OfficeServ Communicator

Product Introduction

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Presentation Outline

- Product Description
- Concept Of Configuration
- Handy Configuration Tools
- Appearance & Functionality
- Benefits & Selling Points
- Product Licensing & Requirements
- 30 Day Product Trial
- Training / Certification

Product Description

Enterprise IP Solutions

OfficeServ Communicator (OSC)

- OfficeServ Communicator is an integrated client communications application - maximizing collaboration, by merging softphone, messenger, and conferencing into one application, providing a single user experience.

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OfficeServ Communicator (OSC)

- The application is downloaded from the GSBN web portal, and is capable of providing all of the following functionality for the client, depending on which ***Communicator Mode*** is licensed.

Instant Messaging with Presence "Buddy List"

Short Text Messaging

Video Chat (with up to 5 participants)

Telephone Control And Call Handling
(Voice Calls, Person-to-Person Video Calls)

Softphone

SMT-i Series IP Telephone Phonebook Integration

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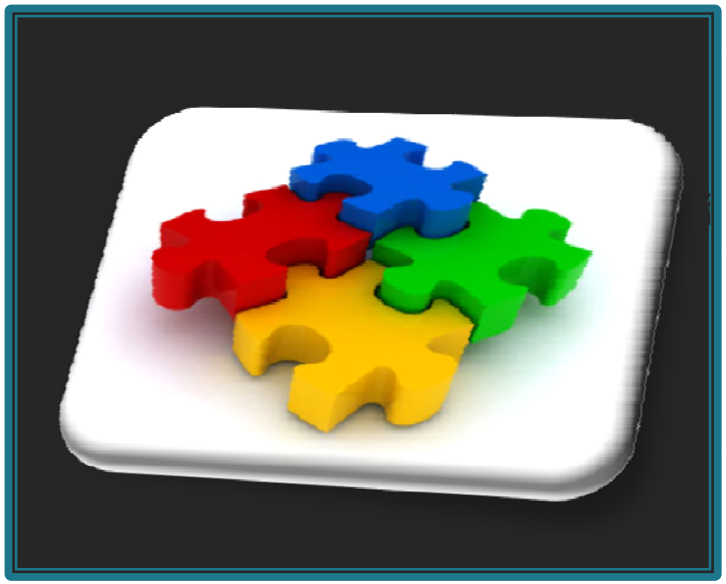
Concept Of Configuration

"OSC is a single software platform that can be run in 3 different modes & 7 different possible configurations."

Enterprise IP Solutions OfficeServ Communicator (OSC)



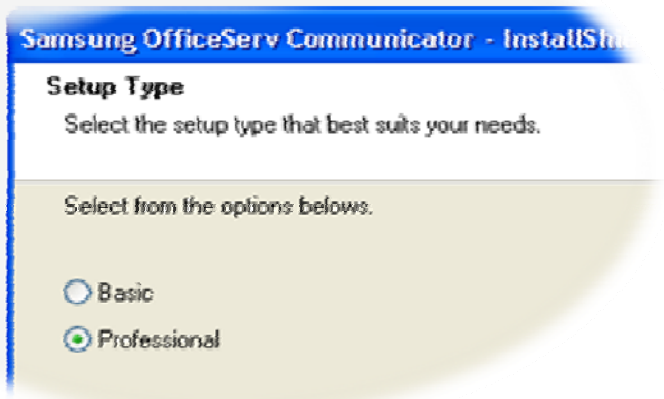
OfficeServ Communicator
(a single downloaded file) utilizes a
Modular Application Structure,
to provide function versatility.

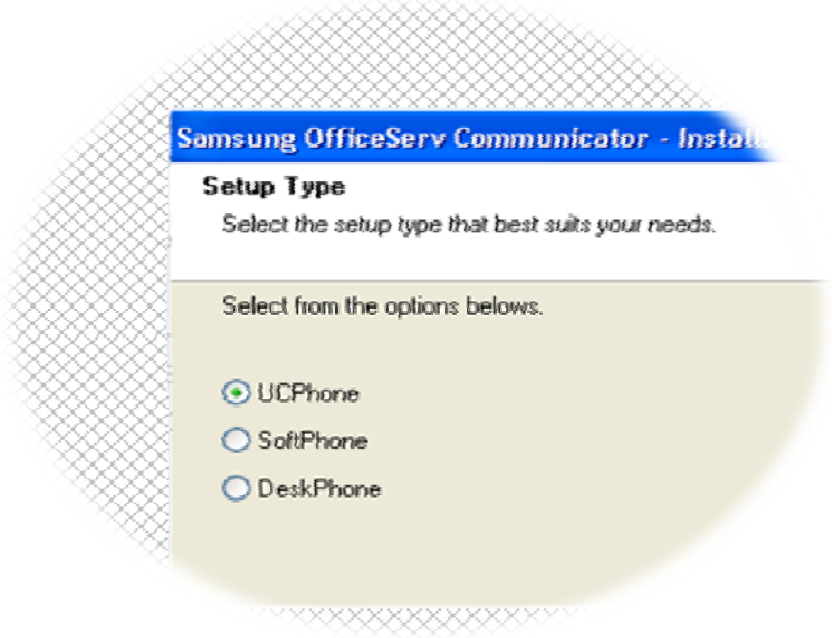
To fully understand this versatility,
one must first understand the
7 different Communicator Modes.

COMMUNICATOR MODES

The Communicator Mode itself,
is made up of two parts:

Operation Mode + ***Device Mode***





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OfficeServ Communicator (OSC)

"Controlling the Device"

OPERATION MODE

"Sharing Stuff"

BASIC

- Call Control
- Call Logs
- Short Text Messaging (VIA Phone System)
- Audio Conference Calling
- Video Calling
- Call (Audio and Video) Recording (Direct to PC) **
- Microsoft Outlook Inbound Contact Screen Pop
- Integrated Phonebook
- Microsoft Outlook Outbound Dialing & Contacts Import
- "Free Dial" (Copy-N-Click) Clipboard Dialing
- TAPI/LDAP/DDE Integration
- Manage/Synchronize Background Pictures, Ringtones, and Directory **
- Quick Launch into OS EasySet
- Schedule (with Reminders)

PROFESSIONAL

ALL BASIC FUNCTION PLUS:

- Presence Awareness (Messenger Contacts "buddy list")
- Instant Messaging (IM)
- Keyboard "Chat" (with optional 5 party video)
- Group Whiteboard
- Application/Screen Display Sharing
- File Transfer

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OfficeServ Communicator (OSC)

Operation Mode

"Controlling the Device"

Basic

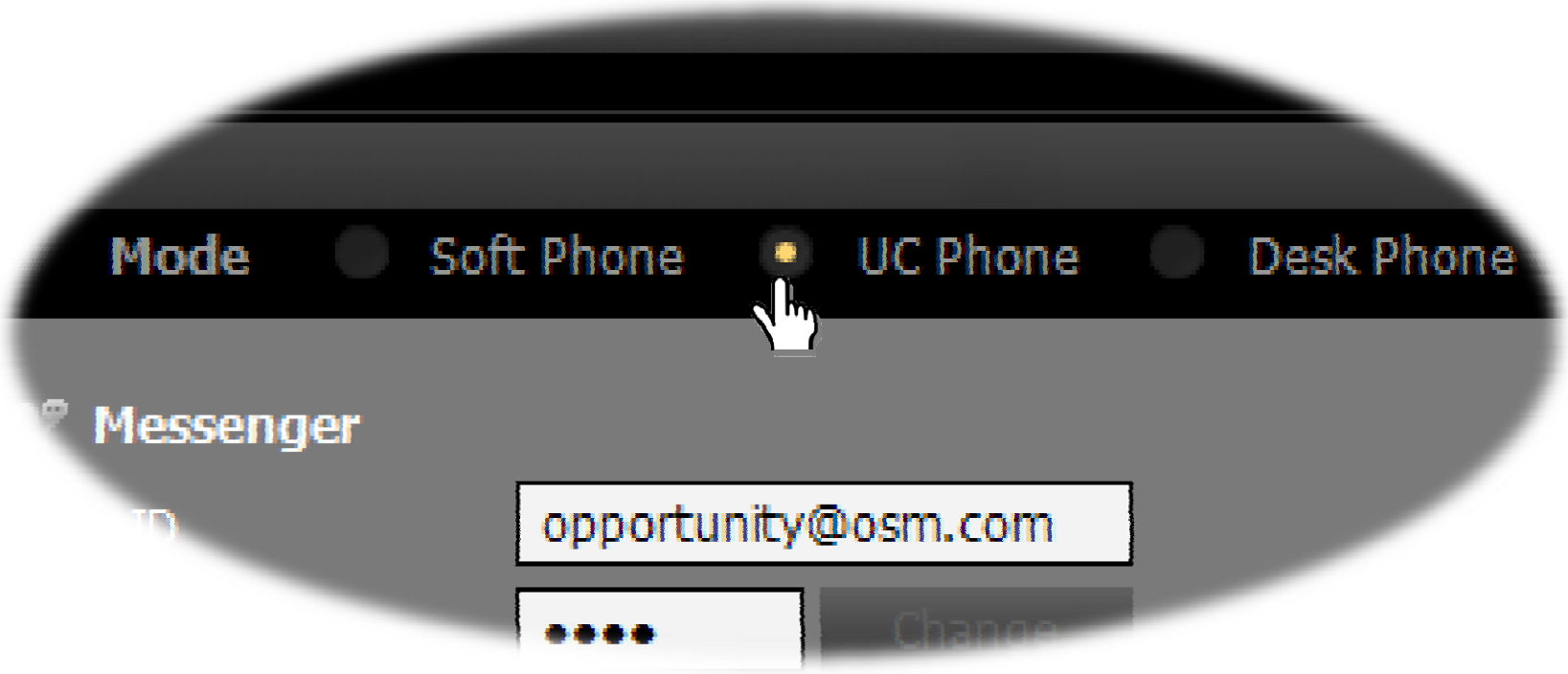
- Similar to the previous OS Call and OS Softphone products.
- When used only with new SMT-i Series IP Telephones and/or standalone OSC Softphone(s) would not require an OS Link v3 Server.
- Will require OS Link v3 Server if involves usage with any other type of telephone.

"Sharing Stuff"

Professional

- PCs/Laptops must be on the LAN (VPN will work)
- Always requires OS Link v3 Server & OS Messenger.
- OS Messenger & OS Link v3 Server can be installed/running on the same server.

Device Mode



As needed, OSC can easily be reconfigured into a different mode – when logged out.

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"The new OS Softphone for the OS7000 Series"

Device Mode

SoftPhone Mode

- Functions as a telephone within a PC.
- PC Headset is recommended.
- USB PC Headset provides best audio quality.
- Up to 99 Programmable Function / BLF.
- Similar function as the OfficeServ Softphone product.
- Licensing Needed: OS Softphone Same SoftPhone License (Code and Part Number) as used in the past
- Softphone now has Call Recording

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Device Mode

UCPhone Mode

- Works with the new SMT-i Series IP Telephones.
- Can record calls directly to the PC.
- Facilities for customization and exchange of directory information between PC and new SMT-i Series Telephones.
- Licensing Needed:
  OSC UCP Mode
  OS Link (only if any non-SMT i Series phones)
- *Professional Operation Mode has 2 configurations of license:*
  UCPhone PC – IM/Buddy/Presence is shown ONLY on PC.
  UCPhone Full – IM/Buddy/Presence is shown BOTH on PC & SMT-i5243

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Device Mode

"The new OS Call for the OS7000 Series"

DeskPhone Mode

- Works with:
  iDCS, DS-5000, ITP,
  & SMT Series Telephones
- Similar function as to the OfficeServ Call product (but without a BLF)
- Licensing Needed:
  OS Link
  OSC DP Mode

