### **USER GUIDE**

#### **Enterprise IP Solutions**

# OfficeServ Link V3



Every effort has been made to eliminate errors and ambiguities in the information contained in this guide. Any questions concerning information presented here should be directed to SAMSUNG TELECOMMUNICATIONS AMERICA, 1301 E. Lookout Dr. Richardson, TX. 75082 telephone (972) 761-7300. SAMSUNG TELECOMMUNICATIONS AMERICA disclaims all liabilities for damages arising from the erroneous interpretation or use of information presented in this guide.

Samsung Telecommunications

Publication Information

SAMSUNG TELECOMMUNICATIONS AMERICA reserves the right without prior notice to revise information in this publication for any reason. SAMSUNG TELECOMMUNICATIONS AMERICA also reserves the right without prior notice to make changes in design or components of equipment as engineering and manufacturing may warrant.

Copyright 2010

Samsung Telecommunications America

All rights reserved. No part of this manual may be reproduced in any form or by any means—graphic, electronic or mechanical, including recording, taping, photocopying or information retrieval systems—without express written permission of the publisher of this material.

PRINTED IN USA

### TABLE OF CONTENTS

Introduction What is OfficeServ Link?	Chapter 11
Installation	Chapter 22
Things to Know Before Ins	tallation 2
How to Install OfficeServ L	ink 4
Licensing	Chapter 37
How Licensing Works	
30 Day Free Trial License .	
How to View Your License.	
How to Enter a New Licens	e10
Configuration	Chapter 413
Gathering Configuration In	formation13
Configuring OfficeServ Link	Coptions14
Configuring OfficeServ 700	0 Series System Information16
Configuring Users	
Operation	Chapter 519
Connecting OfficeServ Link	
Managing User Connection	s20
Closing OfficeServ Link	23
Software License Agreen	pent and Limited Warranty 25

#### INTRODUCTION

#### **CHAPTER 1**

### What is OfficeServ Link?

OfficeServ Link is an application gateway providing Computer Telephony Integration (CTI) access to the OfficeServ 7000 Series of keyphone systems. It can connect to up to eight systems simultaneously, allowing more centralized management of CTI in multi-system installations. OfficeServ Link connects to the OfficeServ 7000 Series systems over the LAN via TCP/IP communications. This means that the PC OfficeServ Link runs on and the OfficeServ 7000 Series systems must be connected to the same LAN.

OfficeServ Link regulates traffic between CTI applications and the OfficeServ 7000 systems, providing a centralized connection point and eliminating the need for complicated hardware modules or custom middleware development.

Connections to OfficeServ Link are controlled through the use of a software license key that is purchased from Samsung. The license key is similar to product keys commonly used in other software products. This licensing method eliminates the need for dongles or other hardware based solutions that are difficult to manage and can easily become damaged or lost.

The OfficeServ Link application gateway is required for the following products:

- OfficeServ Communicator's DeskPhone Mode
- OfficeServ Call
- OfficeServ Operator
- OfficeServ Messenger
- OfficeServ EasySet
- OfficeServ DataView
- OfficeServ OpenTSP



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

### **CHAPTER 2**

PAGE 2

#### INSTALLATION

### **Things to Know Before Installation**

#### **Keyphone Requirements**

OfficeServ Link 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 Link application is a critical point for OfficeServ CTI applications, and as such it must be loaded on to a PC dedicated for Samsung OfficeServ CTI applications. This PC must meet the following **minimum** requirements, and may require higher specifications for multi-system installs:

Operating System	Microsoft® Windows XP or higher including but not limited to: Windows 7, XP Professional, Vista, 2003, and 2008
CPU	Pentium 4 - 1.6 GHz
RAM	1 GB
Hard Disk Space	20 GB



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



If you intend to have more than 10 users connecting to OfficeServ Link it is strongly recommended that you install it on a server version of Windows (2003 or 2008) where unlimited connections are allowed as Windows 7, Vista, and XP cap the number of TCP/IP connections at 10.



Local Administrator rights are required in order to install  $\underline{\textbf{and}}$  operate OfficeServ Link.

## PAGE 3

#### **30 Day Free Trial Period**

Samsung provides a 30 day free trial period for OfficeServ Link to allow users to experience and evaluate the Samsung CTI applications risk-free. This free trial period allows CTI applications to connect to OfficeServ Link without the need for a software license key. The trial expires 30 days from the date of installation. After expiration a valid software license key must be entered in order to continue use of Samsung CTI applications. For specific details see the 30 Day Free Trial section in Chapter 3.



The free trial period is not dependent upon usage time. This means 30 days after installation the trial will expire even if the program has never been run.

#### **OfficeServ Link Connection Map**

OfficeServ Link connects to the OfficeServ 7000 Series systems and all client CTI applications via TCP/IP. The network diagram is shown below.



CTI applications do not communicate directly with the keyphone systems, though they reside on the same data LAN. Instead they communicate through OfficeServ Link as shown below. This configuration minimizes response times between the systems and OfficeServ Link, ensuring stable and efficient operation.



### **How to Install OfficeServ Link**

Installing OfficeServ Link is a fairly simple, straightforward process. Every effort has been made to ensure a fast and trouble-free installation. To begin, obtain the OfficeServ Link 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.

Software License Apprender 1. Linded Violandy Fro Observice LLA V31E USE (Regretown Server, Sensong Telecommunications America, L.P. IMPORTANT, READ CAREFULLY: The Sensong End User License Agreement EULA) is a legal binding agreement between you which include compare toxibus and may include parted natival, and "selver" or electronic documentation ("SOFTWARE"). By initiality, using the SOFTWARE, you reficie to you ecception of the Samoug Leven Agreement, using the SOFTWARE, you reficie to you ecception of the Samoug Leven Agreement, using the SOFTWARE, you reficie to you ecception of the Samoug Leven Agreement and an use the cocking SOFTWARE. SOFTWARE LICENSE
Do you accept all the terms of the preceding License Agreement? If you select No. the setup will close. To initial OfficeServ Link V3, you must accept this agreement.

3. Enter your user and company names and then click Next. These values will default to the user name chosen when installing Windows.



4. Confirm (click Yes) or deny (click No) that the information entered in step 3 is correct.

Confirm your name a	and company name
You have provided t	he following registration information:
Name:	STA
Company:	STA
Is this registration info	ormation correct?
Yes	No

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

	To initial to this fielder, click Heer To initial to a different fielder, click Browse and select another fielder.
-	PDesfruitoo Faller C.\Sancurg Electronich/DifficieSev Link V2 Bporre

6. Select the program group on the Start menu where OfficeServ Link will be accessed and then click Next. The default setting is a new program group called OfficeServ Link V3.



