

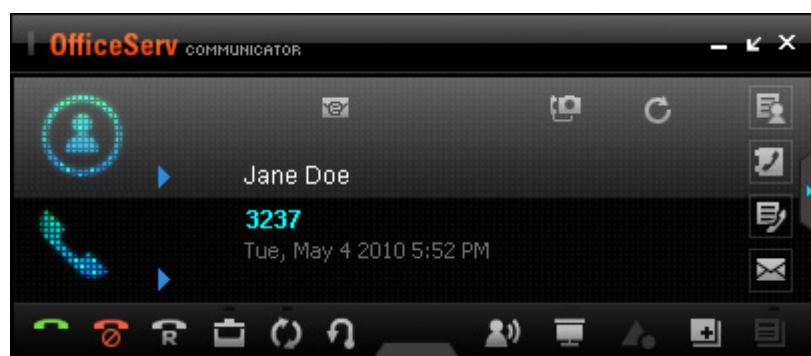
Bulletin No. 218\_Communicator\_Revised  
 October 26, 2011 [Revised] / May 10, 2010 [Original]

## OfficeServ™ Communicator & OfficeServ Communicator Professional

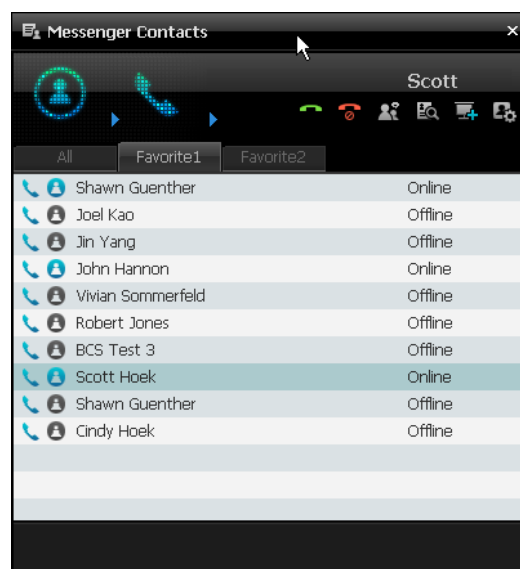
*For OfficeServ™ 7000 Series Systems*

**Revised  
 for Clarification**  
 Please read!

Samsung Telecommunications America is pleased to announce the general availability of the OfficeServ Communicator & OfficeServ Communicator Professional. These are Samsung's newest CTI applications. Choose the level of functionality that best fits your needs.



► OfficeServ Communicator Main Screen



► OfficeServ Messenger Contact Screen

The OfficeServ Communicator is an integrated client application that brings together two devices; your business PC and your business telephone. When using Communicator Professional, 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.

## OS Communicator &amp; OS Communicator Professional: Revised

## FEATURE COMPARISON TABLE

New

An “ ” indicates that the corresponding feature is compatible with its corresponding Operational Mode.

OSC FEATURES	OfficeServ Communicator						SMT-i Phones				
	Basic <sup>1</sup>			Professional <sup>1</sup>							
	Soft Phone Mode <sup>2</sup>	UC Phone Mode <sup>2</sup>	Desk Phone Mode <sup>2</sup>	Soft Phone Mode <sup>2</sup>	UC Phone Mode <sup>2</sup>	Desk Phone Mode <sup>2</sup>	3105	5210	5220	5230	5243
<b>Phone Contents</b>											
— Background Images		✓			✓						✓
— Custom Ring Tones		✓			✓						✓
<b>Sync Phonebook</b> (Between OSC & Phone)		✓			✓				✓		✓
<b>Buddy List</b>											
— Requires i5243 Phone(s) only				✓	✓	✓					✓
— No Client software required											
<b>OSC Integrated Call Recording</b> (Voice Only)	✓	✓		✓	✓			✓	✓	✓	✓
<b>Video Call</b>	✓	✓		✓	✓			✓	✓	✓	✓
<b>Video Recording</b> (Voice & Video)	✓	✓		✓	✓			✓	✓	✓	✓
<b>Chat<sup>3</sup>/Instant Messaging (IM)<sup>3</sup></b> (Text Chat – No Audio)				✓	✓	✓	✓	✓	✓	✓	✓
<b>File Sharing</b>				✓	✓	✓	✓	✓	✓	✓	✓
<b>Presence Awareness</b>				✓	✓	✓	✓	✓	✓	✓	✓
<b>Screen Sharing</b>				✓	✓	✓	✓	✓	✓	✓	✓
<b>Video Chat<sup>3</sup>/IM with Video<sup>3</sup></b> — Up to 5 Members [You + 4] — Text Chat [No Audio]				✓	✓	✓	✓	✓	✓	✓	✓
<b>White Boarding</b>				✓	✓	✓	✓	✓	✓	✓	✓
<b>Access to EasySet</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Audio Conferencing</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Call Control</b> (Transfer, Hold, Forwarding, Speed Dial)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Called / Missed Call Logs</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Dial from Outlook Contact List(s)</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Free Dial</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Make and Answer Calls</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Missed Call Notification</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>OSC Phonebook</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>OSC Calendar / Schedule</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Screen Pop Contact List</b> (from OSC Phonebook and/or Outlook)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>SMS<sup>3</sup> / Text Messages<sup>3</sup></b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Sync Phonebook</b> (Between OSC & Phone)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

