



Softphone User Manual

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INTRODUCTION

Conventions



CHECKPOINT

Provides the operator with checkpoints for stable system operation.



NOTE

Indicates additional information for reference.

Major Functions of the OfficeServ Softphone

Speed Dial

10: SPEED 01	Users can save frequently dialed numbers as speed dial numbers
11: SPEED 02	and make a call just by pressing the corresponding speed dial button.

Call Pickup



This function allows a user to pick up a call that is ringing at another station by either dialing the Call Pickup feature code plus the extension number of the ringing station, or by pressing a DP key assigned with the ringing station number.

Redial



If the call destination is busy, users can use the automatic redial / retry, callback, or camp on function to connect to the called party once the destination is free.



Call Hold/Call Transfer



The call hold or call transfer function allows the user to place a call on hold or to transfer the call to another person if needed.

Conference/Group Conference



This function allows up to 5 people to speak to one another at the same time.

Call Forwarding



This function allows a user to forward calls to another station, group of stations, or an external telephone number.

DND



This function allows a user to block calls made to their Softphone.

Page

	This function allows the user to deliver an announcement through the keyset speakers or through the external paging speakers.
--	---

Boss/Secretary



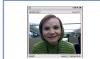
This function allows a secretary to transfer an external call to their boss conveniently.

Caller ID Display

► Officient Statutes Weed 08-10-2004 AM 10:48	This function displays the caller identification number and name from
SIMILAR SIMILAR CONTROL CONTROL CONTROL	the main window when a call arrives.



My Video Window



This function displays the local web cam video of the Softphone Client User. This can be set to CIF or QCIF

Remote Party Window



This function displays the remote web cam video of the Remote Softphone Client. This can be set to CIF or QCIF



The Softphone video calling feature can only be used on the OfficeServ 7000 Series of systems. The OfficeServ 100 and OfficeServ 500 do not support the video calling functionality.



If a Softphone client is using the video feature and is connecting to the OfficeServ 7000 Series system remotely, then a VPN tunnel must be established between the PC running the Softphone client and the network where the OfficeServ 7000 Series system is installed. Without a VPN Tunnel only audio will work.



OFFICESERV SOFTPHONE SETUP

Before Installation

The following items must be verified before installing the OfficeServ Softphone client.

System Requirements

Category	Specification
Operating System	Windows 2000 Series(Professional, Server, and Advanced Server), Windows XP Professional, Windows Vista
Processor(CPU)	Pentium 4, 1.6 GHz or higher
Memory	512 MB (or higher)
HDD	20 GB (or larger)
Network Interface Card	10/100BASE-T
Sound Card	Bi-directional sound card
Video	For Video calling a web cam must be used with the Softphone client version 1.3.1.0 or higher. Only OfficeServ 7000 Series phone systems will support the video call feature. Remote users wanting to employ the video feature must have a vpn tunnel engaged between the remote PC and the network where the OfficeServ 7000 system resides.
Miscellaneous	USB Headsets or handsets are recommended to be used with this client, although the system microphone and speakers can also be used.

Obtain a Valid License Number for OfficeServ Softphone

A valid license number must be registered in MMC 841 of the OfficeServ phone system in order to operate the OfficeServ Softphone client. A license number can be obtained from the Samsung dealer from whom the OfficeServ Softphone client software was purchased. If a valid license number is not registered, the OfficeServ Softphone client will not operate.

Check the IP Address of the OfficeServ phone system

OfficeServ Softphone communicates with the OfficeServ phone system via TCP/IP. In order to facilitate these communications, the IP address of the OfficeServ phone system must be entered into the OfficeServ Softphone client. Contact the OfficeServ phone system administrator to obtain the IP address of the OfficeServ phone system.



Obtain a Valid User ID and Password for OfficeServ Softphone

A valid user ID and password must be entered into OfficeServ Softphone in order to operate the software properly. A user ID and password can be obtained from the OfficeServ phone system administrator. If a valid user ID and password are not entered OS Softphone will not operate.



OfficeServ Softphone Program Installation

After verifying the pre-installation checkpoints , please follow the steps described below to install the OfficeServ Softphone client program.

- **1.** Obtain the OfficeServ Softphone installation program from the OfficeServ phone system administrator.
- *2.* Double click the OfficeServ Softphone installation program file to start the InstallShield Wizard.

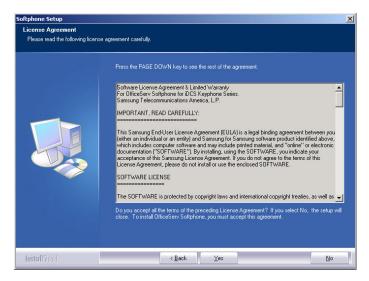


3. Select the correct country and choose [Next].

Softphone Setup	<u>ــــــــــــــــــــــــــــــــــــ</u>
	Welcome to the InstallShield Wizard for OfficeServ Softphone The InstallShield(R)Wizard will install OfficeServ Softphone on your computer. Select your country and click Next to continue. An appropriate EULA (End User License Agreement) will be displayed according to the country you select. Country: United States
InstallShield	< Back Next > Cancel



4. Carefully read the OfficeServ Softphone license agreement, then click the **[Yes]** button to proceed, or click the **[No]** button to cancel the installation.



5. Verify the installation folder and click the [Next] button.

Softphone Setup		×
Choose Destination Location Select folder where setup will in		
	Setup will install OfficeServ Softphone in the following folder. To install to this folder, click Next. To install to a different folder, click Browse and select another folder. Destination Folder Dr.Program Files/OfficeServ Softphone.	
InstallShield	< Back Next> Cancel	

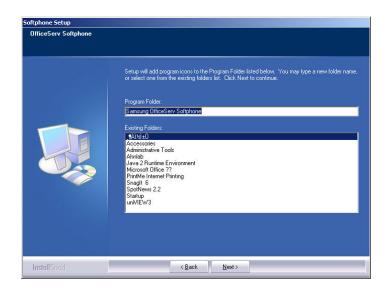


OfficeServ Softphone Program Installation Folder

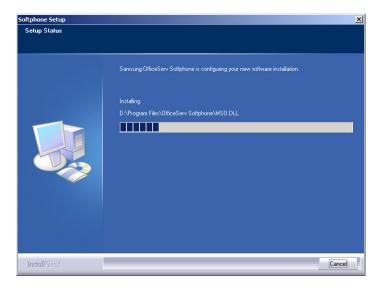
The installation folder is set to 'C:\Program Files\Samsung Electronics\OfficeServ Softphone' by default. Click **[Browse...]** to select a different folder.



6. Verify the program Start menu program group folder name, and then click the **[Next]** button.



7. After clicking the [Next] button the installation process will begin.





 $\pmb{\mathcal{S}}$ Once setup has completed, click the **[Finish]** button to exit the installer.





OfficeServ Softphone Shortcut Icon

When the OfficeServ Softphone program is installed, a shortcut is created on the desktop.



Configuring OfficeServ Softphone for the First Time

This section describes how to set up the login information when running OfficeServ Softphone client for the first time.

- From the Windows desktop, double click the 'Softphone Shortcut Icon' or select [Start] → [Programs] → [OfficeServ Softphone] → [Samsung OfficeServ Softphone].
- 2. Upon running the Softphone client for the first time, the window shown below will be displayed prompting the user to enter the login information.

OfficeSe	rv Softphone.	X
2	This is your first time starting the Softphone after installing the program. Please configure Softphone by clicking on [Option Config] icon , [System Config] and entering the [Login Info] Please configure Audio for Softphone by clicking on [Option Config] icon , [System Config] and the [Audio Config.] after login finish. 'Login info' will go through the steps of Login Info for Softphone registration Login Info. Cance	



Initial Configuration of the OfficeServ Softphone client

- When starting the OfficeServ Softphone for the first time the login information must be set.
- Click [Login Info.] to open the login information window. This window can be accessed later by selecting [Option Config.] \rightarrow [System Config.] \rightarrow [Login Info.] from the main window of the OfficeServ Softphone.
- *3.* Click the **[Login Info.]** button to open the Login Information window.

Login Information	×
System MCP IP	
MCP IP Address of System.	165 . 213 . 109 . 206
Device ID	
Input Device ID	3214
Password	
Input ID Password	****
	OK Cancel

- MCP IP Address of System: Enter the IP address of the OfficeServ system (MMC 830 IP Address information).
- Device ID: Enter the user ID for the OfficeServ Softphone (MMC 840 User ID).
- **Password:** Enter the password for the OfficeServ Softphone Device ID (MMC 840 or MMC 841 depending on password setting).





