or lets you record your own. Has day, night & emergency messages.
- Offers single-digit dialing For Example: "Dial 1 for Sales, Dial 2 for Service..."



Uniform Call Distribution:

Big or small, every business today has a need for a call center. Uniform call Distribution (UCD), the heart of every call center, automatically directs your incoming calls to the first available station. While your callers wait in

queue, DCS can also play a custom-recorded announcement for them. As a manager, you can easily access important UCD-related data in real time from your key-set or output it as one of many printed reports. Alarms alert supervisors when calls are in queue too long and they have the power to move group members in and out of their groups instantly. UCD puts the power of automated call management at your fingertips.



KEY POINTS:

- Real-time supervisor display data shown at right.
- Offers up to 5 UCD groups with up to two minutes of recorded announcements.
- Calls are routed immediately.



UCD SUPERVISOR DISPLAYS

DCS puts the management information you need right at your fingertips.



This display shows you how many calls are waiting to be answered by your group. You can use this data to help you make decisions on growth and improve your customer satisfaction.



Keep your customer service at the highest possible level by monitoring important statistics such as the longest time a call has been waiting to be answered.



Keep your finger on the pulse of your company's call activity. A quick glance at the display above lets you know the number of calls received by your group.



Stop the guesswork. DCS tells you exactly how long your callers are waiting for attention.

EVERYDAY FEATURES MADE EASY

Plain-English displays and controls help you communicate more efficiently.



You've been talking on line 701 for 14 minutes and 46 seconds. The three commands you need most are at your fingertips, and the arrow reminds you that you can press the SCROLL key to reveal more features.



You returned to your office and pressed the MESSAGE key. There is a message from extension 201. Press REPLY to call 201, CLEAR to cancel the message or NEXT to view other messages.



This display indicates that line 701 is ringing and was transferred from extension 201.



This display reminds you that you had your calls follow you to extension 203.



ADVANCED TECHNOLOGY MEANS

SUPER I® SWITCHING INTERFACE: Thanks to our Super I® technology you can avoid expensive installation and wiring charges. Insert either an analog or digital daughter board into the base of any keyset. Simply plug in the appropriate station device and you're in business. Adding another keyset, add-on module, standard telephone, fax machine or cordless phone is just that simple.



THE GROWTH & FLEXIBILITY YOU NEED: DCS is economical to expand and easy to customize. Every component was designed to accommodate your company's growth and success. As you outgrow a single-cabinet DCS, you can simply add a second or third. With three full DCS cabinets, your system gives you 20 universal card slots, yielding a maximum of 196 ports. Any card slot can be used for either lines or telephones including digital T1, providing a capacity of 172 stations or 160 lines. The combination of modular expansion and universal card slots allows DCS to economically expand as your business grows, making it the most flexible digital phone system you can buy.



DIAL-BY-VOICE: Just pick up the handset, press one button and tell DCS who you want to call. DCS's optional Dial-by-Voice card makes it that easy to call your clients, co-workers and friends. The latest voice recognition technology lets DCS learn your specific voice. At last there's an affordable way to avoid the hassle of fumbling around for names and numbers.



s REAL BUSINESS SOLUTIONS

Cadence: Cadence, the ultimate voice processing solution, adds real power to your DCS. Cadence simply installs into any unused slot and provides either 4 or 8 ports of auto attendant, voice and fax processing. Because Cadence is connected directly to the processor of the DCS, its capabilities extend far beyond that of traditional voice mail. High-speed message delivery and access, with control from the display of the telephone, make Cadence a necessity if your business requires voice and fax messaging.



Built-In Speed Dialing: It's like having a phone book in your keyset. DCS proudly boasts a library of 1500 speed-dial numbers at your fingertips. Capacity for the system list is 500 names and numbers, while a station user can have as many as 50 personal names and numbers. Put your most frequently used numbers on a "One Touch" button for even faster access.

Efficient Directory Dialing: Stop wasting time looking for the company directory only to find it's out of date. Save time and effort by accessing your personal speed-dial numbers, the system speed-dial list or the company extension directory right from your display keyset. Scroll through the list, find the name you want, and simply press one button. DCS will automatically dial your number.



KEY POINTS:

- Affordable option card fits any slot in the DCS KSU.
- Each card can recognize 280 personal voice dial numbers.
- Add up to five cards, totalling 1400 available numbers.
- Allows up to 40 numbers per station.

CONVENIENCE DISPLAYS

Day in and day out DCS makes your life easier with features that make sense.



Display keyset users can choose any of the three display directories – personal, system or station.



DCS reminds you that you're in a conference and displays the parties. Press the CONF soft key if you want to add or delete parties.



You have called extension 216 and they have set one of 20 available programmed station messages to tell you they're in a meeting.



Programmable station options are easy to set. Headset users appreciate the convenience of changing from headset/handset as desired.

