

# USER GUIDE

Enterprise IP Solutions

# OfficeServ EasySet V3

The Samsung logo, consisting of the word "SAMSUNG" in white, uppercase letters inside a dark blue oval shape.

SAMSUNG

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Samsung Telecommunications

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PRINTED IN USA

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## What is OfficeServ EasySet?

OfficeServ EasySet is a web based personal keyset administration tool that allows users to configure a variety of options on their keyset. OfficeServ EasySet provides an easy-to-use tool for OfficeServ 7000 Series system users to configure options such as speed dial numbers, call forwarding, button programming, and more.

OfficeServ EasySet communicates with up to eight OfficeServ 7000 Series systems through the OfficeServ Link application, allowing multi-system applications to take advantage of the OfficeServ EasySet interface without the need to support multiple web servers.

OfficeServ EasySet allows users to manage features such as:

- Programmable buttons
- Station locking
- Call Forwarding
- Station name
- Speed dial numbers
- Keyset password
- Date display format
- Programmed status messages
- Station-to-Station messaging
- Station volume
- Caller ID display options



Be careful when installing OfficeServ EasySet in multi-site locations; data routing issues and/or data latency may hinder performance and cause unintended errors in the application. Multi-system connections are intended primarily for single-site multi-system locations, such as a corporate headquarters.

## Things to Know Before Installation

### Keyphone Requirements

OfficeServ EasySet is compatible with any of the OfficeServ 7000 Series keyphone systems, including:

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

### PC Requirements

The OfficeServ EasySet application is web based, so it requires a version of Windows that supports the Internet Information Services (IIS) module. It is strongly recommended that you run OfficeServ EasySet on the same PC as the OfficeServ Link application, and that this machine be dedicated solely to Samsung applications. This PC must meet the following **minimum** requirements (multi-system requirements may be higher):

Operating System	Microsoft® Windows XP or higher <i>including but not limited to:</i> <i>Windows 7, XP Professional, Vista, 2003, and 2008</i> With Internet Information Services (IIS) installed
CPU	Pentium 4 - 1.6 GHz
RAM	1 GB
Hard Disk Space	20 GB



OfficeServ EasySet is only supported on Microsoft® Windows operating systems. Samsung will not support OfficeServ EasySet on Mac OS® or Linux systems.



Local Administrator rights are **required** in order to install **and** operate OfficeServ EasySet.

Windows 7, Vista, and XP limit the number of simultaneous web connections to 10.

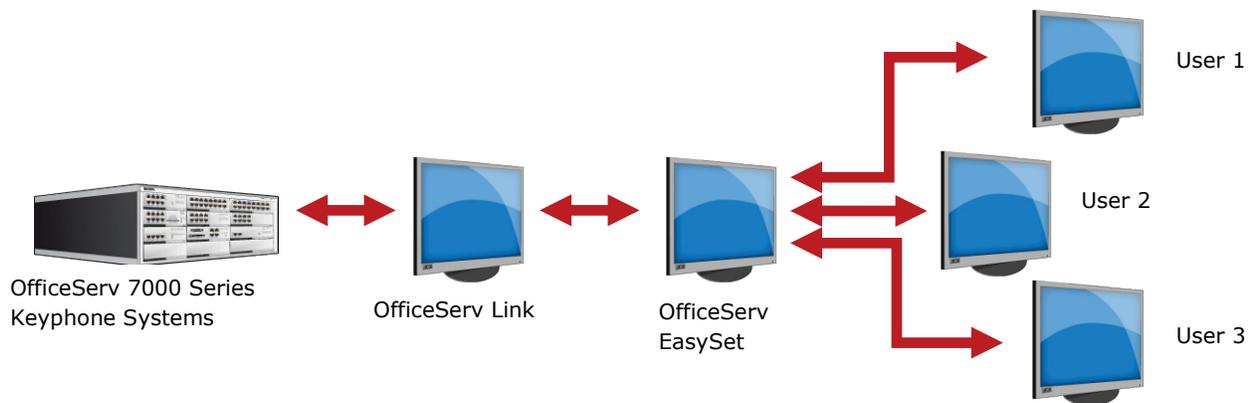
Internet Explorer may use more than 1 connection per user which means that a maximum of 10 users at a time (and possibly less) may log into OfficeServ EasySet on these operating systems.

If you intend to have OfficeServ EasySet available to all users it is strongly recommended that you install it on a server version of Windows (2003 or 2008) where unlimited connections are allowed.



## OfficeServ EasySet Connection Map

Users connect to OfficeServ EasySet using the Internet Explorer web browser that ships standard with Windows operating systems. OfficeServ EasySet collates those connections and passes them to OfficeServ Link to be delivered on to the system. This is done in order to minimize the volume of requests made to OfficeServ Link (and thereby increase the performance of it). This may cause a 1- to 2-second delay between a user saving changes and the system receiving those changes.



OfficeServ EasySet communicates with OfficeServ Link on TCP ports 6000, 6002, and 5004. This may be useful information when installing in a tightly controlled data network.

# How to Install OfficeServ EasySet

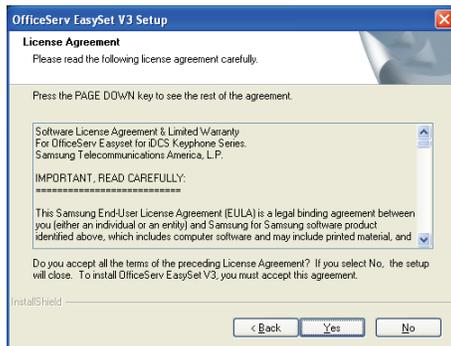
Installing OfficeServ EasySet is a fairly simple, straightforward process. Every effort has been made to ensure a fast and trouble-free installation. To begin, obtain the OfficeServ EasySet setup file from your authorized Samsung installation company.

Double-click the file to launch the setup. Initialization of the setup will begin. Proceed with installation by configuring the following settings:

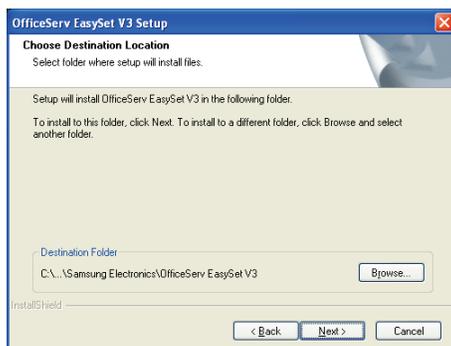
1. Choose the language you wish to read the End User License Agreement (EULA) in and then click Next. The default setting is United States (English).



2. Carefully read the EULA and accept (Click Yes) or reject (click No) the agreement.



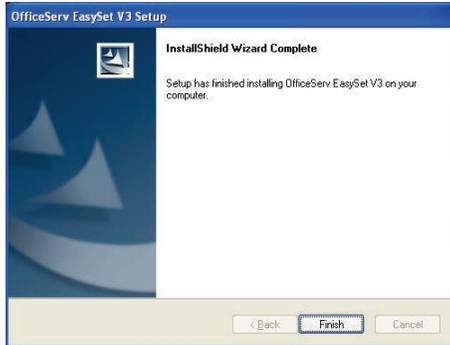
3. Select or confirm the location where OfficeServ EasySet will be installed and then click Next. The default location is C:\Program Files\Samsung Electronics\OfficeServ EasySet V3.



4. Once all files have been installed the EasySet website will be created and configured in IIS. A message will appear alerting you how to log in to the website. This is covered in depth in Chapter 5, so click OK to proceed.



5. The SCKP3 database will be installed next. This is the database used to store temporary keyset data during web sessions. After setting up the SCKP3 database the installation is done and a screen will appear alerting you to click Finish to exit setup.



## Gathering Configuration Information

Configuration of OfficeServ EasySet happens in three steps:

1. Configure IIS Settings
2. Configure Folder Permissions
3. Configure OfficeServ EasySet Options

IIS settings ensure that the EasySet website is configured properly to allow you access to it. This is important because there are currently 4 versions of IIS supported by Microsoft, and the configuration options for each are different.

Configuration of folder permissions is important because it determines the availability of the EasySet website to anonymous user and ensures that all pages work as intended.

The remaining OfficeServ EasySet options are configured by launching the application, and include options such as OfficeServ Link address and system password.

## Configuring IIS Settings

Internet Information Services (IIS) is the Microsoft component that allows a PC to act as a web server. Microsoft Windows currently supports 4 versions of IIS depending on which Windows version you are running, as shown below.

OPERATING SYSTEM	IIS VERSION
Windows XP Professional, Windows XP Media Center	V5.1
Windows 2003	V6.0
Windows 2008, Windows Vista (Home Premium, Business, Enterprise, Ultimate)	V7.0
Windows 2008 R2, Windows 7	V7.5



The installation process for IIS is also operating system dependant. For details on installing IIS on your system consult Microsoft's documentation.



In order to install OfficeServ EasySet on a PC running IIS 7.0 or higher you must ensure that all **IIS 6 Compatibility** options are also installed.

## Configuring OfficeServ EasySet in IIS 5.1

Begin by launching the IIS Admin Panel:

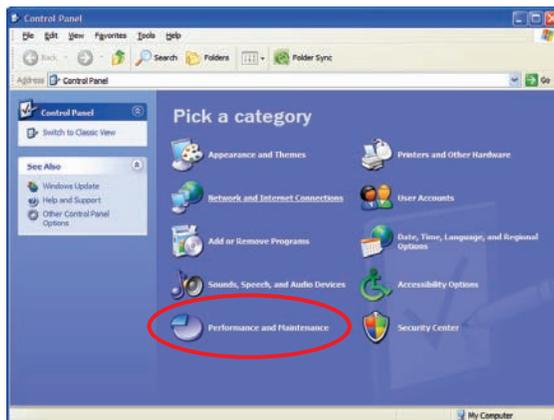
1. Click Start.



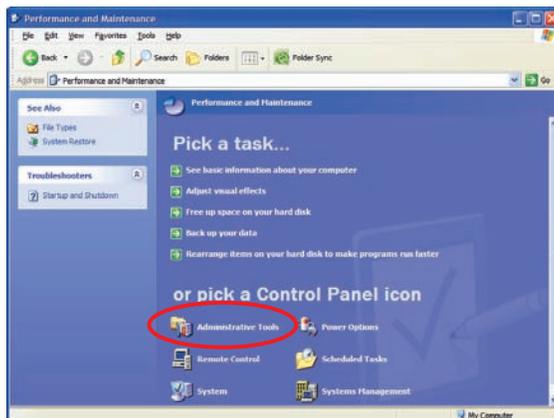
2. Click Control Panel.