OfficeServ Softphone Login Info Setup

The login data for OfficeServ Softphone must be entered accurately in order to start the OfficeServ Softphone program. Consult the OfficeServ phone system administrator to obtain login information.

- 7. Click the button to save changes.
- $\boldsymbol{\mathcal{S}}$. Click the next $\boldsymbol{\square}$ button to restart the Softphone client.





Applying Login Info.

After configuring the login information, the OfficeServ Softphone program must be restarted to apply the changes.

CHECK

OfficeServ Softphone License Check

If a license error occurs after entering login information, it indicates a problem with the license entry in the OfficeServ phone system. Contact the phone system administrator to rectify this issue.

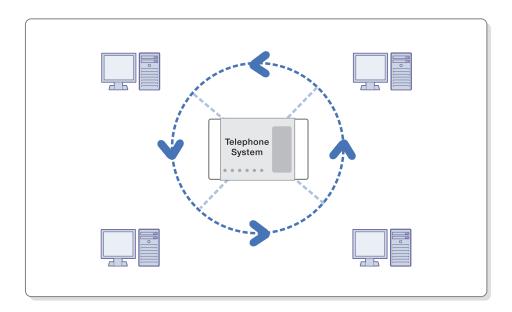


THINGS YOU SHOULD KNOW

Introduction to the OfficeServ Softphone

Intercom Calls

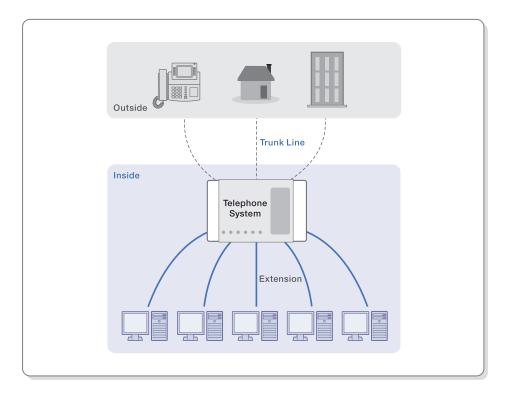
Making an intercom call means calling another internal station. This includes any calls that do not require accessing a trunk and can include calls to other Softphone stations or keyset users.





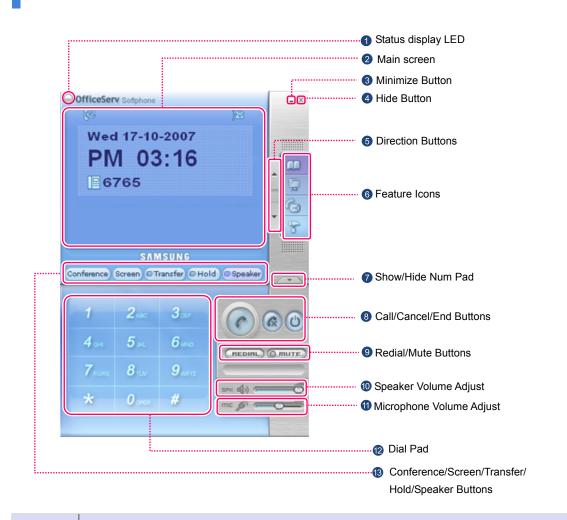
External Calls

Making an external call means calling an external number. This includes all calls that are made by accessing a trunk, such as calling a customer or calling home.





The OfficeServ Softphone Windows



The Main OfficeServ Softphone Window



OfficeServ Softphone Skins

This User Guide employs the default skin for most illustrations. When other skins are utilized by a user, then the layout and names of some buttons will vary.



Windows Component Details

Status Display LED

This LED displays the OfficeServ Softphone status information (e.g., busy, ringing, message waiting). For detailed information, refer to the 'Status Display LED' section of 'Things You Should Know'.

2 Main Screen

The main screen displays available menus, call status information, various messages, and icons indicating function settings.



8 Minimize Button

This button is used to minimize the application window.

4 Hide Button

This button is used to hide the application window. An icon will be displayed in the taskbar.

O Direction Buttons

These buttons are used for various menu navigation tasks during call processing or OfficeServ phone system feature configuration.

6 Feature Icons

- [Contact List]: Opens the Contact List window.
- [Video View]: the My Video window
- [Activity Log]: Opens the Activity Log / window.
- [Option Configuration]: Opens the Softphone Configuration window used to set environmental preferences for the OfficeServ Softphone client.

Show/Hide NumPad

This button is used to show or hide the Number Pad (Dial Pad) window.

[Call]/[Cancel]/[End] Buttons

- [Call]: This button is used to make or answer a call.
- [Cancel]: This button is used to delete a phone number or a function code while using Enbloc Dial Mode.

Enterprise IP Solutions

OfficeServ ____

- [End]: This button is used to end a call or cancel a selected function.

[Redial]/[Mute] Buttons

- [Redial]: This button is used to redial the most recently dialed number.
- [Mute]: This button is used to block outgoing sound during a call.

O Speaker Volume Adjust

This bar is used for adjusting the speaker volume.

Microphone Volume Adjust

This bar is used for adjusting the volume of the microphone.

Dial Pad

The Dial Pad window is identical to the dial pad on a normal keyset and used in the same way.

[Conference]/[Screen]/[Transfer]/[Hold]/[Speaker] Buttons

- [Conference]: This button is for making conference calls.
- [Screen]: This button is used to show or hide the AOM window.
- [Transfer]: This button is used to transfer a connected call or to enter MMC programming.
- [Hold]: This button is used to put a connected call on hold.
- [Speaker]: This button can be used to make or answer a call.



AOM Window

The AOM window displays the OfficeServ Softphone client's programmable buttons.

Users can display the AOM window by clicking the Screen button while in a standby state or during a call. Click the 🕅 at the upper right section of the window to close the AOM window.

Softkeys
1: CALL 1
2: CALL 2
3: SAVE/REPEAT
4: TIMER
5: PROGRAM
6: CAMP ON
7: MESSAGE
8:
9:
10: SPEED 01
11: SPEED 02
12:
13:
14:
15:
16:
17:
18:
19:



Items Displayed in the AOM Window

Buttons are displayed in the AOM window according to the OfficeServ phone system settings.



Using the AOM Window

Users can access programmable keys conveniently from the AOM window.

- **1.** Click the screen button while in standby state or during a call to display the AOM window.
- 2. Click the desired programmable button from the AOM window.





Soft Menu

The Soft Menu displays frequently used features of the OfficeServ Softphone client.

Soft Menu in an idle state

LAST REDIAL SAVE/REPEAT SPEED DIAL DIRECTORY VM MESSAGE STN MESSAGE PAGE PICKUP DIR.PICKUP DND IN/OUT GROUP STATUS MSG HOLD PICKUP PAGE MEET ME PAGE OHVA BLOCK GRP PKUP MY GRP PKUP

To access the Soft Menu simply right click the main screen of the Softphone client while in an idle state.

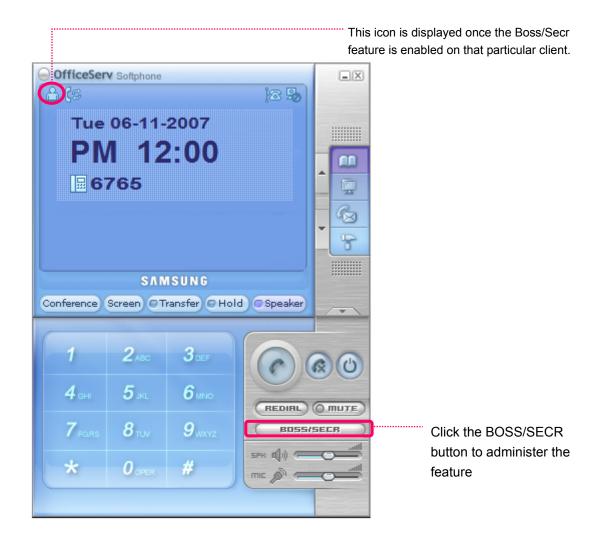
Using the Soft Menu

To use a feature simply left click the desired entry from the Soft Menu



Boss Status Display Window

The Boss Status window is only displayed for a Softphone client when the Boss/Secretary feature has been enabled by the OfficeServ phone system administrator. The Boss Status Display will allow a Secretary station to conveniently manage the status of the Boss station.