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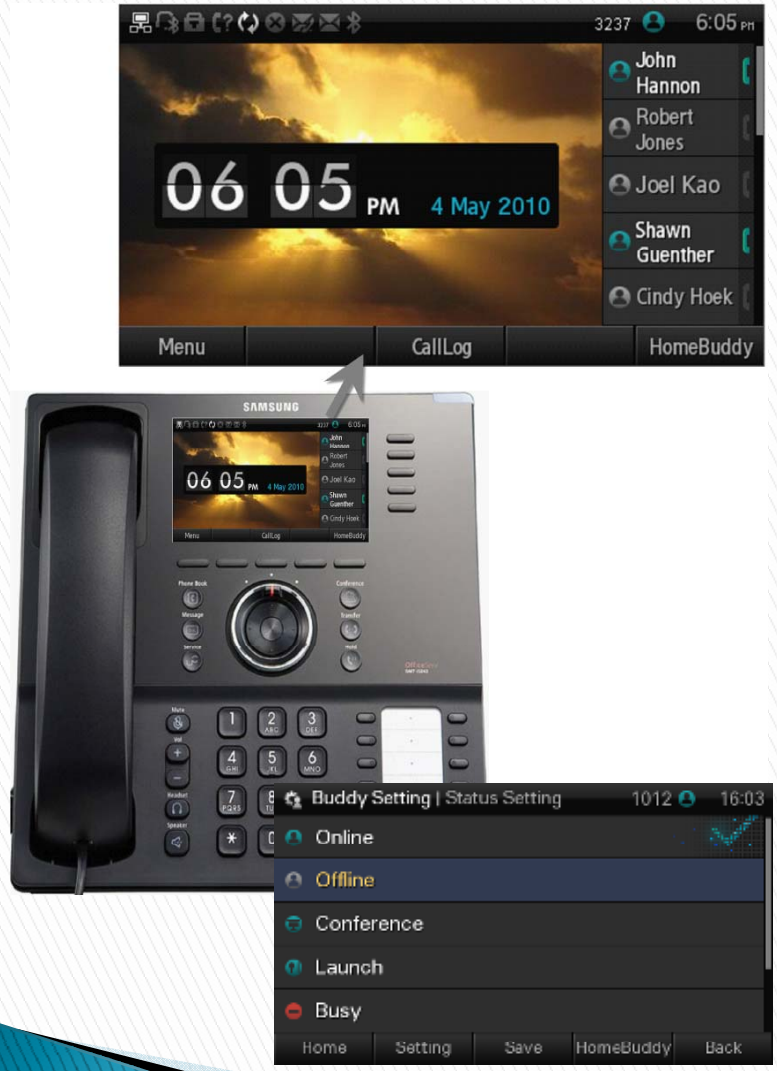
DEVICE MODE



SMT-i5243 STANDALONE

- *only amongst SMT-i5243 telephones (no other types of telephones)*
- **No Application and PC Workstations used, all interaction / indications are on the SMT-i5243's color display.**
- SMT-i5243 communicates directly with the OS Messenger Server (required)
- Licensing Needed: OSM Phone
- Simple (scaled-down) collaboration *only:*
  - Instant Messaging
  - Presence
  - Buddy List

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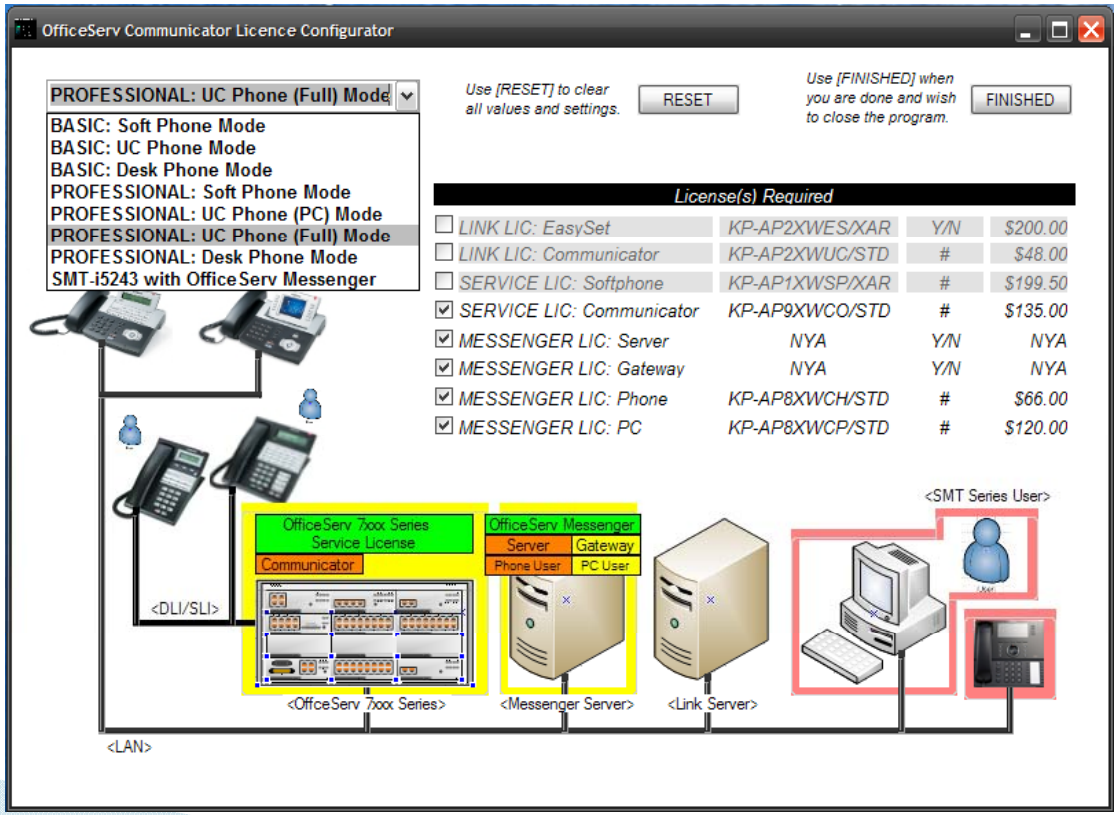
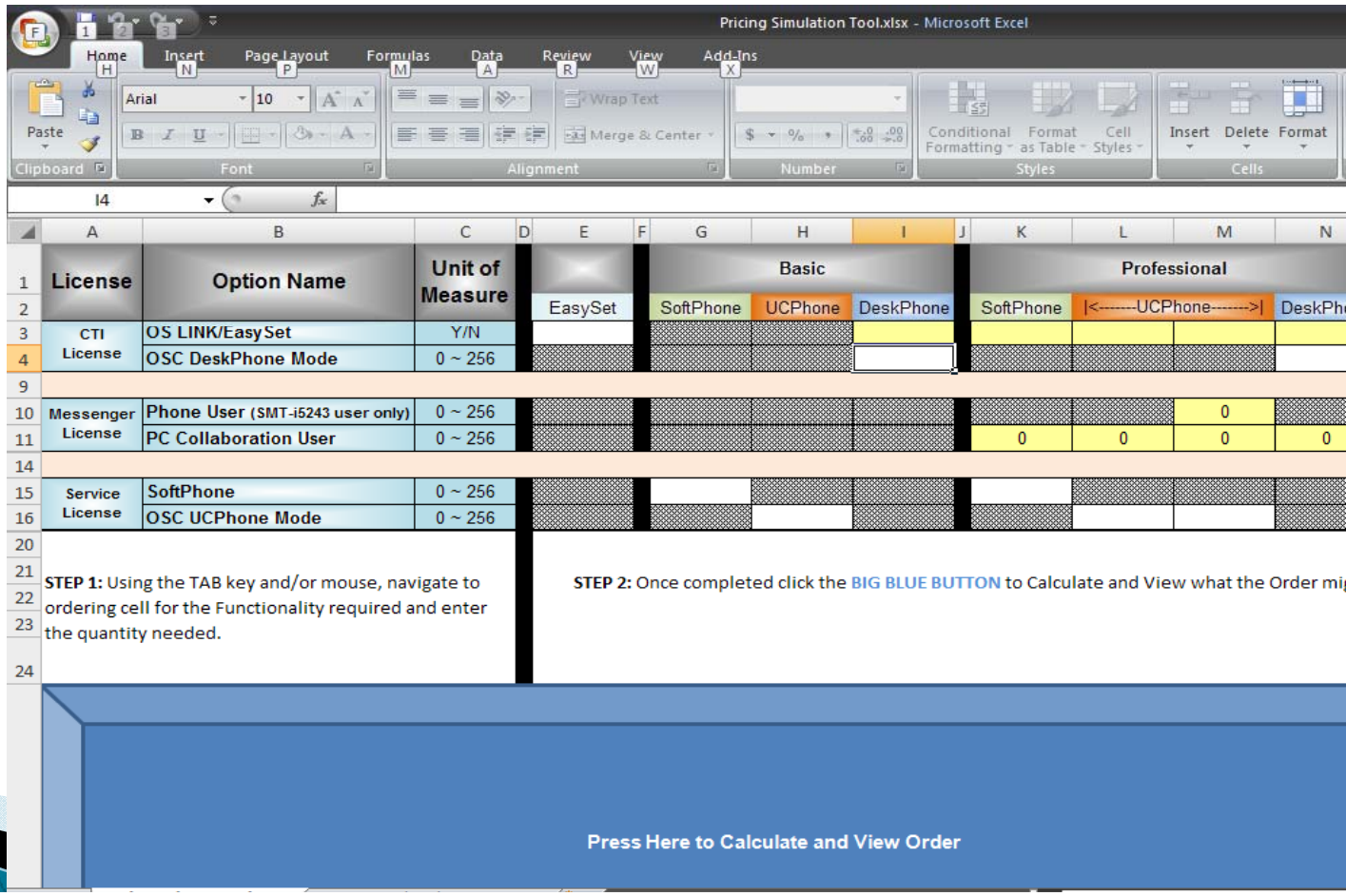
Handy Configuration Tools

Now that we determined what Communicator Mode
(Operating Mode + Device Mode)
we need, we can now use the
Communicator License Configuration Tool
(downloadable from GSBN)
to determine exactly which licenses we need.



Also available, is the
OSC Pricing Simulation Tool
(Microsoft Excel Spreadsheet)



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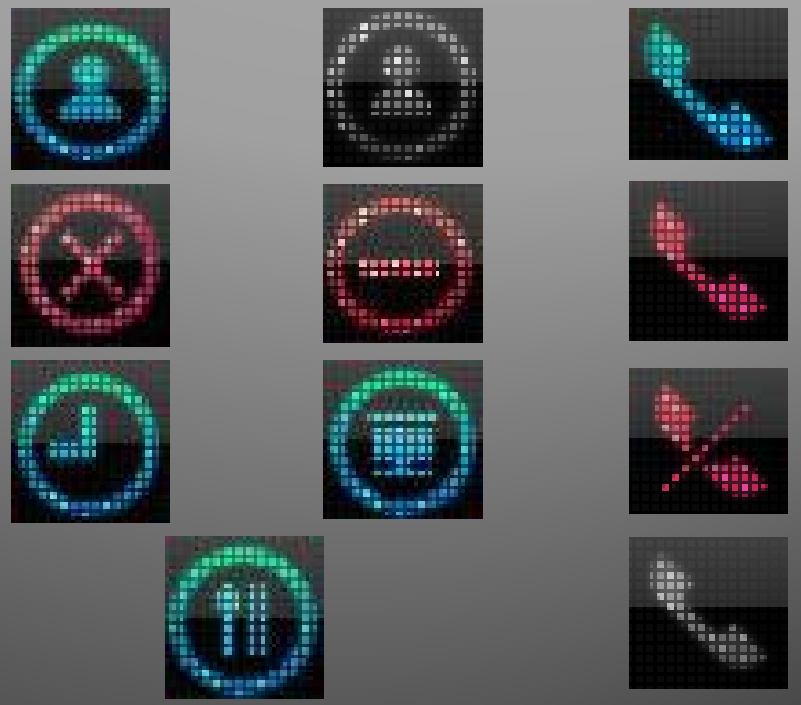
Appearance & Functionality



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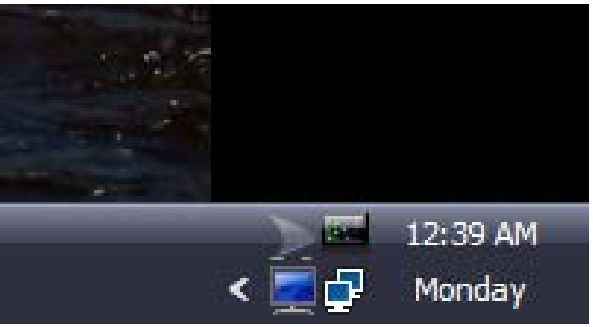
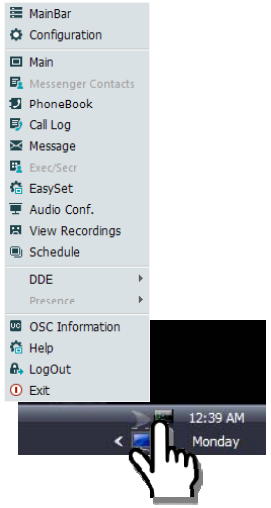
OfficeServ Communicator (OSC)

