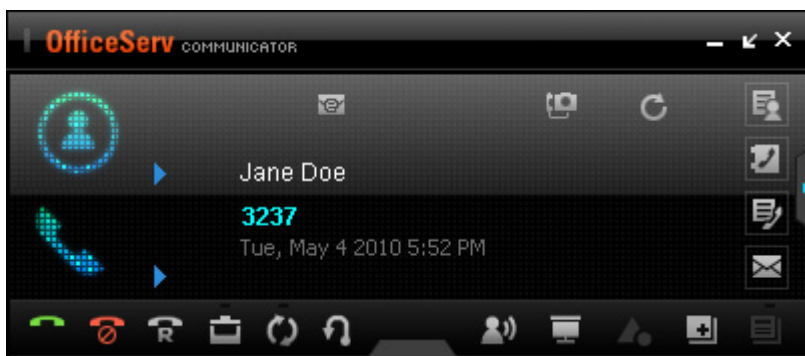


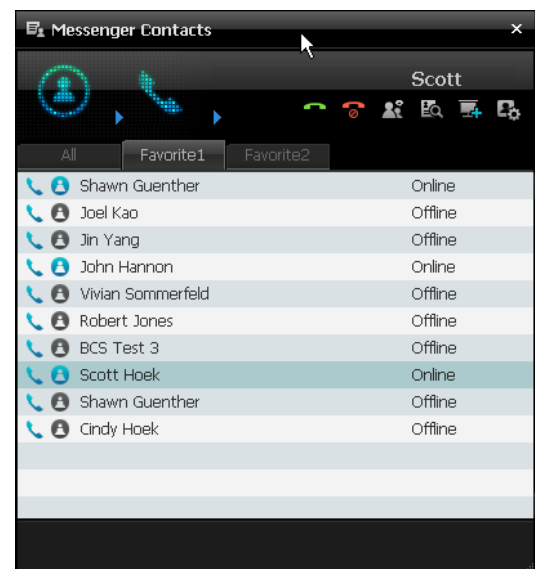
OfficeServ™ Communicator & OfficeServ™ Messenger General Availability

For **OfficeServ™ 7000 Series Systems**

Samsung Telecommunications America is pleased to announce the general availability of the OfficeServ Communicator & OfficeServ Messenger. These are Samsung's newest CTI applications. Together the OfficeServ Communicator and Messenger deliver unified communications to the desktop.



► OfficeServ Communicator Main Screen



► OfficeServ Messenger Contact Screen

The OfficeServ Communicator is an integrated client communications application that brings together two devices; your business PC and your business telephone. When the Communicator is licensed and running on your PC in combination with the OfficeServ Messenger application, users on the same phone system can communicate via voice and video as well as share Information, and view presence awareness providing unified communications to the desktop.

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OPERATION MODES: Basic or Professional

Communicator can be installed in one of two Operation Modes; Basic or Professional with Messenger. The Operation Mode is selected at the time of installation.

OfficeServ Messenger provides unified communications functionality such as Presence Awareness, Instant Messaging, and Information Sharing like Chat & Video Chat, White Boarding, Screen Sharing, and File Sharing.

DEVICE MODES

Both Basic and Professional with Messenger can be run in three different Device Modes; SoftPhone, UCPhone, and DeskPhone Mode. Device Modes determine which device the Communicator will be working with as your telephone device.

- **SoftPhone Mode:** PC/Laptop becomes the telephone device.
- **UCPhone Mode:** connects with the SMT-i Series Phones
- **DeskPhone Mode:** connects with the following Samsung model phones; iDCS series, DS-5000 Series, ITP-5100 series

CONFIGURATIONS

1. BASIC: SoftPhone
2. BASIC: UCPhone
3. BASIC: DeskPhone
4. PROFESSIONAL: SoftPhone
5. PROFESSIONAL: UCPhone
6. PROFESSIONAL: DeskPhone
7. SMT-i5243 Standalone with OfficeServ Messenger

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COMMUNICATOR BASIC

SoftPhone, UCPHone, and DeskPhone give the user control over:

- Audio Conference
- Audio Recording
- Answering/Making Calls
- Call Control: (Transfer, Hold, Forwarding, Speed Dial)
- 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



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COMMUNICATOR PROFESSIONAL with MESSENGER

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...