 Choose the operating system type you are running and then click Next. This setting is important for configuring the TAPI settings for OfficeServ Link. The default setting is "Windows 98, ME, 2000 Series, XP Series" and you shouldn't change it. This is the proper setting for all operating systems Microsoft currently supports.

elect your Windows 05	i Type	
	You have to select your Windows OS Type.	
	<ul> <li>Windows 90. Me. 2000 Series: NP Series</li> </ul>	
	Windows NT Series (Server, Workstation)	

8. Choose the language OfficeServ Link will use and then click Next. The default setting is English.

Select the Office Serv Lield	<ul> <li>You can select the Language Type according to your 0'S Type Division the language titled below which you would the to initial</li> <li>Konsen</li> <li>English</li> <li>Gramma</li> <li>Indon</li> <li>Futurion</li> </ul>	
Lead Times		Const

9. Once all files have been installed and all configurations completed the setup is done. Click Finish to close the setup.



### LICENSING

#### **CHAPTER 3**

### **How Licensing Works**

In order to use OfficeServ Link you will need a valid software license. Licenses are used to regulate the number of CTI users or applications that may connect to OfficeServ Link. The advantage of licensing is that you can reduce your overall costs by purchasing only the number of connections you need without having to manage a hardware dongle or a complicated middleware licensing application.

When a CTI application attempts to connect to OfficeServ Link the application type is checked against the list of licensed connections. If there are no available licenses for the connection a licensing error will be returned to the application (and the user). As an example, if an instance of OfficeServ DataView attempts to connect, but the current license allows only OfficeServ EasySet the OfficeServ DataView connection will be rejected. If there are available licenses the OfficeServ Link will return a confirmation and begin passing data to and receiving data from the application.

### **30 Day Free Trial License**

Samsung understands that sometimes you want to test out an application to see if it works for your company before making a committed purchase. In order to fill this need the OfficeServ Link installation process creates a free 30 day trial license. This free trial license allows a fixed number of CTI applications to connect to OfficeServ Link for up to 30 days without the need to purchase a software license key.

The 30 day trial period begins the moment you install OfficeServ Link, it is not tied to the first time you launch the application. If you intend to use the trial you should install OfficeServ Link only after you are prepared to start testing applications. Once the trial expires you must purchase a license key from Samsung in order to continue using OfficeServ Link.

The trial license allows the following CTI application connections:

APPLICATION	NUMBER OF CONNECTIONS	DESCRIPTION
OfficeServ Communicator (DeskPhone Mode)	10	Screen pops, Outlook dialing, and other call processing
OfficeServ Call	20	Screen pops and other call processing
OfficeServ Operator	2	Fast, efficient call processing for operator/attendant stations
OfficeServ EasySet	1	Web-based keyset programming utility
OfficeServ DataView	1	Web-based system reporting package
OfficeServ OpenTSP	1	Driver for custom in-house software

### **How to View Your License**

There are two methods that allow you to see your current license:

- 1. Run the License Tools Application.
  - a. Click Start, then click All Programs (or Programs if using the Classic Start Menu).



b. Click OfficeServ Link V3 (or the group set in step 6 of the Installation process).

and the second se	Contraction Col		
	m onceserv cai	1	
	OfficeServ DataVew	•	
~	OfficeServ Link V3	•	1 License Tools
A Internet	CfficeServ OpenTSP Driver	•	d) OfficeServ Link V3
	Contraction Operator	-	SMDR-UCD Message Monitor
Microsoft Office Out	Contraction of the second seco	1	Switch Message Monitor
-	Copen Watcom C_C++	-	
Microsoft Office Wor	Open Watcom C_C++ Tools Help	-	
-	Plantronics Device SDK	-	
Notepad	m Proxima Software		
	D PUTTY	-	
Microsoft Uffice Exce	C QuickTime		
Arithe Dearler B	C RealVIK	•	
	Rename-01	-	
SQL Server Configura	C Ricochet Infinity		
	C RSUPPORT		
Run VNC Viewer	😁 Sansung Application Program Module	•	
_	m Sansung Bectronics	-	
	Cansung Network Printer Utilities		
	C SecuPrint		
All Programs	m Smartil/Ai/Converter Pro		
	m Snaglt 8		
	SolarWinds TPTP Server		
📲 start 🔰 🥵 (	-	- 1	

c. Click the License Tools icon to launch the License Tools application.

NSUGWC18-QOTGV83N-	RNRPVJSC-UQGANLI7-Q070JSBG-4S7DB	ÆQ
License Type	Allowed Software Status	
New License Type	Product Name	User Count Lim.
Allowed MAC Type	OfficeServ Call (Include CallPlus) OfficeServ Operator	50
Use Switch MAC Adddress	OfficeServ Communicator	50
License Allowed MAC Address	OfficeServ EasySet OfficeServ DataView	Use Use
0123456789AB	4	
VC Information Computer MAC Address 002454309789	Switch MAC Address	Refresh

This screen displays all available license information including the unique identifier for your specific OfficeServ 7000 Series system and the various software connections allowed by the license.

If this is your first time running the License Tools all fields will be blank as no license key has been entered. You may either enter a valid license or close the application and continue running the 30 day trial license.



In order to close the License Tools screen when no license has been entered you must ensure that the checkbox under Computer MAC Address is checked. This checkbox is used to specify which Network Interface Card (NIC) to use for OfficeServ Link in the event there is more than 1.

PAGE **9** 

- 2. Run OfficeServ Link.
  - a. Click Start, then click All Programs (or Programs if using the Classic Start Menu).



b. Click OfficeServ Link V3 (or the group set in step 6 of the Installation process).

8	CffceServ Call	
	m OfficeServ DataWew	•
A REAL PROPERTY AND A REAL	CofficeServ Link V3	Il License Tools
(A Internet	ConficeServ OpenTSP Driver	de OfficeServ Link V3
anternet Captorer	Contraction Operator	SMDR-UCD Message Monitor
E-mail Microsoft Office Out	Contraction of the second seco	Switch Message Monitor
-	Copen Watcom C_C++	•
Microsoft Office Wor	Open Watcom C_C++ Tools Help	•
-	Plantronics Device SDK	•
Notepad	Proxima Software	•
Nº Harris Charter	PUTTY 🛅	•
PRO USON OTHER EACH	CudxTime QudxTime	•
Adobe Reader 8	C Real/NC	•
	Rename dti	•
SQL Server Configuration	nicochet Infinity	•
10	C RSUPPORT	•
Run VNC Viewer	Samsung Application Program Module	•
	Samsung Electronics	•
	Samsung Network Printer Utilities	•
All Deserves	C SecuPrint	•
An Programs	C SmartliVAVConverter Pro	•
	🛅 Snagit 8	•
	SolarWinds TPTP Server	•
start 🛛 🖉 🕻	~ .	And a second

c. Click the OfficeServ Link V3 icon to launch the OfficeServ Link.

			7		Configuratio
Address	Port No	User Type	Connect State	Connect Time	Contra
					Opauri
					Contigure Us
					Connect
					Ena
ification Message 1	View				Monitor Out
ne	Information				
Jan 19, 2010 10:1	11 Samoung OfficeServ Li	k V3 for Multiple Switch	Connection		I∕ SW/MSG
Jan 19, 2010 10:1	11 No License Key [ Trial P	eriod : 30 Days, Left : 30	Days ]		I SALMSG
					F Send S/U
				1.1	

d. Right click the icon in the upper left hand corner of the window, then click "About Samsung OfficeServ Link V3(<u>A</u>)..."

