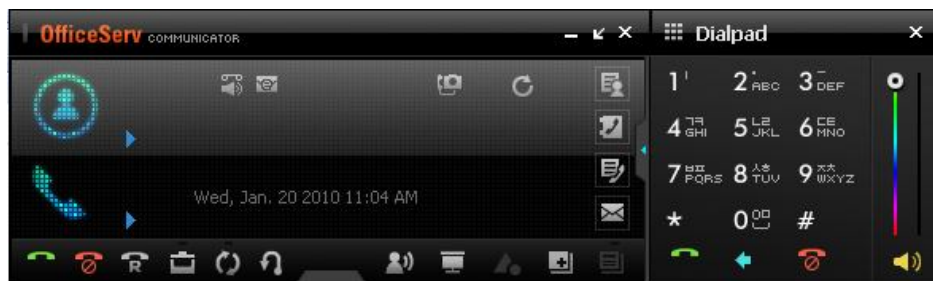


SAMSUNG



Enterprise IP Solutions
OfficeServ

Communicator User Manual



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ABOUT THE MANUAL

Purpose

This document describes the required specifications and outlines the steps required to successfully install and use the OfficeServ Communicator.

Document Organization

This document laid you to walk the user through the installation steps and use of all the functionality of the OfficeServ Communicator.



Information on the OfficeServ Communicator User Manual

This **OfficeServ Communicator User Manual** was written based on the products working in Korea and operating in the Professional mode. Because the products used overseas and the products in Korea have different functions, some of the information provided in this manual may not correspond to the products used overseas.

Revision History

| EDITION | DATE OF ISSUE | REMARKS |
|---------|---------------|---------------|
| 01 | 05.2010 | First Edition |
| 02 | 02.2012 | Updated |
| 03 | 12.2012 | Updated |

Conventions & Safety Concerns

The following types of paragraphs contain special information that must be carefully read and thoroughly understood. To ensure product safety and proper operation, information followed by the following icons should be carefully read before installing or using the product:

Symbols

**WARNING**

Provides information or instructions that the reader should follow in order to avoid personal injury or fatality.

**CAUTION**

Provides information or instructions that the reader should follow in order to avoid a service failure or damage to the system.

**Restriction**

Indication for prohibiting an action for a product

**Instruction**

Indication for commanding a specifically required action

**Note**

Indication for emphasizing a point or specific information



CHECK

CHECKPOINT

Provides the operator with checkpoints for stable system operation.



NOTE

NOTE

Indicates additional information for reference.

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Chapter 1: Introduction

What is the OfficeServ Communicator?

The **OfficeServ** Communicator (OSC) is an integrated client communications application that brings together two devices; your Business PC and your Business Telephone. This enables subscribers/users on the same phone system to communicate via Voice and Video as well as share Information, and view Presence Awareness, when the OSC is licensed in combination with the **OfficeServ** Messenger Application. We call this Unified Communications.

The OSC has two Operation Modes; Basic and Professional. Basic provides three Device Modes; SoftPhone, UCPhone, and DeskPhone. These device Modes determine which device the OSC will be working with as your telephone device.

In SoftPhone Mode the PC/Laptop becomes the telephone device. In UCPhone Mode the OSC connects with the SMT-i Series Phones, while in DeskPhone Mode it connects with all other Samsung model phones[†].



NOTE

NOTE

[†]:With the exception is the DS-24D the OSC DeskPhone Mode can connect to all Samsung Business model phones available at the time of this writing.

The Professional Mode includes all the same functionality as with Basic Mode and adds to it the **OfficeServ** Messenger functionality. The functionality added by **OfficeServ** Messenger are Presence Awareness, Instant Messaging, and information sharing like Chat & Video Chat, White Boarding, Screen Sharing, and File Sharing.

The various modes are sold, purchased, and installed by user licenses based on the functionality required by the user. Some users may need all five licenses based on how they wish to control and unify their communications. Though the licenses are based on user functionality, the actual licenses get installed on either the Switch MP, the **OfficeServ** Link Server, and/or the **OfficeServ** Messenger Server.



NOTE

NOTE

Details of each of the Modes, functionality, and licensing are discussed in later sections in this manual.

Understanding the OSC

The OSC is Unified Communications Client software running on a client PC that takes the functionality commonly used and understood on our telephones and puts it at your finger tips and Screens on your PC. The OSC can be run in three different Device Modes. The OSC can be a Stand-alone device when in the SoftPhone Mode, when in UCPhone Mode it can work in connection to a UCPhone (SMT-i Series) device, or it can be run in DeskPhone Mode where it is connected to other Model Samsung business telephone proprietary devices. All of which empowering the user, when connected, to make/receive calls to/from anywhere in the world as authorized by the organization.

OfficeServ Communicator Installation Modes

During the installation the person installing the software was asked if they wanted to install OSC Basic or OSC Professional.



NOTE

IMPORTANT NOTE

These options can only be selected during the OSC software installation and cannot be changed unless you uninstall and then re-install so that it asks to select these options again.

BASIC

With OSC BASIC, the user can select for the OSC to run in one of three different device Modes; SoftPhone, UCPhone, and DeskPhone. Each gives the user control over:

- Audio Conference
- Audio Recording
- Answering/Making Calls
- Call Control: (Transfer, Hold, Forwarding, Speed Dial, etc...)
- Call/Missed Call Logs
- Dial from Outlook Contact List(s)
- (Access to) Easyset[†]
- Free Dial
- Missed Call Notification
- Phonebook
- Schedule
- Screen Pop Contact List (both from OSC Phonebook and Outlook)
- SMS/Text Messages
- Video Calls[†]
- And more...

PROFESSIONAL

With OSC PROFESSIONAL, the **OfficeServ** Communicator provides not only the BASIC functions listed above but adds collaboration[†] to an **OfficeServ** Messenger Server. Some of the collaboration[†] added functions are:

- Buddy List (requires SMT-i5243 Phone)
- Chat
- File Sharing
- Messenger Contents
- Presence Awareness
- Screen Sharing
- Video Chat (up to 5 members)
- White Boarding
- And More...



CHECK

[†]: Requires the OS Link/Easyset V3 License

[†]: to and/or from others on the same system and also running OSC PROFESSIONAL

OfficeServ Communicator Phone/Device Modes

SoftPhone Mode (PC Phone Integration Device)

- The SoftPhone Mode is also known as a PC Phone device. In this mode, the OSC SoftPhone is the device the user uses to make/receive all their calls. The OSC SoftPhone is a software device that emulates a Samsung business telephone. The OSC SoftPhone is registered to the Samsung switch installed at the Corporate office empowering the user, when connected, to make/receive calls to/from anywhere in the world as authorized by the organization, all through their PC and PC's Multi-Media functionality (PC MUST be equipped with Internal or external Mic and Speakers and/or headset).

UCPhone Mode (Samsung SMT-i Series Device Integration Only)

- In this mode, the OfficeServ Communicator interoperates directly with a telephone device such as the SMT-i5243 terminal. In this mode, telephone functionality can be performed from either the PC or telephone device. However unlike the OSC SoftPhone Mode while in UCPhone Mode you MUST use the SMT-i Series device to talk with the caller. When the OSC PROFESSIONAL UCPhone Mode is paired with the SMT-i5243 device, content registration and Buddy List viewing functions are provided by the Collaboration with the OfficeServ Messenger Server.

DeskPhone Mode (Samsung DLI & ITP Device integration)

- In this mode, the OfficeServ Communicator controls existing digital phones through the OfficeServ Link V3. The functions provided in the OSC DeskPhone and the ways that they are provided are identical to the existing OfficeServ Call. Similarly to the OSC UCPhone Mode, while in DeskPhone Mode you MUST use a Samsung DLI or ITP device to talk with the caller.

Chapter 2: Installing the OfficeServ Communicator

Preparations before Installation

The following items should be checked before installing the **OfficeServ** Communicator.

System Requirements

- Before installing the **OfficeServ** Communicator (OSC) on your PC, you should check whether it meets the following system requirements.

| Item | Specification |
|------------------------|--|
| Operating System | Windows XP Professional SP2 or later Windows Vista, Windows Vista SP1 Windows 7 (For all the above listed operating systems, 32 Bit version compatibility is being released now – 64 Bit version compatibility release TBD) |
| Processor (CPU) | Pentium 4 1 GHz or higher (when only using the Audio mode) Pentium 4 2 GHz or higher (when using the Video mode) |
| Memory | 1 GB or more (when only using the Audio mode) 2 GB or more (when using the Video mode) |
| HDD | 500 MB or more free disk space |
| Network Interface Card | 10/100BASE-T |
| Sound Card | A full-duplex sound card |
| Video Camera | A video camera for the PC (when using the Camera mode) |
| Other | A headset (or a microphone and speaker) |

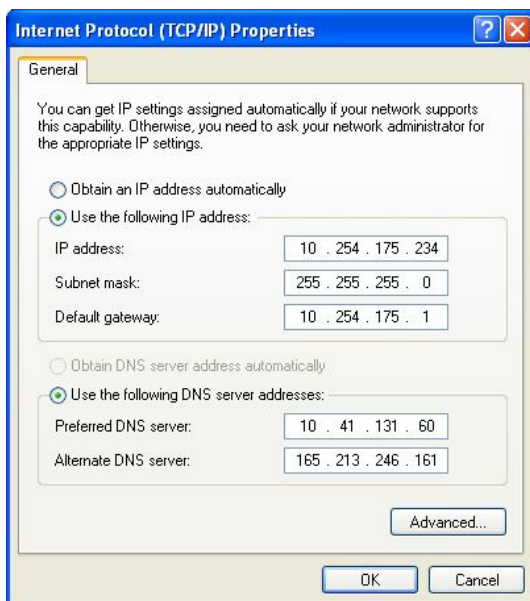
Installing the Web Cam Driver

To make a video call using the video call function of the OSC while you are talking, a camera must have been installed in your Windows operating system. If you install the camera driver while the **OfficeServ** Communicator is running, an error will occur. Make sure to install a camera either prior to or after exiting the OSC installation program. Make sure to use it after checking whether it operates normally.

For UCPhone Operation (The OSC is connecting to an SMT-i Series Phone)

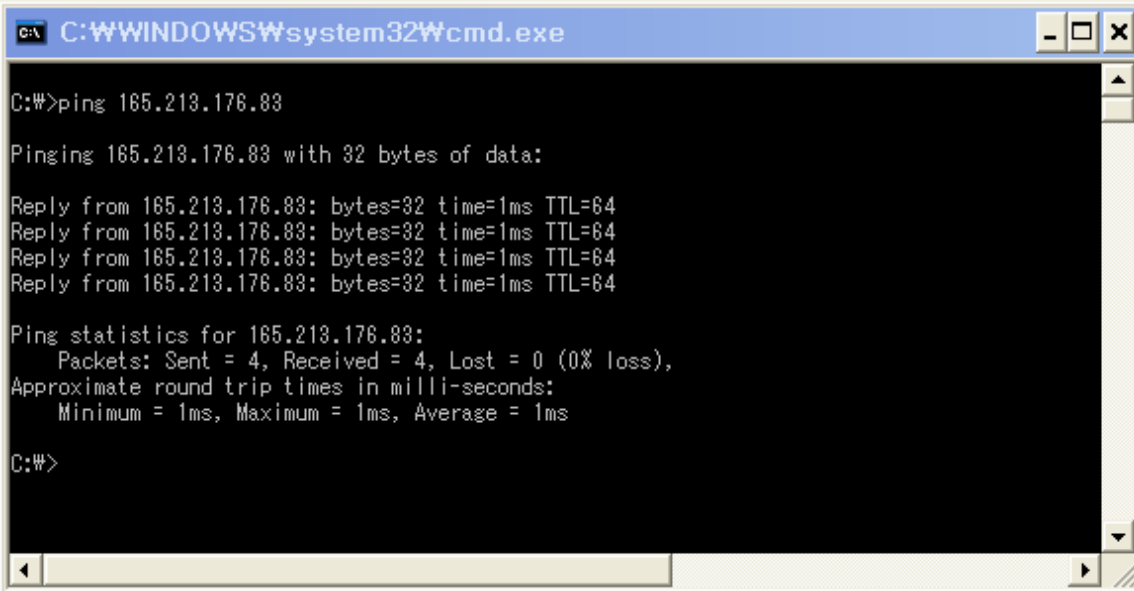
1. Checking Whether the LAN Cards Are Running Normally

If two or more LAN cards (hereafter, NIC) are installed, the NIC with the same gateway as the UC phone must be set as the default NIC for network connections to be processed normally.



2. Checking Whether the UC Phone Is Running Normally

In Windows XP SP2 or later, the network functions may be restricted by a firewall function or an antivirus program. Before installing the OSC, click Start -> Run. Run cmd.exe and then execute 'ping <phone's IP address>' to check whether the UC phone is running and the network connection is normal.



```
C:\WINDOWS\system32\cmd.exe

C:\>ping 165.213.176.83

Pinging 165.213.176.83 with 32 bytes of data:

Reply from 165.213.176.83: bytes=32 time=1ms TTL=64
Reply from 165.213.176.83: bytes=32 time=1ms TTL=64
Reply from 165.213.176.83: bytes=32 time=1ms TTL=64
Reply from 165.213.176.83: bytes=32 time=1ms TTL=64

Ping statistics for 165.213.176.83:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 1ms, Average = 1ms

C:\>
```

Checkpoint

During the OSC Software Installation you will be asked three questions that you must be prepared to answer.

Setup type Screen #1:

- ☒ English *[This one used in US/Canada Market]*
- ☐ Korean
- ☐ Italian
- ☐ Russian (available with OSC Version 1.1.0.11 or later)

Setup type Screen #2:

- ☐ SCM (Domestic) – **NOT** used in the US/Canada
- ☒ OfficeServ 7000 Series *[This one used in US/Canada Market]*

Setup type Screen #3:

- ☐ UCPhone
- ☐ SoftPhone
- ☐ DeskPhone



NOTE

These options can be changed at any time after the installation. The selection during the Installation simply selects the the Mode that begins when the installation has completed.

After installing the **OSC** client program, you will need some and/or all of the following information to complete the configuration setup:

- Station ID: _____
- Password: _____ (1234 - default)
- OfficeServ MP IP Address: _____ [SoftPhone Mode Only]
- System Port: _____ (6000 – default) [SoftPhone Mode Only]
- Link IP: _____ [DeskPhone Mode or BLF Tool]
- Link port: _____ (6000 – default) [DeskPhone Mode or BLF Tool]

If installing **OSC Professional** you will need the following in addition to the above:

Messenger

- ID: _____
- Password: _____
- Server IP: _____
- Server Port: _____ (5070 - default)
- Local (Client) Port: _____ (5070 - default)

Installing the Update Server and Configuring Environment

For the **OSC** to perform auto update, the update server must have been configured. A web server is used as the update server. The **OSC** and the update server communicate via the HTTP protocol (port 80). When installing the **OSC**, you will set the URL of the update server.

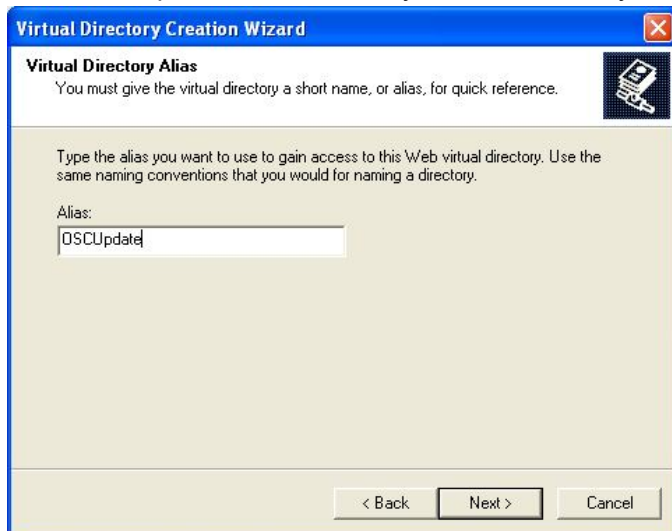
The operation procedure for auto update is below. When the **OSC** is started, it connects to the URL of the update server and takes **OSCVersionInfo** from it. When an update is needed, the **OSC** runs **OSCAutoUpdate.exe** and exits itself. Then the **OSCAutoUpdate** downloads and installs a patch file and then runs the **OSC** automatically.

Below is the procedure for configuring the update server.

- 1) Click Control Panel -> Administrative Tools -> Internet Information Services. Select Web Sites -> Default Web Site.
- 2) Right-click on the default web site and select New -> Virtual Directory from the menu displayed. The Virtual Directory Creation Wizard is displayed, as shown in the figure below. Click [Next].

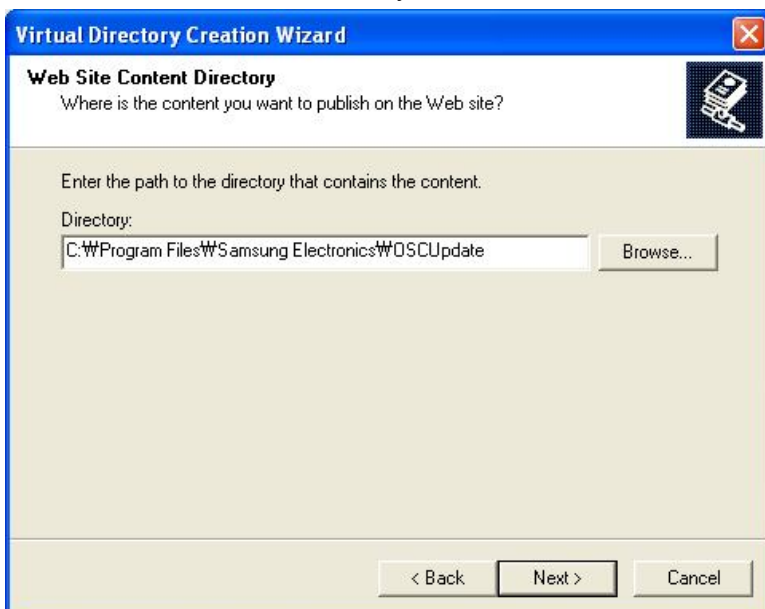


- 3) Enter "OSCUdate" as an alias for your virtual directory then Click [Next].



The screenshot shows the 'Virtual Directory Creation Wizard' window. The title bar is blue with a close button. The main area has a light beige background. At the top, it says 'Virtual Directory Alias' and 'You must give the virtual directory a short name, or alias, for quick reference.' Below this, it says 'Type the alias you want to use to gain access to this Web virtual directory. Use the same naming conventions that you would for naming a directory.' There is a text box labeled 'Alias:' containing the text 'OSCUdate'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- 4) Click Browse and select the folder you want to connect to the OSCUdate virtual directory. Click [Next].



The screenshot shows the 'Virtual Directory Creation Wizard' window. The title bar is blue with a close button. The main area has a light beige background. At the top, it says 'Web Site Content Directory' and 'Where is the content you want to publish on the Web site?'. Below this, it says 'Enter the path to the directory that contains the content.' There is a text box labeled 'Directory:' containing the text 'C:\Program Files\Samsung Electronics\WOSCUdate'. To the right of the text box is a 'Browse...' button. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

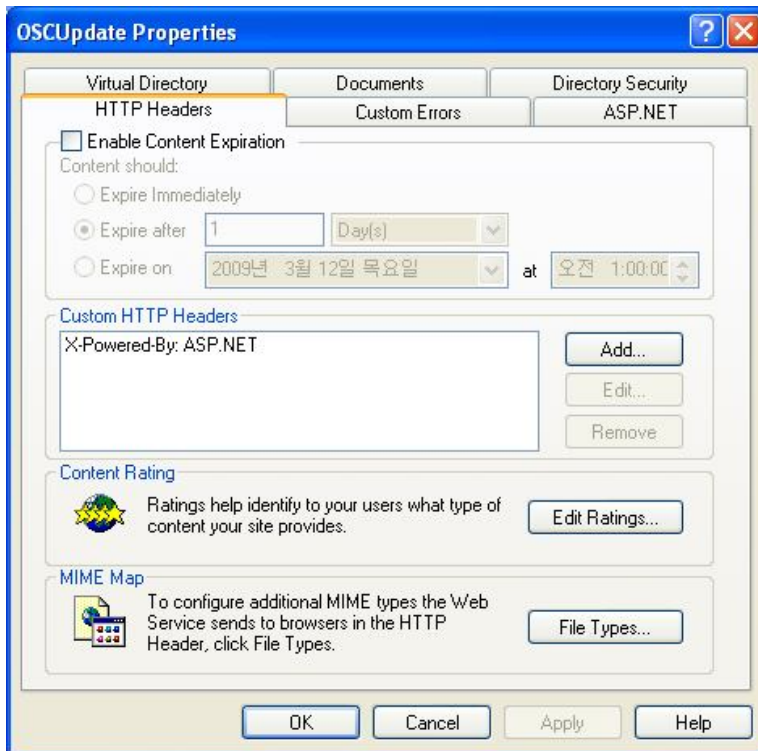
- 5) Select the Read and Run scripts checkboxes (default) as the permissions settings for the virtual directory. Click [Next].



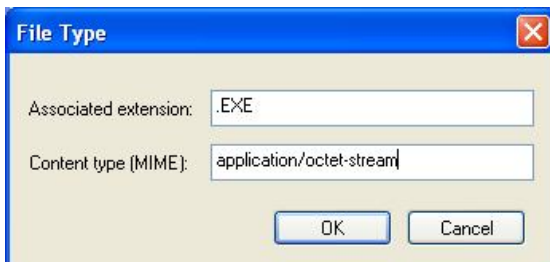
- 6) Click Finish to complete the wizard. Click [Next].



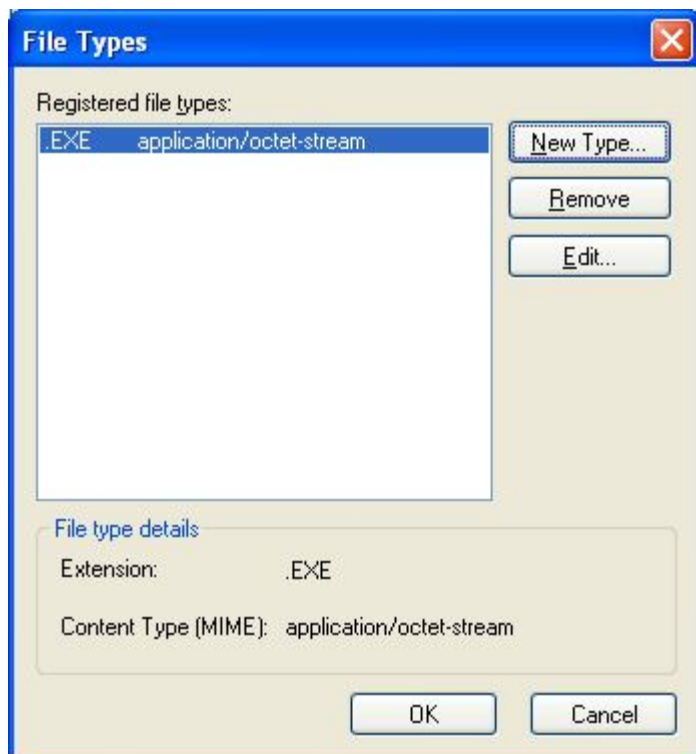
- 7) In the Internet Information Services window, select the OSCUpdate folder and click the Properties icon. In the OSCUpdate Properties window, select the HTTP Header tab.



- 8) Click MIME Types and register file extensions.

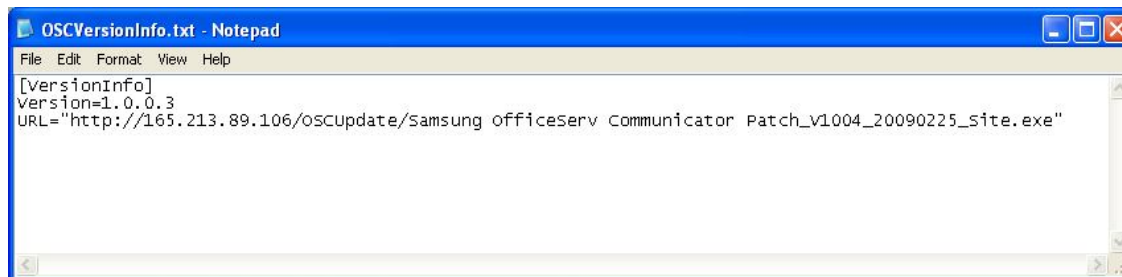


- 9) Click OK to finish registering file extensions.



From now on, you must manage the update server so that the OSCUpdate virtual directory of the update server contains the latest versions of the following two files.

Below is the content of OSCVersionInfo.txt file.

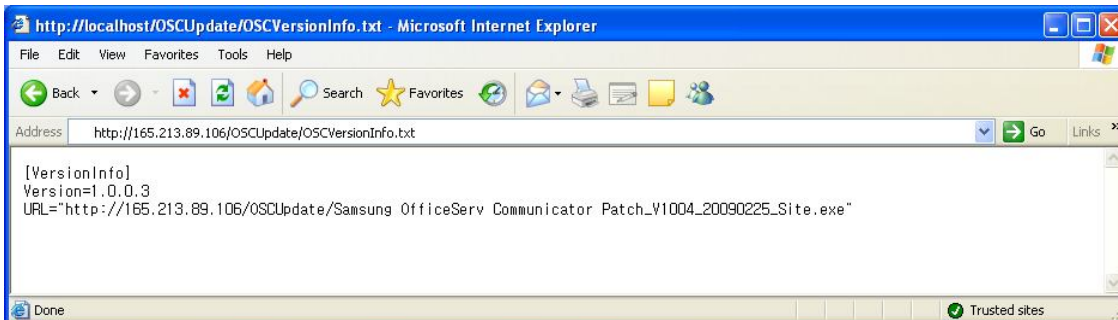


The Version parameter contains the value of the version property of an OSC setup file that will be distributed. This parameter value must always be the latest OSC version.

The URL parameter value contains the URL of the update file to download from the update server.

To check whether the update server operates normally, follow the steps below.

- 1) In Internet Explorer, enter "http://165.213.89.106/OSCUUpdate/OSCVersionInfo.txt" in the Address box. The following answer will be received.

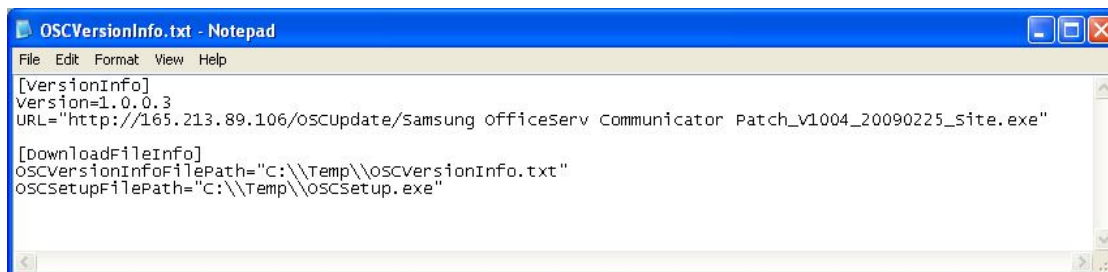


- 2) Enter the URL parameter value in the Address box to check whether the update file can be downloaded.
- 3) If the File Download window is displayed, click Save to check whether the update file can be downloaded and saved normally.



Configuring the OSCAutoUpdate Environment

After installing the OSC, if the update server is changed or you need to change the file download location, edit the OSCAutoUpdate.ini file manually in the Config folder under the OSC installation folder.



Installing the Software

The following demonstrates the installation procedures for installing the OfficeServ Communicator software.

Information required

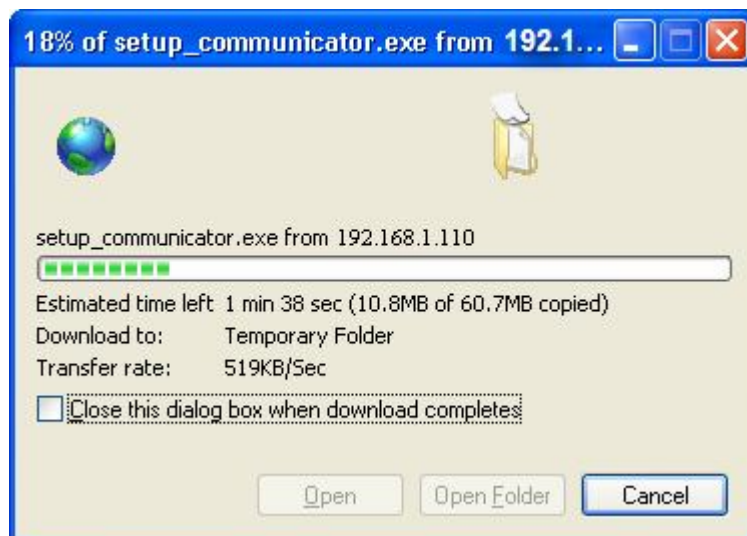
- Before installing the OfficeServ Communicator on your PC, you must have access to the Install program and know where the IP Address of the Auto Update Server. The on site System Administrator should have been given that information during server installation. It is often the same IP as the OfficeServ LINK and/or OfficeServ Messenger Server IP.

Running the Setup File

- Run the OSC setup file (Samsung OfficeServ Communicator.exe).



Select [Run].

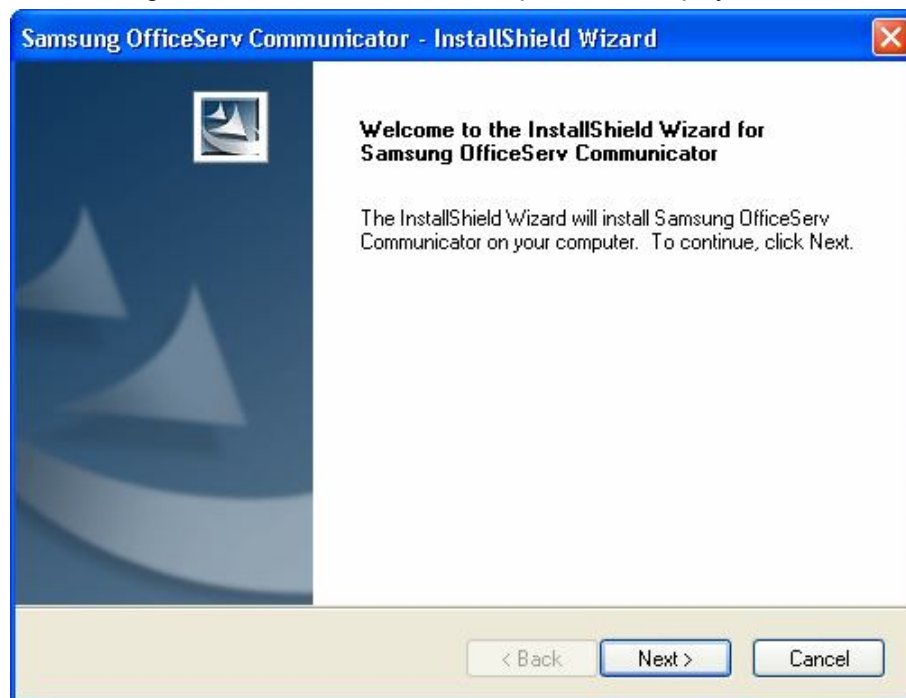




Select [Run] to install.

The Install Wizard should open automatically after running the setup.

The Samsung OfficeServ Communicator Setup screen is displayed, as shown in the figure below.



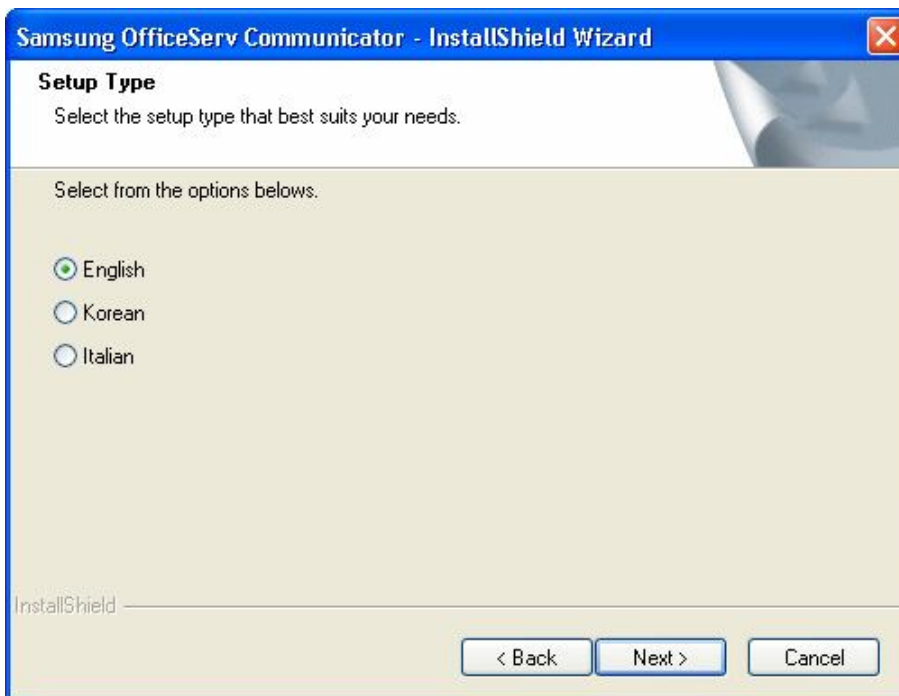
Select [Next].

The License Agreement screen is displayed. After reading through the agreement select the "I accept the terms of the license agreement" option.



Now select [Next].

Select a Language for the list. This list may grow as the product is deployed in many countries. Select English for the US and all North American markets.



Then select [Next].

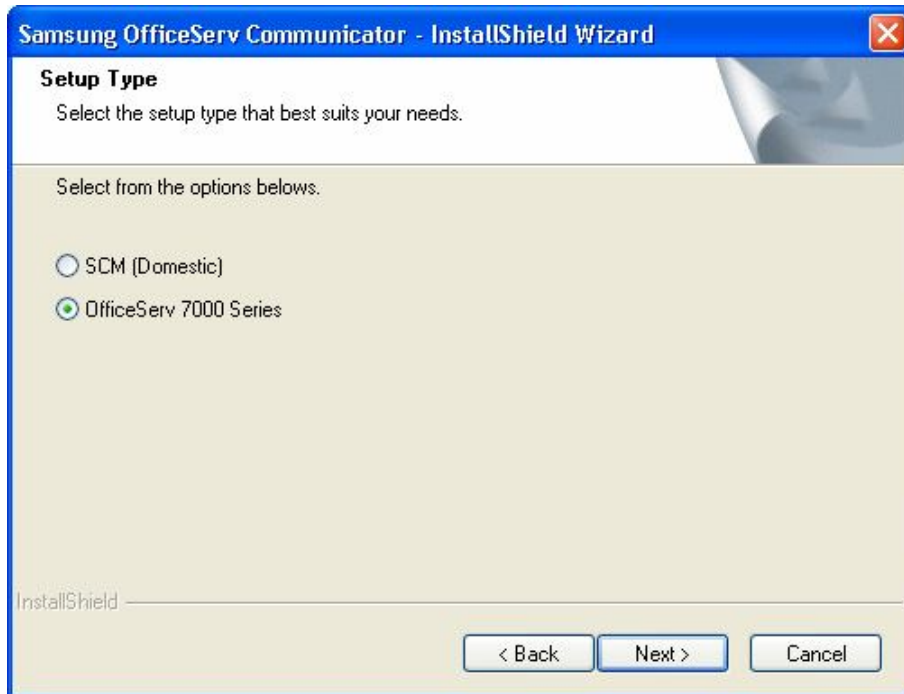
○



NOTE

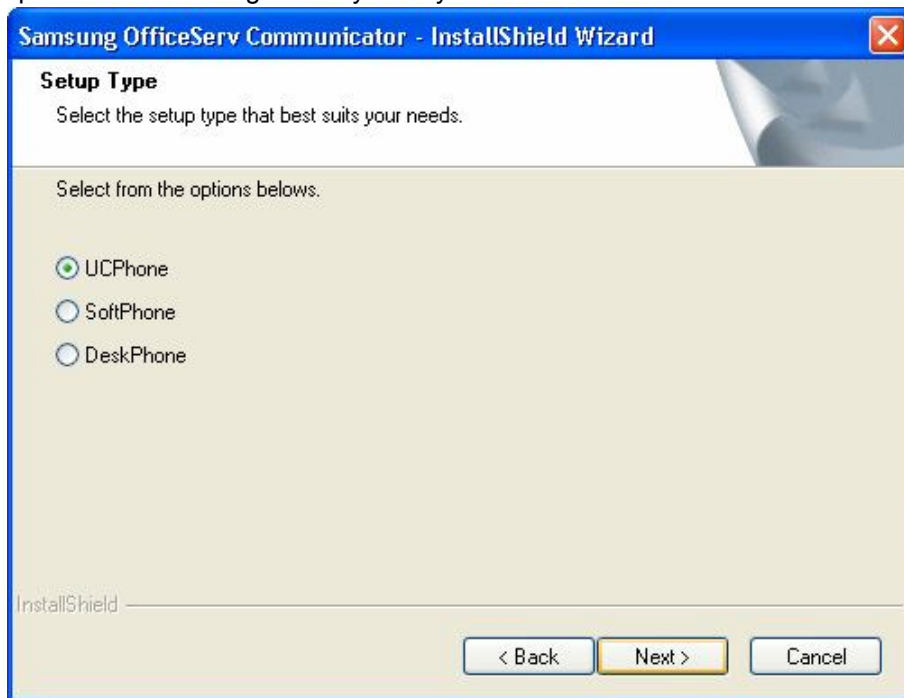
According to the communicator version, the supported language list can be different.

This list may grow as the product is deployed in many countries on different systems. Select OfficeServ 7000 Series for the US and all North American markets.



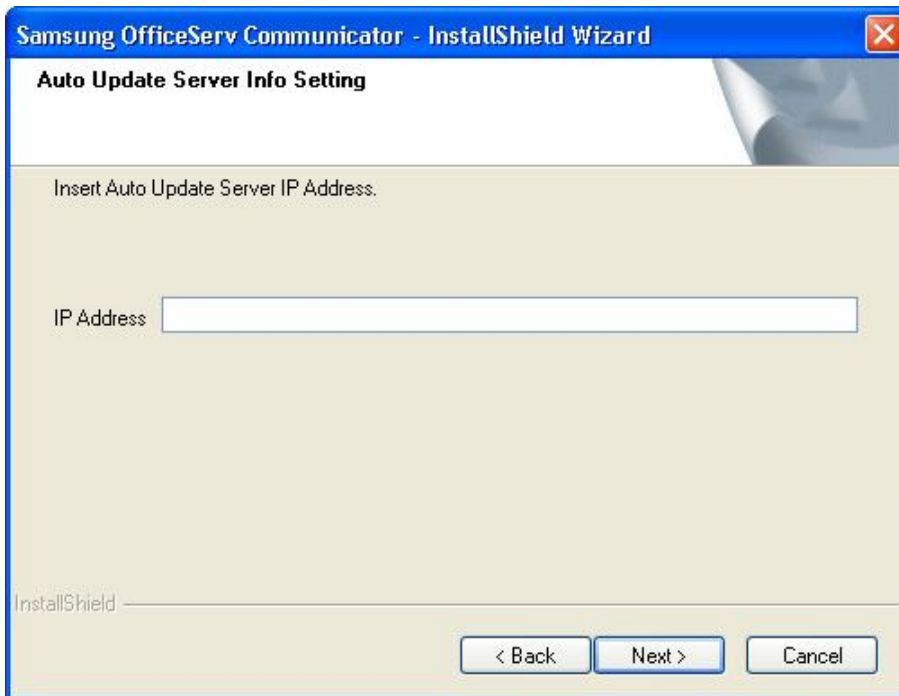
Select [Next].

Select the Device type. UCPhone is compatible with OfficeServ SMT-i52xx model phones. All others should select DeskPhone. SoftPhone is to be used as a stand alone device and requires a SoftPhone License. These options CAN be changed at anytime by the user.



Select the most appropriate option to start off with for this installation and then select [Next].

In the Set Auto Update Information screen, enter the IP Address of the update server.

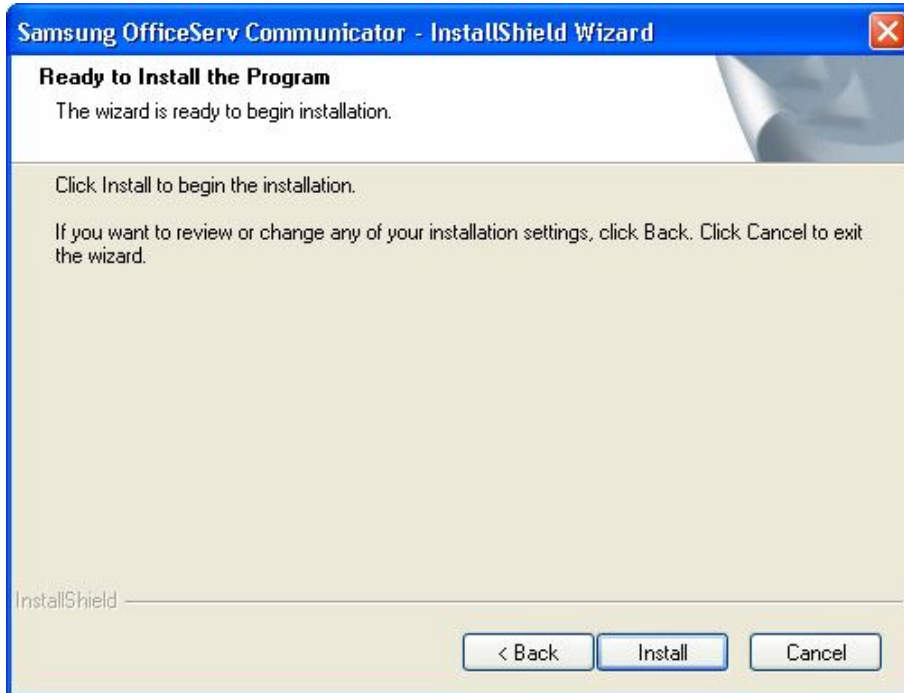


Select [Next].

That concludes the Setup portion of the Software installation. In the next few steps the software will get written to the drive.

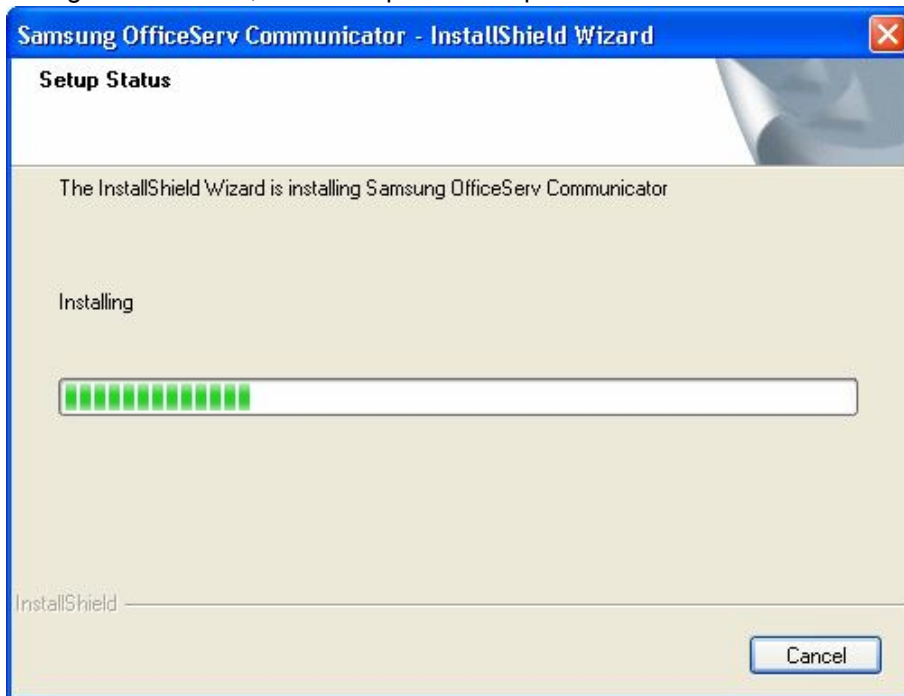
Start the Software Installation Process

Click the Install button to start the installation.



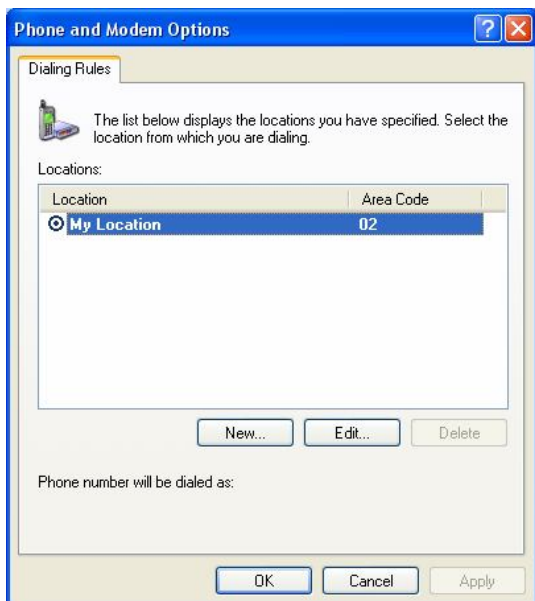
Select [Install]

During the installation, files are copied to the specified location.

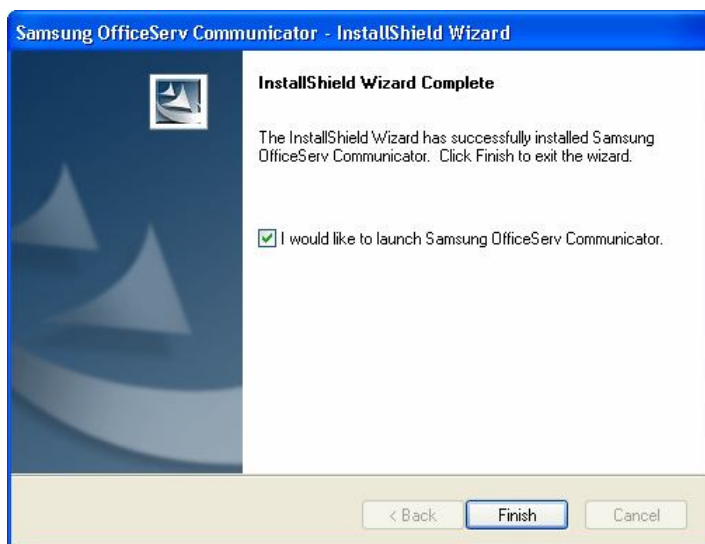


Installing status indicator screen.

In the Phone and Modem Options Information screen, enter your Dialing Information.



Select [OK]



Even though it does not request that you reboot, it is best to close all open applications and reboot the PC. Uncheck the check box in the middle of the Installation Wizard screen before selecting [Finish].



Instruction

The OfficeServ Communicator installation Wizard has been completed. Before continuing onto the configuration, **close all open programs** and **REBOOT THE PC NOW** so that all changes made by the installation may take effect.

Configuring the Initial OfficeServ Communicator Settings

This section describes how to configure the login information when you use the OfficeServ Communicator for the first time after installation.

Information required

- Before configuring the **OfficeServ** Communicator, access to certain information may be required.

- Station/Device ID & Password:
- PC IP address
- IP Phone's IP address
- Link Server IP Address
- MP System IP Address:
- Messenger Server IP Address:
- Messenger ID & Password:
- IP Address of the Auto Update Server:

Contact your onsite System Administrator if you are not aware of any of the above information. The onsite System Administrator should have been given that information during server installation.



Configuring the Initial OfficeServ Communicator Settings

- When you run the **OfficeServ** Communicator for the first time after installation, you must first configure the login information to use the various functions provided by the OfficeServ Communicator.

To Begin

1. Double-click on the "Samsung **OfficeServ** Communicator" shortcut icon on the Windows Desktop, which was created when you were installing the **OfficeServ** Communicator program, or click [Start] [Programs] > [Samsung Electronics] > [**OfficeServ** Communicator] > [Samsung **OfficeServ** Communicator].
2. When you run the **OfficeServ** Communicator for the first time after installation, the Login Information screen opens so you can configure the login information for the device Mode you selected during the installation.



Configuring the OfficeServ Communicator Login Information

You must enter the correct **OfficeServ** Communicator login information to run the **OfficeServ** Communicator normally.

Device Mode: UCPHone

The screenshot shows the 'Configuration' window for 'UC Phone' mode. The window has a sidebar on the left with options: Option, Phone, Phone Status, Login Info (selected), Audio, Video, Etc., Dialing Rule, HotKey, and DDE. The main area is divided into three sections: 'Device', 'Messenger', and 'Update'. The 'Device' section includes fields for Station ID, Password, Computer IP (with Auto/Manual radio buttons and a dropdown), and Phone IP (with Auto/Manual radio buttons). The 'Messenger' section includes fields for ID, Password (with a 'Change' button), Server IP, Server Port (5070), and Client Port (5070). The 'Update' section includes a field for Server IP (105.52.21.41). At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Device

- Station ID: is the OfficeServ SMT-i52xx Series Extension number that will be tied to this UCPHone connection
- Password: is the Station password (this is not to be confused with the Mailbox password. The Station password is set in MMC 101)
- Computer IP: is the IP address of the PC where the software is being installed and configured. Select Auto and it will populate the field with the current IP address of the PC.
- ☐ Auto ☐ Manual
- Drop Down allows you to select one IP address form a list of IP addresses if multiple NIC cards are enabled.
- Phone IP: Select Manual and use Phone's IP address. For example from a SMT-i5243 select MENU > Settings > Network Information > IP Address
- ☐ Auto ☐ Manual

Messenger

- ID: is the user's Messenger ID usually: {username}@osm.com
- Password: is the user's Messenger password. This is assigned when the ID is created.
- Server IP: is the IP address of the Serv Messenger Server
- Server Port: default is 5070
- Client Port: default is 5070

Update

- Server IP: is the IP address of the server containing the OfficeServ Communicator updates

- 3.** Once all settings have been entered there are two options
1. If only using one Device Mode or you have applied all configurations settings, press [OK] to Save, Exit the Configuration, and login.
 2. If needing to configure another device Mode, press [Apply] and then select the next Device Mode to configure.



Device Mode Settings

- Most users will use only one Device Mode. In some cases they will use two when they have both a Desk phone and a SoftPhone requirement.

Device Mode: DeskPhone

Device

Device ID: is the Extension number that will be tied to this Desk Phone connection

Password: is the Station password (this is not to be confused with the Mailbox password. The Station password is set in MMC 101)

Link IP: is the IP address of the **OfficeServ** LINK Server

Link Port: default is 6000

Messenger

ID: is the user's Messenger ID usually: {name}@osm.com

Password: is the user's Messenger password. This is assigned when the ID is created.

Server IP: is the IP address of the **OfficeServ** Messenger Server

Server Port: default is 5070

Client Port: default is 5070

Update

Server IP: is the IP address of the server containing the **OfficeServ** Communicator updates

3. Once all settings have been entered there are two options

1. If only using one Device Mode or you have applied all configurations settings, press [OK] to Save, Exit the Configuration, and login.
2. If needing to configure another device Mode, press [Apply] and then select the next Device Mode to configure.



Device Mode Settings

- Most users will use only one Device Mode. In some cases they will use two when they have both a Desk phone and a SoftPhone requirement.

Device Mode: SoftPhone

The screenshot shows the 'Configuration' window for the 'Soft Phone' mode. The window has a sidebar on the left with options: Option, Phone, Phone Status, Login Info (selected), Audio, Video, Etc., Dialing Rule, HotKey, and DDE. The main area is divided into three sections: 'Device', 'Messenger', and 'Update'. The 'Device' section contains fields for Station ID, Password, Computer IP (a dropdown menu), System IP, and System Port (set to 6000). The 'Messenger' section contains fields for ID, Password (with a 'change' button), Server IP, Server Port (set to 5070), and Client Port (set to 5070). The 'Update' section contains a field for Server IP (set to 105.52.21.41). At the bottom right are 'OK', 'Cancel', and 'Apply' buttons.

Device

- Station ID: is the SoftPhone Extension number assigned/licensed in the OfficeServ 7000 MP for this user.
- Password: is the Station password (this is not to be confused with the Mailbox password. The Station password is set in MMC 101)
- Computer IP: is the IP address of the Local PC
Drop Down allows you to select one IP address form a list of IP addresses if multiple NIC cards are enabled.
- System IP: is the IP address of the OfficeServ 7000 series MP
- System Port: default is 6000

Messenger

- ID: is the user's Messenger ID usually: {name}@osm.com
- Password: is the user's Messenger password. This is assigned when the ID is created.
- Server IP: is the IP address of the OfficeServ Messenger Server
- Server Port: default is 5070
- Client Port: default is 5070

Update

- Server IP: is the IP address of the server containing the OfficeServ Communicator updates

3. Once all settings have been entered there are two options

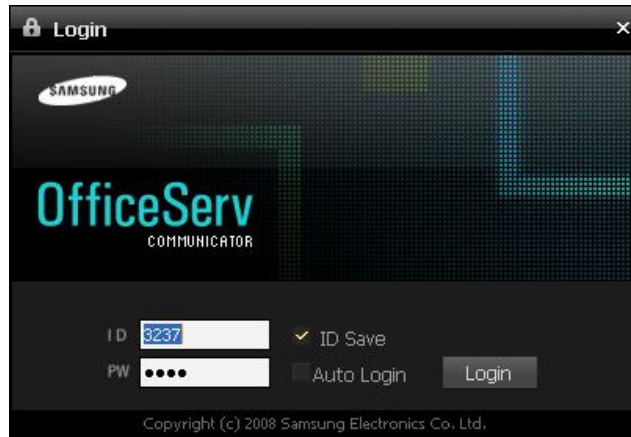
1. If only using one Device Mode or you have applied all configurations settings, press [OK] to Save, Exit the Configuration, and login.
2. If needing to configure another device Mode, press [Apply] and then select the next Device Mode to configure.



Device Mode Settings

- Most users will use only one Device Mode. In some cases they will use two when they have both a Desk phone and a SoftPhone requirement.

4. Once you have pressed [OK] in the configuration the Login screen will pop up. It's fields should be populated with the Device Mode last selected before pressing the [OK] button. (This will be explained more in future chapters)



5. From the Login window press [Login] to start the Communicator for the device mode selected.



Reference NOTES

Computer IP: Select Auto to enter the local IP address of the Client PC. If multiple LAN cards are installed in the PC or there are multiple IP addresses configured, a list of IP addresses is displayed in the combo box. Select the IP address you want to use. If you cannot enter the IP address you want to use using the Auto method, select Manual and enter the IP address directly.

Phone IP: Select Auto to enter the IP address of the phone. If an antivirus program is installed in your computer, the Blocking Warning window may be displayed, as shown in the figure below. Click "Apply" to allow access to the network.

If access to the network is blocked, the following message box is displayed.



In this case, click OK to close the message box. Then, in the Phone IP item, select Manual and then select Auto again. If the phone IP address can be retrieved successfully, it is displayed in the deactivated window. If an error notification window is still displayed, check the UP phone status and try again, or select "Manual" and enter the IP address of the phone directly.

Changing to a different Device Mode

If the Login ID: in step **4.** is not in the Device Mode you wish you can change between modes. This requires that you logout, select a new Device Mode, and then login.

To logout right click on the OfficeServ Communicator icon in the Task Bar.



Then select Logout as indicated by the **RED** arrow in Figure 4 on the right.