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The [7th configuration is called SMT-i5243 Standalone with OfficeServ Messenger](#). The telephone communicates directly to Messenger server without the use of a personal PC.

This allows the SMT-i5243 to use the Messenger's Buddy list and Scheduler capabilities.



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TECHNICAL REQUIREMENTS

**NOTE:**

The OfficeServ Communicator requires a Local Area Network (LAN) in order to communicate with the OfficeServ System as well as Officeserv Link V3 and OfficerServ Messenger. It is understood that if the customer is expecting to use Unified communications, that they have a LAN already in place and established or they are expecting you to install one.

OFFICESERV COMMUNICATOR REQUIREMENTS

■ **HARDWARE REQUIREMENTS** *(Customer Provided)*

| | |
|----------------------|---|
| CPU: | Intel Pentium-IV Processor or more 1 GHz or higher (when NOT using Video) Intel Pentium-IV Processor or more 2 GHz or higher (when using the Video mode) |
| HDD: | 300 MB or more for free space |
| Memory: | * When using the Communicator Basic Installation Mode 512 MB or more (Minimum requirement: 256 MB) (when NOT using Video) 1 GB or more (Minimum requirement: 512 MB) (when using the Video mode) * When using the Communicator Professional Installation Mode 1 MB or more (Minimum requirement: 512 MB) (when NOT using Video) 2 GB or more (Minimum requirement: 512 MB) (when using the Video mode) |
| NIC: | 10/100BASE T |
| Sound Card: | A full-duplex sound card. |
| Video Camera: | A video camera for the PC (when using the Video mode) |
| Other: | A headset (or a microphone and speaker), Video/Monitor, Mouse, and Keyboard |

■ **SOFTWARE REQUIREMENTS** *(Customer Provided)*

| | |
|--------------------------|---|
| Operating System: | Windows XP Professional (SP2) or later, Windows Vista & Vista SP1 or later, or Windows 7. |
|--------------------------|---|

(For all the above listed operating systems, 32 Bit version compatibility is being released now – 64 Bit version compatibility released mid 2010).

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OFFICESERV MESSENGER REQUIREMENTS

■ HARDWARE AND SOFTWARE REQUIREMENTS *(Customer provided)*

| | |
|---------------------------|--|
| Operating System: | Microsoft® Windows XP or higher including but not limited to: Windows 7, XP Professional, Vista, 2003, and 2008 with Internet Information Services (IIS) installed |
| Database Platform: | Microsoft SQL Express 2005 or higher <i>including SQL Express 2005, SQL Express 2008, SQL Server 2005, and SQL Server 2008</i> |
| CPU: | Pentium 4 – 2.0 GHz |
| Hard Disk Space: | 20 GB |

ADDITIONAL EQUIPMENT REQUIREMENTS

■ OFFICESERV 7000 SYSTEM REQUIREMENTS

OfficeServ Communicator and Messenger are compatible with the OfficeServ 7000 Series systems listed below:

- OfficeServ 7030
- OfficeServ 7100
- OfficeServ 7200-S
- OfficeServ 7200
- OfficeServ 7400

All must be running V4.46d or higher.

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ORDERING AND LICENSE INFORMATION

LICENSING

The various modes and configurations are licensed, purchased, and installed based on the functionality required by each 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.

