Samsung OfficeServ Softphone
Product Release

Samsung Telecommunications America is pleased to announce the general availability of the OfficeServ Softphone.

Samsung OfficeServ Softphone is a Voice over IP (VoIP) application that enables iDCS 500 R2 or iDCS 100 R2 users to communicate with the switch over the LAN or WAN from their PC. It is a software-based solution that loads directly onto a laptop or desktop PC running Microsoft Windows® 2000 or XP operating system. Once a USB headset or a USB handset is connected, the Softphone delivers virtually identical functionality as a corded keyset. See the feature list at the end of this document.

Ideal for telecommuter and mobile users, remote workers remain fully connected and productive with OfficeServ Softphone. Placing both internal and external calls as if they were in their own office; initiating a conference call up to five-parties from an airport lounge; speed dialing a colleague while working at a home office; checking voicemail when traveling on a business trip from a hotel room – Softphone delivers these and more features to the end users.

When installing Softphone, users select one of four phone skins (GUI) as their preferred phone set model.

(Default)

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COMPATIBILITY AND REQUIREMENTS

OfficeServ Softphone Release 1.1 is available for iDCS 500 R2 or iDCS 100 R2 with the following minimum system release versions:

Product	Release Version
iDCS 500 R2	2.44 or higher
MGI 2	1.24 or higher
MGI 3	3.56 or higher
OSM 500	3.07 or higher

Product	Release Version
iDCS 100 R2	2.44 or higher
SMGI 3	3.56 or higher
OSM 100	3.56 or higher

OfficeServ Softphone is compatible with the following iDCS 500 and 100 applications:

Application	Release Version
OfficeServ EasySet	2.8.0.0 or higher
SmartCentre	3.02 or higher
SVMi 4E/8E/16E	All releases

OfficeServ Softphone has the following minimum PC system requirements:

Category	Specification
Operating System	Windows® 2000 Series (Professional, Server, and Advanced Server) Windows® XP Professional / Home Edition
Processor (CPU)	Pentium 4, 1.6 GHz or higher
Memory	512 Mbytes or higher
HDD	20 Gb or larger
Network Interface Card	10/100BASE-T

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Category	Specification
Sound Card	Bi-directional sound card
Others	USB Headset, USB Handset or microphone and speaker

SOFTPHONE CAPACITIES

Softphone is part of the iDCS ITP portfolio; its capacity follows the system's VoIP services capacities. In MMC 844 IP stations are set to either Desktop or Mobile. Softphone stations must be set to "Desktop". The combined total of Desktops and Mobile stations can not exceed the quantities in the table below.

Platform		Maximum Registered ITP/Softphones
iDCS 500 Release 2	1 Cabinet System	120
	2 Cabinet System	240
	3 Cabinet System	240
iDCS 100 Release 2		64

ORDERS & LICENSING

OfficeServ Softphone requires a License Key to enable the connection service. The License Key is generated based on the iDCS system's MCP MAC address. Each OfficeServ Softphone must be licensed. The 53-character License Key is entered via KMMC 841 or PCMMC 841 under License Key.

Only one Softphone seat license key is allowed per system. For example, a 10 seat license will support up to 10 Softphone users.

When ordering the OfficeServ Softphone, an approved Network Discovery Form (NDF) is required from Samsung Professional Services. The NDF is available on the eCommerce web site or directly from Samsung Professional Services by sending an email to: BCS.NDF@samsung.com.

Please contact your Regional Sales Manager for further information on specific details for ordering the OfficeServ Softphone License Key.