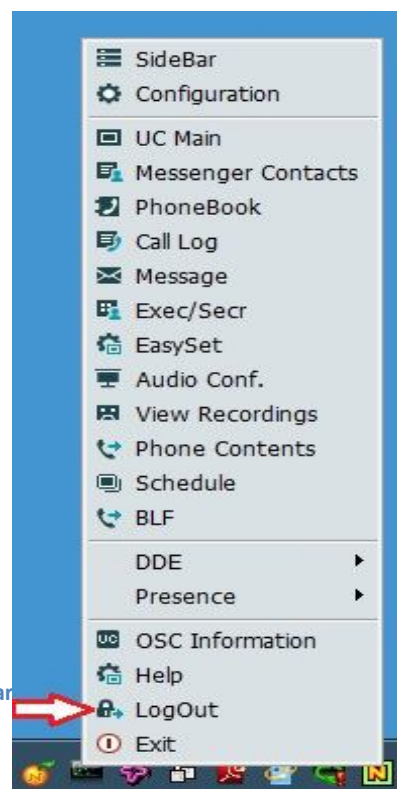
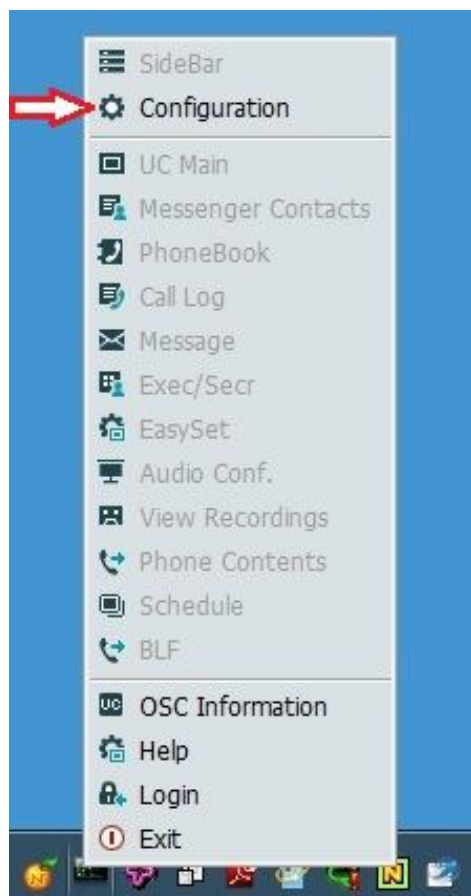


Figure 1: OfficeServ Communicator Task Bar Option [LogOut]



You can now open the **OfficeServ** Communicator configuration to change the Device Mode selection.

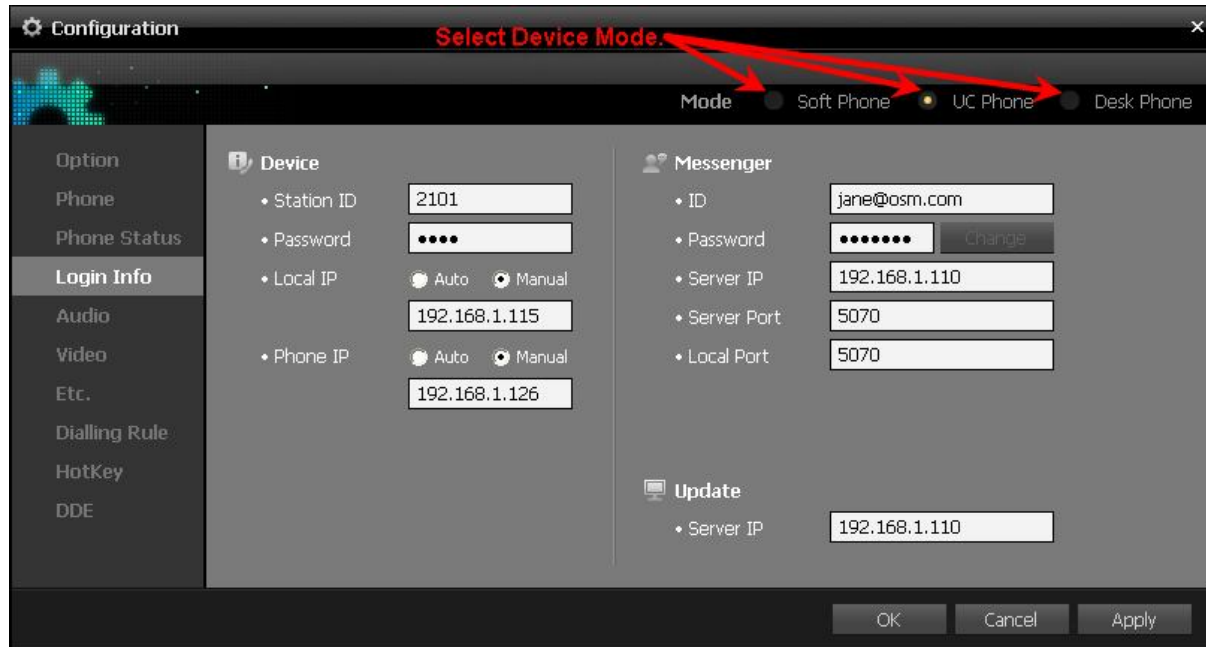
To do this, again right click on the **OfficeServ** Communicator icon in the Task Bar.



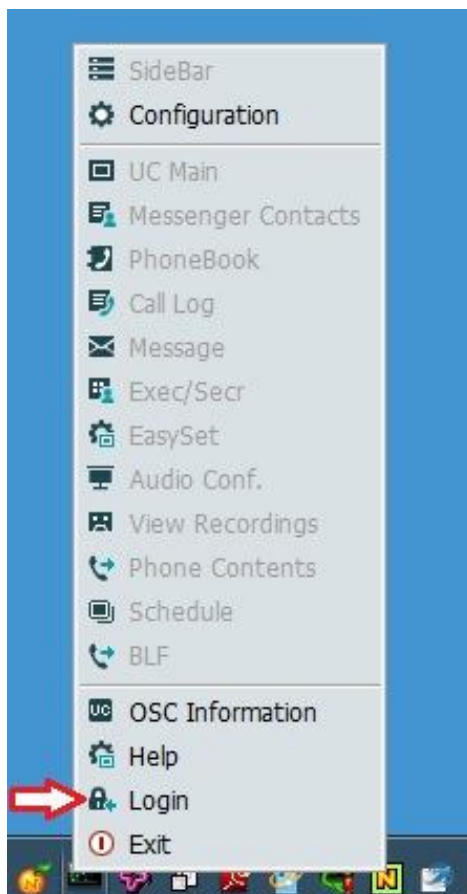
Now select Configuration as indicated by the **RED** arrow in Figure 5 on the left.

Figure 5: OfficeServ Communicator Task Bar Option [Configuration]

Select the Device Mode for the communicator. For review; Soft Phone mode is used as an independent device that must be licensed on the switch, UC Phone mode is typically used in conjunction with SMT-i52xx Series model phones, and the Desk Phone mode is used with all other phone model types. In the example below UC Phone Mode is selected.



Once you have selected the Device Mode Click [OK] and this will close the configuration.



Now again right click on the OfficeServ Communicator icon in the Task Bar and this time select Login.

To do this, right click on the OfficeServ Communicator icon in the Task Bar.



Now select Configuration as indicated by the RED arrow in Figure 6 on the left.

Figure 4: OfficeServ Communicator Task Bar Option [Login]

OfficeServ Communicator UC Main Control (Full View)

Once logged in the OSC UC Main Control will be displayed your PC. The figures below and on the next page show examples of the **OfficeServ** UC Main Control for the Device Mode you last selected during the install and setup procedures. (*Full View shown below. Alternate views and Device mode details are explained in other sections of this manual.*)

SoftPhone Mode (PC Phone Integration Device)

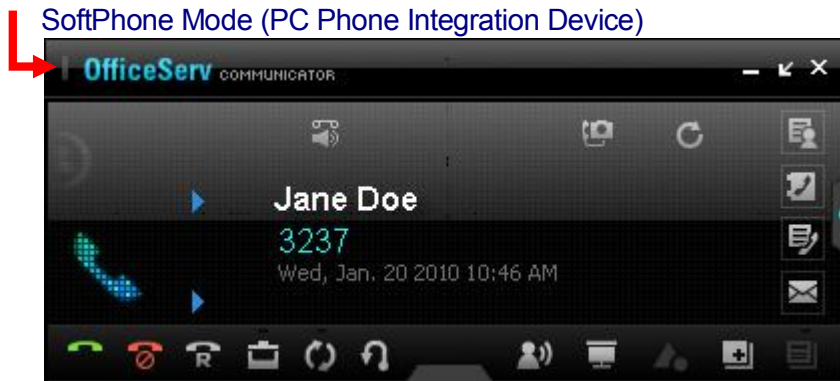


Figure 5: When OfficeServ is in **BLUE** (see **RED** Arrow above) that indicates it is in Soft Phone Mode.

UCPhone Mode (Samsung SMT-i Series Device Integration Only)

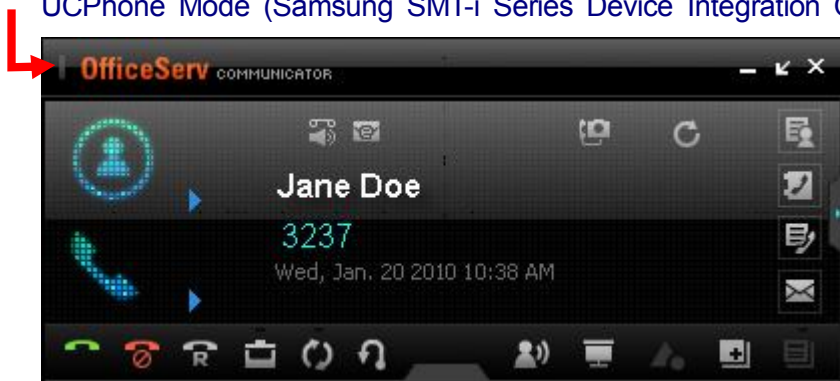


Figure 6: When OfficeServ is in **ORANGE** (see **RED** Arrow above) that indicates it is in UC Phone Mode.

DeskPhone Mode (Samsung DLI & ITP Device integration)

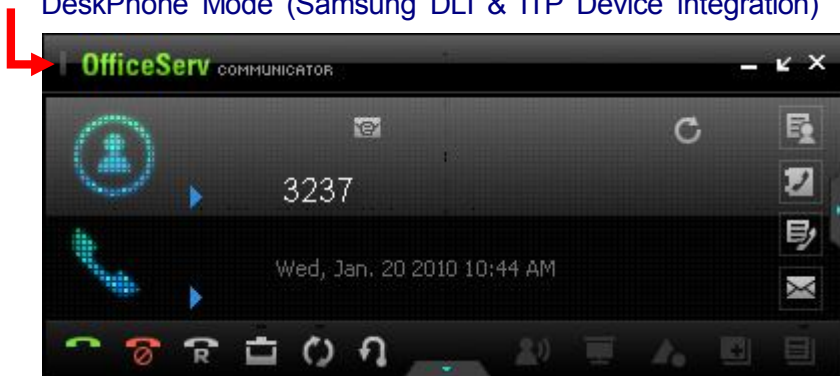


Figure 7: When OfficeServ is in **GREEN** (see **RED** Arrow above) that indicates it is in Desk Phone Mode.

**Applying the OfficeServ Communicator Login Information**

You must restart your **OfficeServ** Communicator to apply the login information you configured.

OfficeServ Communicator License Check

Every time you log in to the **OfficeServ** system using your **OfficeServ** Communicator, the **OfficeServ** system checks the license for your **OfficeServ** Communicator. If a license error occurs, you cannot log in to the **OfficeServ** system using your **OfficeServ** Communicator. In this case, consult your **OfficeServ** system administrator.



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Chapter 3: Controls and Configuration

OSC Controls

OfficeServ Communicator SideBar



The OSC SideBar is displayed at the Left of the PC's screen when login to the OSC system is successful. You can click on the SideBar and it will slide open so you can select from the functionality offered. Simply moving your cursor off of the Sidebar will cause it to slide closed.

SideBar operation and location can be controlled by the user through the OSC Configuration:

GENERAL

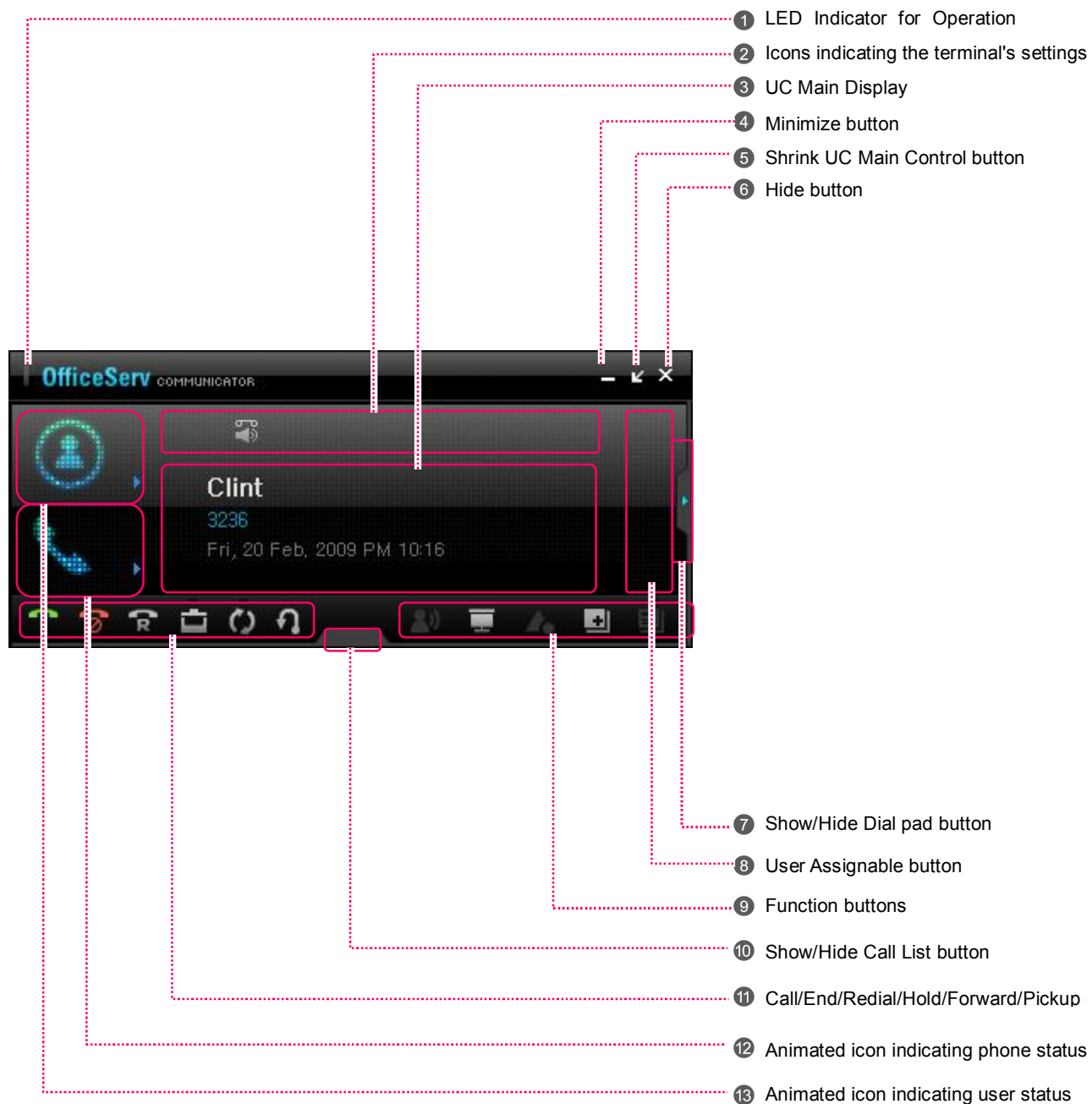
- Show SideBar on Mouse Click (Checked - Default)
- (Uncheck to Show Sidebar on Mouse Over)

SIDEBAR POSITION

- Left (Default)
- Right

The sliding operation is provided to enable easy use. This allows the menus contained within it to display either when clicked or when a mouse pointer is moved over it.

OfficeServ Communicator UC Main Control(Full View)



Control Descriptions















① LED Indicator for Operation Status

Displays the current status of the **OfficeServ** Communicator (busy, station ringing, etc.) using different LED colors. The LED indicator for operation status operates as described in the table below, depending on the **OSC** function being used.

| Item | Description |
|---------------------------|--------------------------------|
| During a call | The LED indicator is on Solid. |
| When a station call rings | The LED indicator blinks. |
| When a trunk call rings | The LED indicator blinks. |

② Icons indicating the terminal's settings

Displays the icons indicating how the terminal functions are currently configured.

| Icon | Description |
|---|---|
|  | Boss/Secretary setting state |
|  | Auto Answer state or Broadcasting Answer state in the Answer mode |
|  | Auto Answer state or Broadcasting Answer state in the Boss Answer mode (This icon is displayed only if the Answer mode is set to Ringing.) |
|  | There is at least one station message. |
|  | When there is a VM (Displayed when there is no station message) |
|  | Mute state |
|  | Calling is locked. |
|  | Both calling and receiving are locked. |
|  | There is at least one unread SMS message. |
|  | The absence message function is enabled. |
|  | Video mode state |
|  | Video mode state but the video scenes are blocked. |
|  | The DND function is enabled. |
|  | The call forwarding function is enabled. |

③ Main Display



The Main Display shows the call processing status and the various messages.

④ Minimize button

Minimizes the **OfficeServ** Communicator window.

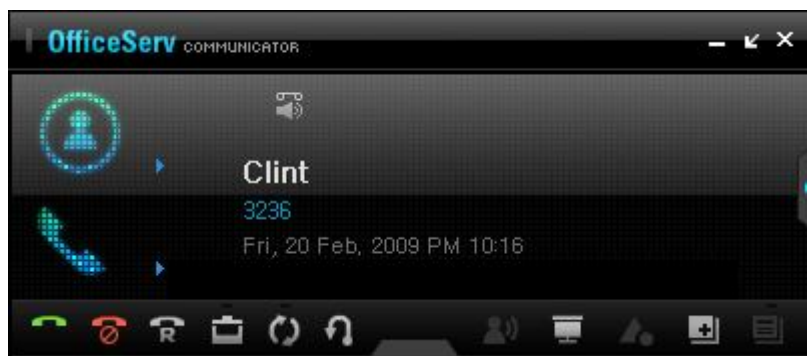
⑤ Shrink UC Main Control button

Reduces the size of the **OfficeServ** Communicator UC Main Control. The **OSC** provides three different sized forms of the UC Main Control.

- To shrink the size of the currently displayed main screen, click the  button at the top right of the main screen. To enlarge the size of the shrunken UC Main Control, click the  button at the top right of the UC Main Control.
- The Full View is the factory default setting. Through Configuration > Options users can select the View they want to see when the OSC opens.

The pictures below show examples of the three forms of the main screen.

(Full View) - Default UC Main Control screen size



(Mini)



(MiniBar)



6 Hide button

Hides the **OSC** window and displays an icon in the Windows system tray.

7 Show/Hide Dialpad button

Shows or hides the Dialpad screen of the **OSC**.

8 Customized menus

Using the Configuration screen of the **OSC** you can assign up to 4 menus to customize your UC Main Control. *(details for each of the below options are discussed later in this manual.)*

- [Messenger Contacts]: Allows access and Visibility of Status indication to all contacts on the **OfficeServ** Messenger server. (Default)
- [PhoneBook]: Allows access to the Phonebook menu. (Default)
- [Call Log]: Allows access to the Call History menu. (Default)
- [Messages]: Allows access to the Messages menu. (Default)
- [Schedule]: Allows access to the Schedule menu.
- [View Recordings]: Allows access to the View Recordings menu.



NOTE

Customized menus are only available when the UC Main Control is in Full View.

9 Function buttons

- [Video Window]: Opens the video window. Video calls can be made between users registered on the same system.
- [Conference]: Allows access to the Voice Conference function.
- [Option Menu]: Allows the Option menu to be used during a call.
 - Memo: Opens a memo window allowing you to type some notes or comments that will be saved with the call reference in the Call Log.
 - SMS: Opens the SMS window so you can send a text message to another subscriber.
 - Start Recording: Starts the OSC recorder allowing you to record the current conversation.
 - Start Video Recording: Starts the OSC video recorder allowing you to record a video session between you and another user on the same system.
- [Hold] button: Allows a current call to be held temporarily.
- [Program Key]: Displays the programable keys currently assigned.
- [Soft Key]: Allows access to the Soft keys available while talking on the phone of logged into VM.

10 Show/Hide Call List button

Shows or hides the Call List screen.

(This can only be used when in the DeskPhone mode.)

11 [Call]/[End]/[Redial]/[Hold]/[Transfer]/[Pickup]

- [Call]: press to make a call or when your phone is ringing answer a call.
- [End]: press to end/terminate a call.
- [Redial]: press to call the most recently dialed number.
- [Hold]: Allows the user to place a caller on hold.
- [Transfer]: Allows a call to be forwarded to other person during a call.
- [Pickup]: Allows a call which is ringing on other person's phone to be answered.

12 Animated icon indicating phone status

- Displays the phone's status with an animated icon. If the little blue arrow to the right of the Phone Status icon is pressed a Functions Menu Window opens with additional functionality. ([details on the Functions Menu Window are discussed later in this manual](#))



Idle



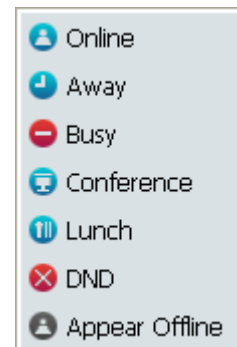
On the Phone



DND

13 Animated icon indicating user status



Displays the user status with an animated icon. This is used for Presence Awareness. When the little blue arrow to the right of the User Status icon is pressed the user can select the Presence Status they want displayed to other **OfficeServ** Messenger users on the system.



OSC Control Details

Video Window

As it's name would imply, the Video Window displays both your video stream as well as the video stream of the user you are speaking with. Both users **MUST** be using either Communicator in Video mode or an SMT-i5243 phone with an optional USB Video camera installed. Both users **MUST** be on the same system.

- The Video screen is displayed when you click the  button during a video call or is displayed automatically when you make or receive a video call. To close the Video screen, click the  button located at the top right.



Video Call Function To use the Video Call function, the call mode must be set to [Video Mode]. For more information on the call mode, refer to the 'Video Tab' section of the 'Configuring the OfficeServ Communicator Options' section.




Picture In Picture (PIP)

The PIP screen refers to a small screen displayed on top of the Video screen during a video call. The large screen displayed during a call shows the scenes being received from the opposite party. The small screen, displayed on top of the large screen, shows the scenes being sent to the opposite party.





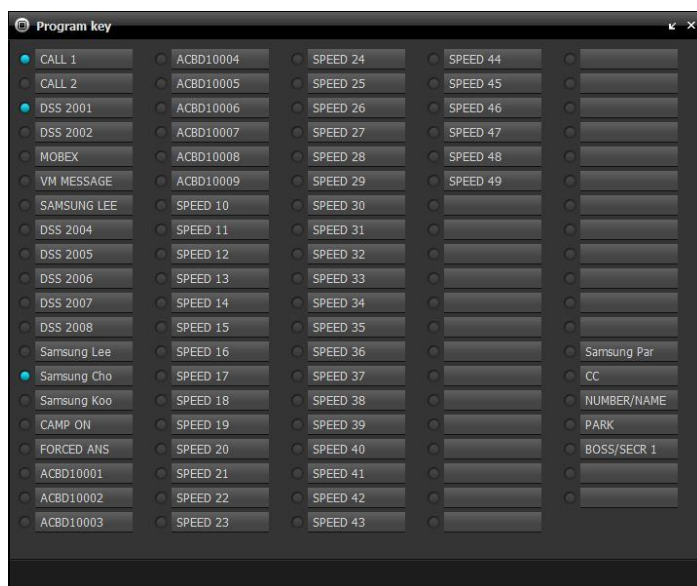
Program Key Window

The Program Key Window displays various functions provided by the system as shortcut buttons. These buttons were assigned to a user by a system administrator. A function can be run by clicking the corresponding button. There can be as many as 5 pages of 20 buttons each.

To show the Program Key Window in the standby state or during a call, click the  button.

To close the Program Keys screen, click the  button located at the top right.

To enlarge the Program Keys screen, click the  button located at the top right. and to restore the Program Key Screen, click the  button.



This Program Key Window is also often referred to as the AOM.

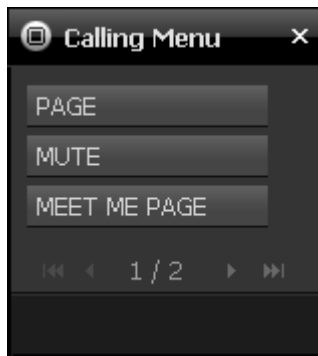


Items Displayed in the Program Keys Screen

The items displayed in the Program Keys screen are often different for every user depending on the functions enabled in the system.

Soft Key Window

Much like Program Keys & the Function Menu, the Soft key window gives the user easy access to functions and features they may require. The Soft Key window(s) is only available when the user is on



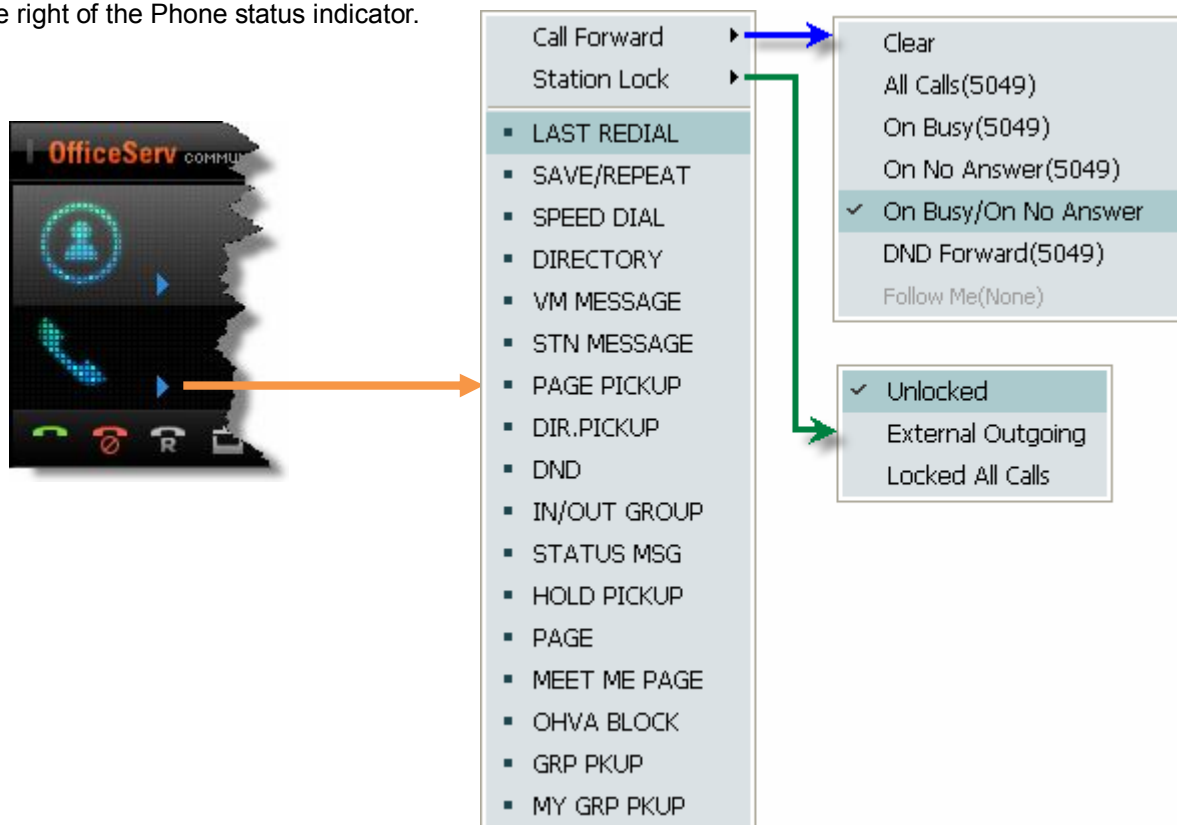
the phone. The Soft Keys available will change based on the call type. Options may be different depending if you the user is on an Intercom call, a Trunk call, connected to their VM listening to a message, etc....

◀ The two figures to the left are an example of a Soft Key window displayed during a Trunk call.

Functions Menu Window


The Functions Menu Window displays convenient commonly used features of the system. The OSC lists them as a menu item. Simply Click a menu item to use a specific function.

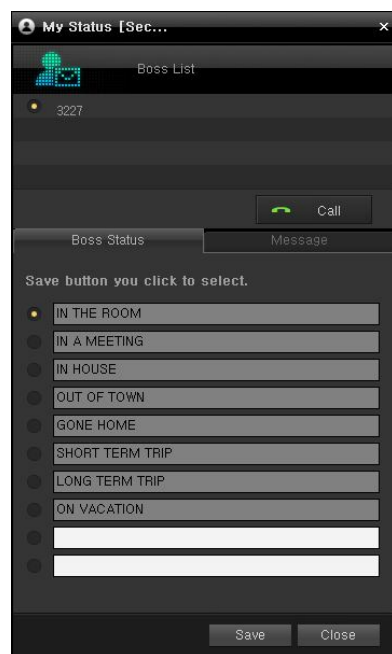
The figures below are an example of the Functions Menu Window displayed by clicking the blue arrow to the right of the Phone status indicator.




Boss Status Display Window

This window is displayed only for OSC where the Exec/Secretary function is set. Administrative Assistances (formerly referred to as Secretaries when the original feature was 1st developed) can conveniently manage the absent status of the Boss.

This window can be opened by clicking  Exec./Secr. when enabled on the OSC SideBar where the Exec/Secretary function is configured.



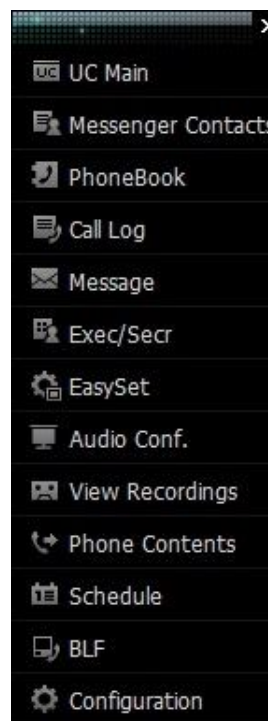
Windows System Tray OSC Menu

If you right-click on the OfficeServ Communicator icon () in the Windows system tray, the following context menu is displayed. Since it is used in a similar way with similar functionality as the Sidebar they will be explained together.

▼ Windows System Tray context menu



▼ OSC SideBar



| Item | Description |
|--------------------|---|
| SideBar | Displays the SideBar |
| Configuration | Allows you to configure various OSC options. <i>For more information, refer to the 'General Tab' section of the 'Configuring the OfficeServ Communicator Options' section.</i> |
| UC Main | Pops open and/or assigns focus to the UC Main Control when the OSC UC Main is closed or not visible behind another program. |
| Messenger Contacts | Opens the OSC Messenger Contacts status monitor. Users can see the Status of other Messenger Users on the system. It will also provide a BLF condition for those users. <i>For more information, refer to the 'IM/PS' chapter.</i> NOTE: This menu item is only shown in the OSC Professional Installation Mode. |

| | |
|-----------------|---|
| PhoneBook | Opens the OSC Information Box to the PhoneBook section. <i>For more information, refer to the 'Phonebook' section of the 'Menu Functions' chapter.</i> |
| Call Log | Opens the OSC Information Box to the Call Logs section. Allows access to the Call History. <i>For more information, refer to the 'Call History' section of the 'Menu Functions' chapter.</i> |
| Message | Opens the OSC Information Box to the Messages section. Allows access to the SMS/Text Message History for that user.. <i>For more information, refer to the 'Messages' section of the 'Menu Functions' chapter.</i> |
| Exec./Secr. | Opens the Boss Status Display Window. NOTE: This menu item is enabled only if the Exec./Secr. function is enabled for the ID in the system. |
| Easysset | If the Easysset URL has been listed in OSC Configuration > ETC. Clicking this Easysset button will connect the user to the Link Server V3 <i>For more information, refer to the Easysset section of the 'Menu Functions' chapter.</i> |
| Audio Conf. | Opens the Audio Conference Window. <i>For more information, refer to the 'Voice Conference' section.</i> |
| View Recordings | Activates the View Recordings screen during a call. <i>For more information, refer to the 'View Recordings' section of the 'Menu Functions' chapter.</i> |
| Phone Contents | Opens the Contents Management window. From here users can move images to and from the SMT-i5243 Phone. These images can be used for Wallpaper, PhoneBook icons, and as the telephone's Screen Saver. In addition ringtones can be uploaded to the SMT-i5243 as well. NOTE: This item is only available if the user is running in either OSC Basic or Professional UCPhone Mode |
| Schedule | Allows access to the Schedule menu. <i>For more information, refer to the 'Schedule' section of the 'Menu Functions' chapter.</i> |
| BLF** | Open the BLF(Busy Lamp Field) View tool. The BLF view allows the OfficeServ Communicator users to easily monitor the status of individual ports |
| DDE | Allows the user to Connect or Disconnect to/from the DDE Server. Selecting Connect to DDE opens the DDE Server Configuration Window. |
| Presence | This is only available in OSC Professional Installation Mode. From here the user can select their current Status: Online, Away, Busy, Conference, Lunch, DND, and Appear Offline. |
| OSC Information | Displays the Copyright and Version information of the OfficeServ Communicator |
| Help | Opens a searchable User Manual NOTE: This searchable User Manual was not written specifically for the US market. It may contain references to items not available in the US, and may not have all items currently being offered in the US. |
| Login/Logout | Logs the user In/Out of the OfficeServ Communicator. |
| Exit | Logs the user out of the OSC, closes the UC Main Control and exits the application. |

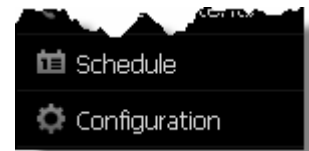
**NOTE**

BLF function is supported by OfficeServ Communicator V1.1.0.12 or later version.

Configuring the OfficeServ Communicator Options

The OSC Configuration contains all the user defined parameters and settings to required to have the OSC connect with the System and various other Servers. In the the next few pages we will discuss those parameters and settings and the Tabs in the Configuration wheer you can find them. First we need to open the OSC Configuration.

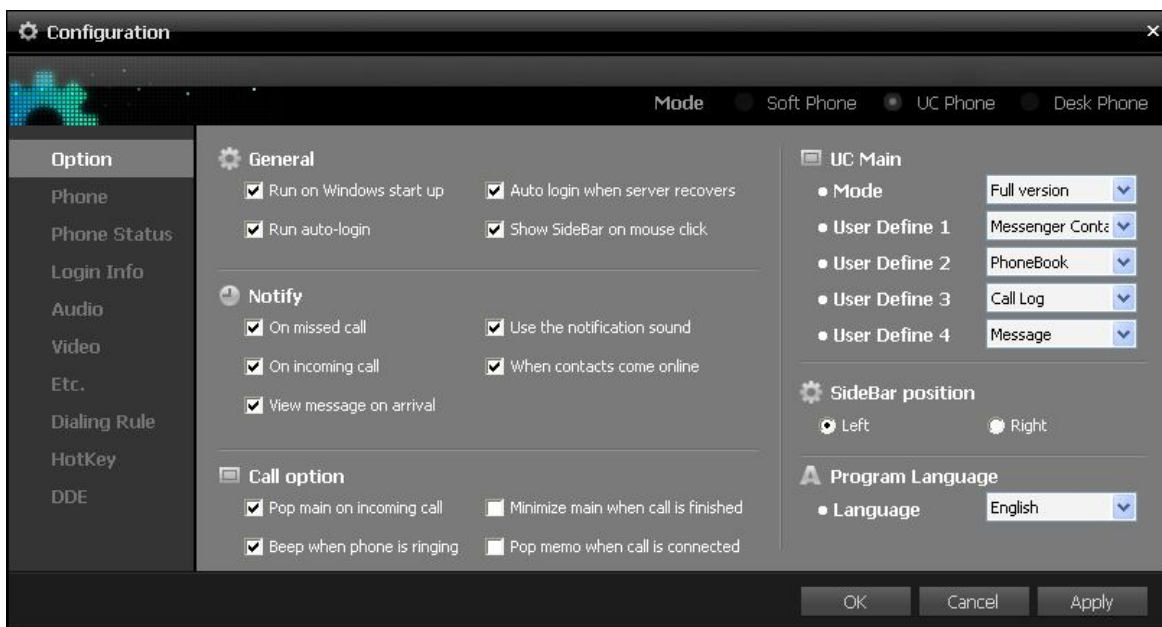
1. Click the **[Configuration]** icon in either the **OSC SideBar** (shown on the right) or the Windows System Tray **OSC Menu** (not shown).



Option Tab

The [Option] tab contains the settings for how the user interfaces with the UC Main Control.

2. Select the **[Option]** tab in the Configuration screen.



| Item | Option | Description |
|---------|----------------------------------|---|
| General | Run OSC when the computer starts | When checked, the OfficeServ Communicator is run automatically when the computer starts. |
| | Run Auto-Login | When checked, the OSC will not ask for OSC login credentials. |
| | Auto Login when server recovers | When checked, the OSC will reconnect to the OfficeServ Messenger server if the server or service stops and restarts for any reason. |
| | Show SideBar on Mouse click. | When checked, the Sidebar will slide open only when it is clicked. When unchecked the SideBar will slide open on a Mouse Over event. |

| | | |
|------------------|-------------------------------------|---|
| Notification | On Missed Call | When checked, if a call is received while you are away from your desk the OfficeServ Communicator pops a notification window letting you know you missed a call(s). |
| | On Incoming Call | When checked, the OSC pops a window with CID information if CID received. The OSC will make effort to reference that CID with information you have entered in your PhoneBook. |
| | View Message on Arrival | When checked, if an SMS is received the OfficeServ Communicator notifies you of it. |
| | Use the notification sound. | When checked, the notification sound is enabled. |
| | When Contacts come online | When checked, if a user registered in your Buddylist logs in to the server, the OfficeServ Communicator notifies you of it. |
| Call Option | Pop Main on incoming call | Opens or brings the UC Main Control forward when an incoming call is ringing. |
| | Beeps when phone is ringing | When checked, if a call or message is received the OfficeServ Communicator beeps (with the PC speaker tones) to notify the user. If this checkbox is checked in your OfficeServ Communicator and a call or message is received to it, other persons can know of it easily and pick it up for you with their OfficeServ Communicator. |
| | Minimize main when call is finished | When checked, the UC Main Control will automatically minimize when the call has ended. |
| | Pop Memo when call is connected | When checked, if you are connected to an opposite party, the Memo window is displayed automatically. |
| Program Language | Language | Select the desired language for the OSC PC Interface. If you change from One language to another, you must exit the OSC and then launch it again. |
| UC Main | UC Main Control Mode | Sets the initial mode of the UC Main Control Mode; Full, Mini, or MiniBar. |
| | Custom Buttons | Sets the custom buttons the user will have available from the UC Main Control Full version. |

Phone Tab

In the Phone tab, the options related to the Phone function of the **OfficeServ** Communicator can be configured.

3. Select the **[Phone]** tab in the Configuration screen.

The screenshot shows the 'Configuration' window with the 'Phone' tab selected. The 'Mode' section at the top has radio buttons for 'Soft Phone', 'UC Phone' (selected), and 'Desk Phone'. The 'Function Select' section contains four dropdown menus: 'Dial Mode' (Overlap), 'Answering Mode' (Ringing), 'Station Name' (Scott Hoek), and 'Language' (English). The 'Station On/Off' section contains eight checkboxes: 'AUTO HOLD' (checked), 'AUTO TIMER' (checked), 'PAGE REJOIN' (checked), 'AME PASSWORD' (checked), 'DISPLAY SPD NAME' (checked), 'AUTO CAMPON' (checked), 'CID REVIEW ALL' (checked), and 'AUTO ANS CO CALL' (unchecked). At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

- The functions in this section are all system functions. Therefore, they only operate normally if they are enabled in the **OfficeServ** system.

| Item | Option | Description |
|-----------------|----------------|---|
| Function Select | Dial Mode | Select the Dial mode. (Select either Batch mode or Sequential mode.) - Enbloc: A call is made when you first enter a phone number and click the [Call] button. If you enter a wrong number, you can delete it and enter the correct number again. - Overlap: A call is made immediately as a phone number is entered. If a wrong number is entered, the [End] button has to be clicked to disconnect the call and enter the correct number again. |
| | Answering Mode | Set the desired Answer mode of the OfficeServ Communicator to be used when a call is received. - Ringing: The phone rings when a call is received. - Auto Answer: When a call is received, it is connected automatically. - Announcement Answer: When a call is received, the speaker turns itself on so that the voice of the caller can be heard. At this time, the listener's voice is not heard by the caller. If the receiver or the [Speaker] button is pressed, the caller is connected to the listener and they can speak. |
| | Station Name | Sets the name that other users see when they call you or you call them. |
| | Language | Changes the display language of the SMT-i Series phone |

| Item | Option | Description |
|----------------|-----------------------|--|
| | Boss Answering | This function is available only in an OfficeServ Communicator set as a director (secretary). Set the Director Answer mode of the OfficeServ Communicator. |
| | Internal Call Display | Set what is displayed on the station buttons in the Program Keys screen. - Number: Displays station numbers in the Program Keys screen. - Name: Displays station names in the Program Keys screen. |
| Station On/Off | AUTO HOLD | When checked, if a different trunk is selected while the you are talking on a trunk call, this existing trunk call is held automatically. |
| | DISPLAY SPD NAME | When checked, if you make a call using a system speed dial, the name of the speed dial is displayed. |
| | AUTO TIMER | When checked, if a specific period time is passed when you are talking on a trunk call, the call duration is displayed automatically. |
| | AUTO CAMPON | When checked, if another trunk call is received while you are talking on a trunk call, the OfficeServ Communicator automatically makes that call wait without playing the busy tone to the person who made it. |
| | CID REVIEW ALL | When checked, the function which displays the caller identification when a call is received is enabled. |
| | AME PASSWORD | When checked, you have to enter the password to change the Announce MESSage (AME) status. |
| | AUTO ANS CO CALL | When checked, trunk calls are automatically answered. |

Phone Status Tab

In the [Phone Status] tab, you can configure the various options related to the system.

4. Select the **[Phone Status]** tab in the Configuration screen.

The screenshot shows the 'Configuration' window with the 'Phone Status' tab selected. The left sidebar lists various configuration options: Option, Phone, Phone Status (selected), Login Info, Audio, Video, Etc., Dialing Rule, HotKey, and DDE. The main area is divided into three sections: 'Call Forward', 'Phone Password', and 'Absent Message'. The 'Call Forward' section has radio buttons for 'Clear', 'All Calls', 'On Busy', and 'On No Answer', each with a text field containing '5049'. There are also checkboxes for 'On Busy/On No Answer', 'DND Forward' (with a text field '5049'), and 'Follow Me'. The 'Phone Password' section has a 'Change' button. The 'Absent Message' section has a 'Clear' checkbox and an 'Absent Msg Edit' button.

| Item | Option | Description |
|-----------------|----------------------|--|
| Call Forward | Clear | Disables/clears Call Forwarding on the Phone for that user. It does not clear the Forwarding destinations. |
| | All Calls | Forwards all received calls. |
| | On Busy | Forwards only the calls received while you are already talking on the phone. |
| | On No Answer | Forwards calls only if they are not answered. |
| | On Busy/On No Answer | Forwards calls if they are received during a call or are not answered. |
| | DND Forward | Select this option when you do not want to answer the received calls and forward all of them to another phone or VM. |
| | Follow Me | If other OSC (or keyphone) user sets the call forwarding function that the calls received to his OfficeServ Communicator are to be forwarded to your OfficeServ Communicator, his phone number is displayed in the input field next to this option button. |
| Phone Password | Change | Allows the user to change the user password of their SMT-i Series phone |
| Absence Message | Clear | You can set a message to be displayed for the calling user when you are absent. You can also enable or disable this function. |
| | Absent Msg Edit | Some absent messages are user definable. Click the edit button to edit definable messages. |



Note

Absence Message

The messages 1 to 15 are the system messages registered in the system. The messages 16 to 20 are the custom messages you can modify. To modify the absence message, select one of the messages 16 to 20 and enter the new message text. Then click the [Modify] button.

Login Info Tab

In the [Connection] tab, you can configure the various environmental settings related to connecting your OfficeServ Communicator to the appropriate server(s) and system.



Note

OSC must be Logged Off to make changes to the Login Info Tab

Only the Update Server IP can be changed on this tab while the OSC is logged in.

5. Select the **[Login Info]** tab in the Configuration screen.

<SoftPhone Mode>

The screenshot shows the 'Configuration' window with the 'Soft Phone' mode selected. The 'Login Info' tab is active in the left sidebar. The main area is divided into three sections: 'Device', 'Messenger', and 'Update'. The 'Device' section contains fields for Station ID (2101), Password (masked), Computer IP (192.168.1.115), System IP (192.168.1.105), and System Port (6000). The 'Messenger' section contains fields for ID (jane@osm.com), Password (masked), Server IP (192.168.1.110), Server Port (5070), and Client Port (5070). The 'Update' section contains a field for Server IP (192.168.1.110). At the bottom right are 'OK', 'Cancel', and 'Apply' buttons.

| Section | Field | Value |
|-----------|-------------|---------------|
| Device | Station ID | 2101 |
| | Password | •••• |
| | Computer IP | 192.168.1.115 |
| | System IP | 192.168.1.105 |
| | System Port | 6000 |
| Messenger | ID | jane@osm.com |
| | Password | •••••• |
| | Server IP | 192.168.1.110 |
| | Server Port | 5070 |
| | Client Port | 5070 |
| Update | Server IP | 192.168.1.110 |

<UCPhone Mode>

Configuration

Mode: ☐ Soft Phone ☒ UC Phone ☐ Desk Phone

Device

- Station ID: 8237
- Password:
- Computer IP: ☒ Auto ☐ Manual
- Phone IP: 192.168.1.115
- Phone IP: ☒ Auto ☐ Manual

Messenger

- ID: jane@osm.com
- Password: [Change](#)
- Server IP: 192.168.1.110
- Server Port: 5070
- Client Port: 5070

Update

- Server IP: 192.168.1.110

OK Cancel Apply

<DeskPhone Mode>

Configuration

Mode: ☐ Soft Phone ☐ UC Phone ☒ Desk Phone

Device

- Device ID: 8237
- Password:
- Link IP: 192.168.1.110
- Link Port: 6000

Messenger

- ID: jane@osm.com
- Password: [Change](#)
- Server IP: 192.168.1.110
- Server Port: 5070
- Client Port: 5070

Update

- Server IP: 192.168.1.110

OK Cancel Apply

| Item | Option | Description |
|-------------------|-------------|--|
| Phone Information | Station ID | The Station ID to be used by the OfficeServ Communicator that represents the user. Usually their extension number. |
| | Device ID | The Device ID to be used by the OfficeServ Communicator that represents the user. Usually their extension number. |
| | Password | The password corresponding to the users Station ID |
| | Link IP | Enter the IP address of the OfficeServ Link server. |
| | Link Port | Enter the number of the OfficeServ Link server port. - The default is 6000. |
| | System IP | Enter the IP address of the OfficeServ System. |
| | System Port | Enter the number of the OfficeServ Link server port. - The default is 6000. |
| | Computer IP | Enter the IP address of the user's PC. |
| | Phone IP | Enter the IP address of the user's UC Phone. |
| Messenger | ID | The ID to be used when logging in to the OfficeServ Messenger server. |
| | Password | The password to be used when logging in to the OfficeServ Messenger server. |
| | Server IP | Enter the IP address of the OfficeServ Messenger server. |
| | Server Port | Enter the number of the OfficeServ Messenger server port. - The default is set to 5070. |
| | Local Port | Enter the number of the port through which data is to be received to the user's PC from the OfficeServ Messenger server. - The default is set to 5070. |

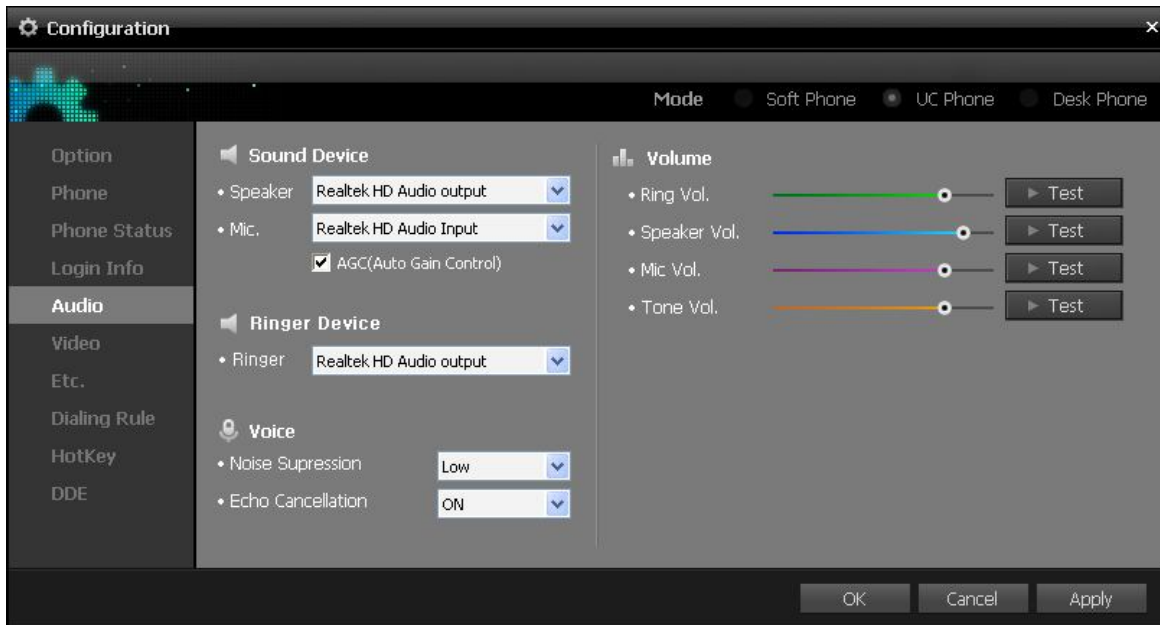


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Audio Tab

In the [Audio] tab, you can configure the devices to use on the PC where your OfficeServ Communicator is installed and set the various sound volumes.

6. Select the **[Audio]** tab in the Configuration screen.

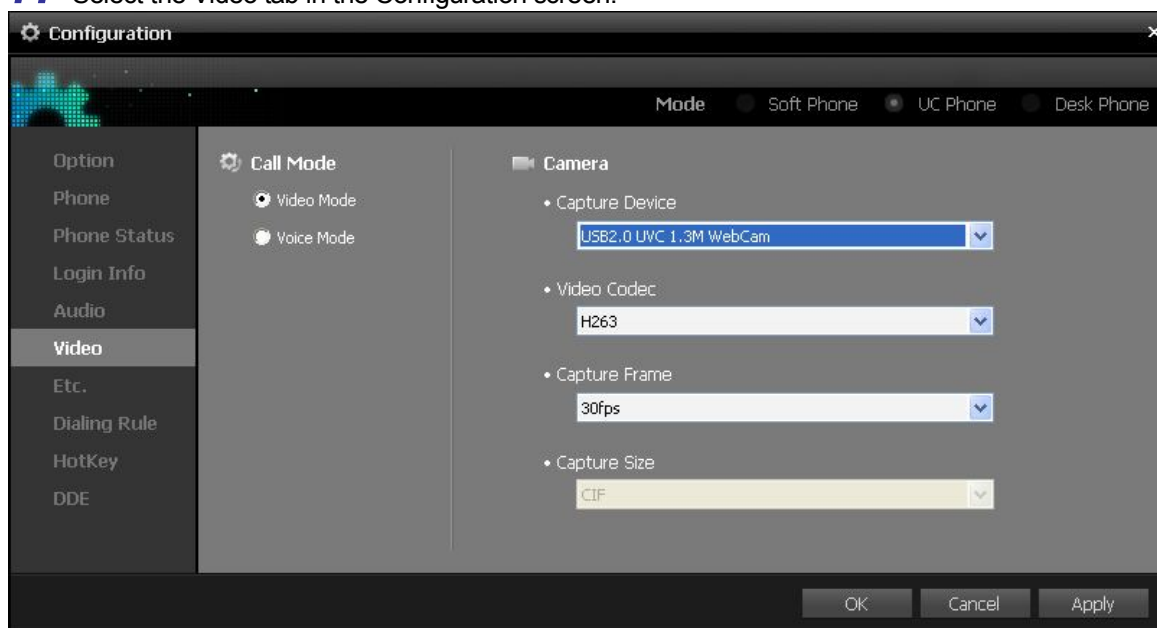


| Item | Option | Description |
|---------------|----------------------------|--|
| Sound Devices | Speaker | Select the audio output device (speaker) to be used by the OSC . |
| | Mic. (<i>Microphone</i>) | Select the audio input device (microphone) to be used by the OSC . |
| | AGC | When checked, the Auto Microphone Volume Control function is enabled. |
| Ringer Device | Ringer | Select the audio output device (speaker) to be used by the OSC when a call is ringing. |
| Voice | Noise Supression | Set one of four levels of noise supression; Off, Low, Mid, High. Noise supression reduces the microphone noises during a call. |
| | Echo Cancellation | When on it reduces and/or removes echoes during a call. |
| Volume | Ringtone Vol. | Adjust the ringtone volume. |
| | Speaker Vol. | Adjust the speaker volume to use while you are talking. The speaker volume control displayed in the Dialpad of the UC Main Control is the same as this Speaker Volume control. |
| | Mic. Vol. | Adjust the microphone volume. |
| | Tone Vol. | Adjust the volume of the system tones, such as Hold tone and DND tone, etc. |

Video Tab

In the [Video] tab, you can configure the video call environment for the PC where your **OfficeServ** Communicator is installed.

7. Select the Video tab in the Configuration screen.

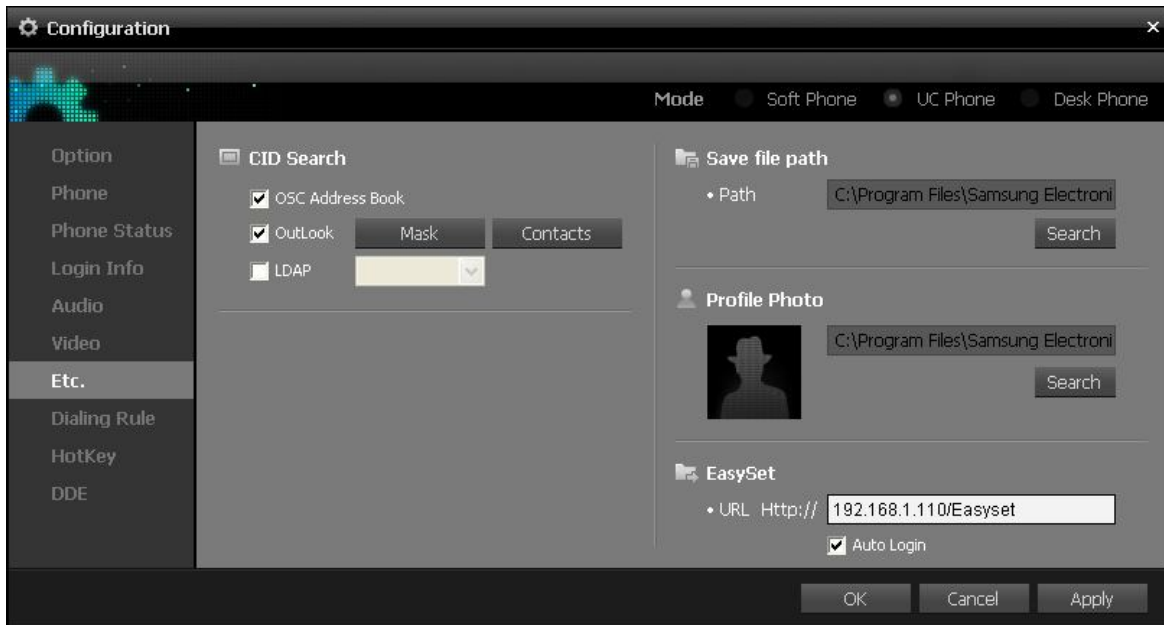


| Item | Option | Description |
|-----------|----------------|---|
| Call Mode | Video Mode | Uses the Inter-Station Video Call function in the OfficeServ Communicator. |
| | Audio Mode | Uses the Audio Call function only in the OSC , without using the Inter-Station Video Call function. |
| Camera | Capture Device | Shows a list of installed cameras. |
| | Video Codec | Select the video codec to apply when a video call is received. * The H.264 codec is applied to only the video calls between OSC users. |
| | Capture Frame | Set the capture frame size of the camera to apply in a video call. * Preferentially, the capture frame is adjusted automatically according to the CPU load rate. |

Etc. Tab

In the [Etc.] tab, you can set your avatar and configure other environmental settings for your **OfficeServ** Communicator.