Restore     Move     Sze     Mininze     Moximize     X Close     Alt+F4		About Samsung OfficeSe	v Link V3(A)
Restore     Move     Size     Minimize     Maximize	×	Close	Alt+F4
Restore  Move  Size  Minimize		Maximize	
Restore  Move  Size	-	Minimize	
Restore Move		Size	
🗗 Restore		Move	
	Ð	Restore	

e. The OfficeServ Link V3 Information window will appear.

Samsung OfficeServ Lin Version 3.0.0.4	k V3 for Multiple Swit	tch Connection	С
Copyright (c) Samsung E	lectronics Co., Ltd. 2	002 - 2008. All right res	erved.
Warning: This computer program is pro distribution of this program, or any port to the maximum extent possible under t	tected by copyright i ion of it, may result i the law.	aw and international tre n servere civil and crimi	aties. Unauthorized reproduction or nal penalties, and will be prosecuted
This computer software is licensed to the	e following user.		
User Name		Company Name	
STA			STA
J		Committee MAC Ant	
Switch MAC Address(Not Connected)		Computer MAC Ad	uress
· ·	Not Selected	0024543D9789	✓ ✓ Selected
Register License Number			
Register License Number NO LICENS	E KEY [ TRIAL PERIO	00 : 30 DAYS, LEFT : 30	I DAYS ] Allowed MAC Address
Register License Number NO LICENS License Type	SE KEY [ TRIAL PERIC	00 : 30 DAYS, LEFT : 30 e	DAYS] Allowed MAC Address
Register License Number NO LICEN: License Type Unknown	E KEY [ TRIAL PERIO MAC Address Typ Unio	DD : 30 DAYS, LEFT : 30 e nown	DDAYS] Allowed MAC Address UNKINCANN
Register License Number NO LICENS	SE KEY [ TRIAL PERIC MAC Address Typ Unio Software Li	DD : 30 DAYS, LEFT : 30 e nown icense Count	) DAYS ] Allowed MAC Address UNKNOWN
Register License Number NO LICENS License Type Unknown Product Name	SE KEY [ TRIAL PERIO MAC Address Typ Unio Software Li	DD : 30 DAYS, LEFT : 30 e nown icense Count User Count	DDAYS] Allowed MAC Address UNKINCWN Current User _
Register License Number NO LICENS License Type Unknown Product Name H OrtreeServ Call (include CalPlus)	SE KEY [ TRIAL PERIO MAC Address Typ Unio Software Li	DD : 30 DAYS, LEFT : 30 e nown icense Count User Count 20	DDAYS] Allowed MAC Address UNKINONN Current User
Register License Number NO LICEN License Type Unknown Product Name 11 OfficeServ Call (Include CallPlus) 14 OfficeServ OpenTSP	SE KEY [ TRIAL PERIC MAC Address Typ Unio Software Li	DD : 30 DAVS, LEFT : 30 e nown icense Count User Count 20 1	DDAYS] Allowed MAC Address UNKINOWN Current User 0
Register License Number No License Uninown Uninown Product Name T Ortfor-Serv Cal (include CalPlus) 1) Ortfor-Serv OpenTSP 1) Ortfor-Serv OpenTSP	SE KEY [ TRIAL PERK MAC Address Typ Union Software Li	DD : 30 DAYS, LEFT : 30 e inown icense Count User Count 20 1 2	DAYS] Alowed MAC Address UNKOKON Current User 0 0 0
Register License Number NO LICENS License Type Product Name If OfficeServ Call (nclude CalPlus) If OfficeServ OpenTaP If OfficeServ OpenTaP If OfficeServ Depentar If OfficeServ User III	SE KEY [ TRIAL PERIC MAC Address Typ Unio Software Li	DD : 30 DAYS, LEFT : 30 e nown User Count User Count 20 1 2 1	DDAYS] Allowed MAC Address UNKINOWN Current User 0 0 0 0 0 0
Register License Number No License Ukinown Ukinown Product Name H OrticeServ Cal (include CalPlus) H OrticeServ OpenTSP H OrticeServ OpenTSP H OrticeServ OpenTor H OrticeServ CasPot	SE KEY [ TRIAL PERIC MAC Address Typ Unia Software Li	00 : 30 DAYS, LEFT : 30 e nown icense Count 20 1 2 1 1 2 5	DAYS] Alowed MAC Address UNKINONN Current User 0 0 0 0 0 0 0 0 0 0 0
Register License Number NO LICENS License Type Uninown H OfficeServ Cal (Include CalPlus) H OfficeServ OpenTSP H OfficeServ OpenTSP H OfficeServ Eller H OfficeServ Eller H OfficeServ News	SE KEY [TRIAL PERIC MAC Address Typ Unit Software Li	DD - 30 DAYS, LEFT - 30 e nown icense Count User Count 20 1 2 1 Use Use	DDAYS] ARowed MAC Address UNHOWN Current User 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Register License Number No License Uninown Uninown Product Name Product Name Product Call (include CalPtus) 1) OrticoServ OpenTSP 1) OrticoServ OpenTSP 1) OrticoServ OpenTor 1) OrticoServ OpenTor 1) OrticoServ OpenTor 1) OrticoServ TasySet 1) OrticoServ TasySet 1) OrticoServ TasySet 1) OrticoServ TasySet 1) OrticoServ TasySet 1) OrticoServ TasySet	SE KEY [ TRIAL PERK MAC Addross Typ Unio Software Li	00 - 30 DAVS, LEFT : 30 e icense Count 20 1 1 User Count 1 Use Use	DAYS] Atowed MAC Address UNKINONN Current User 0 0 0 0 0 0 Not Use Not Use Not Use Not Use Not Use Not Use
Register License Number NO LICENS License Type Uninown Product Name If OfficeServ Call (nclude CaPlus) If OfficeServ OperaTor If OfficeServ Departor If OfficeServ ELF If OfficeServ News If OfficeServ News If OfficeServ News If OfficeServ News	SE KEY [TRIAL PERIO MAC Address Typ Univ Software Li	00 - 30 DAVS, LEFT - 30 e nown icense Count 20 1 2 1 2 4 4 5 6 6 6 6 6 7 1 1 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	DDAYS] ARowed MAC Address UNHCKNN Current User 0 0 0 0 0 0 Not Use Not Use Not Use 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

This screen displays all available license information including the unique identifier for your specific OfficeServ 7000 Series system and the various software connections allowed by the license.

If you are running the 30 day trial license the Register License Number field will indicate that no license key has been entered and show how many days are left on the trial.



The OfficeServ Link V3 Information window is fixed at 698 pixels tall. This means that the screen resolution for your system must be at least 1024x768 to view the window without issues. Consult Windows documentation to find out how to check or change your screen resolution.

### How to Enter a New License

After obtaining a valid OfficeServ Link license key you must implement the key via the License Tools application. The License Tools application performs the verification of the license to ensure it is valid and authentic.