Once the BOSS/SECR button has been clicked the following window will open. Highlight the appropriate Boss icon from the Boss list and then call that boss or send them a message.

My status - [Secretary]		
Boss li	st	
é	5716 6701	
Pho		
Nan		
Stat		
Etc		
Etc	2.	
	Call Message Status Setup Close	
[Mess	age]	
\odot	Need Immediate	
\odot	Please Call me	
۲	RETURN ON 11:00	
\odot	RETURN ON	
0	RETURN ON	
\odot	RETURN ON	
\odot	RETURN ON	
	Send Save Close	



Status Display LED



Status	LED Description
Busy	Red LED stays on.
Station ring	Red LED flashes.
CO line ring	Red LED flashes.
Re-incoming ring	Red LED flashes.
Message	Red LED flashes.
DND	Red LED flashes rapidly every 0.3 seconds.

Button LEDs

The [Transfer], [Hold], [Speaker], and [Mute] buttons each have their own status LED.

lcon	Description
Transfer	Red light on: Transfer button red light is only on when Call Forward Always has been set.
Hold	Red light flashes: CO line has been locked. Red light on: OfficeServ Softphone has been entirely locked.
Speaker	Red light on: A number has been entered, or [Call] or [Speaker] has been selected.
() mute	Red light on: Mute button was pressed during a conversation.



Taskbar Icon Menus

When the application window has been hidden, the OfficeServ Softphone taskbar icon(I can be right clicked to display a popup menu as shown below:

Softphone Open
Contact List
Activity Log/Message
Forward Config.
Login Config.
System Config.
Normal Option
Audio Config.
Video Config.
My Video Window
VOD (Video On Demand)
RTCP Info.
Softphone Status Info.
Softphone Exit

Item	Description	
Softphone Open	Unhides the application window.	
Contact List	Opens the Contact List window. For detailed information, refer to the 'Contact List' section of the 'Menus' chapter of this guide.	
Activity Log/Message	Opens the Activity Log window. For detailed information, refer to the 'Activity Log/Message' section of the 'Menus' chapter of this guide.	
Forward Config.	Used to set the station forwarding numbers to which arriving calls will be sent. For detailed information, refer to the 'Call Forward Tab' section of 'OfficeServ Softphone Option Settings' of 'Things You Should Know'.	
Login Config.	Opens the Login Information which is used to enter the IP Address of the OfficeServ system that the Softphone connects to, the Device ID (Called User ID in MMC 840) and Password (called USER PSWD in MMC 840)Things You Should Knowthe IP Address of the phone system, the User ID, and User Password.	
System Config.	Opens the Softphone Configuration window which is used to set various system options. For detailed information, refer to the 'System Config. Tab' section of 'OfficeServ Softphone Option Settings' of 'Things You Should Know'.	
Normal Option	Opens the Options window which is used to set general program options. For detailed information, refer to the 'Option Tab' section of 'OfficeServ Softphone Option Settings' of 'Things You Should Know'.	



Item	Description	
Audio Config.	Opens the Audio Configuration window which is used to set voice and ringer parameters	
Video Config.	Opens the Video Configuration window which is used to set the Softphone to voice or video mode, and to select various video parameters.	
My Video Window	Opens the My Video window which is used to view what callers on the remote end of a Video call will see	
VOD (Video on Demand)	for future release	
RTCP Info	Opens the RTCP packet monitoring screen.	
Softphone Status	Used to display the Softphone Status information including IP Adress info, Server IP Address, and Softphone client version number	
Softphone Exit	Closes the OfficeServ Softphone client program.	



The OfficeServ Softphone Options Settings

Option Tab

The [Option] tab allows you to set program options for the OfficeServ Softphone client.

Click the **[Option Config.]** icon (F) on the main screen.



The **[Option]** tab of the Softphone Configuration window is displayed below.

Softphone Configuration	X
Option Device System Forward Key Map Softkeys Audio Video	
Normal	
Run on Windows Startup	
Always on Top	
Beep on Ringing	
Call Connect Memo Screen Pops	
View OfficeServ News new Window	
News Scroll Speed: Normal News Font Color	
Softkeys Column: 1 Column 👻	
Message ————————————————————————————————————	
View Message upon receipt Message Alarm	
Message Alarm Repeat: Once 👻	
Status Info. Network Info.	
OK Cancel Save	



ltem	Option	Description
Normal	Run on Windows Startup	Enables OfficeServ Softphone to run automatically when starting Windows.
	Always on Top	Enables the OfficeServ Softphone window to be always located above other programs.
	Beep on Ringing	Allows you to be notified by PC with a speaker beep when a call is connected or a new message arrives. This option was implemented so a new call would be more easily heard and responded to.
	Call Connect Memo Screen Pops	Enables automatic display of the Memo window when a call is connected.
	View OfficeServ News new Window	This feature is not for use in the US.
	Program Key Column	Set the number of columns to view in the AOM window.
Message	View Message Upon receipt	 Enables automatic display of the message window when a new message is received. Message Alarm: Allows you to set a notification sound used when a new message arrives.
	Message Alarm Repeat	 Allows you to set the alarm cycle when a new message is received. Once: An alarm rings only once when a new message is received. Every 2 Min.: An alarm rings every two minutes until the message is checked. No Tone: An alarm will not be generated when a message arrives.



Message Alarm

1. Click the **[Message Alarm]** button of the [Option] tab window.

Softphone Configuration	X
Option Device System Forward Key Map Softkeys Audio Video	
Normal	
Run on Windows Startup	
Always on Top	
Beep on Ringing	
Call Connect Memo Screen Pops	
View OfficeServ News new Window	
News Scroll Speed: Normal News Font Color	
Softkeys Column: 1 Column 👻	
Message View Message upon receipt Message Alarm Message Alarm Repeat: Once Status Info. Network Info.	
OK Cancel Save	

2. Select a wav file to be played when a new message arrives.

Message A	larm	\times
Ŷ	Configure Message Alarm File. Select the wave file to be played as the Alarm for receiving messages.	
Message A	larm : ringing.wav	
	OK Cancel	h

- 3. Click the \ge icon to listen to the wav file.
- 4. Click the OK button to set.



Status Info

1. Click the **[Status Info]** button of the [Option] tab window.

Softphone Configuration	×
Option Device System Forward Key M	ap Softkeys Audio Video
Normal	
Run on Windows Startup	
Always on Top	
Beep on Ringing	
Call Connect Memo Screen P	ops
View OfficeServ News new V	Vindow
News Scroll Speed: Normal	▼ News Font Color
Softkeys Column: 1 Colum	n 🔻
Message	
View Message upon receipt	Message Alarm
Message Alarm Repeat: Once	
Status Info. Network In	fo.
	OK Cancel Save

2. The OfficeServ Softphone version and status information will be displayed.

Status Info	ormation		X
Ŷ	Forward : Absent Msg : DND :		
	Lock Status:	Locked Off	
	Local IP :	105.52.21.138	
	Server IP :	105.52.21.37	
	Version :	1. 3. 1. 0 (10.12.'07)	
	Video Features	: Enable	
	MMS (VCS) :	Disable	
		ок	

 $\boldsymbol{\mathcal{3}}$. Click the $\boldsymbol{\bigcirc}$ button to close the window.



Network Info

Softphone Configuration	×	
Option Device System Forward Key Map Softkeys Audio Video		
Normal	Т	
Run on Windows Startup		
Always on Top		
Beep on Ringing		
Call Connect Memo Screen Pops		
View OfficeServ News new Window		
News Scroll Speed: Normal News Font Color		
Softkeys Column: 1 Column 🔹		
Message View Message upon receipt Message Alarm Message Alarm Repeat: Once		
Status Info. Network Info.		
OK Cancel Save		

1. Click the [Network Info] button of the [Option] tab window.

2. Once the [Network Info] button is clicked, the administrator may configure the network type and QoS parameters.

Network Information	X
Configure Network Status. Network Status: >= 1.5 Mbps, HDSL/LAN	
Configure Qos (Quality Of Service) Parameters of the Voice packet. TOS (Type Of Service) / DiffServ Code Point System Parameter DiffServ Code Point Local Setting.	
- Code : Default 🗸	
CAUTION: You will need to reboot PC after installing the program for DiffSer Code settings to complete.	v
<u>OK</u> Cancel	



ltem	Option	Description
Configure Network Status	Network Status	Defines the amount of bandwidth available to the user. This assists the Softphone client in self configuration of certain VoIP parameters.
		 The available options, from slowest to fastest connection, are: 64kbp, Dial-up 128-768kbps, ADSL/Cable/ISDN 768kbps-1.5Mbps, ADSL/Cable
Configure	TOS (Type Of	 = 1.5 Mbps, E1/T1/LAN Defines whether Softphone should use the system's settings (Code
QoS (Quality of Service)	Service) / DiffServ Settings	Point System Parameter) or set its own (Code Point Local Setting)
Parameters		If local settings are used, a code must be chosen. Available codes, from lowest to highest priority, are:
		 Default Class Selector 3 Class Selector 5
		- Assured Forwarding 1
		 Assured Forwarding 2 Assured Forwarding 3
		 Assured Forwarding 4 Expedited Forwarding



Device Config. Tab

The [Device Config.] tab is used to set user profiles, wakeup calls, alarms, skins, or ringing sounds.