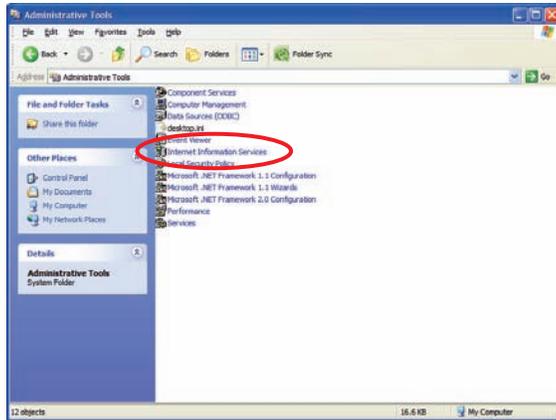
3. Click Performance and Maintenance.



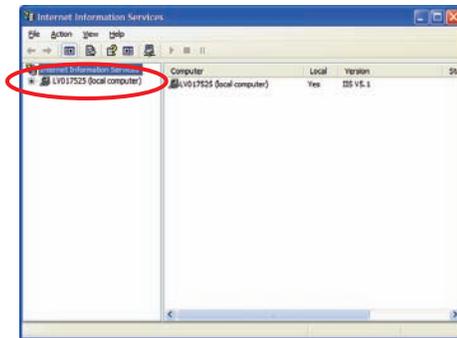
4. Click Administrative Tools.



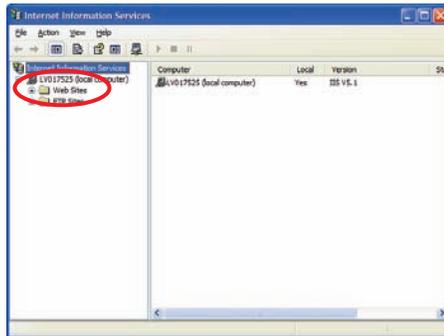
5. Double-Click Internet Information Services to launch the IIS Admin Panel.



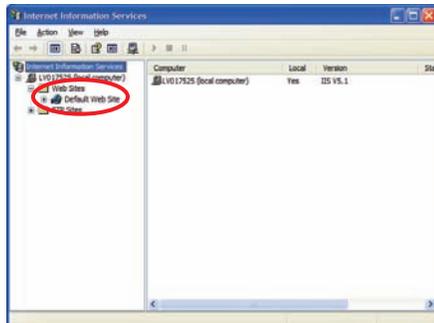
6. Expand Local Computer.



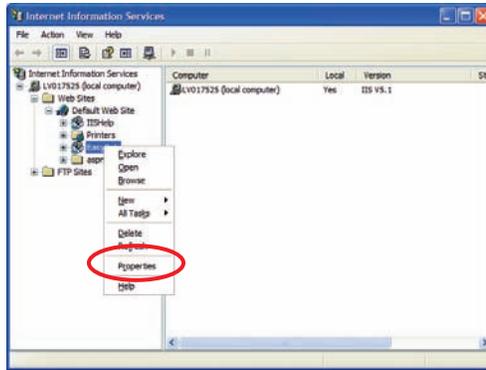
7. Expand Web Sites.



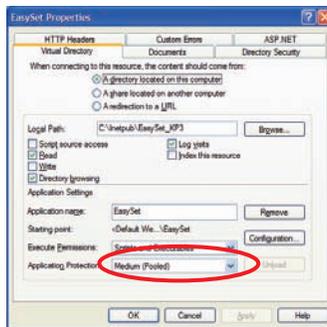
8. Expand Default Web Site.



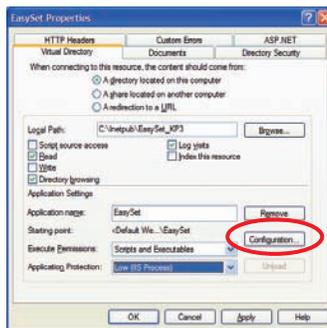
9. Right-click EasySet and choose Properties.



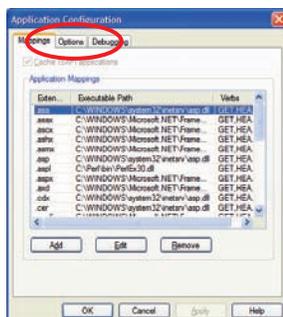
10. Change the Application Protection field at the bottom of the page from Medium (Pooled) to Low (IIS Process). This ensures that the web interface can communicate with the server component that communicates with OfficeServ Link.



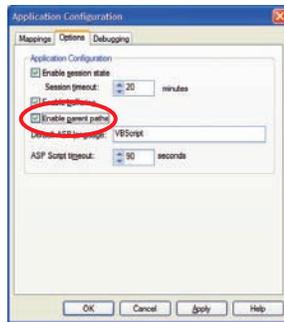
11. Click Configuration.



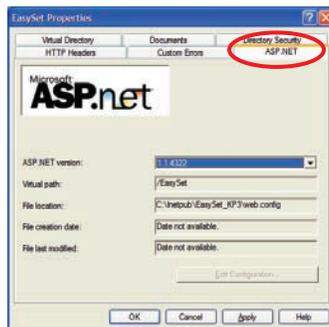
12. Click the Options tab.



13. Check the Enable parent paths checkbox if it isn't already checked and click OK.



14. Locate the ASP.NET tab. If the tab doesn't exist you will need to visit the Microsoft web site to download the .NET Framework 1.1 or higher.



15. After verifying the ASP.NET tab exists, click OK. IIS is now properly configured and you can proceed to setting up folder permissions.

## Configuring OfficeServ EasySet in IIS 6.0

Begin by launching the IIS Admin Panel:

1. Click Start.



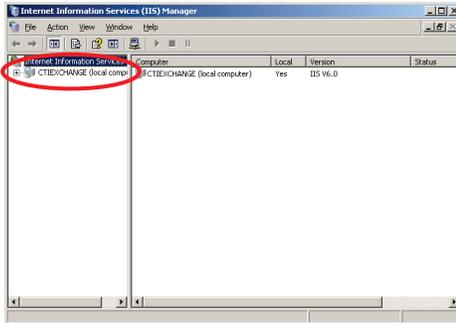
2. Click Administrative Tools.



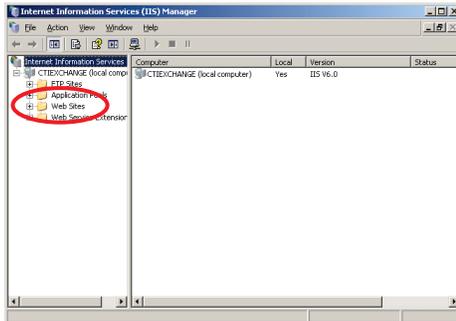
3. Click Internet Information Services (IIS) Manager to launch the IIS Admin Panel.



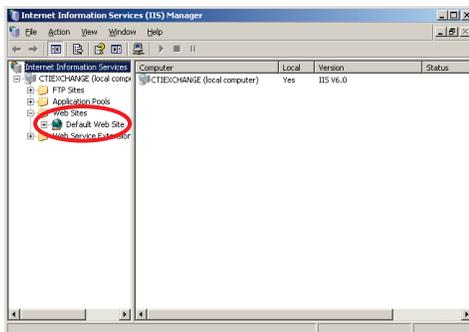
4. Expand Local Computer.



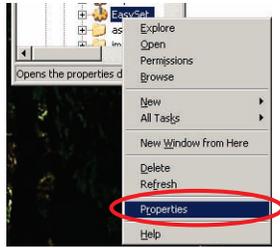
5. Expand Web Sites.



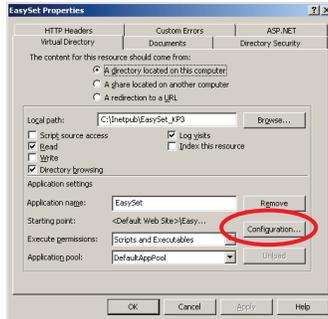
6. Expand Default Web Site.



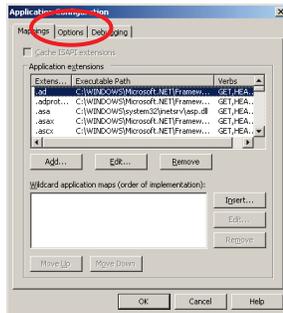
7. Right-click EasySet and choose Properties.



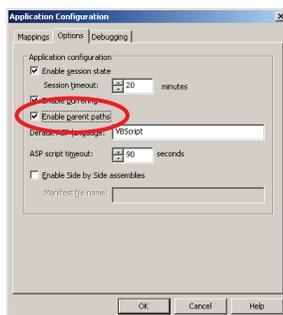
8. Click Configuration.



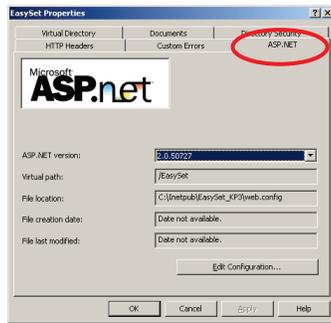
9. Click the Options tab.



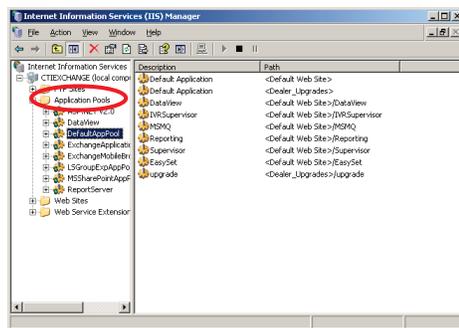
10. Check the Enable parent paths checkbox if it isn't already checked and click OK.



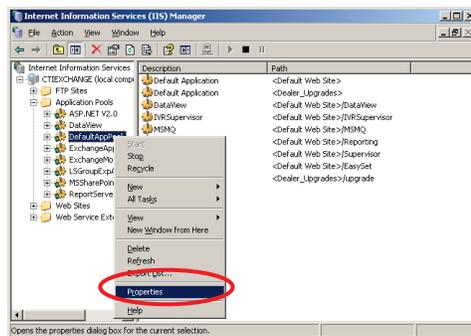
11. Locate the ASP.NET tab. If the tab doesn't exist you will need to visit the Microsoft web site to download the .NET Framework 1.1 or higher.



12. After verifying the ASP.NET tab exists, click OK. From the IIS Admin Panel expand Application Pools.



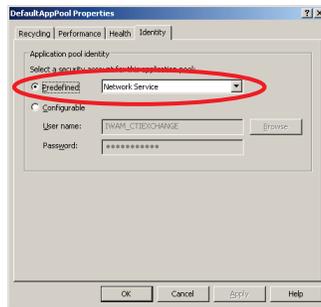
13. Right-click DefaultAppPool and click Properties.



14. Click the Identity Tab.



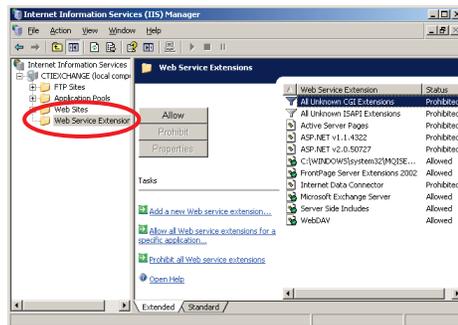
15. Change the Predefined field from Network Service to Local System and click OK.