8. Select the **[ETC]** tab in the Configuration screen.



| Item | Option | Description |
|--------------------------|---|---|
| Location of the Main Bar | Left | Displays the Main Bar at the left of the screen. |
| | Right | Displays the Main Bar at the right of the screen. |
| CID Search | OSC Address Book | Searches the OSC's Internal PhoneBook Contacts based on the incoming CID received. |
| | Outlook [Mask] | Sets the mask variable used to match incoming CID against stored contact phone numbers |
| | Outlook [Contacts] | Searches Microsoft Outlook Contacts based on the incoming CID received. |
| | LDAP | Searches the LDAP based on the incoming CID received. |
| Save file path | Path | Sets the path to a location used by the OSC to save files when it receives a file or captures screens for a video call. |
| Avatar | Set the avatar to be shown to the opposite party during a video call if user's Camera is off or when in a chat session. | |
| Easyset | Enter the Easyset server URL. Also if you wish to not have to login into Easyset and use the Station ID and Password as set in the Login Info tab as your login credentials for Easy set place a check in the check box for Auto Login. | |

Dialing Rule Tab

In the [Dialing Rule] tab, you can modify the PC dialing rules as set in Control Panel.

9. Select the **[Dialing Rule]** tab in the Configuration screen.

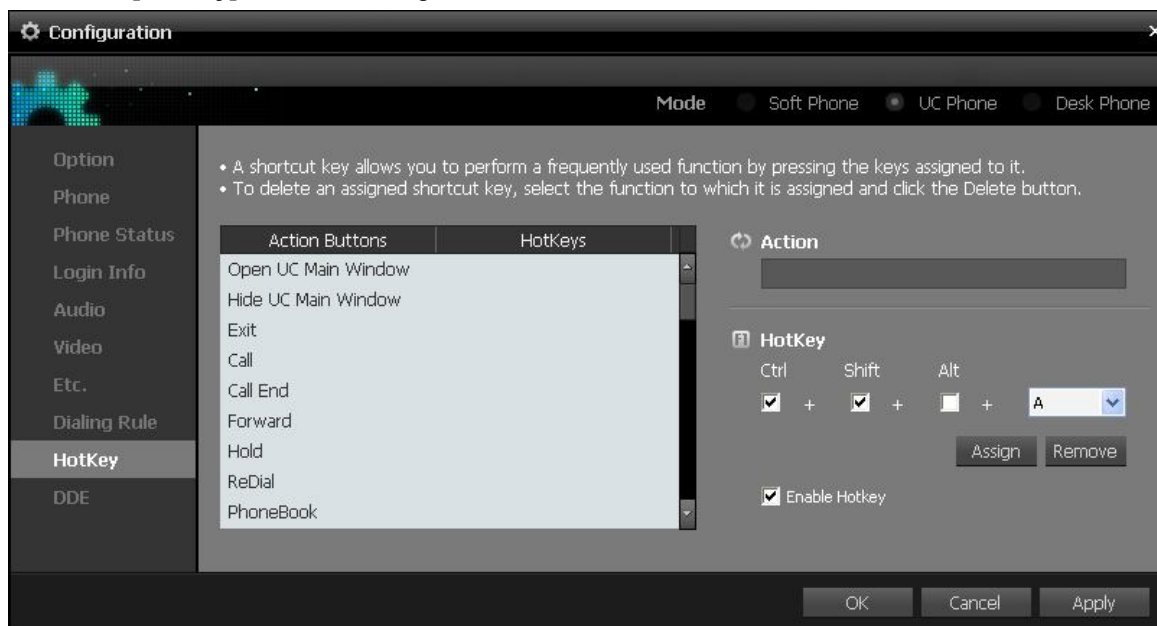
The screenshot shows the 'Configuration' window with the 'Dialing Rule' tab selected. The left sidebar lists various configuration options, with 'Dialing Rule' highlighted. The main area is divided into two sections: 'Dialing Position' and 'Dialing Rule'. 'Dialing Position' includes a dropdown for 'Country/Region' (set to 'United States') and a text field for 'Area Code'. 'Dialing Rule' includes four text fields for 'Access Code for Local Calls', 'Access Code for Long-Distance Calls', 'Carrier Code for Long-Distance Calls', and 'Carrier Code for International Calls'. The first two fields contain the number '9'. At the bottom right are 'OK', 'Cancel', and 'Apply' buttons.

| Item | Option | Description |
|------------------|--------------------------------------|---|
| Dialing Position | Country/Region | Select the country to pull the dial plan from. |
| | Area Code | Enter your local Area Code |
| Dialing Rule | Access Code for Local Calls | Enter the code required by the System for making a Local call |
| | Access Code for Long Distance Calls | Enter the code required by the System for making a Long Distance call |
| | Carrier Code for Long Distance Calls | Enter the code required by the Carrier for making Long Distance calls |
| | Carrier Code for International Calls | Enter the code required by the Carrier for making International calls |

HotKey Tab

In the [HotKey] tab, you can assign HotKeys to functionality you may want easy access to. 214-207-2632

10. Select the **[HotKey]** tab in the Configuration screen.

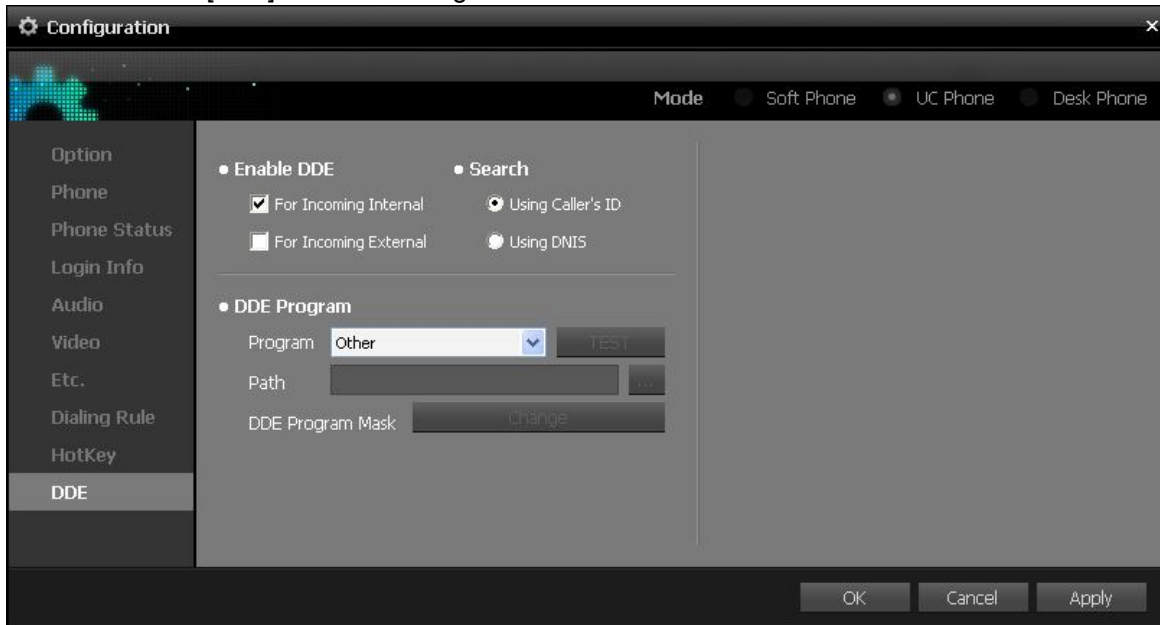


Scroll through the action buttons available and assign a combination of keys to the functionality desired.

DDE

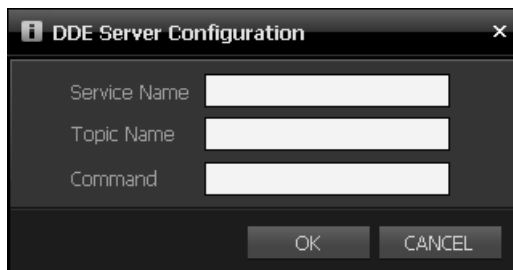
In the [DDE] tab, you can configure the DDE program.

11. Select the [DDE] tab in the Configuration screen.

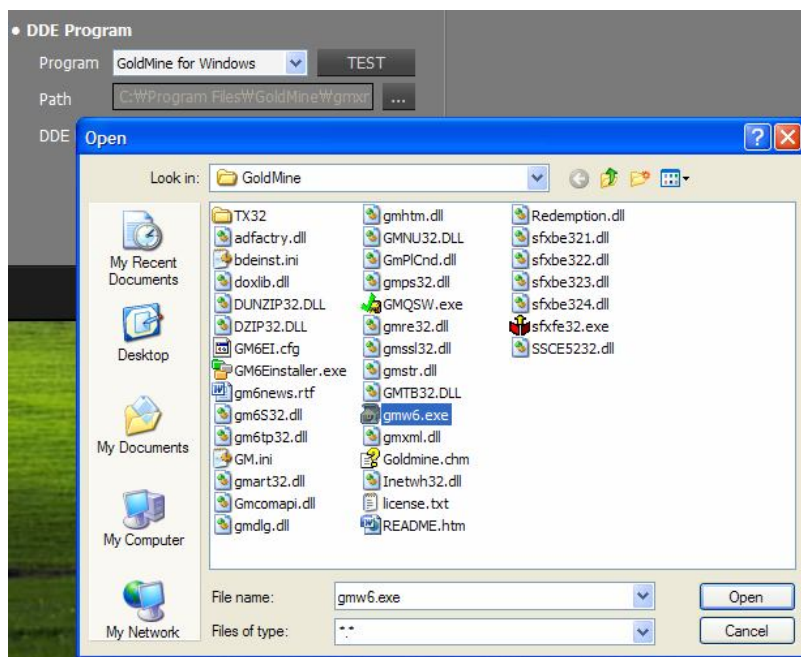


| Item | Option | Description |
|-------------|---|--|
| Enable DDE | For Incoming Internal | Sets whether to use station lines when using DDE. |
| | For Incoming External | Sets whether to use external lines when using DDE. |
| Search for | Sets the item to search for. Select either Using Caller's ID or Using DNIS. | |
| DDE Program | Program | Select either Other or Goldmine for Windows |
| | Path | Sets the paths of the DDE programs.. |

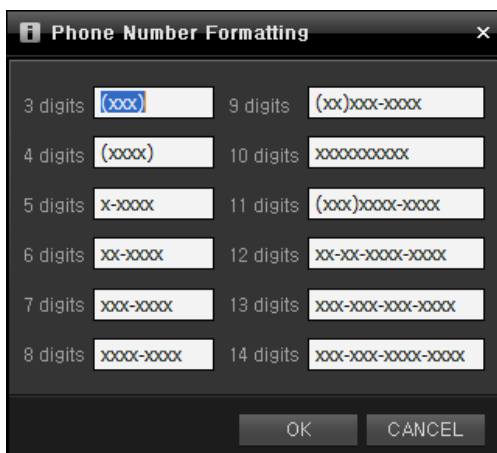
- A.** You can select "Goldmine" or "Other" as the DDE program.



- B.** If you have selected "Goldmine" as the DDE program, you can click the "..." button next to the "Location" field and set the path of the selected program so that it can be run automatically when DDE initialization is performed.

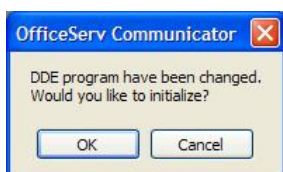


- C.** You can set phone number formats by clicking the "Change" button next to the "DDE Program Mask" field. An "x" denotes a digit.



For example, assume that a 7-digit phone number is saved in the xxx-xxxx format in the Goldmine program. But, since the OSC program transmits a CID in the xxxxxxx format, when it transmits a phone number to the Goldmine program, it must transmit it after changing it to the xxx-xxxx format so that the Goldmine can display the user information. Therefore, in this case, in the "Phone Number Format Setting" window, you have to set the mask 'xxx-xxxx' that matches 7 digits and then click the "OK" button.

- D.** Click the "OK" or "Apply" button to apply the changed settings. If you have changed the DDE program, the following message box is displayed.



Chapter 4: Getting Started

Making A Call

Before Making a Call

This section describes the functions used for making calls. For information on each function, refer to each function description section.

| Category | Intercom Call | External Call |
|-----------|--|---|
| Functions | <ul style="list-style-type: none">- Making an Intercom Call- Busy Station Callback- Camp On- Connecting to an Operator | <ul style="list-style-type: none">- Making an External call- Redial- Busy CO line Callback- Redialing a CO line- Parking Orbit- Saving Phone Numbers- Making a Call to the Saved Phone Number |
| | <ul style="list-style-type: none">- Dialing the Most Recently Called Number- Making a call using the Recent Call Log- Making a call using a system speed dial number- Making a call using Personal directory dial number- Making a Call Using a Directory Name | |

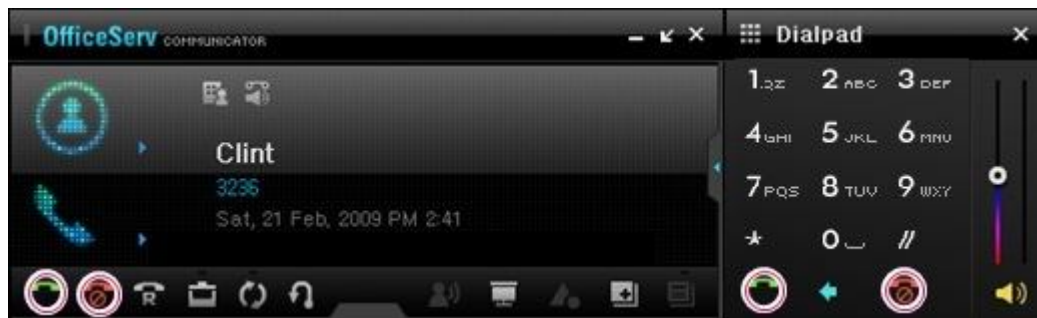
Making Calls

This section describes the functions for making calls using OfficeServ SoftPhone.

This user guide describes how to make a call in the [Enbloc] mode by using the [Send] or [End] button.

Making Calls by Using the [Send], [Speaker], or [End] Button

Click **[Send]** to make a call. Click **[End]** to end the call.



Making Calls by Using the Keyboard

1. Enter a phone number in a wait state by using the keyboard.
2. Press the [Enter] key in the keyboard or click the [Send] button to make a call.
3. After a call is completed, press the [Esc] key in the keyboard or click the [End] button.

Making Calls by Using the Dial Buttons on the Numpad

1. Enter a phone number in a wait state by using the dial buttons on the numpad.

□ If the numpad window is not displayed, click the  button to display the numpad window.



2. Click the [Send] button to make a call.

Making a Call

This function allows you to make a call.

Making a Call

Follow the steps below to make a call:



1. Enter the target station number while in standby state.



2. Click [Send]. The ring-back tone rings.



3. Speak to the recipient when the recipient answers the call.



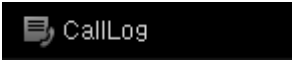
NOTE

Dial Mode

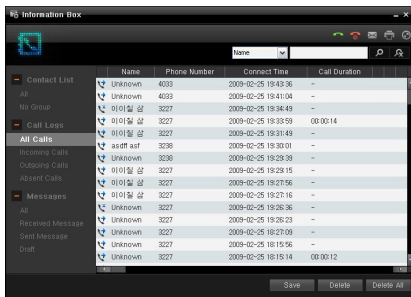
- When the 'Enbloc mode' is set in OfficeServ SoftPhone, press a phone number and click [Send] to make a call. When the 'Overlap mode' is set, only press the phone number to make a call. This user guide mainly describes cases where the dial mode is 'Enbloc'.
- For details on the dial mode, refer to [System Config.] tab of 'OfficeServ SoftPhone Option Settings'.

Making a Call from the Recent Call History

You can make a call from your recent call history.



1. Click the [Call] button in the standby state



2. The phone numbers of the recently received or sent calls are displayed sequentially starting from the most recent.



3. To make a call, select a history entry and click the [Make Call] button or right-click on it and click [Make Call] from the menu displayed.



NOTE Making a Call from a Call List

For more information on how to make a call from the Recent Call List/Dialed Call List/Received Call List, refer to the 'Call History' section of the 'Menu Functions' chapter.

Saving a Phone Number

To save a phone number from the recent call history, select a history entry and click the Save Number button.

Answering A Call

Before Answering a Call



This section describes functions for answering calls. For information on each function, refer to each function description section.

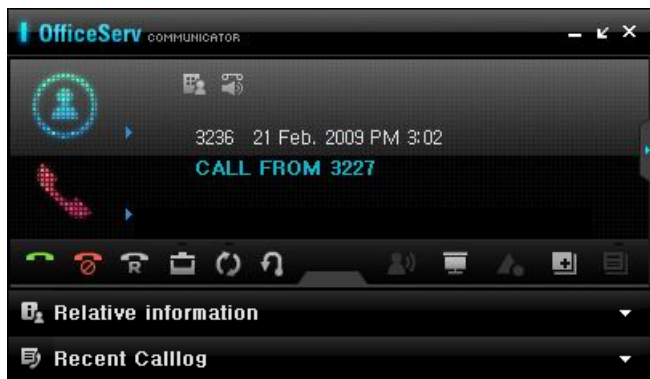
| Category | Intercom Call | External call |
|-----------|--|--|
| Functions | <ul style="list-style-type: none">- Answering an Intercom Call- Answering a Call in Auto Answer Mode- Answering a Call in Page Answer Mode | <ul style="list-style-type: none">- Answering an External call- Answering an External Call Using a Night Service Bell |
| | <ul style="list-style-type: none">- Call pickup- Group call pickup- Answering a camp on call | |

Answering a Call

A call can be answered by using one of the following methods in the OfficeServ Communicator. This manual mainly describes how to answer a call using the Call and End buttons.

Answering a Call Using the Call, Speaker, and End buttons.

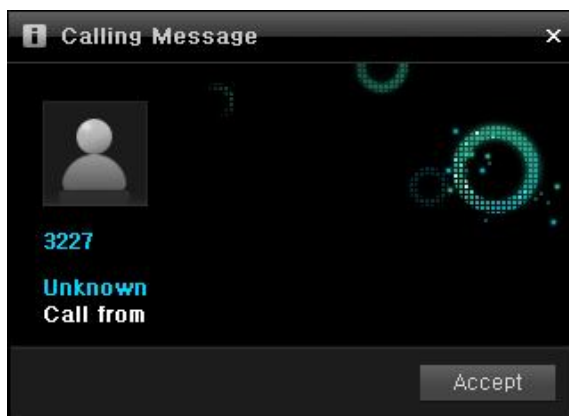
- When a call is received, you can answer it by clicking the **[Call]** button . After finishing your conversation, you can end the call by clicking the **[End]** button .



Answering a Call from the Received Call Notification Screen

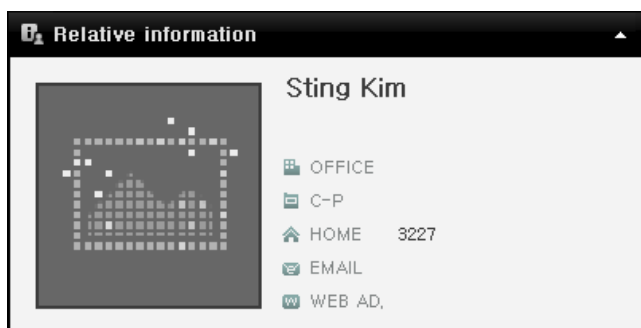
- When the OfficeServ Communicator screen is hidden, the Received Call Notification screen is displayed to notify you that there is a call just received.

1. When a call is received, the Received Call Notification screen is displayed.



2. If the number of the caller is registered in the phonebook, two bars are displayed at the bottom of the main screen. These can be clicked to view the information on the opposite party (the Opposite Party Information screen) and the recent call history to and from that number (the Recent Call History screen)

3. Click **Accept** to answer the call, i.e., to connect to the opposite party.



| Recent Calllog | | | | |
|----------------|------------|----------|---------------|--------|
| | Date | Time | Call duration | TelNo. |
| | 2009-02-26 | 09:51:33 | - | 3227 |
| | 2009-02-26 | 09:49:11 | 00:00:11 | 3227 |
| | 2009-02-26 | 09:48:47 | - | 3227 |
| | 2009-02-26 | 09:46:52 | - | 3227 |
| | 2009-02-25 | 19:34:49 | - | 3227 |
| | 2009-02-25 | 19:33:59 | 00:00:14 | 3227 |
| | 2009-02-25 | 19:31:49 | - | 3227 |



NOTE

Opposite Party Information Screen

The Opposite Party Information screen displays, by default, the name, email address, and phone number, etc. of the opposite party registered in the phonebook.

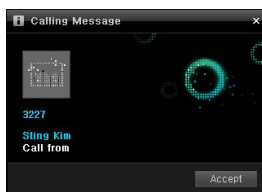
The Opposite Party Information bar which you can click to show the Opposite Party Information screen is displayed only if the opposite party is a user registered in your phonebook.

Answering a Call

This function allows you to answer the call .

Answering a Call

This function allows you to answer the call.



1. OfficeServ SoftPhone rings and displays a message notifying you that a call has arrived.

- If the ring volume is set to minimum, OfficeServ SoftPhone will display only a message.



2. Click **[Send]** to answer the call.

- Click **[Speaker]** or receiver to answer the call.



3. Click **[End]** to end the call.

- If the call was answered by clicking the receiver, click the receiver again to end the call.

Convenient Functions

Functions Available during a Call

This section describes the functions you can use while you are talking on a station or trunk call using the OfficeServ Communicator.

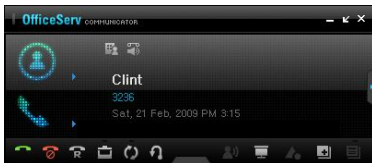
Holding a Call

If an urgent job occurs or another call is received during a call, the current call can be held for a while and then re-connected after the urgent work or other call is finished.

Holding a Station Call



1. To hold a station call while you are talking on it, click the [Hold] button.



2. The "HOLD ON" message is displayed on the main screen.

- If the station number is registered in the Program Keys screen, the corresponding station number button blinks.
- In the main screen of the opposite party, a message showing that you are holding his call is displayed.



3. To connect to the held call again, click the [Call Button] when the caller is holding.

Call Transfer

This function allows you to transfer a caller to another user on the system.

Unconditional Call Transfer



1. Click **[Transfer]** during an external call.



2. Enter the station number or CO line number to be transferred.



3. While the transfer bell is ringing, click **[End]** and hang up the phone to transfer the call immediately.

□ Click **[Speaker]** or the receiver.

Conditional Call Transfer



1. Click **[Transfer]** during an external call.



2. Enter the target station number or CO line number, and wait until the other party answers the call.



3. Once the party to be transferred answers the call, speak to the person and click **[End]** to hang up the phone.

□ Click **[Speaker]** or the receiver.



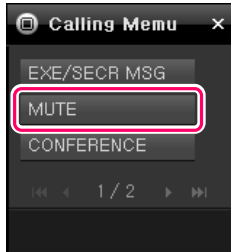
NOTE

Transferring an incoming call directly to a voice mailbox

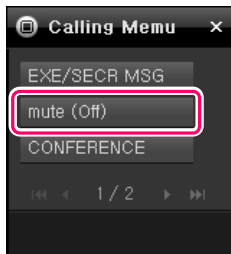
Select **[Voice Mail Box]** from the AOM window and enter the voice mailbox number to transfer an incoming call to a voice mailbox. Note that the Samsung SMVi card should be installed in the phone system and that the system administrator should already set the voice mailbox function by using the MMC program.

Mute (Blocking Sound to the Caller)

This function allows you to hear the voice of the caller but to prevent the caller from hearing your voice during a call.



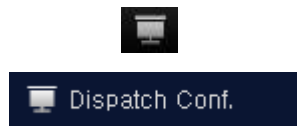
1. Click [Mute] or select **[MUTE]** from the Soft Menu window while calling.



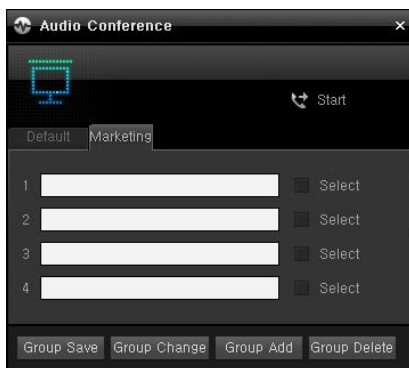
2. Click [Mute] again or select **[mute(off)]** from the Soft Menu window to disable the mute function.

Conference Call

This function allows up to five persons (stations or trunks) to participate in a conference call. You can initiate a conference call and invite up to other four persons to it.



1. Click the [Conference] button in the standby state. Alternately, click the [Open Audio Conference] button in the menu bar.



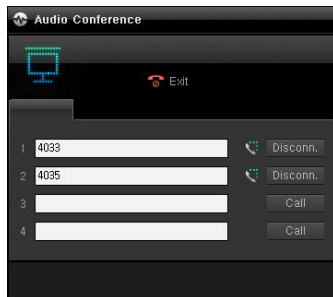
2. Enter the phone number to invite to the conference in an input field and check the [Select] checkbox next to it.
 - If there is a registered group, this can be selected.



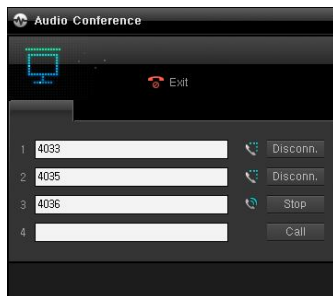
3. Click the [Start Audio Conference] button to make calls to the specified persons.



4. Begin and continue the conference when they are connected.



5. To disconnect the connection for one person during the conference, click the **[Disconnect]** button next to the input field where his phone number is entered.



6. To invite another additional person during the conference, enter his phone number in an empty input field and click the **[Request]** button next to it.
- When the phone of the invited party rings, the **Request** button changes to become the **Stop** button.
 - The connection request can be cancelled by clicking the **Stop** button before the invited party answers it.



7. To end the conference call, click the **[End Conference Call]** button.

Video Call

PIP Function

You can check and change the position of the PIP screen displaying you during a call.



1. Click the [PIP] button in the Video Call screen.



2. Each time the [PIP] button is pressed, the position of the PIP screen display changes its order.

- The position of the PIP screen is changed in the order of bottom right, top right, top left, bottom left, and no display.



PIP Function

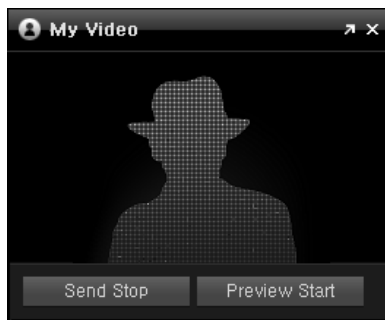
To use the PIP function during a call, the size of Video Call screen must be the CIF size (352*288). Otherwise it cannot be activated. You can change, during a call, the size of the Video Call screen where the opposite party is displayed.

Block Video Function

The user can stop sending his/her Video transmission at any time.



1. Click the [Stop Sending] button before making a call or during a call.



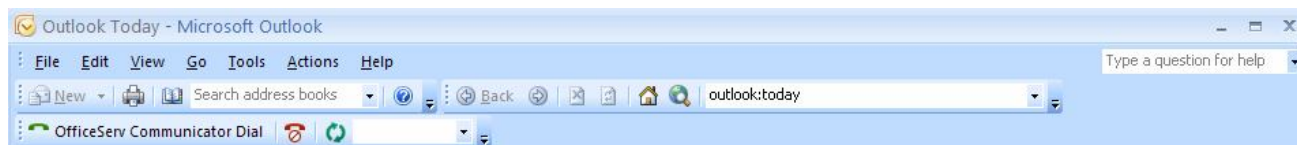
2. To make scenes display on the phone of the opposite party, click the **[Start Sending]** button again.

- If the [Stop Sending button] is pressed during a call, the Block Video function is applied to that call only. If the [Stop Sending] button is pressed while in the standby screen, the Block Video function is enabled for all calls by default. To disable the Block Video function enabled for all calls by default, click the [Start Sending] button again.
- In the UC Phone mode, the [Stop Sending] button is enabled only during a call and the Block Video function is applied to that call only, that is, you cannot enable it for all calls.
- When the Block Video function is enabled or applied, the Video Call icon is hidden in the OfficeServ Communicator LCD screen.

Microsoft Outlook Add-in Phone Function

Microsoft Outlook Add-in Screen

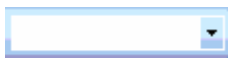
If you install the OfficeServ Communicator in a PC where Microsoft Outlook(2003/2007/2010) is installed, the OfficeServ Communicator toolbar is added to it.



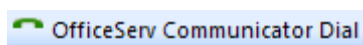
Making a Call from Microsoft Outlook

You can make a call using the OfficeServ Communicator from Microsoft Outlook.

Making a Call Using the OfficeServ Communicator Toolbar



1. In the OfficeServ Communicator toolbar, enter a phone number in the Phone Number combo box and then press the Enter key, or select a previously entered phone number from it.



2. Click the [Make Call] in OfficeServ Communicator toolbar.

Making a Call from Contacts



1. Right-click on a contact entry and point to [Make Call Using OfficeServ Communicator] on the displayed menu.
2. Select a phone number from the displayed sub menu to which you want to make a call.

Hang Up a Call from Microsoft Outlook

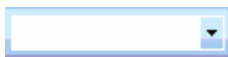
You can hang up a call using the OfficeServ Communicator from Microsoft Outlook.



1. Click the Hang Up button in the OfficeServ Communicator toolbar.

Forwarding a Call from Microsoft Outlook

You can forward a call using the OfficeServ Communicator from Microsoft Outlook.



1. While you are talking via your OfficeServ Communicator, in the OfficeServ Communicator toolbar of Microsoft Outlook, enter a phone number in the Phone Number combo box and then press the Enter key, or select a previously entered phone number from it.



2. Click the [Forward button] in the OfficeServ Communicator toolbar.

Outlook CID POP-UP

What is the Outlook CID POP-UP?

The Outlook CID POP-UP function allows you to view the Outlook contact information when a call is made to or received from an Outlook contact.

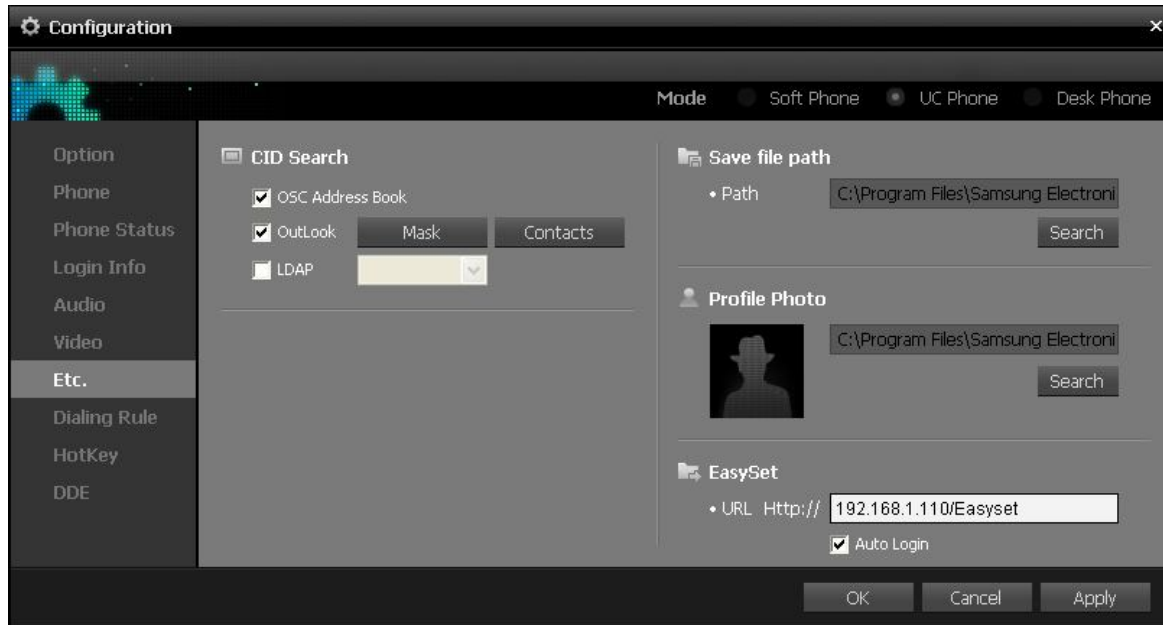
(To use this function, Microsoft Office Outlook must be installed on your PC.)

Since each user may use a different method to register contact information, a configuration window where the user can define the patterns directly is provided.

Enabling the Outlook CID POP-UP

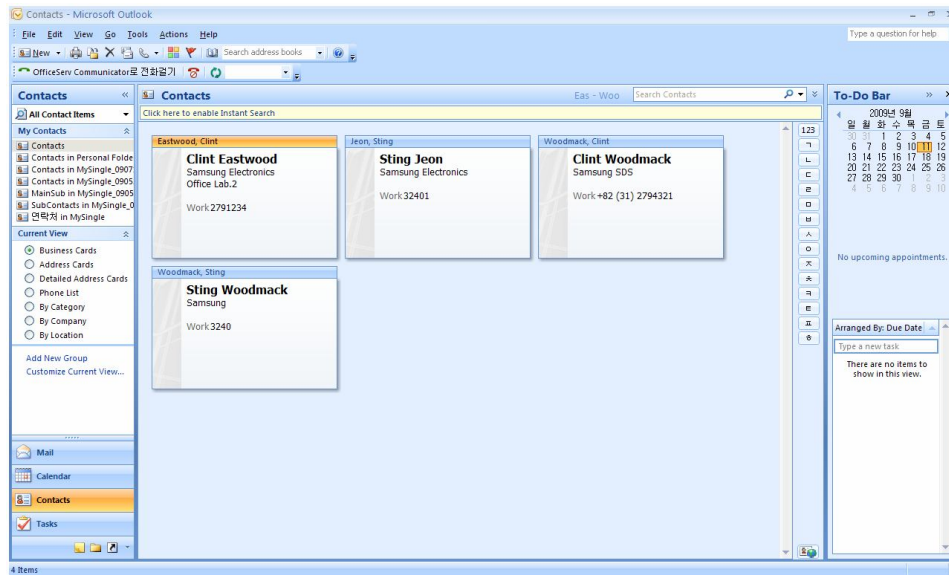
OSC: Configuration > Etc. > CID Search

To enable the Outlook CID POP-UP, select the Outlook checkbox in the CID Search section of the Configuration screen.



Adding an Outlook Contact

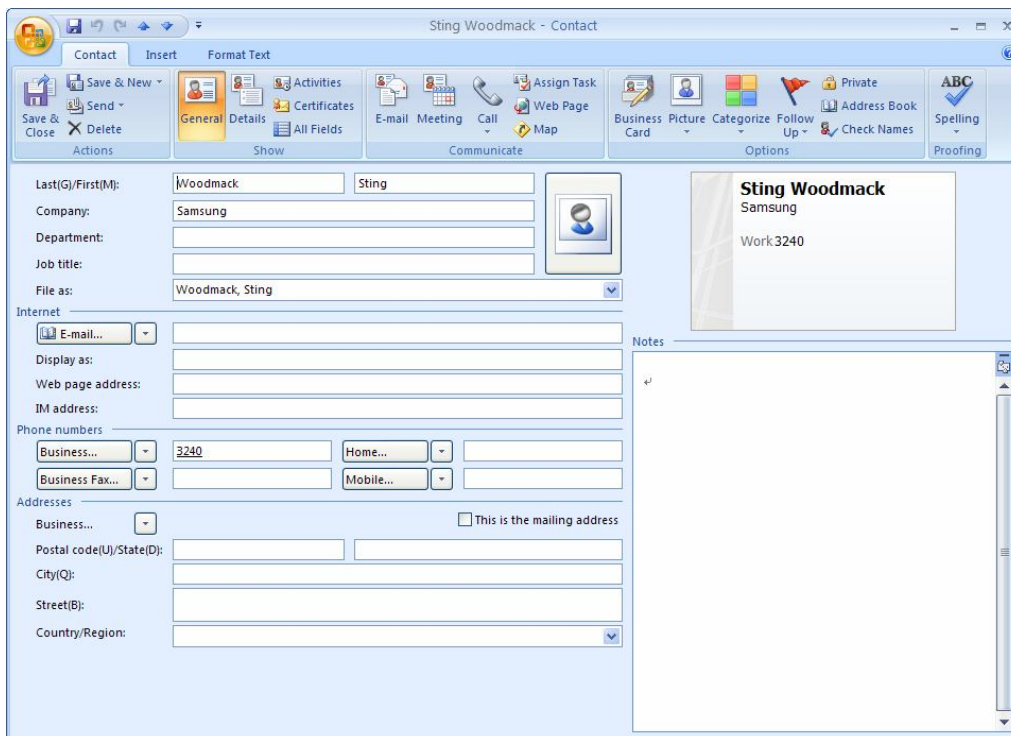
Enter the contact information for the contact for which the Outlook CID POP-UP will be used.



Checking the Outlook CID POP-UP

Enter a contact that can be displayed in the Contact pane and then make a call to that contact.

When the call is made, the contact information is displayed as shown in the figure below.



Outlook MASK

If the contact information is not displayed normally, each user can set his masks.

The masks frequently used by users are provided by default (called built-in masks). For other masks, each user can set them using the corresponding configuration window.

MASK

A mask is a pattern used to analyze phone numbers. For example, when a call is received from "0234591234" and "(02) 3459-1234" is stored in the Outlook Contacts, the user can specify the mask (AA) XXXX-XXXX to display the Outlook contact that matches the call number.

Where each of the letters 'A', 'C', 'D', and 'X' are recognized as a phone number digits and '+', '(', ')', and '-' are valid symbols.

A= Any number representing Area Code

C=Any number representing Country Code

D=Delete/Ignore any number in that position

X= Any number

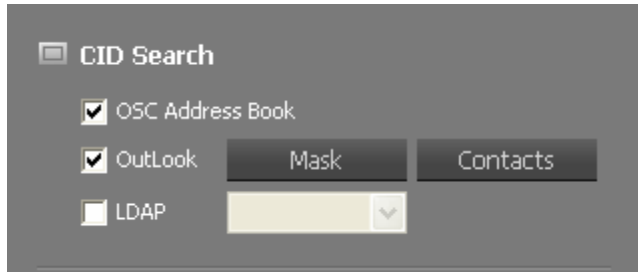
Built-in Masks

Below are the built-in masks defined in the system.

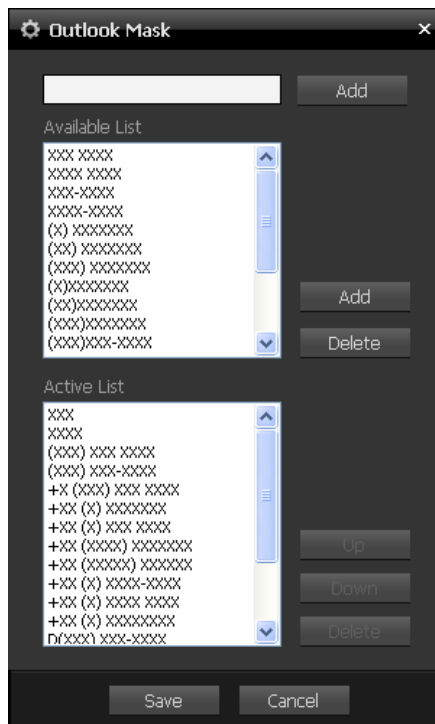
```
XXX XXXX, XXXX XXXX, XXX-XXXX, XXXX-XXXX,
(A) XXXXXXXX, (AA) XXXXXXXX, (AAA) XXXXXXXX, (AAA) XXX-XXXX, (AAA) XXXX-XXXX
(A)XXXXXXXX, (AA)XXXXXXXX, (AAA)XXXXXXXX, (AAA)XXX-XXXX, (AAA)XXXX-XXXX
AAA-XXX-XXXX, AAA-XXXX-XXXX, AAA-XXXXXXXX, AAA-XXXXXXXX
A XXXXXXXX, A XXXXXXXX, AA XXXXXXXX, AA XXXXXXXX, AAA XXXXXXXX, AAA XXXXXXXX
+CC (A) XXXXXXXX, +CC (A) XXXXXXXX, +CC (AA) XXXXXXXX, +CC (AA) XXXXXXXX,
+CC (AAA) XXXXXXXX, +C (AAA) XXXXXXXX
```

Setting User Masks

In the Configuration > Etc. > CID Search section, click the Mask button next to the Outlook checkbox.



Enter a mask in the mask input field and then click the Add button. Use the letters X, A, and C when entering a mask. Other letters are processed as characters when the pattern is analyzed. However, one of the other letters matches a digit of the phone number of a received call in the same position, that digit is regarded as a phone number.



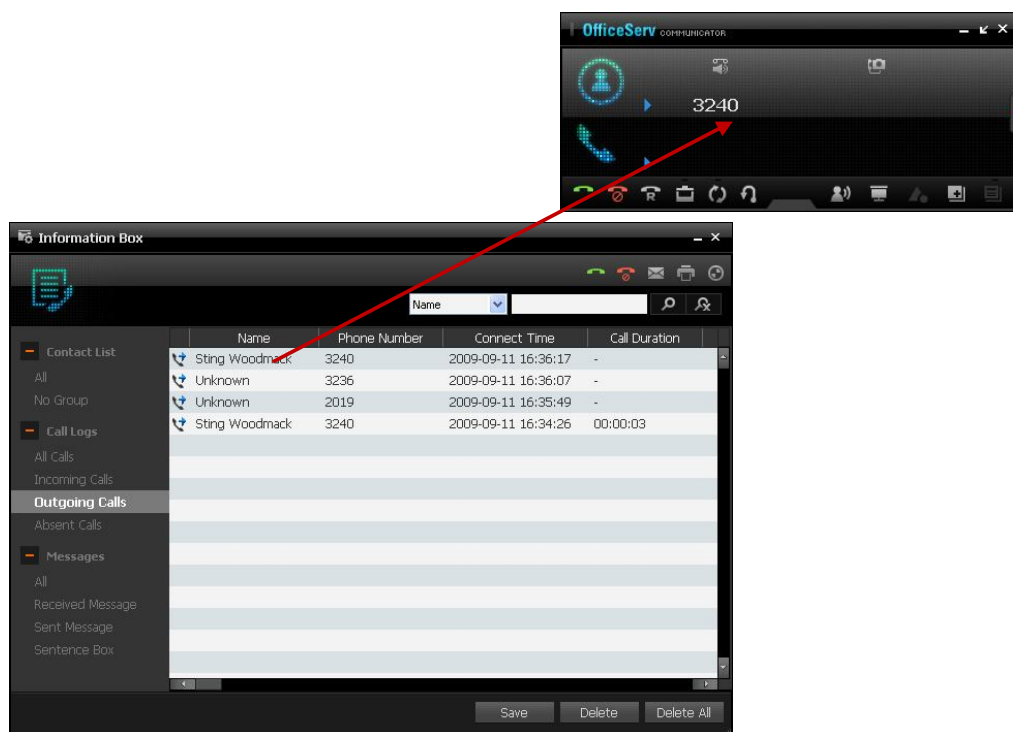
When the mask shown above is entered, the Outlook contacts with the phone number format [010] 222-3333 can be searched.

Drag & Drop Call/Message Function

This section describes the Drag & Drop Call/Message function of the OfficeServ Communicator.

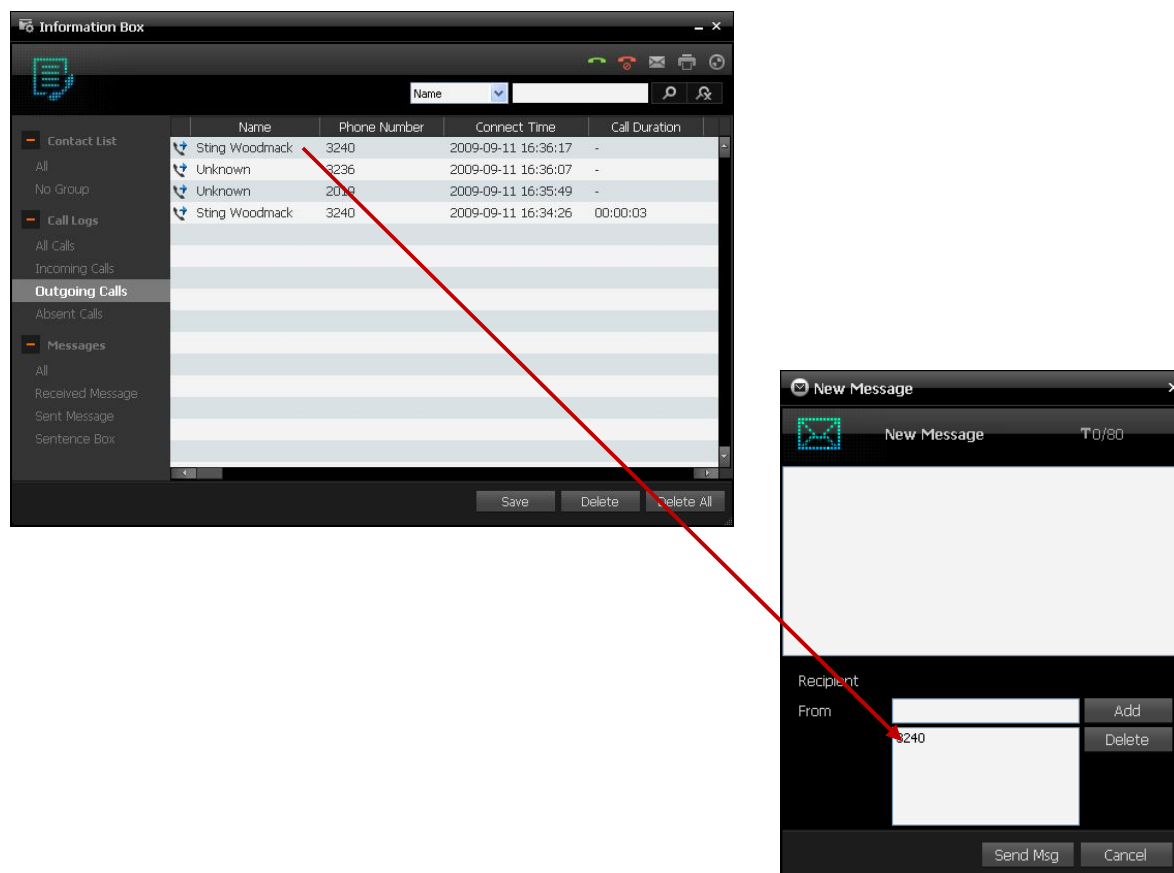
Drag & Drop Call Function

If you drag and drop a phone number from the Call History, Message Window, Phonebook, Buddylist, or Organization Chart to the main window, it is displayed on the main window and then you can make a call to it. Also, you can use this function for transferring the connected call to the selected phone number.



Drag & Drop Message Function

If you drag and drop a phone number from the Call History, Message Window, Phonebook, Buddylist, or Organization Chart to the Recipient Number list of the New Message window, it is displayed in the Recipient Number list and then the message is sent to that number when you click the Send button.



Menu Functions

This chapter describes how to use the Buddylist, Phonebook, Messages, Call History, VCS, and View Recordings menus of the OfficeServ Communicator.

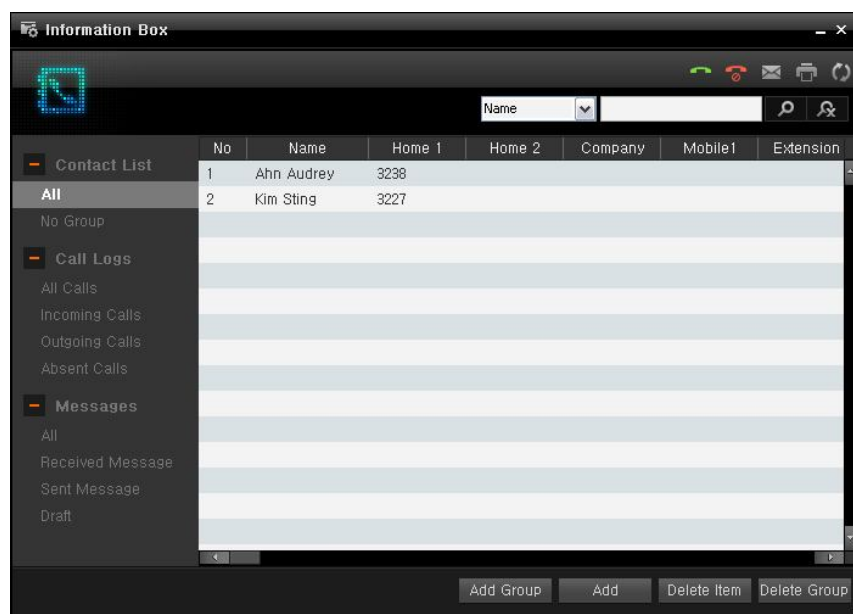
Buddylist

You can perform various functions of the OfficeServ Communicator using the Buddylist menu. For more information, refer to the 'IM/PS' chapter.

Phonebook


You can use the Contacts function of the OfficeServ Communicator using the Phonebook menu.

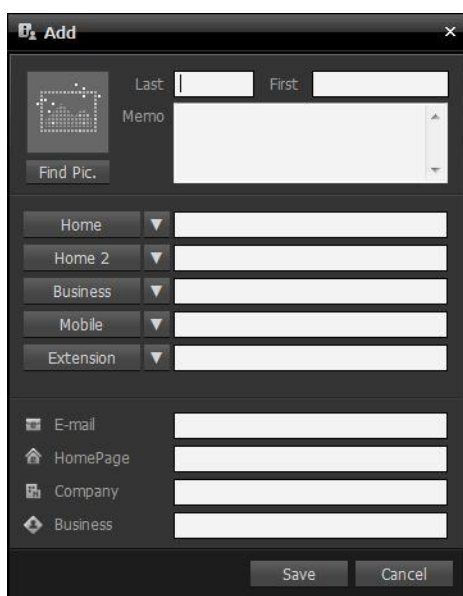
Click Phonebook in the Main Bar of the OfficeServ Communicator. (You can also select Phonebook from the system tray menu.) The phonebook is displayed in the Information Management Box window, as shown in the figure below.



Adding a Contact

You can add a contact to the phonebook. You can register the home phone, cell phone, or office phone numbers for a contact. You can also register the personal information, such as fax number, email address, and company name, etc.

1. In the Phonebook screen, click the  button.
2. Enter the information on the user whose contact you want to add.



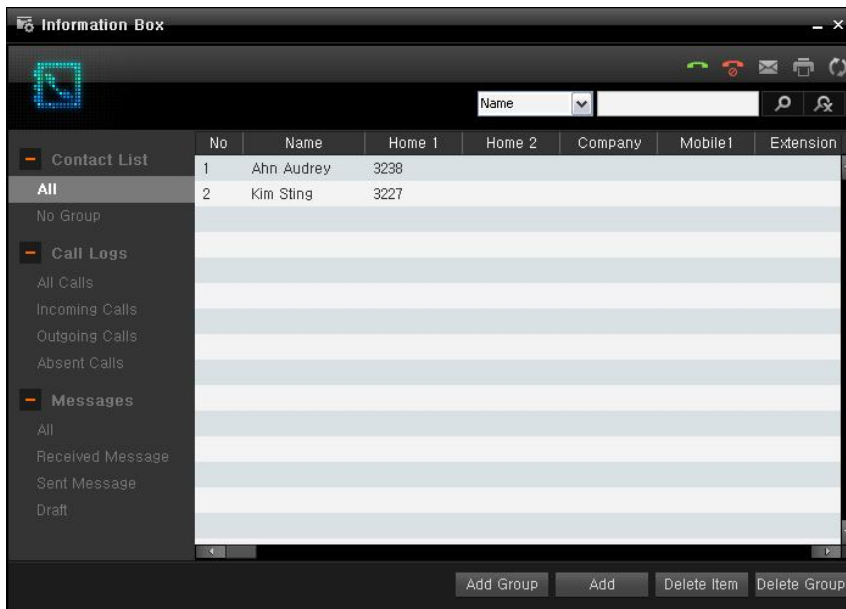
The screenshot shows a dark-themed 'Add' dialog box. At the top, there are input fields for 'Last' and 'First' names, and a larger 'Memo' text area. Below these is a 'Find Pic.' button. A section of phone numbers follows, with labels 'Home', 'Home 2', 'Business', 'Mobile', and 'Extension' each next to a dropdown arrow and an input field. Below this is another section with labels 'E-mail', 'HomePage', 'Company', and 'Business', each next to an input field. At the bottom right are 'Save' and 'Cancel' buttons.



Business Field is added

From OfficeServ Version V1.1.0.12, Business Field is added. this field can be used in order to describe the business role of this contact.

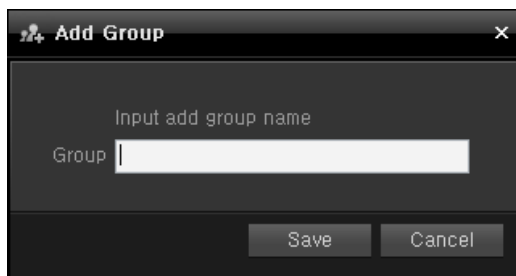
3. The contact information entered is displayed in the list.



Adding a Contact Group

You can create a contact group where you can add contacts later.

1. Click the **Add Group** button.

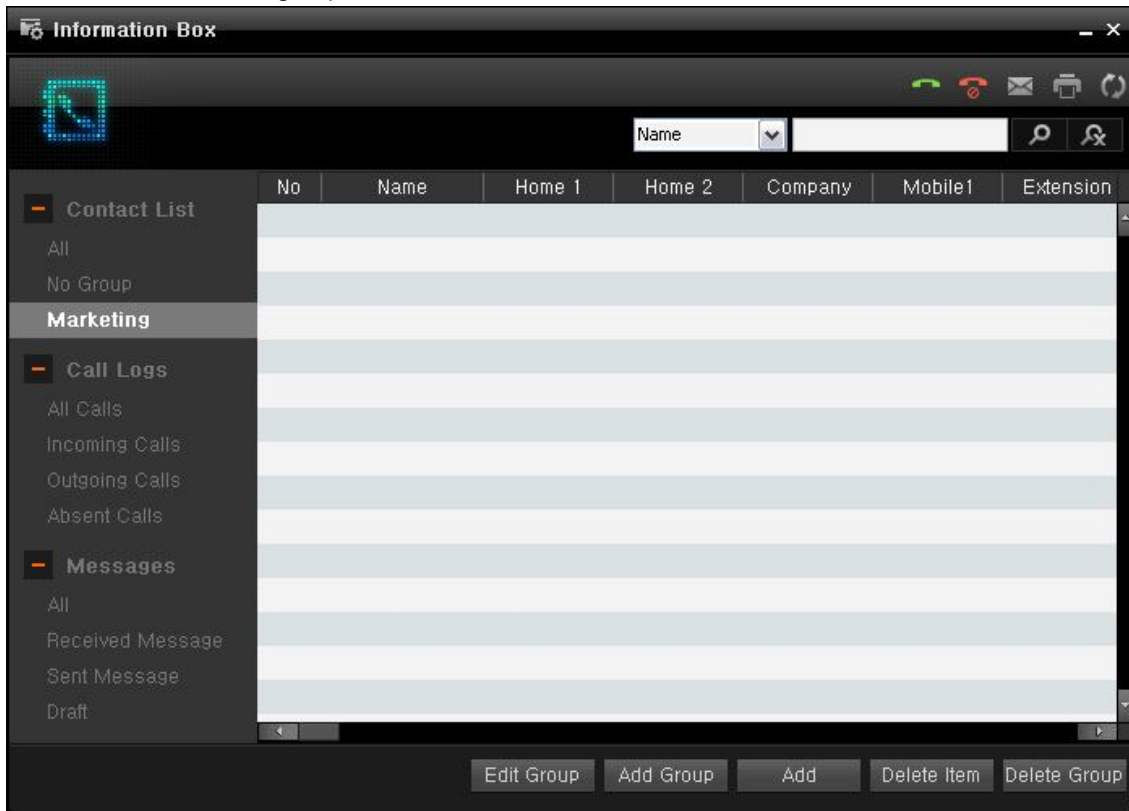
A screenshot of a software dialog box titled "Add Group" with a close button (X) in the top right corner. Inside the dialog, there is a text input field with the placeholder text "Input add group name". Below the input field, the word "Group" is displayed to the left of the field. At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

2. Enter the name of the new contact group to add.
3. Click the **Save** button to add the new contact group to the phonebook.

Deleting a Contact Group

You can delete a contact group. If you delete a contact group, all the contacts contained in it are deleted too.

1. Select the contact group to delete.



2. Click the **Delete Group** button to delete the selected contact group. (Note that all the contacts contained in it are also deleted.)