1. Click the **[Options Configuration]** icon (\square) on the main screen.



2. Then click the **[Device Config.]** tab of the Softphone Configuration window:

T	Softp	hone	Configuration	X
[Option	Devi	ce System Forward Key Map Softkeys Audio Video	
		User Statio	on Name	
			Tim Change Password	
			Privacy Option	
	Ð	Alarm		
			Wakeup Call	
			Alarm Clock	
	B	Skin	Select Skin	
	Ş	Ring		
			Select Ring Tone	
			OK Cancel Save	



Preference	Option	Description
User	Station Name	Sets the Softphone display name shown during intercom calls.
	Change Password	Change the station passcode for enhanced security
	Privacy Option	Sets a password requirement to access the directory, message and call log window, and options windows.
Alarm	Wakeup Call	Used to set a wakeup call.
	Alarm Clock	Used to set up to two alarms.
Skin	Select Skin	Changes the skin of OfficeServ Softphone.
Ring	Select Ring Tone	Used to set the ring tone used for Softphone.

Change Password

1. Click the **[Change Password]** button on the [Device Config.] tab.

ື Softp	hone Configuration	×
Option	Device System Forward Key Map Softkeys Audio Video	1
	User Station Name	
	Tim Change Password	
	Alarm	
	Wakeup Call Alarm Clock	
B	Skin	
	Select Skin	
\$	Ring	
	Select Ring Tone	
	OK Cancel Save	



 ${\it 2.}$ Enter the previous password and the new password.

hange Password	
Password	****
New Password	****
Re-type Password	****
	OK Cancel

- Password: Enter password. (Default password is '1234'.)
- New Password: Enter a new password.
- Re-type Password: Re-enter and confirm the new password.
- $\boldsymbol{\mathcal{3}}$. Click the $\boldsymbol{\square}$ button to save the change.



Forgotten passcodes

If the station passcode is unknown, contact the OfficeServ system administrator.



Privacy Option

- T Softphone Configuration X Option Device System Forward Key Map Softkeys Audio Video 🔒 User Station Name Tim Change Password Privacy Option Alarm Wakeup Call Alarm Clock 47 Skin Select Skin Ring Select Ring Tone ОК Cancel Save
- **1.** Click the **[Privacy Option]** button of the [Device Config.] tab.

2. Enter the password and then click the **[OK]** button.

Phone Privacy Password	×
Please enter the passwo	
privacy the phone or sele	ect Cancel to exit.

OK	Cancel

3. Click the **[Save]** button to enable the privacy password.

Privacy (Dption	×
?	Privacy option allows user to prevent others from accessing the user's profile by setting the Password protection for the user's Personal Directory, Message Box, and Calling History check.	
	The Privacy option is currently: [Clear]	
	Select 'SAVE' to activate the Privacy option Select 'CLEAR' to disable the Privacy option Select 'Cancel' to exit	
	Save Clear Cancel	

4. Click the **[OK]** button to finish.



Wakeup Call

- T Softphone Configuration X Option Device System Forward Key Map Softkeys Audio Video () User Station Name Tim Change Password Privacy Option Alarm Wakeup Call Alarm Clock Ч? Skin Select Skin Ring Select Ring Tone ОК Cancel Save
- **1.** Click the **[Wakeup Call]** button of the [Device Config.] tab.

2. Configure the Wakeup Call function.

Configure Wakeup Call
Repeat: No
Time: AM 🔽 0 H 0 M
Ring: >> Search
OK Cancel

- Repeat: Set the wakeup call interval.
 - No: The wakeup call function is disabled.
 - Everyday: The wakeup call function is performed every day.
 - Mon.~Fri.: The wakeup call function is performed only Monday through Friday.
 - Mon.~Sat.: The wakeup call function is performed only Monday through Saturday.
- Time: Set the time of the wakeup call.
- Ring: Set the alert sound for the wakeup call.



- 3. Click the search button to select a wav file to be used as a wakeup call sound.
- 4. Click the >> button to listen to the wav file.
- 5. Click the \bigcirc button to save any changes.



Setting a Wakeup Call

Two alarms can be set in 'Wakeup Call'. If a wakeup call is set, an alarm rings and a message is displayed at the set time. If the ringing sound is not defined, only the message appears at the set time.



Alarm Clock

Soft	phone	Configuration	\times
Optio	n Devi	ice System Forward Key Map Softkeys Audio Video	
	User Statio	on Name	
		Tim Change Password Privacy Option	
	Alarm		
		Wakeup Call	
B	Skin		
		Select Skin	
Ŷ	Ring		
		Select Ring Tone	
		OK Cancel Save	

1. Click the **[Alarm Clock]** button of the [Device Config.] tab.

2. Configure the alarm function.

Configure Alarm Clock	×
Alarm Clock1	Alarm Clock2
Time: AM 💌 0 H 0 M	Time: AM 🔽 🛛 _H 🛛 _M
Repeat: No	Repeat: No
Ring	Ring:
>> Search	>> Search
	OK Cancel

- Time: Set the alarm time.
- Repeat: Set the alarm interval.
 - No: The alarm function is disabled.
 - Everyday: The alarm rings every day.
 - Once: The alarm rings only once.
- Ring: Set the alarm sound.



- *3.* Click the <u>Search</u> button to select a way file to be used as an alarm sound.
- 4. Click the >> button to listen to the wav file beforehand.
- 5. Click the \bigcirc button to save the changes.



Setting Alarm

If an alarm timer set, an alarm rings and a message is displayed at the set time. If the ringing sound is not defined, only the message appears.

Select Skin

1. Click the **[Select Skin]** button of the **[Device Config.]** tab.

Softpl	hone C	configuration	X
Option	Device	System Forward Key Map Softkeys Audio Video	
	User Station	Name	_
	٦	Tim Change Password	
		Privacy Option	
	Alarm		-
		Wakeup Call	
		Alarm Clock	
B	Skin		_
		Select Skin	
	Ring		_
		Select Ring Tone	
		OK Cancel Sav	/e

2. Select a skin for OfficeServ Softphone.

Softphone	$\left[\times\right]$	
Ħ	Configure Skin. You can select a skin for this phone.	
default		
ipphone phone simple		
	OK Cancel	



What is a Skin?

A skin is a set of graphics files used to change the appearance of the user interface in the OfficeServ Softphone program. Skins are only visual changes and do not alter the functions or features of Softphone at all.

3. Click the **[OK]** button to save the change. Softphone must be restarted before the skin changes will take effect. The Softphone skins available are shown below:

Enterprise IP Solutions

OfficeServ ____



Default Skin Starting Window



Phone Skin Starting Window

IP Phone Skin Starting Window



Simple Skin Starting window





Skin Settings

Changes in the skin are not applied until the OfficeServ Softphone client is restarted.



Select Ring Tone

1. Click the [Select Ring Tone] button of the [Device Config.] tab.



2. Select a default wav file or click the [Search] button to locate another wav file.

Ring Tone		\times
Ŵ	Configure Ring Tone File. Select the wave file to be played as the ringer for incoming calls.	
Ring Sound	d : ringing.wav	
	>> Search	
	OK Cancel	

- $\boldsymbol{\mathcal{3}}$. Click the $\boldsymbol{>>}$ button to listen to the selected wav file.
- **4.** Click the button to save any changes.



System Config. Tab

The [System Config.] tab is used to set keyset options for the Softphone.