Follow these steps to run the License Tools application:

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



PAGE **11** 

b. Click OfficeServ Link V3 (or the group set in step 6 of the Installation process).



- c. Click the License Tools icon.
- d. The License Tools program window will appear.

Desidered Lissue		
hegisteled License	Unregistered	
License Type	Allowed Software Status	
Unknown	Product Name	User Count Lim
Allowed MAC Type		
Unknown		
License Allowed MAC Address		
Unknown	۰	>
MAC Information		
Computer MAC Address	Switch MAC Address	
0024543D9789 Vic Selev	ct Unknown	Refresh
Add License		
Enter License		

e. Type or paste the license key into the box below Enter License.

Add License	
Enter License	
NSOGE71F-LIUK08WS-XCOPSEZ3-0QGA7QOD-VFUA	L9OE-U97YBLMQ
	Register

f. Click Register. A message will appear alerting you that you should make sure OfficeServ Link is not running. Click OK to proceed or click Cancel to back up and stop OfficeServ Link first.

License Tools
Before installing or updating the license, you should stop and kill the OfficeServ Link V3 Program. Are you sure ?
OK Cancel

g. After confirming that OfficeServ Link is not running a window will appear informing you that the license has been accepted and registered. If a failure message appears instead you will be given the opportunity to re-enter the license and try again.

The entered License is successfully registered to	the OfficeServ Link. You have to restart OfficeServ Link to apply this registeration to the OfficeServ Link
	OK
	OK

h. The License Tools screen will update to show that your new license information has been successfully entered.

License Type	Allowed Software Status	
New License Type	Product Name	User Count Lim
Allowed MAC Time	OfficeServ Call (Include CallPlus)	50
Allowed MAL Type	OfficeServ Operator	1
Use Switch MAC Adddress	OfficeServ Communicator	50
Lisoner Allowed MAC Address	OfficeServ EasySet	Use
Dicense Allowed MAC Address	OfficeServ DataView	Use
0123456789AB	<	)>
NC Information Computer MAC Address 0024543D9769 V Selected Id License	Switch MAC Address	Refresh



Be sure to retain a backup copy of your license key in the event of catastrophic failure of the OfficeServ Link PC.

PAGE 13

#### **CHAPTER 4**

#### **CONFIGURATION**

### **Gathering Configuration Information**

Configuration of OfficeServ Link happens in three steps:

- 1. Configure OfficeServ Link Options
- 2. Configure OfficeServ 7000 Series System Information
- 3. Configure Users

Link Options govern the behavior of the application itself and include such things as running OfficeServ Link as a service and automatic connection. System Information governs the settings used to connect OfficeServ Link to the OfficeServ 7000 Series of systems and includes such settings as system IP addresses and TCP/IP port numbers. User configuration is a largely optional series of settings, but allows you to specify how specific users connect to OfficeServ Link when more than one OfficeServ 7000 Series system is connected. Each section is covered in detail below.

In order to proceed with configuration you need to gather a couple pieces of information. You need to verify that the OfficeServ Link PC has ports 5002, 6000, 6001, 6002, and 6003 open on the firewall (if one is running). You also need to know the IP addresses of the OfficeServ 7000 Series systems you are connecting to.

If you are connecting OfficeServ Link to multiple OfficeServ 7000 Series systems you will also need to know the IP addresses of any clients who will be connecting to a system other than the first. This is necessary so that OfficeServ Link can properly route each client to the correct OfficeServ 7000 Series system.

After obtaining all necessary information you can proceed with configuration by first launching OfficeServ Link:

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

	C Officelers Call	
	C OfficeServ Datalies	
	CO Officiery Link 13	
6 Internet	Contraction OpenTSP Design	
Deternal Souliers	Coffeetery Operator	
S-mail	C Offusier Sulphone	
	Com Weban C., C++	
Howit Offer Inc	Copen Watcom C., C++ Taols Help-	
-	C Plantanca Device (DK	
tutepad	Thereas Software	
(The second	C AUTH	
142 recomptioned and	C Qualifiere	
Athin Leader 8	C feeltic	
	C Arrane (11	
1QL Server Configue Manager	C foculet 2-fints	
100	C RSUPPORT	
V2 Revinc Vever	🔁 Samsung Application Program Module	
	C Samurg Dectrones	
	C Samurg Network Printer Utilities	
	C Sectors	
All programs	C Shartiliki/Calvarter Pro	
	🕐 Sregit 8	
	SolarWinds 1919 Server	

2. Click OfficeServ Link V3 (or the group set in step 6 of the Installation process).

	CfficeServ Call	•	
	ConficeServ DataWew	•	
Address of the local division of the local d	CfficeServ Link V3		H License Tools
(A Internet	CfficeServ OpenTSP Driver	•	A OfficeServ Link V3
anternet Explorer	CfficeServ Operator	•	SMDR-UCD Message Monitor
E-mail Microsoft Office Out	Contraction of the second seco	•	Switch Message Monitor
	Copen Watcom C_C++		
Microsoft Office Wor	Copen Watcom C_C++ Tools Help	•	
-	Plantronics Device SDK	•	
Noteped	m Proxima Software		
X	PUTTY 🛅	•	
Mid abort Office Excl	CuickTime 🔁	•	
Adobe Reader B	Real/NC	•	
	C Rename-Iti		
SQL Server Configur Manager	nicochet Infinity	•	
100	C RSUPPORT		
V2 Run VNC Viewer	🛅 Samsung Application Program Module	•	
	C Sansung Electronics	•	
	Samsung Network Printer Utilities		
	🛅 SecuPrint		
All Programs	Smartil/Al/Converter Pro	Þ	
	🛅 Snaglt 8		
_	SolarWinds TPTP Server		
📲 start 💦 🚱 🛛	~ .		

3. Click the OfficeServ Link V3 icon to launch the OfficeServ Link

### **Configuring OfficeServ Link Options**

From the main OfficeServ Link window click the "Option" button in the upper right hand corner of the window.

	Port No	User Type	Connect State	Connect Time	
					Option
					and a set line
					Corpect
					End
				D1	
rication Message Vie	rw				Monitor Oct.
ne	Information				Eauno
Jan 19, 2010 10:11	Samoung OfficeServ Li	k V3 for Multiple Switch	Connection		P 5000000
	No License Key [ Trial P	eriod: 30 Days, Left: 30	Days		M S/UM90
Jan 19, 2010 10:11					F Send S/U
Jan 19, 2010 10:11					
Jan 19, 2010 10:11					

The Option window will appear. Initially this window may seem intimidating, but most settings will only require adjustment in a very small number of cases. The primary uses of this screen are to enable OfficeServ Link to auto-connect to the OfficeServ 7000 Series systems immediately after launching, and to enable it to run as a Windows service. A full explanation of each option is detailed below. After configuring all options click OK to save changes and return to the main application window.