Deleting All the Contacts and Contact Groups

To delete all the contacts and contact groups from the phonebook, select All from the Phonebook menu. Then click the Delete Group button.

Modifying a Contact

You can modify a contact registered in the phonebook.

1. In the Phonebook screen, double-click on the contact to modify. The Detailed Information window is displayed, as shown in the figure below. The detailed information for the selected contact is shown in this.

The 'Detail Information' window displays the following fields and options:

- Last:** Ahn
- First:** Audrey
- Memo:** (Empty text area)
- Home:** 3228 (with a 'Call' button next to it)
- Home 2:** (Empty)
- Business:** (Empty)
- Mobile:** (Empty)
- Extension:** (Empty)
- E-mail:** (Empty)
- HomePage:** (Empty)
- Company:** (Empty)
- Business:** (Empty)
- Buttons:** Edit, Cancel

2. Click the **Edit** button. The Modify Contact window is displayed, as shown in the figure below. You can modify the information for the contact.

The 'Edit' window displays the following fields and options:

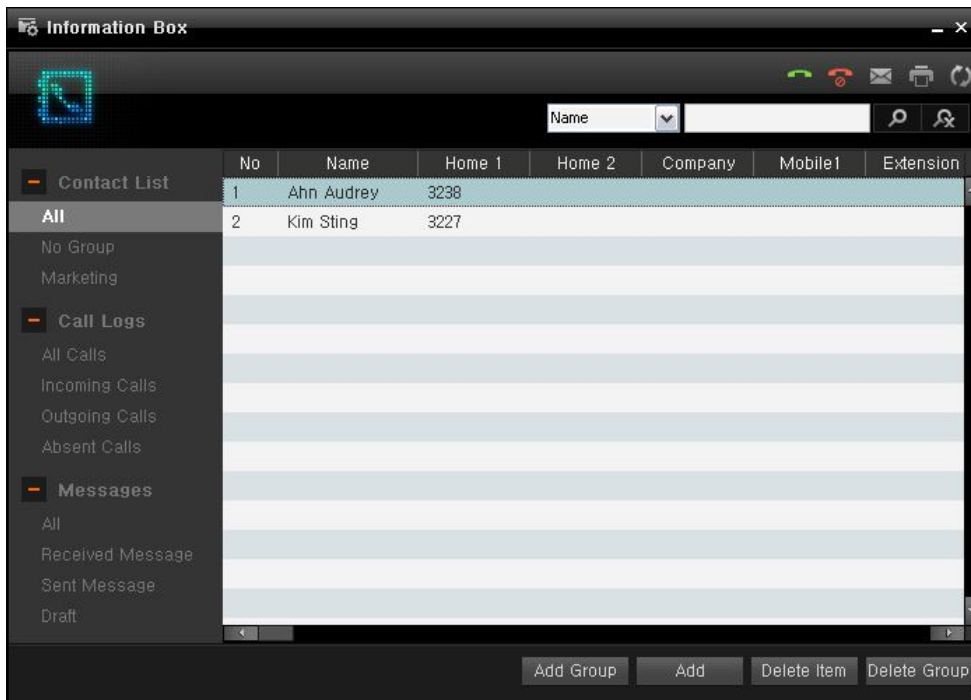
- Last:** Ahn
- First:** Audrey
- Memo:** (Empty text area)
- Find Pic.** (Button)
- Home:** 3228
- Home 2:** (Empty)
- Business:** (Empty)
- Mobile:** (Empty)
- Extension:** (Empty)
- E-mail:** (Empty)
- HomePage:** (Empty)
- Company:** (Empty)
- Business:** (Empty)
- Buttons:** Save, Cancel

- Click the  button to apply the changes made.

Deleting a Contact

You can delete a contact from the phonebook.

- Select the contact to delete.



- Click the  button.

- Confirm the deletion.




You Cannot recover a Deleted Contact

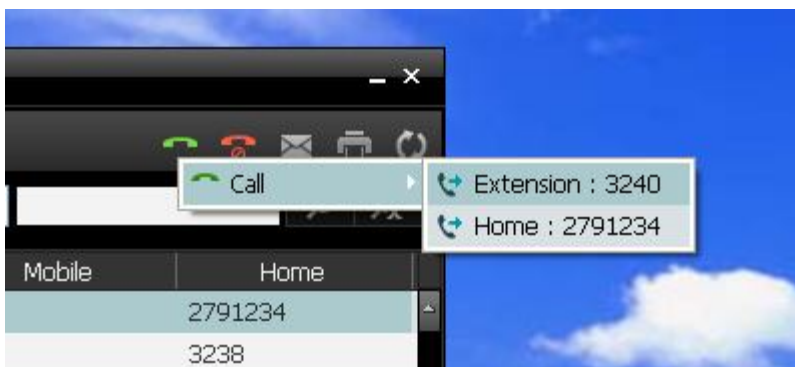
Once a contact is deleted from the phonebook, it cannot be recovered. Therefore, take care not to delete a contact that contains important data.

Making a Call from the Phonebook

You can make a call directly from the phonebook.

Making a Call Using the Make Call Button

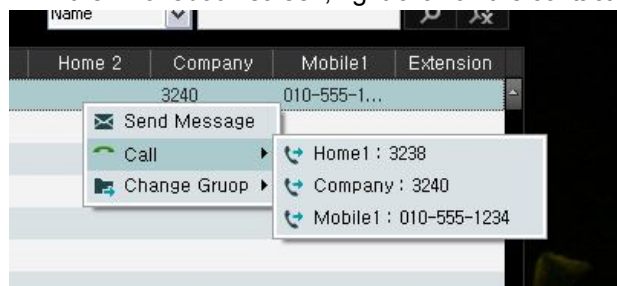
1. In the Phonebook screen, select the contact to call and click the  button.



2. Point to Make Call from the displayed popup menu. Then select a phone number from the displayed sub menu.

Making a Call Using the Context Menu

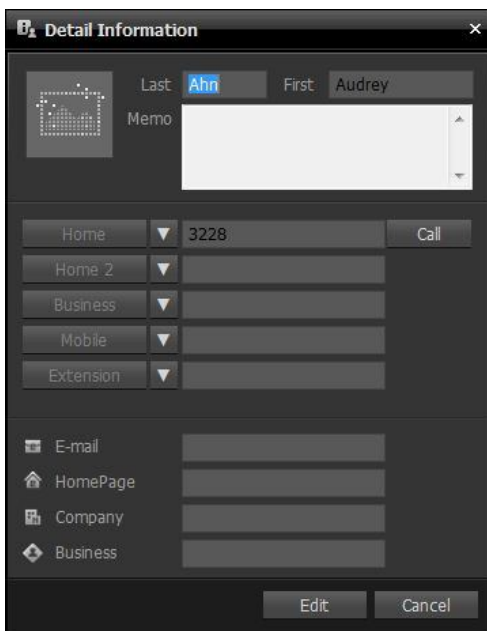
1. In the Phonebook screen, right-click on the contact that needs to be called.




2. Point to Make Call from the displayed popup menu. Then select a phone number from the displayed sub menu.

Making a Call Using the Detailed Information Window

1. In the Phonebook screen, double-click on the contact that needs to be called. The Detailed Information window is displayed.



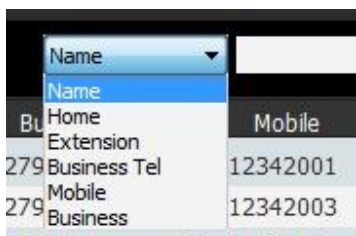
The screenshot shows a 'Detail Information' window for a contact named Audrey Ahn. The window has a title bar with a close button. Inside, there is a placeholder for a contact photo, a 'Last' field with 'Ahn', a 'First' field with 'Audrey', and a 'Memo' text area. Below these are five rows of contact information, each with a dropdown menu and a text field: 'Home' (3228), 'Home 2', 'Business', 'Mobile', and 'Extension'. To the right of the 'Home' row is a 'Call' button. At the bottom are four more fields: 'E-mail', 'HomePage', 'Company', and 'Business'. At the very bottom are 'Edit' and 'Cancel' buttons.

2. Click the  button next to the phone number that needs to be called.

Finding a Contact

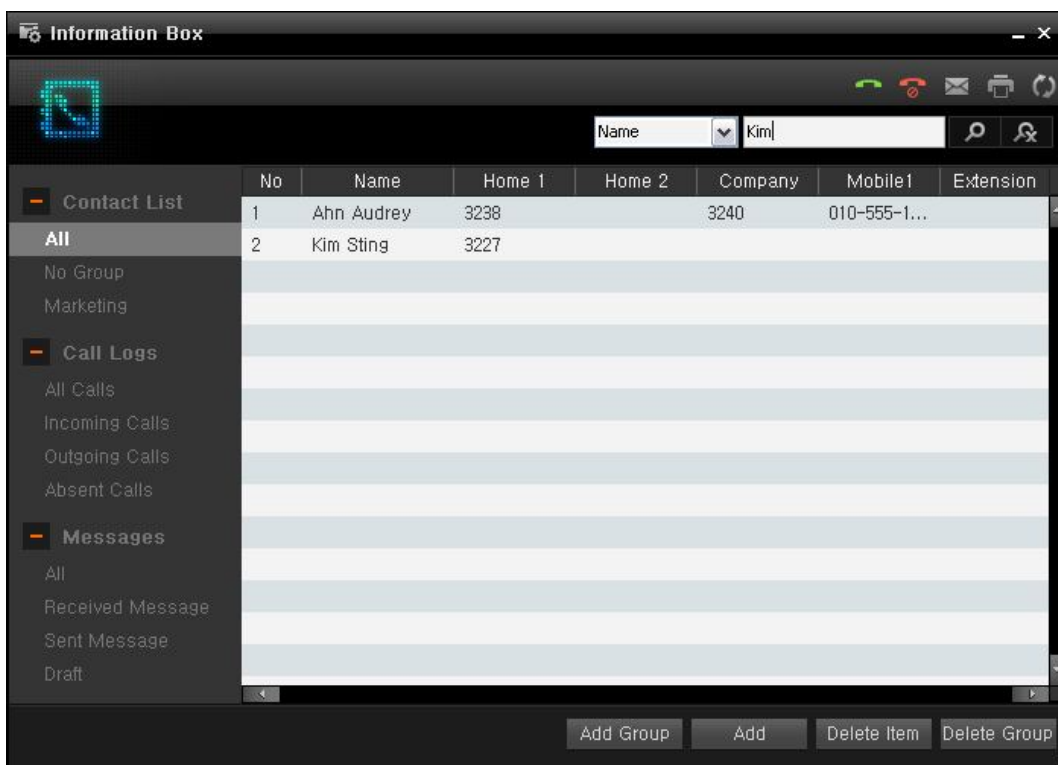
In the Phonebook screen, you can search the phonebook for a contact using a name or phone number as the search key.

1. In the Phonebook screen, select the search key.



* Search Option : Name / Name / Extension / Business Tel / Mobile No / Business

2. To search the phonebook using name as the search key, select **Name** from the Search Key combo box. Then enter a part or the whole of the name to find into the input box next to it. For example, to find the contact of the person named 'Francis Bacon' , enter only his first name 'Francis'.



*

3. After entering the name to find, click the  button or press the **Enter** key without leaving the input box. All matched contacts are listed in the Phonebook screen.

Synchronizing Contacts


You can synchronize the contacts contained in the phonebook of your OfficeServ Communicator with an external program, such as Microsoft Outlook, Microsoft Excel, or etc.

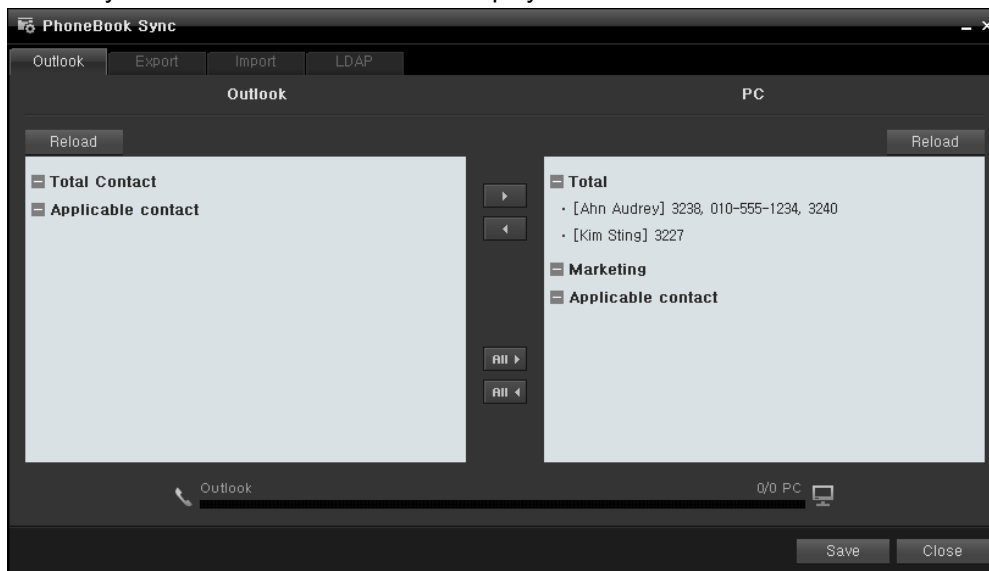


Contacts Compatible with Microsoft Outlook

To use the OfficeServ Communicator contacts compatible with Microsoft Outlook, Microsoft Outlook must be installed in the PC where the OfficeServ Communicator is installed and must be configured so that the OfficeServ Communicator can use Microsoft Outlook.

Importing Contacts from Microsoft Outlook

1. In the Phonebook screen, click the  button.
2. The Synchronize Contacts window is displayed.



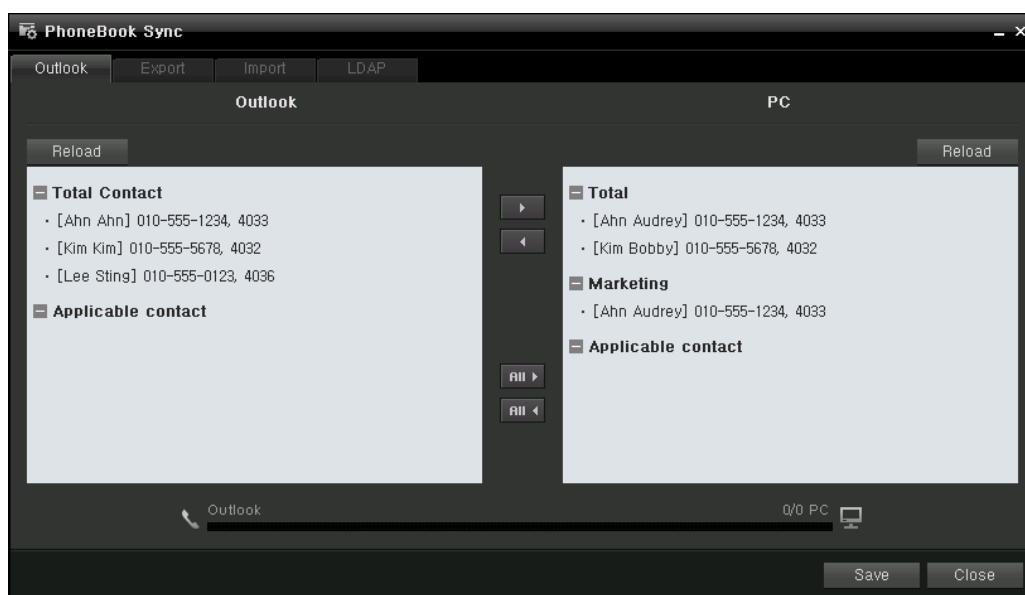
- Outlook tab: Allows you to synchronize contacts with Microsoft Outlook.
- Export tab: Allows you to export the contacts stored in the phonebook of your OfficeServ Communicator as a file in the format of an external program.
- Import tab: Allows you to import contacts from a file of an external program.
- LDAP tab: Allows you to import contacts from an LDAP server.
- Phone tab: Allows you to synchronize contacts with an SMT-i5243 IP phone.

3. Select the Outlook tab and click the  button in the Outlook pane.

You can be prompted with a message box asking you to confirm the access to the contacts of Microsoft Outlook, as shown in the figure below. In this case, you have to check the Allow access for checkbox and specify a period.



4. When connected to Microsoft Outlook successfully, the contacts stored in Microsoft Outlook are displayed under the All Contacts item in the list of the Outlook pane.





참 고

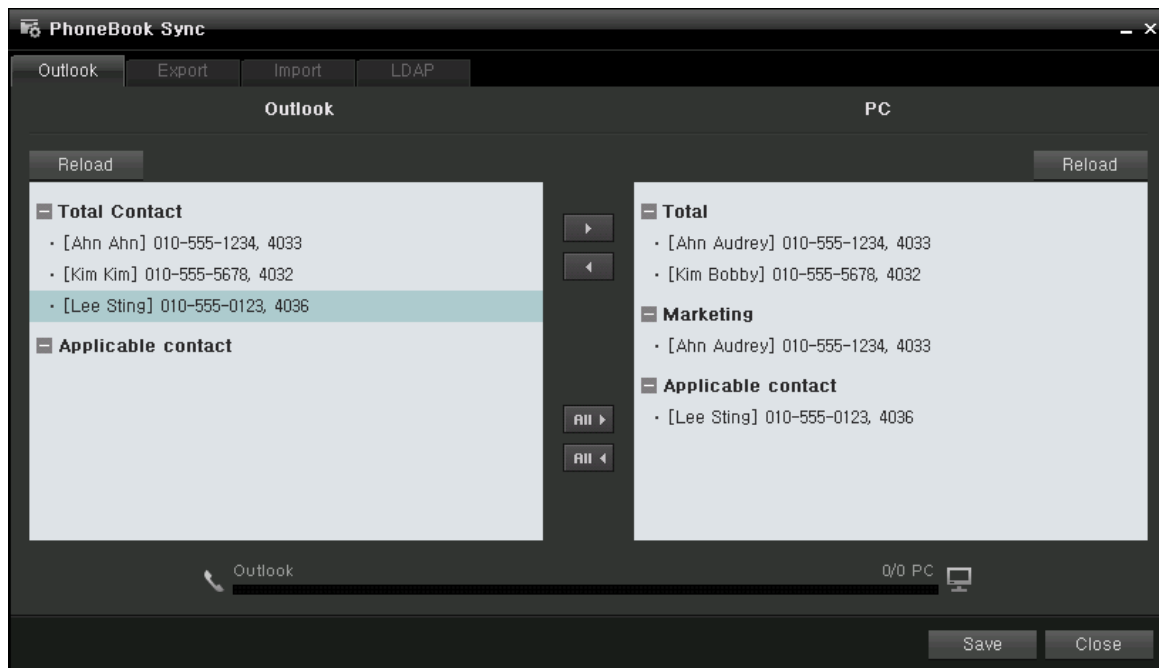
Phone Book Selection


From OfficeServ Communicator V1.1.0.12 and later, Outlook Contact Folder Selection mode is added. When several Outlook Contact Folders are detected, Communicator will show all contact folders and user can select one of them as a imported folder.

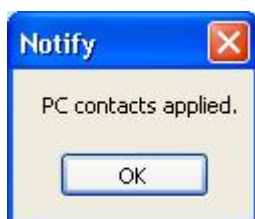
5. Select the contacts wanted to import from Microsoft Outlook. You can select specific contacts using the Ctrl key.




6. To import the selected contacts, click the  button. To import all contacts, click the  button. Check that the selected/all contacts are added under the Contacts to Apply item in the list of the PC pane, as shown in the figure below.

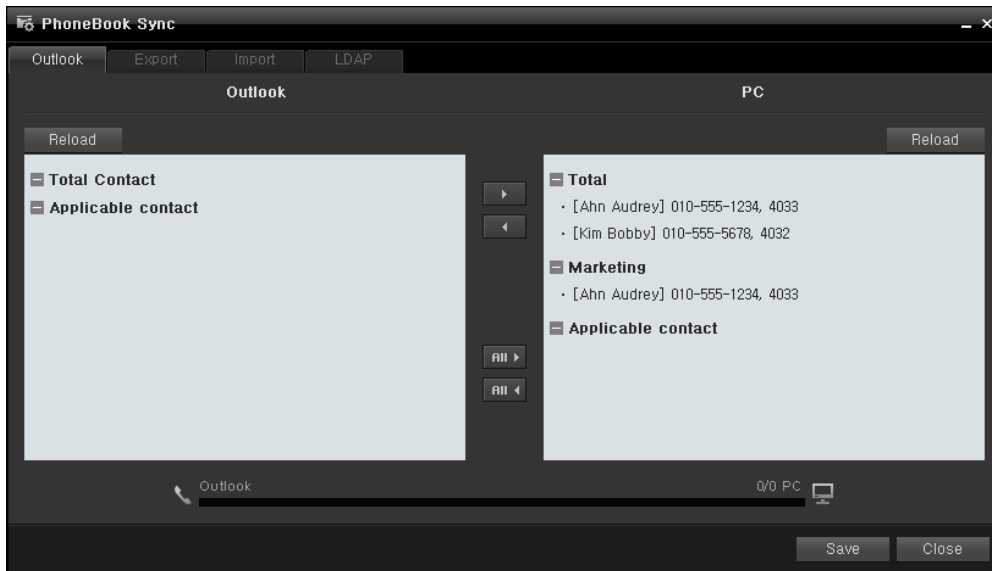


7. Click the  button to actually copy the contacts from Microsoft Outlook to the OfficeServ Communicator. When performed normally, a progress bar is displayed at the bottom of the screen and the progression is displayed, as shown in the figure. When the importing operation is finished, you will be prompted with a message box.

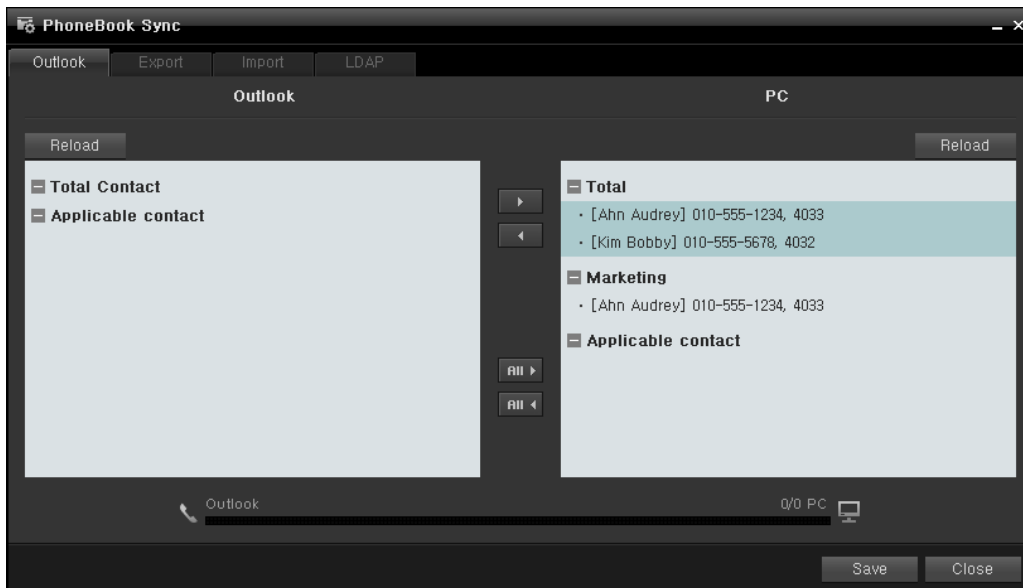


Exporting Contacts to Microsoft Outlook

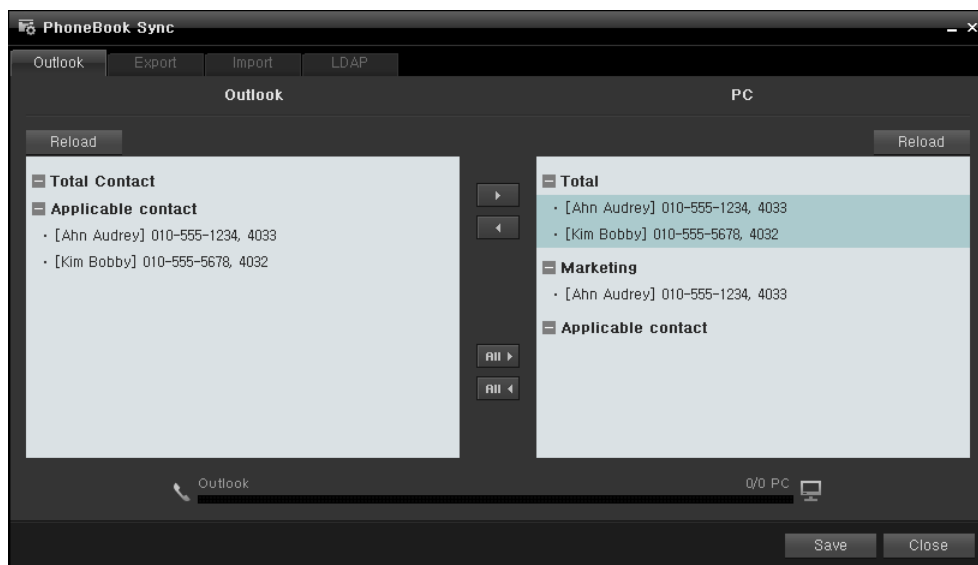
1. In the Phonebook screen, click the  button.
2. The Synchronize Contacts window is displayed.




2. Select the contacts to export to Microsoft Outlook.



3. To export the selected contacts, click the  button. To export all contacts, click the  button. When performing normally, the selected/all contacts are displayed in the list of the Outlook pane.



4. Click the  button to export the contacts to Microsoft Outlook actually. You can be prompted with a message box asking you to confirm the access to the contacts of Microsoft Outlook, as shown in the figure below. In this case, you have to check the Allow access for checkbox and specify a period and click Yes.




5. When the contacts are exported to Microsoft Outlook successfully, you will be prompted with a message box, as shown in the figure below.

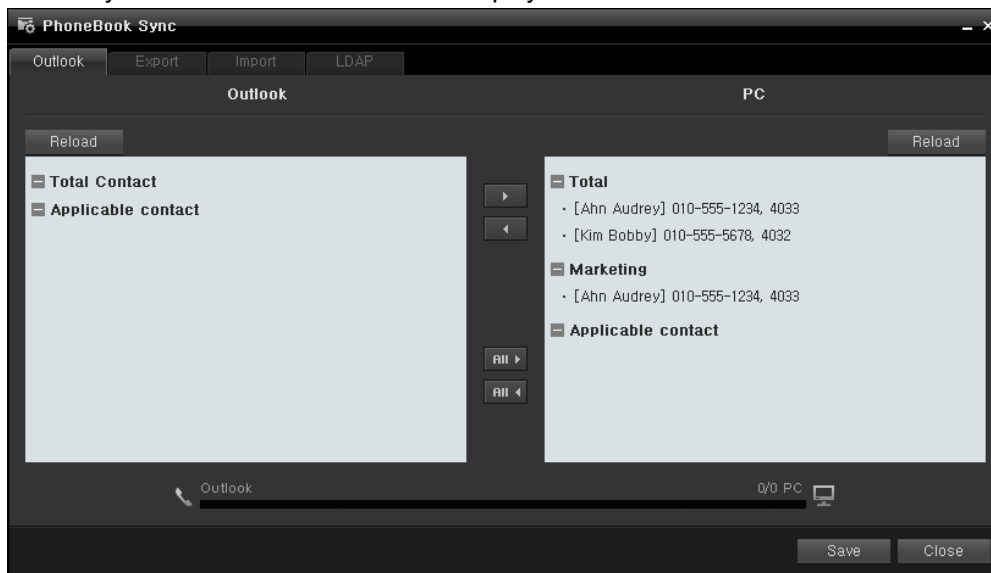


If the message 'Microsoft Outlook is not installed or is not configured properly after installed.' is displayed

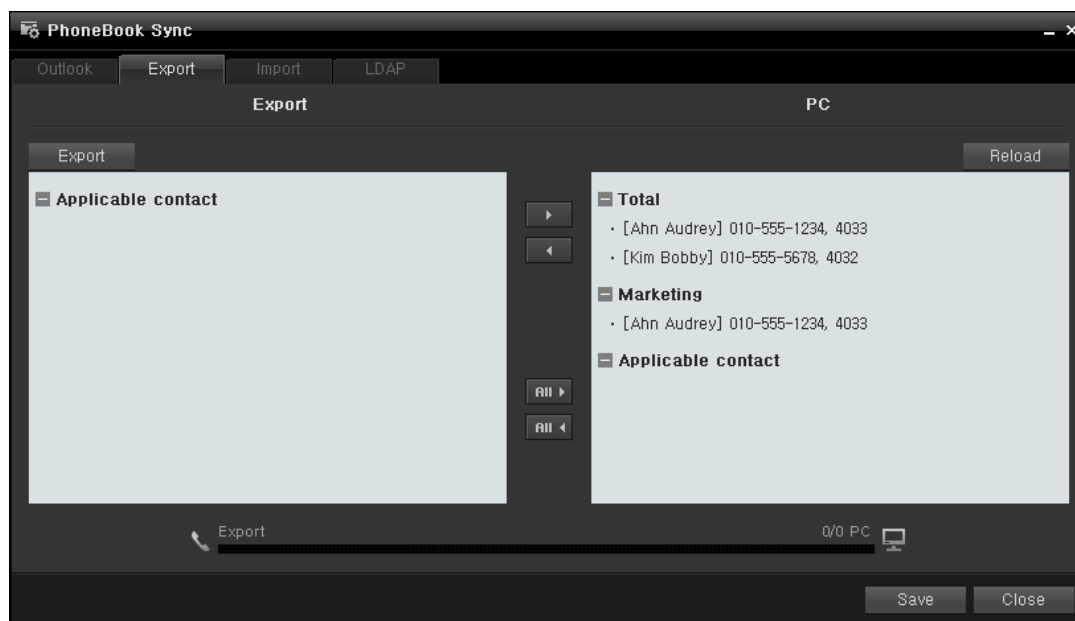
If the message above is displayed when you try to import or export contacts to or from Microsoft Outlook, check whether it is installed normally and configured properly.

Exporting Contacts to an Excel/MDB File



1. In the Phonebook screen, click the  button.
2. The Synchronize Contacts window is displayed.

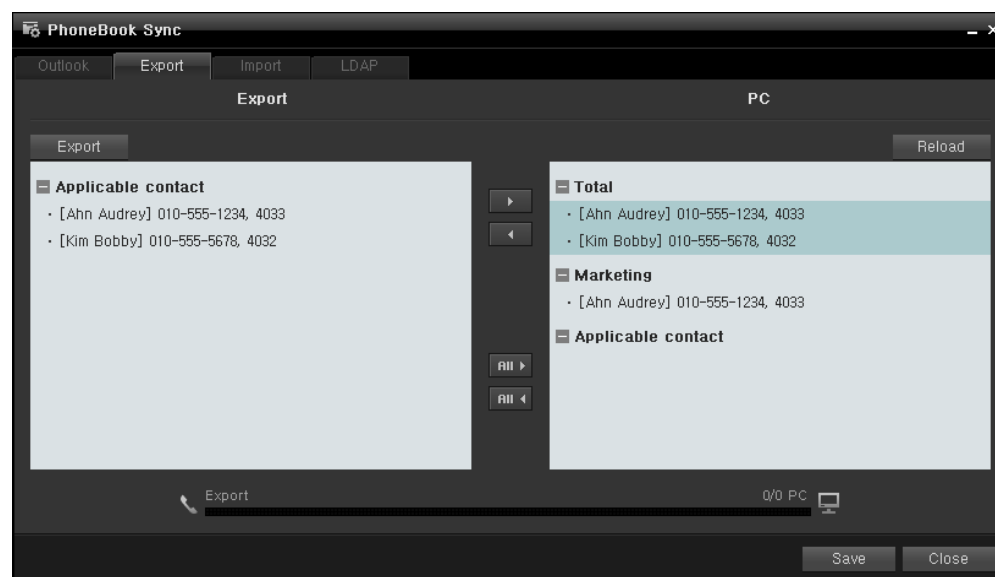




3. Select the Export tab.

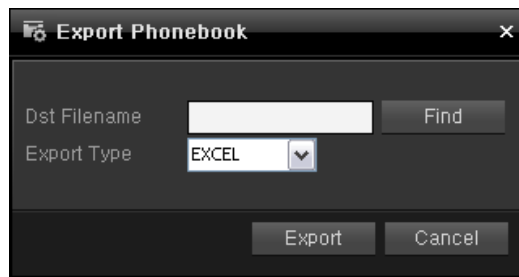


4. Select the contacts to export in the list of the PC pane.

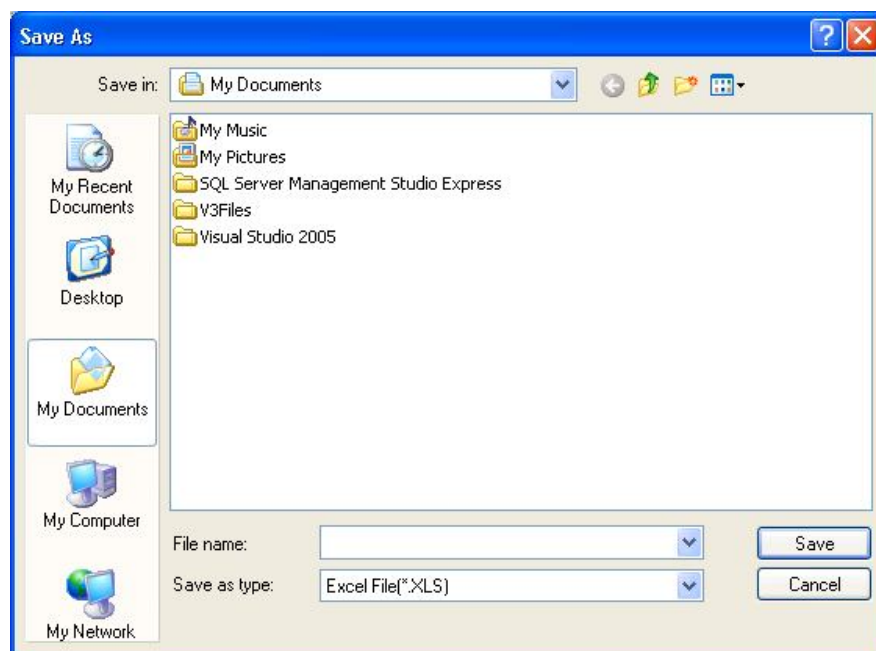
5. Configure a list of the contacts to export using the Move button (). You can click the Move All button () if you want to export all contacts in the list of the PC pane.




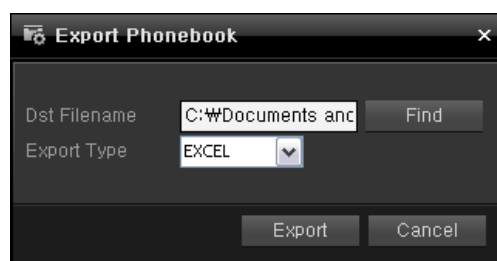
6. Click the Export button () or Save button (). The Export Contacts window is displayed.




7. Specify the name and type of file to which the contacts are to be exported.

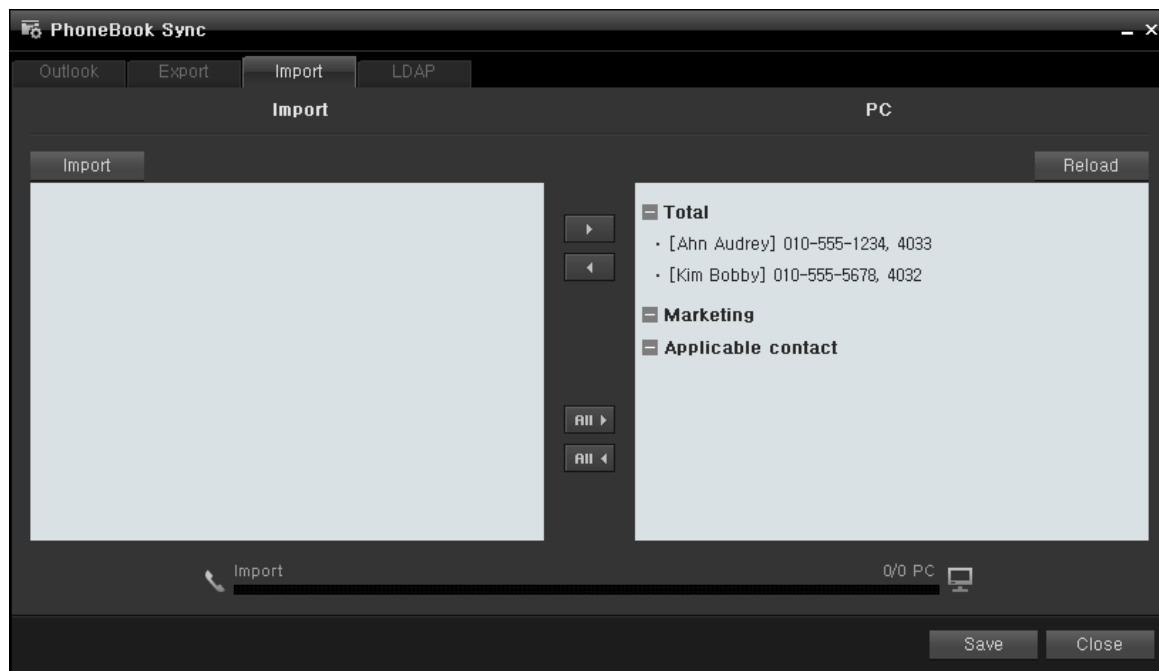


8. Click the Export button ().

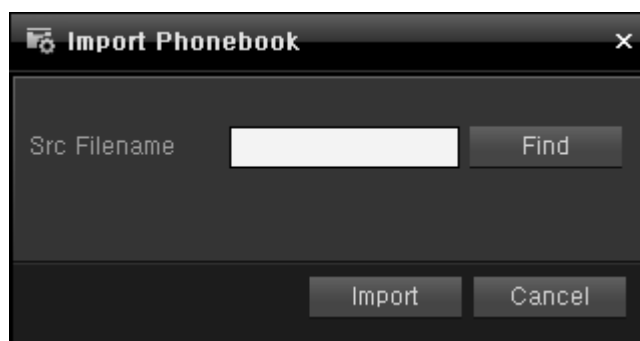


Importing Contacts from an Excel/MDB File

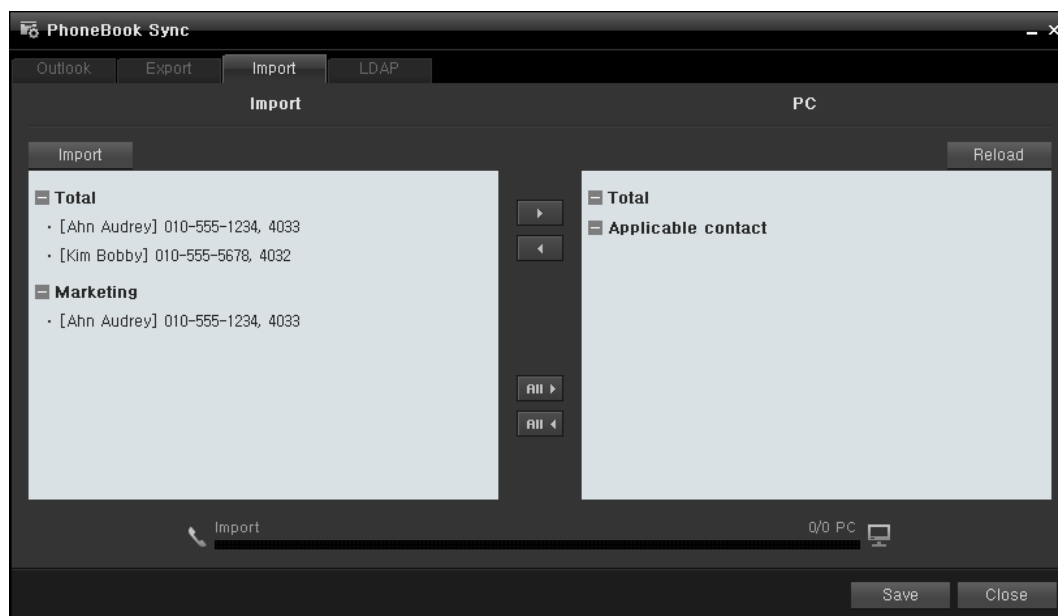
1. In the Phonebook screen, click the  button.
2. Select the Import tab in the Synchronize Contacts screen.



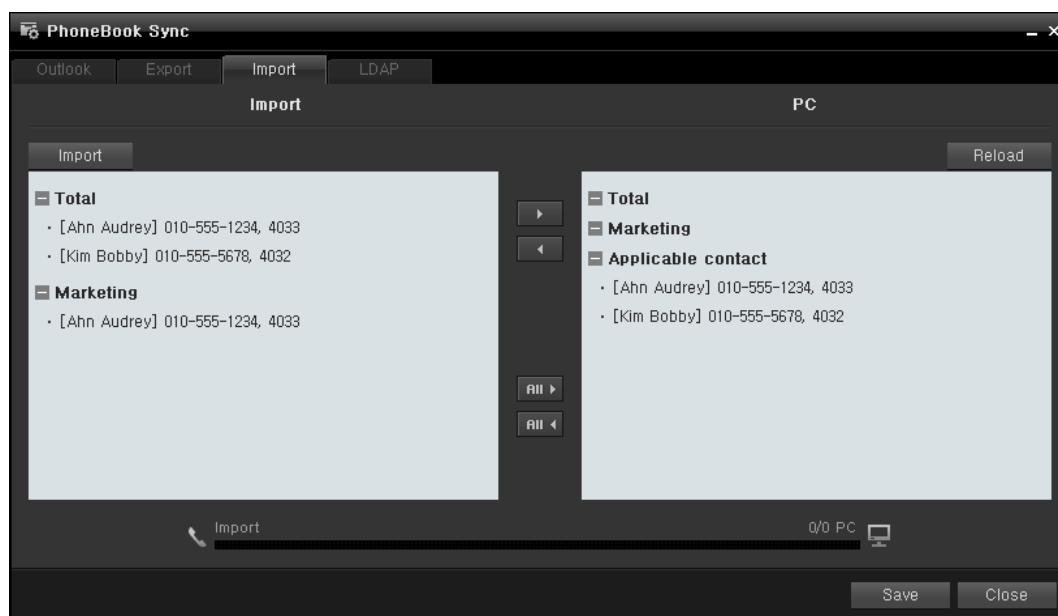
3. Select a file and click the Import button () in the Import Contacts window.




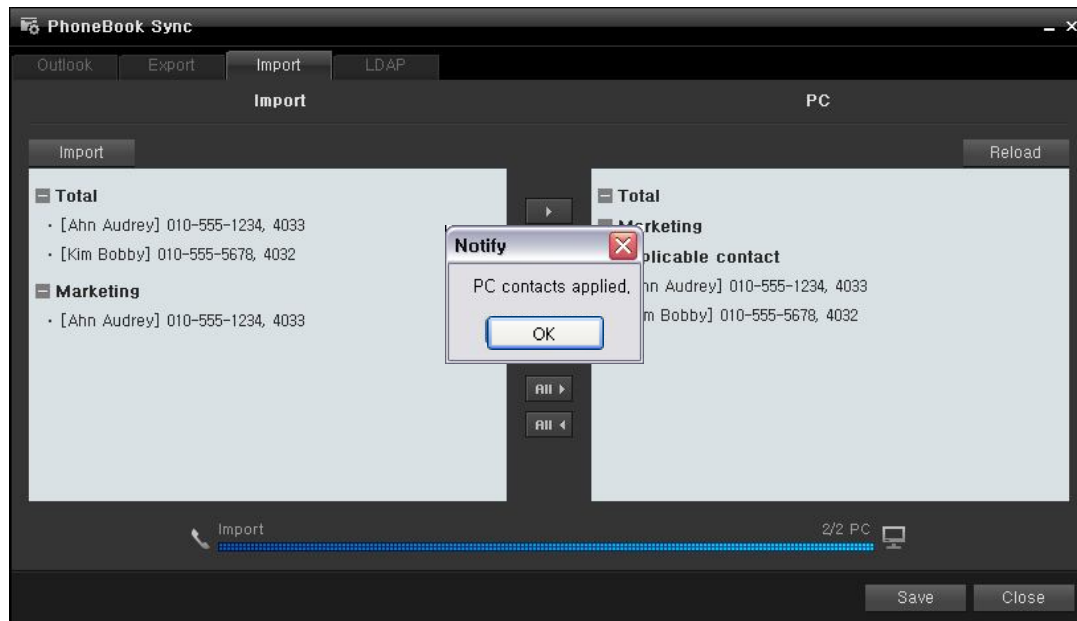
4. When the contacts stored in the file are read successfully, they are displayed as a list in the Import pane, as shown in the figure below.



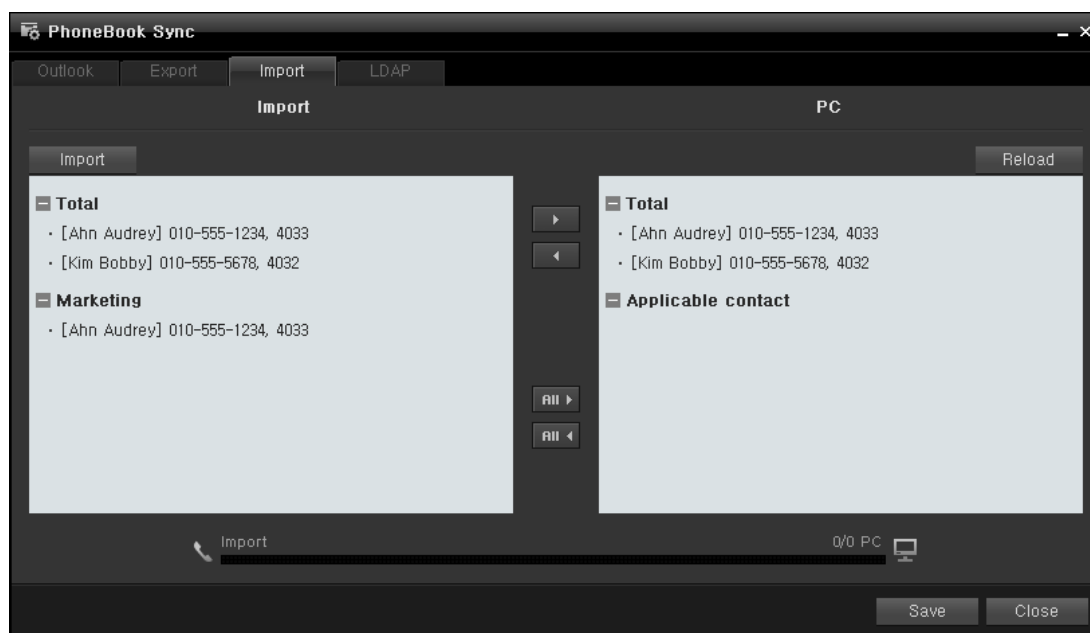
5. Click the Move All button (All ►), or select the contacts to import and click the Move button (►).



6. You must click the Save button () to actually import the contacts to your OfficeServ Communicator.



7. When the contacts are imported successfully, they are displayed in the list of the PC pane, as shown in the figure below.



Creating an Excel Contacts File

To import contacts from an Excel file, you must enter contacts in an Excel file which was created initially using the Export Contacts function. Furthermore, the field values of each contact must be entered in the **Text** format to be imported successfully by the OfficeServ Communicator.

Importing Contacts from the LDAP

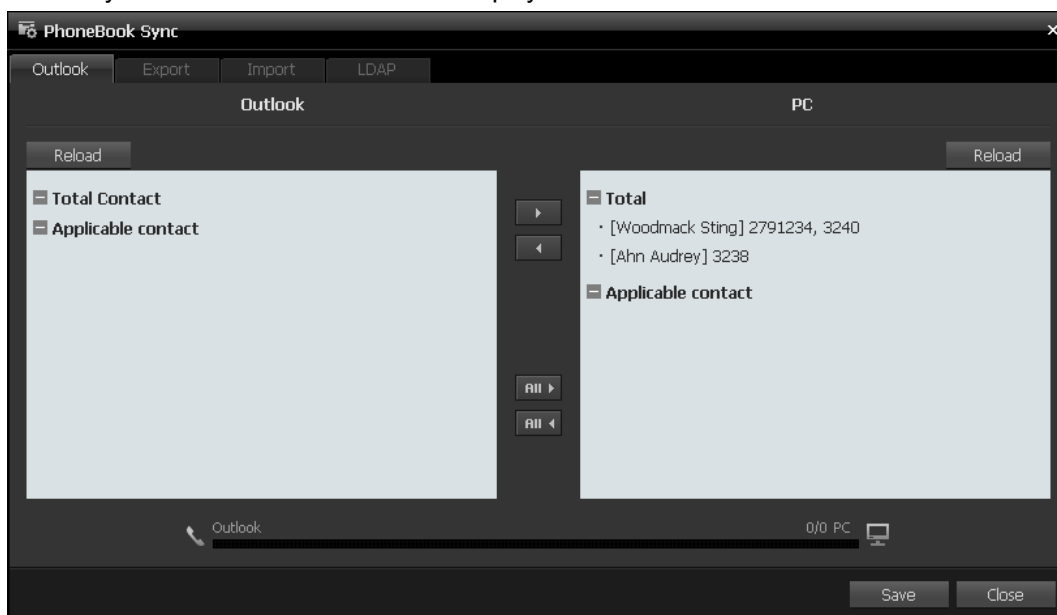


Interoperation with the LDAP Contacts

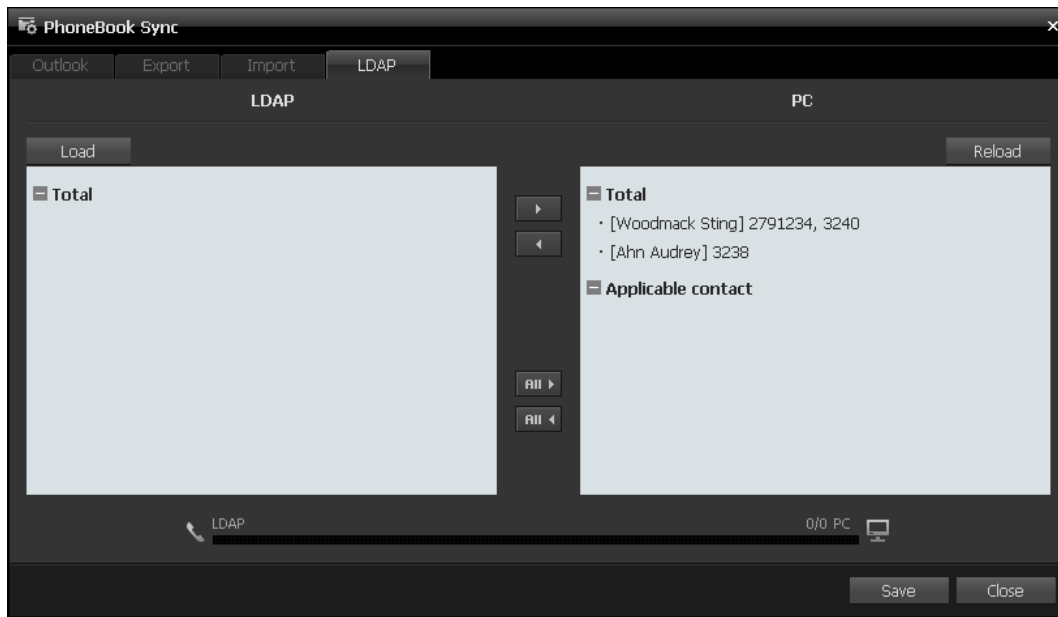
To use the OfficeServ Communicator and LDAP Contacts Interoperation function, the LDAP server environments that have contacts must have been configured. Basically, OfficeServ Communicator can support Microsoft Active Directory Server as the LDAP Server. According to the configuration, OpenLDAP Server can be supported. For OpenLDAP, you need to check your OfficeServ Communicator Version.

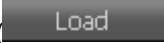
1. In the Phonebook screen, click the  button.

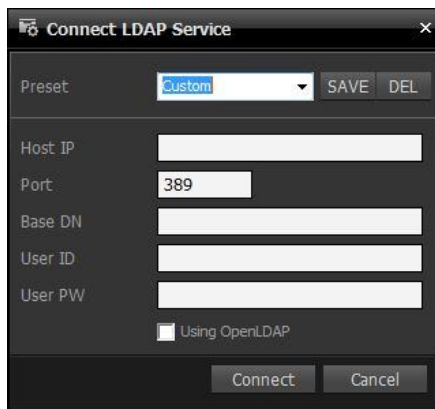
2. The Synchronize Contacts window is displayed.




3. Select the LDAP tab ().

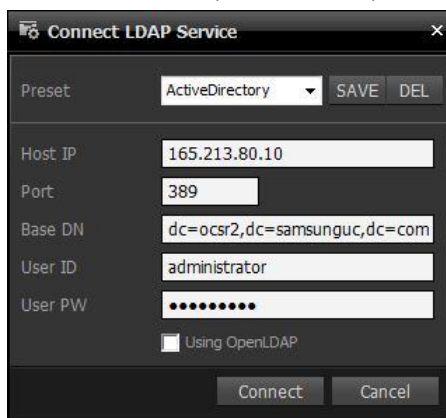


4. Click the Import button (). The "Connect LDAP Service" window is displayed.



* For the OpenLDAP connection, check "Using OpenLDAP" Check box.



5. Enter the connection information for the LDAP from which contacts will be imported and then click the Connect button ().

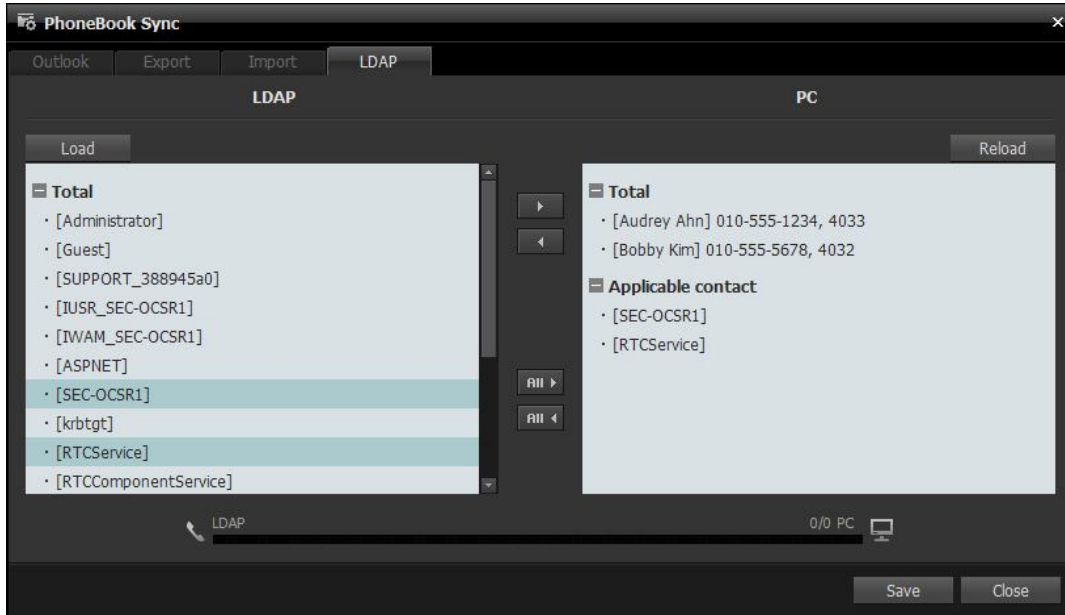



- To save a frequently used LDAP connection information entry as a preset, click the Save button (**SAVE**).