1. Click the [Option Config.] button (😁) on the main screen.



2. Select the **[System Config.]** tab of the Softphone Configuration window.

Softphone Configuration	×
Option Device System Forward Key Map Softkeys Audio Video	_
Station ON/OFF	
V AUTO TIMER V RING PREF V CID REVIEW ALL	
DISPLAY SPD NAME AME PASSWORD AUTO ANS CO CALL	
Ο Αυτό ζάμρον	
Function Select	
Dial Mode: Enbloc Internal Call Number Number	
Enbloc Timeout: None CID Display: Number	
Answering Mode: Ringing Language: English	
Boss Answering: Auto Answer 🔻	
Station Lock: Unlocked -	
Login Info. Phone Reset Absent Message	
OK Cancel Save	

- [Station ON/OFF] of the [System Config.] tab enables or disables certain keyset features.
- [Function Select] of the [System Config.] tab sets options for specific keyset features.



Category	Option	Description
Station ON/OFF	AUTO HOLD	Determines how to handle a call in process when a second call is answered. - ON: First call will automatically be placed on hold. - OFF: First call will be disconnected.
	AUTO TIMER	Sets the timer display options. - ON: Timer will be displayed during outgoing calls. - OFF: Timer will not be displayed.
	DISPLAY SPD NAME	Determines the display options for speed dial keys in the AOM. - ON: Speed dial name is displayed. (e.g. Bob Smith) - OFF: Speed dial bin number is displayed. (e.g. SPD 01)
	AUTO CAMPON	Enables the ability to automatically camp on when an intercom call is made to a busy station. - ON: Automatically camp on to the busy station. - OFF: Do not camp on. Provide busy signal instead.
	HOT KEYPAD	Determines the state of the dial pad. - ON: Dial pad can be used to initiate calls. - OFF: Calls can only be made by going off-hook first.
	RING PREF	Determines how calls are answered. - ON: Answer calls by pressing the [Call] button. - OFF: Answers calls by going off hook and pressing AOM CALL key.
	AME PASSWORD	Enables or disables the Answering Machine Emulation password. - ON: AME use requires a password. - OFF: AME use does not require a password.
	PAGE REJOIN	Determines whether or not partial pages can be heard. Partial pages occur when a user hangs up from a previous conversation while a page is being sent. - ON: Partial pages are allowed. - OFF: Partial pages cannot be heard.
	CALL COST DISP	 Enables or disables the call cost display. - ON: Display call cost for outgoing calls. - OFF: Do not display call cost. Note: This parameter is only shown/active when the phone system is configured as Hotel/Motel
	CID REVIEW ALL	Sets the caller ID storage method. - ON: Stores caller ID for all calls. - OFF: Stores caller ID for unanswered calls only.
	AUTO ANS CO CALL	Sets whether or not external calls can be auto answered. - ON: Automatically answer external calls. (Ring Mode must be set to Auto Answer). - OFF: External calls will ring.



Category	Option	Description
Function Select	Dial Mode	 Sets dial mode to either Enbloc or Overlap. Enbloc: (Default) User must hit send after dialing digits to establish a call. Overlap: Digits are sent immediately as dialed.
	Enbloc Timeout	(Enbloc only) Sets the maximum time to wait for the Call button to be pressed before cancelling the call. (30 seconds / 1 minute / 3 minutes)
	Answering Mode	 Set an answer mode of the Softphone when a call comes in. Ringing: Ring the phone. Auto Answer Mode: Automatically answer the call. Voice Announce Mode: Muted answer. User can hear caller, but caller cannot hear user until [Call] is pressed.
	Boss Answering	If Boss/Secretary feature is enabled, this allows the user to set the answer mode of the Boss station.
	Station Lock	Sets the security lock mode of the phone. - Unlocked: Disables the lock function. - Locked Outgoing: Enables incoming calls but disables outgoing. - Locked All Calls: Disables both outgoing and incoming calls.
	Internal Call Display	Sets the display method for internal quick call (DS or NS) keys in the AOM window. - Number: Display number. (e.g. DS 2001) - Name: Display name. (e.g. John Smith)
	CID Display	Sets caller ID display options. - None: Do not display caller ID. - Number: Display caller ID number. - Name: Display caller ID name.
	Language	Select a Softphone language. - Korean: Set the Softphone language to Korean. - English: (Default) Set the Softphone language to English.
	Login Info.	Opens Login Information window. For details, refer to 'Initial Settings for OfficeServ Softphone'.
	Phone Reset	Clears user data such as the directory, messages, and call history.
	Absent Message	Set or clear a message to be displayed to internal callers when user is unavailable.



Phone Reset

Softphe	one Configuration	[
Option	Device System Forward Key Map Softkeys Audio Video	
R. 9	Station ON/OFF	
	✓ AUTO TIMER ✓ RING PREF ✓ CID REVIEW ALL	
	DISPLAY SPD NAME AME PASSWORD	
	AUTO CAMPON	
F	unction Select	
	Dial Mode: Enbloc Internal Call Number Numb	
	Enbloc Timeout: None CID Display: Number	
	Answering Mode: Ringing Language: English	
	Boss Answering: Auto Answer 👻	
	Station Lock: Unlocked 🗸	
(Login Info. Phone Reset Absent Message	
	OK Cancel Save	

1. Click the **[Phone Reset]** button from the [System Config.] tab.

2. Enter the Softphone password.

X
:h as stories.
DK to reset

- 3. Click the button to enter the Softphone password.
- *4.* Click the next button to initialize the OfficeServ Softphone client.

Configure Reset	
Press OK to rese	et Phone
ОК	Cancel



Absent Message

ប្រី Softphone Configuration	\times
Option Device System Forward Key Map Softkeys Audio Video Station ON/OFF AUTO HOLD Image: Hot KeyPAD PAGE REJOIN AUTO HOLD Image: Hot KeyPAD Image: PAGE REJOIN AUTO TIMER Image: RING PREF Image: CID REVIEW ALL Image: DISPLAY SPD NAME AME PASSWORD AUTO ANS CO CALL AUTO CAMPON Image: RING PREF Image: RING PREF	
Function Select Dial Mode: Enbloc Internal Call Number Number Enbloc Timeout: None CID Display: Number Internal Call Answering Mode: Ringing Language: English Internal Call Boss Answering: Auto Answer Station Lock: Unlocked Internal Call Internal Call	
Login Info. Phone Reset Absent Message	
OK Cancel Save	

1. Click the [Absent Message] button from the [System Config.] tab.

2. Select a message to be used.

Absent Message Config.	×
Absent Message allows user to set or clear a message to b displayed while the user is absent. Display station calling th user will see this message and be informed of the status.	
Messages 1 through 15 are registered in the system. Messa 16 through 20 can be edited and used by Softphone user	ige
To edit a message, select a message from 16 to 20 and clic [Edit] to change the message.	:k
To set an Absent Message, select a message from 1 to 20 click [OK] to set the message.	and
To clear the Absent Message, click [Clear] to clear the message.	
1: IN A MEETING 2: OUT ON A CALL 3: OUT TO LUNCH 4: LEAVE A MESSAGE 5: PAGE ME 6: OUT OF TOWN	
7: IN TOMORROW 8: RETURN AFTERNOON 9: ON VACATION 10: GONE HOME 11: Blank Message 12: Blank Message	
OK Clear Cancel	

Enterprise IP Soluti Office	
<i>3.</i> Click the button to set the message.	
<i>4.</i> Click the clear button to clear a message.	
Absent Message Absent Messages: Messages 1 through 15 are static system messages. Messages through 20 can be edited by OfficeServ Softphone users.	16



Forward Tab

The [Forward] tab is used to set a forwarding destination where incoming calls will be transferred when the OfficeServ Softphone is not in use or cannot answer a call.

1. Click [Option Config.] icon (🕞) of the OfficeServ Softphone starting window.



2. Select the [Forward] tab of the Softphone Configuration window.

G Softphone Configuration	\times
Option Device System Forward Key Map Softkeys Audio Video	
Call Forwarding	
 Disable 	
Always	
© BUSY	
O No Answer	
O BUSY / No Answer	
© DND	
Follow Me	
OK Cancel Save	



Preference	Option	Description
Call	Disable	Calls will not forward.
Forwarding	Always	Forward all calls immediately to the destination.
	BUSY	Forward calls immediately to the destination when Softphone is busy.
	No Answer	Forward calls to the destination if they are not answered.
	BUSY/No Answer	Forward calls on both busy and no answer conditions.
	DND	Forward calls to the destination if the Softphone is in DND mode.
	Follow Me	Read Only. Displays the keyset that calls have been forwarded to using the Follow Me feature. The Follow Me feature is used to redirect all calls to another station temporarily.
		As an example:
		A user has 2 desks, one using Softphone extension 2002, and the other using keyset extension 2025. The user enables Follow Me from station 2025 against station 2002. Now all calls that come to 2002 will instead ring at 2025. When the user wishes to cancel Follow Me, they simply open Softphone forwarding options and change the forwarding settings.