ition		
Normal Option		
🔽 Use User Connection Limit Opt.	103	connections enabled
This value will be assigned	automatically	according to the License Key.
🔽 Use Message Auto Clear Opt.	100	lines enabled
(Valid	Range : 100	~ 9999 )
Use Automatic Switch Connection	n Option	🦳 Run as System Service
Message Monitor / Save Option		
🔽 Use SVV Msg Monitor	Port No	6001 Password
🔽 Use SMDR / UCD Msg Monitor	Port No	6002 ******
SMDR / UCD Msg External Send Optic	n	
Send Msg to the TCP/P Port	Port No	6003
Send SMDR (UCD h	for the second to the	e externel emplication
Use Password Protection(using N	Aonitor Pass	word)
04/1		
UniceServ Call+ Option		
J Use OfficeServ Call+		
Use this option accord	ding to your I	Keyphone System Type.
OfficeServ Link V3 Status Message I	Print Option	
🔽 Use Status Message Print Option	(Debug Mes	sage Print)
OfficeServ Link V3 Language Option		
English		-
Lingion		
Switch Link Recovery Try Count	R	ecovery Try Time Period (Min)
300	-	1
,		
OK		Cancel
	<u>-</u>	

OPTION	DESCRIPTION
Use User Connection Limit Opt.	This setting is read only and tells OfficeServ Link to limit the number of CTI connections according to the license that is currently active.
connections enabled	This field is read only and shows the number of CTI connections allowed by the currently active license.
Use Message Auto Clear Opt.	Sets whether or not to clear old messages from the Notification Message View (highlighted below) automatically after a certain number of messages. The default setting is yes (checked).
lines enabled	Sets the number of lines to show in the Notification Message View before clearing lines. The default setting is 100 lines.
Use Automatic Switch Connection Option	Determines if OfficeServ Link will automatically connect to the OfficeServ 700 Series system(s) upon starting or not. The default setting is no (unchecked).
Run as System Service	Determines if OfficeServ Link will run as a Windows service or not. Running as a service allows OfficeServ Link to start automatically with the computer without requiring a user to log in and start the application. The default setting is no (unchecked).
Use SW Msg Monitor	This setting is for troubleshooting use only and determines if OfficeServ Link will allow a technician to connect and monitor messages passed between OfficeServ Link and the OfficeServ 7000 series system(s). The default setting is yes (checked).
Port No	Sets the TCP/IP port number used by a technician to connect and monitor events passed between OfficeServ Link and the OfficeServ 7000 Series system(s). The default setting is 6001.
Use SMDR / UCD Msg Monitor	This setting is for troubleshooting use only and determines if OfficeServ Link will allow a technician to connect and monitor SMDR and UCD messages sent to OfficeServ Link by the OfficeServ 7000 Series system(s). The default setting is yes (checked).
Port No	Sets the TCP/IP port number used by a technician to connect and monitor SMDR and UCD messages sent to OfficeServ Link by the OfficeServ 7000 Series system(s). The default setting is 6002.
Password	Sets the password required to authenticate a technician attempting to connect and monitor SMDR and UCD messages sent to OfficeServ Link by the OfficeServ 7000 Series system(s). There is no default setting, and this field must be set by the user the first time the Option window is opened.
Send Msg to the TCP/IP Port	Determines if OfficeServ Link will transmit SMDR and UCD messages sent to OfficeServ Link by the OfficeServ 7000 Series system(s) to other user applications (such as call accounting packages). The default setting is yes (checked).
Port No	Sets the TCP/IP port number OfficeServ Link transmits SMDR and UCD messages sent to OfficeServ Link by the OfficeServ 7000 Series system(s) on. The default setting is 6003.
Use Password Protection(using Monitor Password)	Determines if user applications must use a password to connect to the above port. The password used will be the same as the password set for the "Use SMDR / UCD Msg Monitor" setting above. The default setting is yes (checked).
Use OfficeServ Call+	This setting is not for United States use and should be left at the default setting of no (unchecked).
Use Status Message Print Option (Debug Message Print)	Determines if debug log files will be created for OfficeServ Link. The default setting is yes (checked).
OfficeServ Link V3 Language Option	Sets the language used for the OfficeServ Link application. The default setting is English.
Switch Link Recovery Try Count	Set the number of times OfficeServ Link will attempt to reconnect to an OfficeServ 7000 Series system that has become disconnected. The default setting is 300.
Recovery Try Time Period (Min)	Set the interval (in minutes) between reconnection attempts. The default setting is 1 minute.

PAGE **15** 



If any Port No settings are changed in the Options window you must restart OfficeServ Link for the changes to take effect.

### **Configuring OfficeServ 7000 Series System Information**

From the main OfficeServ Link window click the "Configuration" button in the upper right hand corner of the window.



The Config Switch Information window will appear. This window is used to configure connection information for each OfficeServ 7000 Series system connected to OfficeServ Link. It also allows you to set the TCP/IP port OfficeServ Link will use to listen for CTI application connections. A full explanation of each option is detailed below. After configuring all options click OK to save changes and return to the main application window.

Config Swite	ch Information	l i			
Switch Info	rmation List				
Switc	Name	IP Address	Port No	Туре	Status
<		111			>
Total Count	: 0 ,	Available Count :	0	Add Del	ete Modify
Default Sw	itch No		Lis	ten Port No for Client Conne	ections
Switc	h No :	•	L	isten Port No :	6000
				OK	Cancel

OPTION	DESCRIPTION
Switch Information List	This field displays the connection details for each OfficeServ 7000 Series system you have configured. Adding, deleting, and modifying system information is discussed below.
Total Count	This field is read only and shows the total number of systems in the Switch Information List.
Available Count	This field is read only and shows the number of systems in the Switch Information List that has "Usage" set to "Use". This means that when OfficeServ Link connects this is the number of systems it will try to connect to.
Default Switch No	When using more than one OfficeServ 7000 Series system this option sets the default system CTI applications will connect to when no specific system connection has been specified.
Listen Port No	Sets the TCP/IP port OfficeServ Link uses to listen for CTI application connections.





If the Listen Port No setting is changed in the Config Switch Information window you must restart OfficeServ Link for the change to take effect.

### Adding, Deleting, and Modifying OfficeServ 7000 Series System Information

The Add, Delete, and Modify buttons allow you to configure OfficeServ 7000 Series system connections. Click Add to add a new system. Select an existing system from the Switch Information List and click Delete to remove the connection or click Modify to change the connection options.