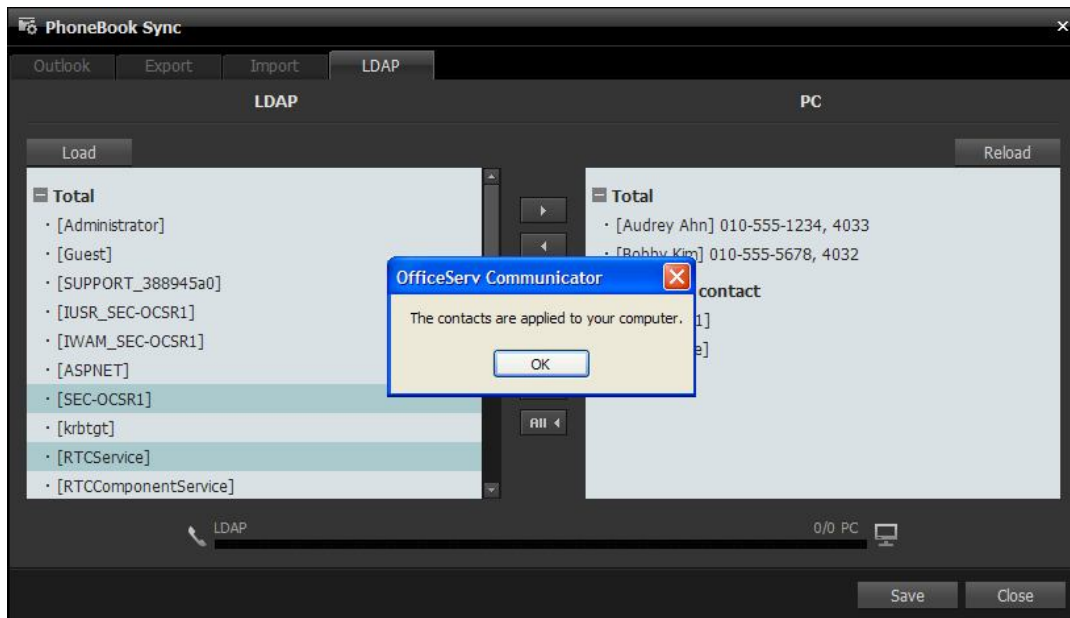
- To delete an unused preset, select it and click the Del button (**DEL**).

6. When the contacts are read successfully, they are displayed in the list in the LDAP pane, as shown in the figure below.

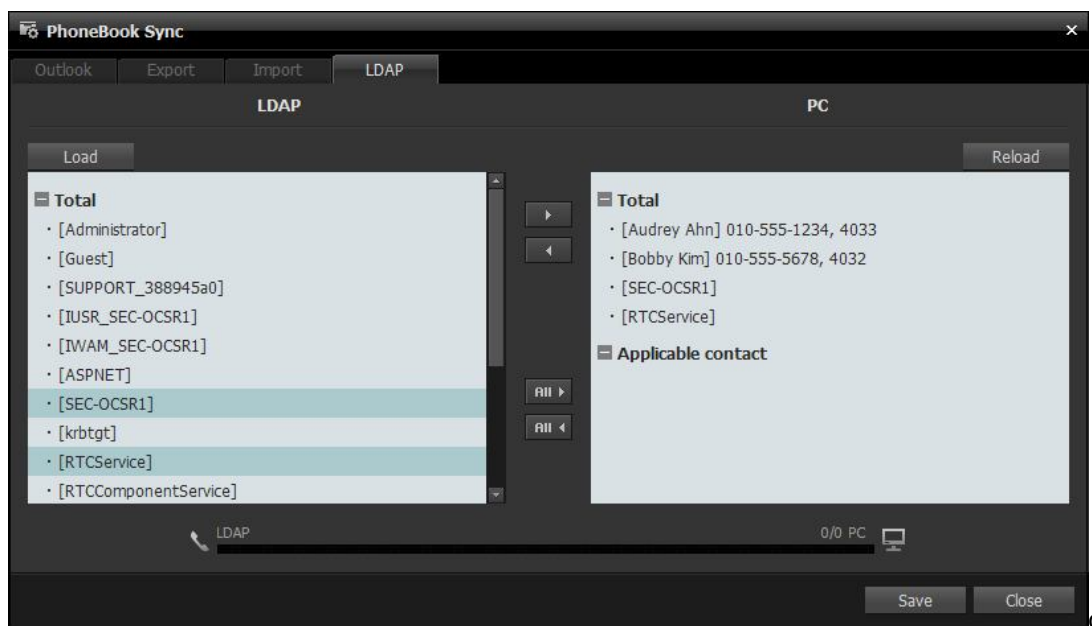
7. Click the Move All button (), or select the contacts you want to import and click the Move button ().



8. You must click the Save button () to actually import the contacts to your OfficeServ Communicator.



9. When the contacts are imported successfully, they are displayed in the list in the PC pane, as shown in the figure below.



Messages/Call History

You can use the Contacts function of the OfficeServ Communicator using the Messages menu. And also, you can view and manage the call history of the OfficeServ Communicator using the Call History menu.

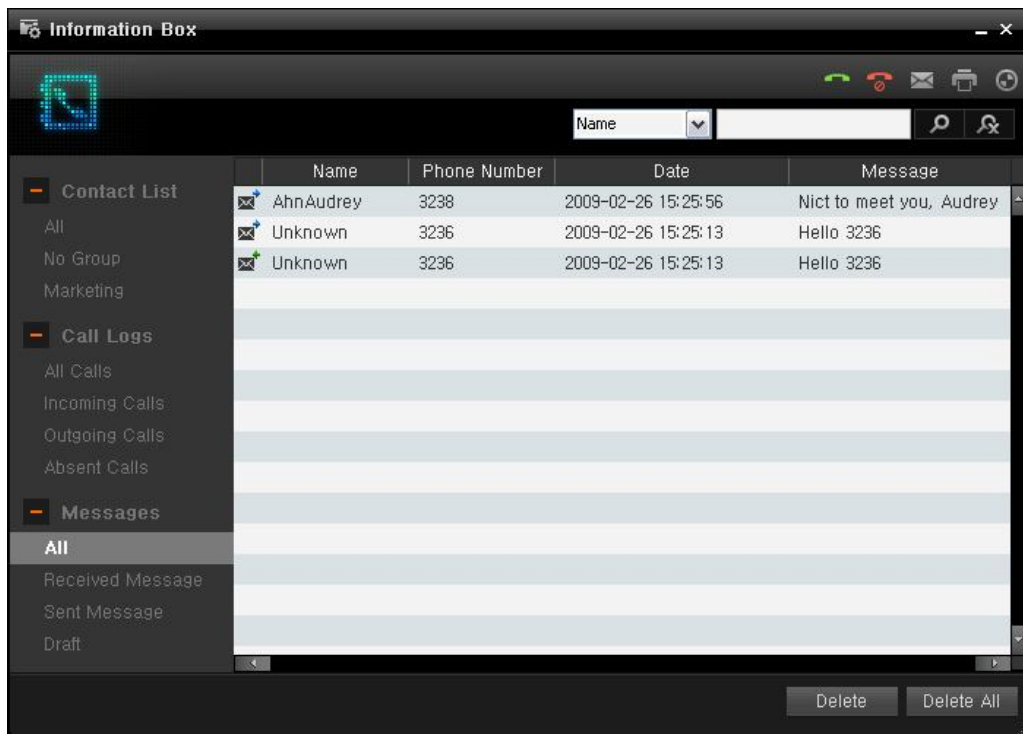
Information Box

Name

Call Logs

| | Name | Phone Number | Connect Time | Call Duration |
|-----------|------|---------------------|--------------|---------------|
| Unknown | 3237 | 2009-02-26 11:17:54 | - | |
| asdff asf | 3238 | 2009-02-26 10:57:41 | - | |
| Sting Kim | 3227 | 2009-02-26 10:05:50 | 00:43:36 | |
| Sting Kim | 3227 | 2009-02-26 10:05:09 | 00:00:13 | |
| Sting Kim | 3227 | 2009-02-26 10:01:32 | 00:00:15 | |
| Sting Kim | 3227 | 2009-02-26 10:01:09 | 00:00:11 | |
| Sting Kim | 3227 | 2009-02-26 10:00:17 | 00:00:07 | |
| Sting Kim | 3227 | 2009-02-26 09:57:06 | - | |
| Sting Kim | 3227 | 2009-02-26 09:55:55 | - | |
| Kim Sting | 3227 | 2009-02-26 09:53:06 | - | |
| Unknown | 3227 | 2009-02-26 09:51:33 | - | |
| Unknown | 3227 | 2009-02-26 09:49:11 | 00:00:11 | |
| 이이칠 삼 | 3227 | 2009-02-26 09:48:47 | - | |
| 이이칠 삼 | 3227 | 2009-02-26 09:46:52 | - | |
| Unknown | 4033 | 2009-02-25 19:43:36 | - | |

Save Delete Delete All

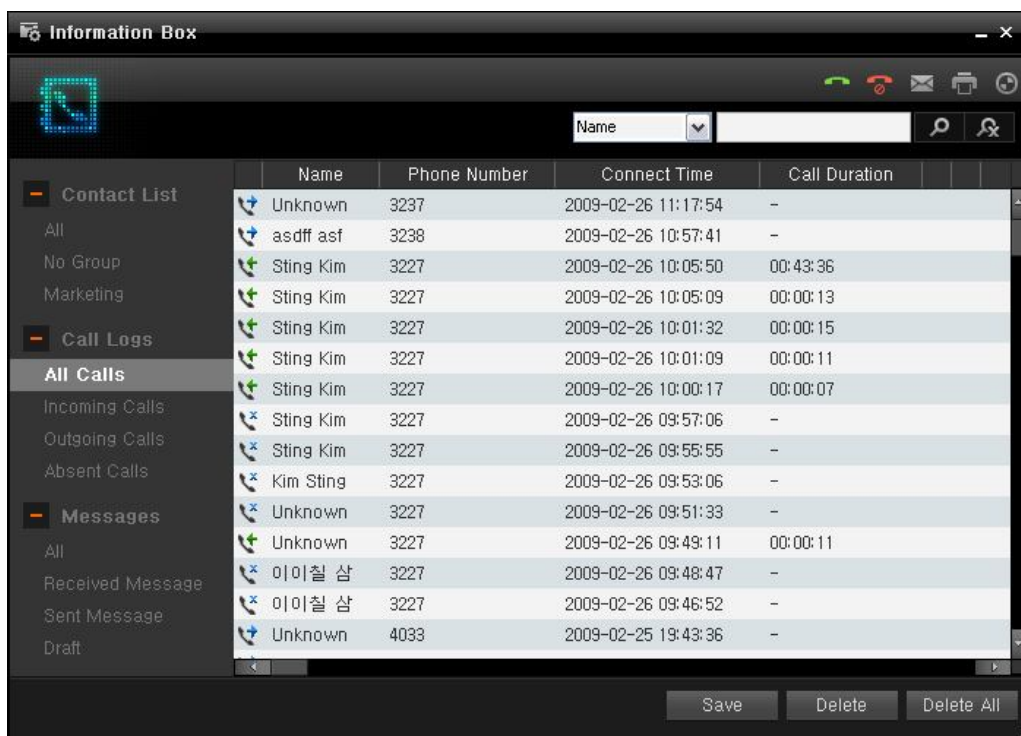


Call History

You can view the call history of the OfficeServ Communicator using the Call History menu.

Recent Call List

1. In the Information Management Box window, click Recent Call List under the Call History menu.
2. A list of recent dialed and received calls is displayed.



- To make a call to the user of the selected history entry, use the Make Call button.
- To send a message to the user of the selected history entry, use the Send Message button.
- To edit the saved call memo of this call, use the View memo button.
- To add the new call memo into the existing call log, use the Edit memo button.
- To delete the selected history entry, click the Delete button. To delete all recent history entries, click the Delete All button. If you click the Delete All button, you will be prompted to confirm the deletion.

Received Call List

- In the Information Management Box window, click Received Call List under the Call History menu. A list of recent received calls is displayed.
- This function is the same as in the Recent Call List.

Dialed Call List

- In the Information Management Box window, click Dialed Call List under the Call History menu. A list of recent dialed calls is displayed.
- This function is the same as in the Recent Call List.


Missed Call List

- In the Information Management Box window, click Missed Call List under the Call History menu. A list of recent missed calls is displayed.
- This function is the same as in the Recent Call List.

Messages

You can send and receive messages to and from other OfficeServ Communicator users.

Sending a Message

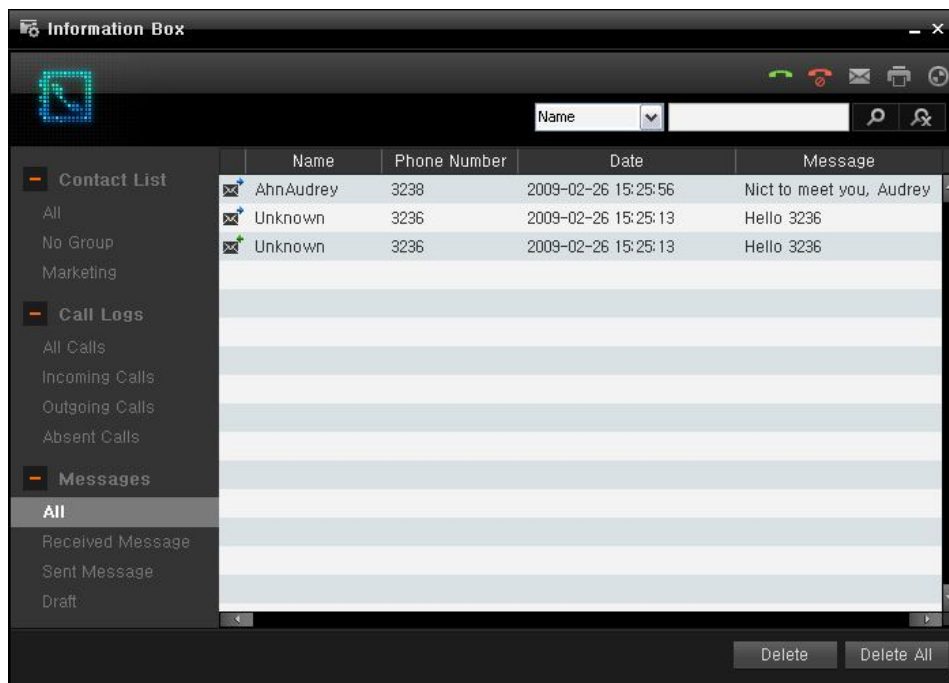
1. In the Information Management Box window, click the  button.
2. In the New Message window, enter the station number of the recipient and write the text to send.



3. Click the  button to send the message.

All Messages

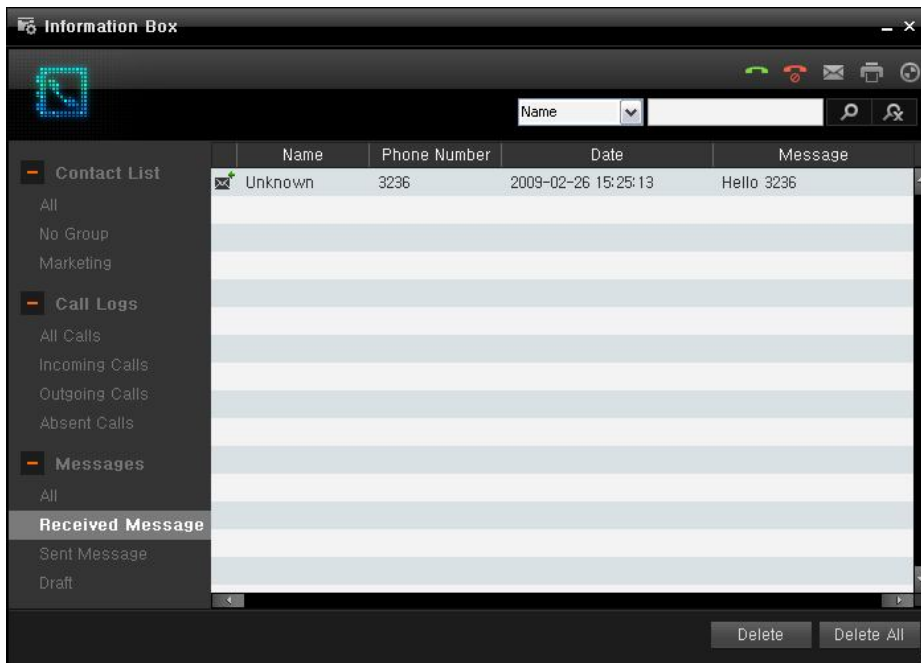
1. In the Information Management Box window, click All Messages under the Messages menu.



- ## 2. A list of all messages is displayed.
- ☞ To make a call to a person who sent a message, select it and click the Make Call button.
 - ☐ To reply to a person who sent a message, select it and click the Send Message button.
 - ☐ To delete a message, select it and click the Delete button.

Received Messages

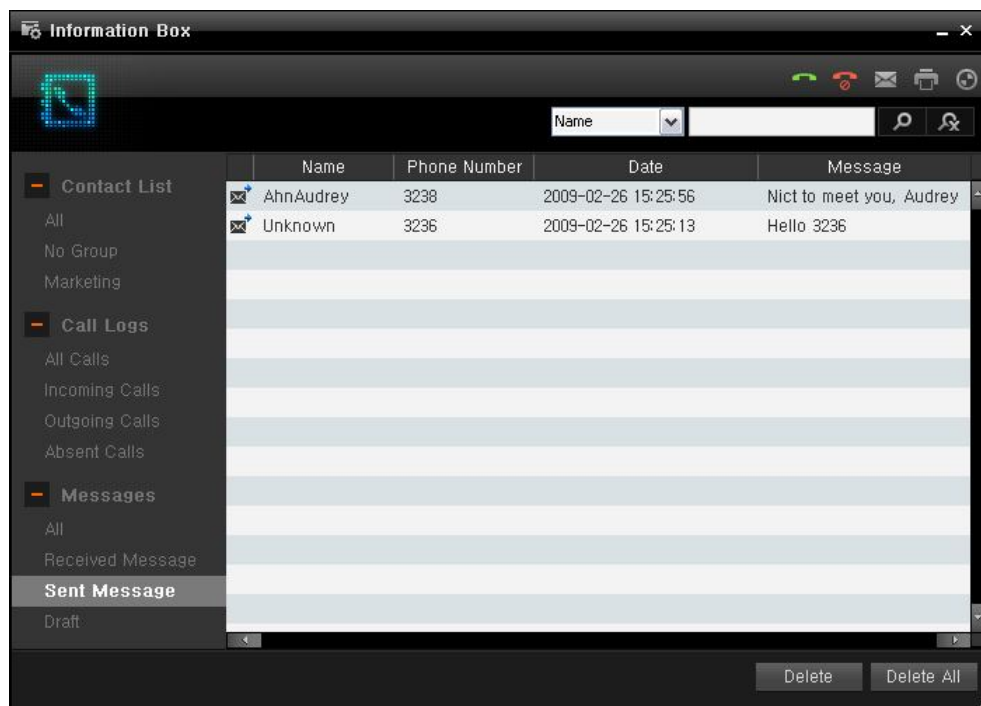
1. In the Information Management Box window, click Received Messages under the Messages menu.
2. A list of the received messages is displayed.



- ☐ To make a call to a person who sent a message, select it and click the Make Call button.
- ☐ To reply to a person who sent a message, select it and click the Send Message button.
- ☐ To delete a message, select it and click the Delete button.
- ☐ To delete all the received messages, click the Delete All button.


Sent Messages

1. In the Information Management Box window, click Send Messages under the Messages menu.
2. A list of the sent messages is displayed.



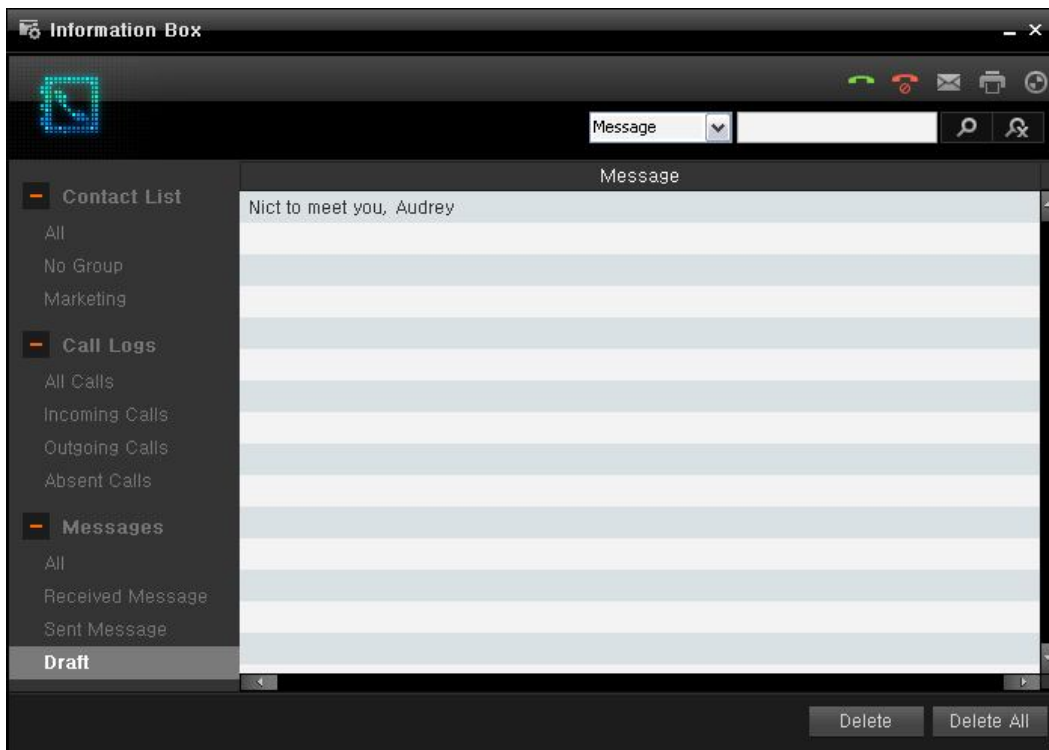
- ☐ To make a call to a person from a message was sent previously, select it and click the Make Call button.
- ☐ To send a new message to a person to whom a message was sent previously, select it and click the Send Message button.
- ☐ To delete a message, select it and click the Delete button.
- ☐ To delete all the sent messages, click the Delete All button.

Sentence Box

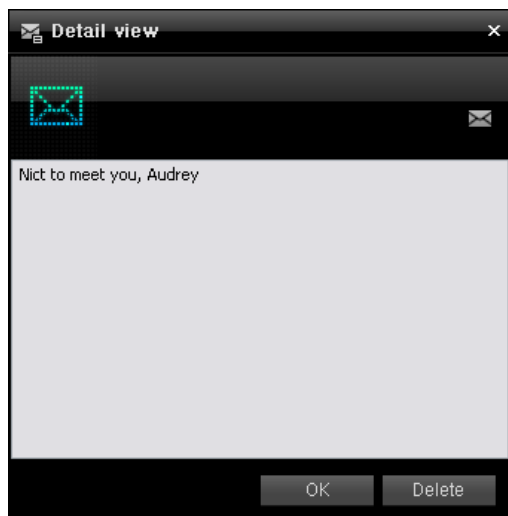
1. In the View Details window for a message, you can save a message to the Sentence Box by clicking the  (Save to Sentence Box) button.




2. In the Information Management Box window, click Sentence Box under the Messages menu. A list of the stored sentences is displayed.



3. Double-click an entry to view it in the View Details window for a sentence.



4. Click the  (Send Message) button to send the sentence as a message using the New Message window.

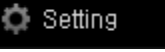


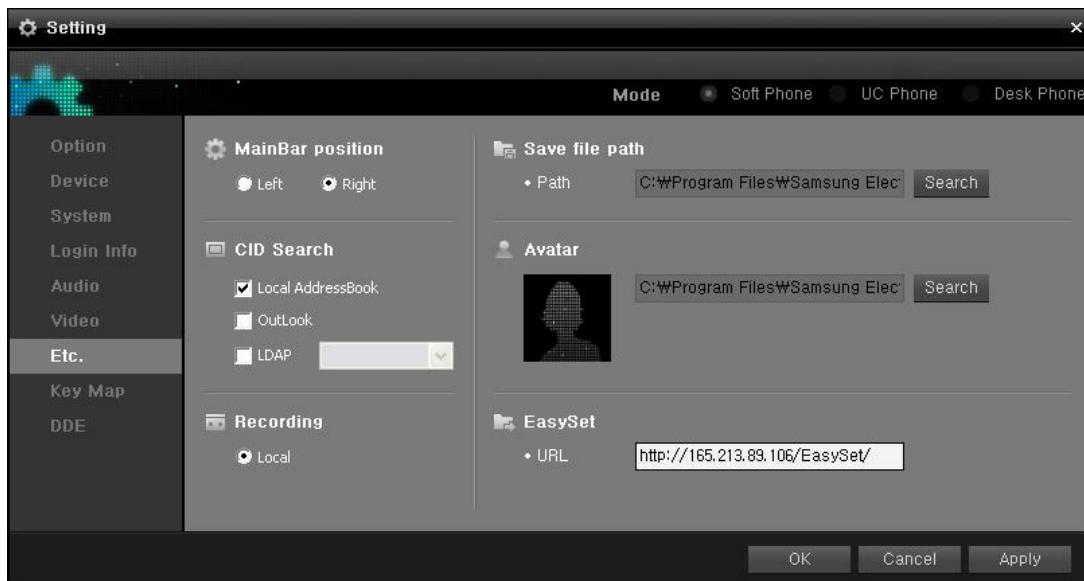
Easyset

You can use the Easyset using the Easyset menu.

This function is not supported in the SCMV2 system for Korea.

Configuring the Easyset

1. Click the [Configuration] icon () in the OfficeServ Communicator menu bar. The following screen is displayed.



2. Enter a correct value in each Easyset setting item. Below are the descriptions of the Easyset setting items.

Server Information

Enter the IP address and virtual directory name of the computer where the Easyset web server is installed. For example, if the IP address of the Easyset web server is 10.254.168.152 and the virtual directory name is 'easyset' (default), enter 'http://10.254.168.152/easyset'.

System Number

Enter the system ID of the OfficeServ Link to which the Easyset is connected. The default is 1.

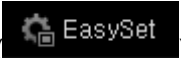
Selecting the Phone Color

Select the phone color you want to use. (White/Black)

Selecting to Use the Phone Screen

Specify if you want to use the phone screen. (Used/Unused)

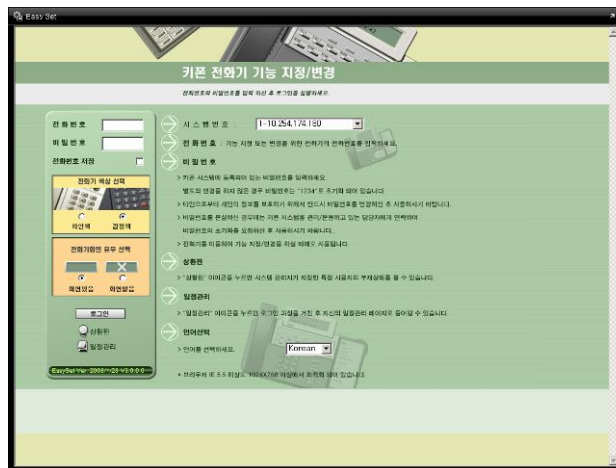
Using Easyset

1. Click the [Easyset] icon () in the OfficeServ Communicator menu bar. You are logged in to the system automatically and then the following screen is displayed.



Easyset Screen Once You Have Successfully Logged In

2. If the configuration is incorrect, you are taken to the Easyset login screen. Enter the phone number and password and then log in to the Easyset system manually.



Easyset Login Screen



OfficeServ Communicator Easyset

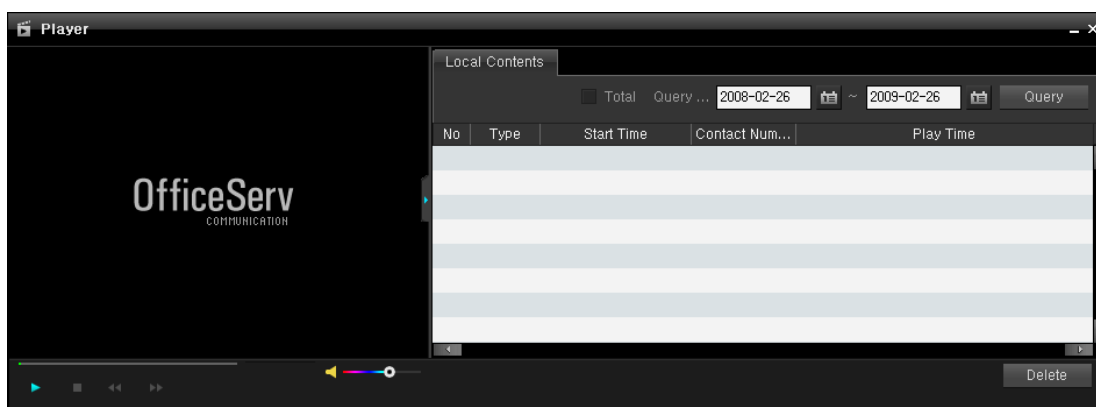
* Regardless of whether you use Easyset, you should ask the administrator for more information including whether Easyset is available and the URL. For more information on how to use Easyset, refer to the OfficeServ EasySet manual.

* This function is supported only in the OfficeServ Communicator Professional mode. Moreover, this function is not supported in the SCMv2 system for Korea.

Viewing Recordings

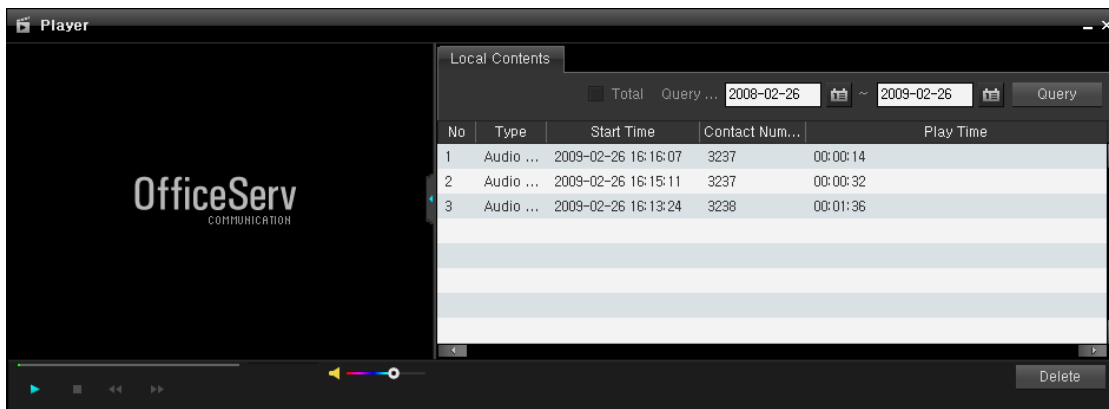
Using the View Recordings menu in the menu bar, you can view the recordings made while you were talking on the OfficeServ Communicator.

1. Click **Recording View** in the OfficeServ Communicator menu bar. The following screen is displayed.



2. Select the period of time during which the recordings you want to view were made and click the [Query] button.



3. To play an entry in the list, select it and click the [Play] button.



Schedule

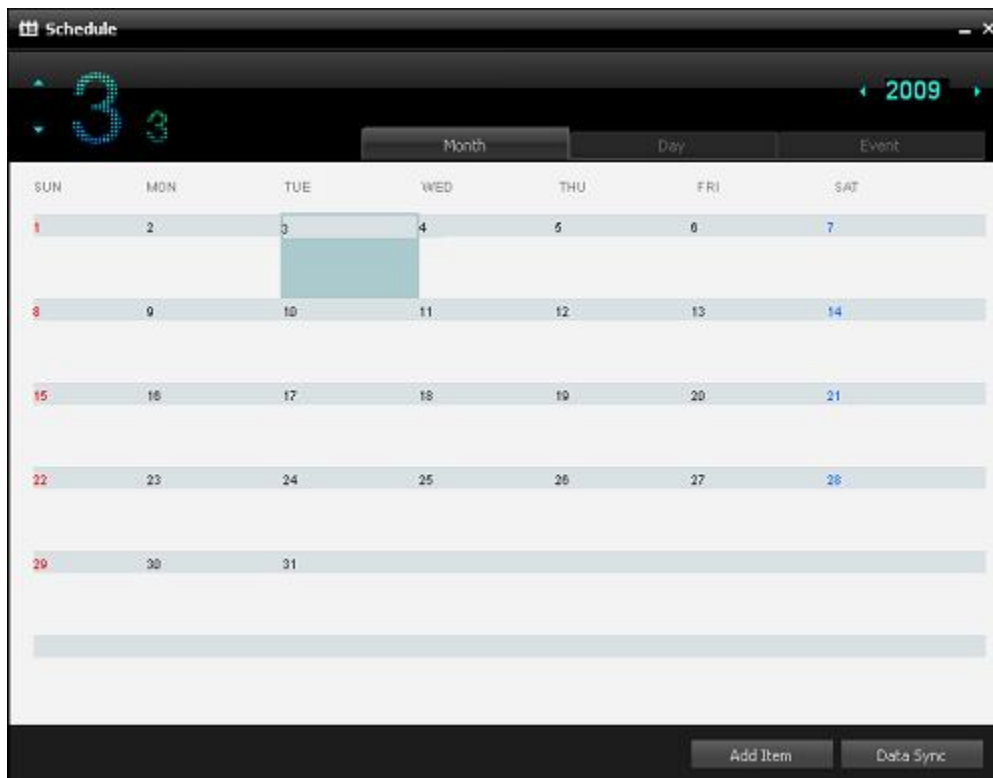
You can use the Schedule functions of the OfficeServ Communicator using the Schedule menu.

Viewing the Monthly Schedule

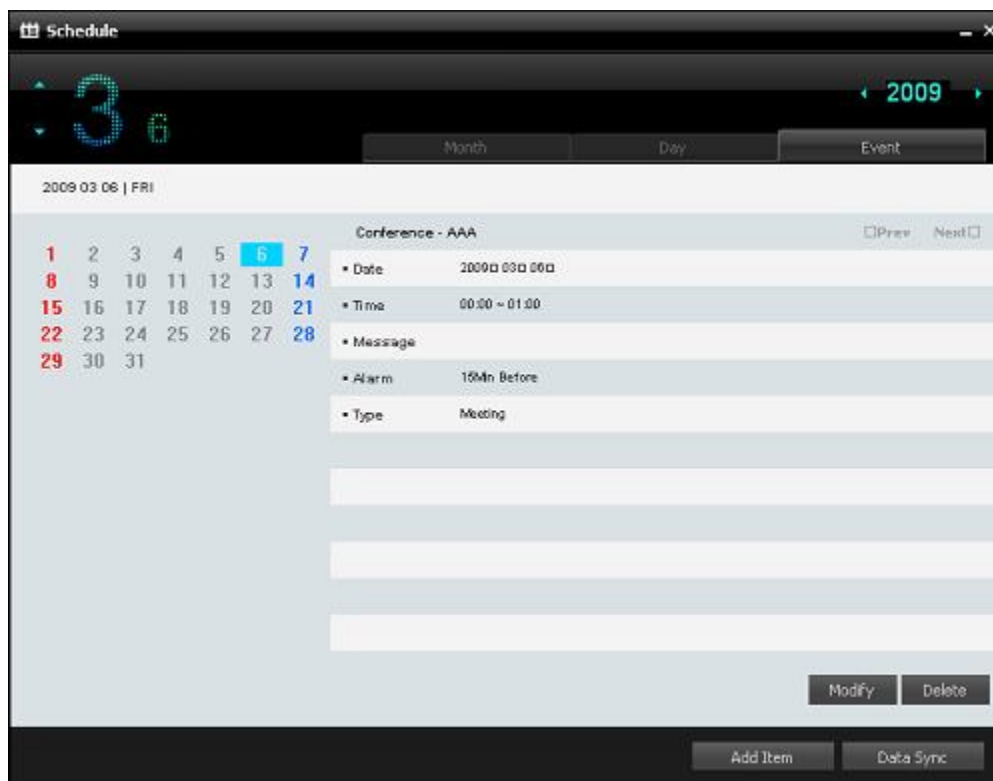
1. Click the [Schedule] icon ( Schedule) in the OfficeServ Communicator menu bar or select [Schedule] ( Schedule) from the system tray menu. The following screen is displayed.
2. The Monthly Schedule tab is selected by default. Today's date is highlighted.



Viewing the Daily Schedule

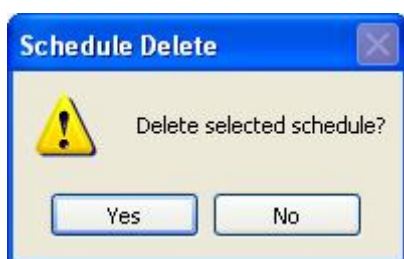
1. Select the Daily Schedule tab in the Schedule screen. The following screen is displayed. Today's schedules are displayed by hour.



Viewing a Schedule

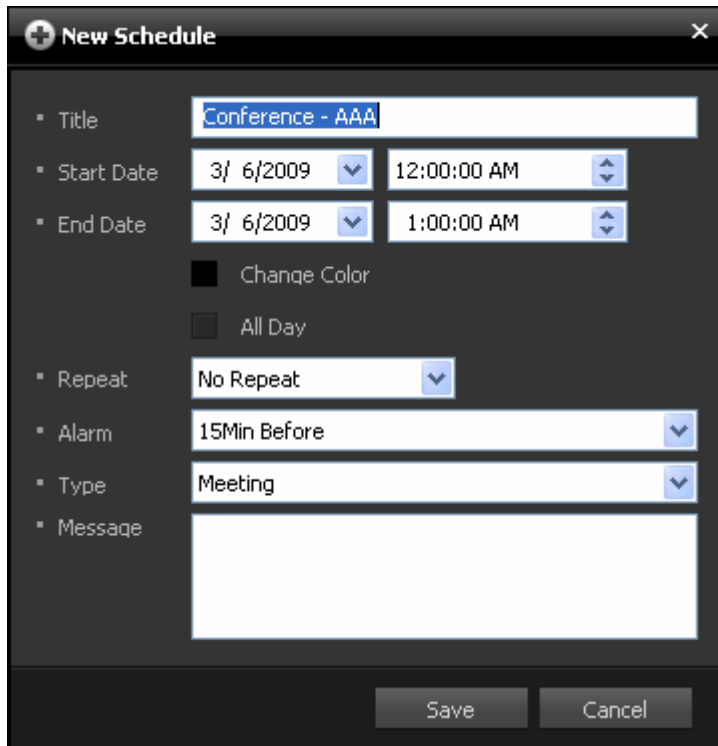


1. Select the Schedule tab in the Schedule screen. The following screen is displayed.
Today's date is displayed and selected in the calendar. You can view the schedules registered for today in chronological order.
2. To view the previous or next schedule, click the [Previous] or [Next] button respectively.
3. To modify the current schedule, click the Modify button (). The <Modify Schedule> window is displayed. You can modify the information for the schedule.
4. To delete the current schedule, click the [Delete] button (). The <Schedule Deletion Confirmation> window is displayed to ask you whether to delete the selected schedule. Click [Yes] to delete the selected schedule.



Adding a Schedule

1. Click the [Add Schedule] button in the Schedule screen. The following screen is displayed.



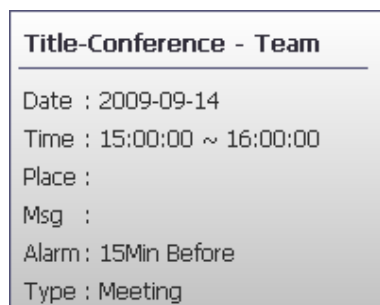
The Add New Schedule window consists of the following items.




- Title
- Start date and time
- End date and time
- Color option
- All Day option
- Repetition option
- Alarm time
- Schedule type
- Description

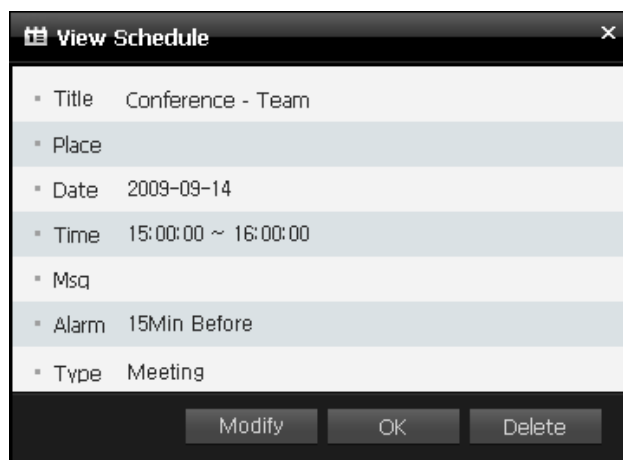
2. Click the [Save] button to save the new schedule in your computer. Click the [Cancel] button to close the window without saving the new schedule.

Viewing a Schedule

1. While the <Monthly Schedule> tab is selected, if you move your mouse pointer over a schedule entry, a tooltip is displayed to show the details of it, as shown in the figure below. To display the <Schedule Details> window, double-click a schedule entry.

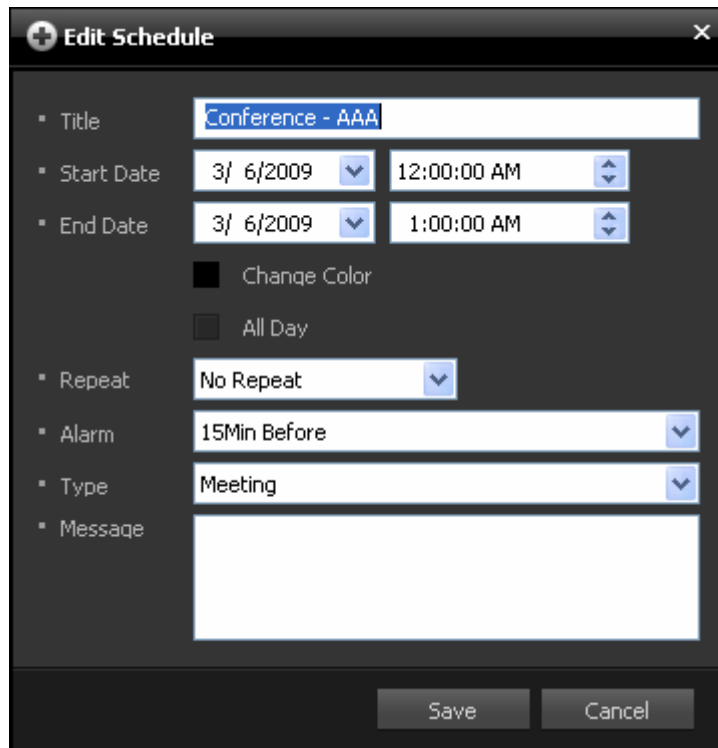


2. The <Schedule Details> window shows the details of the selected schedule. To modify the selected schedule, click the [Modify] button (). The <Modify Schedule> window is displayed. You can modify the information for the selected schedule.
3. To delete the selected schedule, click the [Delete] button ().
4. To close the <Modify Schedule> window, click the [OK] button ().



Modifying a Schedule

1. Click the [Modify] button in <Schedule Details> window. The <Modify Schedule> window is displayed. You can change the details of the selected schedule and save the changes in your computer.

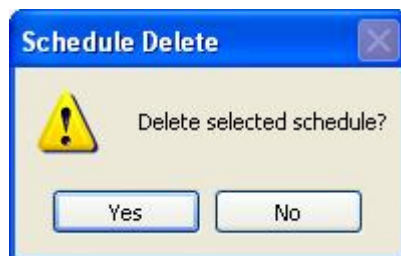


The 'Edit Schedule' dialog box is shown with the following fields and options:

- Title: Conference - AAA
- Start Date: 3/ 6/2009, 12:00:00 AM
- End Date: 3/ 6/2009, 1:00:00 AM
- Change Color: ☐
- All Day: ☐
- Repeat: No Repeat
- Alarm: 15Min Before
- Type: Meeting
- Message: (empty text area)
- Buttons: Save, Cancel

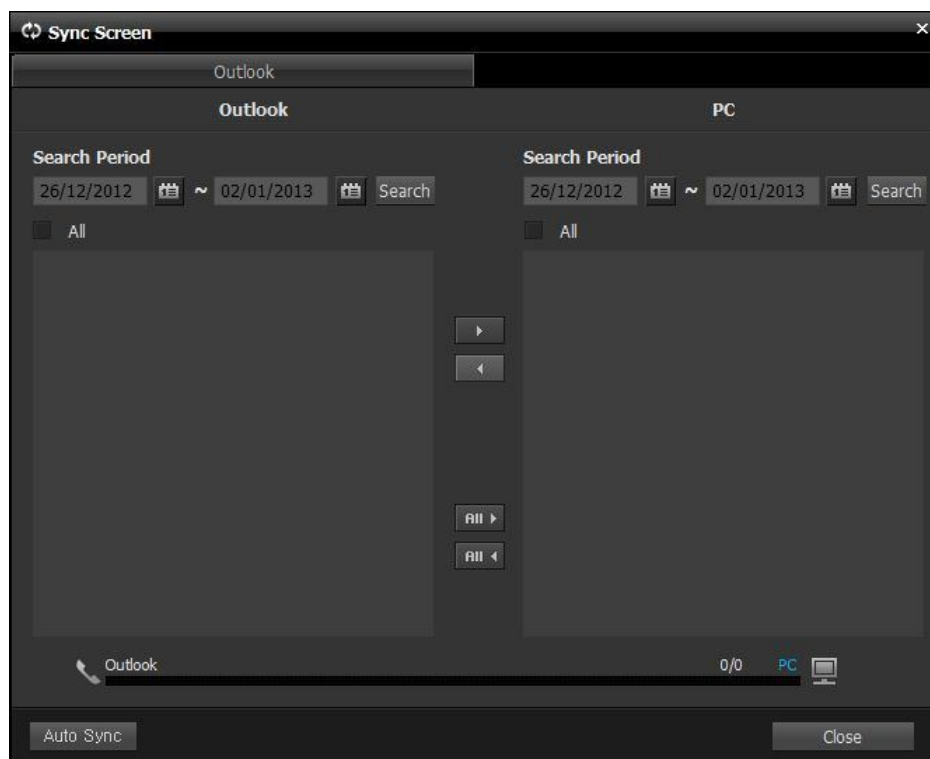
Deleting a Schedule

1. Click the [Delete] button in the <Schedule Details> window to delete the selected schedule. The <Schedule Deletion Confirmation> window is displayed to ask you whether to delete the selected schedule. Click [Yes] to delete the selected schedule.





Synchronizing the Data

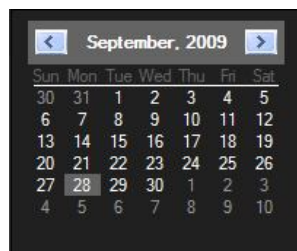
1. Click the [Synchronize Data] button () at the bottom of the Schedule screen. The following window is displayed.








The <Synchronization> window consists of the following tab:

- UC <-> Outlook

2. Set a period and click the [View] button (). The schedules are displayed in two lists. To set a period, click the [Set Start Date]/[Set End Date] () button. The <Calendar> window is displayed, as shown in the figure below, so that you can select a date.



To display all schedules of the entire period, select the [All] checkbox () and then click the [View] button.

3. If you select an entry in the list in the <Outlook> pane and click the [Move to PC] button () , the selected entry is saved to your computer and is displayed in the list in the <PC> pane.
4. If you select an entry in the list in the <PC> pane and click the [Move to Outlook] button () , the selected entry is saved to your Microsoft Outlook and is displayed in the list in the <Outlook> pane.
5. To save all entries in the <Outlook> pane list to your computer, click the Move All to PC button () . All entries of the Outlook pane list are displayed in the <PC> pane list. While the entries are being moved, the movement progression is displayed in the progress bar. When the movement operation has finished, the progression is displayed as 100%.
6. To save all entries in the <PC> pane list to your Microsoft Outlook, click the [Move All to Outlook] button () . All entries of the <PC> pane list are displayed in the <Outlook> pane list. While the entries are being moved, the movement progression is displayed in the progress bar. When the movement operation has finished, the progression is displayed as 100%.



AutoSync Mode

* OSC V1.1.0.12 or later supports the Auto Sync Mode. User can modify the Auto Sync Configuration Value – Use/Not Auto Sync Mode, Sync Period, Sync Direction(Outlook → OSC, OSC → Outlook, Outlook ↔ OSC), Sync Data Item(Inserted/Changed/Deleted Schedule Item)

* When the AutoSync Mode is enabled, the period of Synchronization is the next 1 week (7 days)

* When Auto Sync is not working, Outlook ↔ OSC Sync Type is recommend for fixing them.

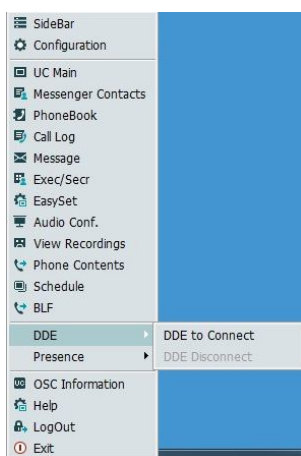
* This function is supported only in the OfficeServ Communicator V 1.1.0.12 or later version.

DDE

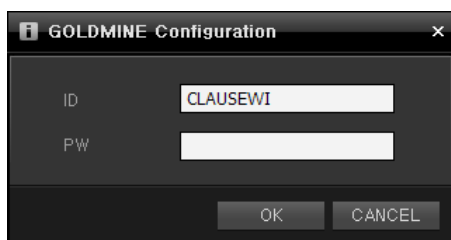
The DDE function is when the OSC receives a call, the DDE program (e.g. Goldmine) that interoperates with it displays the information for the received phone number to the user.

Initializing the DDE Function

1. Select DDE -> Initialize DDE from the system tray menu.

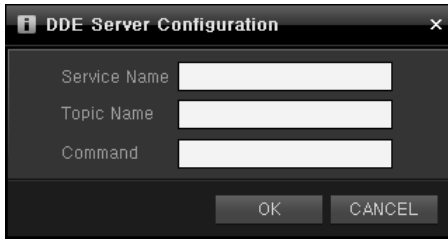


2. A configuration window where the user can enter the information required for DDE initialization is displayed. However, the information that must be entered differs according to the program type ("Goldmine" or "Other") selected in the DDE program section of the Configuration menu screen.



You must enter the ID and password registered when installing the Goldmine program. They are required to run the Goldmine program.

- When set to "Goldmine"



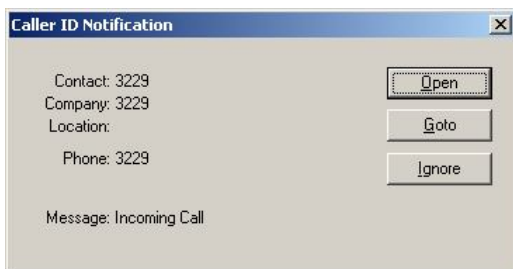
Enter the service name, topic name, and command.
(Note: The service name, topic name, and command differ according to the DDE program. Therefore, to configure these settings, refer to the user manual of the DDE program.)

- When set to "Other"

3. Click the "OK" button to initialize the DDE function with the settings you entered. (Note that if the currently selected DDE program is Goldmine, it will automatically run.)

Using the DDE

1. When the received call number is registered in the DDE program, its detailed information is displayed on the screen.



Closing the DDE Function

1. Select the DDE -> Close DDE from the system tray menu.



2. The DDE function stops.

Configuring the DDE

1. For more information on how to configure the DDE, refer to the "DDE" section of the "Configuring the OfficeServ Communicator Options" section.

BLF

The BLF view is a distinctive new feature of the version. If you are using a OfficeServ system, you can monitor all the stations and trunks in the BLF view.

You can drag a connected call from the call control view and drop the call to the BLF view to transfer it. You can also make a call or pick up a call by double clicking the BLF.

The BLF view allows the OfficeServ Communicator users to easily monitor the status of individual ports.

Configuring the BLF

1. Select the **[Login Info]** tab in the Configuration screen from the system tray menu(or the slide menu).



Note

OSC must be Logged Off to make changes to the Login Info Tab

Only the Update Server IP can be changed on this tab while the OSC is logged in.

2. Select Deskphone Mode and Enter Link IP and Link Port.

The screenshot shows a 'Device' configuration window with the following fields:

- Device ID: [Empty text box]
- Password: [Empty text box]
- Link IP: [Empty text box]
- Link Port: [6000]

| | |
|-----------|---|
| Link IP | Enter the IP address of the OfficeServ Link server. |
| Link Port | Enter the number of the OfficeServ Link server port. - The default is 6000. |

3. You must enter the Link IP ID and Link Port as the BLF Connection Information.

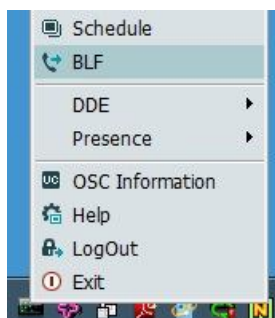
If there is no information for BLF Connection, OSC will display the following Message.

You must enter the valid Information for the BLF connection.

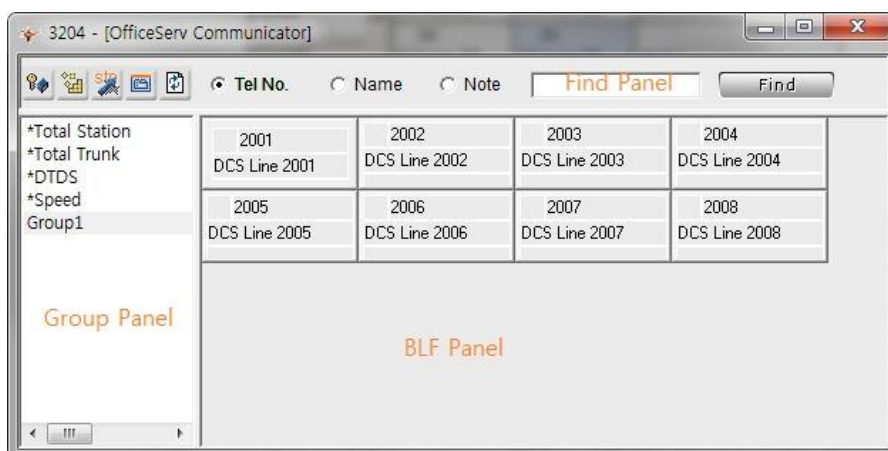


Run the BLF

1. Select BLF from the system tray menu or the slide menu



BLF will be displayed like the following.



Each rectangle in the BLF Panel is a BLF(Busy Lamp Field). A BLF(Busy Lamp Field) represents a device on your switch.

From the BLF view, you can divide devices into groups and monitor device status and call state by group. A couple of call control features, such as transfer, dial, pickup, are available.

You can add a speed dial number as a BLF, but 'Dial' is the only possible function that can be used. Strictly it is not a BLF, but it is treated as a sort of BLF in this user guide.

The panel at the top is the Find Panel. There are tool buttons and a Find button in the Find Panel. The Group Panel on the left of the main window shows the BLF group list. The member BLFs of the selected BLF group are listed in the BLF Panel. You can select the view type of the BLF panel between Card View and List View. The device status or call state icon appears on the top left corner of the BLF.

If you select List View, the status icon, device telephone number, and user name are displayed for each BLF. . If you select Card View, the station setup information, such as call forward and note, will also be displayed.

Only List View is available if there are more than 100 devices in a BLF group.
You can add, delete, and modify BLF groups and members.

BLF Group

There are default BLF groups listed below.

| Group Name | Description |
|----------------|---|
| *Total Station | Total stations of the switch |
| *Total Trunk | Total trunks of the switch |
| * DTDS | DT/DS buttons of the station of which telephony line is open by OfficeServ Communicator |
| * Speed | All the speed dials registered (station speed dials registered with the OfficeServ Communicator users call buttons+user defined speed dials) |



The default BLF group names start with “*”

* If it is possible to tell the port type, “Total group is created instead of *Total Station and *Total Trunk Groups

You cannot delete or rename the default groups, and you cannot add or delete the members of the default groups. However, it is possible to modify a name and add a note to the member BLFs of the default groups.



The BLF name has nothing to do with the station name of the keyset.

An exception is that you can add user defined station speed dials into the *Speed group. BLFs added in this way are distinguished from the system speed dials by a different icon.

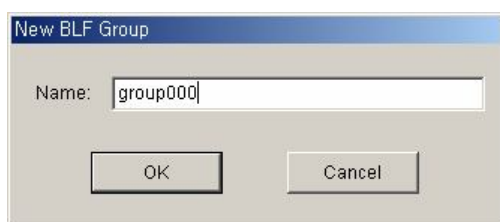
User defined BLF groups can be created, and this can be used to reflect an organizational structure for example.

New Group

1. To create a new BLF group, click the right mouse button on the Group Panel and select New Group option from the context menu.



2. Enter the name of the new BLF group and click OK.

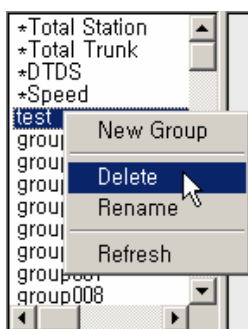


The new group is added to the Group Panel, and it is opened in the BLF Panel.