$\boldsymbol{\mathcal{J}}_{\boldsymbol{\mathcal{I}}}$ Check the radio button of a call forwarding type.



4. Then enter a call forwarding number in the appropriate call forwarding field.

Option	Device System Forward Ke	ay Map Softkeys Audio Video
	Call Forwarding Disable Always BUSY No Answer BUSY / No Answer DND Follow Me	5449
		OK Cancel Sav

5. Click the \bigcirc button to save the changes.



Key Map Tab

The [Key Map] tab is used to define hotkeys for frequently used functions in the Softphone client.

1. Click the [Option Config.] icon (😁) on the main screen.



2. Click the [Key Map] tab of the Softphone Configuration window.

Softphone Configuration	X
Option Device System Forward Key Map Softkeys Audio Video	
Action Buttons Hotkeys	
Open Softphone	
Hide Softphone	
Exit Softphone SPK Volume Up	
SPK Volume Down	
MIC Volume Up	
MIC Volume Down	
Action Open Softphone : Ctrl + Shift + O V HotKey Enable HotKey CTRL SHIFT ALT V + V + + + O Remove [Key Map] tab allows user to map the frequently used functions to the keyboard shortcut keys. To remove an assigned shortcut, select the command to be removed the shortcut key will be displayed in the Current Key, then click	
[Remove].	
CAUTION: While Softphone allows users to identify their hotkey(s), use keys and or key combinations that are not usually used in typing or by other software programs.	
OK Cancel Save	



Key Mapping Setting

1. Select a function to bind a hotkey to.

T Softphor	ne Configuration	\times
	evice System Forward Key Map Softkeys Audio Video	
	whap (Global Hockeys)	
	Action Buttons Hotkeys	
	Open Softphone	
	Hide Softphone	
	Exit Softphone	
	SPK Volume Up	
	SPK Volume Down	
	MIC Volume Up MIC Volume Down	
· · · · ·		
	Action Open Softphone : Ctrl + Shift + O Assign HotKey CTRL SHIFT ALT V + V + + C + O Remove [Key Map] tab allows user to map the frequently used functions to the keyboard shortcut keys. To remove an assigned shortcut, select the command to be removed, the shortcut key will be displayed in the Current Key, then click [Remove]. CAUTION: While Softphone allows users to identify their hotkey(s), use keys and or key combinations that are not usually used in typing or by other software programs.	
	OK Cancel Save	

2. Then set the hotkey mapping.

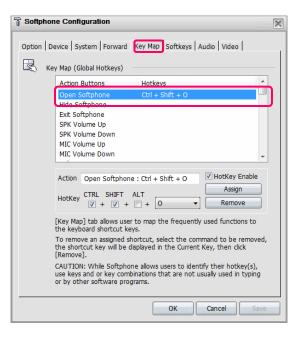
Softphone Configuration	X
Option Device System Forward Key Map Softkeys Audio Video	_
Action Buttons Hotkeys Open Softphone Hide Softphone Ext Softphone SPK Volume Up SPK Volume Down MIC Volume Down Key CTRL SHIFT ALT V + V + + + O Remove [Key Map] tab allows user to map the frequently used functions to the keyboard shortcut keys. To remove an assigned shortcut, select the command to be removed, the shortcut key will be displayed in the Current Key, then click [Remove]. CAUTION: While Softphone allows users to identify their hotkey(s), use keys and or key combinations that are not usually used in typing or by other software programs.	
OK Cancel Save	

 $\boldsymbol{\mathcal{3}}$. Click the Assign button to set the hotkey.



Key Mapping Change

1. Select a hotkey to be changed.



2. Select the new key mapping.

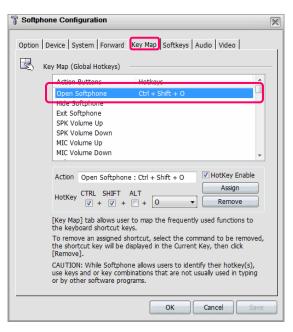
Softpho	ne Configuration	P Q R	
Option D	evice System Forward	S	Audio Video
К	ey Map (Global Hotkeys) –	V W	
	Action Buttons	Hotk Y	
	Open Softphone Hide Softphone	Ctrl - Z	
	Exit Softphone	2	
	SPK Volume Up	4	
	SPK Volume Down	5	=
	MIC Volume Up	7	
	MIC Volume Down	8	-
		9	
	Action Open Softphone	: Ctrl - Space	HotKey Enable
	HotKey CTRL SHIFT A	ALT Up + Down Right	Assign Remove
	[Key Map] tab allows user the keyboard shortcut key		uency used functions to
	To remove an assigned she the shortcut key will be dis [Remove].		e command to be removed, urrent Key, then click
	CAUTION: While Softphon use keys and or key combi or by other software progr	nations that are	
		ОК	Cancel Save

3. Click the Assign button to change the key mapping



Key Mapping Deletion

1. Select a hotkey to unbind.



2. Click the Remove button to delete the hotkey.



Key Mapping Setting Item Application

Click [Save] or [OK] to close the Softphone Configuration window and apply the hotkey changes.



Audio Tab

The [Audio] tab is used to set audio properties for the Softphone client.

1. Click the **[Option Config.]** icon (🔄) of the OfficeServ Softphone starting window.



2. Click the **[Audio]** tab of the Softphone Configuration window.

Softphone Configuration	×
Option Device System Forward Key Map Softkeys Audio Video	
Voice Settings Playback (Speaker) Speakers (2- USB Audio Device) Transmit (Microphone) Microphone (2- USB20 Camera AGC (Automatic Gain Control) Ringer Setting Ringer Audio Device Default Playback Device	
Ring Volume Speaker Volume Off Hook Volume Page Volume Voice Setting	
OK Cancel Save	



Preference	Option	Description
Voice Settings	Playback (Speaker)	Set the PC audio device to use for the speaker.
	Transmit (Microphone)	Set the PC audio device to use for the microphone.
	AGC (Automatic Gain Control)	Enable or disable Softphone's ability to automatically control volume changes.
Ringer Settings	Ringer Audio Device	Select the PC audio device to use for ringing.

2. Adjusting the volumes in OfficeServ Softphone.

ិ Softphone Configuration	$\left \times \right $
Option Device System Forward Key Map Softkeys Audio Video	
Voice Settings Playback (Speaker) Speakers (2- USB Audio Device) Transmit (Microphone) Microphone (2- USB20 Camera Ø AGC (Automatic Gain Control) Ringer Setting Ringer Audio Device Default Playback Device	
Ring Volume Speaker Volume Off Hook Volume Page Volume Voice Setting OK Cancel	Save

Preference	Description
Ring Volume	Set the volume for the ringer.
Speaker Volume	Set the speaker volume.
Off Hook Volume	Adjust off hook volumes (such as DTMF dialing volume).
Page Volume	Adjust page system volume.
Voice Setting	Controls voice codec settings, such as noise and silence suppression.



Video Tab

The [Video] tab is used to set the video properties for the OfficeServ Softphone client.

1. Click the [Option Config.] icon (



2. Click the **[Video]** tab of the Softphone Configuration window.

Softphone Configuration	×
Option Device System Forward Key Map Softkeys Audio Video	_
Call Mode Video Mode Voice Mode	
Capture Device	1
Rocketfish Webcam 👻	
Video Codec	
H.263 v	
Capture size	
352 * 288 (CIF) v	
Capture Frame	
15 fps v	
$\ensuremath{ \checkmark}$ Close the Remote party's viewer when the call disconnected.	
✓ Always Camera Open.	
Background Image Default	
tronics\OfficeServ Softphone\skin\videobg.bmp Search	
OK Cancel Sa	/e



Preference	Description
Call Mode	Set the Call Mode of the Softphone client: - Video Mode - Voice Mode
Capture Device	When Video Mode is selected, set any Capture Device (web cam) that has been installed on the PC.
Video Codec	When Video Mode is selected, set the video codec: - H.263 - mpeg4 - H.264
Capture Size	For future use
Capture Frame	When Video Mode is selected set the Capture Frame Count: -15 Frames per second -20 Frames per second -25 Frames per second -30 Frames per second
Close the Remote Party	When Video Mode is selected, this check box determines if the Remote Party window closes after the call disconnects.
Always Camera Open	When Video Mode is selected, this check box determines if the camera is always open.
Background Image	Sets the idle image in the My Video and Remote Party windows.