<sup>1</sup> Installation Mode – Whether to run Basic or Professional must be decided at the time of the OSC Client software is being installed. If it needs to be changed, the OSC Client software must be uninstalled and then installed again from the beginning.

<sup>2</sup> Operational Mode – Within an Installation Mode the Subscriber/User/Client can switch between Operational Modes while they are logged out of the OSC.

<sup>3</sup> OSC features such as Video, Chat, IM, SMS and Text Messaging are internal features; Subscriber to Subscriber. All Subscribers must be on the same network LAN as well as the same Phone system.

## OS Communicator & OS Communicator Professional: Revised

### OPERATION MODES: Basic or Professional

Communicator can be installed in one of two Operation Modes:

**MODE 1:** Basic

**MODE 2:** Professional (Requires Messenger application)

Combine Communicator Basic with OfficeServ Messenger and you have Communicator Professional. Two applications put together provide Presence Awareness, Instant Messaging, and Information Sharing like Chat & Video Chat, White Boarding, Screen Sharing, and File Sharing.

### DEVICE MODES

Both Basic and Professional 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. Not all phones have all functionality. See Table 1.
- **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

OS Communicator & OS Communicator Professional: **Revised****COMMUNICATOR BASIC**

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

- Audio Conference
- Audio Recording<sup>3</sup>
- 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<sup>4</sup> (*Not available in Deskphone Mode*)



<sup>3</sup> Requires the OfficeServ Link/EasySet V3 License.

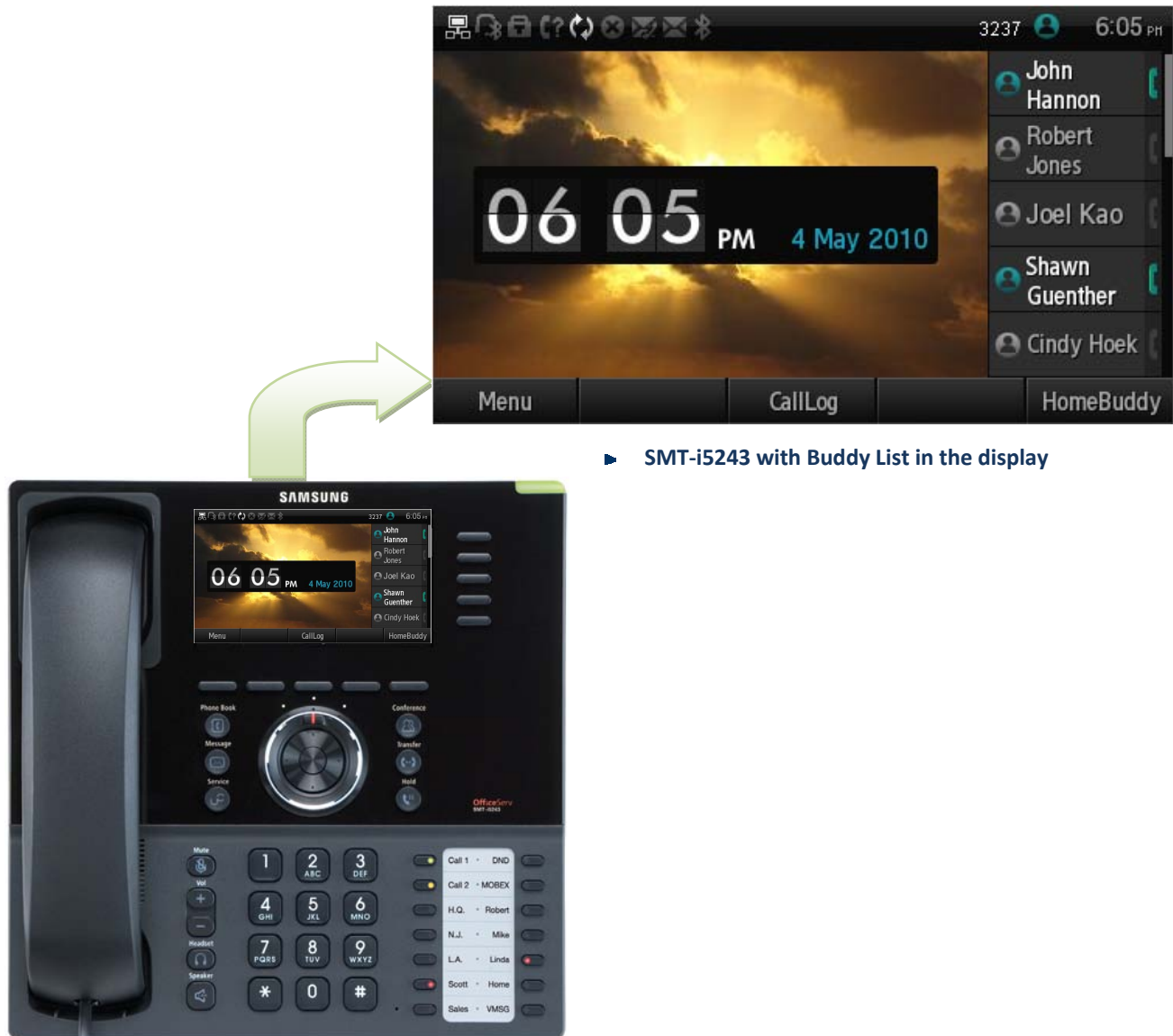
<sup>4</sup> to and/or from others on the same system.