Switc	Name	IP Address	Port No	Туре	Status
<		101			۵
fotal Count :	0	Available Count :	0	Add	elste Modify
Default Swite	:h No		Liste	en Port No for Client Con	necilons

The Add / Modify Switch Information window contains the system-specific options used to connect to an OfficeServ 7000 Series system. A full explanation of each option is detailed below. After configuring all options click Add / Apply to save changes and return to the Config Switch Information window.

dd Switch Information		X
Switch Information		
* Switch No :	1 •	
* Switch IP Address :		
* Switch Port No :	5002	
Switch Name :		
* Switch Type :	OfficeServ Series	
EasySet Password :	104	
	Use Switch Information	
Add	Cancel	

OPTION	DESCRIPTION
Switch No	This is a required field and specifies the system identifier to use for this OfficeServ 7000 Series system (1 through 8). This identifier is used to configure user connections in multi-system environments.
Switch IP Address	This is a required field and sets the IP address of the OfficeServ 7000 Series system processor card.
Switch Port No	This is a required field and sets the TCP/IP port number used to connect to the OfficeServ 7000 Series system. This value should be left at the default of 5002.
Switch Name	This optional field allows you to set a reference name to this OfficeServ 7000 Series system. This is useful in multi-system environments to allow you to quickly recognize a specific location's connection properties.
Switch Type	This is a required field and must be left at the default setting of OfficeServ Series. Other settings are not valid in the United States.
EasySet Password	This optional field allows you to specify the password used to connect the OfficeServ EasySet application to this OfficeServ 7000 Series system. This information is for reference only and is provided so you can see the correct password in the Switch Information List of the Config Switch Information window.
Use Switch Information	This field allows you to determine if this OfficeServ 7000 Series system is active. If this box is unchecked OfficeServ Link is unable to connect to the system.

### **Configuring Users**

From the main OfficeServ Link window click the "Configure User" button in the upper right hand corner of the window.



The Manage User List window will appear. This window is used to manage users who connect to OfficeServ Link. Click the Add button to add a user. Select an existing user from the Registered User List View and click Delete to remove the user or click Modify to change the user's connection settings.

P Address	User Name	User Inform	Status	Filtering	Def SW	SW1	SW2
1							>
			Cour	nt O	Sort	None	

Clicking Add or Modify will display the Add User / Modify User Information window. This window is where you specify the connection properties for each user. A full explanation of each option is detailed below. After configuring all options click Add / Apply to save changes and return to the Manage User List window.

OPTION	DESCRIPTION
IP Address	This field is required and sets the IP address of the PC the user will be connecting from. This field requires an IP address, DNS names cannot be used.
User Name	This required field sets the name of the user, and is used as a way to identify the user from other users.
User Information	This optional field allows you to set a short description of the user (such as "Shawn's lab PC")
Switch Information	This field is used to determine which OfficeServ 7000 Series system(s) (1 through 8) the user can access information for. To enable a system select the system and click the "Use" button below the system list. Alternately you can double-click the Usage field next to the desired system.
Default SW	This field is required and sets which of the allowed systems will be the default. This is primarily used for the OfficeServ Call, OfficeServ Operator, and OfficeServ Communicator applications to set which system they will connect to (because these applications can connect to only 1 system at a time).
Use Filtering-Mode for OfficeServ Call	This option determines if the user's data stream will be limited to only the "Default SW" system's data. This is important for users of OfficeServ Call because the application can become unstable if it receives information from more than one system.

### CHAPTER 5

#### **OPERATION**

### **Connecting OfficeServ Link**

In order to connect OfficeServ Link you must first launch the application:

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

	Coffueders Call	
	C Officiery Detailers	
	C Officier Lak 13	
6 Internet	CHudery OpenTSP Drover	
Anternal Daglicer	C DRiebery Operator	
This such office Carl	Cifloder Sulphore	
10000	Comer Watcom C., C++	
Howit Office Har	Cover Watcon C., C++ Tools Help-	
-	C Plantronce Device (DK	
totepad	C freena Seferare	
No.	CO ALTRI	
141 House Carls and	C Qualifiere	
Athle Leader 8	C RealthC	
	C Arrane IT	
101. Server Configure	C fourier 2 divis	
-	CI RSUPPORT	
V2 Run thC Vever	Canalung Application Program Module	
and a second	C Samarg Decirates	
	C Samurg Network Pieter Utilities	
	C Securit	
All Environments	Shart/AR/Calverter Pro	
	C fregit 8	
	SolarWinds 1919 Server	
📲 start 🛛 🖉	-	

2. Click OfficeServ Link V3 (or the group set in step 6 of the Installation process).



3. Click the OfficeServ Link V3 icon to launch the OfficeServ Link. The main Link window will appear. Click the "Connect" button in the upper right hand corner of the screen.

P Address	Port No	User Type	Connect State	Connect Time	Oution
					opaur
					Connect
1					End
dification Message V	lew				Monitor Opt.
Rine	Information				E SWARD
Jan 19, 2010 10:1	1 Samoung OfficeServ L	nk V3 for Multiple Switch	Connection		E SALMOO
Jan 19, 2010 101	1 No License Key ( Thai F	eniod: 30 Days, Left: 30	Leve I		IF Send S/U

4. A confirmation prompt will appear.



5. Click OK to begin the connection process. A status bar will appear briefly as the OfficeServ 7000 Series system(s) connect.



6. The Notification Message View at the bottom of the window will display a series of status messages indicating the success or failure of the connection(s). If no errors have occurred the last message should say "All services are running successfully".

IP Address	1	1			Configurat
	Port No	User Type	Connect State	Connect Time	Oution
					Option
					Configure L
					Disconne
					End
< ]		111		>	
iotification Message Vie	w				Monitor C
Time	Information			^	SALMSI
Jan 19, 2010 12:25	Switch Connection Suc	cess. [Switch No - 1, IP A	ddress - 216.62.86.243, Po	rt No - 5002]	E causo
Ā	Downloading the switch	n configuration information	n. please wait		I™ 5/0 MS
Jan 19, 2010 12:25	Switch Connection Suc	cessil			I Send S.
Jan 19, 2010 12:25 Jan 19, 2010 12:25			sfully.		
Jan 19, 2010 12:25 Jan 19, 2010 12:25 Jan 19, 2010 12:25	The client connection m	anager is running succes			
Jan 19, 2010 12:25 Jan 19, 2010 12:25 Jan 19, 2010 12:25 Jan 19, 2010 12:25	The client connection m All services are running	anager is running succes i successfully.		~	

7. OfficeServ Link is now running and ready for applications to connect.

### **Managing User Connections**

When OfficeServ Link is connected and running it is important to be able to manage users easily. OfficeServ Link provides at-a-glance information about connected users, a point-and-click interface for forcibly disconnecting users, and a hotkey-accessible window showing connected server applications.

#### **Connected User List View**

When OfficeServ Link is connected and running the Connected User List View will show you a variety of information about connected users, as described below.