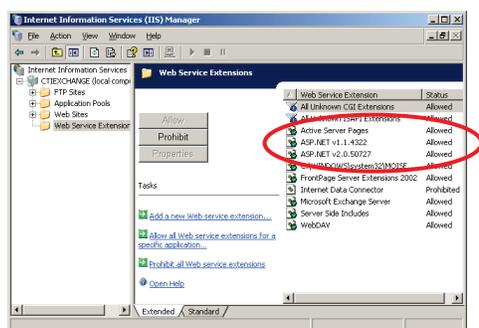
16. A message appears alerting you that Local System should only be used when necessary. Click OK to accept the change.



17. In the IIS Admin Panel click Web Service Extensions.



18. Select Active Server Pages and then click Allow. If any listings exist for ASP.NET (such as ASP.NET vX.X.XXXX) select each of them and click Allow also.



19. IIS is now configured properly and you can proceed to setting folder permissions.

## Configuring OfficeServ EasySet in IIS 7.0

Begin by launching the IIS Admin Panel:

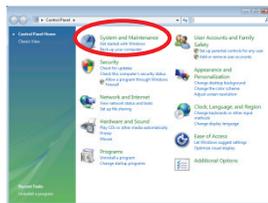
1. Click Start.



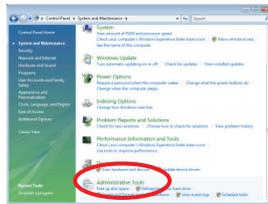
2. Click Control Panel.



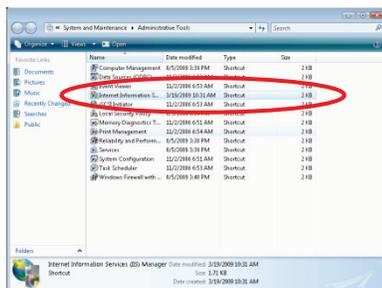
3. Click System and Maintenance.



4. Click Administrative Tools.



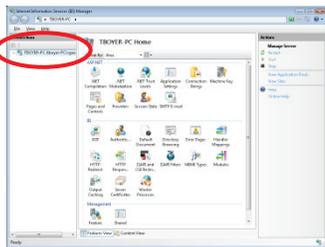
5. Double-click Internet Information Services (IIS) Manager to launch the IIS Admin Panel.



6. If User Account Control is enabled a message will appear asking you to confirm the action. Click Continue.



7. Expand the (ComputerName)-PC link in the upper left.



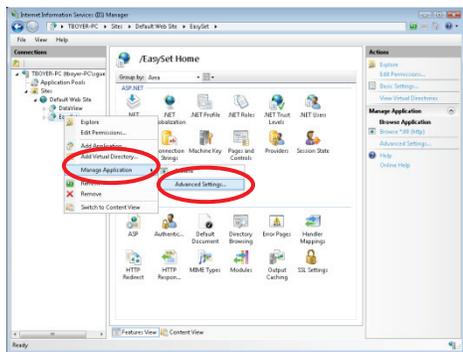
8. Expand Sites.



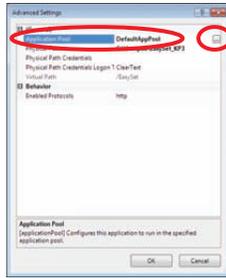
9. Expand Default Web Site.



10. Right-click EasySet and choose Manage Application, then Advanced Settings.



11. Click the Application Pool field and then click the [...] button.



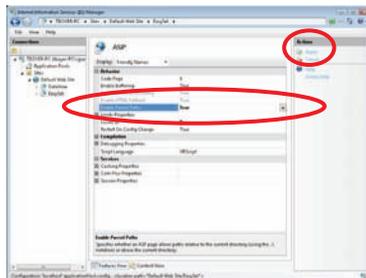
12. Change the Application Pools field from DefaultAppPool to Classic .NET AppPool and click OK, then OK again.



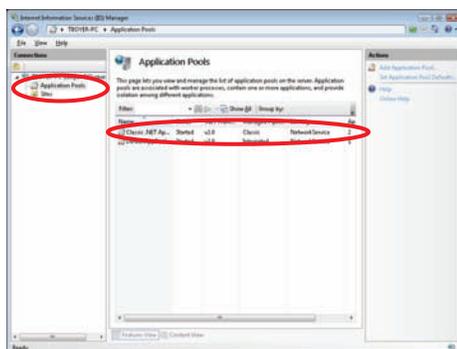
13. In the IIS panel of the Home screen double-click ASP.



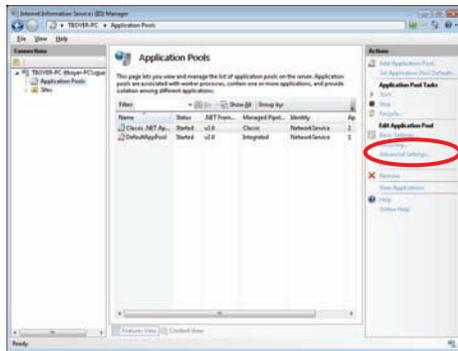
14. Change the Enable Parent Paths field from False to True and click Apply in the upper right.



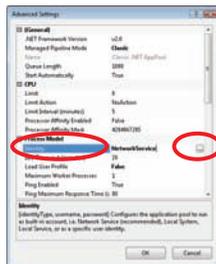
15. Click Application Pools then click Classic .NET AppPool.



16. Click Advanced Settings... on the right-hand side.



17. Click the Identity field and then click the [...] button.



18. Choose LocalSystem from the Built-in Accounts field and click OK, and then OK again.



19. IIS is now configured properly and you can proceed to setting folder permissions.

## Configuring OfficeServ EasySet in IIS 7.5

Begin by launching the IIS Admin Panel:

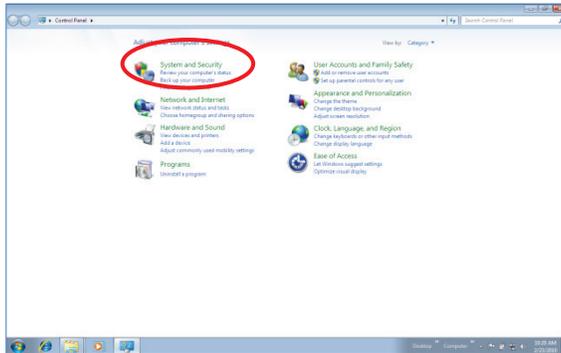
1. Click Start.



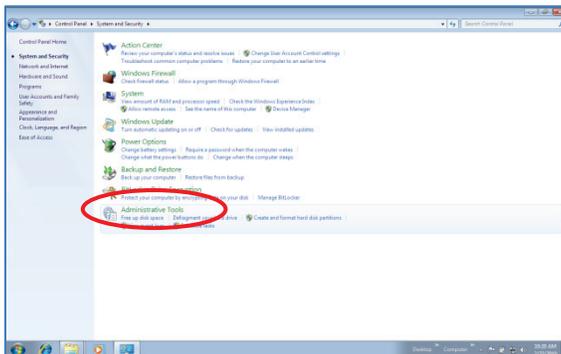
2. Click Control Panel.



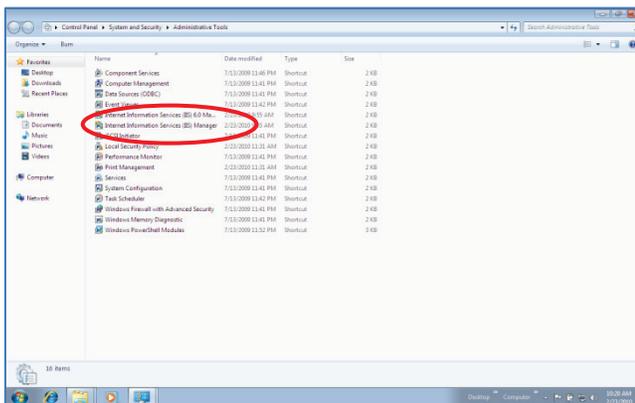
3. Click System and Security.



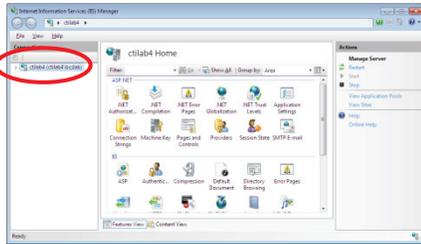
4. Click Administrative Tools.



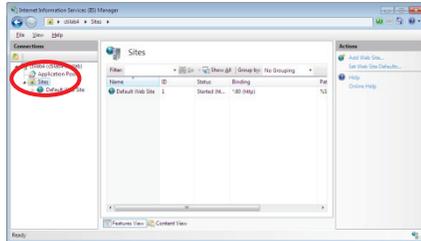
5. Double-click Internet Information Services (IIS) Manager to launch the IIS Admin Panel. This will be listed after Internet Information Services (IIS) 6.0 Manager.



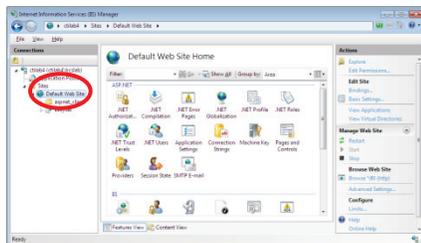
6. Expand the (ComputerName)-PC link in the upper left.



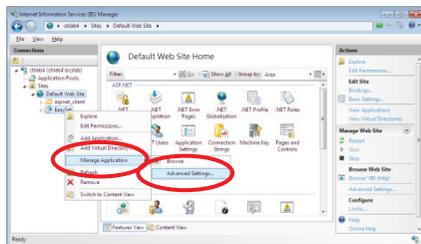
7. Expand Sites.



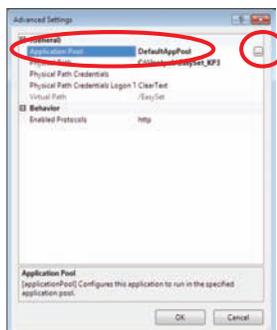
8. Expand Default Web Site.



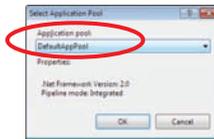
9. Right-click EasySet and choose Manage Application, then Advanced Settings.



10. Click the Application Pool field and then click the [...] button.



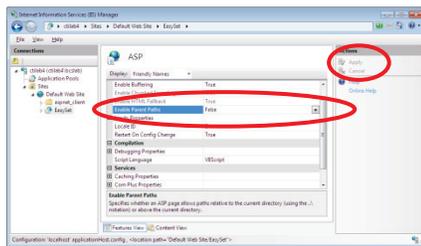
11. Change the Application Pools field from DefaultAppPool to Classic .NET AppPool and click OK, then OK again.