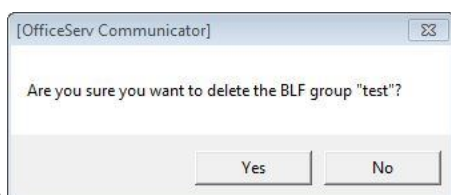
You can create up to 100 BLF groups including default groups. For example, there are four default groups, [*Total Station], [*Total Trunk], [*DT/DS], and [*Speed], so you can create 96 user defined BLF groups.

Delete a Group

1. Select the BLF group to delete from the Group Panel, and click the right mouse button, then select Delete option.

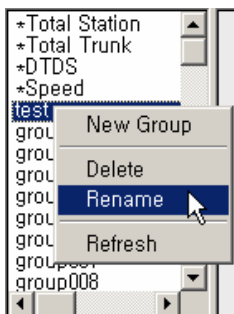


2. Click OK to delete the selected group.



Rename a Group

1. Select the BLF group to rename from the Group Panel, and click the right mouse button, then selects Rename option.



Or, click the selected group again.



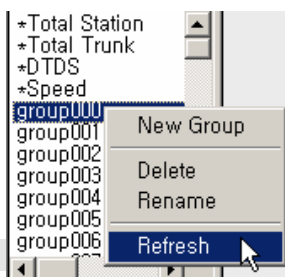
2. Enter a new group name into the edit box.



You cannot delete or rename the default BLF Groups.

Refresh Groups

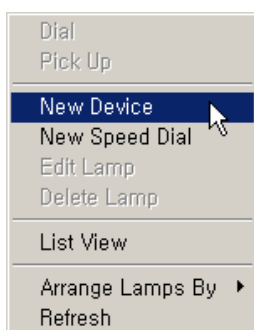
1. Select a BLF group to refresh, and click the right mouse button, then select Refresh option.



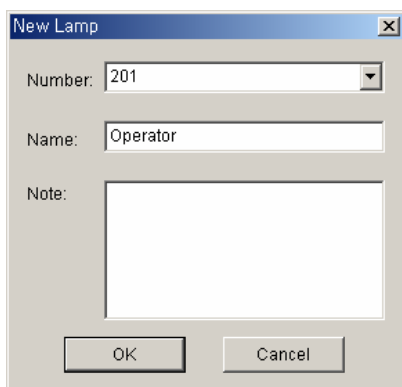
2. Then, the selected group members are read from the database and the BLF Panel is refreshed.
If you select the Refresh option without selecting any BLF group, the entire BLF group list is refreshed.

New Device

1. To add a device into a BLF group, click right mouse button on the BLF Panel of a user defined BLF group, and select the New Device option.



2. The New Lamp dialog box will appear.

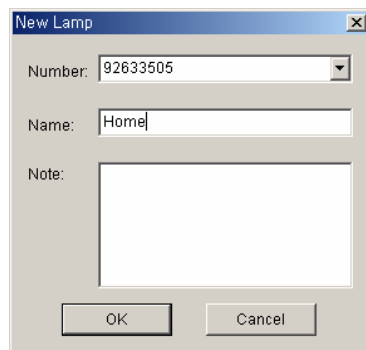


3. Select a new device to add from the combo box and edit the name and note if needed. Click OK to add a new device.

New Speed Dial

You can add a user defined speed dial into a BLF group

1. Click right mouse button on the BLF Panel, and select New Speed Dial option. The New Lamp dialog box will appear.



The 'New Lamp' dialog box is shown. It has a title bar 'New Lamp' with a close button. Inside, there is a 'Number' field with a dropdown menu showing '92633505'. Below it is a 'Name' field with 'Home' entered. At the bottom is a 'Note' text area. At the very bottom are 'OK' and 'Cancel' buttons.

2. You can enter a new speed dial number into the combo box, or select an existing speed dial number from the combo box. Click OK to finish adding.

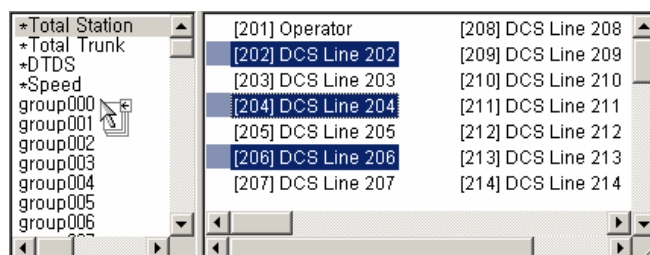


If the speed dial number is an external telephone number, be sure to put the outside line access code. This picture above, fist '9' is the outside line access code.

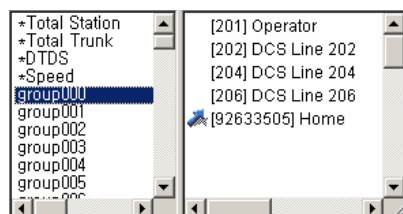
Add BLFs Using Drag and Drop

You can add a set of BLFs at a time by dragging BLFs from the BLF Panel and dropping them into the target group entry in the Group Panel. This feature is available with the List View only

1. Change your view option to the List View. Select the BLFs to add another BLF group



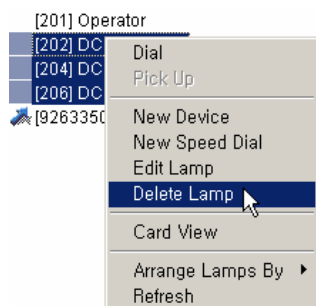
2. Drag the BLFs and drop on the BLF group to add the selected BLFs. The drop target BLF group is opened in the BLF Panel after the drop.



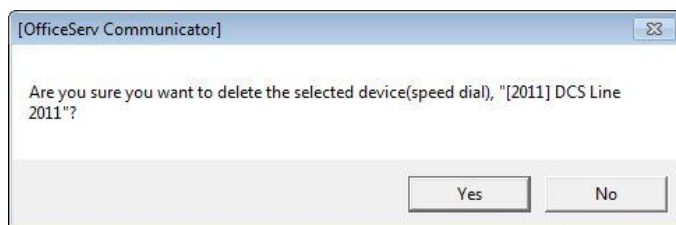
Delete BLFs

You can delete BLFs from the user defined BLF groups.

1. Select BLFs to delete, and click right mouse button, then select Delete Lamp option.



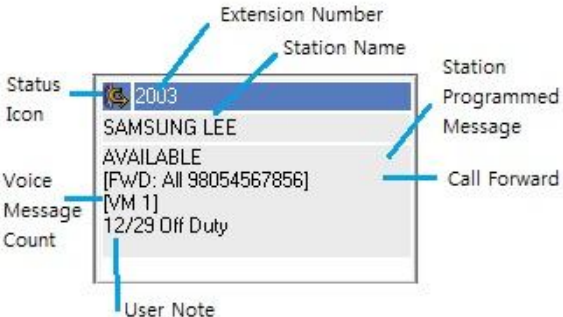
2. Click Yes to confirm deletion.



You can delete BLFs only from the user defined BLF groups. Exceptionally, you can delete user defined speed dial BLFs from the *Speed group. The BLF is deleted only from the currently selected group and the deletion does not affect any other groups.

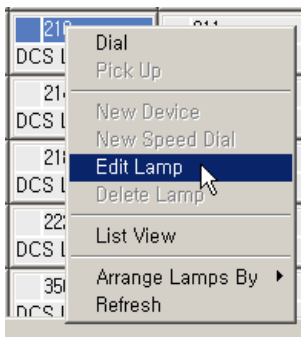
BLF Information

Each BLF has information shown below.

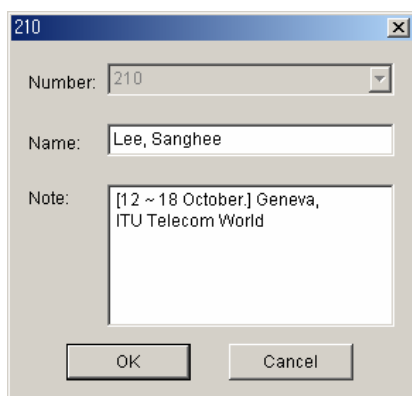
| View Type | BLF Type | Description |
|-----------|------------|--|
| List View | Device | Status Icon, Extension Number, Name |
| | Speed Dial | Speed Dial Icon, Speed Dial Number, Name |
| Card View | Device |  |
| | Speed Dial | Speed Dial Icon, Speed Dial Number, Name, Note |

Edit a BLF

1. To edit name of a BLF or put a note on a BLF, click right mouse button on the BLF to edit and select Edit Lamp option.



2. When an Edit Lamp dialog appears, edit Name or Note and click OK.



210

Number: 210

Name: Lee, Sanghee

Note: [12 ~ 18 October.] Geneva, ITU Telecom World

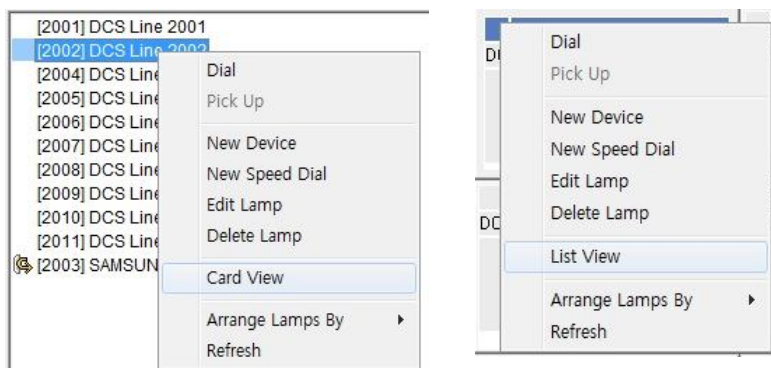
OK Cancel

List View / Card View

You can choose either List View or Card View to decide how the BLF is shown.

Click right mouse button on the BLF Panel, then you can select the view option from the context menu.

If it is in List View at the moment, Card View option is visible. Otherwise List View option is visible.



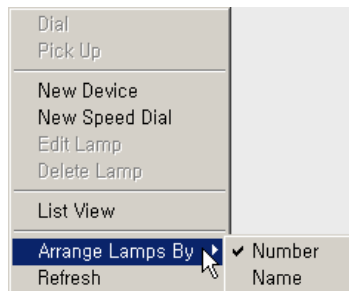
Only List View is available if there are more than 100 devices in a BLF group.

Arrange BLFs

You can arrange BLFs by extension number or by name.

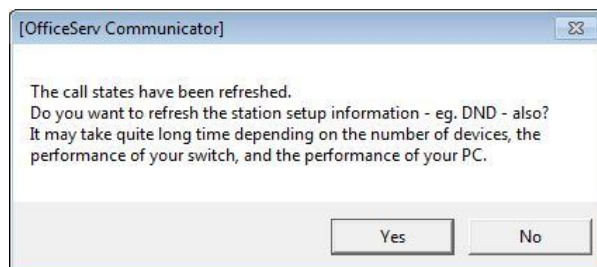
Click right mouse button on the BLF Panel, then you can choose Number or Name from the sub-menu of 'Arrange Lamps By'.

The current option appears as checked.



Refresh BLFs

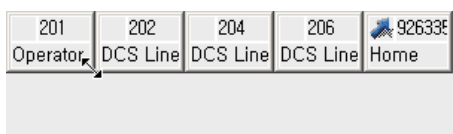
If you want to refresh the status of a BLF, select the BLF, click right mouse button, and select Refresh option. The selected BLF's device status (station setup information and call state) is refreshed. If you select Refresh option without selecting any BLF, all the BLFs of current BLF group are refreshed. When you are trying to refresh the whole group, this warning message comes up.



It may take seconds per line to read station setup information, depending on performance and load of your switch. Therefore, it may take quite long time to refresh all the devices of a group. If you only want to refresh call state, click No. Otherwise, click Yes.














Resize BLFs

You can resize BLFs if the display is in Card View. Move the mouse pointer to the bottom right corner of the top left BLF; then the mouse pointer changes to a resize arrow.



Drag the resize arrow. The new size will also be applied to the other BLF groups.

Status Icons

| BLF Type | Icon | Device Status | Call State |
|------------|---|-------------------------|--------------|
| Device | | Normal | Idle |
| |  | | Dialtone |
| |  | | Ringback |
| |  | | Offering |
| |  | | Connected |
| |  | | Conferenced |
| |  | | OnHold |
| |  | | Disconnected |
| |  | DND | N/A |
| |  | Locked | N/A |
| |  | Out of Service | N/A |
| |  | Unknown | Unknown |
| Speed Dial |  | Station Speed Dial | |
| |  | User Defined Speed Dial | |

Drag and Drop Call Control

You can perform a blind transfer on a connected call by dragging it from the Call Control View and dropping it into an idle BLF.

If you drag and drop a connected call with the CTRL key pressed, a consultation transfer is established.

Dial






Double click the idle BLF or Speed Dial BLF to dial its telephone number.

Or, select a BLF, click right mouse button, and select Dial option from the context menu.

Pickup

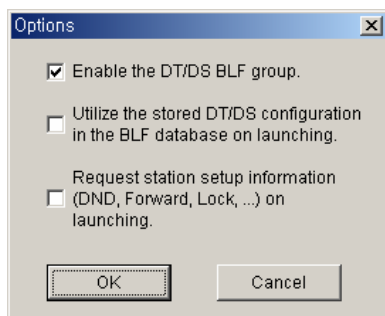
When there is a call offering, double click the BLF to pickup the call. Or, select the BLF, click right mouse button, and select the Pickup option.

Tool Buttons

| Button | | Description |
|---|-----------------------------|---|
|  | Station Password | Enter the station password. |
|  | Refresh DT/DS | Get the DT/DS information from the switch and refresh DT/DS BLF group. |
|  | Refresh Station Speed Dials | Get the Station Speed Dial information from the switch and refresh Station Speed Dials. |
|  | Option | Set options of the BLF View. |
|  | Refresh Call State | Refresh the Call states of the BLFs of the current group. |

Options

If you click the option button, this Option dialog appears.



- **Enable DT/DS BLF Group**
If you want to download DT/DS configurations of your keyset, and create it as a BLF group, mark this option.
- **Load DT/DS Configuration from BLF Database**
Once you download the DT/DS configurations from the switch, the OfficeServ Communicator information in the BLF database. If you don't change the DT/DS configuration frequently, it can save the loading time to load the DT/DS configuration from the BLF database when launching the BLF View.
Mark this option to use the stored DT/DS configurations. Otherwise, OfficeServ Communicator DT/DS configurations every time it launches its BLF View.

- Request Station Setup Information on Launching

If you want to know the station setup information, that is DND, Call Forward, Station Programmed Message and etc, of all devices when launching BLF View, mark this option.

Note that it takes time.

If you don't mark this option, the BLF View reflects the changes after it starts. You can get the station setup information using Refresh option any time while the BLF is open.

If you are connected to the OfficeServ System (MCP 4.60 or later), you can get the station names when you request station setup information. Those BLFs which have not been assigned their names by user will be shown with these station names from the system.

Find BLF

You can find a BLF by the telephone number, the name, or the note. Select the finding option, enter the keyword, and click Find button.

The matched BLF will be highlighted.

The screenshot shows the OfficeServ BLF View interface. At the top, there are radio buttons for 'Tel No.', 'Name', and 'Note'. The 'Name' button is selected. A text box contains the keyword 'SAMSUNG', and a 'Find' button is to its right. Below this is a table with columns for different station lines. The table has two rows of data. The first row contains columns for 2001, 2002, 2004, 2005, and 2006. The second row contains columns for 2007, 2008, and 2003. The 2003 column is highlighted in blue, indicating a match. The data in the 2003 column is: SAMSUNG LEE, AVAILABLE, [FwD: All 98054567856], [VM 1], 12/29 00:00:00.

| 2001 | 2002 | 2004 | 2005 | 2006 |
|--------------------------|-----------------------|--|---------------|---------------|
| DCS Line 2001 [VM 10] | DCS Line 2002 | DCS Line 2004 | DCS Line 2005 | DCS Line 2006 |
| 2007 DCS Line 2007 | 2008 DCS Line 2008 | 2003 SAMSUNG LEE AVAILABLE [FwD: All 98054567856] [VM 1] 12/29 00:00:00 | | |

BLF – Drag & Drop Services

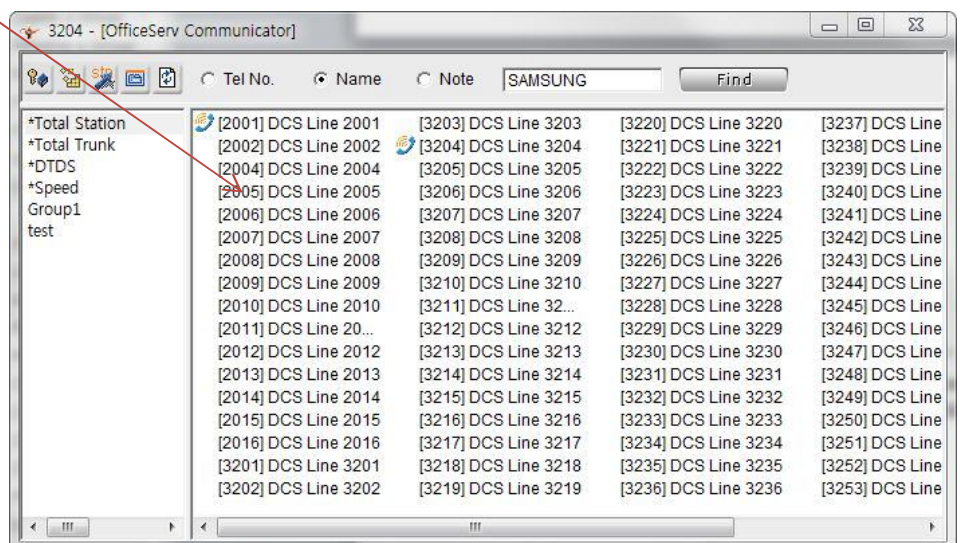
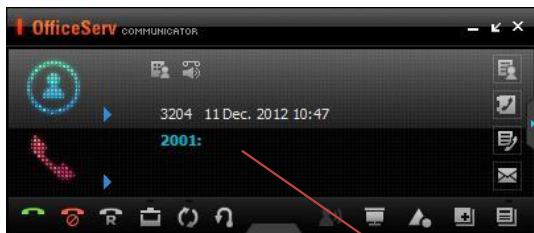
From OSC version 1.1.0.11., you can drag a connected call from the Call Control View and drop it into a BLF of the BLF View and drag BLFs from one group to another.

| Item | Purpose |
|--|---|
| Dragging a connected call in the Call Control View to BLF View | Transfer the connected call(Blind Transfer) |
| CTRL+Drag to Call Control View | Transfers the connected call to this contact(Consultation Transfer) |
| Dragging BLFs from one BLF group to another | Add dragged BLFs to the target BLF group. |

Drag and Drop – How Do You Transfer a Call to a BLF ?

You can perform a blind transfer for a connected call by dragging it from the Call Control View and drop it into an idle BLF. The cursor will show Blind Transfer.

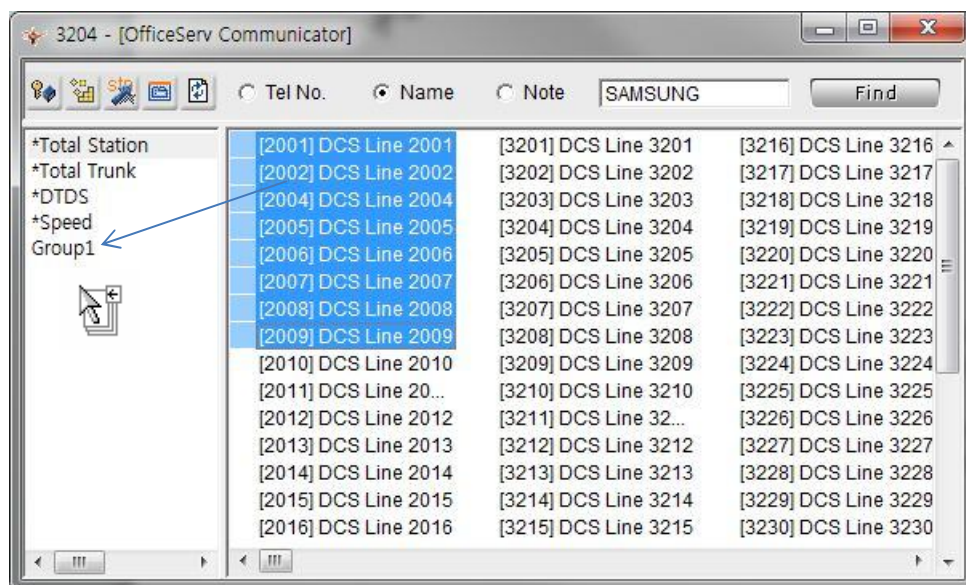
If you drag and drop a connected call with the CTRL key pressed, a consultation transfer is established. The cursor will show Consultation Transfer.



Drag and Drop – How Do You Add BLFs ?

You can add a set of BLFs one at a time by dragging BLFs from the BLF Panel and dropping them into the target group entry in the Group Panel. This feature is available with the List View only.

Change your view option to the List View. Select the BLFs to add to another BLF group and then onto the group Panel. The cursor will show like this.



IM/PS

This chapter describes the messenger function provided in the Professional mode.

By using the messenger function, you can improve the business environment of your company because you can use the phone, chatting, video call, file transfer, and white board functions conveniently.

Starting the Messenger

Click the **[Messenger Contacts]** icon () in the OfficeServ Communicator menu bar. The following screen is displayed.

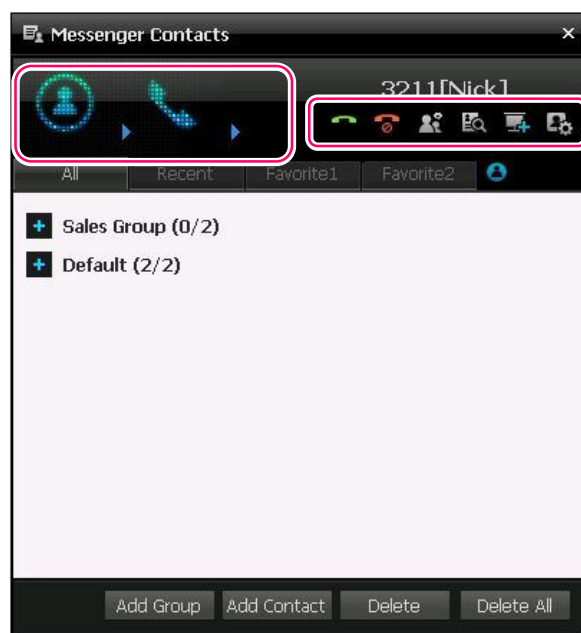


The main screen consists of the following four sections:

- My Information
- Toolbar
- Tabs
- Tab Content

My Information





Your information is displayed in the My Information section at the top of the window, as shown in the figure below.







The My Information section consists of the following three items:

- Messenger status
- Phone status
- Your chat name

Below are the possible messenger statuses.

| Icon | Status | Icon | Status |
|---|---------|---|------------------|
|  | Online |  | Busy |
|  | Offline |  | In conference |
|  | Away |  | In taking a meal |
|  | DND | - | - |

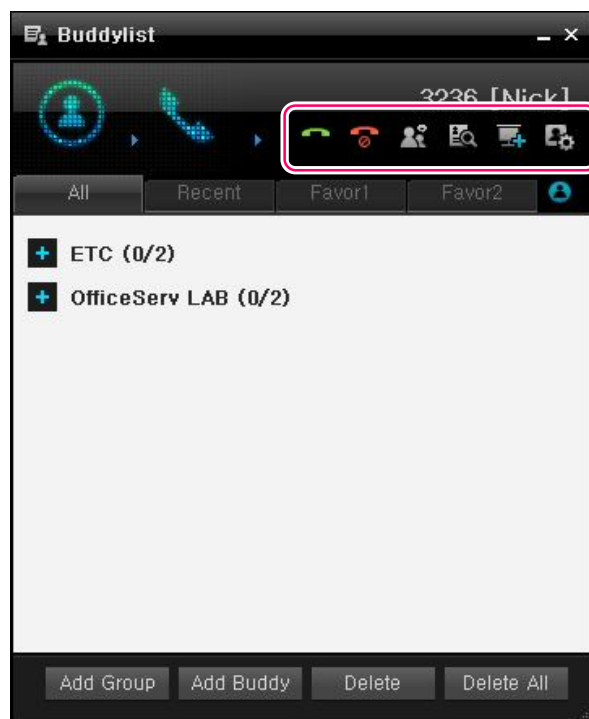
Below are the possible phone statuses. When you move your cursor over a buddy, his phone status and messenger status are displayed in a tooltip.

| Icon | Status | Icon | Status |
|---|--------------------------------------|---|---|
|  | Standby |  | Busy |
|  | Incoming rejected, unavailable |  | Unknown (when a phone call failed to be connected) |







For your chat name, the name you entered in the Configure My Information window is used. Your chat name is displayed in the screen of other users.

Toolbar

The toolbar below the My Information section allows you to control a call or open a conference.



Below are the functions of the toolbar icons.

| Icon | Function |
|---|---|
|  | Makes a call to the selected buddy if your phone is in the standby status. Or answers a call if a call is incoming. |
|  | Hangs up the call. |
|  | Begins chat with the selected buddy. |
|  | Displays a list of the stored chats. |
|  | Opens a conference. |
|  | Sets a contact, absence message, etc. and manages the list of chat buddies. |

Call Icon

Makes a call to the selected buddy if your phone is in the standby status. Or answers a call if it is incoming to your phone.

To make a call, select the other party to which you want make the call in a tab and click the Make Call button.

The call is made to the station number of the selected party.

Disconnect Icon

Cancels a call if it is being sent. Or disconnects a call if you are taking part in one. This icon does not work in the standby status.

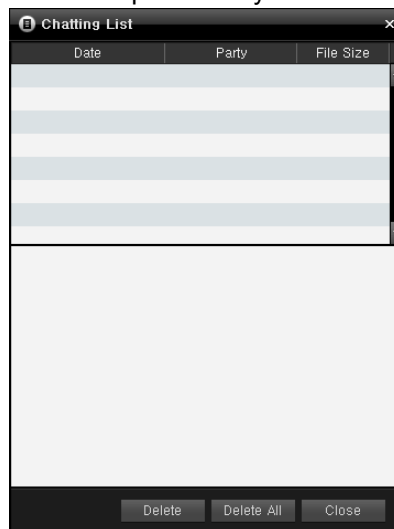
Chat Icon

By clicking this icon, you can begin to chat with the buddy you selected in a tab. For more information, refer to the 'Chatting' section.

If the buddy is offline or in the Do Not Disturb status, you cannot chat with him.

Show Chat List Icon

Displays the chatting content you saved. If you click the Show Chat List icon, the View Previous Chat Content window that shows a list of the saved files is displayed. If you select a file in the list, the chat content contained in it is displayed. You can select and delete multiple files or you can delete all files in the list.



Open Conference Icon

Displays a list of the users with whom you have chatted or have had a conference. The Recent List displays the users with whom you have chatted or have had a conference recently. You cannot change or delete the listed entries.

Configure My Information

Displays a list of the users with whom you have chatted or have had a conference. The Recent List displays the users with whom you have chatted or have had a conference recently. You cannot change or delete the listed entries.

My Information

Personal Information

Name: 3211

Extension: 3211

Department: test

Position: 1234543

Job Description: Engineer

E-Mail: 3211@samsung.com

Away Contact:

Mobile: 01012342111

Address: Suwon

Nickname

3211 [Nick]

Away Status

☒ Show me as "Away" When I'm inactive for 10 minutes

Unavailable Message

☒ Show this message when I am unavailable

Bye

OK Cancel

1) Profile

- Name, Extension, Department, Job Position: You can change these items in the OfficeServ Messenger Server Administrator screen. Standard users can only view these items.
- Chat Name: View or change your chat name that is displayed in the Buddy List screen, a buddy entry, or Chat window.
- Email: Enter your email address.
- Contact when absent: Enter the contact you want to use when you are not online.

2) Set absence time

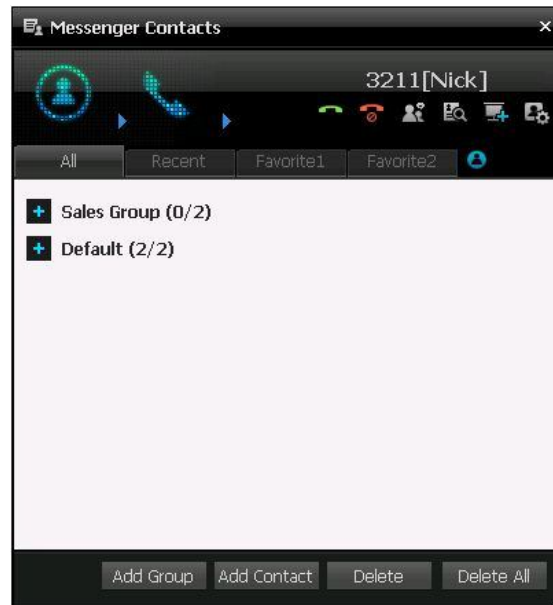
- If there is no keyboard or mouse input for the specified period of time, the messenger status is changed to Absent.

3) Absence message

- Enter the message you want to display to your buddies when you are not online.

Selecting a Tab

The main screen contains four tabs used to display all buddies, recent buddies, buddies that belong to Favorite Group 1, and buddies that belong to Favorite Group 2. Select the tab that contains a list of the buddies you want to view.

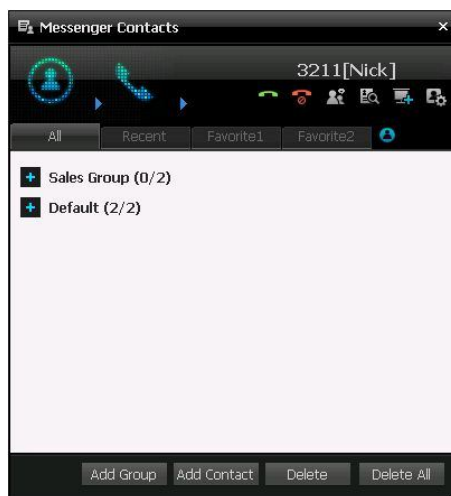


Content of the Tabs

The main screen contains the following four tabs.

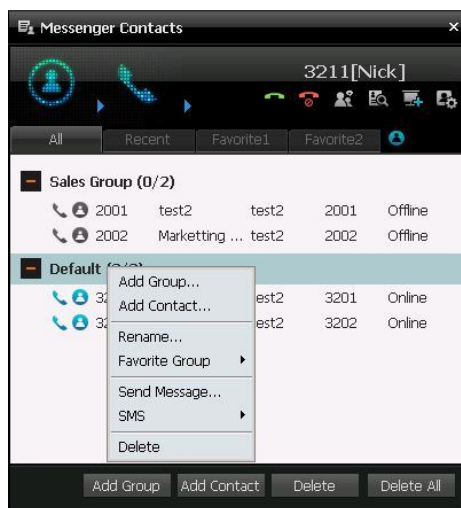
All Tab

Displays all of your buddies you registered to chat with. Initially, only groups are displayed in the tab. If you click a group, the buddies that belong to it are displayed, as shown in the figure below.



Each user you registered to chat with is displayed as offline until you receive an acceptance from him. In the All tab, select and right-click on a group or user. A context menu displayed. This context menu contains different menu items depending on whether the selected entry is a group or user.

When a group is selected, the context menu contains the menu items as shown in the figure below.

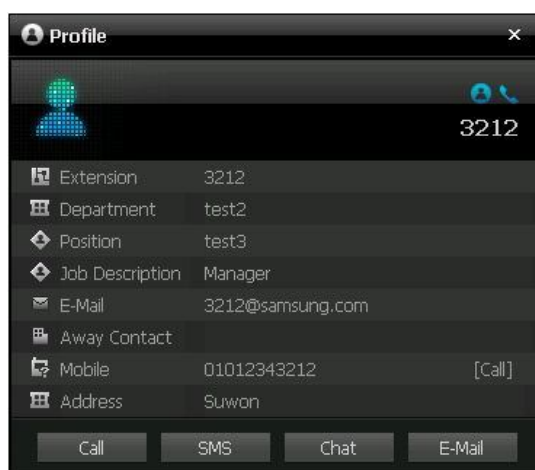


- Add Group...: Adds a new group to the Buddy List.
- Add Buddy...: Registers a buddy to the selected group. For more information, refer to the 'Managing Buddies' section.
- Rename Group...: Changes the name of the selected group.
- Set as Favorite Group: Sets the selected as Favorite Group 1 or Favorite Group 2. You can view a list of the buddies that belong to the group that is set as Favorite Group 1 or Favorite Group 2 in the Favorite Group 1 or Favorite Group 2 tab.
- Delete: Deletes the selected group. If it contains a buddy, you will be prompted to confirm the deletion.

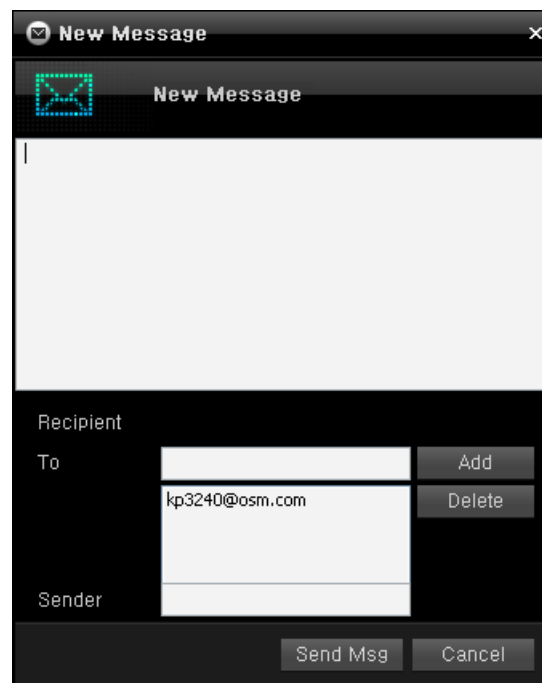
When a user is selected, the context menu contains the menu items as shown in the figure below.



- Profile...: Displays the detailed information for the selected user. In the Detailed Information window, the phone status, messenger status, name, chat name, extension number, department, job position, email, and contact for absence are displayed. You can make a call to, begin to chat with, or send an email to the selected buddy.



- Call: Makes a call to the extension number of the selected buddy.
 - SMS:Send the short message to the selected extension
 - Chat...: Begins chat with the selected buddy. For more information, refer to the 'Chatting' section.
 - Send Email...: Runs Microsoft Outlook and enters the email address of the selected buddy in its 'Recipient' input box.
 - Send Message...: Sends a message to the selected buddy. If he is logged off, it is sent to him when he logs in to the server the next time.
- If you select Send Message, the New Message window is displayed, as shown in the figure below, so that you can enter your message. For more information, refer to the 'Messages' section.



- Move Group To: Moves the selected buddy to a different group.
- If you point to the Move Group To menu item, a group list is displayed as a sub menu. The group to which the selected buddy belongs is displayed as checked. Select an unchecked group. The selected buddy will be moved to the selected group.
- Delete: Deletes the selected buddy.

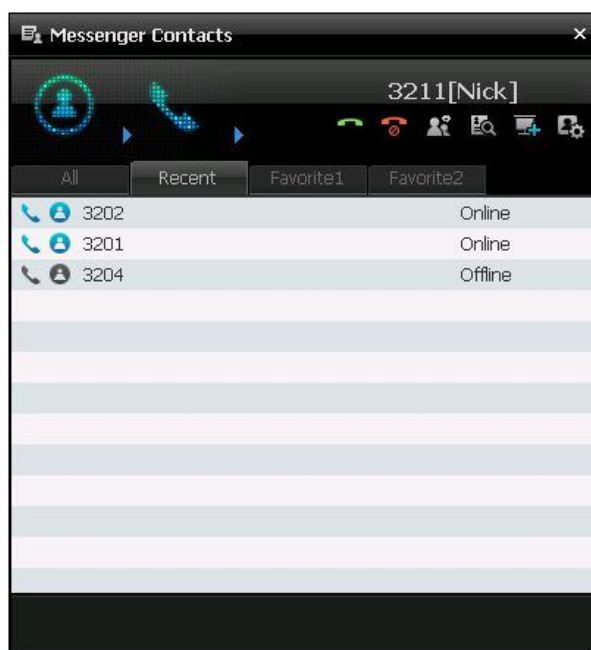


Selecting Multiple Buddies and the Related Context Menu

- * You can select multiple buddies by holding down the Ctrl key and selecting them.
- * If more than one buddy is selected, only the Make Call, Chat, Send Message, and Delete menu items are available.

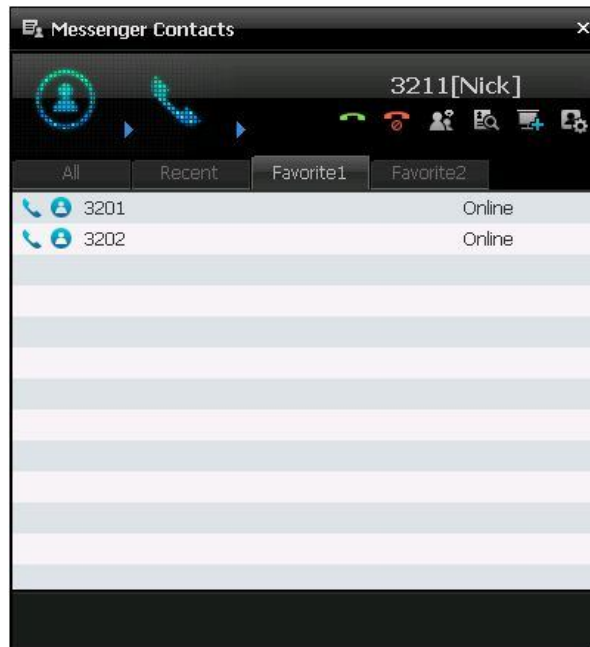
Recent Buddies Tab

Displays a list of the users with whom you have chatted or have had a conference. The Recent List displays the users with whom you have chatted or have had a conference recently. You cannot change or delete the listed entries.



Favorite Group 1 and Favorite Group 2 Tabs

You can register a group displayed in the All tab that you use frequently as Favorite Group 1 or Favorite Group 2. Each of the Favorite Group 1 and Favorite Group 2 tabs displays a list of the users that belong to the corresponding group.



Managing Your Buddies

You can register the users you contact frequently to a group in the OfficeServ Communicator Buddy List.

Viewing Your Buddies

You can view all of your buddies in the All tab of the Buddy List window.



The All tab displays the groups you created and the users that belong to each group. For a buddy entry, his phone status and messenger status are displayed as icons. His chat name and messenger status are displayed as text on the right of those icons.

Adding a Buddy

To add a buddy to your Buddy List, click the Add Buddy button.

If you click the Add Buddy button, the Add Buddy window is displayed. Select the criteria you want to use for searching, enter text you want to search for, and click the Search button. A list of the users that match the condition you specified is displayed.



The 'Add Buddy' window displays a search interface. At the top, there is a 'Name' dropdown menu and a search input field containing '321'. Below this is a list of search results, each represented by a phone icon, a person icon, and a name/number. The results are as follows:

| Phone Icon | Person Icon | Name | Number |
|------------|-------------|-------------|--------|
| 📞 | 👤 | 3211 [Name] | 3211 |
| 📞 | 👤 | 3212 | 3212 |
| 📞 | 👤 | 3213 | 3213 |
| 📞 | 👤 | 3214 | 3214 |
| 📞 | 👤 | 3215 | 3215 |
| 📞 | 👤 | 3217 | 3217 |
| 📞 | 👤 | 3218 | 3218 |
| 📞 | 👤 | 3219 | 3219 |
| 📞 | 👤 | 3216 | 3216 |

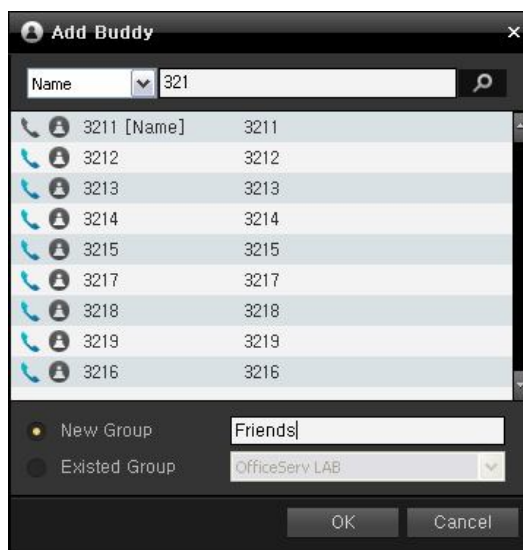
Below the list, there are two radio button options: 'New Group' (selected) and 'Existed Group'. To the right of 'Existed Group' is a dropdown menu showing 'OfficeServ LAB'. At the bottom are 'OK' and 'Cancel' buttons.

If you want to add them to an existing group, select the 'Add to Existing Group' option and then select the group from the combo box to the right of it.

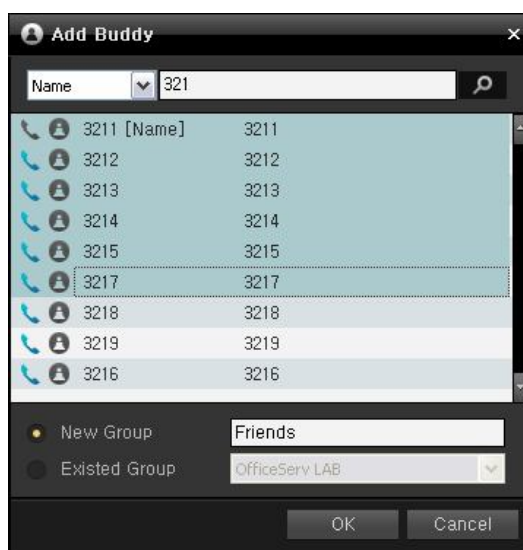


This screenshot shows the 'Add Buddy' window with the 'Existed Group' radio button selected. The search criteria remain the same: 'Name' dropdown and search input field with '321'. The list of search results is identical to the previous screenshot. The 'New Group' radio button is now unselected, and the 'Existed Group' radio button is selected. The dropdown menu to the right of 'Existed Group' still shows 'OfficeServ LAB'. The 'OK' and 'Cancel' buttons are at the bottom.

If you want to create a new group and add them to it, select the 'Add to New Group' option and then enter the name of the new group in the text box to the right of it.



Select the users you want to add to the specified group and then click the OK button. The added buddies will be displayed in the All tab.



Deleting a Buddy

To delete a buddy from your Buddy List, select and right-click on that buddy entry in the list and click Delete from the displayed menu.



You will be prompted to confirm the deletion. Click the OK button in the Deletion Confirmation message box. The selected buddy is then removed from the All tab list.

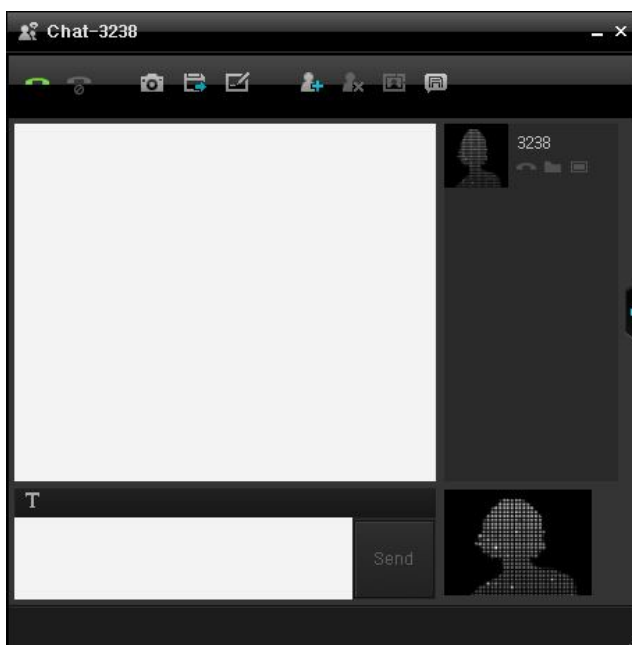
If the selected buddy is contained in Favorite Group 1 or Favorite Group 2, he is also removed from the respective Favorite Group list. However, he is still displayed in the list of the Recent Buddies tab.

Chatting

You can chat with a buddy by selecting him in the Buddy List and clicking the Chat button or menu. The Chatting window is displayed so that you can chat with him.

Structure of the Chatting window

The structure of the Chatting window is described below.



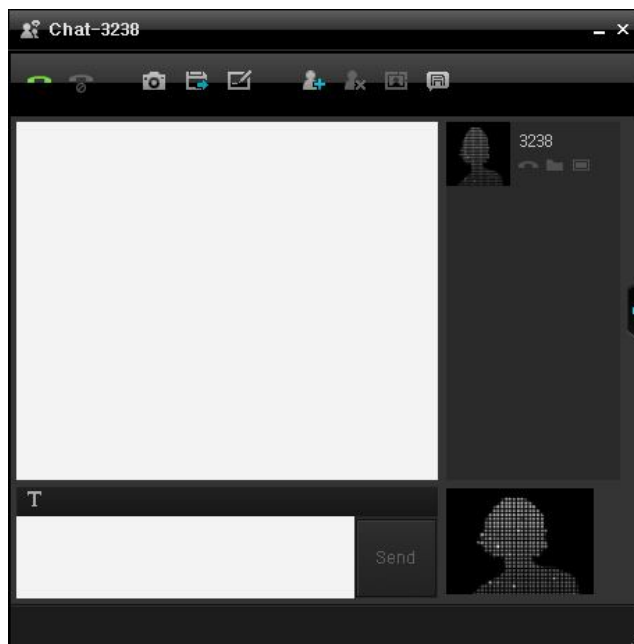
The Chatting window consists of four sections.

- Toolbar
- Chat conversations
- Text input field and Status
- Chat buddy list and My Avatar









Each of the four sections is described below.



Toolbar

The toolbar contains the buttons you can use to control a call, the buttons for data communication, and the buttons for inviting or deleting a buddy to or from a conference.



Each button is described below.

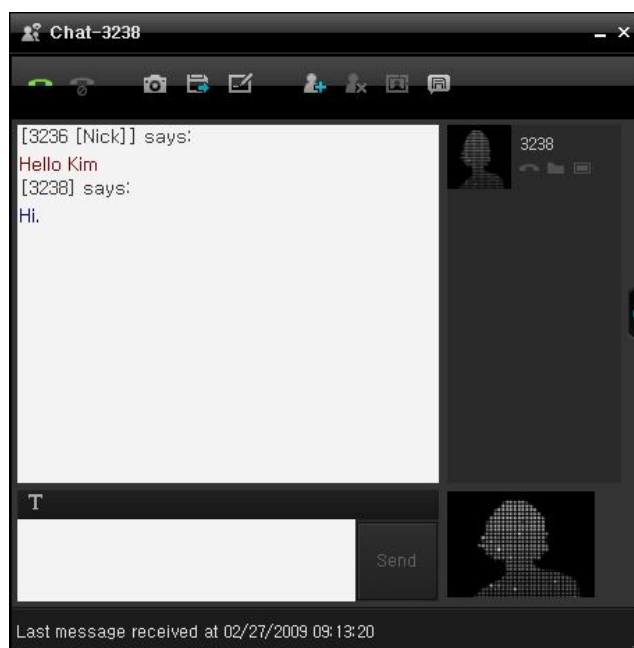
| Button | Function |
|---|---|
|  | Makes a call. Only the master of the Chatting window can use this button. If a call is connected currently, this button is displayed as  . |
|  | Disconnects a call. |
|  | Begins a video conference. Only the master of the Chatting window can use this button. |
|  | Sends a file. |
|  | Shares a whiteboard. Only the master of the Chatting window can use this button. |
|  | Invites a new chat buddy. Only the master of the Chatting window can use this button. |
|  | Forces a chat buddy out of a conference. Only the master of the Chatting window can use this button. |

| | |
|---|---|
|  | Shows or hides the Video screen You can control the Video screen only if the Video Conference function is being used. |
|  | Saves the chat conversations. |

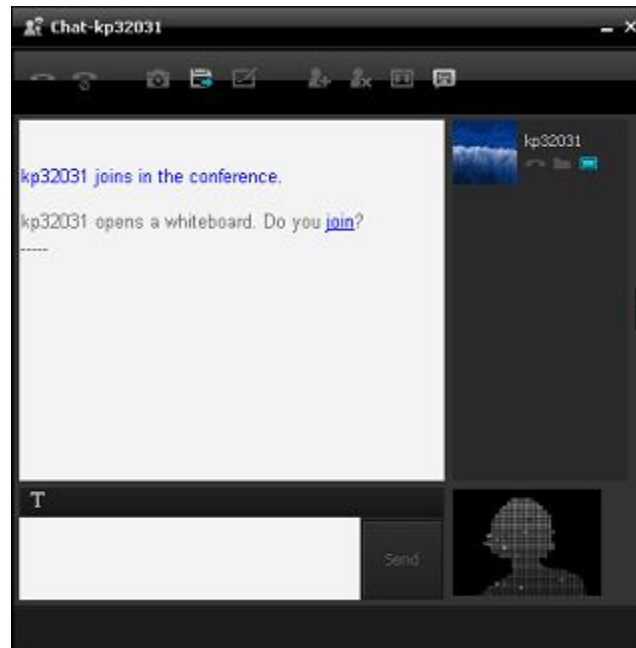
The master of the Chatting window is the user to open a conference and invite a buddy to it. If the current master exits the conference, the next master is determined among the remaining buddies participating in the conference.

Chat Conversations

The Chat Conversations box on the bottom left of the tool bar displays the conversations you have made with your chat buddies.



Moreover, it is used to display a notification when a buddy enters or exits a conference, as shown in the figure below. It is also used to display messages for file transfer and joining a whiteboard.



Text Input Field

This text input field is located below the Chat Conversations box. You can enter text to send to your chat buddy in this field.



To send a message to your chat buddy, enter the text you want to send and press the Enter key or click the [Send] button. To enter a line break, hold down the Shift key and press the Enter key.

If you click the Font button (T), the Font window is displayed where you can select a font.

Chat Buddy List and My Avatar

The 'Chat Buddy List' section is located to the right of the Chatting window. A list of your buddies participating in the conference and their avatars are displayed in it. Your avatar is displayed in the 'My Avatar' section at the bottom right of the Chatting window.



The Chat Buddy List displays the information for the buddies participating in the conference and their conference status. In a buddy entry, the avatar set by the buddy is displayed on the left and his chat name is displayed to the right above his avatar. The phone, file transfer, and whiteboard statuses of the buddy are displayed as icons below his chat name. And, if you move your cursor over his chat name, his user ID, extension number, messenger status, and phone status are displayed as a tooltip.

You can hide the Chat Buddy List using the Hide Chat Buddy List button (). You can display it again using the Show Chat Buddy List button ().

Chatting

To send a message to your chat buddy, enter the text you want to send in the Text input field and press the Enter key or click the [Send] button. If there is no buddy to receive your message, the [Send] button is disabled. Even if you press the Enter key, you cannot send the message.

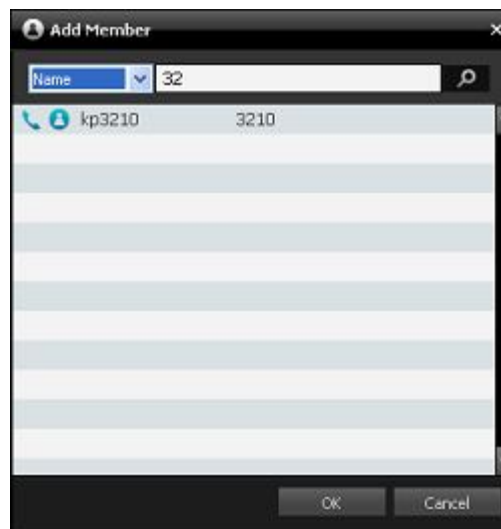


While your buddy is entering a message to send to you, a message that he is entering a message is displayed in the status bar. After receiving a new message from him, the time that it (the last message) is received is displayed.

Inviting a Buddy

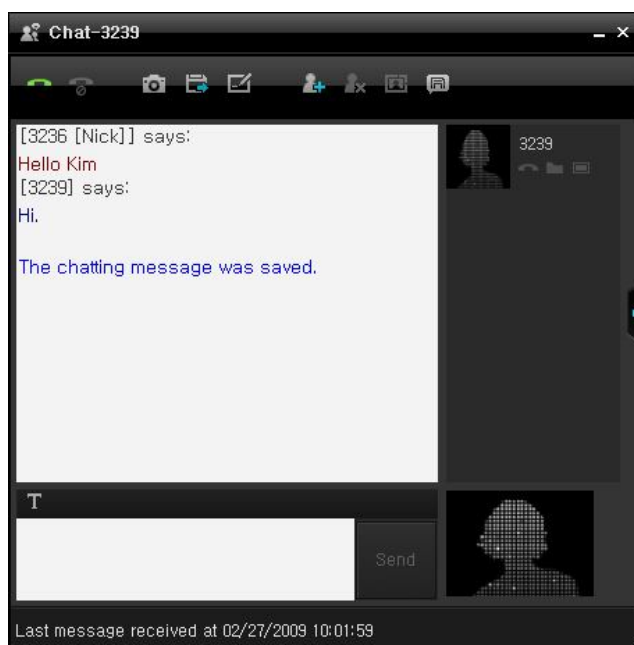
While chatting, you can invite other users to the chat. Only the master of the conference can invite users.

1. If you want to invite a chat buddy, click the [Add Member] button in the toolbar of the Chatting window.
2. If you click the [Add Member] button, the Add Member window where you can invite other users is displayed, as shown in the figure below. Select the criteria you want to use for searching, enter text you want to search for, and click the Search button.
3. A list of the users that match the condition you specified is displayed. The users that cannot be invited to a conference because they are in the offline or DND status are not included in the search results.
4. Select a user you want to invite and click the [OK] button. The selected user is invited to the conference.



Saving Chat Conversations

You can save the conversations you made with your chat buddy as a file in your computer. To save the chat conversations, click the Save Chat Conversations button.



If there is no chat conversation to save, a notification message box is displayed. If the chat conversations are saved successfully, the location where the file is saved and the message notifying that the file was saved successfully are displayed in the Chat Conversations box.

The location where files are saved is the "ChatLog" folder under the path set in the "File Saving Paths" option in the Other tab of the Configuration screen. You can view the saved files using the [View Previous Chat Conversations] in the Buddy List window.

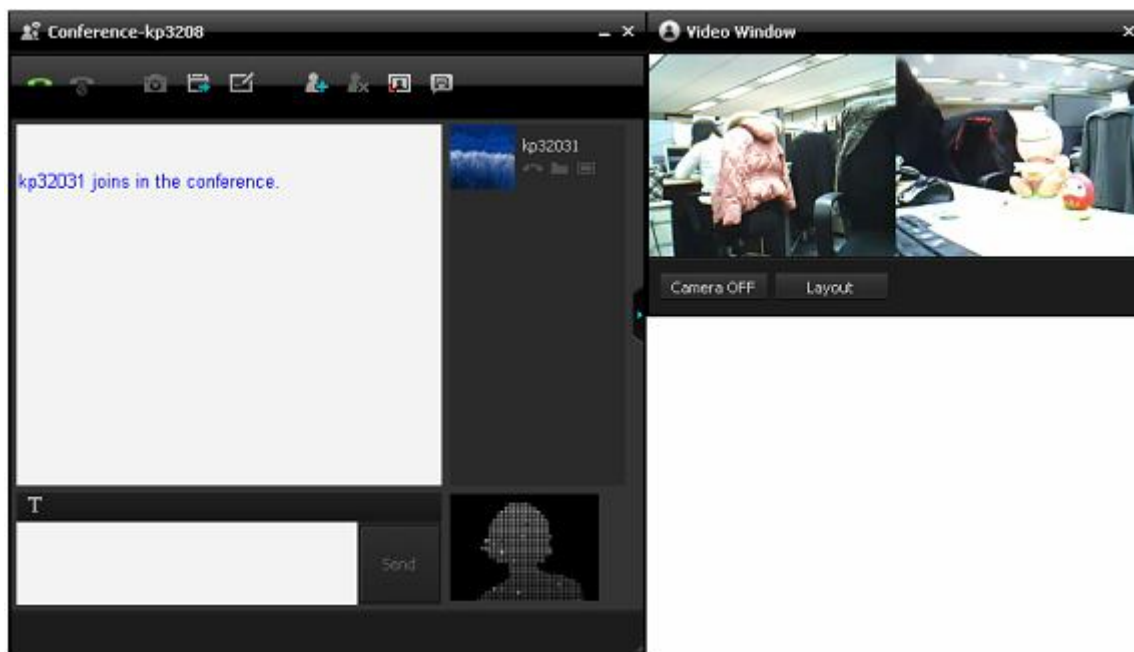
Connecting a Video

You can send your video scenes to your buddy through the connected video.