ID Addresse	Dort No.	Hear Tree	Connect State	Connect Time	Conngurat
ir Audress	POILING	Oser Type	Connect State		Option
0 127.0.0.1	3041	[Dataview]	Connected	Jan 11, 2010 13:51:14	
0 127.0.0.1	1300	[casySet]	Connected	Jan 15, 2010 06:23:47	Configure U
0 105.52.21.203	1042	[Communicator]	[Communicator : 269	Jan 18, 2010 10:49:07	0.000
\$				>	End
otification Message Vi	ew	III			End Monitor Op
otification Message Vi	ew [Information	iυ		<u> </u>	End Monitor Op
otification Message Vi Time Dan 19, 2010 12:34	ew Information Samsung BuiltinTSP is	ui disconnected.[IP Address	: : 105.52.21.126, Port No : :	1603]	End Monitor Op SW MSG
otification Message Vi Time Jan 19, 2010 12:34 Jan 19, 2010 12:34	ew Information Samsung BuiltinTSP is OfficeServ Communic	disconnected [IP Address ator is disconnected.[IP Address	: 105.52.21.126, Port No : Idress : 105.52.21.126, Port	1603) t No : 1603)	End Monitor Op IV SW MSG S/U MSG
otification Message Vi Time Jan 19, 2010 12:34 Jan 19, 2010 12:34 Jan 19, 2010 12:38	ew Information Samsung BuiltinTSP is OfficeServ Communic OfficeServ Communic	disconnected [IP Address ator is disconnected.[IP Address	:: 105.52.21.126, Port No : - Idress : 105.52.21.126, Port ess : 105.52.21.126, Port No	1603) 1 No: 1603] o: 4303]	End Monitor Op IV SW MSG IV SVU MSG IV Send S/U
otification Message Vi Time Dan 19, 2010 12:34 Jan 19, 2010 12:36 Jan 19, 2010 12:36	ew Information Samsung BuilthTSP is OfficeServ Communic OfficeServ Communic	disconnected [IP Address ator is disconnected [IP Address ator is connected [IP Address	:: 105.52.21.126, Port No : Idress : 105.52.21.126, Port ess : 105.52.21.126, Port N Idress : 105.52.21.126, Port	1603) 1 No : 1603] 0 : 4303] t No : 4303]	End Monitor Op IV SW MSG IV SV MSG IV Send S/
otification Message Vi Time Jan 19, 2010 12:34 Jan 19, 2010 12:34 Jan 19, 2010 12:36 Jan 19, 2010 12:36 Jan 19, 2010 12:36	ew Information Samsung BuithTSP is OfficeServ Communic OfficeServ Communic OfficeServ Communic Samsung BuithTSP is	disconnected [P Address ator is disconnected [P Address ator is disconnected [P Address ator is disconnected [P Address ator is disconnected [P Address is onnected [without using	: 105.52.21.126, Port No : Idress : 105.52.21.126, Port Ses : 105.52.21.126, Port N Idress : 105.52.21.126, Port any License)	1603) t No : 1603] o : 4303] t No : 4303]	End Monitor Op IF SW MSC IF S/U MSC IF S/U MSC

OPTION	DESCRIPTION
IP Address	This field shows the IP address the user is connecting from. Note that 127.0.0.1 means that the user is connecting from the OfficeServ Link PC. This is most often the case with OfficeServ EasySet and OfficeServ DataView.
Port No	This field shows the TCP/IP port number the user is connected with on the user's PC. Note that the connected port on the OfficeServ Link PC is always 6000 (unless otherwise specified in the Config Switch Information screen).
User Type	This field displays the type of application that is connected currently, such as EasySet, DataView, or Communicator. A value of BuiltinTSP means that a user is either connecting or has recently disconnected with OfficeServ Call, OfficeServ Operator, or OfficeServ Communicator.
Connect State	Shows the connection status of the user. In most cases this simply says "Connected", but in the case of OfficeServ Call, OfficeServ Operator, and OfficeServ Communicator this field will also display which telephone and which OfficeServ 7000 Series system the user is attached to.
Connect Time	This field shows the time and date that the user initially connected to OfficeServ Link.

#### **Disconnecting a User**

Sometimes it is necessary to forcibly disconnect a user. This may be for security reasons or because a PC has locked up and the user connection is "stuck." The steps to disconnect a user are:

1. Double-click the user in the Connected User List View. This will open the Disconnect User window.

) I ddrooo	Port No
127.0.0.1	1282
ser Type	
Conr	ected
onnect Time	

2. Click Disconnect. A confirmation will appear. Click OK to disconnect the user.



#### Viewing OfficeServ Messenger Connections

You may notice after launching and connecting the OfficeServ Messenger application that it does not appear in the Connected User List View. This is because although the OfficeServ Messenger connects through OfficeServ Link, it is not licensed by OfficeServ Link. Because of this it does not connect on the normal TCP/IP port 6000, but instead connects on port 6500 (which allows specific Samsung applications to connect through OfficeServ Link without using an OfficeServ Link license).

To check the status of an OfficeServ Messenger connection, press the F11 key from the main OfficeServ Link window. The Auto Connection Software Status window will appear.

			User Count	Current User
OfficeServ N	lessenger		8	1
				+
onnected User In	formation			
IP Address	Port No	User Ty	connect S	State Connect Tim
127.0.0.1	3039	[Messeng	er] Connected	I Jan 11, 2010

The Connected User Information screen contains the same informational fields as the Connected User List View of the main OfficeServ Link window, and also allows you to doubleclick the user to forcibly disconnect them.

The Software Connection Status list at the top of the screen shows you the number of OfficeServ 7000 Series systems OfficeServ Messenger is licensed to connect to (User Count) and how many are connected (Current User).

### **Closing OfficeServ Link**

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

#### **Disconnecting Without Exiting OfficeServ Link**

1. Press the "Disconnect" button in the upper right hand corner of the OfficeServ Link window.

P åddress					Configuratio
1 1 1001 000	Port No	User Type	Connect State	Connect Time	Ontion
					Option
					Configure Lie
					Disconnec
					. Discourse
					End
•1					
• ]					
tification Message	View				
- Time	Information				Monitor Op
N Inc. 40, 2040 42	25 Switch Connection Suc	cess (Switch No - 1 IP #	ddress - 216 62 86 243 P	ort No - 50021	M SAV MSG
	25. Downloading the switch	coofiguration information	niease wał	011110 - 0002)	🖂 SAU MSG
Jan 19, 2010 12.	born bornnodding the office	cessil	in provide in which		E. Send St I
Jan 19, 2010 12. Jan 19, 2010 12.	25 Switch Connection Suc				
Jan 19, 2010 12: Jan 19, 2010 12: Jan 19, 2010 12: Jan 19, 2010 12:	25 Switch Connection Suc 25 The client connection m	anager is running succes	sfully.		
Jan 19, 2010 12 Jan 19, 2010 12 Jan 19, 2010 12 Jan 19, 2010 12 Jan 19, 2010 12	25 Switch Connection Suc 25 The client connection m 25 All services are running	anager is running succes a successfully.	sfully.		

2. A message box will appear asking you to confirm that you want to disconnect. Click OK to disconnect.

OSLink	/3
⚠	Are you sure you want to terminate all connections(Switch and Client) ?
	OK

3. The Notification Message View at the bottom of the window will display a status message saying "Connection Termination Success".