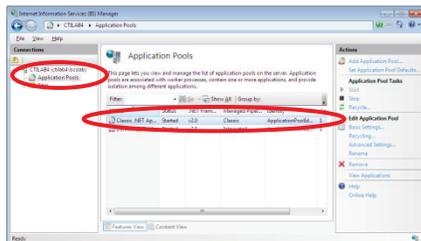
12. In the IIS panel of the Home screen double-click ASP.



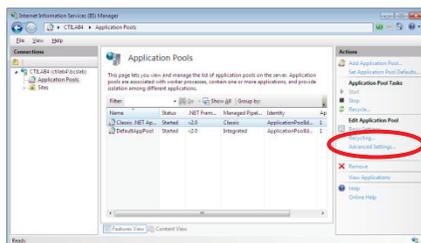
13. Change the Enable Parent Paths field from False to True and click Apply in the upper right.



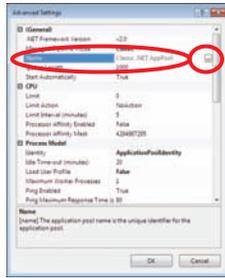
14. Click Application Pools then click Classic .NET AppPool.



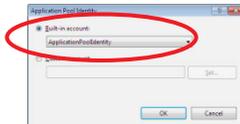
15. Click Advanced Settings... on the right-hand side.



- Click the Identity field and then click the [...] button.



- Choose LocalSystem from the Built-in Accounts field and click OK, and then OK again.



- IIS is now configured properly and you can proceed to setting folder permissions.

## Configuring Folder Permissions

In order for IIS to connect a user to the EasySet web pages or log them in to the system the user must have certain file access permissions. Setting these permissions ensures users won't receive any errors or missing interface elements when connecting.

OfficeServ EasySet installs in 2 separate locations. The first is the program folder, which is what you set in step 3 of the installation process in the previous chapter. The second location is the folder where the web site files are stored. This location is `c:\inetpub\EasySet_KP3`. We must set the proper permissions for both locations to ensure proper operation of the web interface.



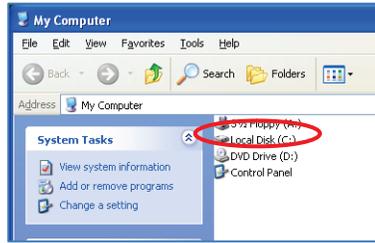
These instructions assume a basic default installation of IIS. If your PC administrator has made significant changes to the IIS defaults (such as changing the Internet Guest account) you will need to consult them on setting the proper permissions.

### Setting Program Folder Permissions

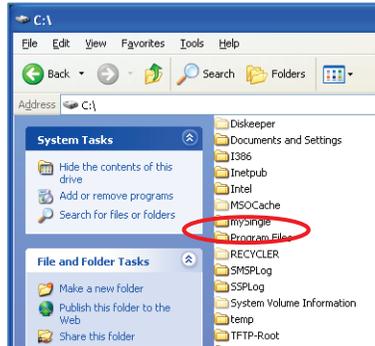
- Click Start, then My Computer (or Computer on Windows 7/Vista/2008).



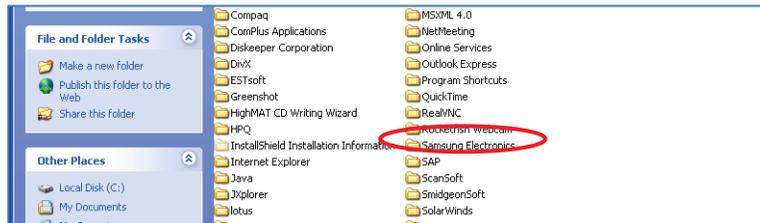
2. Double-click the (C:) drive.



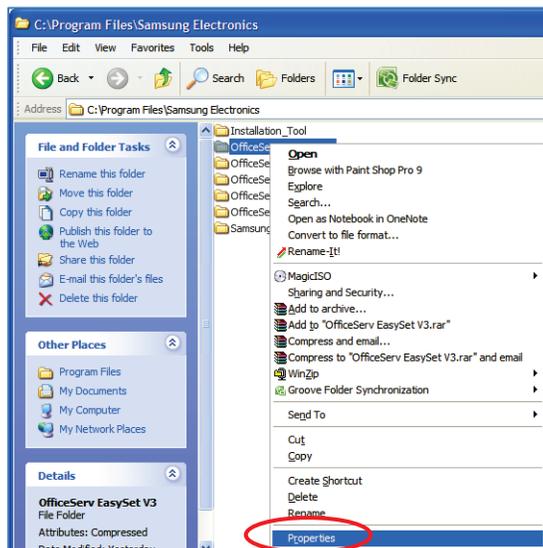
3. Double-click Program Files.



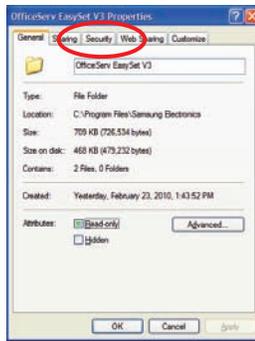
4. Double-click Samsung Electronics.



5. Right-click OfficeServ EasySet V3 and choose Properties.

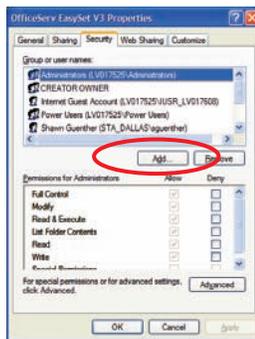


6. Click the Security tab.

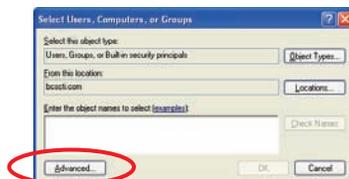


If the Security Tab doesn't appear you will need to disable Simple File Sharing. Instructions for doing this can be found on page 28.

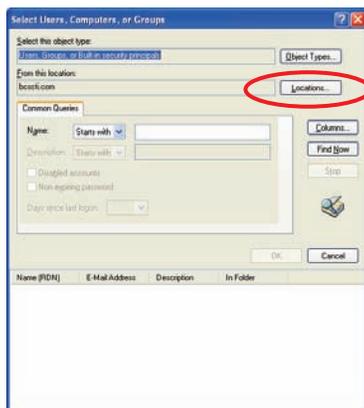
7. Click Add... (In Windows 7/Vista/2008 you will need to click Edit... first).



8. Click Advanced.



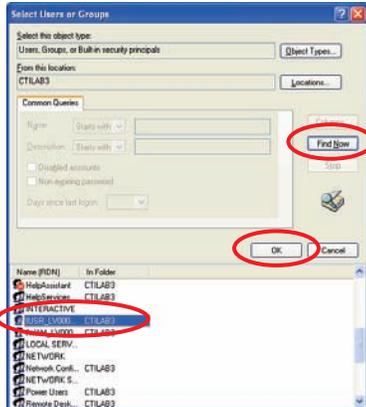
9. Click Locations.



10. Select the top item in the list (if more than 1 item is listed) and click OK.



11. Click Find Now, then scroll down and click the IUSR account name (IUSR in Windows 7/Vista/2008, IUSR\_(ComputerName) in all others) and click OK, then OK again.



12. Check the Allow Full Control box and then click OK.



## Setting Web Folder Permissions

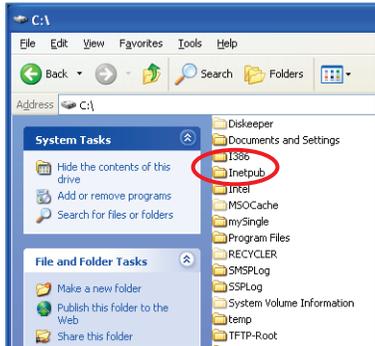
1. Click Start, then My Computer (or Computer on Windows 7/Vista/2008).



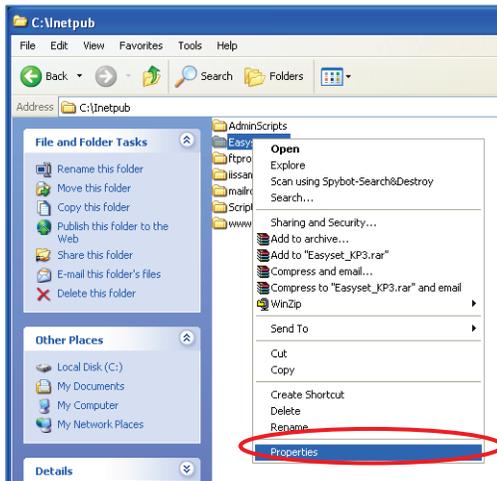
2. Double-click the (C:) drive.



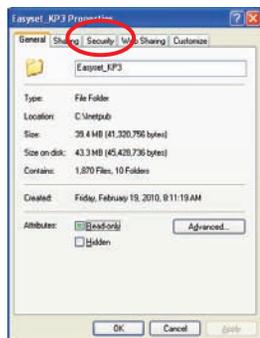
3. Double-click Inetpub.



4. Right-click EasySet\_KP3 and choose Properties.



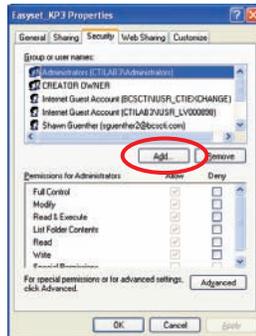
5. Click the Security tab.





If the Security Tab doesn't appear you will need to disable Simple File Sharing. Instructions for doing this can be found on page 28.

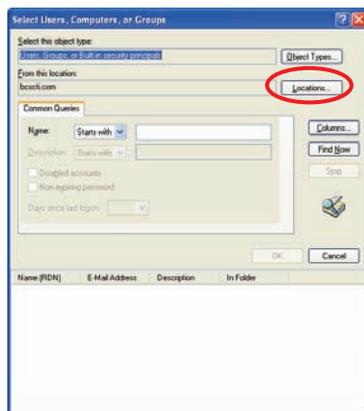
6. Click Add... (In Windows 7/Vista/2008 you will need to click Edit... first).



7. Click Advanced.



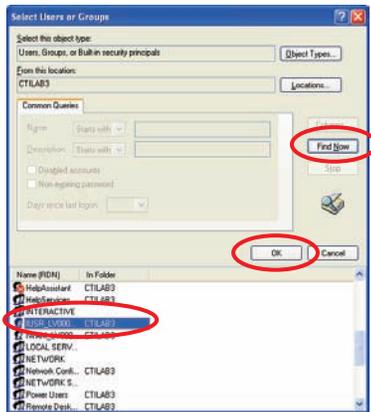
8. Click Locations.