Sending Videos

When a camera is installed and the master of a conference has started a video conference, you can send your video scenes to your buddy using the toolbar buttons of the Chatting window.

To send your video scenes, click the Camera ON button in the Video window. When your video scenes start to be sent, your video is displayed in the area where your avatar is shown and the Camera ON button changes to the Camera OFF button, as shown in the figure below.



If no video camera is installed in your computer or the camera is not recognized, the message 'There is no available camera' is displayed, as shown in the figure below.



Sending Videos

* While you are using your camera in the Chatting window, even if a video call is received no video is displayed on the Video window.

Stopping Sending Videos

To stop sending videos, click the Camera OFF button in the Video window. When sending is stopped, your avatar is displayed again.

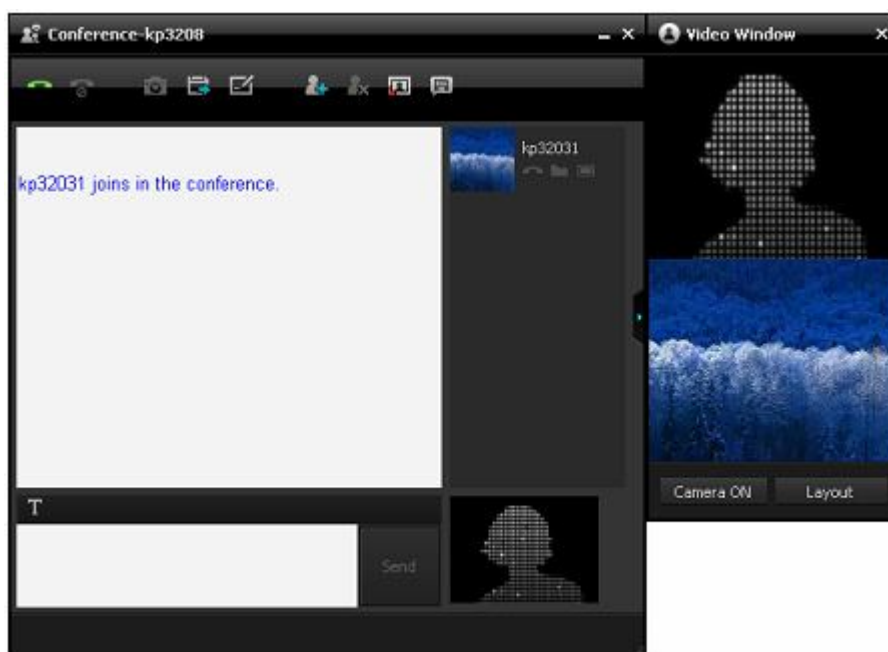


Video Window Layout

If you click the Change Layout button, the locations of the video areas in the Video window are changed. The layout is set in the order of diagonal, horizontal, and vertical directions starting from the current window layout.



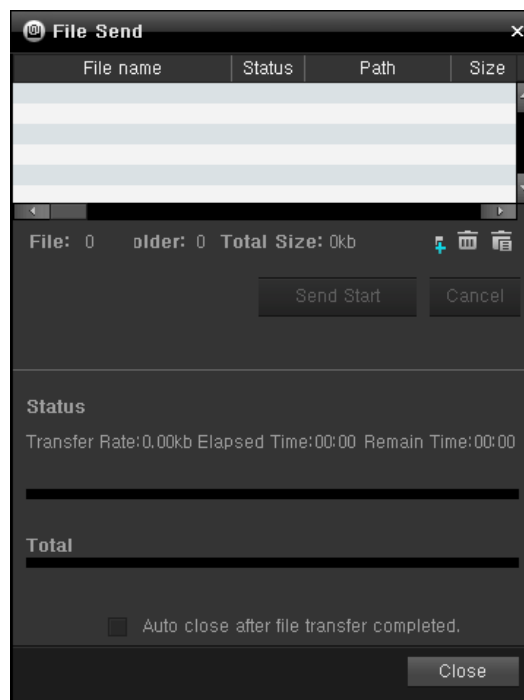
Below is an example of the vertical layout.




Sending and Receiving Files

You can send or receive files when both you and your buddy are connected through the Chatting window.

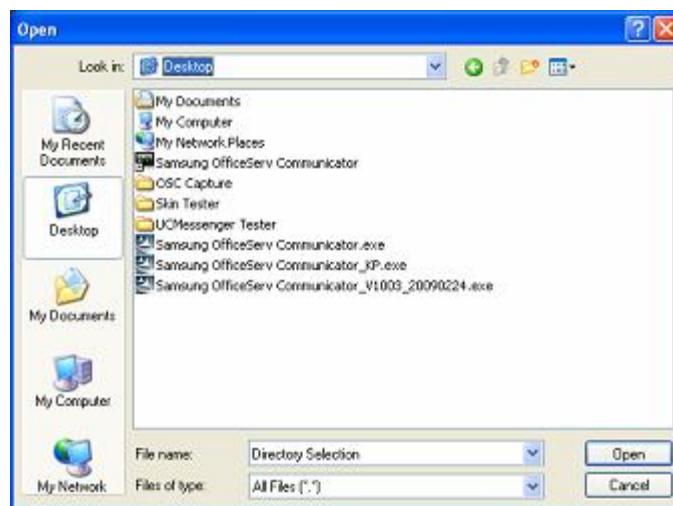
If you click the Send Files button on the toolbar of the Chatting window, the Send Files window where you can send files is displayed.



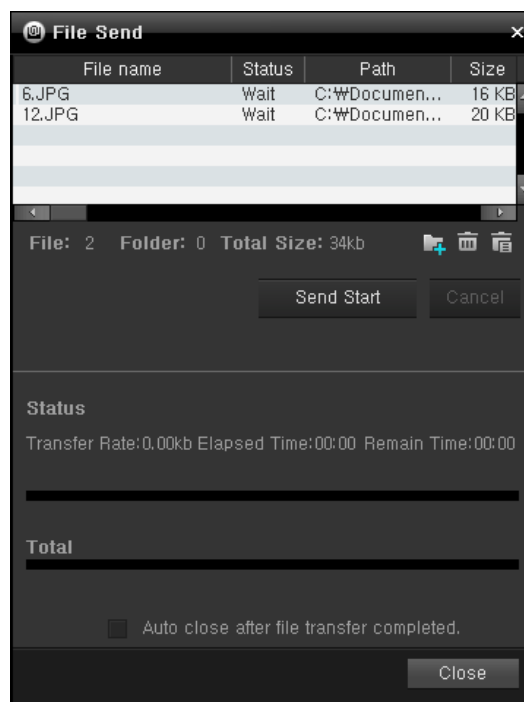
Selecting Files to Send

To add a file to the list of files to send, click the Add button .

The Open dialog box is displayed. Select the file you want to add to the list and click Open.



The added file is displayed with the information on it in the list of the Send Files window, as shown in the figure below.

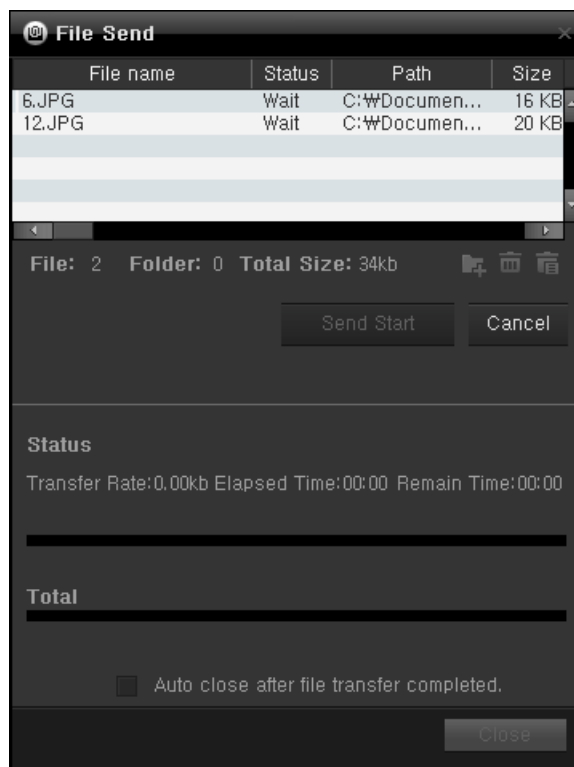


The information on the file includes file name, status, path, and size. The status is displayed as Wait, Send, or Done. The Wait status means that the file is waiting to be sent, the Send status means that the file is being sent, and the Done status means that the sending of the file has completed.

To delete a file from the list of the Send Files window, click the Delete button (🗑️). To delete all files from the list of the Send Files window, click Reset (🔄).

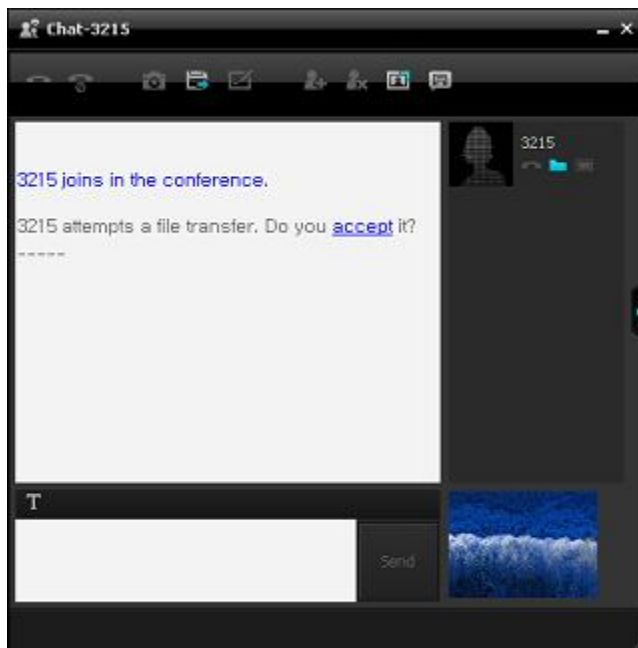
Sending Files

If the files you want to send are listed in the list of the Send Files window, click the Start Sending button. Once sending has started, you can no longer add or delete files. To cancel sending the files, click the Cancel button.



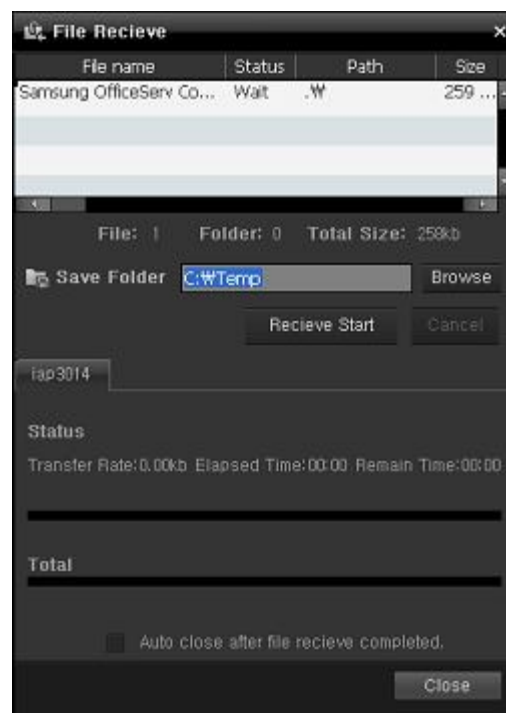
Receiving Files

When your buddy has started sending files, a message asking you whether to receive the files your buddy sent is displayed in the Chat Conversations box.

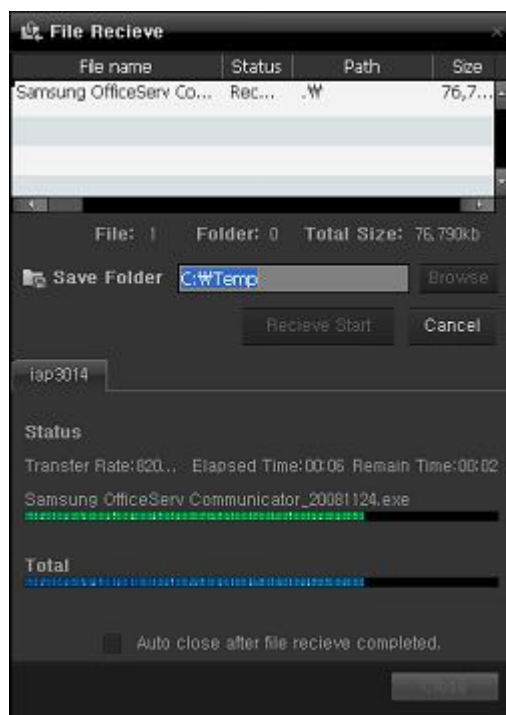


If you click the Accept link in the message displayed in the Chat Conversations box, the Receive Files window is displayed.

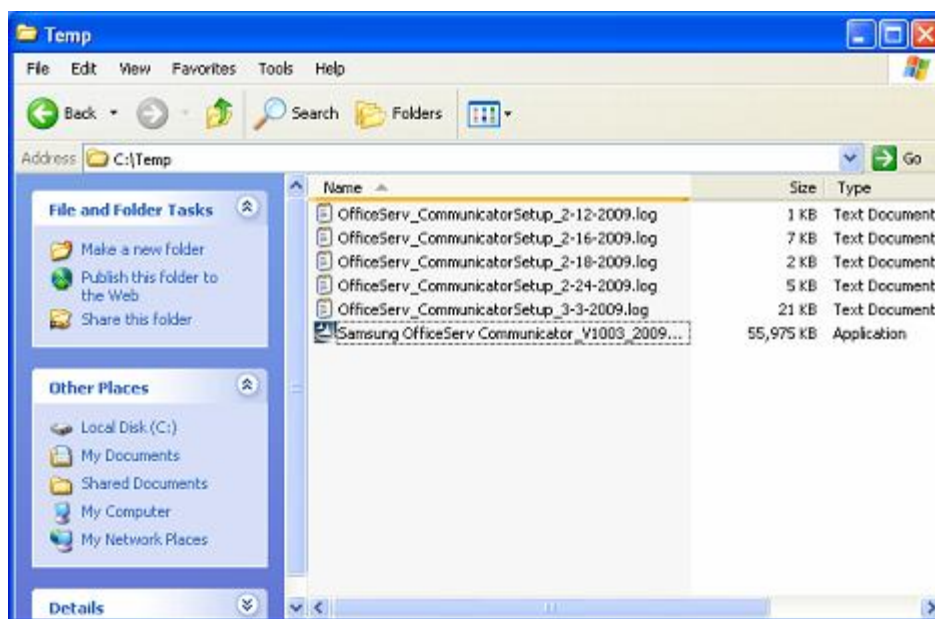
In contrast to the Send Files window, in the Receive Files window, you can only change the saving path and start or cancel receiving the files. When the Receive Files window is displayed, specify the path to save the files by clicking the Browse button and then click the Start Receiving button. To cancel receiving the files, click the Cancel button.



The receiving progression is displayed for each file in the Receive Files window.

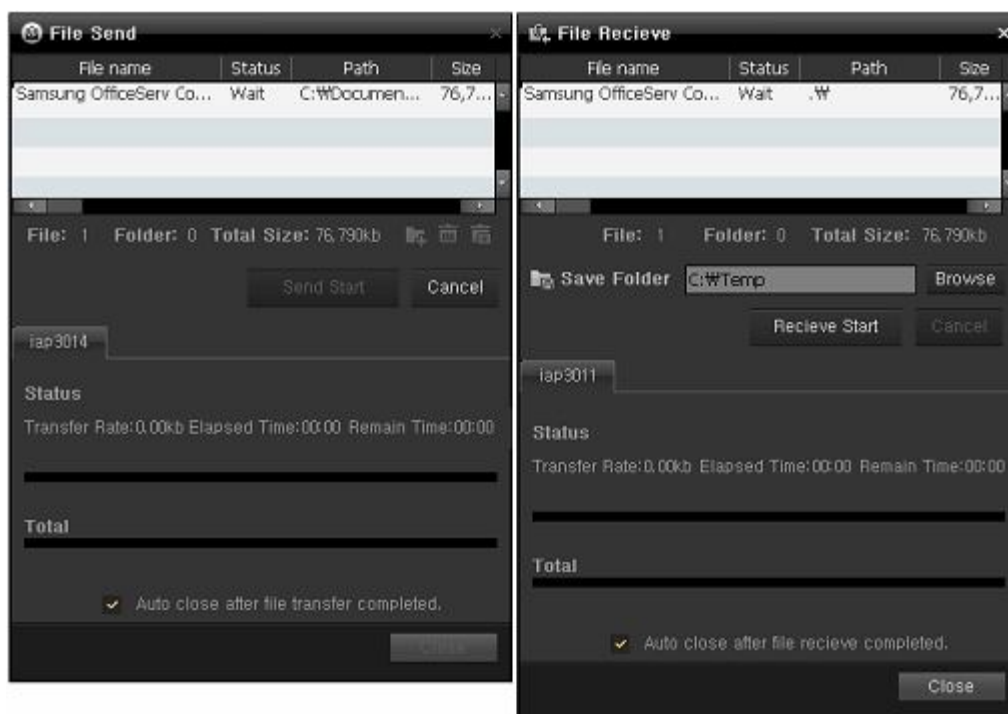


When the files have been received completely, the "Browse" button is changed to the "Open" button. You can open the folder directly where the received files are saved by clicking the Open button.



Closing the Windows Automatically After Sending or Receiving Files

The Send Files and Receive Files windows have a checkbox at the bottom of them that you can use to specify whether to close the window after sending or receiving files.



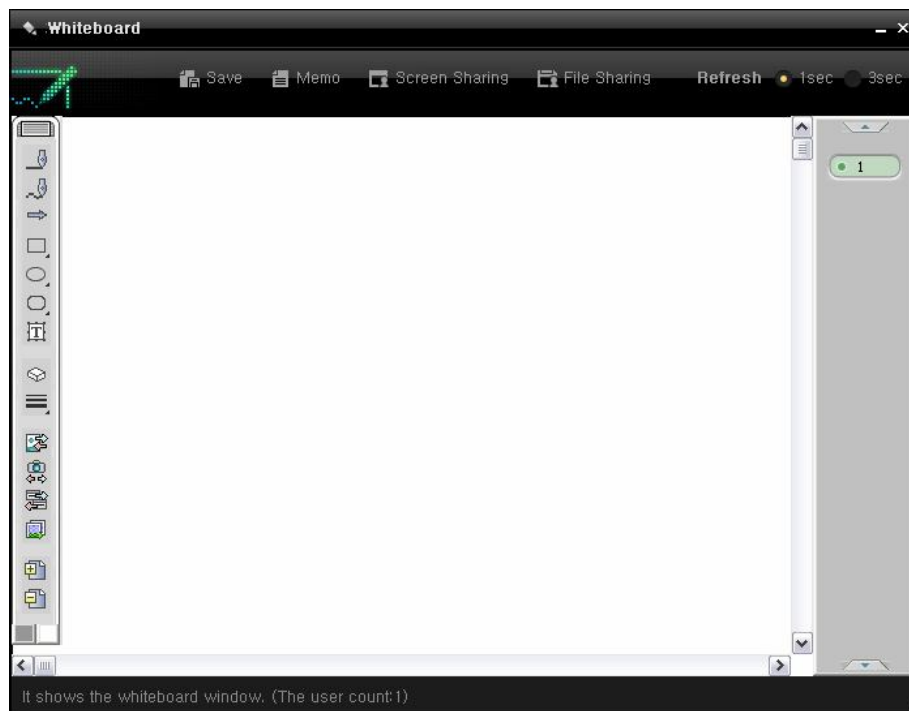
If this checkbox is selected, the Send Files or Receive Files window is closed automatically after sending or receiving files has finished.

Whiteboard

You can share a figure or program screen while chatting with your buddy using a whiteboard.

Structure of the Whiteboard

The structure of the whiteboard is described below.



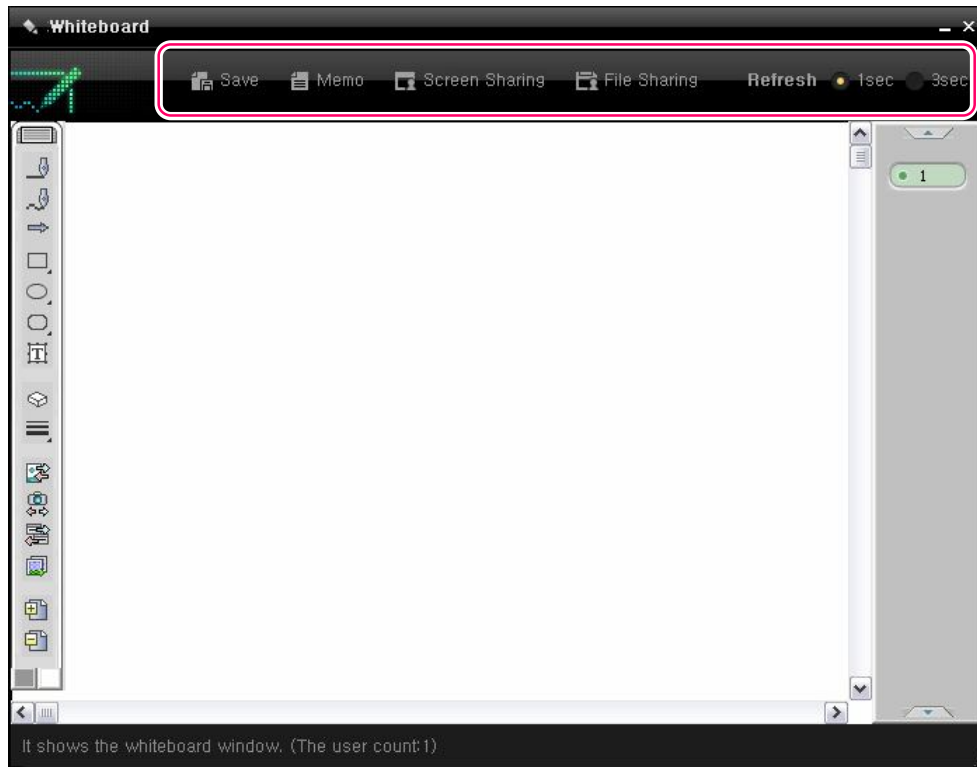
The whiteboard consists of five sections.

- Toolbar
- Drawing toolbar
- Page bar
- Drawing canvas
- Status bar

Each of the four sections is described below.

Toolbar

The figure below shows the toolbar.























- **Save Page:** Saves the current page. If you click the Save Page button, the window where you can specify the location to save the current page to is displayed. If you select a folder, the current page is saved in it as a JPG or html file.
- **Open Memo Window:** Displays the Memo window to add a memo to the page. You can add a memo to each page. The memo is saved together when saving the page.
- **Share Screen:** Refreshes and shares the specified program screen automatically in accordance with the set refresh period.
- **Share File:** A dialog where you can select a file is displayed. If you select a file, the program is run. Then it refreshes and shares the screen automatically in accordance with the set refresh period. If a program that is the same kind of the selected file is already running or you close the program being shared, the sharing function quits.
- **Refresh Period:** Sets the interval with which the screen is refreshed while screen sharing or file sharing is running. The refresh period can be set to either one second or three seconds.

Drawing Toolbar

The Drawing toolbar is located at the bottom left of the whiteboard. The Drawing toolbar contains the drawing tools with which you can draw a figure, share the screen, and manage pages, etc.

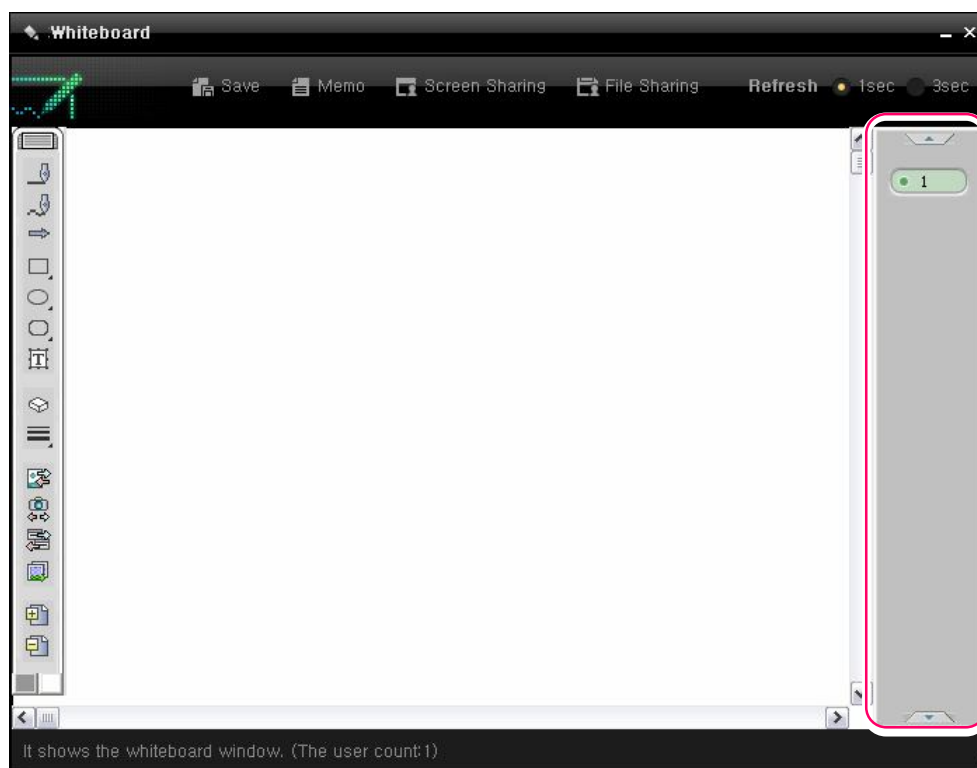





| Button | Name | Function |
|---|---------------|---|
|  | Straight line | Draws a straight line in the currently set line color. |
|  | Free curve | Draws a curve in the currently set line color. |
|  | Arrow | Draws an arrow in the currently set line color. |
|  | Rectangle | Draws a rectangle in the currently set line color. The left button is used to draw a rectangle without filling the inside. The right button is used to draw a rectangle and then fill the inside with the fill color. |
|  | Ellipse | Draws an ellipse in the currently set line color. The left button is used to draw an ellipse without filling the inside. The right button is used to draw an ellipse and then fill the inside with the fill color. |

| | | |
|---|---|---|
|  | Round Rectangle | Draws a round rectangle in the currently set line color. The left button is used to draw a round rectangle without filling the inside. The right button is used to draw a round rectangle and then fill the inside with the fill color. |
|  | Text | Enters text with the currently set line settings. |
|  | Erase | Erases objects added to the whiteboard. |
|  | Line Thickness | Sets the line thickness. |
|  | Share Image File | Shares the specified image file. |
|  | Share Desktop | Shares the entire desktop. |
|  | Share Program Screen Manually (A program is specified.) | Shares the screen of the specified program. If you click this button, the Find Program Screen tool () is displayed. If you select a program using this tool, the current screen of the selected program is sent to all users who are using the whiteboard. |
|  | Share Program Screen Manually (A program is specified.) | When the specified file is open, move to the page you want to share and then start sharing the file screen. Use the  button to select a file. Use the  button to share the file screen. To end the sharing, use the  button. |
|  | Add Page | Adds a page. You can add up to 100 pages. |
|  | Delete Page | Deletes a page. |
|  | Color | The left button sets the line color. The right button sets the fill color. If you double-click on a Color button, the Color window where you can set the line color or fill color is displayed. |

Page Bar

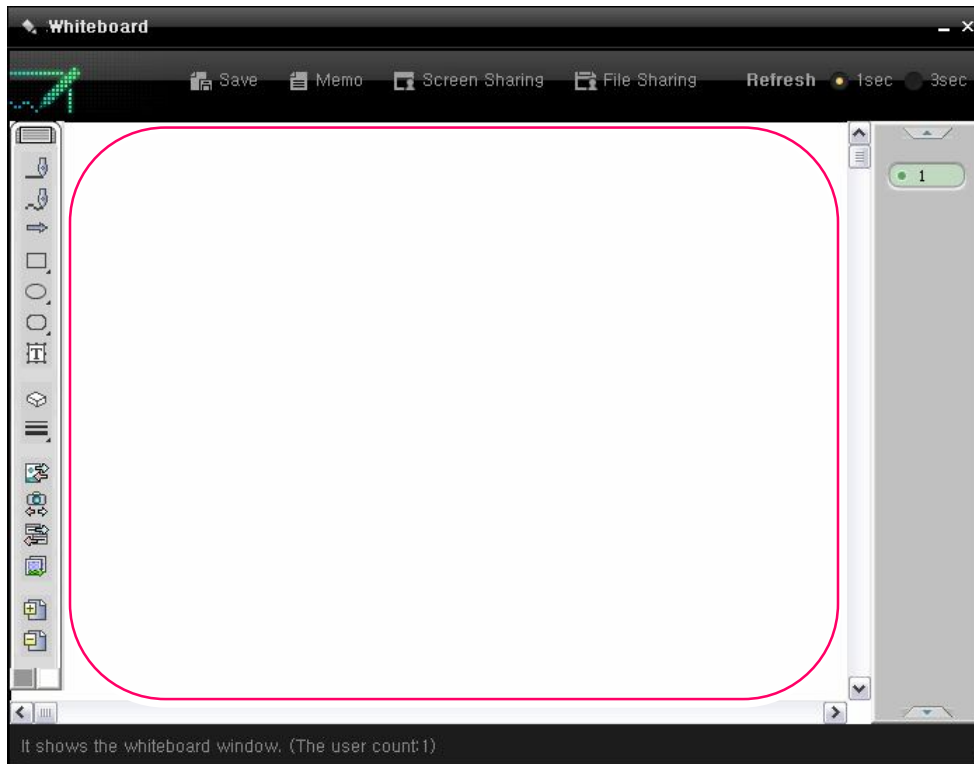
The page bar is located to the right of the whiteboard and below the toolbar. The page bar contains the buttons you can use to navigate pages.



| Button | Name | Function |
|---|--------------|---|
|  | Scroll Down | Scrolls the page list downward. |
|  | Scroll Up | Scrolls the page list upward. |
|  | Page Buttons | The same number of buttons as the number of added pages is displayed. If you click a page button, the selected page is displayed on the drawing canvas. |

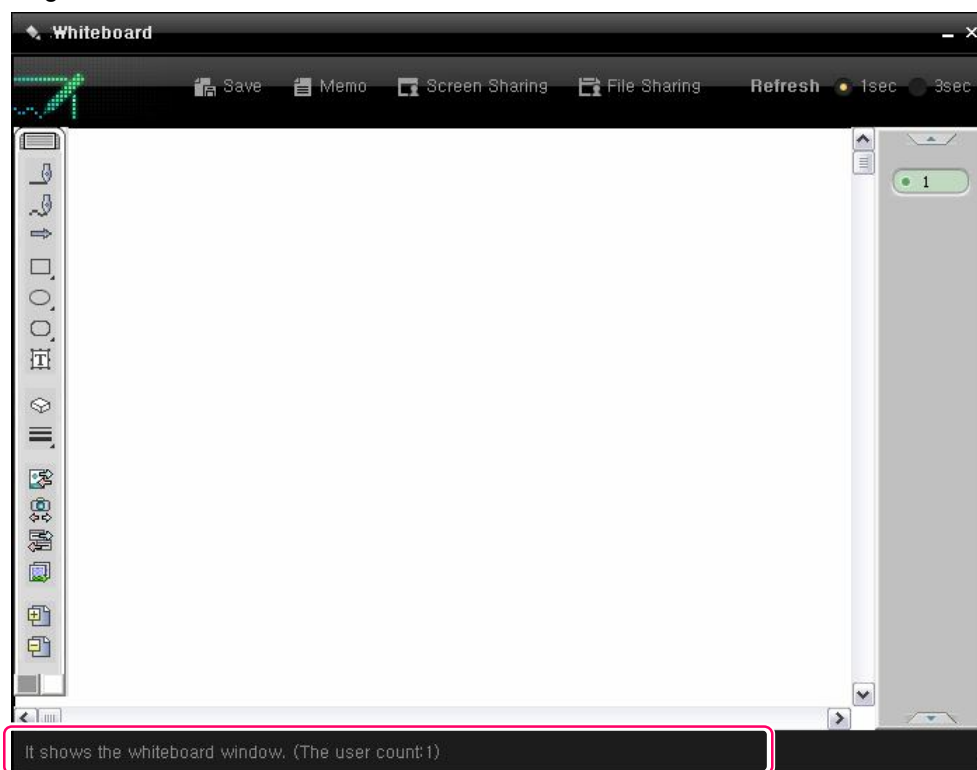
Drawing Canvas

The drawing area that displays the figures added by you and other users is located below the toolbar.



Status Bar

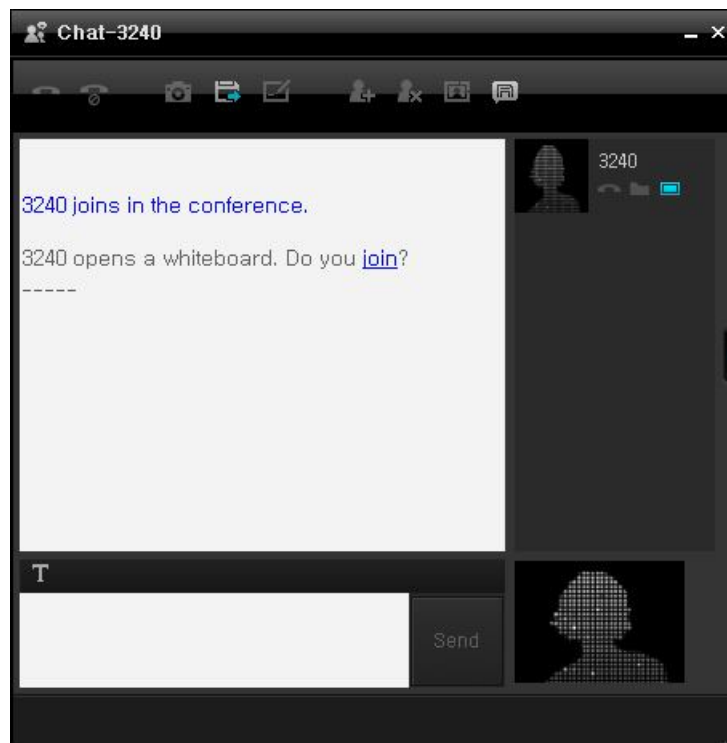
The status bar that displays the whiteboard status including the number of participating members is located below the drawing canvas.



Starting the Whiteboard

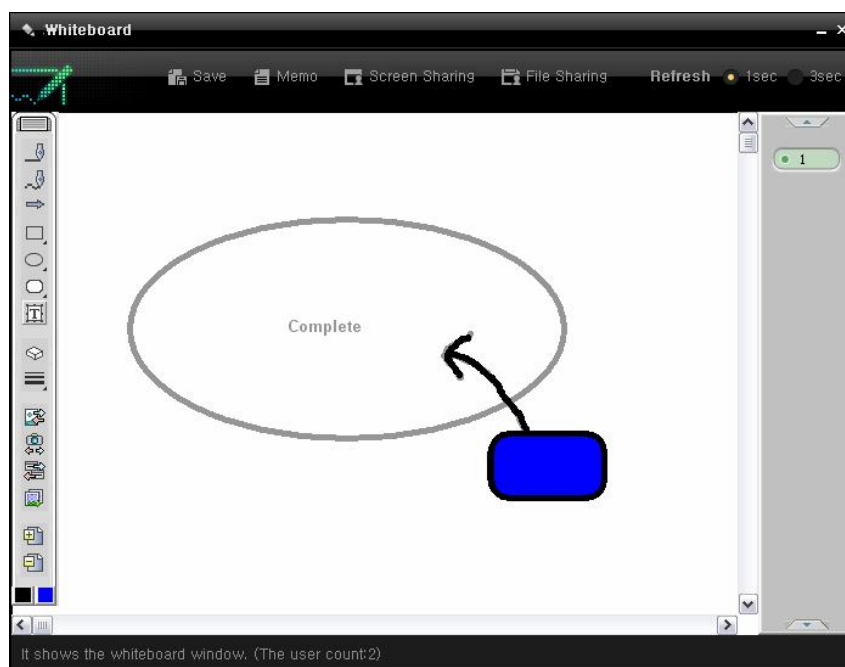
If you as the master of a conference click the Whiteboard (📝) button, the whiteboard is displayed, as shown in the figure below, and a join request is sent to other members.

When a user receives the request to join the whiteboard, a message asking you whether to join the whiteboard is displayed in the Chat Conversations box of his Chatting window. If he clicks the 'Join' link, the whiteboard is displayed and shared with him. Later, if he has closed the whiteboard, he can join the whiteboard again using the whiteboard button in the toolbar.




Drawing

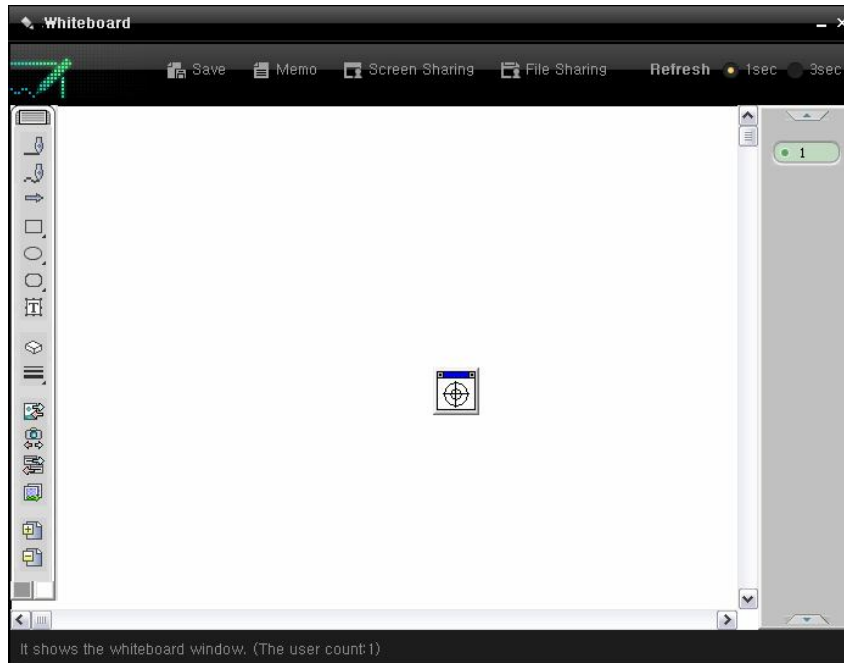
You can click a tool button, such as the Line, Free Curve, or Arrow button, etc. in the drawing toolbar and draw the corresponding object in the drawing canvas, as shown in the figure below.



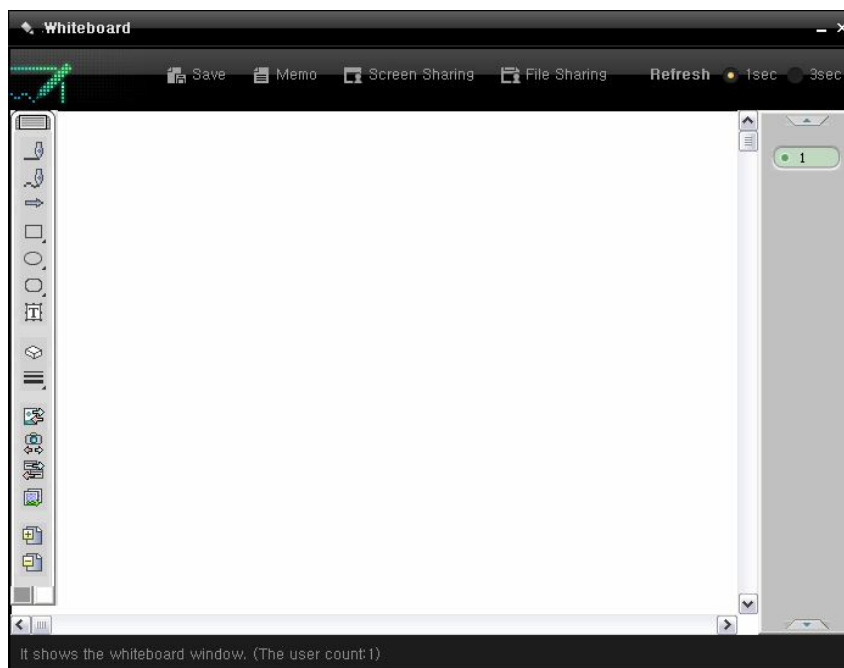
Screen Sharing

You can share a specified program screen with other members using the screen sharing function.

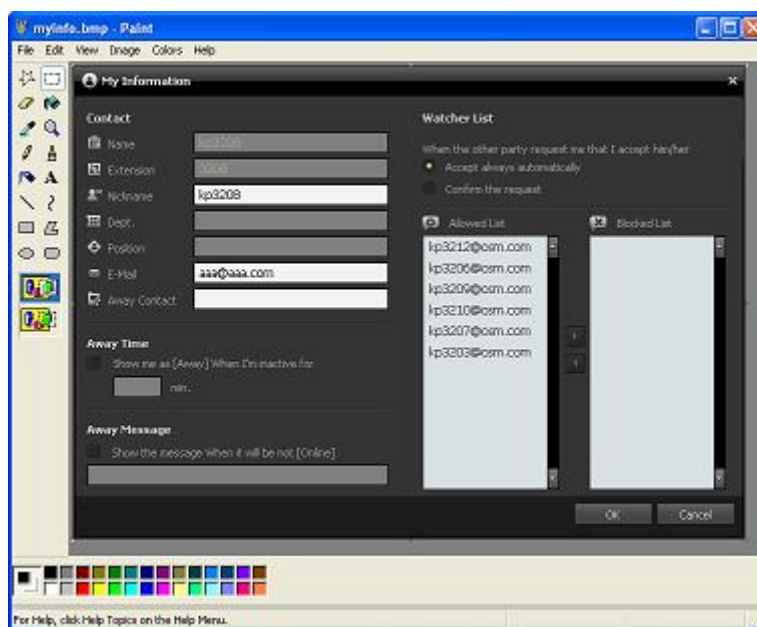
If you click the Share Screen button, the Find Program Screen tool () with which you can specify a program screen to share is displayed.



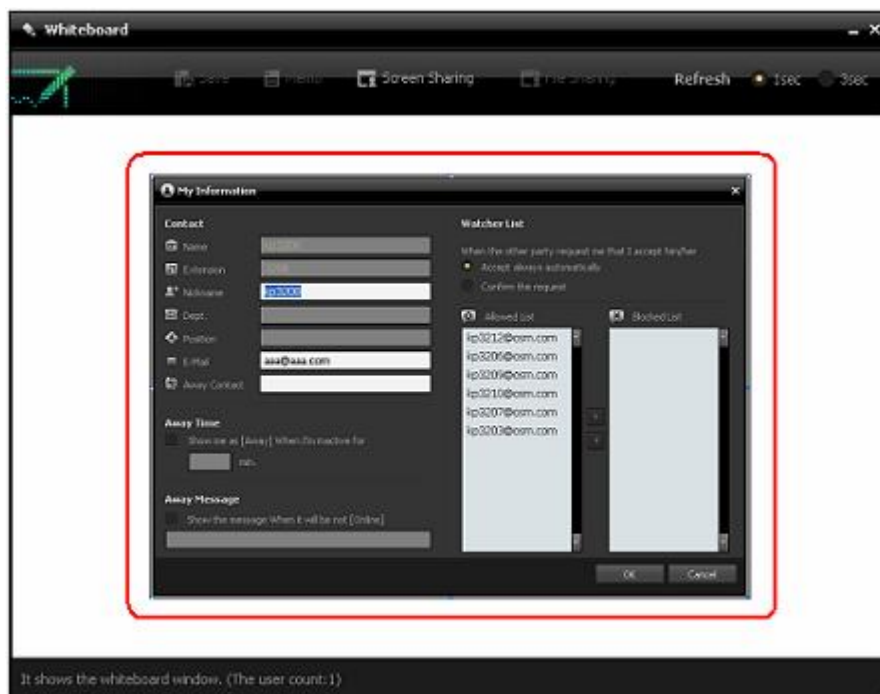
If you drag the Find Program Screen tool, the cursor changes as shown in the figure below.



If you drag the changed cursor to a program screen, the area to be shared is displayed with a red rectangle.



When the area you want to share is selected, release the mouse button. The drawing toolbar and page bar are hidden and the selected area is displayed in the drawing canvas shown in full mode. If there is a change made to the specified program screen, it is updated to the whiteboard automatically in accordance with the screen refresh period. The refresh period can be set to either one second or three seconds.



While the Screen Sharing function is being performed, you cannot use any drawing tool. If you click the Share Screen button again, the automated sharing of the program screen ends.

Call Control Interoperating with the OfficeServ Link

This chapter describes the call control service that interoperates with the OfficeServ Link.

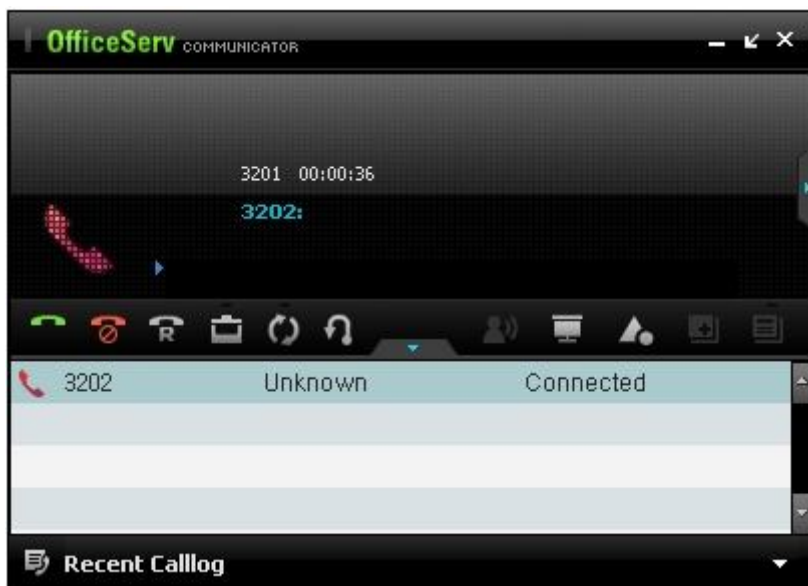
Call Control Service

You can use this function only in the Deskphone mode.

Call Display screen

As shown in the figure below, the area displayed below the OfficeServ Communicator screen is called the <Call Display> screen. The <Call Display> screen is used for the call control service.

The <Call Display> screen displays the call list for the phones connected to the OfficeServ Communicator.










The items of the Call Display screen are described below.

| Item | Function |
|--------------|---|
| Phone number | In the event of external calls, the caller ID or Dialed Number Identification Services (DNIS) is displayed if they are provided. In the event of station calls, the extension number is displayed. |
| Name | Displays the name of the opposite party connected. The name is displayed only when the contact information exists or the caller's name is provided with the caller ID. |
| Status | Displays the call status. |

Call Control Button (Main Screen)

The call control buttons in the main screen are described below.

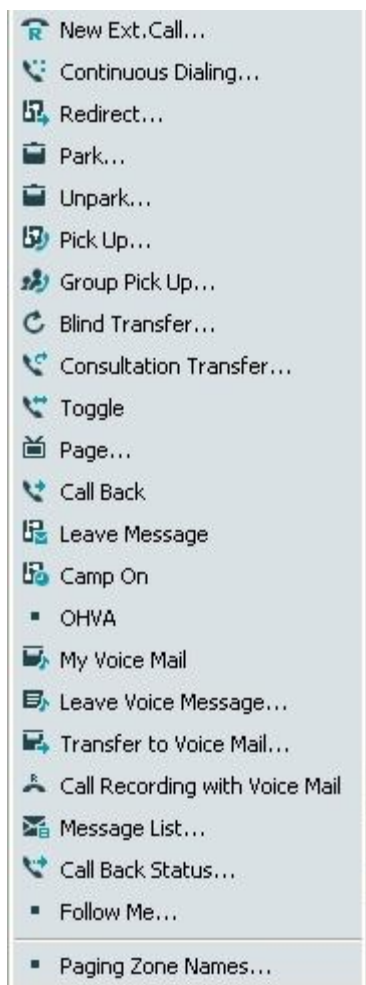
| Button | Function |
|---|--|
|  | Makes or receives a call. |
|  | Ends the current call. |
|  | Makes a call again to the most recent number you dialed. |
|  | Holds the current call or reconnects a held call. |
|  | Forwards the all current calls to another station. |
|  | Makes a conference call. |
|  | Picks up a call that is ringing on another station. |

Call Control Menu

You can control a call using the context menu displayed when you right-click on the main screen.

This menu is displayed only in Deskphone mode.

A call can be controlled using this menu. This menu is not displayed in SoftPhone mode.



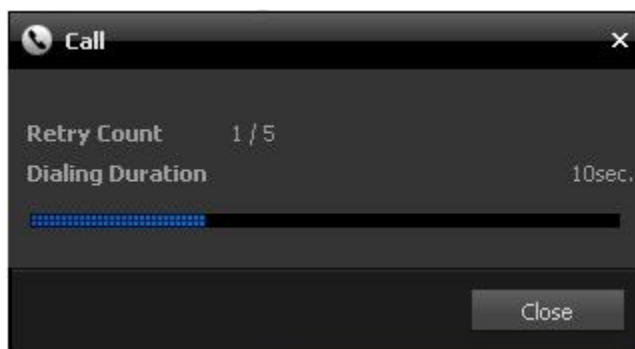
The menu items of this menu are described below.

| Option | Function |
|-----------------------------|--|
| Trunk Redial | Makes a new call externally on the connected trunk. |
| Redial Continuously | Makes a call continuously to the most recent number you dialed until the opposite party answers. |
| Forward to Another Station | Forwards a received call to another station without answering it. |
| Co-Hold | Means a received external call can be held at another station. |
| Pickup Station Call | When a call received by another station is not answered, you can pick it up. |
| Pickup Group Call | When a call received by other trunk is not answered, you can pick it up. |
| Forward Immediately | As soon as your phone rings, the call is forwarded to another station. |
| Forward after Making a Call | First you will make a call to the person to whom you want to forward a received call and ask whether he agrees to answer the call. Upon his consent, you will forward the call to his station. |

| Option | Function |
|------------------------------|---|
| Exchange Calls | Exchanges the connected call and held call. |
| Announcement | Makes an announcement to a particular area. |
| Callback | Reserves a call when the called station is busy or does not answer. |
| Leave Message | Leaves a message when the called station is busy or does not answer. |
| Reserve Station | When the called station is busy, this notifies it that you will enter the Waiting mode. |
| OHVA | Participates in a call that a station is talking on. |
| Voicemail Box | Connects the opposite party to your voicemail box. |
| Leave Voice Message | Allows the opposite party to leave a voice message. |
| Forward to Voicemail Box | Forwards the connected call to the voicemail box of a specified station. |
| Record Call in Voicemail Box | Records the connected call in your Voicemail box. |
| Message List | Allows you to check whether other stations have left a message while your station was busy or did not answer. |
| Callback Status | Checks the callback status. |
| Reverse Forward | Allows other stations to forward calls to your station. |

Redial Continuously

If you select 'Redial Continuously' from the Call menu, a call is continuously made to the most recent number you dialed until the opposite party receives it or you click the Stop button.

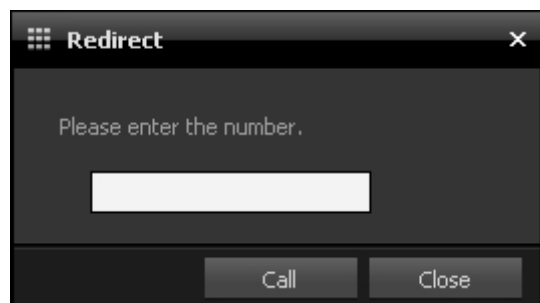


To make a call again before the time limit expires, click the Redial button. If the opposite party is a station subscriber, the Redial Continuously function stops automatically when connected. If the opposite party is an external subscriber, you must click the Stop button to stop the Redial Continuously function when connected.

Forward to Another Station

When a call is received, you can forward it to another station without answering it by selecting Forward to Other Station from the Call Control menu.

If you select Forward to Other Station from the Call Control menu, the Forward to Other Station window is displayed.

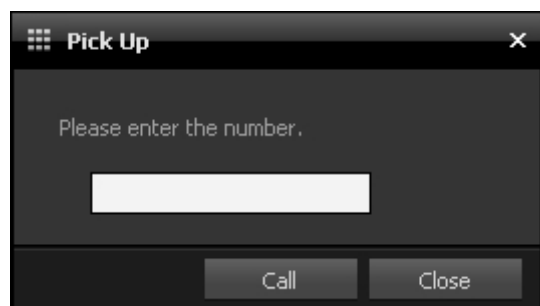


Enter the number to which you want to forward the call and click the Make Call button. The call will be forwarded to the specified number.

Pickup Station Call

You can pick up a call that is ringing on another station.

If you select Pickup Station Call from the Call Control menu, the Pickup Station Call window is displayed.



Enter the extension number whose call you want to pick up and click the Make Call button.

Pickup Group Call

You can pick up a call that is ringing on another station that is a member of a group.

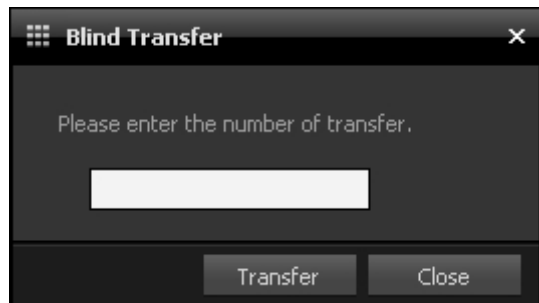
If you select Pickup Group Call from the Call Control menu, the Pickup Group Call window is displayed. Enter the group number and click the Make Call button.

Forward Immediately

You can forward the current call to another station.

As soon as your phone rings, the call is forwarded to a specified station.

If you select 'Forward Immediately' from the [Call Control] menu, the [Forward Immediately] window is displayed.



Enter the station number to which you want to forward the call and click the [Forward] button.



참고

Processing When a Forwarded Call Is Not Answered

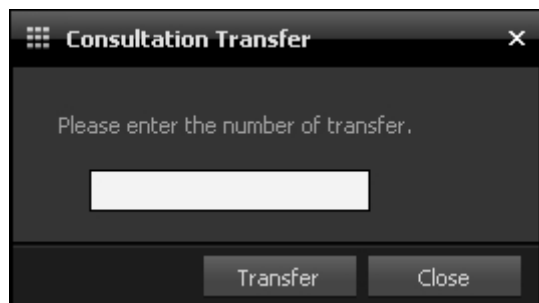
If the person to whom a call was forwarded is absent or does not answer it while his station rings several times, the call is returned to the person that forwarded the call.

Forward after Making a Call

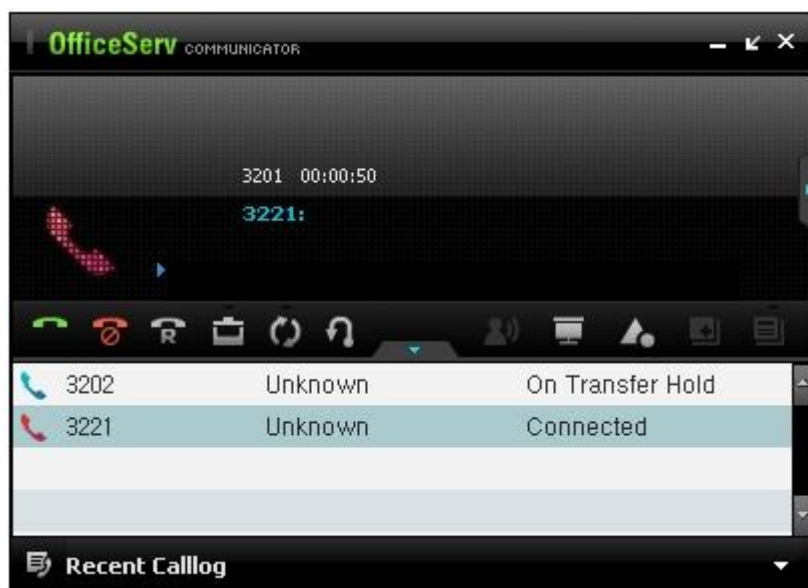
You can forward the current call to another station.

