

OfficeServ™ CTI Applications Compatibility Announcement Regarding 64 Bit Windows® Operating Systems

Recently we have had many inquiries to the Samsung Technical Support department regarding compatibility with 64 bit Windows operating systems and the Samsung suite of CTI applications (OfficeServ Link, OfficeServ EasySet, OfficeServ DataView, OfficeServ Call, OfficeServ Operator, OfficeServ OpenTSP, and OfficeServ Softphone). We feel it is important to address these concerns officially to avoid any confusion in the field. The chart below shows the compatibility status of our applications with Windows operating systems.

	Windows Version							
	XP / XP PRO		Vista		Server 2003		Server 2008	
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit
Link	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED
EasySet	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED
DataView	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED
Call	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED
Operator	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED
OpenTSP	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED
Softphone	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED	SUPPORTED	NOT SUPPORTED

NOTE: This chart only references the version of Windows Operating System. If you have a PC with a 64 bit processor, you can still run the CTI applications, but you must load a 32 bit version of Windows in order to do so.

OfficeServ™ CTI Apps Compatibility with 64 Bit Windows® Operating Systems

Although it is true that a growing number of systems are coming preinstalled with 64 bit versions of Windows, it is a difficult conversion to make for CTI applications based on the TAPI standard. Because TAPI is a middleware between hardware and software it walks the line between hardware driver and software application. As such it is necessary to create an entirely new CTI driver (called a TSP) to support the 64 bit architecture.

This means that in order to support our hardware in a 64 bit operating system we would need to develop a second version of the driver and a second version of each application to accommodate the new driver. This is obviously a significant investment of resources, and presents a significant complication to the support structure.

Because of the resources necessary to provide 64 bit support, Samsung has determined that we can better serve you by focusing on our product roadmap and bringing you the new products and services you have asked for.

If there are any questions regarding this notice please contact your Regional Sales Manager or Samsung Technical Support via email at BCS.Support@samsung.com.