OFFICESERV SOFTPHONE BENEFITS AND FEATURES

Softphone enables mobile workers within the enterprise to access their business telephony communications seamlessly and reliably as if they were at their own desk – wherever and whenever. At a glance, the Softphone presents the following attributes:
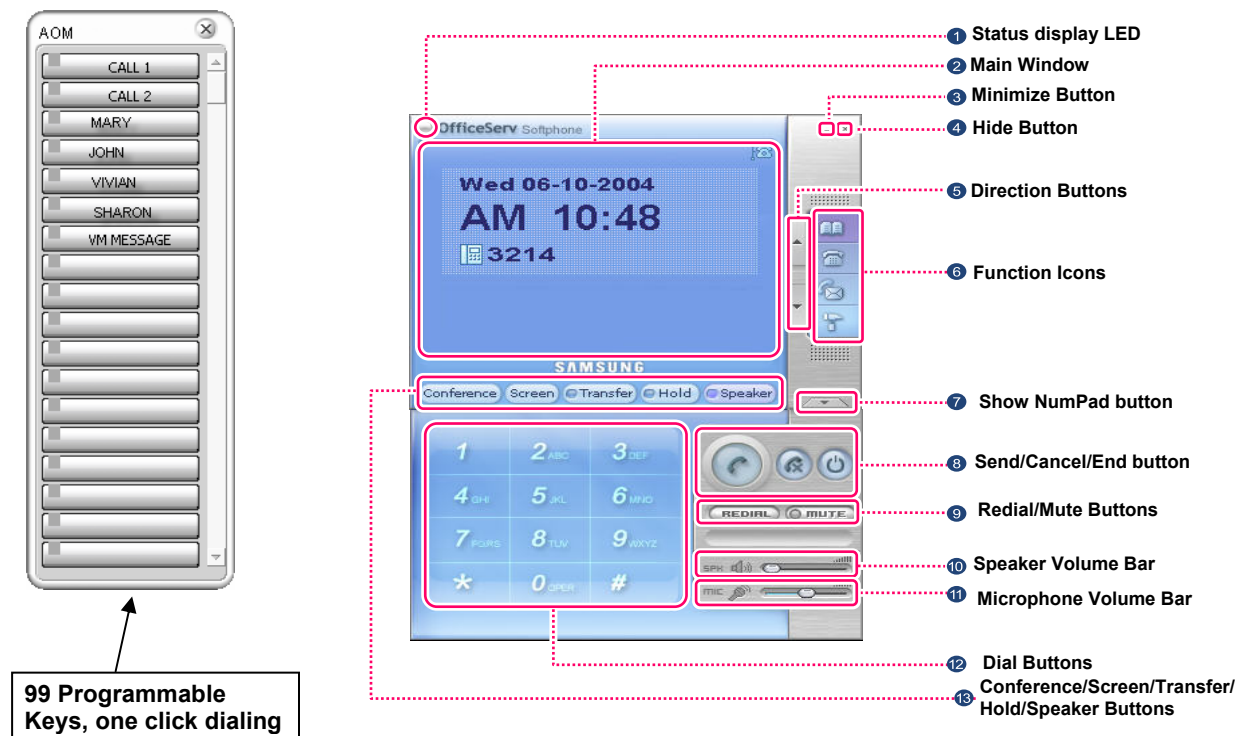
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- Rich set of telephone features of the iDCS systems. Refer to the end of the bulletin for the complete list
- Familiar interface that encapsulates the functions of the Large Display Phone - ITP 5012L
- True convergence solution for communicating through voice and data using a single desktop device