First you will make a call to the person to whom you want to forward a received call and ask whether he agrees to answer the call. Upon his consent, you will forward the call to his station.

If you select Forward after Making a Call from the Call Control menu, the Forward after Making a Call window is displayed.



Enter the station number to which you want to make a call and click the Forward button.



While you are asking him whether he agrees to answer the previously received call, it remains on Hold during Forwarding mode.

If you click the Disconnect button, the current call is disconnected and the previous call is forwarded to his station.

Exchange Calls

During the Forward after Making a Call function, you can exchange the call on which you are talking to the connected party and the previous call that is on Hold during Forwarding mode.

| | | |
|------|---------|------------------|
| 3202 | Unknown | On Transfer Hold |
| 3221 | Unknown | Connected |

After the call you made to the person to whom you had wanted to forward the previous call is connected, select Exchange Calls from the Call Control menu.

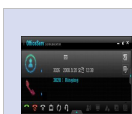
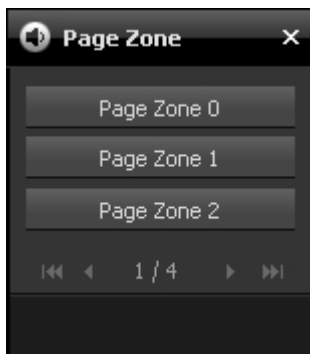
The current call is changed to Hold mode, and the previous call that has been on hold is changed to the Connected mode and is displayed in the <Call Display> screen.

| | | |
|------|---------|------------------|
| 3202 | Unknown | Connected |
| 3221 | Unknown | On Transfer Hold |

Announcement

If you select Announcement from the Call Control menu, the Announcement Area window where you can select the area you want to make an announcement to is displayed.

Select a particular area you want to make an announcement to.



Before Using the Announcement Function

To use the Announcement function, you must pick up the receiver before making an announcement.

Callback

If you have made a call to a station that is busy or does not answer, you can request a callback call.

Select 'Callback' from the [Call Control] menu. If the station that has received your callback request returns to the status where it can make a call, it makes a call to your station. You can view the callback requests you have made in the [Callback Status] list.

Leave Message

If you have made a call to a station that is busy or does not answer, you can leave a message. Select Leave Message from the Call Control menu.

OHVA (Urgent Announcement)

If you want to make a voice announcement to a station while it is talking on a call, select OHVA from the Call Control menu. The station that is talking on a call can then receive the OHVA on another call that is waiting.

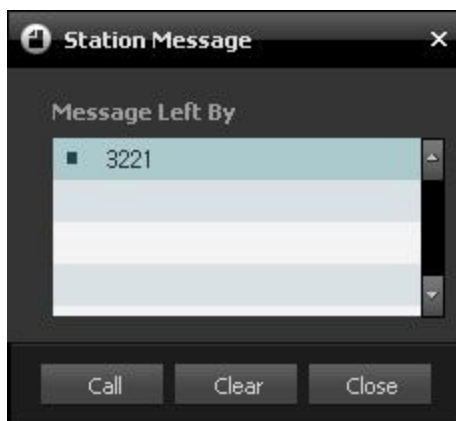


Station in DND Mode

The station for which the DND function is enabled cannot receive an OHVA.

Message List

By selecting Message List from the [Call Control] menu, you can check whether other stations have left a message while your station was busy or did not answer. This menu item is available only if at least one different station left a message. The extension numbers of the stations that left a message are displayed in the Message List.

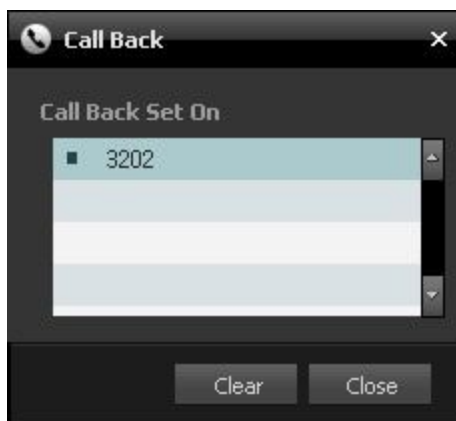


To make a callback call to a station in the Message List, select it and click the [Make Call] button. To delete a message from the Message List, select it and click the [Delete] button.

Callback Status


By selecting 'Callback Status' from the [Call Control] menu, you can check the callback requests you made to other stations.

This menu item is available only if you made a 'Callback' request to at least a different station. The Callback window displayed shows a list of the stations to which you made a callback request.






To delete a 'Callback' request from the list, select it and click the [Delete] button.

Conference

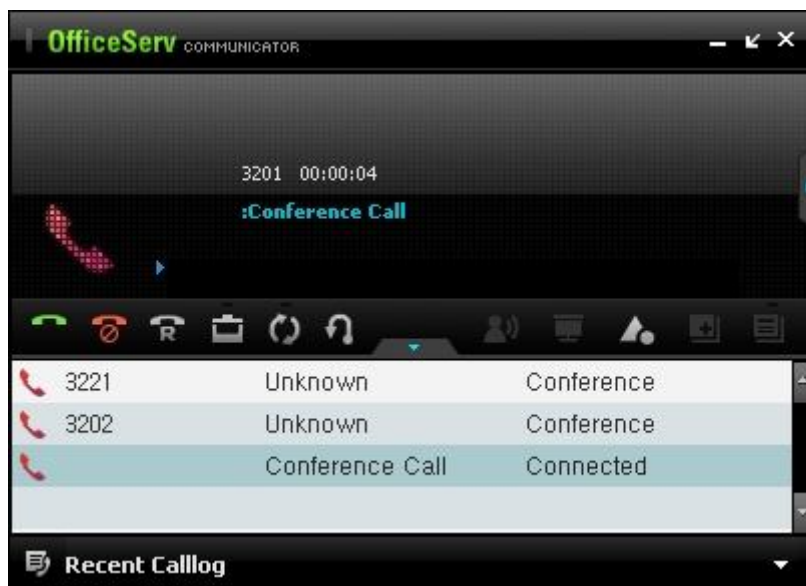
When there is a call connected, enter the phone number of a member that will participate in the conference and click the Conference () button.

If he answers the call, the <Call Display> screen is changed as shown in the figure below.

| | | | |
|---|------|---------|-----------|
|  | 3202 | Unknown | Connected |
|  | 3221 | Unknown | Connected |

Click the Conference () button again. The main screen changes to Conference Call mode.

The figure below shows the status of stations 3008 (the master of conference), 3017, and 3010 when participating in a conference.



You can add other users in the same way while holding the conference.

If a member shown in the call list participated but is not participating in the conference, his call status is set to 'Hold (Conference)' mode until he enters the conference again. You can add up to five members to a conference.

To remove a member from a conference, select and right-click on him and select 'Disconnect' from the menu displayed.

UC Phone Mode Functions

This chapter describes the data interoperation function between the UC phones that interoperate with the OfficeServ Communicator.




UC Phone Mode

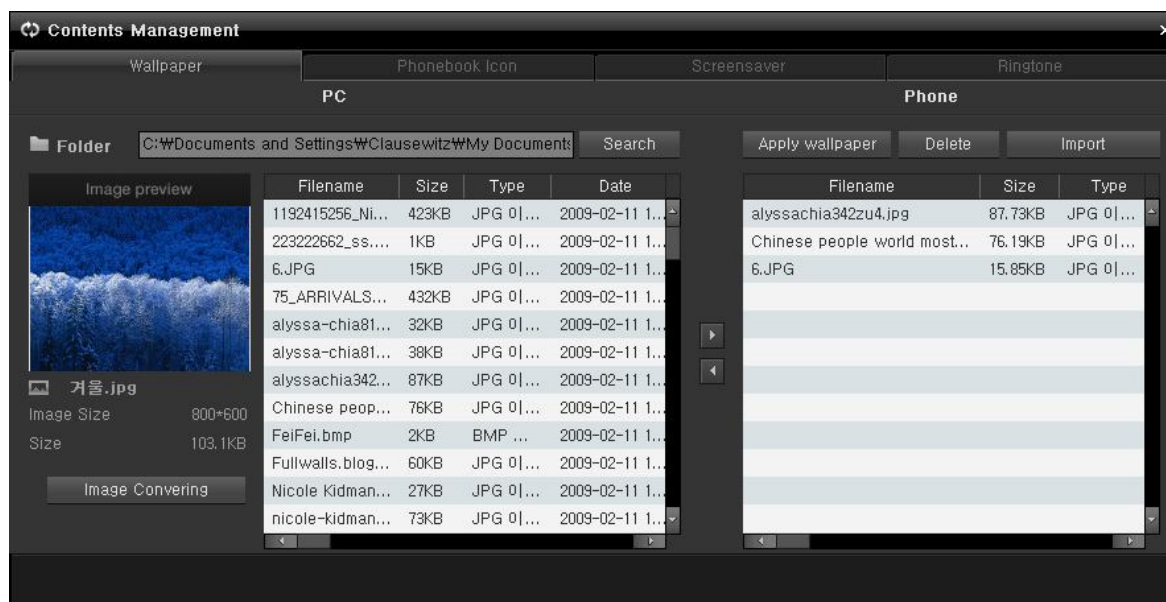
* This function is supported only in the SCMV2 system for Korea.

Sending Phone Content

This function operates only in the Basic/Professional UC Phone mode.

Starting

Click the **Send Phone Content** icon ( Send Phone Conte...) in the OfficeServ Communicator menu bar. The following screen is displayed.




The main screen consists of the following four sections:

- Background Image
- Phonebook Image
- Screensaver
- Ringtone Management

Background Image Tab

The <Background Image> tab displays a list of the background images saved in the computer and phone.


Folder Location

Click the [Browse] button (). The [Browse for Folder] window is displayed for you to change the currently specified default folder for the background image.



Select a folder other than the current default folder and click [OK]. The default folder is changed to the selected folder. The selected folder will be used as the default folder until you change it again. If you click the [Cancel] button, the [Browse for Folder] window is closed and the current default folder does not change.


Loading a List

Click the [Load List] button () to load a list of background images saved in the phone. The summarized information on the loaded images is displayed using a popup window for about three seconds and it is displayed in the Phone pane list.


The summary consists of the following three pieces of information.

- Total number and size of images
- Used number and size of images
- Available number and size of images


Deleting an Image

In the list of the Phone pane, select the image you want to delete and click the [Delete] button (). The image saved in the phone is deleted, the deletion results are displayed in the Requested Information popup window, and the final results are displayed in the list of the Phone pane.


Applying an Image as Background Image Immediately

In the list of the Phone pane, select the image you want to use as the background image and click the Apply as [Background Image Immediately] button (). The selected image is displayed as the background image of the phone screen.

Importing an Image from PC to Phone

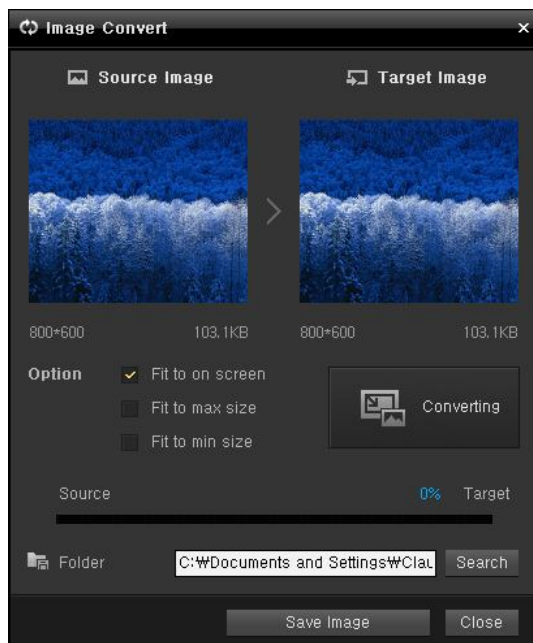
In the list of the PC pane, select the image you want to import to the phone and click the [Import] button (). The selected image is copied to the phone. Before importing an image to the phone, it needs to be processed by the "image conversion" process so that a correct image can be copied to the phone.

Exporting an Image from Phone to PC

In the list of the Phone pane, select the image you want to export to the phone and click the Export button (). The selected image is copied to the PC.

Converting an Image

If you select an image in the list of the PC pane, the selected image is displayed in the Image Preview area. If you click the [Convert Image] button (Image Converting), the Convert Image window is displayed.

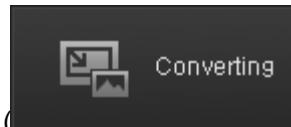


Setting the Conversion Option

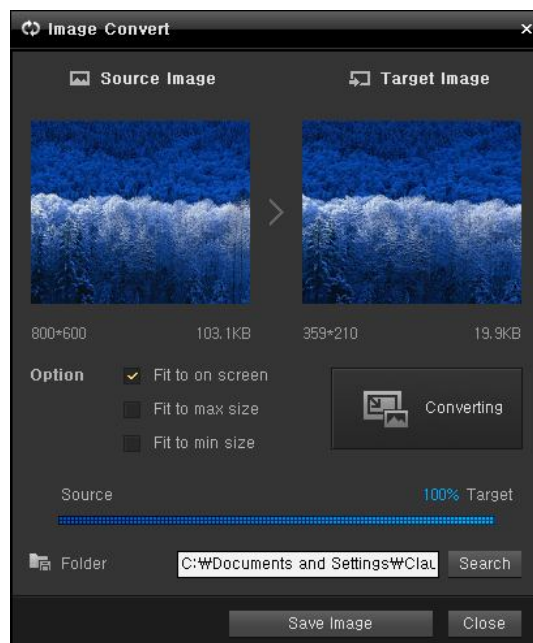
There are the following three conversion options.

- Fit to Screen
- Fit to Largest
- Fit to Smallest


Converting an Image




After selecting the conversion option, click the [Convert] button (). The selected image is converted in accordance with the selected conversion option.

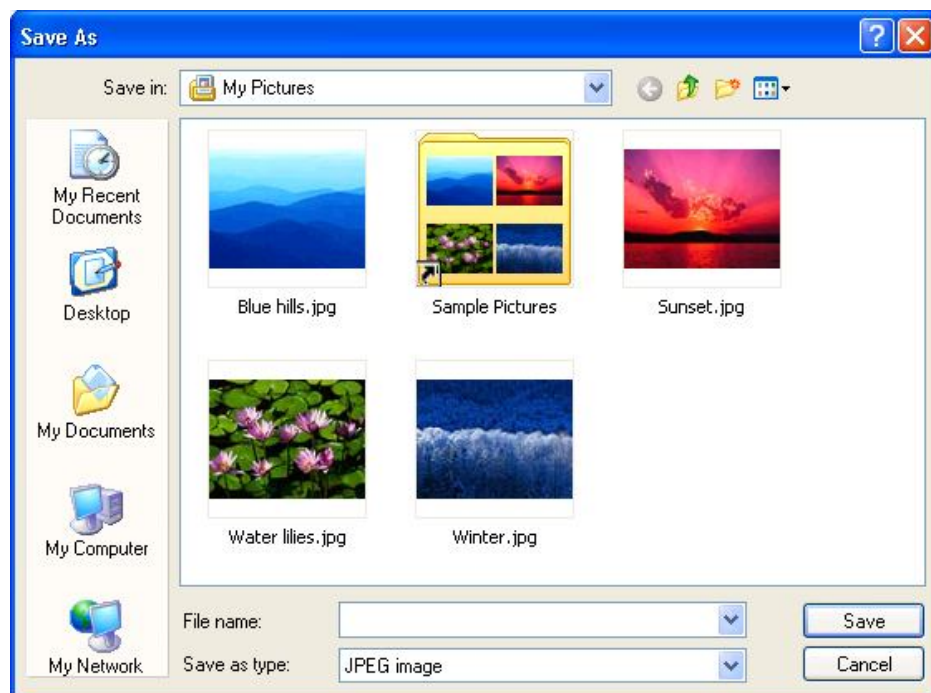


Specifying the Saving Folder

To specify the folder where you want to save the converted image, click the [Browse] button () next to the Folder Location field.

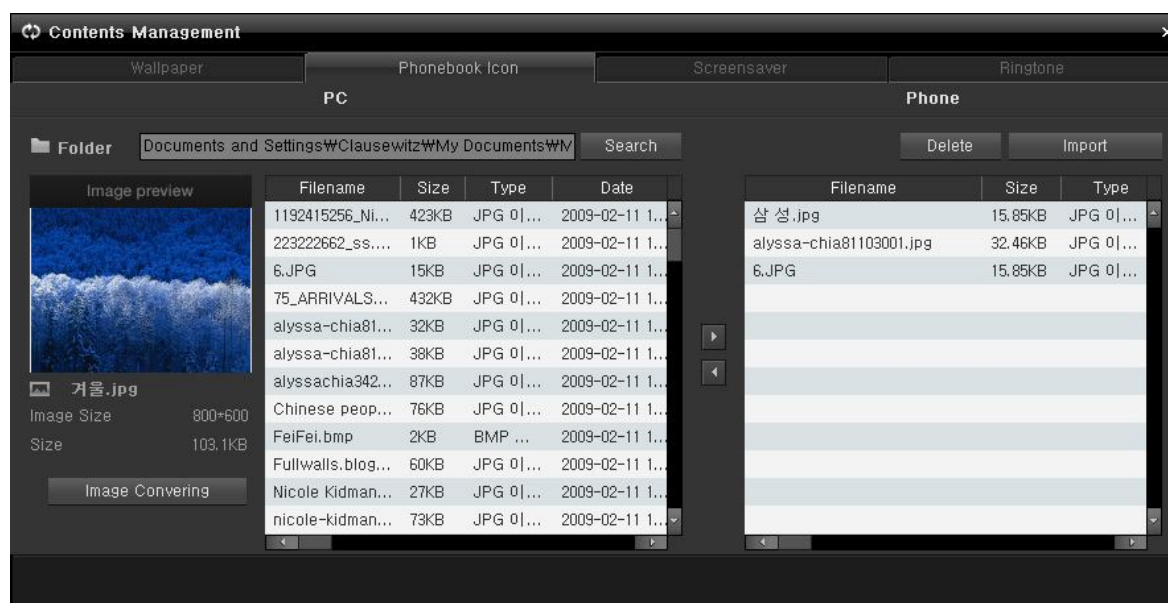
Saving the Converted Image

To save the converted image, click the [Save Converted Image] button (). The "Save As" window is displayed. Enter a file name and click the [Save] button. The converted image is saved as the specified file.



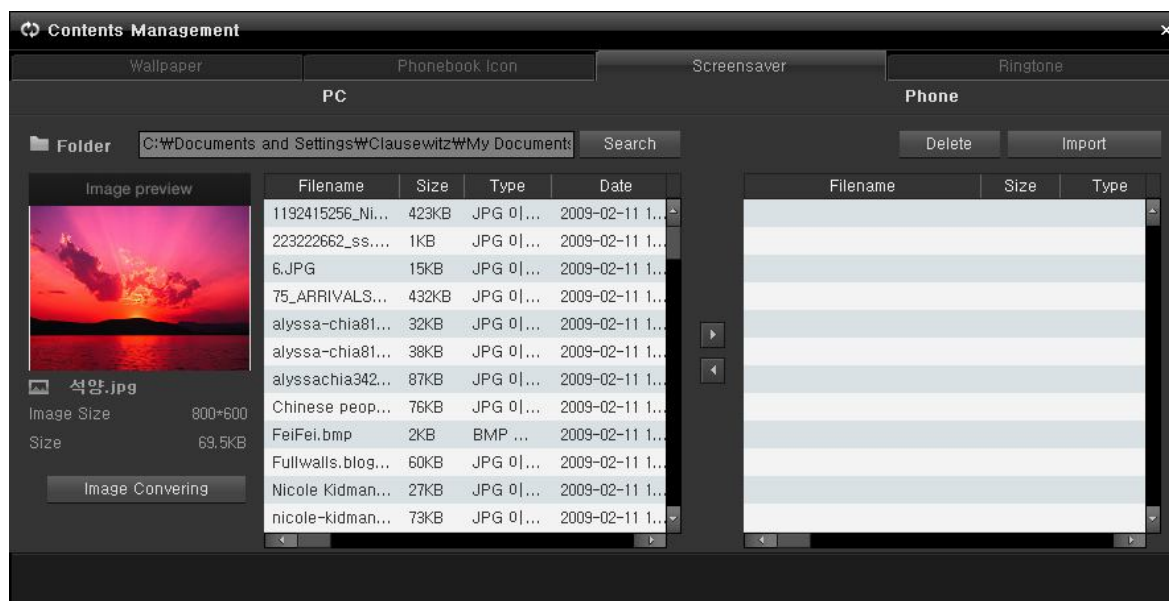
Phonebook Image Tab

The Phonebook Image tab displays a list of the phonebook images saved in the computer and phone. There is a difference in the image size and the total size of images that can be saved in the phone and other functions are the same as in the "Background Image" tab.



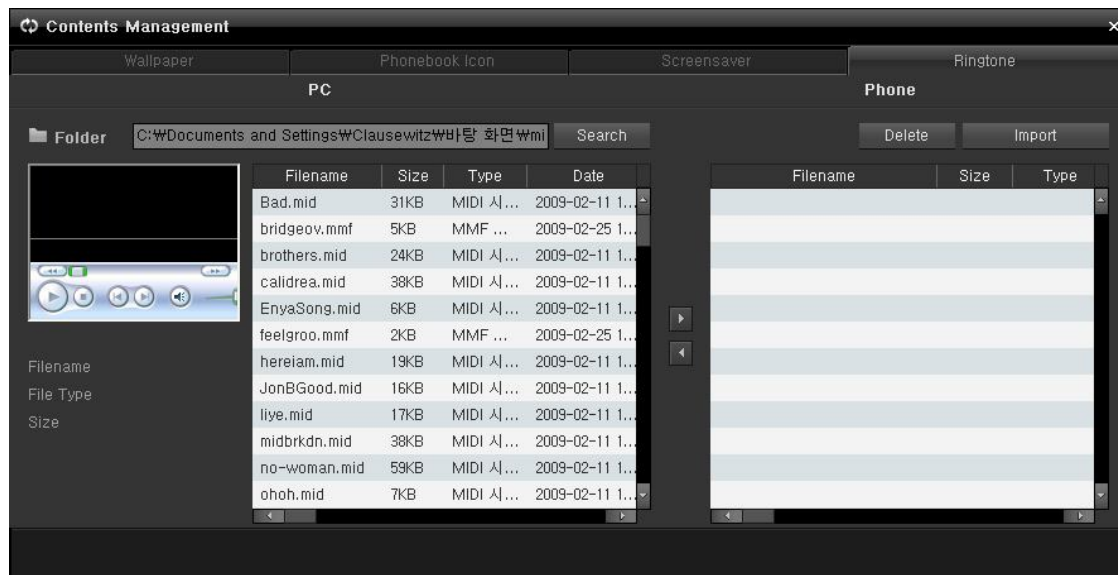
Screensaver Tab

The Screensaver tab displays a list of the screensaver images saved in the computer and phone. There is a difference in the image size and the total size of images that can be saved in the phone and other functions are the same as in the "Background Image" tab.



Ringtone Management

The Ringtone Management tab displays a list of the ringtone files saved in the computer and phone. (MMF file format is supported only.)



Listening to Ringtones

To preview a ringtone, click a ringtone file in the PC pane list and click the Play button. You can hear the selected ringtone from the speaker connected to your PC.

Other functions are the same as in the Background Image tab.

Troubleshooting

When Logging in to a Server from the OfficeServ Communicator

| Symptom or Error Message | Reasons and Actions |
|--|--|
| Invalid IPP Regist User ID | <ul style="list-style-type: none">- When the phone number is an unavailable one- When you enter a phone number that is being used Enter a correct phone number registered in the system. |
| In SoftPhone + Link mode, only SoftPhones succeed in initialization. | <ul style="list-style-type: none">- When the connection information used to connect to the OfficeServ Link is incorrect Select Configuration > Connection tab. Check the link IP address and link port number. <ul style="list-style-type: none">- When the OfficeServ Link is not running Check whether the OfficeServ Link is operating normally. |
| Call Initialization Fail | <ul style="list-style-type: none">- When the phone number is not a correct number registered in the system Check whether the phone number is a number that can be used in the system. <ul style="list-style-type: none">- When the connection information used to connect to the OfficeServ Link is incorrect Select Configuration > Connection tab > Link IP address. Check link port number. |
| Messenger Authentication Fail | This error may occur in one of the following cases: <ul style="list-style-type: none">- When the connection information used to connect to the messenger server is incorrect- When the login information (ID and password) for the messenger server is incorrect Select Configuration > Connection tab. In the Messenger section, check the ID, password, server IP address, server port number, and local port number. |

When Operating the OfficeServ Communicator

| Symptom or Error Message | Reasons and Actions |
|---|---|
| The Buddy List menu is disabled in the main bar | <ul style="list-style-type: none"> - In Professional mode, if you failed to log in to the messenger server, check the connection information used to connect to the messenger server. - In Professional mode, if the Buddy List function is being used, check the operation status of the messenger server. |
| DND Fail | <ul style="list-style-type: none"> - When the corresponding service is disabled in the system (Program 701 > USE FEATURE > 12: DND: YES) |
| Forward fail | <ul style="list-style-type: none"> - When the corresponding service is disabled in the system (Program 701 > USE FEATURE > 23: FORWARD: YES) |
| Absence message setting fail | <ul style="list-style-type: none"> - When the corresponding service is disabled in the system (Program 701 > USE FEATURE > 50: PGM MSG: YES) |
| Announcement fail (Page fail) | <ul style="list-style-type: none"> - No member is assigned to the page area At least one member must be assigned to a page area of the system. (Program 604, 605) - When the receiver is not picked up You must pick up the receiver before making an announcement. |
| When the voicemail box-related function does not work | <ul style="list-style-type: none"> - When the SVMi card is not installed Install the SVMi card in the system and then perform the function again. |
| The main bar is not displayed on Windows desktop. | Select Main Bar from the system tray menu. |
| Cannot make a video call | <p>When you can hear only sound without video</p> <ul style="list-style-type: none"> - Select Configuration > Video tab. Check whether the "Video Mode" checkbox is selected. - Check whether a video camera is installed in your computer. Moreover, select Configuration > Video tab. Then check whether the camera information is set correctly. |

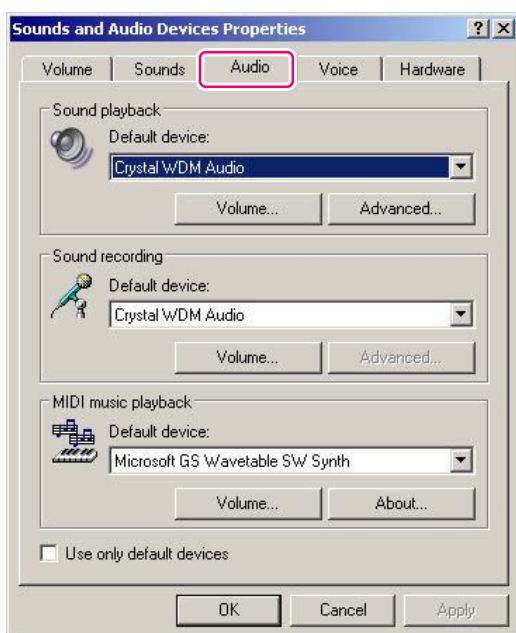
ANNEX

Speaker and Microphone Setting (System Setting)

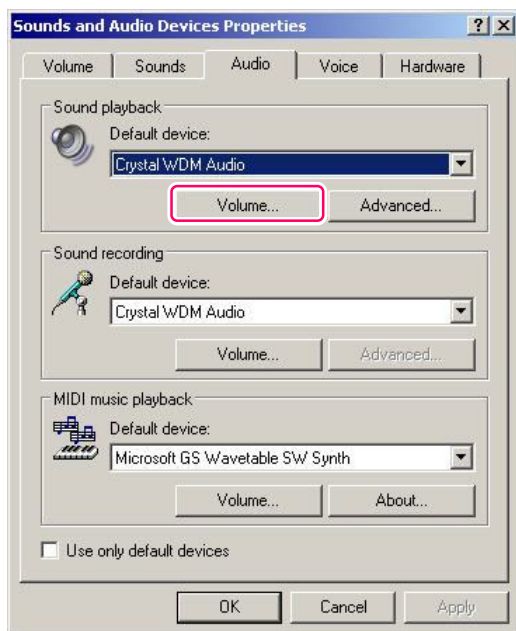
Users of OfficeServ SoftPhone can make or answer calls in a Windows environment by setting the speaker and microphone status.

Speaker Setting

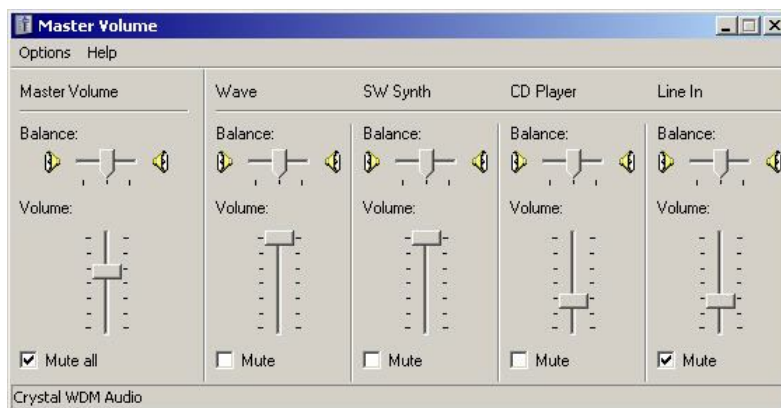
1. Click [Start] → [Settings(S)] → [Control Panel(C)] → [Sounds and Audio Devices] from the Windows desktop.
2. Select **[Audio]** from Sound and Multimedia Properties.



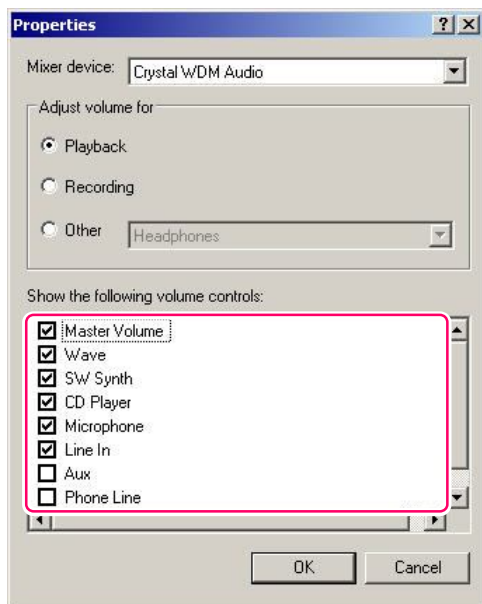
3. Click **[Volume...]** from Play Sound.



4. Select **[Options]** → **[Registration Info(R)]** from Volume Control.

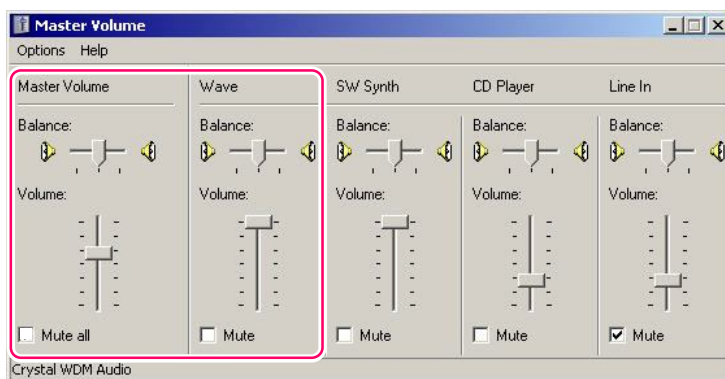


5. Check if the **'Master Volume'**, **'Wave'**, and **'Microphone'** items of Volume Control in the Registration Info window are marked. If not, mark the items.



6. Click .

7. Clear the Mute options checked for **'Volume Control'** and **'Wave'**, and set the Volumes.



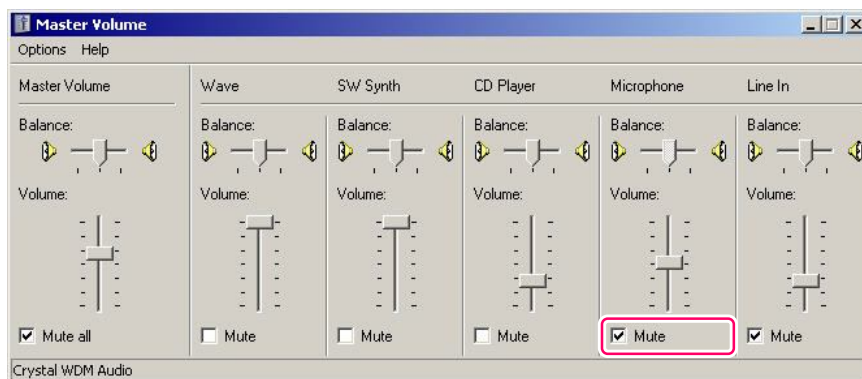


NOTE

Speaker Volume Control

Volume Control allows you to set the speaker volume of OfficeServ SoftPhone in the 'Master Volume' and 'Wave' items. Set the volumes of the items to the maximum.

8. Mark the 'Mute' of 'Microphone'.



9. Select [Exit(X)] from [Options(P)].



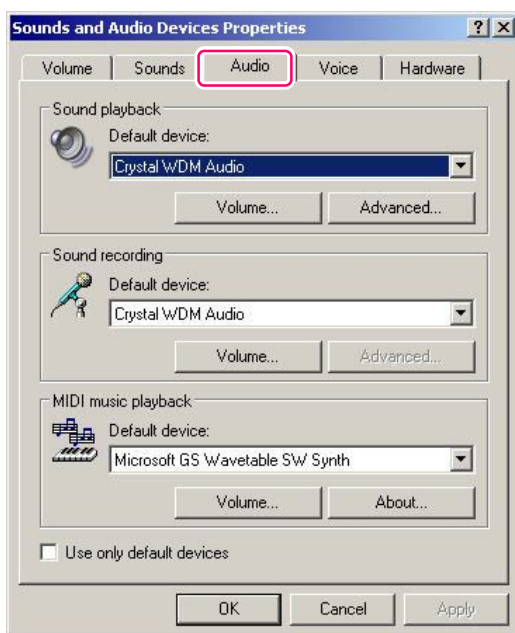
NOTE

Microphone Mute Setting

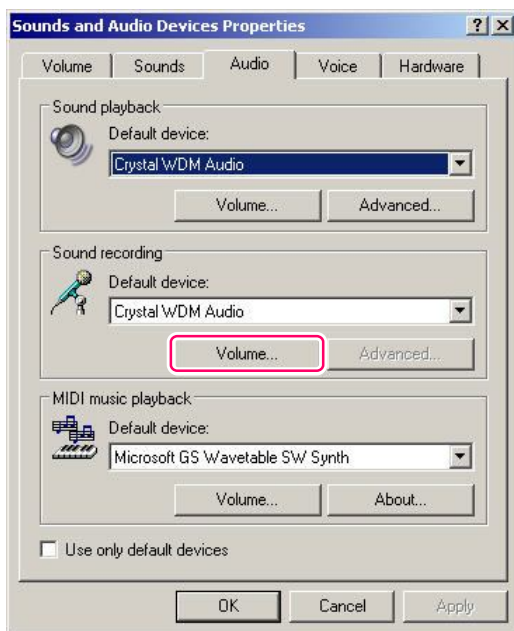
If the 'Mute' of 'Microphone' is not marked, your voice can be heard through a speaker when you speak.

Microphone Setting

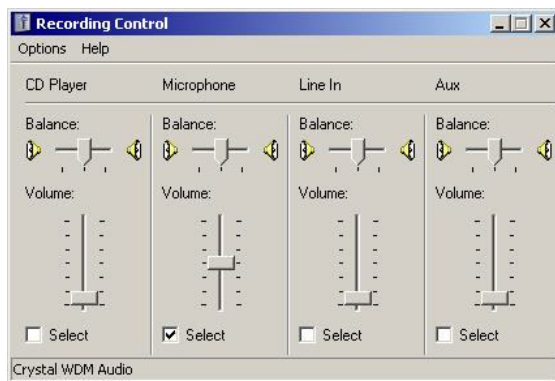
1. Click [Start] → [Settings(S)] → [Control Panel(C)] → [Sounds and Audio Devices] in the Windows2000 desktop.
2. Select **[Audio]** from Sound and Multimedia Properties.



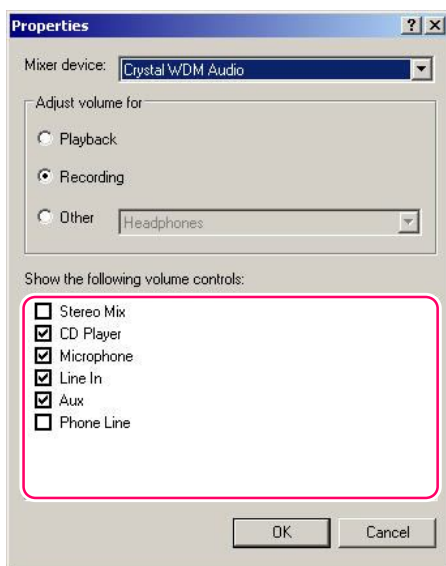
3. Click [Volume...] from Sound recording.



4. Select [Options(P)] → [Registration Info(R)] from Record Control.

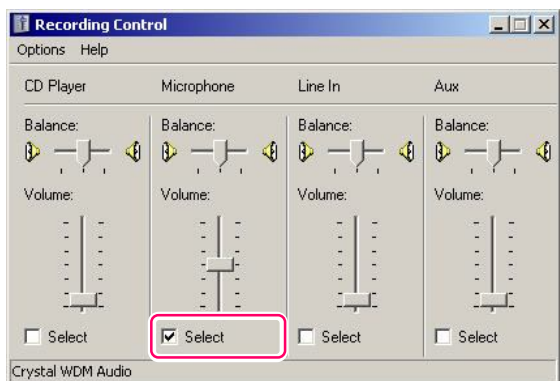


5. Check if **'Microphone'** among the Volume Control items is marked. If not, mark the item.



6. Click .

7. Mark **'Microphone'** in Record Control.



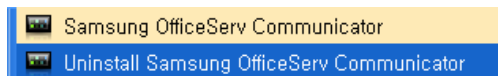
8. Select **[Exit(X)]** from [Options].

Uninstall

1. Beginning Uninstallation

To uninstall the OSC, you can select one of the following two methods.

- Click Start -> All Programs -> Samsung Electronics -> OfficeServ Communicator -> Uninstall Samsung OfficeServ Communicator.



- Or, click Start -> Control Panel -> Add/Remove Programs -> Samsung OfficeServ Communicator, and then click the "Remove" button.

2. Uninstallation Error

- If you attempt to uninstall the OSC while it is running, a warning message box is displayed, as shown in the figure below. Exit the OSC and then begin to uninstall it.

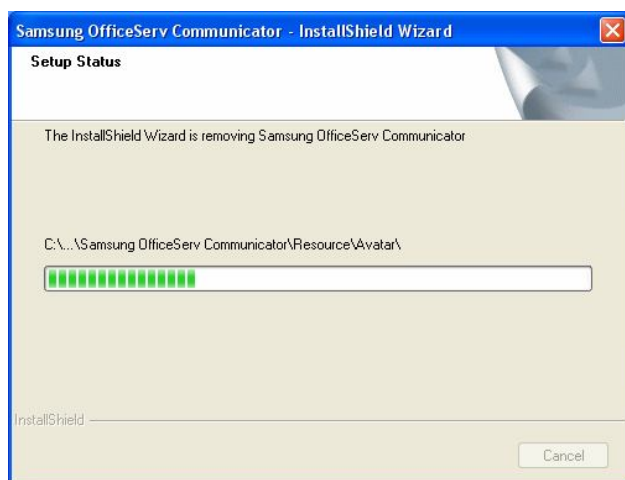


3. Uninstallation Confirmation

- The "uninstallation confirmation" window is displayed to confirm with you again that you want to uninstall the OSC. Click "Yes" to begin the uninstallation, or click No to cancel the uninstallation.



- The Setup program will remove the installed OSC, as shown in the figure below.



4. Rebooting after Uninstallation

- The window notifying that the OSC has been uninstalled successfully is displayed and asks you if you want to restart your PC now.

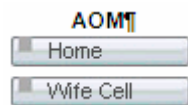


If you want to reinstall the OSC, select "Yes, restart my computer now" and click "OK."

If you reinstall the OSC after selecting "No," the OSC may not be installed normally because the previously installed program has not been fully removed.

Common Functions and Terminology (as it applies to the OSC.)

Speed Dial



Users can save frequently dialed numbers as speed dial numbers and make a call just by pressing the corresponding speed dial button.

Call Pickup



Call Pickup allows you to pick up a call ringing at another user's phone.

Automatic Redial



Automatic Redial is used when calling an outside number and you receive a busy signal. When a busy is received and Automatic Redial is pressed the system will reserve a trunk and keep calling the number for you.

Call Hold & Call Transfer



The Call Hold or Call Transfer functions allow the user to hold a call for a short time or to transfer the call to another person based on the needs of the caller.

Conference



Call Conferencing allows up to 5 people to speak to one another at the same time over a phone connection.

Call Forwarding



Call Forwarding allows you to automatically pass control of incoming calls to another station or device such as VoiceMail when you cannot answer the calls.

Callback



Callback is used by station to station calls when the called station is busy (off hook). When a busy is received and Callback is pressed the system will monitor the busy station and notify the calling user when the busy station becomes available.

DND



Do-Not-Disturb automatically rejects all incoming calls and when set can forward them to another station or device such as VoiceMail.

Page



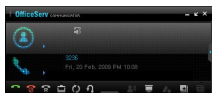
Page allows the user to deliver an announcement to both **OfficeServ** SoftPhone(or keyphone) users and external users at the same time.

Boss/Secretary



This function allows a secretary to transfer an external call to the boss conveniently.

Caller Identification Display (CID)



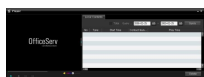
When a call is received, the phone number and name of its caller are displayed on both the main screen and telephone display so that you can know who is calling. **NOTE: not all calls are delivered with CID**

Video Call



Provides the Inter-Station Video Call function when the call mode of the OSC is set to the Video mode.

Viewing Recordings

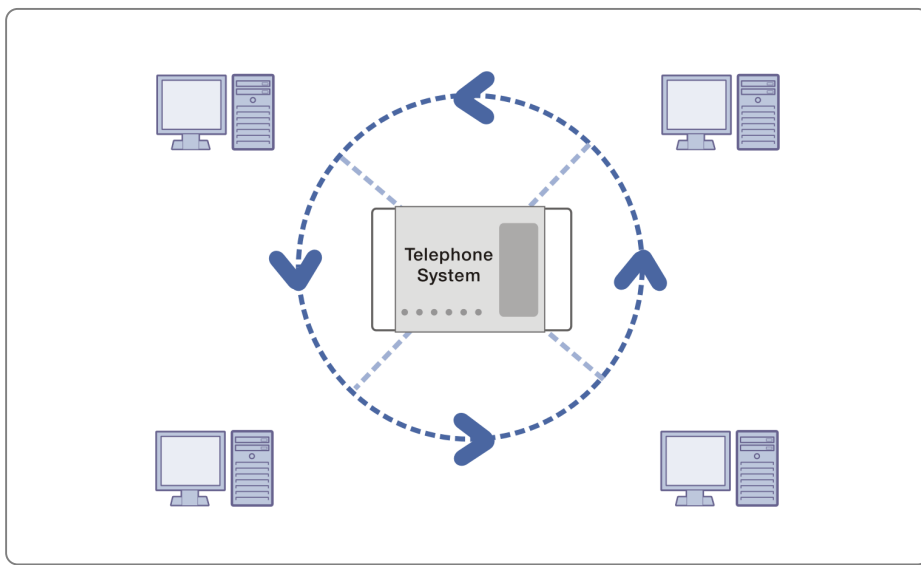


Allows you to view the list of Call & Video Call Recordings and play them.

*** This function is not supported when the user environment of the OfficeServ Communicator is set to the DeskPhone mode.**

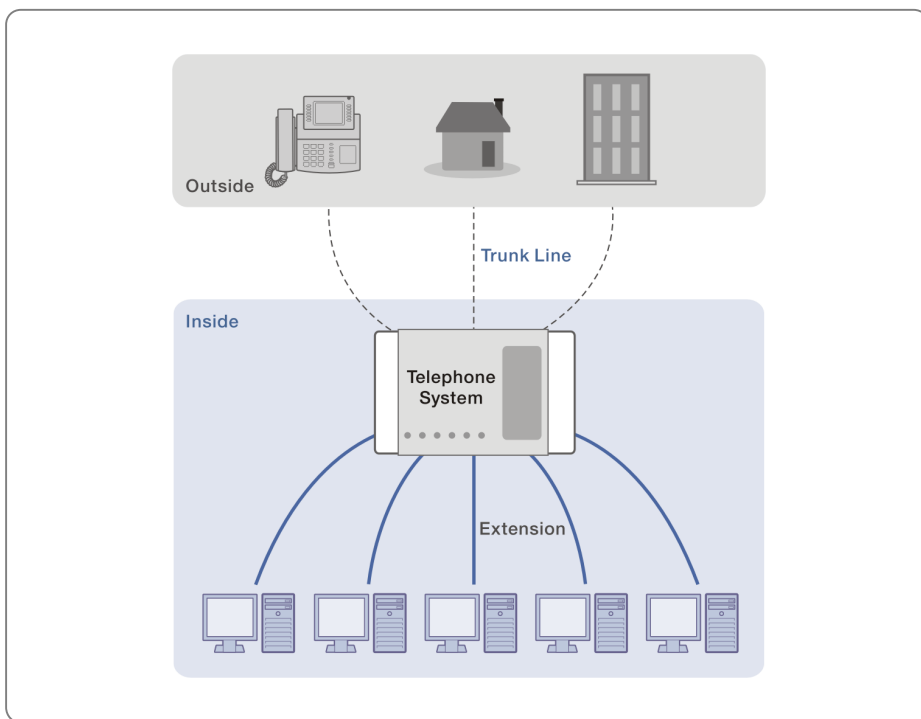
Intercom Calls

Making an intercom call means that the **OfficeServ** SoftPhone user who is connected to the phone system at the user's office makes a call to another internal **OfficeServ** SoftPhone(or keyphone) user.



External Calls

Making an external call means that the user makes a call to outside places (e.g., home) or answers a call from outside places by using the **OfficeServ** SoftPhone(or keyphone) directly connected to the PBX of the central office.



Q & A

Q1. During installation, the message "Unsupported OS Version" is displayed.

- A1. The OSC runs on Windows XP SP2 or later. Therefore, if your operating system is Windows XP SP1 or earlier, the OSC cannot be installed.
In this case, upgrade it to Windows XP SP2 or later and then reinstall the OSC.

Q2. During installation, I entered the address of the auto update server incorrectly.

- A2. In this case, the OSC cannot be updated. Therefore, you must reinstall it.

Q3. During installation, I configured system information or the OSC operation type incorrectly.

- A3. The provided functions are different depending on the system type or OSC operation type. To ensure that the OSC operates normally, check the correct system type and OSC operation type and then reinstall the OSC.

Q4. During installation, I selected the phone type incorrectly.

- A4. You can change the phone type before logging in to the system using the OSC. Follow these steps to change the phone type.
- 1) Run the OSC.
 - 2) Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.
 - 3) Select the phone type you want to use in the "Environment Mode" section at the top right of the Configuration screen.
 - 4) The "Connection" tab where you can set the connection information is displayed.
 - 5) Set the phone information, system information, OfficeServ Link information, etc. according to the phone type you selected.

Q5. When logging in to the system in Deskphone mode, the message "Cannot connect to a line" is displayed on the main screen.

- A5. Check the following items.
- 1) Click Start > Control Panel > Administrative Tools > Services. In the Services window, check whether the Remote Access Connection Manager service is set to "Disabled".
 - 2) If the Remote Access Connection Manager service is set to "Started", you must change the start type of the service to "Disabled" and then restart your computer to actually apply the changes.

- 3) Check whether the Link IP and Link Port are set correctly in the "Connection" tab of the Configuration screen.

Q6. When logging in to the system in SoftPhone mode, a connection error message is displayed on the main screen.

- A6. When the SoftPhone connection information is set incorrectly or the system does not operate, you cannot log in to the system. Check the following items.

- 1) Check whether the system IP address and system port are set correctly in the "Connection" tab of the [Configuration] screen.
- 2) Check the network connection status.
- 3) Consult your system administrator about the error message displayed on the main screen.

Q7. When logging in to the system in UC Phone mode, the message "Connecting UC Phone" is displayed on the main screen.

- A7. If the message continues to be displayed for more than 30 seconds, select the Logout or exit menu to cancel the login and then check the following items.

- 1) Check the UC phone operation status. If the UC phone is set to busy, you cannot log in to the system and the related warning window is displayed.
- 2) When logging to the system while the UC phone is in Idle mode, if the same symptom occurs, reset the power or network connection of the UC phone and then retry to log in to the system.

Q8. When logging in to the messenger server, an error message is displayed.

- A8. When the messenger connection information is set incorrectly or the messenger server does not operate, you cannot log in to the server. Check the following items.

- If the message "Check the messenger local port" is displayed
 1. Run the OSC.
 2. Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.
 3. Click the "Connection" tab in the Configuration screen.
 4. Change the value of the "Local Port" item in the "Messenger" section to a 4-digit value of 5000 to 6000 except 5060.
 5. Log in to the messenger server again.

- If the message "Failed in authentication" is displayed
 1. Run the OSC.
 2. Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.
 3. Click the "Connection" tab in the Configuration screen.
 4. Set the ID and password again in the Messenger section. If you need to check the ID and password, contact your administrator.
 5. Log in to the messenger server again.
- If the message "Failed to connect to the messenger server" is displayed
 1. Contact your administrator to check the operation status of the messenger server.
 2. Check the network connection status.

Q9. While operating the OSC, the Memory Buffer Overrun warning window is displayed.

- A9. During installation, run the Anti-Virus program to scan virus. If there is a virus program in your computer, it can cause a memory fault while the OSC is running.

Q10. In a video call, no scene is displayed in the My Screen area.

- A10. Scenes may not be displayed depending on the call mode and camera settings. Check the following items.

- Checking the phone mode
 1. Run the OSC.
 2. Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.
 3. If "Deskphone" is selected in the "Environment Mode" at the top right of the Configuration screen, no scene is displayed during a call.
- Checking the call mode
 1. Run OSC.
 2. Log in to the system.
 3. Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.
 4. Click the Video tab in the Configuration screen.
 5. Check whether Video mode is selected in the Call Mode Setting section. If Voice mode is selected, select Video mode and click the OK or Apply button at the bottom right of the screen.
 6. Connect a call again and check the My Screen area.
- Checking the camera settings
 1. Run OSC.
 2. Log in to the system.
 3. Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.
 4. Click the Video tab in the Configuration screen.

5. Check whether a camera is selected in the Capture Camera combo box. If there is no camera selected, select a camera to use from the combo box and click the OK or Apply button at the bottom right of the screen.
6. If there is no camera listed in the combo box, check the installation status of your camera. After setting the camera, connect a call again and check the My Screen area.

Q11. Voice cannot be heard during a video call. (Sound card setting error)

A11. Voice may not be heard depending on the phone mode and sound settings. Check the following items.

- Checking the phone mode
 1. Run the OSC.
 2. Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.
 3. If "Deskphone" is selected in the "Environment Mode" at the top right of the Configuration screen, you can make or receive a call only by using your phone.
- Checking the speaker settings
 1. Run the OSC.
 2. Log in to the system.
 3. Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.
 4. Click the Audio tab in the Configuration screen.
 5. Check whether a speaker device is selected in the Speaker combo box. If there is no speaker device selected, select a speaker device to use from the combo box.
 6. If there is no speaker device listed in the combo box, check the installation status of your sound card.
 7. After setting the speaker, click the Apply button at the bottom right of the Configuration screen.
 8. Check the sound playback status by clicking the Test buttons in the Volume Settings section to the right of the tab.

ABBREVIATIONS (used throughout this and other Samsung Business Telephone manuals)

A

| | |
|------|--|
| AA | Auto Attendant |
| AAA | Authentication Authorization and Accounting |
| AGI | Application Graphical Interface |
| AMIS | Audio Messaging Interchange Specification |
| ANI | Automatic Number Identification |
| ANN | Announcement Block |
| AOM | Add on Modual |
| AS | [A]ll Forward [S]tation (technically: [A]nything other than Busy or No-answer [S]tation) |
| AT | [A]ll Forward [T]runk (technically: [A]nything other than Busy or No-answer [T]runk) |
| AXL | Audiotext Librarian Block |

B

| | |
|-----|---------------------------------|
| BCS | Business Communications Systems |
| BLF | Busy Lamp Field |
| BS | [B]usy [S]tation |
| BT | [B]usy [T]runk |
| BYE | Bye Block |

C

| | |
|-----|-----------------------------|
| CID | Caller ID |
| COP | Caller Options Processor |
| CPE | Customer Provided Equipment |
| CRS | Call Routing Solution |

D

| | |
|-----|--------------------------|
| DAL | Dial Block |
| DB | Database |
| db | decibels |
| DND | Do Not Disturb |
| DOW | Day of Week |
| DS | [D]irect [S]tation |
| DT | [D]irect [T]runk |
| DTL | Document Librarian Block |

E

| | |
|-----|-----------------|
| ECL | EClass Block |
| EM | E-mail Message |
| EMG | E-mail Gateway |
| EXT | Extension Block |

F

| | |
|-------|------------|
| FAX | FAX Block |
| FID | Forward ID |
| FWDID | Forward ID |

G

| | |
|-----|--------------------------|
| GB | Giga Bytes |
| GUI | Graphical User Interface |

I

| | |
|-------|--------------------------------------|
| ICA | Interactive Call Automation |
| IMAP4 | Internet Messaging Access Protocol 4 |
| IP | Internet Protocol |

L

| | |
|-----|--------------------|
| LAN | Local Area Network |
| LST | List Block |

M

| | |
|-----|-------------------------|
| MB | MegaBytes |
| MBX | Mailbox Block |
| MCL | MClass Block |
| MGI | Media Gateway Interface |
| MNU | Menu Block |
| MOD | Mode Block |
| MSG | Messegue |
| MTA | Mail Transfer Agent |
| MUA | Mail User Agent |

N

| | |
|-----|------------------------------|
| NMX | Network Mailbox (AMIS) Block |
| NS | [N]o-Answer [S]tation |
| NT | [N]o-Answer [T]runk |

O

| | |
|-----|--|
| OCS | Microsoft's Office Communication Server |
| OSC | Samsung's OfficeServ ™ Communicator |

P

| | |
|------|-------------------------------------|
| POP3 | Post Office Protocol 3 |
| PRT | Port Block |
| PSN | Packet Switch Network |
| PSTN | Public Subscriber Telephone Network |

Q

| | |
|-----|-------------|
| QRY | Query BLock |
|-----|-------------|

R

| | |
|-----|--|
| RC | [R]ecord [C]all or [R]ecord [C]onversation |
| RTP | Real-time Transmission Protocol |

S

| | |
|------|------------------------------------|
| SIP | Session Initiation Protocol |
| SMTP | Simple Mail transfer Protocol |
| SPK | Speak Block |
| STA | Samsung Telecommunications America |
| STA | Station Block |
| SVM | Samsung Voice Mail |
| SVMi | Samsung Voice Mail in-skin |
| SWP | System Wide Parameters |

T

| | |
|--------|---|
| TCP/IP | Transmission Control Protocol/Internet Protocol |
| TS | [T]ransfer [S]tation |
| TT | [T]ransfer [T]runk |
| TTS | Text To Speech |
| TUI | Telephone User Interface |

U

| | |
|-----|---------------------------|
| UMS | Unified Messaging Service |
|-----|---------------------------|

V

| | |
|------|------------------------------|
| VM | Voice Message |
| VMS | Voice Messaging Service |
| VoIP | Voice Over Internet Protocol |

W

| | |
|--------|--|
| WAN | Wide Area Network |
| WEBDAV | WEB based Distributed Authoring and Versioning |
| WWW | World Wide Web |



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