	1				Configuratio
P Address	Port No	User Type	Connect State	Connect Time	Option
					Configure U
					Connect
					End
ntification Message Vi	w				
Time	Information			~	Monitor Op
Lan 25, 2010 11:08	Downloading the switc	h configuration information	niease wait		SW MSG
Jan 25, 2010 11:08	Switch Connection Suc	cess			S/U MSG
Jan 25, 2010 11:08	The client connection m	anager is running succes	sfully.		Send S/U
Jan 25, 2010 11:08	All services are running	successfully.			
Jan 25, 2010 14:39	Connection Termination	Success.		~	
-					

#### Disconnecting and Exiting OfficeServ Link

1. Press the "End" button on the right side of the OfficeServ Link window.

Index of the second sec		Port No	User Type	Connect State	Connect Time	
						Option
						Configure Use
						Disconnect
					(	
in and the second secon						End
imation	< ]		III		X	
rmation	-					
mation A	ouncador message view	1				moder Opt.
V SWINSG	Time	Information			<u>^</u>	I SW MSG
ticn connection Success. [Switch No - 1, IP Address - 216.62.36.243, Port No - 5002]	Jan 19, 2010 12:25	Downloading the switch	cess. [Switch No - 1, IP #	daress - 216.52.36.243, P0	ort No - 5002j	SALIMSG
	Jan 19, 2010 12:25	Switch Connection Suc	ressil	n prodoci vrait		Send S41
the Connection Successil	Lan 19, 2010 12:25	The client connection m	anager is running succes	stully		ja bond bio
Itch Connection Successitie is running successfully	Jan 19, 2010 12:25	All services are running	successfully.	,-		
ttch Connection Success. [Switch No - 1, IP Address - 216.62.86.243, Port No - 5002]	<pre>ctification Message View Time Jan 19, 2010 12:25 Jan 19, 2010 12:25</pre>	v Information Switch Connection Suc Downloading the switch	cess. (Switch No - 1, IP A	ddress - 216.62.86.243, Po 1. picase wait	ort No - 5002]	~
WILLIAM SWEET ALL ALL AND A SWEET ALL AND A SWEET AND A SW	Jan 19, 2010 12:25	Switch Connection Suc	cessil			Send S/U
An Consection Diseased	Jan 19, 2010 12:25	The client connection rs	opener is running succes	e fulky		Jer Send Sio
Itch Connection Success!	Jan 19, 2010 12:25	The client connection m	anager is running succes	stully.		
Itch Connection Success!! SuccessIII Successfully.	Jan 19, 2010 12:25	All services are running	successfully.		~	

2. A message box will appear asking you to confirm that you want to disconnect and exit OfficeServ Link. Click OK and OfficeServ Link will silently disconnect and exit to your desktop.

OSLink\	/3
⚠	Are you sure you want to terminate all connections(switch and client) and a hutdown OfficeServ Link V3 $\ensuremath{?}$
	OK



#### **SOFTWARE LICENSE AGREEMENT AND LIMITED WARRANTY**

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

#### **IMPORTANT, READ CAREFULLY**

This Samsung End-User License Agreement (EULA) is a legal binding agreement between you (either an individual or an entity) and Samsung for Samsung software product identified above, which includes computer software and may include printed material, and "online" or electronic documentation ("SOFTWARE"). By installing, using the SOFTWARE, you indicate your acceptance of this Samsung License Agreement. If you do not agree to the terms of this License Agreement, please do not install or use the enclosed SOFTWARE.

#### SOFTWARE LICENSE

The SOFTWARE is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties.

- 1. GRANT OF LICENSE. This License Agreement grants you following rights:
  - a. SOFTWARE: Samsung grants to you a personal, non-exclusive license to make and use one (1) copy of the SOFTWARE accompanying this Agreement on any single computer, provided the SOFTWARE is in use on only one computer at any time. If you have multiple Licenses for the SOFTWARE, then at any time you may have as many copies of the SOFTWARE in use as you have Licenses.
  - b. Electronic Documents: Solely with respect to electronic documents included with the SOFTWARE, you may make an unlimited number of the copies, provided that such copies shall be used only for internal purpose and you shall not publish or distribute such to any third party, without Samsung Electronics Co., LTD. written and expressed consent.
  - c. Limitation on Reverse Engineering, Decompilation, Disassembly: You shall not reverse engineer, decompile or disassemble the SOFTWARE, except to the extent that this restriction is expressly prohibited applicable law.
  - d. Separation of Components: The SOFTWARE is licensed as a single product. Its component parts may not be separated for use on more than one computer.
  - e. Rental: You may not rent, lease and/or lend the licensed SOFTWARE.
  - f. Support Services: Samsung may provide you with support services related to the SOFTWARE, according to Samsung policies and programs and in for the country in which the SOFTWARE was purchased. With respect to technical information you provide to Samsung as part of the support services, Samsung may use such information for its business purpose, including for product support and development. Samsung will not utilize such technical information in a form that personally identifies you.
  - g. SOFTWARE Transfer: You may permanently transfer all of your rights according to this agreement, provided you retain no copies, you transfer all of the SOFTWARE, and the recipient agrees to the terms of this agreement by notifying in writing to authorized Samsung VAR, outfit and/or dealer in which the SOFTWARE was purchased. And including all prior versions of SOFTWARE, if the SOFTWARE is an upgrade.
  - h. Termination: Without prejudice to any other rights, Samsung may terminate this agreement if you fail to comply with the terms and condition of this agreement. In such event, you must destroy all copies of the SOFTWARE and all of its component parts.

#### 2. SOFTWARE ACTIVATION

a. Software Activation; Samsung will provide a software activation code that will allow use of the purchased OfficeServ CTI products. The activation code will be associated with the MAC address of the LAN interface of the Samsung telephone system. In the event of hardware failure associated with the LAN interface Samsung will issue a replacement software activation code when requested by a Samsung authorized dealer. In the event that a replacement software activation code is issued the defective hardware associated with the original software activation code must be returned to Samsung. If the hardware associated to the software activation code is not returned to Samsung by the dealer the dealer will be billed for the original purchase price of the OfficeServ CTI application.

#### 3. UPGRADES & COPYRIGHT

- a. Upgrade: If the SOFTWARE is an upgrade of a component of a package of software programs that you licensed as a single product, the SOFTWARE may be used and transferred only as an part of that single product package and may not be separated for use on more than one computer.
- b. Copyright: The SOFTWARE is owned by Samsung or its suppliers and protected by copyright laws and international treaty provisions. Therefore, you must treat the SOFWARE like any other copyrighted material except that you may install the SOFTWARE on a single computer provided you keep the original solely for backup or archival purpose. You may not copy the printed materials accompanying the SOFTWARE.

#### LIMITED WARRANTY

Samsung warrants that (a) the SOFTWARE will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt, and (b) any Samsung supplied hardware accompanying the SOFTWARE will be free from defects in materials and workmanship under normal use and service for a period of one(1) year from the date of receipt. During the warranty periods specified above, Samsung will replace or repair any software or hardware found to be defective. Warranty claims should be made through the Samsung dealer from whom the products were purchased, and must be made within the applicable warranty period.

#### **NO OTHER WARRANTIES**

TO THE MAXIMUM EXTENT PERMITTED BY THE APPLICABLE LAW, SAMSUNG DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, WITH RESPECT TO THE SOFTWARE, THE ACCOMPANYING PRODUCT MANUAL(S) AND WRITTEN MATERIALS, AND ANY ACCOMPANYING HARDWARE.

#### **NO LIABILITY FOR DAMAGES**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL SAMSUNG OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT, EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

#### Samsung Telecommunications America, L.P.