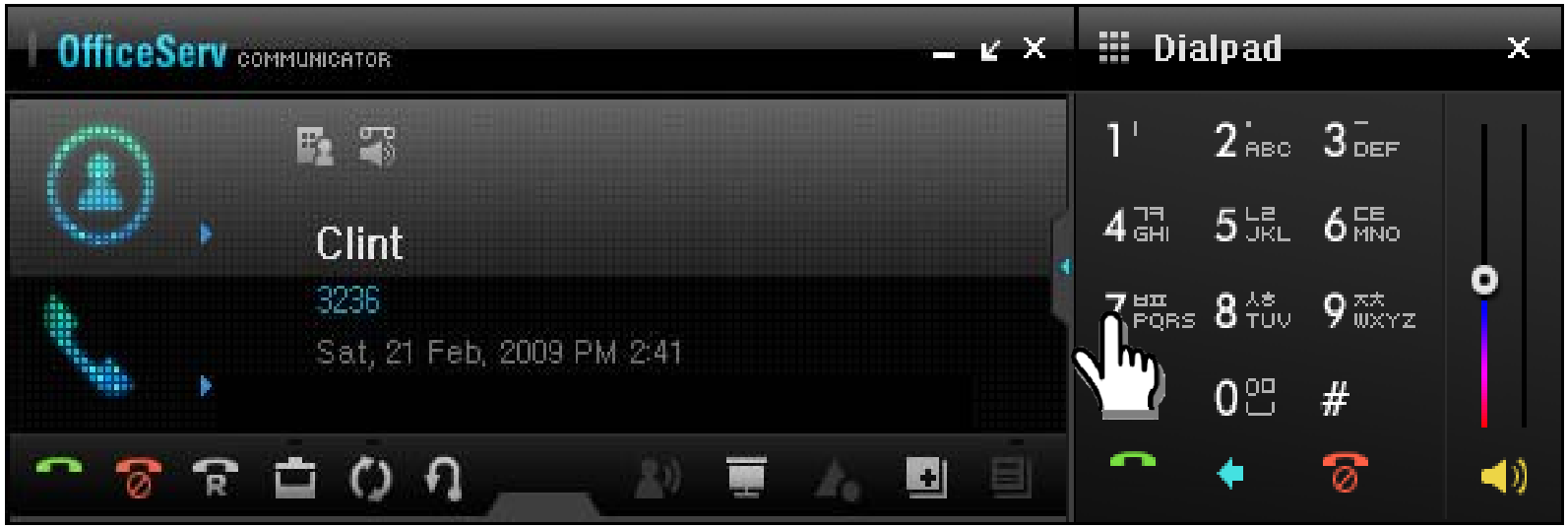
- Desktop Task Tray Icon



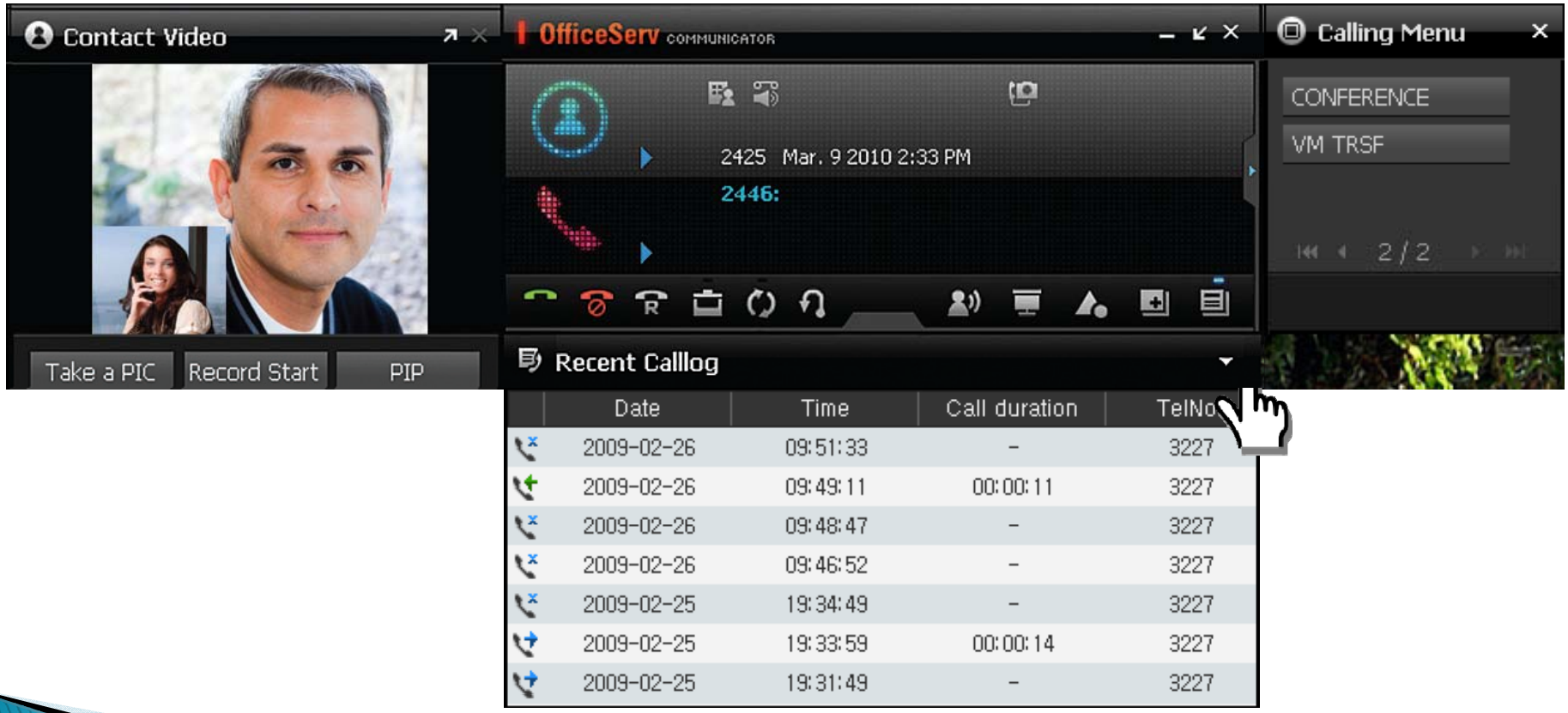


- 3 Different Sizes of Desktop Interface

- Slide-out Dialpad



- Video Call in progress, Recent Call Log, Soft Key Window



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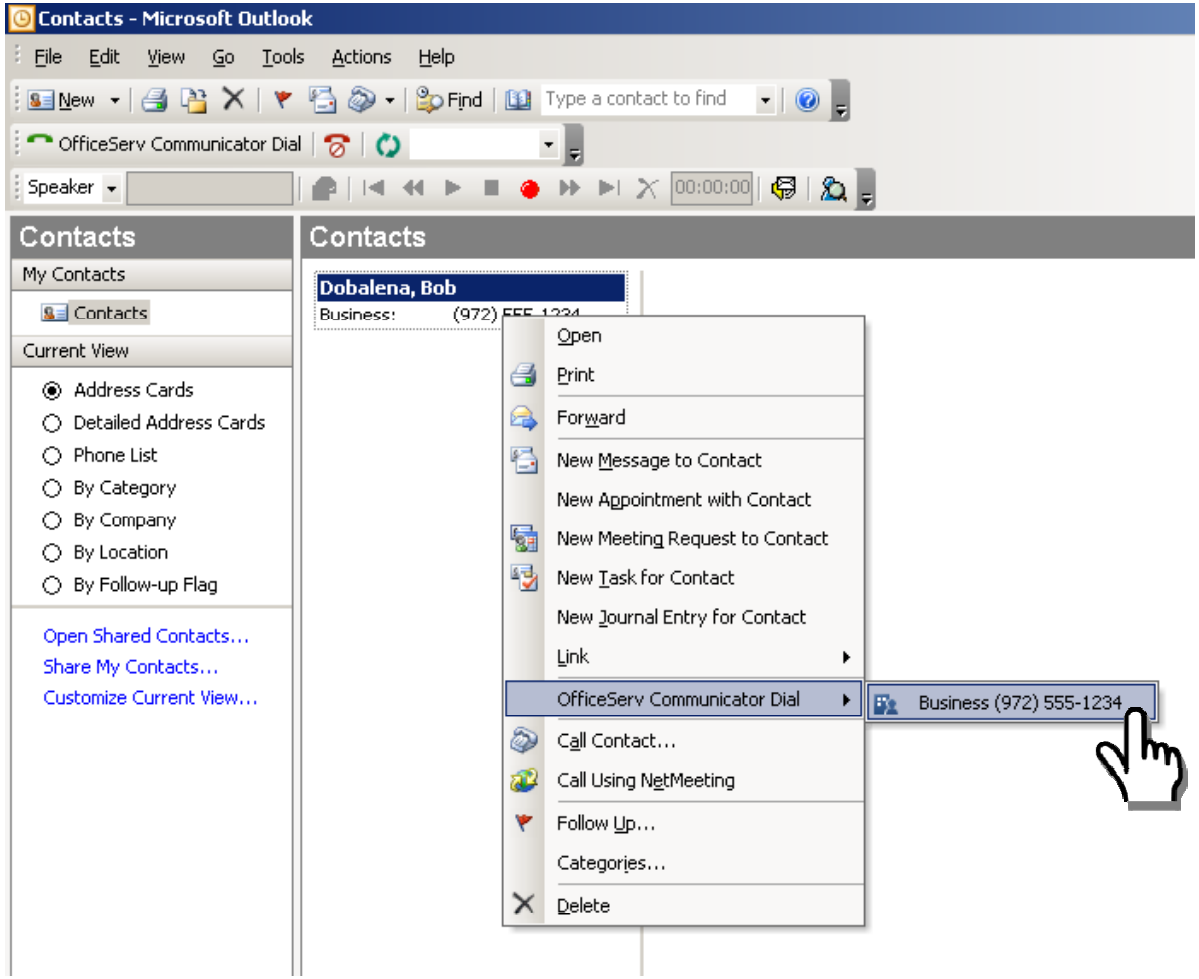
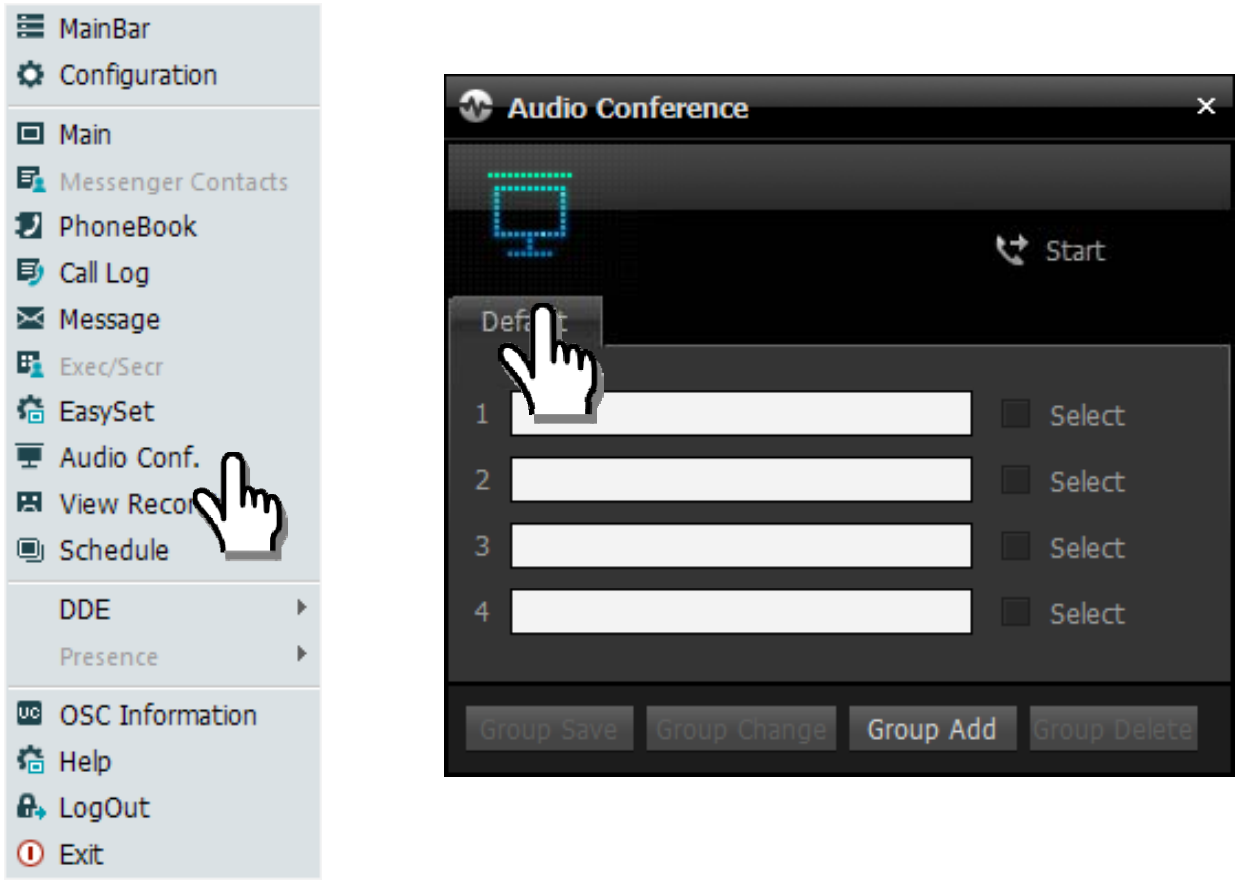
APPEARANCE & FUNCTIONALITY