- Intuitive, flexible interface with four selectable skins or interfaces and 99 programmable keys
- Import/Export Outlook Contacts (look up and dial directly from Personal Directory)
- Call logs/History track all your inbound and outbound calling activity
- Short message capability among other Softphone users
- Message Notification and Voice Mail access
- User selectable ringing device to alert the user of incoming calls thru PC Sound Card or Headset
- User can operate from the Windows system tray without interrupting other work
- USB handset driver for controlled, high quality audio
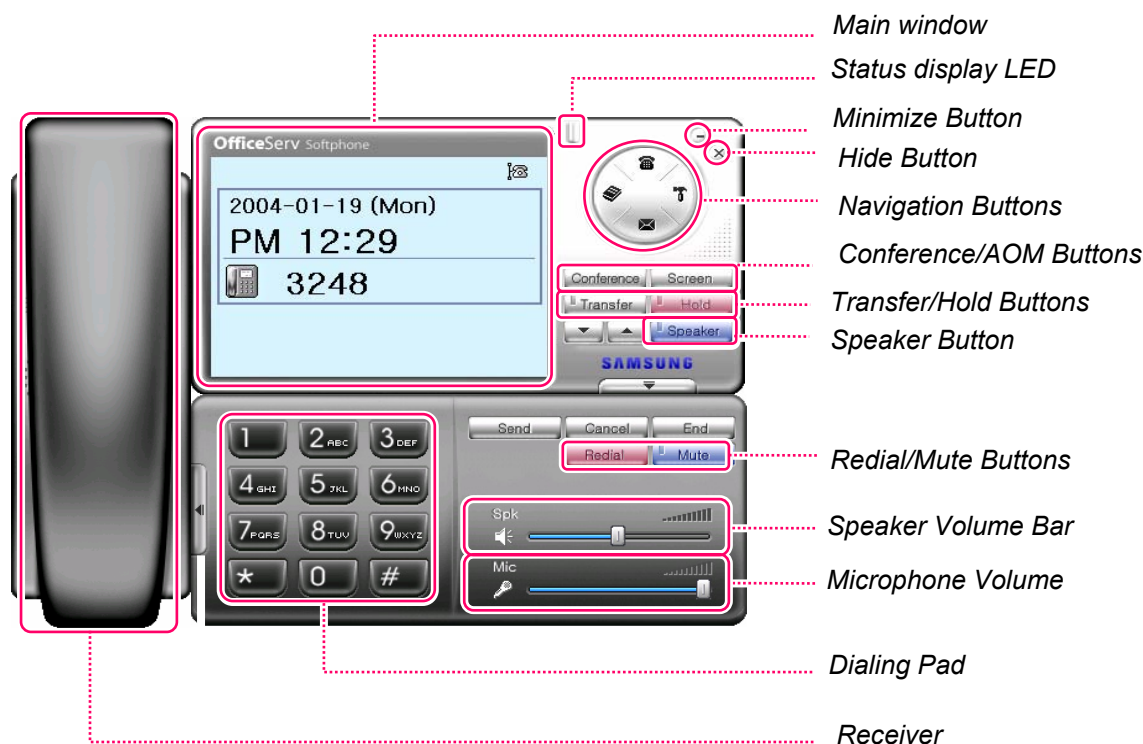
INTUITIVE & USER-FRIENDLY INTERFACE

OfficeServ Softphone provides a 4-line by 16-character display with menus, call processing status, various messages, and icons indicating the function setting status. Traditional buttons, such as Conference, Transfer, Hold, Speaker, Redial, Mute, Softkeys, and 99 programmable keys make Softphone truly functional.

99 Programmable Keys, one click dialing

1. Status display LED
2. Main Window
3. Minimize Button
4. Hide Button
5. Direction Buttons
6. Function Icons
7. Show NumPad button
8. Send/Cancel/End button
9. Redial/Mute Buttons
10. Speaker Volume Bar
11. Microphone Volume Bar
12. Dial Buttons
13. Conference/Screen/Transfer/Hold/Speaker Buttons

Default Skin

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Main window

Status display LED

Minimize Button

Hide Button

Navigation Buttons

Conference/AOM Buttons

Transfer/Hold Buttons

Speaker Button

Redial/Mute Buttons

Speaker Volume Bar

Microphone Volume

Dialing Pad

Receiver

IP Phone Skin

SOFTPHONE USB HANDSET AND HEADSET SUPPORT

Users are highly recommended to use USB headsets or handsets with the OfficeServ Softphone for better voice quality. Samsung does not endorse any particular USB headset; it is up to Softphone users to test the USB headsets that work best in their own environment. OfficeServ Softphone supports the following USB Handsets. Refer to the Softphone User Manual for installation procedures and supported functions.
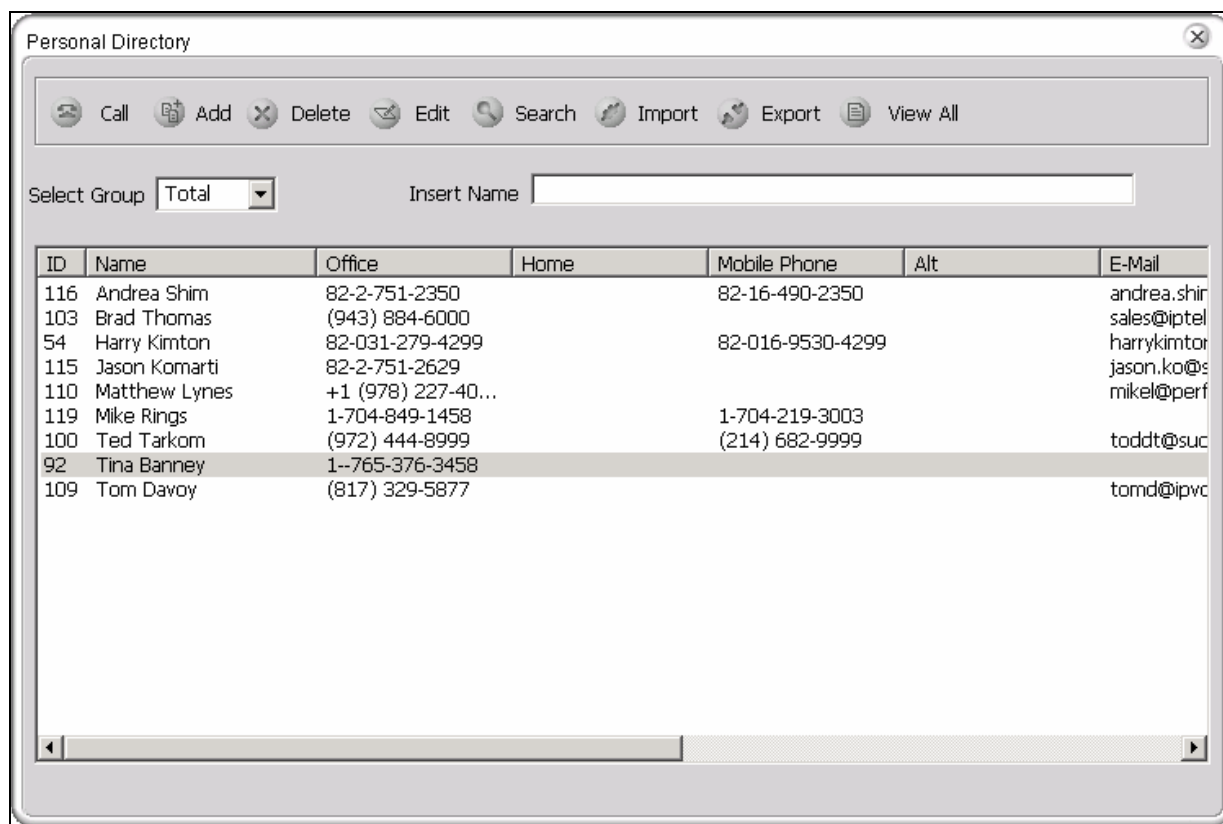
Vendor Model	Web site
Claritel i750	www.clarisys.com
Eutectics IPP200	www.eutecticsinc.com
TICS TMP-100/TMP-200	www.tics.co.kr

PERSONAL DIRECTORY

OfficeServ Softphone allows importing and exporting of Outlook Contacts, as well as adding, editing, or searching for particular contact info, and one-click dialing directly from the personal directory.