Speaker and Microphone Setting (System Setting)

OfficeServ Softphone users can make or answer calls using the system speaker and microphone. This example shows how to set up the speaker and microphone in Windows XP.

Speaker Setting

- Click [Start] → [Settings] → [Control Panel] → [Sounds and Audio Devices] from the Windows desktop.
- 2. Select the [Audio] tab from Sound and Audio Devices Properties.

/olume	Sounds	s Audio	Voice Hardwa	are
Sound p	olayback —			
O .	Default dev	vice:		
9	Crystal WI	DM Audio		•
		Volume	Advanced	
Sound r	ecording			_
2	Default dev	vice:		
R	Crystal WI	OM Audio		•
		Volume	Advanced	
MIDI mu	usic playbac	:k		
₽ ₽	Default dev	vice:		
in	Microsoft I	GS Wavetable SW 9	iynth	•
24 - 34 -		Volume	About	
	-			
i Use o	- nly default c	devices		



3. Click the **[Volume...]** button under 'Sound playback'.

Sound pl	ayback —		
0.	Default devid	ce:	
9	Crystal WDI	M Audio	<u> </u>
		Volume	Advanced
Sound re	cording		
	Default device:		
18	Crystal WD1	M Audio	
		Volume	Advanced
MIDI mu:	sic playback	÷	
-	Default devid		
in I	Microsoft G	S Wavetable SW 9	Synth 💌
		Volume	About
	ıly default de		

4. Select [Options] from the Master Volume window.

Master Volume	Wave	SW Synth	CD Player	Line In
Balance:	Balance:	Balance:	Balance:	Balance:
			▶ -]- ◀	
Volume:	Volume:	Volume:	Volume:	Volume:
- [-			:[:	: [:
:1;				
:T:	1 1	1 2 2		<u></u>
2 2				
	Anna anna anna anna anna anna anna anna		! -	! -
🗹 Mute all	🗌 Mute	Mute	Mute	Mute



5. Ensure that the '**Master Volume**', '**Wav**', and '**Microphone**' items in the Properties window are marked. If not, mark them.

operties	<u>?</u> ×
Mixer device: Crystal WDM Audio	•
Adjust volume for	
• Playback	
C Recording	
C Other Headphones	
Master Volume Wave Wave SW Synth CD Player Microphone Line In Aux Phone Line	- - -
✓ Wave ✓ Wave ✓ SW Synth ✓ CD Player ✓ Microphone ✓ Line In → Aux	×

- 6. Click the OK button to save changes.
- 7. Clear any Mute options checked for 'Volume Control' and 'Wav' and adjust the volumes.

Master Volume	Wave	SW Synth	CD Player	Line In
Balance:	Balance:	Balance:	Balance:	Balance:
	♪ <u>-</u> <u>-</u> ↓ ♦		▶ —	
Volume:	Volume:	Volume:	Volume:	Volume:
- [-			- [-	- 1 -
:;				
:T:	I I	1 1	14	<u></u>
1 1		1 1	:T:	:T:
Mute all	Mute	☐ Mute	Mute	I Mute



Speaker Volume Control

The 'Master Volume ' and 'Wav' items can also be adjusted using the volume adjustments in Softphone.



8. Mark the 'Mute' of 'Microphone'.

Options Help					
Master Volume	Wave	SW Synth	CD Player	Microphone	Line In
Balance:	Balance:	Balance:	Balance:	Balance:	Balance:
			▶ ♦	▶ ↓ ◀	
Volume:	Volume:	Volume:	Volume:	Volume:	Volume:
: [:	:77:		:[:	:[:	:1:
- <u>1</u> -1			i i i		813
111				:T:	<u>_</u>
212		: :	- J -	2] 2	-1-
✓ Mute all	Mute	☐ Mute	Mute	Mute	Mute

9. Select [Exit] from [Options].



Microphone Mute Setting

If the 'Mute' of 'Microphone' is not marked, voice can be heard through the speaker when speaking.



Microphone Setting

- *1.* Click [Start] → [Settings] → [Control Panel] → [Sounds and Audio Devices].
- 2. Select the [Audio] tab from the Sounds and Audio Devices Properties window.

inds and	Audio Devices Properties	?
Volume	Sounds Audio Voice Hardware	1
Sound	playback Default device: Crystal WDM Audio	7
	Volume Advanced	
Sound	recording Default device:	
18	Crystal WDM Audio	1
<i>.</i>	Volume Advanced	
MIDI m	usic playback Default device:	
<u></u>	Microsoft GS Wavetable SW Synth	-
	Volume About	
∏ Use o	nly default devices	
	OK Cancel App	ly.



3. Click the **[Volume...]** button under 'Sound recording'.

olume Sour	nds Audio	Voice Hardware
Sound playback		
🕥 Default o	levice:	
Crystal V	√DM Audio	•
	Volume	Advanced
Sound recording	e	
🖉 Default o	Default device:	
Crystal V	√DM Audio	×
	Volume	Advanced
MIDI music playb	ack	
Default o	levice:	
Microso	ft GS Wavetable SW !	Synth 💌
	Volume	About
Use only defau	lt devices	

4. Select [Options] from the Recording Control window.

CD Player	Microphone	Line In	Aux
Balance:	Balance:	Balance:	Balance:
▶ -]- ◀	8 ♪ <u>-</u> <u>}-</u> ∢) ▶ _ }_ �	
Volume:	Volume:	Volume:	Volume:
Select	Select	C Select	C Select



5. Ensure the 'Microphone' Volume Control item is marked. If not, mark it.

		<u>?</u> ×
Mixer device:	Crystal WDM Audio	•
Adjust volu	me for	
C Playbac	ok.	
Record	ling	
C Other	Headphones	T
Stereo I		
CD Play Microph Line In Aux Phone I	none	

- **6.** Click the **CK** button to save any changes.
- 7. Select 'Microphone' in Record Control.

CD Player	Microphone	Line In	Aux
Balance:	Balance:	Balance:	Balance:
▶ -]- •		8 0 4	0 0 <
Volume:	Volume:	Volume:	Volume:
Select	Select	Select	C Select

8. Select [Exit] from [Options].



MAKING A CALL

Before Making a Call

This section describes how to make calls with the OfficeServ Softphone client.

Category	Intercom Call	External Call
Functions	- Making an Intercom Call	- Making an External Call
	- Busy Station Callback	- Redial
	- Camp On	- Busy trunk line Callback
	- Connecting to an Operator	- Redialing a trunk line
		- Park Orbit
		- Saving Phone Numbers
		- Making a Call to a Saved Phone Number
	- Dial the Most Recently Called Number	
	- Make a call using the Recent Call Log	
	- Make a call using a system speed dial num	nber
	- Make a call using a Directory name	

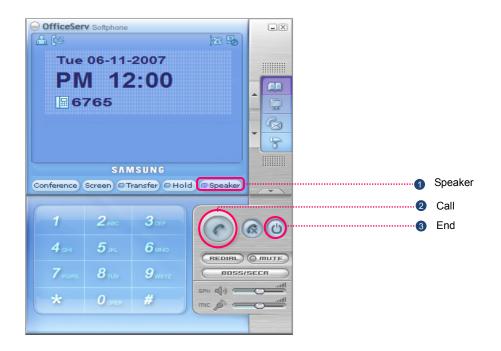


Making Calls

The following describes how to make a call in the 'Enbloc' mode using the [Call] or [End] button.

Making Calls Using the [Call], [Speaker], or [End] Button

Click the **[Call]** (labeled as Send with most of the Softphone skins) or **[Speaker]** button to make a call. Click the **[End]** button to end the call.





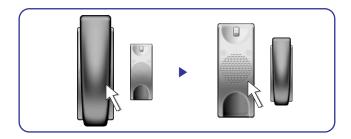
Call Button

The Call Button is labeled as the Send button in all of the OfficeServ Softphone skins except for the default skin where it is a handset icon.