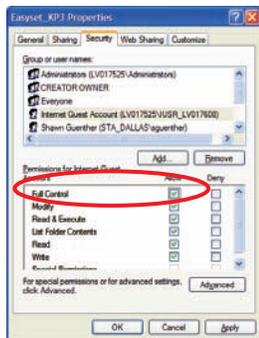
9. Select the top item in the list (if more than 1 item is listed) and click OK.



10. Click Find Now, then scroll down and click the IUSR account name (IUSR in Windows 7/Vista/2008, IUSR\_(ComputerName) in all others) and click OK, then OK again.



11. Check the Allow Full Control box and then click OK.



## Disabling Simple File Sharing

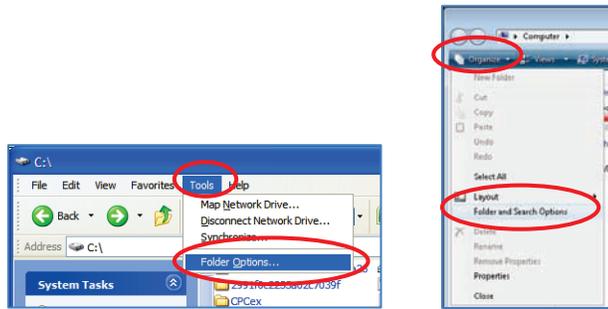
Simple File Sharing is a feature of client versions of Windows (Windows 7/Vista/XP) that makes home networking easier, because it prevents you from having to manually configure user permissions when people connect to your PC.

To configure folder permissions properly for OfficeServ EasySet you must have direct access to the security permissions tab, which requires you to disable Simple File Sharing. If necessary you can re-enable the option after setting the folder permissions in the above procedures. To disable it:

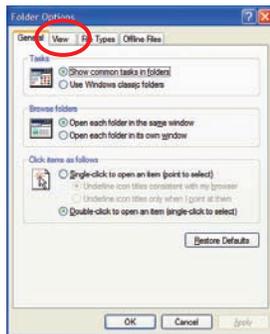
1. Click Start, then My Computer (or Computer on Windows 7/Vista/2008).



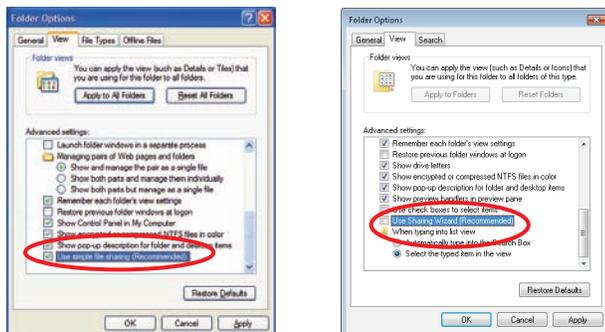
- Click the Tools menu and choose Folder Options. In Windows 7 and Vista you will click Organize and then choose Folder and Search Options.



- Click the View tab.



- Scroll down all the way to the bottom and uncheck the Use Simple File Sharing option and then click OK. In Windows 7 and Vista the option is called Use Sharing Wizard.



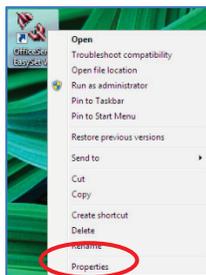
# Configuring OfficeServ EasySet

To configure OfficeServ EasySet you will need to first launch the program. It is important to note that OfficeServ EasySet **must** run with Administrator privileges. This is because it must be able to take input from, and send input to, the web interface and Windows limits this ability to applications running with Administrative rights.

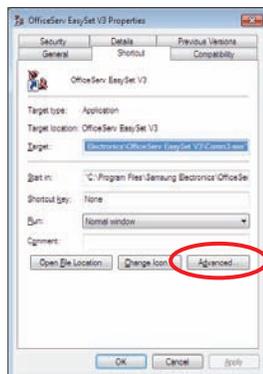
## Assigning Administrative Rights

In Windows XP and Windows 2003 this simply means the program must be run while logged in as a user with local administrator rights. In Windows 7, Vista, and 2008 you must manually flag the program to run as an administrator. To do this perform the following procedure:

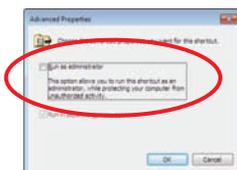
1. Right-click the desktop icon and choose Properties.



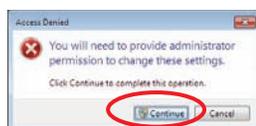
2. Click Advanced.



3. Check the Run as administrator checkbox and click OK.



4. If prompted to provide administrator approval of this action click Continue.



## Launching OfficeServ EasySet

In the event that you do not have (or have deleted) the desktop icon for OfficeServ EasySet you may start the program from the Start menu by doing the following:

1. Click Start.
2. Click All Programs (or Programs if using the Classic Start Menu).
3. Click Samsung Electronics.
4. Click officeserv easysset v3.
5. Click Launch Comm3.exe (on Windows 7/Vista/2008 you can also right-click this icon and perform the above procedure to set the program to run as administrator).
6. You will see the OfficeServ EasySet splash screen.

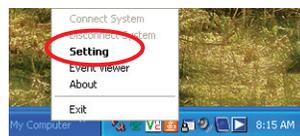


7. When the splash screen disappears the program has started and you will see a chain link icon in the taskbar. This is the OfficeServ EasySet application.

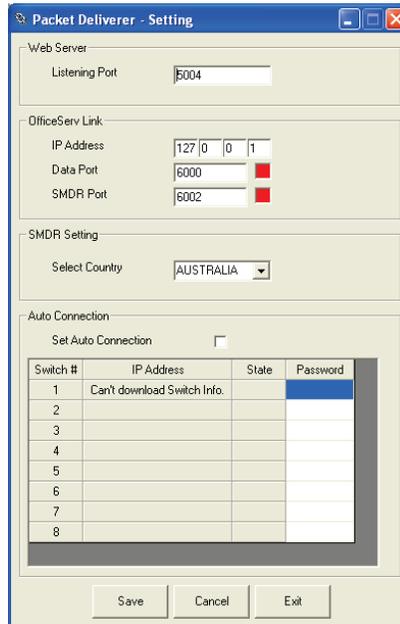


## Configuring Settings

After launching OfficeServ EasySet you can access the Settings screen to configure its' behavior. To do this right-click the chain link icon and then click Setting.



This will bring up the Settings window which contains options such as the location of OfficeServ Link and the password used to connect to the system. When you are finished click Save and then click Exit.



OPTION	DESCRIPTION
Listening Port	This option sets the TCP/IP port OfficeServ EasySet will use to communicate with the web interface. This setting should be left at the default value of 5004.
OfficeServ Link	
IP Address	Sets the IP address where the OfficeServ Link server is located. If it is on the same server as OfficeServ EasySet you can use the loopback address of 127.0.0.1. The field is separated into 4 boxes, 1 for each segment (octet) of the IP address. You do not need to enter leading zeroes when entering addresses. <b>As an example if the IP address is 192.168.9.101 you would enter 192 in the 1<sup>st</sup> box, 168 in the 2<sup>nd</sup>, 9 in the 3<sup>rd</sup>, and 101 in the 4<sup>th</sup>.</b>
Data Port	This sets the TCP/IP port that OfficeServ Link is configured to listen for CTI connections on. The default value of 6000 doesn't usually need to be changed.
SMDR Port	This sets the TCP/IP port that OfficeServ Link is configured to send SMDR records on. The default value of 6002 doesn't usually need to be changed.
SMDR Setting – Select Country	This setting determines the format to decode SMDR messages in. Formats are determined by country, and the default setting is Australia. Be sure to change this value to U.S.A.
Auto Connection	
Set Auto Connection	This checkbox determines if OfficeServ EasySet should attempt to connect to OfficeServ Link immediately upon launching or not. The default setting is unchecked, meaning auto connect is disabled.
Switch #	This read-only field is used to reference the system number when OfficeServ Link is connected to multiple OfficeServ 7000 Series systems.
IP Address	This read-only field displays the IP address of the OfficeServ 7000 Series system(s) that OfficeServ Link is connected to. If this is your first time running OfficeServ EasySet this field will display an "Can't download Switch Info" error.
State	This read-only field displays whether a system is connected or not.
Password	This field is used to set the password to use when OfficeServ Link tries to register OfficeServ EasySet to an OfficeServ 7000 Series system. This password can be obtained from your OfficeServ 7000 Series system administrator.

## Connecting OfficeServ EasySet

In order to connect OfficeServ EasySet you must first launch the application (if you haven't already). To launch OfficeServ EasySet do the following:

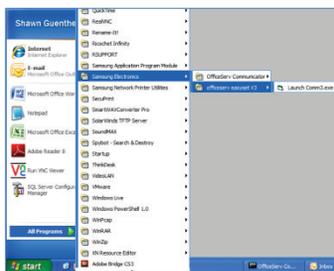
1. Click Start, then click All Programs (or Programs if using the Classic Start Menu).



2. Click Samsung Electronics.



3. Click officeserv easysset v3.



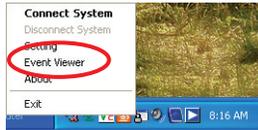
4. Click the Launch Comm3.exe icon to launch the program. You will see the OfficeServ EasySet splash screen.



5. When the splash screen disappears the program has started and you will see a chain link icon in the taskbar. This is the OfficeServ EasySet application.

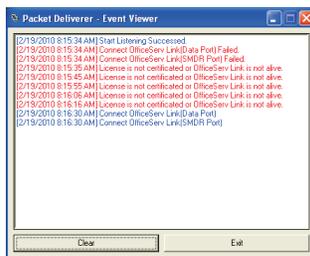


6. As soon as OfficeServ EasySet launches it will attempt to establish an IP connection to OfficeServ Link. You can check the status of this process by right-clicking the icon and choosing the Event Viewer.



If the Auto Connection option is enabled for OfficeServ EasySet steps 8 and 9 will happen automatically, so steps 6 through 9 can be ignored.

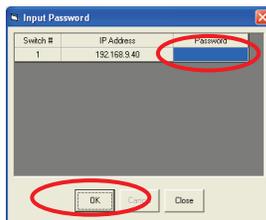
7. The Event Viewer will display a series of messages as the OfficeServ Link connection is established.



8. When the message events turn from red to blue the OfficeServ Link connection has been established. Click Exit to close the Event Viewer. Right-click the chain link icon in the taskbar and choose Connect System.



9. The Input Password window will appear. Click the blue box to enter the password for the system and then click OK.



10. The chain link icon in the taskbar will change to show that OfficeServ EasySet is connected and running.



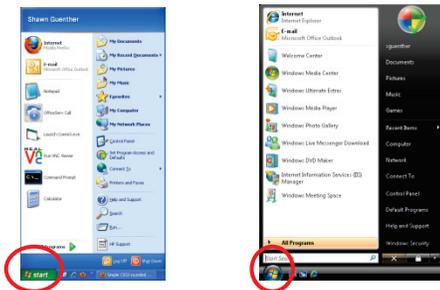
# Using the Web Interface

Once the OfficeServ EasySet application is launched and connected you are able to then log in to and use the web interface: the true power of the program. The web interface is designed specifically for use with Microsoft's Internet Explorer (IE) line of browsers, and is intended for use on versions 6.0 or higher, including version 8 that ships with Windows 7. Because it is customized for IE the interface may display incorrectly or completely fail to function in other browsers.