All Six Licenses are licensed to the MAC address of the system main processor (MP)

CTI LICENSE *(This license is entered in the OfficeServ Link Server)*

| | | |
|----------------|---------|--------------------------------|
| KP-AP2XWES/XAR | Y/N | OS Link V3 & EasySet |
| KP-AP2XWUC/STD | 0 ~ 256 | OS Communicator DeskPhone Mode |

MESSENGER LICENSE *(This license is entered in the OfficeServ Messenger Server)*

| | | |
|----------------|---------|---|
| KP-AP8XWCP/STD | 0 ~ 256 | OS Messenger PC Collaboration User (Requires OS Link V3) |
| KP-AP8XWCH/STD | 0 ~ 256 | OS Messenger Phone User (SMT-i5243 only) |

SERVICE LICENSE *(This license is entered into MMC 860)*

| | | |
|----------------|---------|---|
| KP-AP1XWSP/XAR | 0 ~ 256 | License for SoftPhone or Communicator SoftPhone Mode |
| KP-AP9XWCO/STD | 0 ~ 256 | OS Communicator UPhone Mode for SMT-i series only [shows as Call Manager License in MMC 860] |

OSC License Configuration Tool & Pricing Simulation Tool

To help both Pre & Post Sales efforts we have developed a tool that takes the guess work out of identifying which licence is required for each of the 7 possible configurations as well as letting you know where that license is installed. The OSC License Configuration Tool can be installed on each salesman's laptop and can give him the immediate answer to what is required for the configurations the customer wishes to purchase. Once the licenses and configurations have been decided the Pricing Simulation Tool can be used to provide a quote based on the quantities of each configuration required.

30 Day Free Trial Period

Samsung provides a 30 day free trial period for OfficeServ Messenger to allow users to experience and evaluate the applications risk-free. This free trial period allows the OfficeServ Messenger to connect to OfficeServ Link without the need for a Messenger license key. The trial expires 30 days from the date of installation. After expiration a valid Messenger license key must be entered in order to continue use of OfficeServ Messenger. For specific details see *How to Prepare and Take the Certification Test* at the end of this bulletin.

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OfficeServ Communicator & Messenger List PRICING

| KP CODE | DESCRIPTION | USER RANGE | Unit Price U.S. | Unit Price Canada |
|--------------------------------|---|------------|-----------------|-------------------|
| OS LINK KP-AP2XWES/XAR | OS LINK/EasySet | YES or NO | \$200.00 | \$208.00 |
| OSC DP Mode KP-AP2XWUC/STD | OSC DeskPhone Mode (any Samsung Keyset) | 0 ~ 256 | \$48.00 | \$50.00 |
| OSM Phone KP-AP8XWCH/STD | Phone User (SMT-i5243 user only) | 0 ~ 256 | \$66.00 | \$69.00 |
| OSM PC KP-AP8XWCP/STD | PC Collaboration User | 0 ~ 256 | \$120.00 | \$125.00 |
| OS Softphone KP-AP1XWSP/XAR | SoftPhone (OS SoftPhone or Communicator SoftPhone Mode) | 0 ~ 256 | \$199.00 | \$207.00 |
| OS UCP Mode KP-AP9XWCO/STD | OSC UCPhone Mode (SMT-i Series only) | 0 ~ 256 | \$99.00 | \$103.00 |

SOFTWARE AVAILABILITY

All required software to run the OfficeServ Communicator and OfficeServ Messenger Application software will be available for download on GSBN. This software can be copied and installed as often as necessary. However, it will not communicate to the OfficeServ 7000 Series telephone system without the required licenses.

- **OfficeServ Communicator:** v1.1.0.03 (2010.04.30)
- **OfficeServ Messenger Versions**
 - Server_for_UC_Setup_(V1.7.2.2)_20100429.exe
 - Simple_Gateway_Setup_(V1.7.2.1)_20100409.exe
 - XCAP_Server_Setup_(V1.7.2.0)_20100405.exe
- **OfficeServ Main System Software:** V4.46d (2010.05.03)
- **OS Link:** v3.3.0.4
- **OS EasySet:** v3.2.3.0
- **OSC License Configuration Tool:** v2.3.1.7
- **OSC Pricing Simulation Tool:** OSC_Pricing_Simulation_Tool.xlsx