- Right-Click an Outlook Contact, to make a call



- Conference Group template, for easy Conference Call Setup and Conference Call Control



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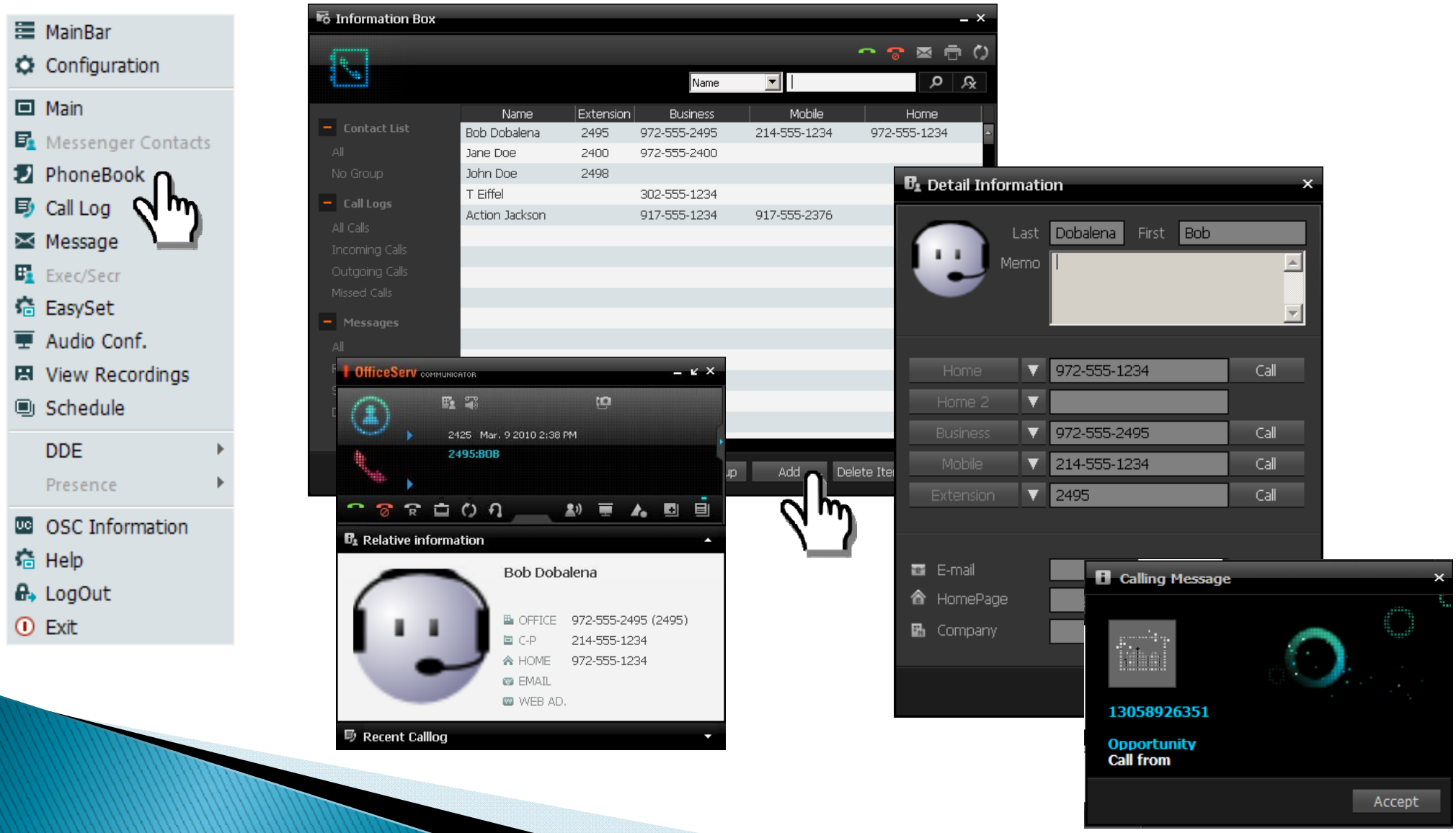
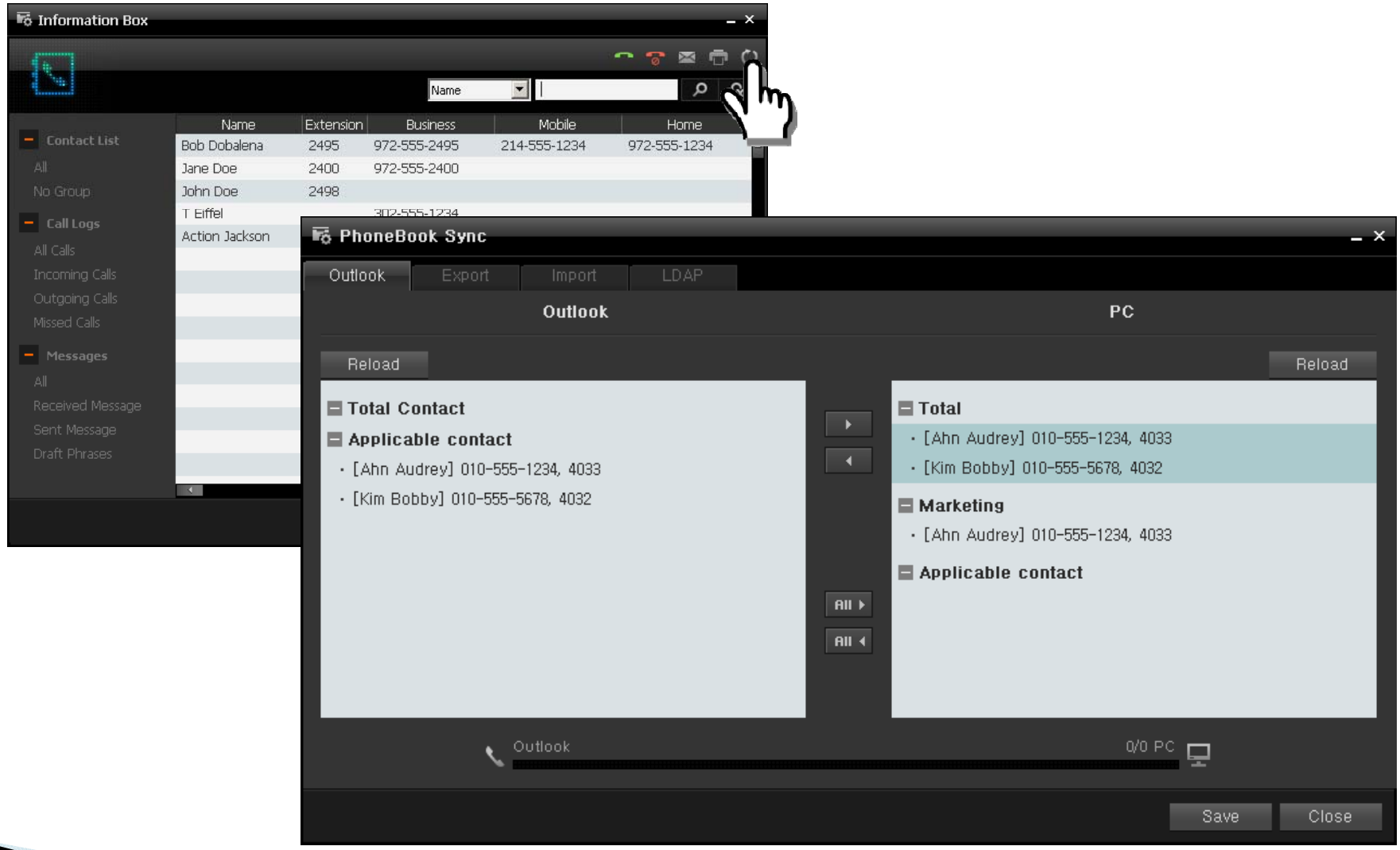
- Phonebook/Directory, entry/display of contact information



- Importing of Outlook Contacts



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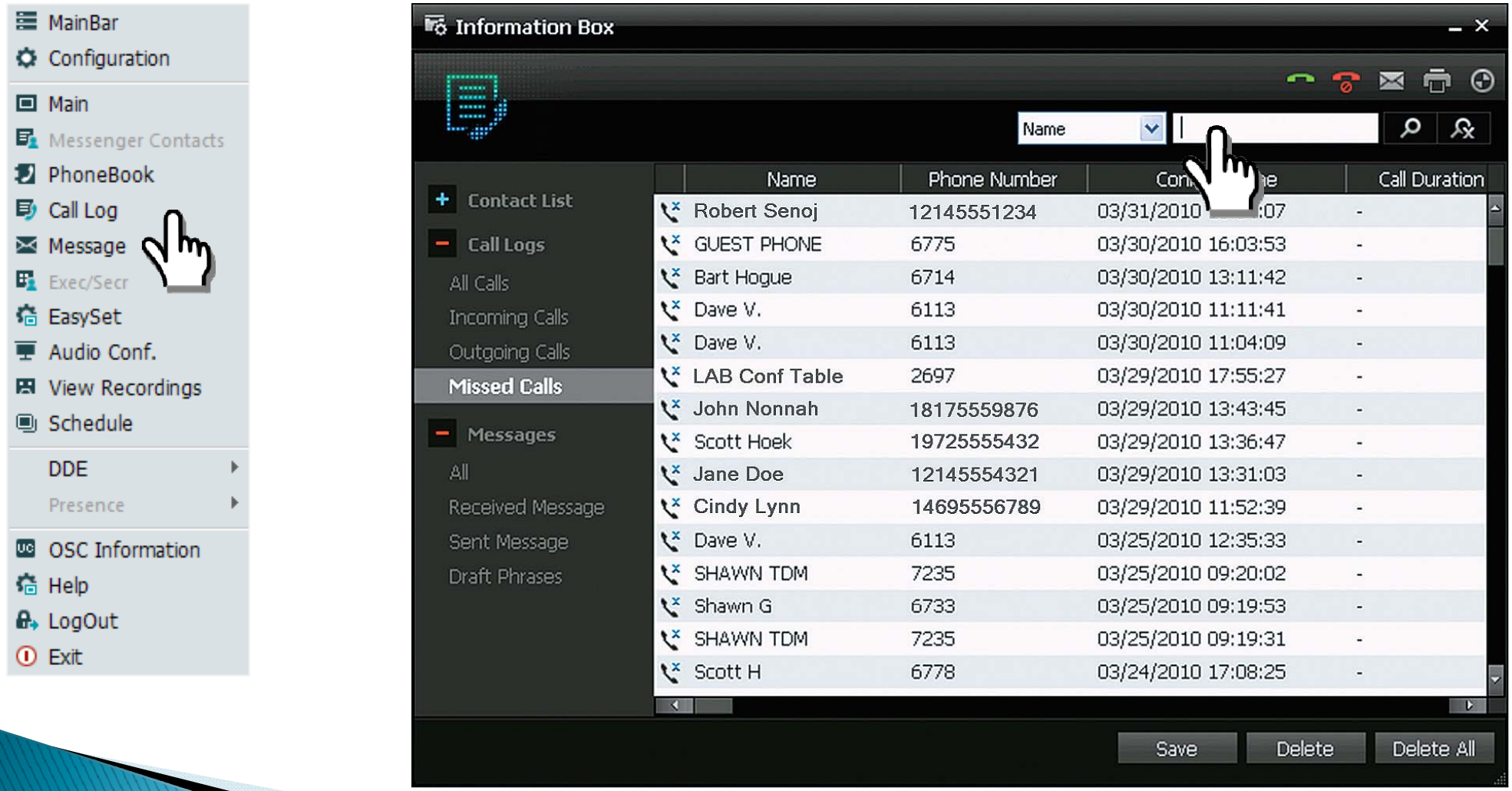
- Call Log, with search capability