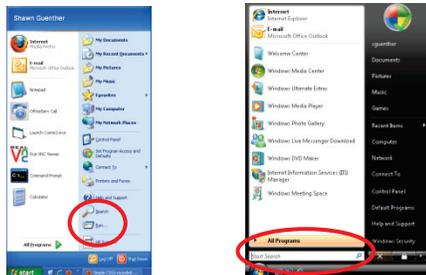
## Finding the EasySet IP Address

In order to connect Internet Explorer to the EasySet web site you need to know the IP address of your OfficeServ EasySet server PC:

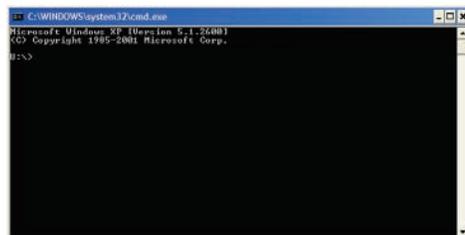
1. Click Start.



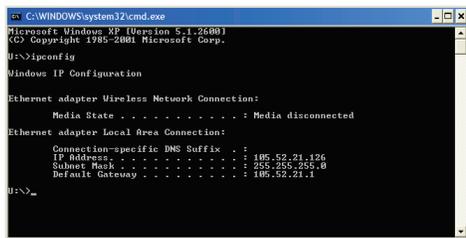
2. In Windows XP/2003 click Run.... In Windows 7/Vista/2008 click the Search box.



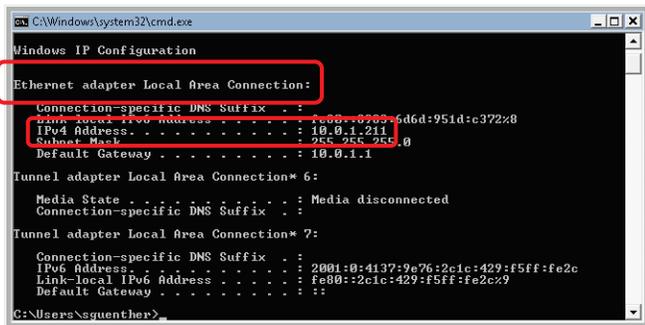
3. Type cmd and press enter to launch a DOS command prompt.



4. Type ipconfig and press Enter.

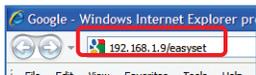


5. The IP address list is displayed. Your PC may have more than 1 connection listed; you are looking for one that says Ethernet adapter Local Area Connection. The IP address of the system will be listed as IP Address or IPv4 IP Address.

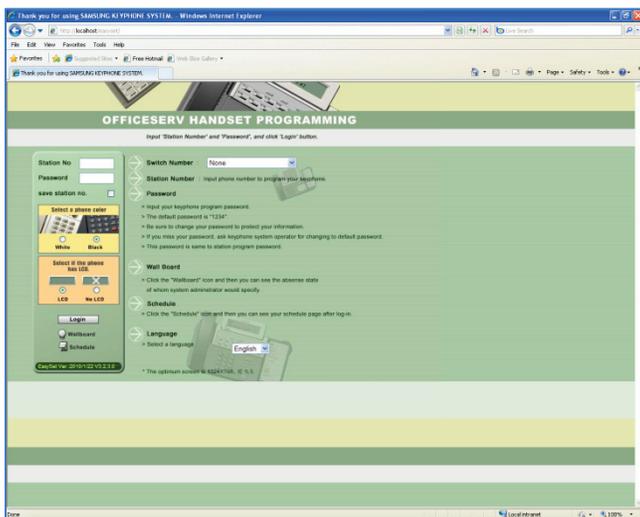


### Loading the EasySet Web Interface

Equipped with the EasySet server IP address you can load the EasySet website by opening Internet Explorer then typing [http://\[IPAddress\]/easynet](http://[IPAddress]/easynet) (i.e. <http://192.168.1.9/easynet>) into the address bar and clicking Go or pressing Enter.



This will load the EasySet login screen. The sections of the screen are fully explained below.



The Station No and Password boxes in the upper left are where you enter your extension number and station pass code. The save station no. checkbox allows your extension number to be saved so that you do not have to retype it each time you load the web page.

A screenshot of a login form with a light green background. It contains three input fields: 'Station No' with a white text box, 'Password' with a white text box, and 'save station no.' with a small square checkbox.

The Login button at the bottom left of the page is what you click to log in to EasySet.

A rectangular button with a light green background and a white border. The word 'Login' is centered in a small, dark font.

The Select a phone color and Select if the phone has LCD options determine which kind of phone you are logging into. These settings **only** pertain to the iDCS line of digital keysets and can be ignored for all other types of phone. For the iDCS keysets these settings have no actual effect on EasySet beyond determining which picture to use for the graphical representation of your phone.

A screenshot of a settings panel with a light green background. The top section is titled 'Select a phone color' and shows two radio buttons: 'White' (unselected) and 'Black' (selected). The bottom section is titled 'Select if the phone has LCD' and shows two radio buttons: 'LCD' (selected) and 'No LCD' (unselected).

The Switch Number setting in the upper-center of the screen allows you to choose which system your phone is connected to (1 through 8) in multi-system environments. If the drop-down contains more than one entry you should consult the OfficeServ 7000 Series system administrator to determine which system you should select.

A screenshot of a dropdown menu with a light green background. The text 'Switch Number : 1-192.168.9.40' is displayed. Below the text is a small downward-pointing arrow icon.

The Language setting at the bottom center of the screen is used to set the language EasySet will display to you. Available options are English, Finnish, German, Italian, Korean, Russian, and Spanish. This setting only affects your display, and will not affect other users.

A screenshot of a dropdown menu with a light green background. The text 'Language > Select a language' is displayed. To the right of the text is a dropdown menu showing 'English' with a downward-pointing arrow icon.

At the bottom left of the screen the Wallboard and Schedule buttons allow an administrator to set up global Wallboard options and also to view the calendar Schedule for a station. These features will be discussed later in this section.

A screenshot of two buttons with a light green background. The top button has a lightbulb icon and the text 'Wallboard'. The bottom button has a calendar icon and the text 'Schedule'.

For now, enter your extension number and pass code (the default is '1234') and then click Login.

## The EasySet Home Page

After logging in you are presented with the EasySet Home Page. The next few sections of this chapter will describe each section of the page and its function.



The top bar of the page contains miscellaneous non-configuration options relating to your keyset. This includes such things as a record of your incoming and outgoing calls and the Executive wallboard.



The yellow bar just below the top bar is referred to as the Menu Bar, and it allows you access to the keyset configuration options EasySet offers.



Below those two bars you will see a graphical representation of your keyset. The picture is automatically determined by EasySet when you log in. This is not just a pretty picture; it is also used to set or change certain programmable buttons on your phone.



To the right of the keyset image is a short list of commonly used options and their current settings, referred to as the Info View. This includes things like your station name and call forwarding.



Clicking any item on the Menu Bar or any heading in the Info View will load the EasySet Feature Programming window. Each feature varies slightly in its presentation, but the basic segments of the window that remain constant are shown below.



The Feature Title section will show the name of the feature you're accessing.

The Feature Options section is where you actually set the options for the specific feature, such as Call Forward destinations or your extension name.

The Feature Description section gives a brief overview of the feature and what it is used for.

The EasySet Controls section contains the Set, Cancel, and Close buttons used to save changes, undo changes, or close the window respectively.

In addition there is a series of links directly beneath the Set, Cancel, and Close buttons: First, Previous, Next, and Last. These links allow you to cycle among the various features of EasySet without having to repeatedly close the window and click a new menu option.

## Button Programming and Reprogramming

You may notice that if you hover your cursor over top of one of your programmable buttons on the telephone graphic some of them are clickable. This indicates that have the ability to set or change this button.



Some buttons are not modifiable by you because they require the OfficeServ 7000 Series system administrator to make these changes. This primarily relates to buttons that affect your ability to access system features and include such things as CALL keys (which determine how many calls you can handle simultaneously) and RP keys (which allow you to change the operating mode of the OfficeServ 7000 Series system).

To change a button, simply click it. This will bring up a special version of the EasySet Feature Programming window called the Key Extender window. The Key Extender window shares the same base format as the programming window, but is tailored specifically for button programming.



The top of the window will show you what type of button is currently assigned. In the image above the key is not set yet, so the type says None.

The Set, Cancel, and Close buttons remain, but the First, Previous, Next, and Last buttons are removed to avoid confusion between button programming and other features. The manila box beneath the Set, Cancel, and Close buttons will give you a brief description of each of the button types if you hover over its name.

Below that is a list of button types that you can assign. A full description of each is listed below.

OPTION	DESCRIPTION
NONE	Clears the button type. Pressing this button will cause nothing to happen.
DS	<b>D</b> irect <b>S</b> tation buttons are used to directly dial another phone in the system. DS buttons also display the status of that user (busy, DND, etc). When you set a button to DS you will need to specify the extension number the button is tied to at the top of the Key Extender window.
NXT	The <b>N</b> ext Call button is used while you are on a call to display the Caller ID of a second incoming caller.