OfficeServ Communicator and OfficeServ Messenger General Availability

DOCUMENTATION

The following OfficeServ Communicator and OfficeServ Messenger support documentation is available for download from the Global Samsung Business Network (GSBN) website, www.samsunggsbn.com:

| DOCUMENTATION | LOCATION ON GSBN |
|---|---|
| ▪ OfficeServ™ “Connect on a new Level” Brochure | Communication → Sales and Marketing → Downloads → Brochures |
| ▪ OfficeServ™ Communicator User Manual License Configuration Tool Pricing Simulation Tool | Communication → Technical Support → Downloads → Technical Manuals |
| ▪ OfficeServ™ Messenger User Manual | |

NOTE: Product documentation requires Adobe® Reader 7.0 or higher. To download the latest version of Adobe Reader go to <http://get.adobe.com/reader/>

TRAINING CERTIFICATION

Technical Certification on the OfficeServ Communicator Basic and OfficeServ Communicator Professional (with OfficeServ Messenger) applications is obtained by acquiring practical experience on both applications and then successfully passing one certification test. Training Certification is mandatory in order to receive Technical Support. The OfficeServ Communicator/Messenger (course # 3015-01-OL) is a Certification Test Out course. Please refer to Test out suggestions and course details below.

COURSE DETAILS

| | |
|------------------------|---|
| COURSE NAME | OfficeServ Communicator Basic & Professional (Messenger) Certification |
| COURSE NUMBER | 3015-01-OL (Certification Test) |
| DESCRIPTION | Designed for technicians who will install, configure/program, and support configuration on the OfficeServ Communicator and OfficeServ Messenger. |
| CERTIFICATION | Technical Support for both the OfficeServ Communicator and OfficeServ Messenger applications. |
| CLASS LENGTH | Questions – As much time as you need. |
| COURSE CONTENT | OfficeServ Communicator Basic and OfficeServ Communicator Professional (with OfficeServ Messenger) general knowledge, licensing, installation, setup & configuration, and user functionality. |
| PREREQUISITES | Any OfficeServ 7000 Series Switch certification and OfficeServ Link/EasySet certification. |
| COST PER PERSON | \$50 |

NOTE: For information on *How to Order a Course*, please refer to Training News, TN051010.

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HOW TO PREPARE AND TAKE THE CERTIFICATION TEST

First you will need to download and read through the OfficeServ Communicator and OfficeServ Messenger User Manuals as well as have the Communicator & Messenger brochure titled “Connect on a new Level”, this Product Bulletin, and the OSC License Configuration Tool available to use as reference materials.

In order to completely understand all Operation and Device Modes as well as all the functionality contained in each you would need to purchase approximately \$750 worth of licenses for a system in your office. We still feel that is the optimal solution as it not only provides you hands on time with the product but allows you to use it for In-House and demonstration purposes as well.

An alternate method to get a technician certified and still have necessary hands on time with the product is as follows:

1. Download and read through the OfficeServ Communicator and OfficeServ Messenger User Manuals as well as have the Communicator & Messenger brochure titled “Connect on a new Level”, this Product Bulletin, and the OSC License Configuration Tool available to use as reference materials.
2. Use any new system with V4.46d in your inventory where the 336 hour Trial License is still available.
3. Install required CTI software on a PC that has never had any CTI applications running before (totally fresh system). System should not have a server version of OS, for example Windows 2003 and 2008.
 - a. OS LinkV3 with EasySet V3
 - b. OfficeServ Messenger
 - c. OfficeServ Communicator Basic
 - i. Run in SoftPhone Mode
 - ii. Run in UCPhone Mode
 - iii. Run in DeskPhone Mode
 - d. OfficeServ Communicator Professional
 - i. Run in SoftPhone Mode
 - ii. Run in UCPhone Mode
 - iii. Run in DeskPhone Mode
 - e. SMT-i5243 Standalone with Phone User Collaboration

Note: It is highly recommended to get one or more technicians certified on Communicator and Messenger. They should have lots of hours of practice before attempting to do a customer demo. While the application is easy to use, there are so many cool functions that it can get confusing to a new prospect if not thoroughly planned and practiced. **We all have learned in this business, practice makes perfect when it comes to a live demo.**