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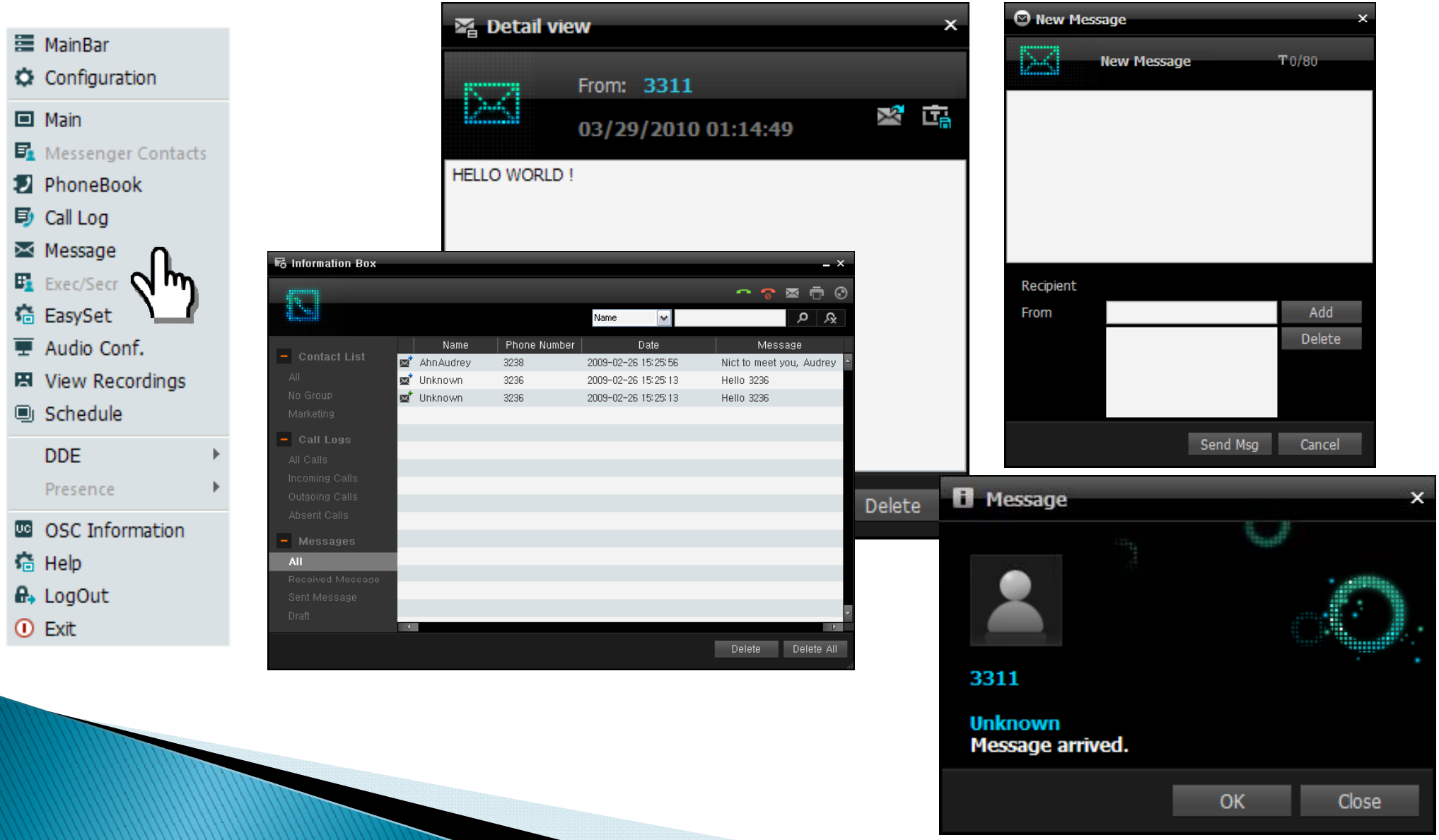
- Text Messaging



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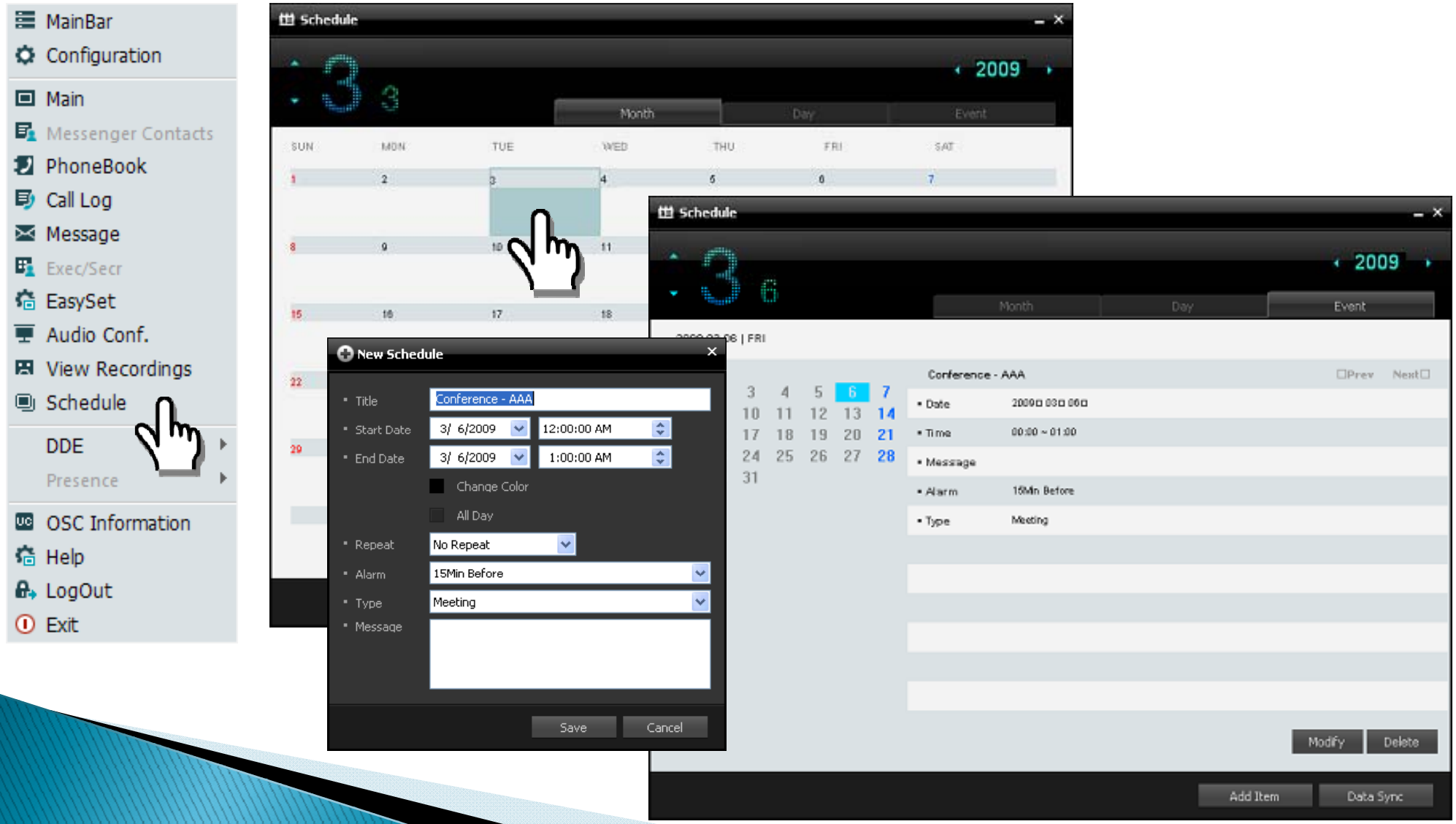
- Schedule / Appointment Reminder



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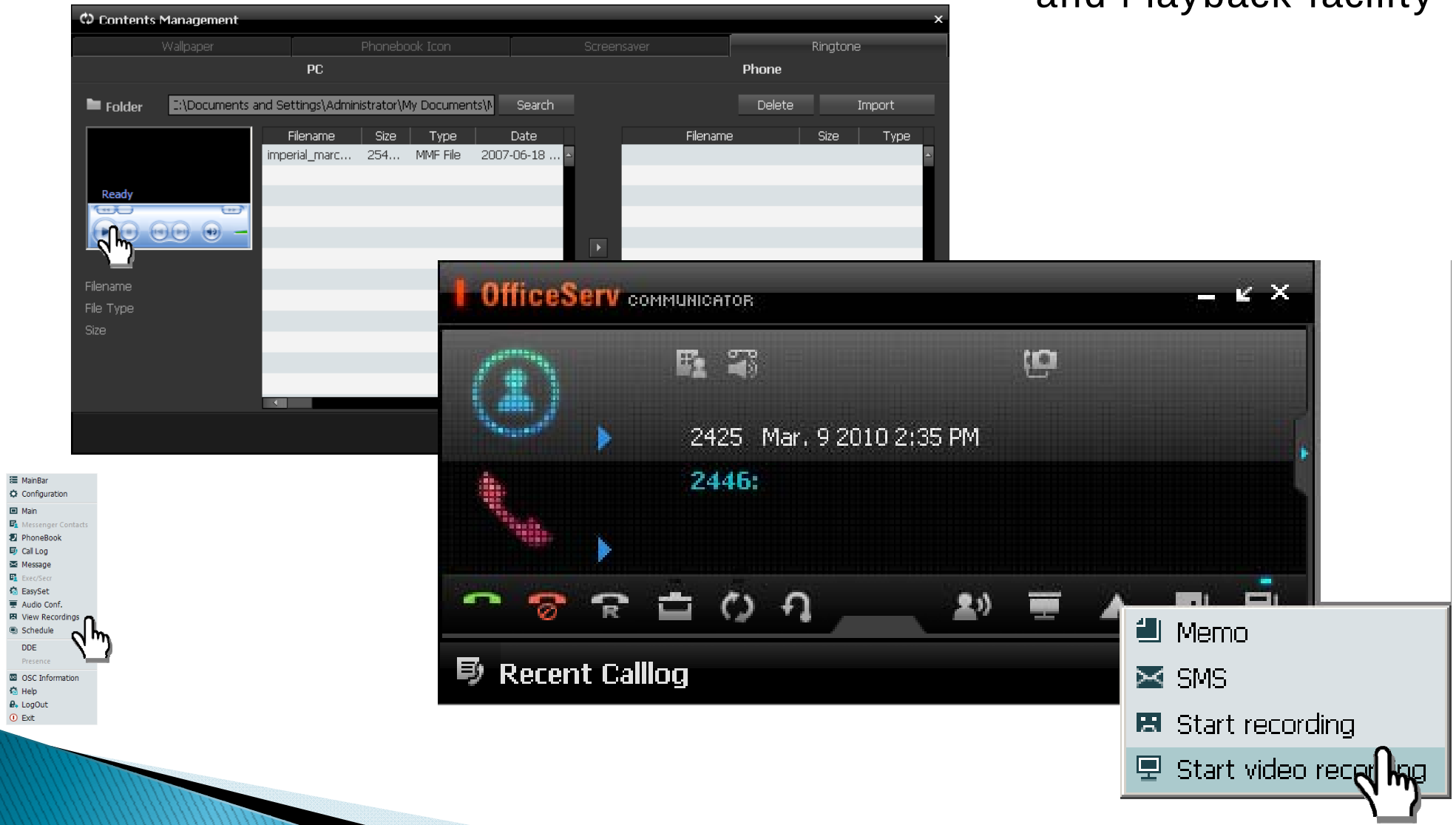
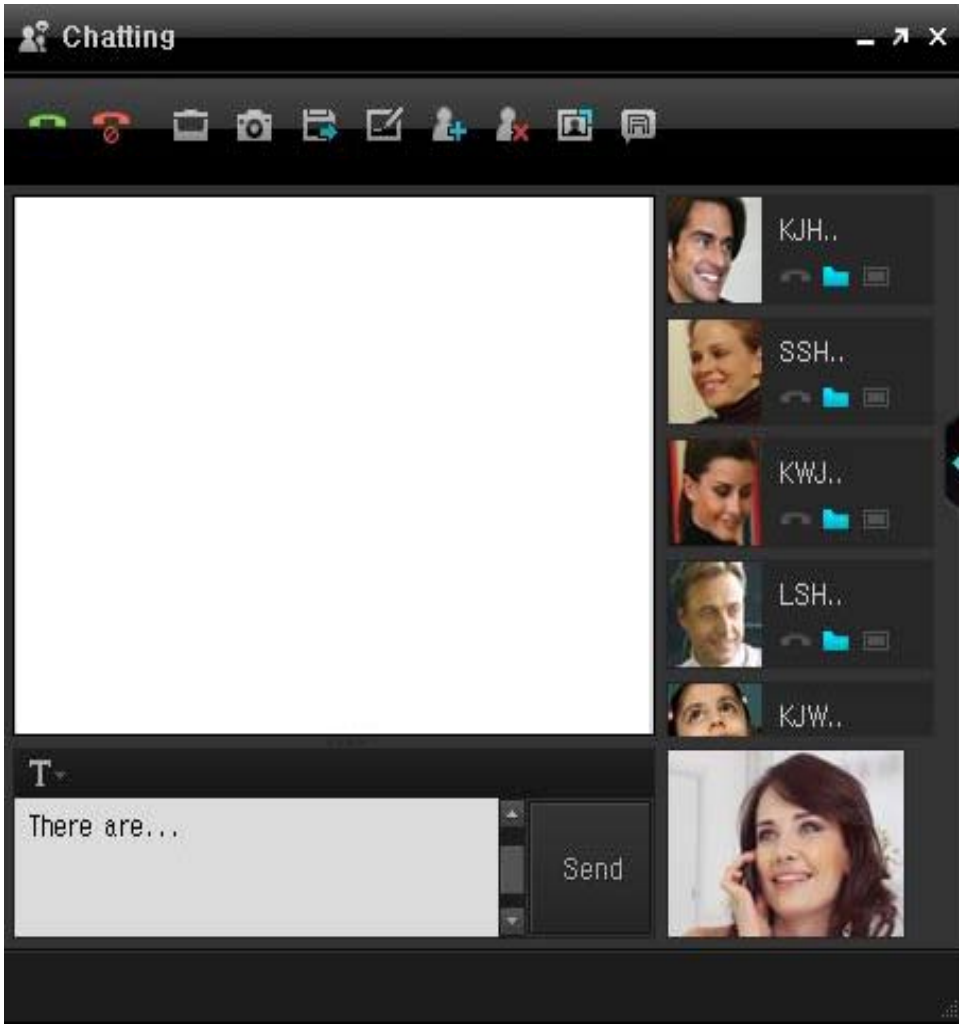
- Call Recording and Playback facility