DCS FEATURES & SPECIFICATIONS

System Features

- Account Code Entry
 - Forced
 - Voluntary
- All Call Voice Page
- Attention Tone
- Authorization Codes
 - Forced
 - Voluntary
- Auto Attendant†
- Automatic Hold
- Background Music
- Caller ID†
 - Name/Number Display
 - Next Call
 - Save CID Number
 - Store CID Number
 - Inquire Park/Hold
 - CID Review List
 - Investigate
 - Abandon Call List (50)
 - CID on SMDR
 - Number to Name Translation (250)
- Call Forwarding
 - All Calls
 - Busy
 - No Answer
 - Busy/No Answer
 - Follow Me
 - External
 - To Voice Mail
- Call Hold
 - System
 - Exclusive
 - Remote
- Call Park with Page
- Call Pickup
 - Directed
 - Groups (20)
- Call Waiting/Camp On
- Centrex/PBX Use
- Chain Dialing
- Class of Service
- Common Bell Control
- Computer Telephony Integration†
 - TAPI
 - TSAPI
- Conference
 - Add on (5 party)
 - Unsupervised
- Customer Set Relocation
- Data Security
- Database Printout
- Direct in Lines
- Direct Inward
 - Dialing (DID)
 - T1/Copper
 - Day & Night Routing
 - Busy or Camp-on Option
- Direct Inward System
 - Access (DISA)
- Direct Trunk Selection
- Directory Names
- DISA Security
- Distinctive Ringing
- Door Lock Release
 - (programmable)
- Door Phones
- Door Phone Night Ring
- E&M Tie Lines T1/Copper
- Executive Barge-In
 - (override)
 - With/Without Warning Tone
 - Station/Trunk
- Executive/Secretary Pooling
- External Music Interfaces
- External Page Interfaces
- Flash Key Operation
- Flexible Ringing
 - Day Ring Assignments
 - Night Ring Assignments
- Ground Start Trunks
- T1/Copper
- Hot Line
- In Group/Out of Group
- Incoming Call Distribution
- Incoming/Outgoing Service
- Individual Line Control
- Least Cost Routing
- Live System Programming
 - From any Display
 - Keyset
 - With a Personal Computer
- Meet Me Page and Answer
- Memory Protection
- Message Waiting
 - Indications
- Microphone On/Off per Station
- Music on Hold - Flexible
- Night Service
 - Automatic
 - Manual
- Off Premises
 - Extensions (OPX)
- Operator Group
- Overflow
 - Operator
 - Station Group
- Paging
 - Internal Zones (4)
 - External Zones (4)
 - All Internal
 - All External
 - Page All
- Power Failure Transfer
- Primeline Selection
- Private Lines
- Programmable Line
 - Privacy
- Programmable Timers
- Recalls
 - Remote Programming - PC
 - Ring Over Page
 - Single Line Connections
 - Speed Dial Numbers (1500)
 - Station List (50 max)
 - System List (500 max)
- Speed Dial by Directory
- Station Hunt Groups (30)
 - Distributed
 - Sequential
 - Unconditional
- Station Message Detail Recording (SMDR)
- System Alarms
- System Directory
- Tenant Service (2)
- Toll Restriction
 - By Day or Night
 - By Line or Station
 - Eight Dialing Classes
 - Special Code Table
- Toll Restriction Override
- Tone or Pulse Dialing
- Transfer
 - Screened/Unscreened
 - With Camp-On
 - Voice Mail Transfer Key
- Trunk Groups (11)
- Uniform Call
 - Distribution (UCD)†
 - Maximum of 5 Groups
 - Call Statistics
 - Agent Statistics
 - Group Supervisors
- Universal Answer
- Voice Mail Integration
- Walking Class of Service

Station Features

- One Time Do Not Disturb
- One Touch Dialing keys
- On-Hook Dialing
- Programmable Keys
- Programmed Station Messages
- Protection from Barge-In
- Pullout Directory Tray
- Pulse to Tone Switch Over
- Redial
 - Auto Retry
 - Last Number
 - Save Number
- Ring Modes
 - Auto Answer
 - Ring—Eight Tone Choices
 - Voice Announce
- Ring Preference
- Speakerphone
- Station Lock
- Tri-Colored Lights
- Volume Settings
 - Handset
 - BGM
 - Ringing
 - Paging
 - Speaker
 - Off-Hook Ring
- Wall-Mountable Keysets

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
- 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
- UCD Supervisor Displays†

† Requires optional hardware and/or software. Ask your dealer for details. Features subject to change without notice.



System Specification

<i>Circuit Type</i>	<i>Maximum Number</i>
Keysets and AOMs	172
Single Line Telephones	160
CO/Centrex/PBX Lines.....	160
DID and E&M Tie Lines.....	92
T1 Digital Trunk Interface.....	1

Contact your authorized Samsung dealer: