OfficeServ Application Suite

(For iDCS 100 and iDCS 500 Release 2 Systems)

Product Release

Samsung Telecommunications America is pleased to announce the general availability of the OfficeServ CTI applications suite.

The OfficeServ application suite consists of a number of applications that enhance the functionality and usability of the Samsung iDCS 500 and iDCS 100 Release 2 telephone systems.

OfficeServ Link	Version 2.1.1.3
OfficeServ EasySet	Version 2.8.0
OfficeServ Call	Version 5.1.7.0
OfficeServ Operator	Version 1.3.4.0

These applications, when installed on one or more Windows computers connected to the local area network, work together to provide an additional range of system configuration, call control, and information handling features to the Samsung iDCS product line of telephone systems.

Enterprise IP Solutions
OfficeServ

OfficeServ Link

The OfficeServ Link application provides a logical connection between the iDCS telephone system and a Windows® based computer acting as an applications server. This Link provides the basis of the communications between the Samsung iDCS telephone system and the OfficeServ CTI Applications.

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OfficeServ EasySet

The OfficeServ EasySet application uses Internet Browser technology to provide system users with a quick and easy way to configure their Samsung digital telephones, IP phones, and IP Softphones.

OfficeServ Call

The OfficeServ Call application provides computer-equipped users with a comprehensive range of telephony and call management functions at the desktop. These features include dialing, screen popping, call logging, and many more.

OfficeServ Operator

OfficeServ Operator is fully integrated with your voice and data infrastructure to maximize the responsiveness of your organization. With the simplicity of "point and click" operation or use of a keyboard, incoming and internal calls can be effectively managed using a variety of features.

OfficeServ OpenTSP

OfficeServ OpenTSP provides an industry standard TAPI Compliant interface for 3rd party developers to create custom applications.

OFFICESERV APPLICATION SUITE - TYPICAL INSTALLATION

The OfficeServ Link application is installed on a Windows based PC connected to the local area network. This PC acts as an application gateway server for the whole range of OfficeServ applications. A typical installation is shown in the following illustration. In the illustration OfficeServ Link and EasySet are both installed on the Link Gateway server. The OfficeServ Call and OfficeServ Operator application are installed on the client personal computers.

iDCS 500 R2

With EasySet Installed
OfficeServ Link Gateway Server
Windows 2000 Professional

LAN

OfficeServ Operator

OfficeServ Call

OfficeServ Call

OFFICESERV LINK GENERAL DESCRIPTION

OfficeServ Link is a software application that links the Samsung iDCS telephone system to a Windows-based computer. This PC then acts as an application gateway server for the whole range of OfficeServ applications. OfficeServ Link is installed on a customer provided computer that must be dedicated to the sole use of OfficeServ Applications.

OfficeServ Link enables other software applications (both Samsung and third party) to interface with the Samsung iDCS product line of telephone systems.

The Link application includes a licensing module that must be used to register and authorize client applications running on the iDCS system.
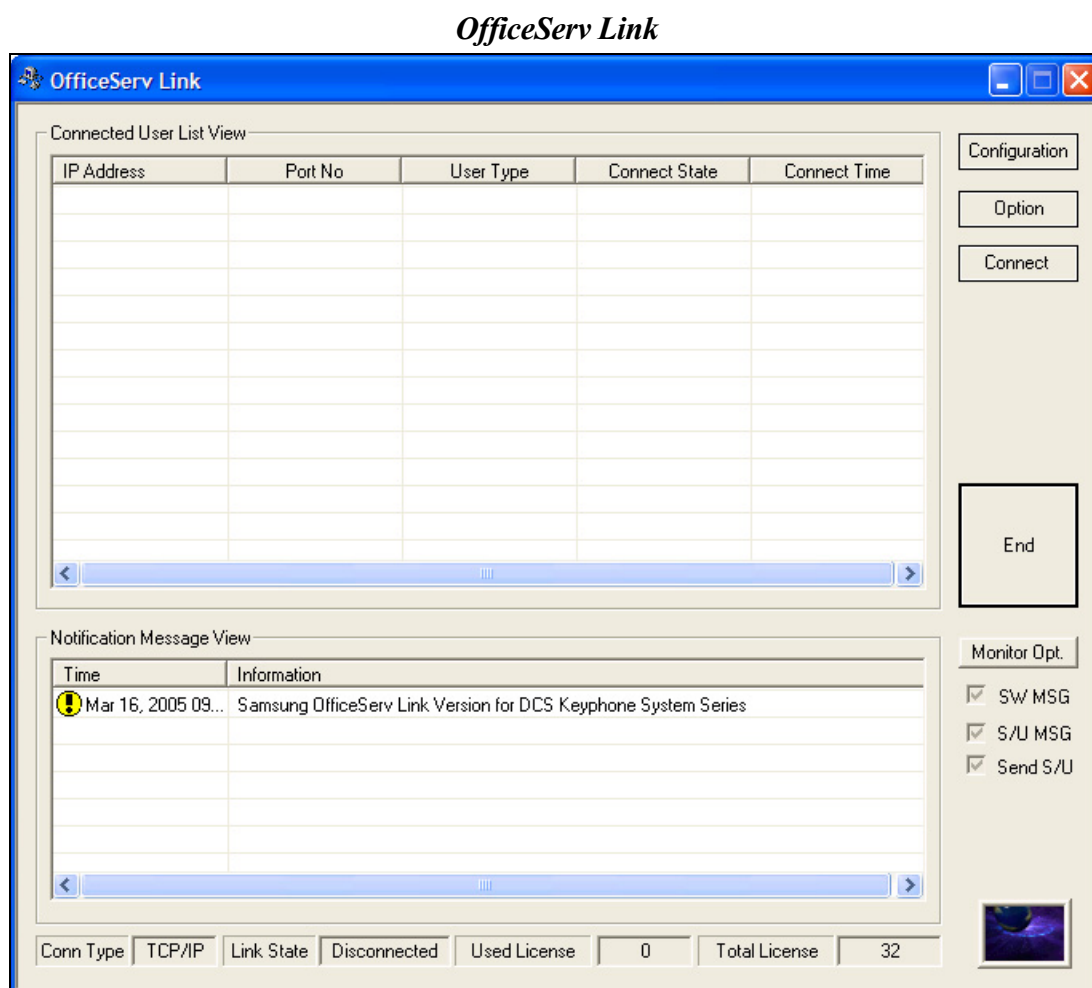
OfficeServ Link

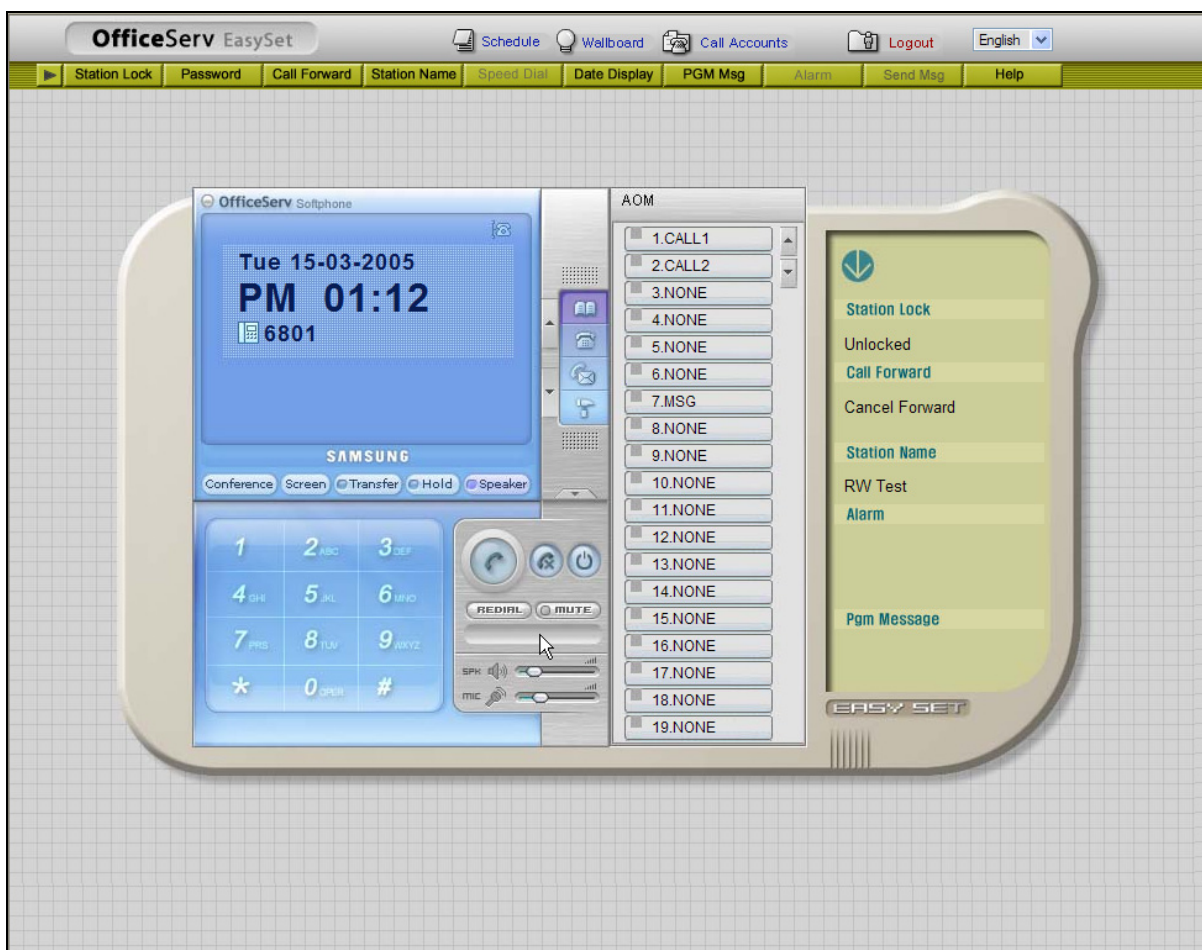# Samsung OfficeServ Applications Suite Product Release

OFFICESERV EASYSET GENERAL DESCRIPTION

The OfficeServ EasySet application is a management tool designed to give OfficeServ users a simple and friendly way to configure the feature and button assignments on their Samsung iDCS Keyset.

EasySet uses Internet Explorer to display a graphical representation of the users' telephone. Using a set of intuitive actions, the user can configure many of the options available.

OfficeServ EasySet is a software application that is loaded on a Customer Provided Computer. EasySet can also be loaded on the same computer as OfficeServ Link. In addition, EasySet requires Microsoft IIS (Internet Information Server) to be pre-installed on this computer before OfficeServ EasySet can be installed and configured. Microsoft IIS comes free of charge with Windows 2000 and Windows XP Professional operating systems. OfficeServ EasySet is Licensed on a per System basis. This license will activate the use of EasySet for all Keysets and users associated with the system.

EasySet Screen

Samsung OfficeServ Applications Suite Product Release
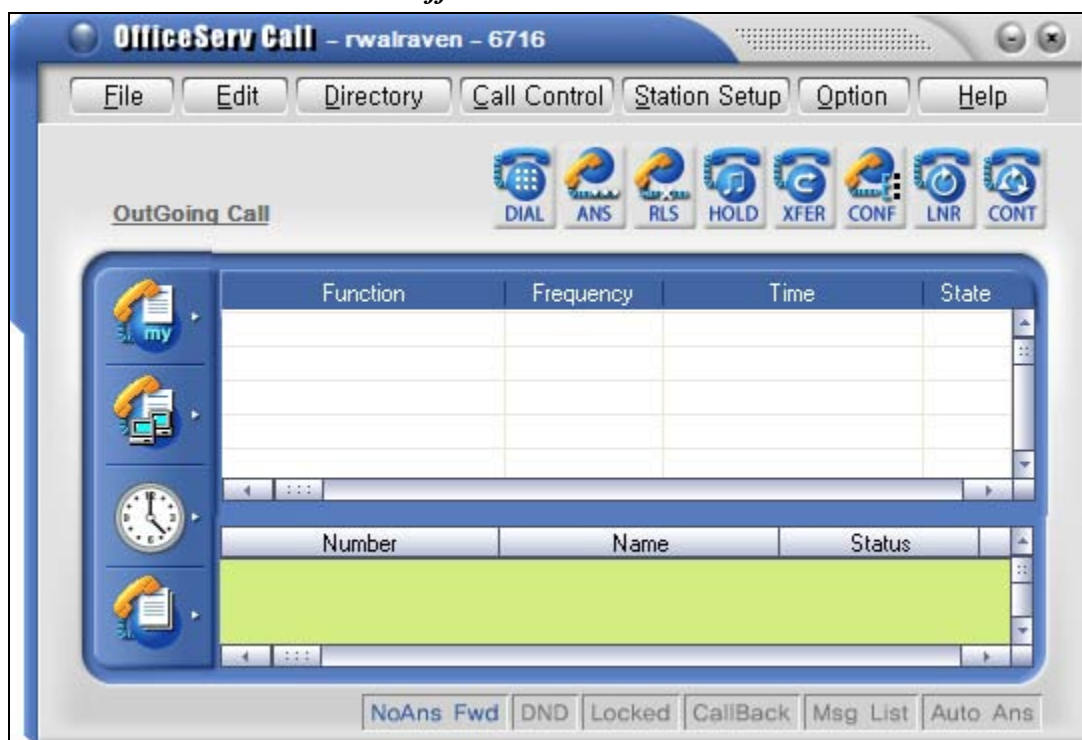
OFFICESERV CALL GENERAL DESCRIPTION

OfficeServ Call is a call manager application that supports contact management, scheduling, and call logging.

This application provides Samsung iDCS users with a simple way to manage incoming and outgoing calls. It offers the ability to link to personal databases to store contact names, details, and personal call history.

It also provides a number of simple management tools that provide Samsung iDCS telephone users a simple and friendly way to use the advanced features of their Keyset on a day-to-day basis.

OfficeServ Call is a software application that is loaded on each individual's computer that needs Call Management capabilities with an associated iDCS Keyset. An OfficeServ Call Client License is required for each Call Client that is connected to the iDCS system.

OfficeServ Call Screen

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OfficeServ Operator is a Windows-based operator's console for the Samsung iDCS range of products.

It provides a complete call control facility for operators and reception staff within the company and provides an easy-to-use and intuitive interface for handling calls.

Multiple operators can be installed in a single node system, and individual operators can manage the whole telephone system or individual work groups, if required.

OfficeServ Operator is a software application that is loaded on each individual's computer that needs advanced Call Management capabilities with an associated iDCS Keyset. An OfficeServ Operator Client License is required for each Operator Client that is connected to the iDCS system.

OfficeServ Operator Screen

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OFFICESERV OPEN TSP GENERAL DESCRIPTION

OpenTSP connects to the Samsung iDCS Telephone System through the OfficeServ Link software and provides a TAPI data stream that can be used by third party software vendors for application development.

The key features are as follows:

- Microsoft TAPI compliant Telephony Service Provider

- Open TSP is supplied with advanced test and debug tools to assist in the development and implementation of Third Party applications.

- Open TSP works together with Samsung OfficeServ applications connected to the same OfficeServ Telephone System.

OfficeServ OpenTSP Sampler Screen
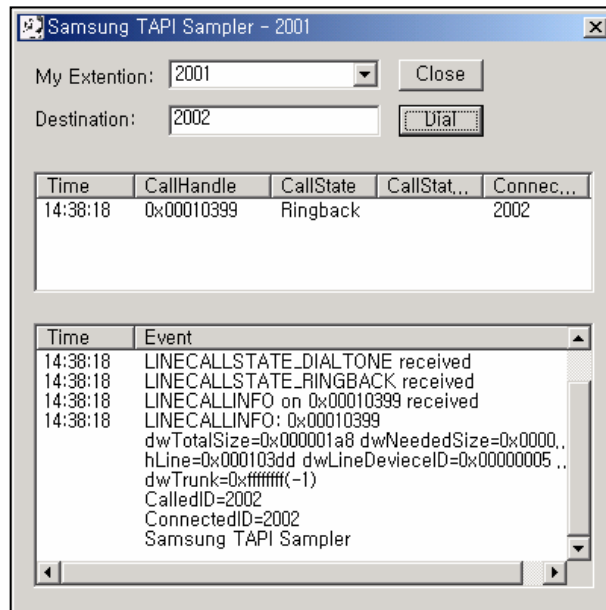
Contact Samsung Professionals Services for information and specific details on the Licensing and ordering of OfficeServ OpenTSP.

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OFFICESERV APPLICATION SUITE—TECHNICAL REQUIREMENTS

iDCS Key Telephone Requirements

The following table identifies the minimum connection and software requirements needed to connect the OfficeServ Link to the iDCS family of Key Telephone Systems.

iDCS System	Minimum Software Version	Connection Type
iDCS 100/500 R1, iDCS 100LE	Not Supported	Not supported
iDCS 500 R2	2.4x or higher	MCP2 LAN Interface
iDCS 100 R2	2.4x or higher	SMCP1 LAN Interface

OfficeServ Link Gateway PC Requirements

- Microsoft Windows 2000 (Service Pack 2 or higher), Windows XP (Service Pack 1 or higher) Operating System Software
- Pentium 4 1.6Ghz (or higher) Microprocessor
- 512Mb (or higher) RAM
- 20Gb (or larger) Hard Disk Drive
- CD-ROM
- 10/100 Network Interface Card (NIC)
- Standard VGA Monitor, Keyboard, and Mouse
- TCP/IP Configuration

ORDER AND LICENSE

OfficeServ Applications require a License Key. The License Key is generated based on the iDCS system MCP MAC address.

When ordering OfficeServ Applications, you must complete the License request form included on the OfficeServ Applications CD or download a copy from the Samsung E-Business web site (http://ebiz.samsungusa.com/).

Contact your Regional Sales Manager for further information on specific details for ordering the OfficeServ Applications License Key.

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SOFTWARE AND DOCUMENTATION

All OfficeServ Application software (Link, EasySet, Call, Operator, and Softphone) and documentation are available on a CD (Part Number: OS-APPSCD) for ordering through Customer Service.

You can also download the product documentation and software from the Samsung eCommerce web site. Please note that if you have a slow Internet connection, we highly recommend you order the CD (OS-APPSCD).

A printed copy of the General Description and User Manuals is available for ordering from the Samsung FedEx Kinko's website (https://psg.kinkos.com/samsung/). If you have questions regarding the FedEx Kinko's web site or how to access this site, contact Samsung Customer Service.

TRAINING / CERTIFICATION

Contact your local RSM to find out the latest training and certification requirements for OfficeServ CTI applications.

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License Request Form

☐ New License	**Date of Request**
☐ Additional Licenses	

DEALER INFORMATION

1	Company Name	
2	Dealer ID Number	
3	Telephone Number	
4	License Delivery Email Address	
5	Invoice / PO #	
6	Individual Requesting License	

SITE INFORMATION (CUSTOMER LOCATION)

7	Name	
8	Address	
9	City & State	
10	Zip Code	
11	Telephone Number	
12	Email Address	
13	Contact Name	
14	Phone System Type	
15	Date Originally Installed	
16	Number of Trunks	
17	Number of Stations	
18	MAC Address of Phone System	
19	MAC Address of the SVMi	
20	Type of Business	

LICENSE INFORMATION

	Application	License Method	Number of Seats
21	OfficeServ Link	Required for any OfficeServ application.	☒ **Used**
22	OfficeServ EasySet	All or none, enter USED or NOT USED.	☒ **Used** ☐ **Not Used**
23	OfficeServ Call	Enter number of seats required	0
24	OfficeServ Operator	Enter number of seats required	0
25	OfficeServ SoftPhone	Enter number of seats required	0
26	OfficeServ Open TSP	Enter number of TSP links required	0
27	SVMi E-Mail Gateway	Select license option	☐ **Unlimited**

NOTE: If ordering OfficeServ licenses and an E-Mail Gateway license in the same form, you will receive two license keys. E-Mail Gateway license keys are entered in the SVMi's System Wide Parameters.