- Text Chat Room



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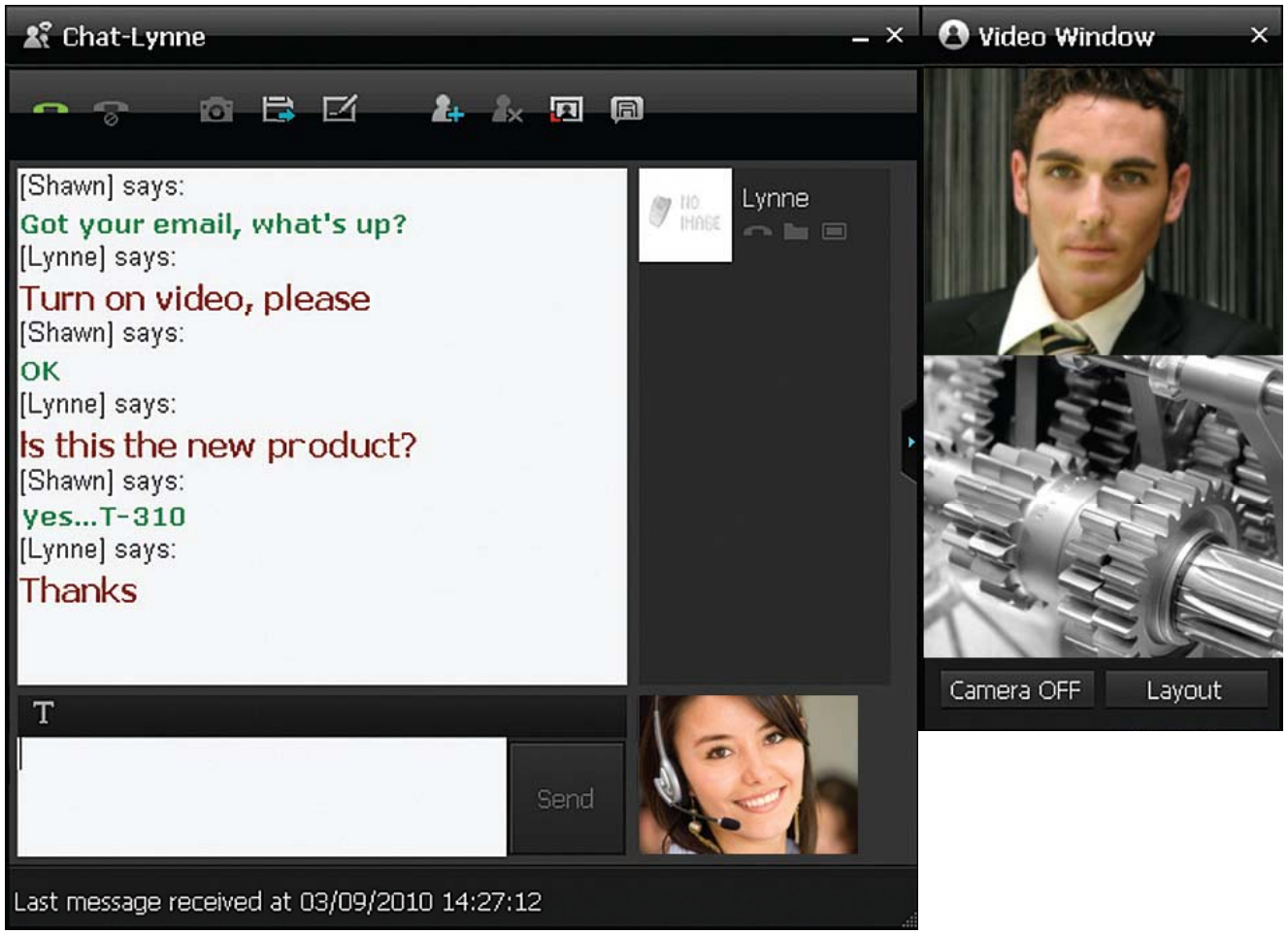
- Text Chat Room – with Video (up to 5 parties)



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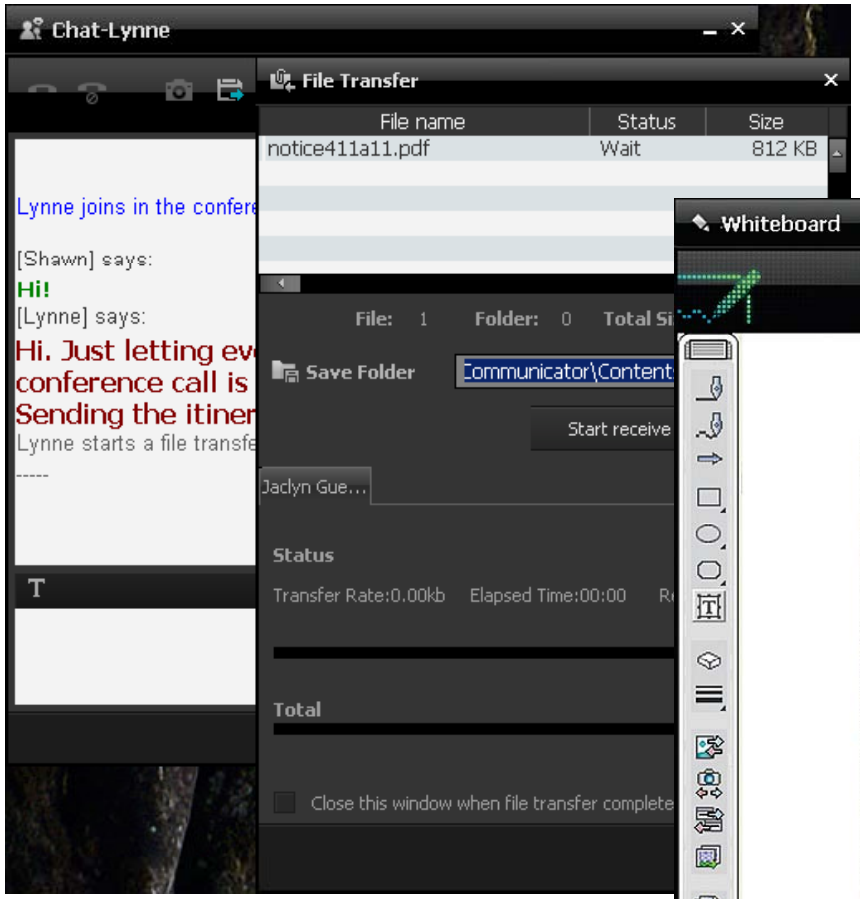
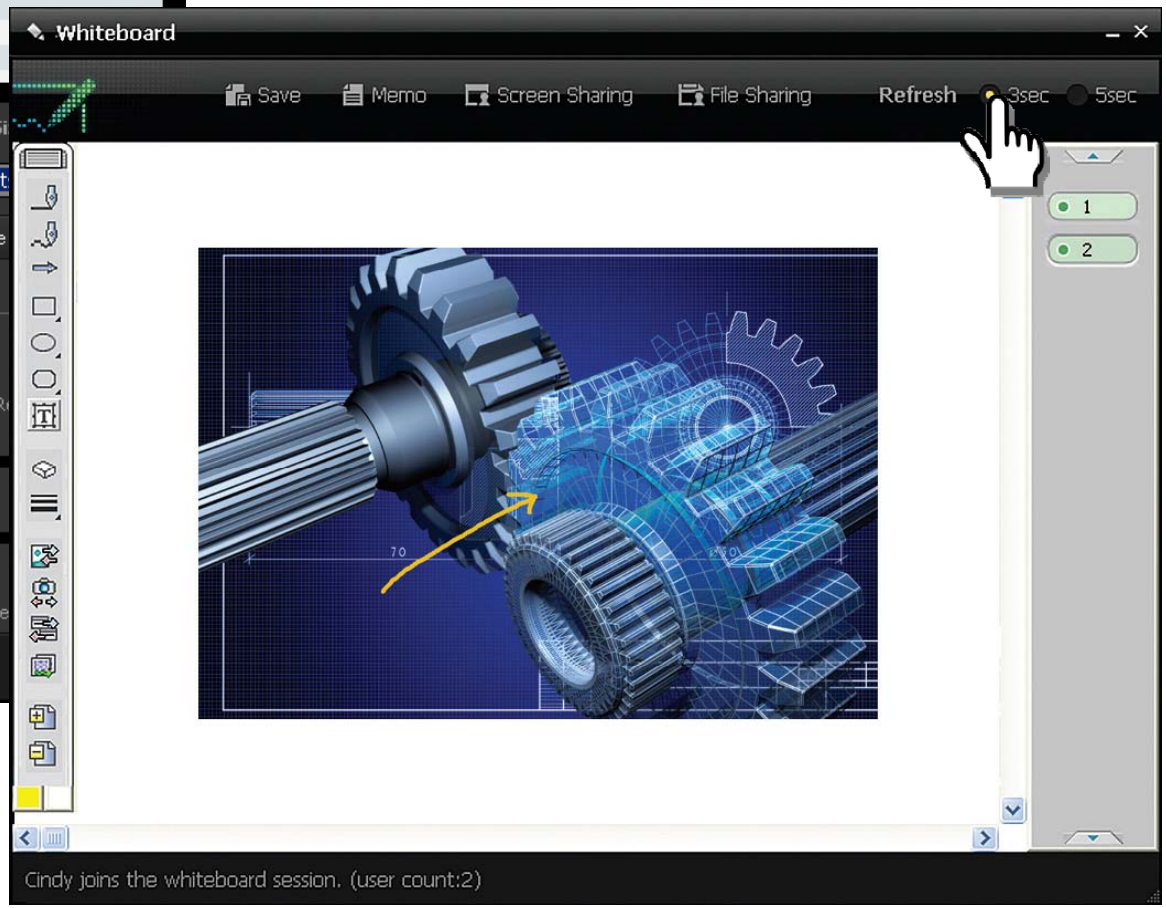
- Desk-To-Desk File Transfer