## COMMUNICATOR PROFESSIONAL



**OS Communicator & OS Communicator Professional: Revised****MESSENGER STANDALONE**

In this configuration the SMT-i5243 phone communicates directly to the Messenger Server. Communicator is not used. This allows the SMT-i5243 to use the Messenger's Buddy list and Scheduler capabilities.



OS Communicator & OS Communicator Professional: **Revised****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. In order to have all OfficeServ Communicator features operate as described, like Video Call, all users/subscribers **MUST** be on the same network.

**OFFICESERV COMMUNICATOR REQUIREMENTS**■ **MINIMUM HARDWARE REQUIREMENTS** *(Customer Provided)*

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

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

<b>Operating System:</b>	Windows XP Professional (SP2), Windows Vista & Vista SP1, or Windows 7, both 32 and 64 bit versions.
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## OS Communicator & OS Communicator Professional: **Revised**

### OFFICESERV MESSENGER REQUIREMENTS

#### ■ **HARDWARE AND SOFTWARE REQUIREMENTS** *(Customer provided)*

<b>Operating System:</b>	Microsoft® Windows XP but not limited to: Windows 7, both 32 and 64 bits, XP Professional, Vista, 2003, and 2008 with Internet Information Services (IIS) installed
<b>Database Platform:</b>	Microsoft SQL Express 2005 <i>including SQL Express 2005, SQL Express 2008, SQL Server 2005, and SQL Server 2008</i>
<b>CPU:</b>	Pentium 4 – 2.0 GHz
<b>Hard Disk Space:</b>	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.*

### ADDITIONAL SOFTWARE REQUIREMENTS

Check OfficeServ Communicator User Manual for detailed information.

### LINK

IS (and has been) supported, in both 32 bit and 64 bit, operating system environments.



**OS Communicator & OS Communicator Professional: Revised****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.

The CTI and Service Licenses are licensed to the MAC address of the system main processor (MP), while the Messenger Licenses are licensed to the MAC of the Messenger Server.

**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.

**OS Communicator & OS Communicator Professional: Revised****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	\$206	\$214
OSC DP Mode KP-AP2XWUC/STD	OSC DeskPhone Mode (any Samsung Keyset)	0 ~ 256	\$50	\$52
OSM Phone KP-AP8XWCH/STD	Phone User (SMT-i5243 user only)	0 ~ 256	\$68	\$71
OSM PC KP-AP8XWCP/STD	PC Collaboration User	0 ~ 256	\$125	\$130
OS Softphone KP-AP1XWSP/XAR	SoftPhone (OS SoftPhone or Communicator SoftPhone Mode)	0 ~ 256	\$205	\$213
OS UCP Mode KP-AP9XWCO/STD	OSC UCPhone Mode (SMT-i Series only)	0 ~ 256	\$102	\$106

**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

**OS Communicator & OS Communicator Professional: Revised****DOCUMENTATION – Revised and Dated 09/11**

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

DOCUMENTATION	LOCATION ON GSBN
▪ OfficeServ™ “Connect on a new Level” Brochure – Revised and Dated 09/11	Communication > Sales and Marketing > Downloads > Brochures
▪ OfficeServ™ Communicator User Manual – Revised and Dated 09/11 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**

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

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

## OS Communicator & OS Communicator Professional: Revised

### 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
  - 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

- 4. 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.**