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ID	Name	Office	Home	Mobile Phone	Alt	E-Mail
116	Andrea Shim	82-2-751-2350		82-16-490-2350		andrea.shin
103	Brad Thomas	(943) 884-6000				sales@iptel
54	Harry Kimton	82-031-279-4299		82-016-9530-4299		harrykimtor
115	Jason Komarti	82-2-751-2629				jason.ko@s
110	Matthew Lynes	+1 (978) 227-40...				mikel@perf
119	Mike Rings	1-704-849-1458		1-704-219-3003		
100	Ted Tarkom	(972) 444-8999		(214) 682-9999		toddt@suc
92	Tina Banney	1--765-376-3458				
109	Tom Davoy	(817) 329-5877				tomd@ipvc

Personal Directory — Call, Add, Delete, Edit, Search, Import, Export, View All — Select Group Total — Insert Name

SOFTPHONE SPECIFICATIONS

- Compression Algorithms: G711 & G729A
- Number of lines: 16 (limited by MGI)
- Display: 4 lines x 16 characters + Icon Status Line
- Skins: 4
- Programmable keys: 99
- Fixed keys: 10
- Soft keys: 6
- Multilingual: English & Korean
- Telephone LAN interface: Ethernet (TCP/IP)

LITERATURE/DOCUMENTATION

Softphone Brochure

Sales Brochures featuring the OfficeServ Softphone are currently under development. The final version will be available for ordering using normal Samsung ordering procedures. PDF formatted files will be placed on the eCommerce web site upon availability.

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User Manual

The OfficeServ Softphone User Manual is available from the Samsung eCommerce web site in Adobe PDF format. A printed copy is available from the Samsung FedEx Kinko's website (https://psg.kinkos.com/samsung/) from the catalog. For questions regarding the FedEx Kinko's web site or how to access this site, contact Samsung Customer Service at 1-800-876-4782.

Quick Reference Guide

The OfficeServ Softphone Quick Reference Guide is a feature aid for end-user.

Training/Certification

Contact your local RSM to find out the latest training and certifications requirements for OfficeServ Softphone.

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Softphone Telephone Features

	Softphone		Softphone
Appointment Reminder	✔	Backspace on LCR	✔
Auto Answer	✔	Call Costing	✔
Automatic Hold	✔	Call Duration Timer	✔
Automatic Privacy	✔	Call Log	✔
Backspace on LCR	✔	Call Processing Information	✔
Busy Station Callback	✔	Caller ID Information	✔
Busy Station Indications/BLF	✔	Calling Party Name	✔
Call Forwarding	✔	Calling Party Number	✔
Call Log	✔	Conference Information	✔
Call Pickup	✔	Date & Time Display	✔
Directed	✔	Dialed Number	✔
Groups	✔	Dial by Name	✔
Established	✔	Identification of Recalls	✔
Conference/Group Conference	✔	Identification of Transfers	✔
Dial By Name	✔	Message Waiting Caller Number	✔
Direct Station Select (DSS)	✔	Outside Line Identification	✔
Do Not Disturb (Programmable)	✔	Programmed Message Display	✔
Exclusive Hold	✔	Soft Keys	✔
Message Waiting Light/Indication	✔	Text Messaging/Short Messaging	✔
Mute Microphone/Handset	✔	UCD Supervisor Displays	✔
One Time Do-Not-Disturb	✔		
One Touch Dialing Keys	✔		
On-Hook Dialing	✔		
Programmable Keys	✔		
Programmed Station Messages	✔		
Protection from Barge-In	✔		
Redial	✔		
Memo Redial	✔		
Save Number	✔		
Last Number	✔		
Auto Retry	✔		
Remote Hold	✔		
Ring Modes for Softphone	✔		
Auto Answer	✔		
Ring — Multiple Customized Tones	✔		
Voice Announce	✔		
Ringing Preference	✔		
Station Lock	✔		
Volume Controls	✔		