OPTION	DESCRIPTION
SPD	<b>S</b> peed <b>D</b> ial buttons are used to give you 1-touch access to your speed dial numbers. When you set a button as an SPD button you may optionally enter the speed dial bin (2 digit number) you wish to dial when pressing the button at the top of the Key Extender window.
CLIP	The <b>C</b> alling <b>L</b> ine <b>I</b> D <b>P</b> resentation button is used when you are on a call and will display the Caller ID information for the caller you are talking to. Pressing this button more than once will allow you to cycle among Caller ID Name, Caller ID Number, and the time the call was received.
FWRD	Call <b>F</b> orward Mode buttons are 1-touch shortcut buttons to allow you to activate specific call forwarding types easily. The FWRD button is primarily used to activate or deactivate All Call Forwarding, although any type of forwarding can be assigned. When you set a button to SPD you will need to specify a forwarding type at the top of the Key Extender window. The available settings are: 0 – Cancel all types of call forwarding 1 – All Call Forwarding 2 – Call Forward on Busy 3 – Call Forward on No Answer 4 – Call Forward on Busy and No Answer 5 – Call Forward on Do-Not-Disturb
PAGE	<b>P</b> age Group buttons give you 1-touch access to perform a system page. Unless otherwise directed by your OfficeServ 7000 Series system administrator you will need to lift your handset before pressing a PAGE button in order to make a page. When you set a button to PAGE you will need to specify a page group to access at the top of the Key Extender window. Available page groups are 0 through 9 and * (all page). Consult your system administrator to find out what page groups are active in your system.
VMMSG	The <b>V</b> oicemail <b>M</b> essage button displays the presence of new voicemail messages in your mailbox and also allows you to access your voicemail by pressing the button. This button is only used when your OfficeServ 7000 Series system is equipped with a Samsung Voicemail System.
CONF	A <b>C</b> onference button is used while you are on a call and allows you to initiate an add-on conference. For more information on conferencing see your Keypad User Guide.
IG	<b>I</b> n/ <b>O</b> ut of <b>G</b> roup buttons allow you to log in or out of a station group at the press of a button. You can only log in to groups you are a member of, and you are only able to log out if the OfficeServ 7000 Series system administrator has allowed the ability. When you set a button to IG you may optionally enter the station group number to log in and out of at the top of the Key Extender window. If no group is specified you will be prompted to dial the group number when you press the IG button.
PICKUP	<b>D</b> irect <b>C</b> all <b>P</b> ickup buttons allow you to answer a call that is ringing to another extension or to a station group that you are not a member of. When you set a button to PICKUP you may optionally enter the station or station group you wish to pick up when pressing the button at the top of the Key Extender window.
DIR	A <b>D</b> irectory button brings up the OfficeServ 7000 Series system directory. You can use this directory to search for a specific number. This key allows you to optionally set the directory type to search at the top of the Key Extender window. A setting of 1 will set the button to search your extension's speed dial list. A setting of 2 will set the button to search the system speed dial list. A setting of 3 will set the button to search the full list of extensions in the system. If you do not enter anything the button will present you with the list of available searches.
LNR	The <b>L</b> ast <b>N</b> umber <b>R</b> edial button is a 1-touch button that redials the last number you dialed from your phone.
SG	<b>S</b> tation <b>G</b> roup buttons are very similar to DS buttons, but are used to dial a group instead of an extension. This may be your operator group, a sales team, or some other group that has been pre-defined in the OfficeServ 7000 Series system. Consult the system administrator for details on what groups exist in your system. When you set a button to SG you will need to specify the station group to dial at the top of the Key Extender window.
DND	A <b>D</b> o- <b>N</b> ot- <b>D</b> isturb button allows you to activate or deactivate the DND mode on your phone. DND mode is used to prevent callers from ringing to your phone when you are extremely busy and cannot be interrupted. You may optionally set the to be a DND-Activate or DND-Deactivate button by entering a 0 (deactivate) or 1 (activate) at the top of the Key Extender window.
MSG	A Station <b>M</b> essage button allows you to set a Station Message when you dial another extension in the system. Station Messages indicate to the other person that you have called without you having to leave a voicemail message.
SNR	The <b>S</b> aved <b>N</b> umber <b>R</b> edial button is a 1-touch button that redials a previously stored number.

## Locking and Unlocking Your Keypad

The first item on the Menu Bar (and also the first item on the Info View) is the Station Lock feature. This feature is used to restrict what, if any, types of calls can be made or received on your keypad. This is useful if you are going to leave your desk for a long period of time and don't want other people making calls from your phone. Available options are detailed below.



OPTION	DESCRIPTION
Unlocked	This setting unlocks your station so that any calls can be made or received without restriction.
Locked Out	This setting allows your station to receive calls and to make internal calls, but prevents it from dialing outside calls.
Locked All	This setting locks your phone entirely so that calls can be neither made nor answered.

## Changing Your Keypad Pass Code

The second item in the Menu Bar is the Change Password feature. This feature is used to change the pass code for your keypad. This pass code is used for several features in the OfficeServ 7000 Series systems, and is also used to log in to EasySet.



OPTION	DESCRIPTION
New Password	Enter the 4-digit password you wish to use as your keypad pass code.
Confirm New Password	

## Changing Call Forwarding

The third option on the Menu Bar (and the second on the Info View) is the Call Forwarding feature. Call Forwarding allows you to specify how calls should route when you can't answer them. All Call Forwarding, for example, is used when you go on vacation to ensure that all your calls immediately go to voicemail without making your callers wait unnecessarily.



OPTION	DESCRIPTION
Forward Cancel	<p>Cancels all forwarding; calls will ring to your keyset until answered or until the caller hangs up.</p> <p><b>NOTE: The OfficeServ 7000 Series system administrator has many options available to prevent callers from waiting forever even if you have forwarding cancelled. Consult the administrator to find out more about these options.</b></p>
All Call Forward	<p>This option prevents calls from ringing to your keyset. All calls will instead ring to the destination specified in the text box to the right of this option. This can be the system voicemail group number, a station group, or another extension.</p>
Busy Forward	<p>This option prevents your callers from hearing a busy signal by routing them to the specified destination when you are in a call.</p>
No Answer Forward	<p>This option causes calls to route to the specified destination after ringing your keyset for a specified duration without being answered. The time to wait before forwarding is specified by the OfficeServ 7000 Series system administrator.</p>
Busy/NoAnswer Forward	<p>Sets calls to route to another destination both if you are on a call and when you don't answer in time. The destinations used will be whatever destinations are specified for the Busy Forward and No Answer Forward settings.</p> <p><b>NOTE: In order to activate Busy/NoAnswer Forwarding you must have destinations specified for both Busy and No Answer forwarding</b></p>
Do Not Disturb Forward	<p>This option determines where callers should be routed when your keyset is in Do Not Disturb (DND) mode.</p>

## Setting Your Keypad Name

The fourth option in the Menu Bar (and the third in the Info View) is the Station Name feature. This feature is used to set the name that is displayed on your keypad, when other extensions call you, and in the system directory.



OPTION	DESCRIPTION
Name	Set the 12-character name to assign to your keypad.

## Configuring Speed Dial Numbers

The fifth option on the Menu Bar is the Speed Dial feature. This feature is used to manage your personal Speed Dial bins. Speed Dial bins are used to quickly dial numbers that you use frequently. Used in conjunction with SPD keys Speed Dials can provide you 1-touch dialing for your most commonly dialed numbers.



OPTION	DESCRIPTION
Speed Name	Assign an up to 11-character display name to the Speed Dial bin. This name is used when doing Speed Dial directory searches and for personal reference.
Tel No	Set the number to be dialed for this Speed Dial number. The number consists of a trunk access code (such as 9) and up to 24 digits (* and # can be included).

## Configuring Your Time and Date Display

The sixth option on the Menu Bar is the Date Display feature. This feature is used to configure how the time and date are displayed on your keyset. This setting only affects keysets with a 2 line display. It doesn't affect the SMT-i5243 or ITP-5112L keysets.



OPTION	DESCRIPTION
Date	Choose between Western ( <i>DayofWeek Day Month hour:minute</i> ) or Oriental ( <i>Month/Day DayofWeek hour:minute</i> ).
Time	Set the time display to 12 hour or 24 hour format.
Display	Set the display to all uppercase letters or a mix of upper- and lowercase

## Setting or Cancelling Programmed Messages

The seventh option in the Menu Bar, and the fifth on the Info View, is the Programmed Message feature. This feature allows you to set a specific message that will show up on your display, and on the display of any other extension who calls you, to alert people of your status. This includes messages such as "OUT TO LUNCH" or "IN A MEETING".



OPTION	DESCRIPTION
Default Messages	Choose from one of the 10 preset messages: OUT TO LUNCH OUT OF TOWN ON VACATION IN A MEETING LEAVE A MESSAGE IN TOMORROW GONE HOME OUT ON A CALL PAGE ME RETURN AFTERNOON
Custom Messages	Set any of your 5 available custom messages. Messages can be up to 16 characters.

## Setting Alarms on Your Keypad

The eighth option on the Menu Bar, and the fourth item on the InfoView, is the Alarm Feature. This feature is used to set an alarm reminder on your keypad that will ring, optionally displaying a message, to remind you to do something at a specific time. Because they already have interfaces to set alarms this feature is not available on ITP-5112L or SMT-i5200 Series keypads.



OPTION	DESCRIPTION
Alarm	Choose whether the alarm is <b>Not Set</b> , will alarm <b>Today</b> only, or if it should alarm <b>Daily</b> .
Hour	Set the hour (0 through 23) for the alarm.
Min	Set the minute (0 through 59) for the alarm.
Message	Set an optional message of up to 16 characters that will display on your keypad when the alarm goes off.

## Short Messaging With EasySet

The ninth option on the Menu Bar is the Short Messaging feature. This feature allows you to send and receive Short Messages with other extensions. Short Messages are similar to text messaging, and are supported on all SMT Series IP keypads and handsets as well as the ITP-5112L keypads, the OfficeServ Softphone, and the OfficeServ Communicator in Softphone mode. The Short Messaging feature in EasySet is intended for people who do not have one of the above types of phones.



EasySet users who have an SMT Series IP phone, and ITP-5112L keypad, or who use the OfficeServ Softphone or OfficeServ Communicator (Softphone mode) applications will not have access to the Short Message button in EasySet. This is because those devices already have dedicated interfaces for Short Messaging and the EasySet interface would be redundant.

This EasySet programming window actually has 4 “pages” that function as your Short Message Center. You can move among them by clicking the corresponding icon at the top of the page. The default screen is the Compose Message screen where you can create a new message. The Inbox shows you messages that have been sent to you. The Outbox allows you to see messages you have sent out previously. The Depository is used to store frequently-sent messages so you can access them easily without needing to retype the message.



OPTION	DESCRIPTION
Tel No	Type in the extension you want to send a message to and click Add to add them to the recipient list.
Recipients	Lists the extensions the message will be sent to. To remove an entry, click it and then click the Del button.
Message	Set the message (up to 80 characters) to be sent and then click Send.

## EasySet Help

The tenth item on the Menu Bar is the Help feature. Help is available on both pages of the Menu Bar. The Help feature brings up a window that explains all the features in EasySet, and can be used as a quick reference instead of opening this manual and finding the information you need.



## Configuring Your Answer Mode

The first option on the second page of the Menu Bar (accessed by clicking the  icon on the left) is the Answer Mode feature. This feature determines how calls should be answered at your keyset.



OPTION	DESCRIPTION
Ring Mode	Calls will ring at your keyset until you answer them or they are forwarded to another destination.
Auto Answer Mode	Calls will immediately answer over your speakerphone or headset. An optional Auto Announce tone may be heard if configured by the OfficeServ 7000 Series system administrator.
Voice Announce Mode	Internal extensions calling you will be able to speak with you for up on your speakerphone while ringing. If you do not pick up the handset to answer the call it will still follow normal call forwarding rules.

## Configuring Miscellaneous Station Options

The second option on the second page of the Menu Bar (accessed by clicking the  icon on the left) is the Station On/Off feature. This feature allows you to set miscellaneous options on your keyset. This includes items such as whether you are in headset or handset mode, whether your keypad should generate a tone when you press a key, or whether your keyset displays a missed calls display or not.