- Whiteboard / Screen Sharing



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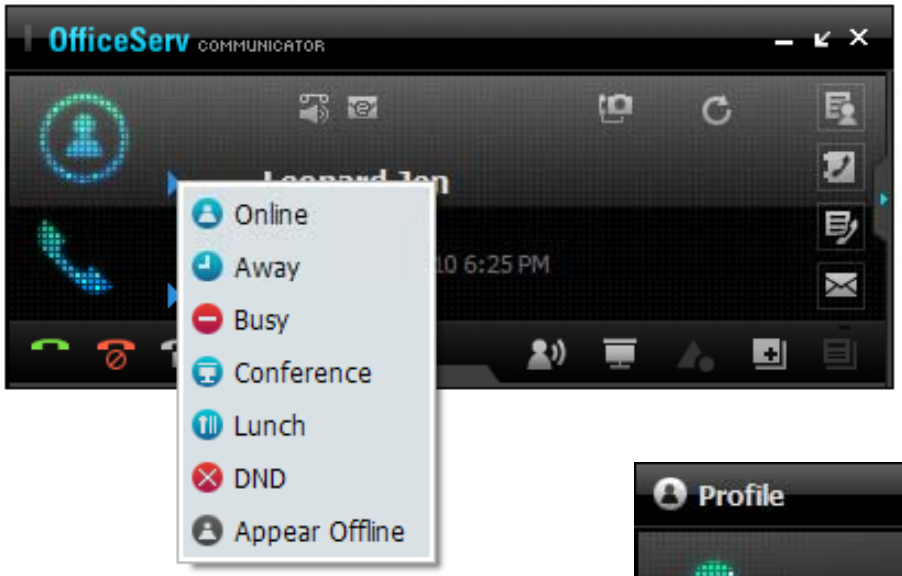
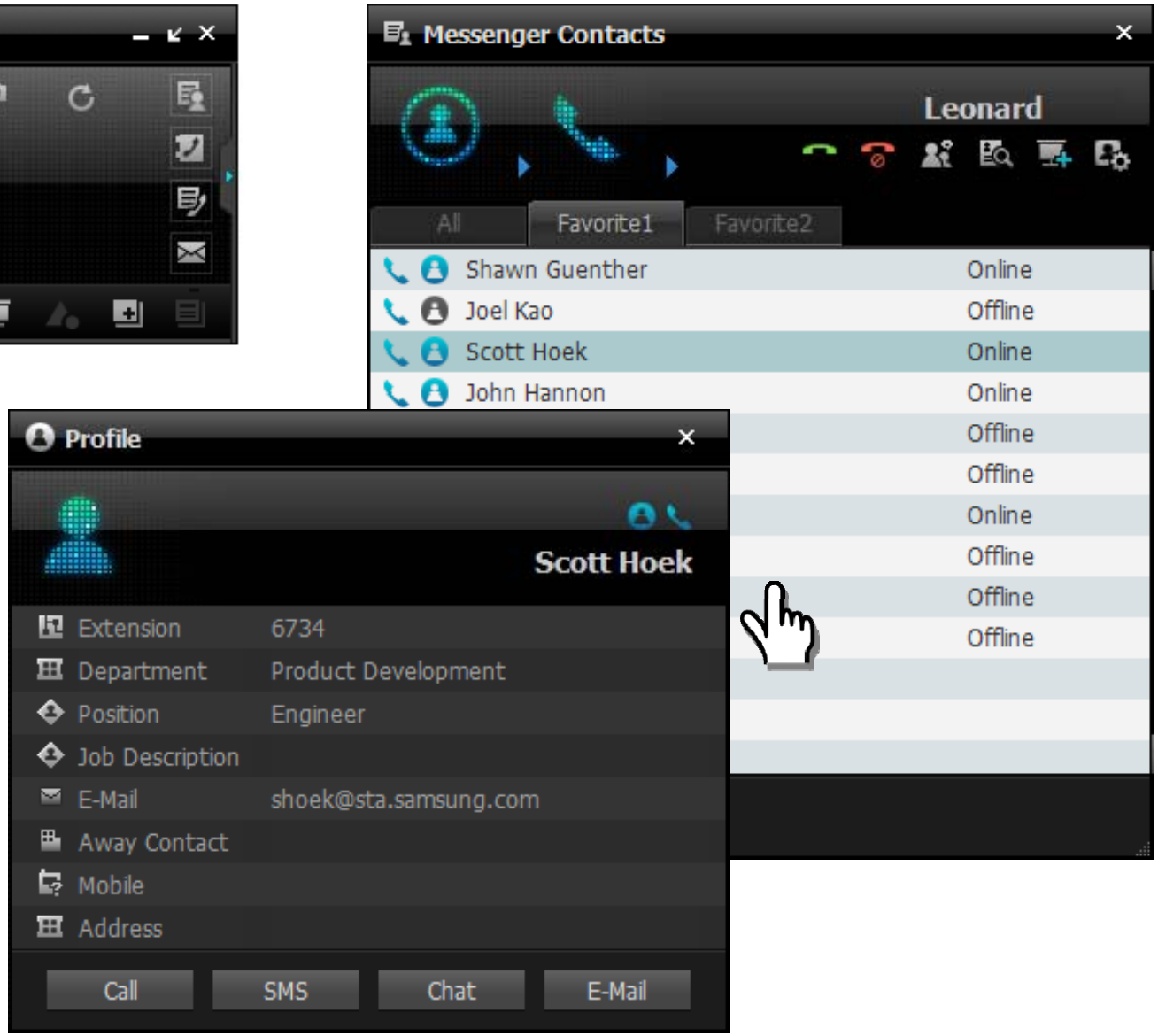
- Setting Messenger Status



- Messenger “Buddy” Contact List



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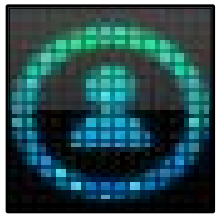
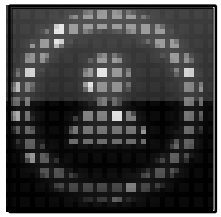
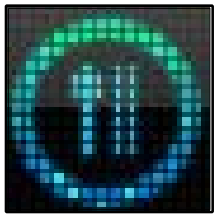
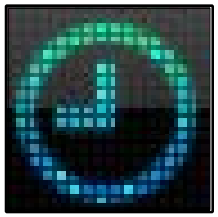
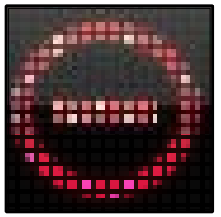
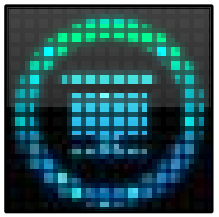
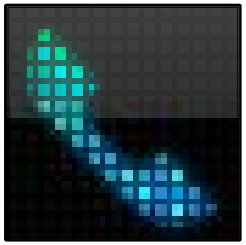
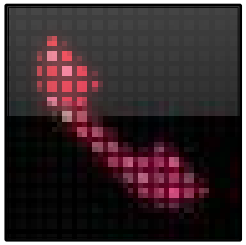
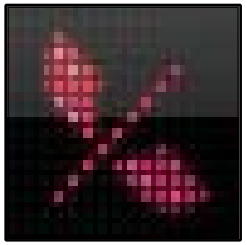
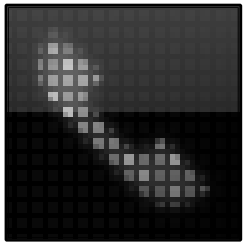
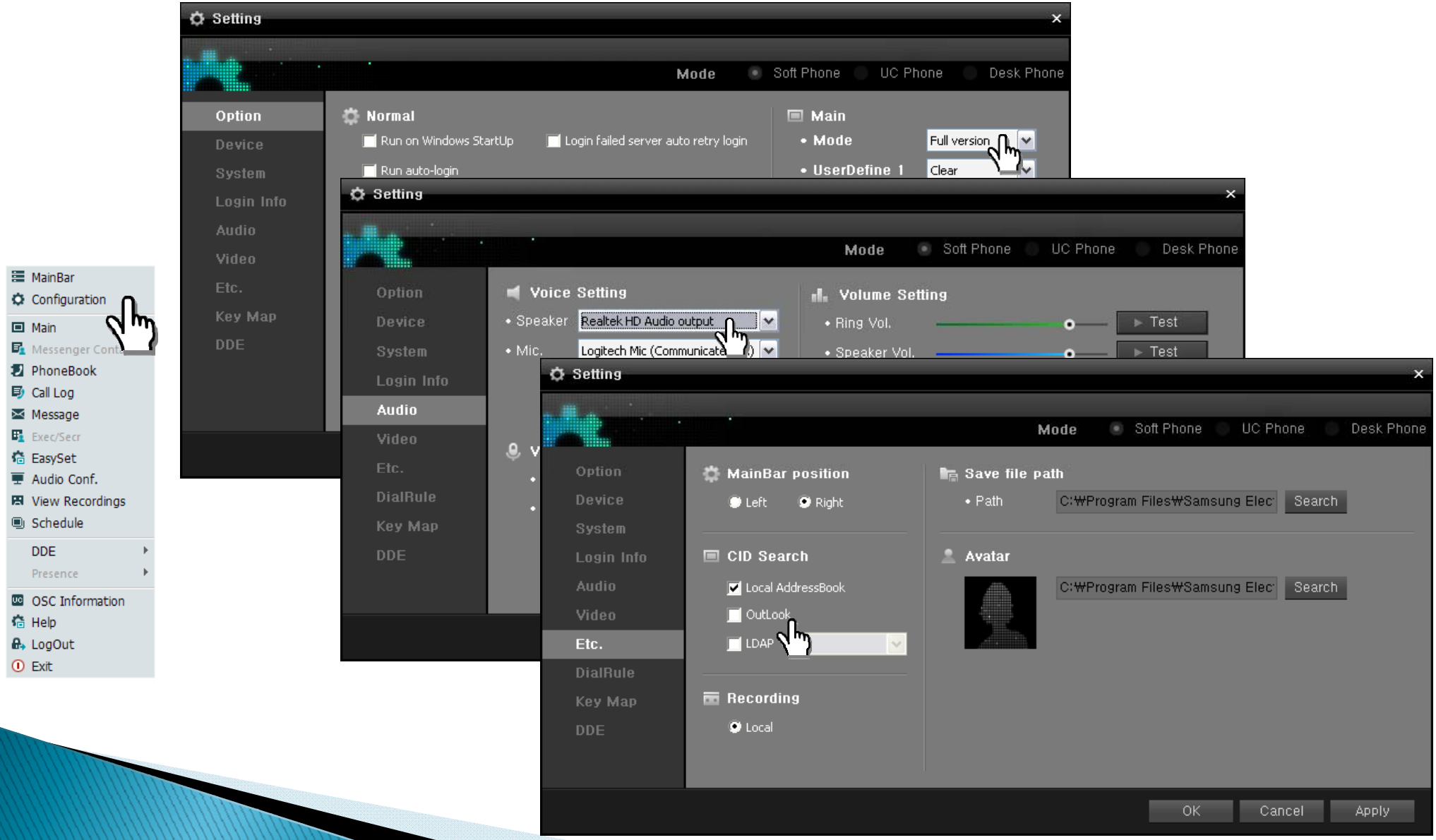
OfficeServ Communicator (OSC)

Type	Icon						
Messenger							
	Online	Appear Offline	Lunch	Away	Busy	DND	Conference
Phone							
	Standby	Busy	Incoming Rejected, Unavailable	Unknown			

