

OfficeServ™ 100/500 Upgrade Program

A Sample of Anticipated End-User Questions

❶ Are the OS100 and OS500 systems manufactured discontinued, end of product lifecycle?

The OS100 and OS500 have not been manufacturer discontinued. Samsung continues to support these products through our existing dealer base. Future product enhancements to the OfficeServ product line will be addressed in the 7000 series platform and may not be backward compatible to the OS100 and OS500. For example, SIP will not be available on the 100/500.

❷ If so, why should I purchase this IP upgrade?

Samsung's forward thinking strategy was to design a product that provided the five 9s of reliability associated with time proved TDM technology as well as providing the wonderful advantages of this new VoIP technology, providing the best of both worlds. Upgrade instead of replace!

Upgrading to VOIP capabilities will provide you with the ability to support soft-phones, wireless capabilities around the office and teleworkers working remotely from your office. This provides the benefits of not requiring your entire office staff to come to the office every day saving them time, fuel costs and retaining employees.

As your company grows and you add additional branches your system will be able to support SAMSUNG networking over an IP network, with the benefits of intercom dialing between offices, centralized voicemail, centralized attendant and busy lamp field across the network. In times of a budget crunch this will allow you VOIP without a major cash outlay immediately.

❸ What is the cost of migrating to the OS7000 series platform?

With Samsung's migration strategy all of your current Samsung telephones can be utilized with the new OS7000 series platform. So the cost of migrating to a new system with a full 5 year warranty is not as expensive as would be replacing all your telephone instruments and your system as well.

Reusing existing desktop devices will make the migration seamless to your employees because the feature set is the same as the OS100/500.

You can use your existing phones, which is the bulk of your investment. You'll avoid station user training issues and any loss of productivity because of unfamiliarity.

❹ If I do upgrade my OS100/500 will my warranty be extended?

The warranty on the *new* IP components will be in effect for 5 years but not on the other existing system components.

Part of this system upgrade is a proposal for an additional 2 year maintenance contract thus providing a technology upsurge and peace of mind.



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5 How long will you (reseller) provide service for my system?

We'll provide service to you as long as it makes business sense to do so. We're committed to the Samsung product line, so if you chose to replace your system 2-3 years from now based on cost to maintain, we'll be ready.

6 What other benefits would I have if I choose to upgrade my system to a 7000 series system?

The OS7000 series will continue to be improved through software enhancements and new desktop applications. For example, the OS7000 series will be able to accept a new type of telephone line service called SIP by November 2008. This is important to you because if you choose to use this service for delivery of your telephone line service, the cost of this service will be reduced dramatically and depending on the SIP service provider your long distance charges will also be reduced or included in the monthly charges. This savings may represent a substantial return on your investment when purchasing a 7000 series system.

7 Why would I want to upgrade a product that will be manufacture discontinued soon?

Because the current system may provide all you need for many years to come and therefore there is no reason to replace it until it outgrows its usefulness. This again is another advantage of Samsung's experience future proofing a valuable and important business asset. An upgrade can be done inexpensively without the process and the cost of replacing the entire system. It will extend the value of your current investment.

8 What other benefits would I have if I choose to upgrade my system to a 7000 series system?

You will also grow into a family of products that can take you forward as you grow from 8 phones up to 480 phones with a platform that uses the same hardware and software throughout. This will take all the risk out of growing and changing technologies.

9 Should I upgrade my 100/500 or migrate to the 7000 series platform and what is the cost of migrating to the OS7000 series platform?

I will provide a quote for you along with appropriate leasing options. With Samsung it's all about choices. Ask your dealer to provide you a quote for both options. Both offer the same IP advantages at different price points.