OPTION	DESCRIPTION
Auto Hold	Automatically hold (checked) or disconnect (not checked) your current call before accessing a second ringing call.
Headset Use	Put your keyset into (checked) or take your keyset out of (unchecked) headset mode.
Hot Key Pad	Allow (checked) or deny (unchecked) usage of your keypad without picking up the handset first.

OPTION	DESCRIPTION
Key Touch Tone	Enable (checked) or disable (unchecked) generation of a tone each time you press a button on your phone.
Page Re-Join	Allow (checked) or deny (unchecked) your keyset the ability to hear the remainder of a page that started while you were on another call and were unable to hear the beginning of.
Ringing Preference	Allow (checked) or deny (unchecked) your keyset the ability to answer a call without first pressing the flashing ring key.
Auto Camp-On	Automatically camp-on (checked) when you call a busy extensions or require the Camp-On key to be pressed (unchecked).
AME Password	Set whether to require (checked) a pass code to be entered before accessing the Voicemail Answering Machine Emulation feature or not (unchecked).
Display Speed Name	Display the speed dial bin number (unchecked) or name (checked) when calling a Speed Dial number.
CID Review All	Store all calls (checked) in your review log or only store missed calls (unchecked).
Secure OHVA	When your keyset is in Voice Announce Mode (see previous page) this option sets whether the caller will be heard through the handset only (checked) or if they can be heard from the speakerphone (unchecked).
Auto Answer Trunk	When your keyset is in Auto Answer Mode (see previous page) this options sets whether only internal extensions will be auto answered (unchecked) or if external callers are also auto answered (checked).
Enblock 2LCD	Force your keyset to require you to press the SEND softkey before making a call (checked), or allow calls to dial immediately as you enter digits (unchecked).
Station No Ring	Set if your keyset will generate a ring tone (unchecked) when you receive a call or if your phone will remain silent and only flash the ring key (checked).
Feature Tone	Allow (checked) or deny (unchecked) your keyset the ability to change your dial tone to a higher pitch when certain features, such as All Call Forwarding, are active.
Receive GPU Info	When you are in a pickup group this option sets if your keyset will ring and display caller information when another member of the group receives a call (checked) or if no indication is given (unchecked).
Missed Call	Display (checked) or hide (unchecked) the missed calls display on your phone when you miss a call.
Use Station Ring	Sets whether your keyset will use system-generated ringtones (unchecked) or keyset generated ringtones (checked). This option is only for the ITP-5112L and SMT-i5200 Series IP keysets.

## Changing Your Keyset Volume

The third option on the second page of the Menu Bar (accessed by clicking the  icon on the left) is the Keyset Volume feature. This feature allows you to set the various volumes on your keyset.

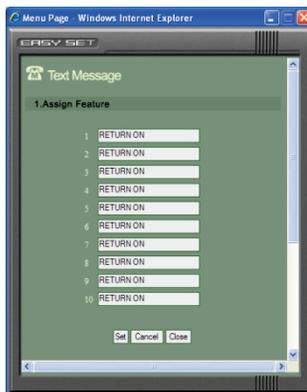


OPTION	DESCRIPTION
Ring Volume	Set the volume your phone rings at.
Off Hook Ring Volume	Set the volume you phone rings at if you are already on a call and a second call comes in.

OPTION	DESCRIPTION
Handset Rx Volume	Set the volume of your handset.
Speaker Phone Volume	Set the volume of your speakerphone.
BGM Speaker Volume	Set the volume for the music when you listen to background music over your speakerphone. The Background music feature must be enabled by the OfficeServ 7000 Series system administrator.
Page Speaker Volume	Set the volume of page announcements made to your phone.
Ring Frequency	Set the ring tone speed on your phone. This changes the overall sound of your ring tone.

## Setting Up Text Messages

The fourth option on the second page of the Menu Bar (accessed by clicking the  icon on the left) is the Text Message feature. Text Messages in the OfficeServ 7000 Series system are short, pre-defined messages that can be passed between extensions when you are on the phone and another extension calls you. Your station must be allowed to use this option by the OfficeServ 7000 Series system administrator. This menu option in EasySet will be disabled if your keyset isn't allowed to use this feature.



OPTION	DESCRIPTION
Message 1 ~ 10	Set the pre-defined message of up to 16 characters. When an extension camps on to your phone you may hit the TMSG or Text Message key to enter a 2-digit message number to send to the caller.

## Configuring Caller ID Display Options

The sixth option on the second page of the Menu Bar (accessed by clicking the  icon on the left) is the Caller ID Display feature. This feature is used to determine how Caller ID should appear on your phone.



OPTION	DESCRIPTION
Ring Line1	<p>Set which type of information should be displayed on the top line of your display during a ringing call.</p> <p><b>No Display</b> will cause the top line to display "no CID display"</p> <p><b>CLI Number First</b> displays the caller's Caller ID number.</p> <p><b>CLI Name First</b> displays the caller's Caller ID name.</p> <p><b>DDI Number First</b> displays the number the caller dialed in to.</p> <p><b>DDI Name First</b> displays the name associated to the number the caller dialed in to.</p> <p><b>Group Name First</b> displays the name of the station group the caller is calling.</p> <p><b>DDI Number/Name</b> displays the dialed number followed by a slash and then the name.</p> <p><b>DDI Name/Number</b> displays the DDI Name followed by a slash and then the number.</p>
Ring Line2	<p>Set which type of information should be displayed on the bottom line of your display during a ringing call. The available settings are the same as the Ring Line1 settings.</p>
Conversation Incoming	<p>Set which type of information should be displayed on the top line of your display after you've answered a call. Many of the options are the same as the Ring LineX settings, with these additions:</p> <p><b>CLI Number/DDI</b> displays the caller's Caller ID number followed by a slash and the number they dialed in to.</p> <p><b>CLI Name/DDI</b> displays the caller's Caller ID name followed by a slash and the number they dialed in to.</p> <p><b>Trunk Number</b> displays the C.O. Line number you are talking on.</p>
Trunk Display	<p>Set the format of the <b>Conversation Incoming</b> display.</p> <p><b>Trunk: Digit</b> will display the C.O. line number you are connected to, followed by a colon and then the data selected in <b>Conversation Incoming</b>.</p> <p><b>Digit Only</b> will show only the selected in <b>Conversation Incoming</b>.</p>
Time/Cost	<p>Set the type of display (<b>Time Display</b>, <b>Cost Display</b>, or <b>No Display</b>) shown during calls.</p>

## Choosing Large-Screen Phone Display Options

The seventh option on the second page of the Menu Bar (accessed by clicking the  icon on the left) is the LCD Options feature. This feature allows users of the ITP-5112L or SMT-i5200 Series IP keysets to set various options relating to their keyset's advanced display functions.



OPTION	DESCRIPTION
Idle Screen Type	Determine if the idle phone display shows the calendar or an informational display set by the OfficeServ 7000 Series system administrator. <b><i>This option only affects the ITP-5112L keyset.</i></b>
DSS Key Display	Set whether Direct Station keys (see page 41) will be shown by extension number or Station Name.
Dial Mode	Force your keyset to require you to press the SEND softkey before making a call (Enblock), or allow calls to dial immediately as you enter digits (Overlap).
Conversation Display	Set which menu will display during a conversation: the list of system Soft Keys or the list of programmable buttons (AOM Key).
AOM Cursor	Set which page of programmable buttons should be displayed by default when viewing the AOM screen.

## Setting Your Keyset Language

The eighth option on the second page of the Menu Bar (accessed by clicking the  icon on the left) is the Station Language feature. This feature is used to change the language displayed on your phone.



## Setting Your Executive State

The eighth option on the second page of the Menu Bar (accessed by clicking the  icon on the left) is the Executive State feature. This feature is used to set your presence so that any Secretary stations assigned to you by the OfficeServ 7000 Series system administrator will know how to route your calls. This option is only enabled if you have been assigned as an Executive by the administrator.



OPTION	DESCRIPTION
Remain	Set yourself as in your office and available.
In	Set a status that indicates you are in the office but unavailable.
Out	Set a status that indicates you are out of the office.

## Viewing Your EasySet Schedule

The schedule button on the top bar of EasySet (  ) allows you to access your EasySet Schedule. The Schedule feature allows you to set short notes of important dates that you can reference from anywhere through EasySet. To add a schedule item click the corresponding date and then clicking the Add button to the right.

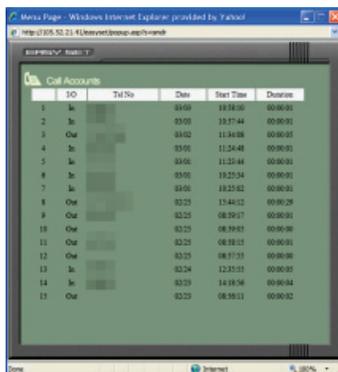


Your schedule can also be accessed from the main EasySet login screen by pressing the Schedule button in the lower left (  ) and then entering your station number and password and clicking Login.



## Viewing Your Call History

The Call Accounts button on the top bar of EasySet (  ) allows you to see a list of your most recent incoming and outgoing calls.



## Viewing the Executive Wallboard

The Wallboard button on the top bar of EasySet (  ) allows you to access the Executive Wallboard. This wallboard allows you to view the status of other extensions that have been assigned as Executives by the OfficeServ 7000 Series system administrator.

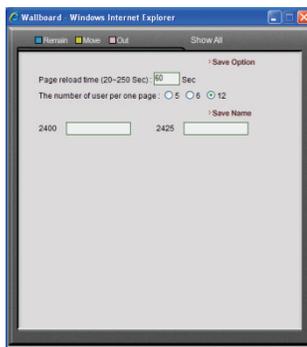


## Setting Executive Wallboard Options

If your EasySet system administrator has given you permission you may set global system options relating to the Executive Wallboard by clicking the Wallboard button (  ) on the EasySet login page.



Enter the system password provided by the administrator in the Password field and click Login. This will bring you to the Wallboard options page.



This page allows you to assign name to show in the Wallboard window for each Executive. You can also set how many Executives will display per page and determine how often the page will refresh.

# Disconnecting OfficeServ EasySet

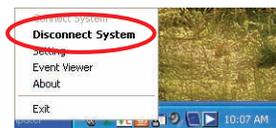
There are two methods to disconnect OfficeServ EasySet. One method is to sever the connection and exit the application, the other method is to sever the connection without exiting the application.

## Disconnecting Without Exiting OfficeServ EasySet

1. Right-click the chain link icon in the taskbar.



2. Click Disconnect System.



## Disconnecting and Exiting OfficeServ EasySet

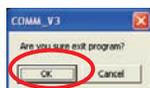
1. Right-click the chain link icon in the taskbar.



2. Click Exit.



3. Click OK to exit the application.





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### **For OfficeServ CTI Applications for OfficeServ Keyphone Series**

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