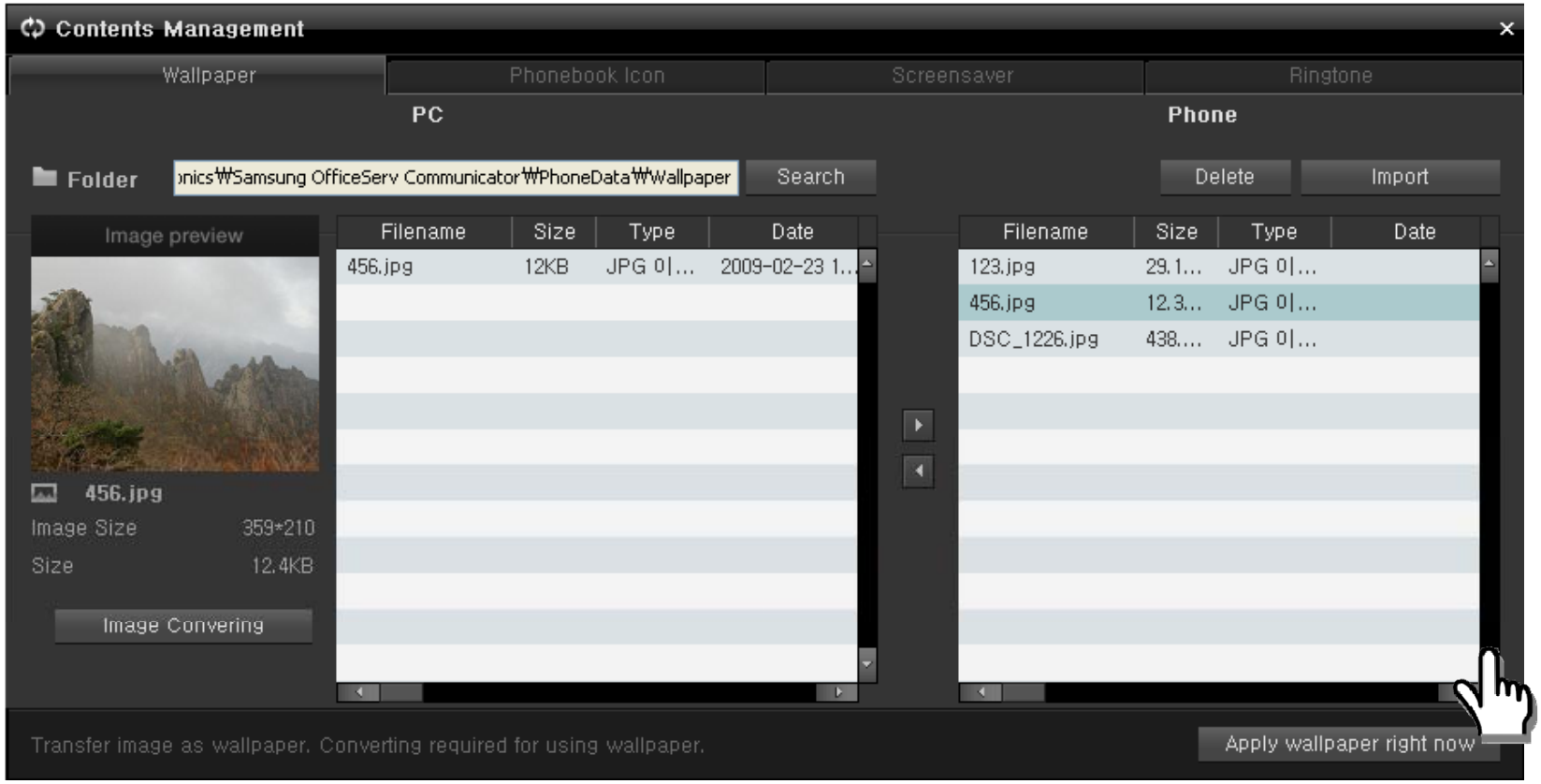
Enterprise IP Solutions

OfficeServ Communicator (OSC)

Program Configuration Screens

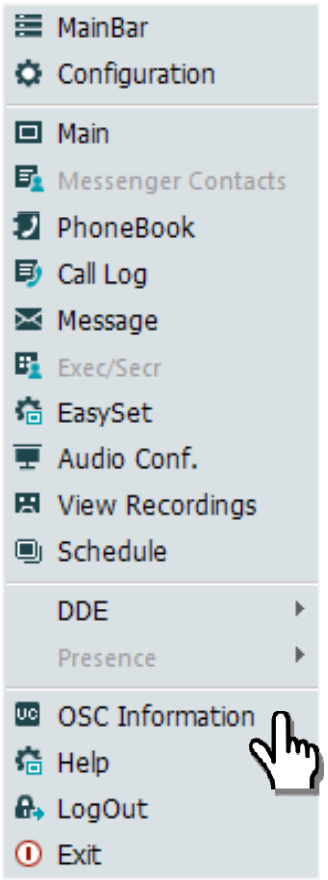


- Phone Contents Facility
  to transfer Pictures (for Background and Slideshow Screensaver) and Sounds (for Ringtone) to the SMT-i5243 UC Endpoint.

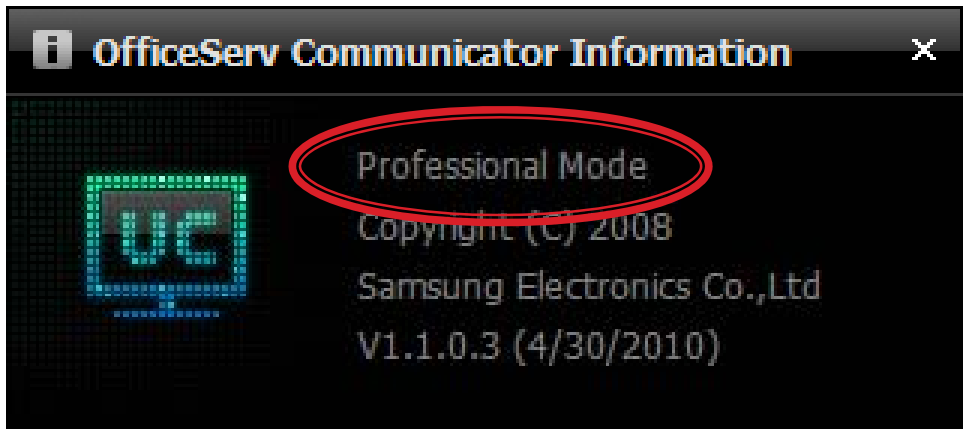


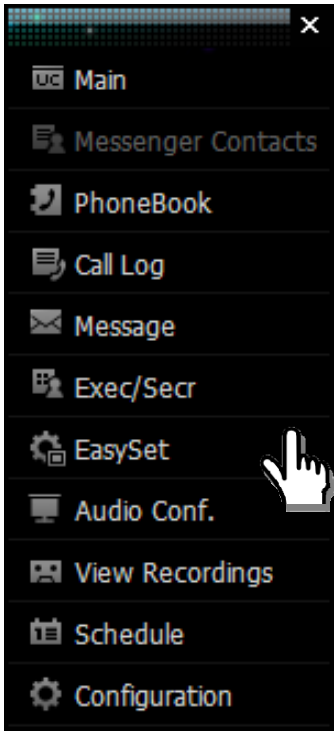
Enterprise IP Solutions OfficeServ Communicator (OSC)

- Main Bar, conveniently docked onto the side of your screen



- Displaying the program version info, You can determine which Operating Mode the program was installed as.





Benefits & Selling Points

Enterprise IP Solutions
OfficeServ Communicator (OSC)

Benefits & Selling Points:

Enhances New SMT-i Series IP Telephones:
Telephone Customization and Phonebook Synchronization

Improved Productivity:
- with increased options for Multitasking and shortens Project Cycle Time
- collaboration is only within the enterprise, thus *for business use only*

Convenient Collaboration:
promotes Group Review and reduces need for employees to travel

Better Work Environment:
builds rapport amongst employees

Accountability:
with call / chat / file transfer logs with recorded voice and video sessions

Organization:
with server-based directories and PIM integration, contact information is just a few clicks away

Availability Awareness:
Everyone knows what resources/personnel are available.

SAMSUNG

Product Licensing and Requirements

Enterprise IP Solutions OfficeServ Communicator (OSC)

ORDER NO.	ITEM	US $	Canadian $
CTI APPLICATIONS / LICENSES	**(Must submit a License Request Form to order)**		
OS Link KP-AP2XWES/XAR	OfficeServ Link License (includes EasySet) **Required for Call, Operator, OpenTSP, DataView, Messenger, Communicator Deskphone Mode**	**$200**	**$208**
New OSC DP Mode KP-AP2XWUC/STD	OS Communicator - DeskPhone Mode License	**$48**	**$50**
SERVICE LICENSE	**(Must submit a License Request Form to order)**		
OS Softphone KP-AP1XWSP/XAR	License for OfficeServ SoftPhone or Communicator SoftPhone Mode	**$199**	**$207**
New OSC UCP Mode KP-AP9XWCO/STD	OS Communicator - UCPhone Mode License (SMT - i-series Only)	**$99**	**$103**
MESSENGER LICENSE	**(Must submit a License Request Form to order)**		
New OSM Phone KP-AP8XWCH/STD	OS Messenger Phone User SMT-i5243 only	**$66**	**$69**
New OSM PC KP-AP8XWCP/STD	OS Messenger PC Collaboration User **(Requires OS Link v3 Server)**	**$120**	**$125**

Basic Requirements Overview

(Please Refer to User Manual for Specifics)

OfficeServ System:

OfficeServ 7000 Series System
Running v4.46d (or newer) Software Release

PC/Laptop Running OSC:

32-bit Version of Microsoft Windows Operating System

OS Link v3 Server/OS Messenger Server:

Dedicated PC running a 32-bit Version Microsoft Operating System:
- Windows Server 2003 or 2008 (PREFERRED)
- or Windows 2000/XP/Vista/7 (non-"home edition" versions)

AND
- Microsoft IIS Services installed (if OS Easyset will be used)
- Microsoft SQL Express 2005 (or newer) with Mixed-Mode authentication installed
- Microsoft .NET Framework V1.1 (or newer) installed

Configuration Exercises

Enterprise IP Solutions OfficeServ Communicator (OSC)

***Similar to OS Call** config in the past…*

- **Needed:**
  OS7200 System
  24 (Concurrent) Desktops with Basic call control.
  Using DS-5021 Digital Telephones.

- **Solution:**
  OfficeServ Communicator in Basic DeskPhone Mode

- **Licenses Needed:**
  OS Link v3 Server
  OSC DP Mode License – Quantity of 24

- **Hardware Needed:**
  PC for OS Link v3 Server

Enterprise IP Solutions OfficeServ Communicator (OSC)

- **Needed:**
  OS7100 System
  16 (Concurrent) Users with Desktop Collaboration.
  Using iDCS-28 Digital Telephones.

- **Solution:**
  OfficeServ Communicator in Professional DeskPhone Mode

- **Licenses Needed:**
  OS Link v3 Server
  OSC DP Mode License – Quantity of 16
  OSM PC License – Quantity of 16

- **Hardware Needed:**
  A single PC for OS Link v3 Server & OS Messenger Server

Enterprise IP Solutions OfficeServ Communicator (OSC)

Same parts/price *as in the past…*

- **Needed:**
  OS7100 System
  5 (Concurrent) Softphones for remote employees

- **Solution:**
  OfficeServ Communicator in Basic SoftPhone Mode

- **Licenses Needed:**
  OS Softphone License – Quantity of 5
  MGI Channel License

- **Hardware Needed:**
  USB Headsets for PC/Laptop Users

Enterprise IP Solutions OfficeServ Communicator (OSC)

That's Right !
***NO Link Server** needed...*

- **Needed:**
  OS7100 System
  10 (Concurrent) Desktops with Basic call control.
  Using only SMT-i3105 IP Telephones.

- **Solution:**
  OfficeServ Communicator in Basic UCPhone Mode

- **Licenses Needed:**
  OSC UCP Mode License – Quantity of 10
  MGI License

- **Hardware Needed:**
  No additional hardware needed.

Enterprise IP Solutions OfficeServ Communicator (OSC)

- **Needed:**
  OS7200-S System
  10 (Concurrent) Users (no PCs) with Presence Awareness “Buddy List”.
  Using only SMT-i5243 IP Telephones.

- **Solution:**
  OfficeServ Communicator in SMT-i5243 “Standalone” Mode

- **Licenses Needed:**
  OSM Phone License – Quantity of 10
  MGI License

- **Hardware Needed:**
  A single PC for OS Messenger Server

Enterprise IP Solutions OfficeServ Communicator (OSC)

- **Needed:**
  OS7400 System
  50 (Concurrent) Users with Desktop Collaboration.
  Using only SMT-i Series IP Telephones.
  10 Users want Presence Awareness both on PC and SMT-i5243 phone.
- **Solution:**
  OfficeServ Communicator in Professional UCPhone Mode.
- **Licenses Needed:**
  OS Link
  OSM Phone License – Quantity of 10
  OSM PC License – Quantity of 50
  OSC UCP Phone Mode License – Quantity of 50
- **Hardware Needed:**
  A single PC for OS Link & OS Messenger Servers

SAMSUNG

30 Day Product Trial

30 Day Free Trial Period

- Samsung provides a free trial period to allow users to experience and evaluate the applications risk-free.
- The trial expires 30 days from the date of installation of the server components.
- The exception to this is, SoftPhone – which has a license in the Telephone System itself, thus having a "Tutorial Mode License" that can be activated for a maximum of 336 hours (2 weeks).
- After expiration, valid license key(s) must be entered in order to continue use.

Training & Certification

Enterprise IP Solutions
OfficeServ Communicator (OSC)

Training & Certification

Technical Certification on the OfficeServ Communicator applications is obtained by acquiring practical experience on applications and then successfully passing one certification test.
Training Certification is mandatory in order to receive Technical Support.
The OfficeServ Communicator/Messenger is a Certification Test Out course.
Refer to the Product Bulletin & Training News Update for 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 **Office**Serv Communicator and **Office**Serv Messenger.
CERTIFICATION	Technical Support for both the **Office**Serv Communicator and **Office**Serv 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, SVMi E-Series certification, and OfficeServ Link/Easyset certification.
COST PER PERSON	The regular price for this course is $50.00. However from May 10th through July 31st, 2010, this certification can be obtained at $25.00 (50% off the regular price).