Making Calls Using the Handset

If a Softphone skin that displays a handset is used, then left click the handset to lift it and make a call. Click the place where the handset should be to replace the handset and end the call.



Making Calls Using the Keyboard

- *1.* While idle, enter a phone number using the keyboard.
- 2. Press the [Enter] key or click the [Call] button to make the call.
- *3.* After the call is completed, press the [Esc] key or click the [End] button.

Making Calls Using the Dial Buttons on the Dial Pad

- *1.* While idle, enter a phone number using the dial buttons on the dial pad.
 - If the Dial Pad window is not displayed, click the [Show Numpad] button to display the Dial Pad window.

1	2.00	3
4 are	5	6 mo
7 Parks	8 TUV	9 wxyz
*	0.000	#

2. Click the [Call] button to make the call.



Making Calls Using Recent Call Log

1. While in an idle state, click the [Call] button to display the recent call log.

Rece	ent Call Log					×
	Phone Number	Name	Time		Call Duration	
1 x	7000		4/26/2006	3:05:19 PM	0Min 0Sec	
	6733			3:01:03 PM	0Min 15Sec	
C+	6733			3:00:17 PM	0Min 26Sec	=
C+	2649		4/26/2006	2:57:00 PM	0Min 11Sec	=
C+	6733		4/24/2006	9:51:44 AM	0Min 3Sec	
C+	6733		4/24/2006	9:48:54 AM	0Min 3Sec	
D+	6733		4/24/2006	9:46:48 AM	0Min 2Sec	
D+	6733		4/24/2006	9:45:01 AM	0Min 10Sec	
•	6733		4/24/2006	9:43:06 AM	0Min 4Sec	
C +	6733		4/24/2006	9:41:20 AM	0Min 18Sec	~
		Call	Save	Close]	

2. Select a phone number from the recent call log, and then click the [Call] button or double-click the phone number list to make the call.



Making an Intercom Call

This function is used to make a call to an internal station.

1	2.00	3
4 GHE	5	6
7 PORS	8 TUV	9
*	0	#

1. While idle, enter the target station number.



2. Click the [Call] button.



3. Speak to the recipient when the recipient answers the call.



Dial Mode

- When the 'Enbloc mode' is set in OfficeServ Softphone, dial a phone number and click [Call] to make a call. When the 'Overlap mode' is set, dialing the phone number is all that is needed to make a call.
- For details on the dialing modes, refer to [System Config.] tab of 'OfficeServ Softphone Option Settings'.



Busy Station Callback

This function is used to automatically call back when you make a call to a busy station.



1. When busy tone is received, click the **[CALLBACK]** button.



2. A callback message is displayed.



3. Once the called party is free, the Softphone client will ring and a callback message will be displayed.



4. Click the [Call] button to dial back the called party.



Camp On

This function is used to ring through to a busy station.



1. When a busy tone is received, click the **[CAMP ON]** button.



2. The called party will receive an off hook ring tone, which is a slightly lower volume alert tone than a standard ring tone.



3. Wait for the called party to answer.



Connecting to an Operator

This function is used to connect to an in-house operator or group of operators.



1. Click the **[0]** then **[Call]** button to connect an in-house operator.

- OR -



2. Dial the number of a specific operator station and then click the **[Call]** button.

Making an External Call

Follow the steps below to make an external call:



1. While idle, enter the phone number to dial.



2. Click the [Call] button.



 $\boldsymbol{\mathcal{3}}$. Wait for the called party to answer.



Redial

This function is used to redial the most recently called external number.



- 1. Select the [LAST REDIAL] button from the Soft Menu.
- *2.* Wait for the called party to answer.

NOTE

Overlap Dial Mode

In Overlap Dial mode, click the [Speaker] button and then select the [LAST REDIAL] button.

Auto Redial

When making an external call to a busy party, the auto redial function can be used to automatically redial the called party at a specific interval up to 99 times.







- **1.** When a busy tone is received from an external call, click the **[RETRY]** button.
- 2. The system automatically redials the number.
 - While auto redial is active the Softphone client cannot be used for other calls.
 - Click the [End] button to cancel auto redial.
- *3.* When the called party answers, click the **[Call]** button.
 - The call is disconnected if the [Call] button is not pressed within 10 seconds.



Busy CO Line Callback

This function is used to automatically retry a call when all trunk lines are busy.



1. When a busy tone is received while trying to access a trunk, click the **[CALLBACK]** button.



2. Click the [End] button after hearing the confirmation tone.



- *3.* When a trunk line becomes available the Softphone client will ring.
 - If the callback is not answered within 30 seconds, the callback will be cancelled.



4. Dial the desired phone number and then click the **[Call]** button.



5. Wait for the called party to answer.



Reusing a CO Line

This function is used to immediately terminate the current external call and make a new external call.



1. Click the **[NEW CALL]** button to disconnect the current call and receive dial tone.



2. Enter the desired number and then click the [Call] button.

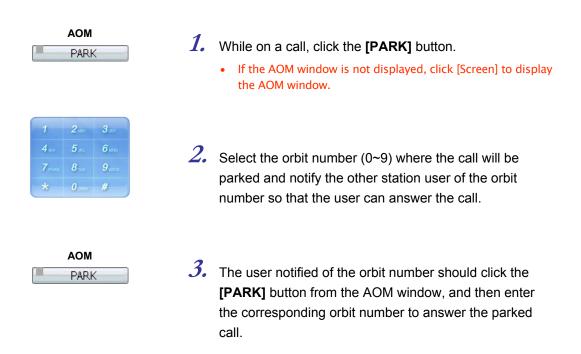


Park Orbit

This function is used to "park" an external call in a call storage "orbit" so that another user can answer the call. A total of 10 orbits exist and a call is parked in one of them. During this time the caller is on system hold and does not use a CALL key for any user.

Notes:

- 1. Users must have a PARK button or access code to retrieve and place calls in park orbits.
- 2. If the parked call is not retrieved within a pre-programmed period of time, it will recall the Softphone.
- 3. Intercom calls cannot be parked.
- 4. Phone system administrators may create PARK keys with pre-assigned orbit numbers. In this case, step 2 is skipped.





'Call Park' and 'Orbit'

'Call Park' allows you to park a call in a specific place so that another user can answer the call. The place where a call is parked is called 'orbit'. A total of 10 orbits exist and a current call is parked in one of them. Notify another user of the orbit number so that the notified user can answer the call parked in the orbit.



Saving Phone Numbers

This function is used to save the most recently dialed phone number for future use.

Eni an ant	0.00 004	
Fri 08 Oct 00:06 3214		
7007:0103003000		
ACCOUNT	VM RECORD	
	VM RECORD CROUP LISTEN	
ACCOUNT MUTE PAGE		

- **1.** During the conversation, click the **[SAVE/REPEAT]** button to save the call.
 - The Saved Phone Number will be kept until another phone number is saved.

Making a Call from the Saved Phone Number

This function allows you to make a call to the saved phone number.



- **1.** While idle, click the **[SAVE/REPEAT]** button to dial the saved number.
- 2. Wait for the called party to answer.

Dialing the Most Recently Called Number

This function is used to redial the most recently dialed number.



- **1.** While idle, click the **[Redial]** button.
- *2.* Wait for the called party to answer.



Overlap Dial Mode

In Overlap Dial Mode, click [Speaker] button and select [LAST REDIAL] button to use this function.



Making a Call Using the Recent Call Log

This function is used to make a call using the recent call log.

Call Duration

OMin USec OMin 155ec 0Min 265e 0Min 11Sec OMin 3Sec

OMin 3Sec

OMin 25e

Min 105ed

Min 45e



Time

4/26/2006 3:05:19 PM 4/26/2006 3:01:03 PM 4/26/2006 3:01:03 PM 4/26/2006 3:00:17 PM 4/26/2006 2:57:00 PM 4/24/2006 9:51:44 AM

4/24/2006 9:48:54 AM

/24/2006 9:46:48 AM

(24/2006 9:45:01 AM

24/2006 9:47:06 AM

Close

iber Nam

Cal

Recent Call Log

Phone Nu \$\% 2000 1\% 6733 1\% 2649 1\% 6733 1\% 67

- 1. While idle, click the [Call] button to open the Recent Call Log.
- $\it 2.$ The Recent Call Log holds up to 60 calls sorted and displayed by time.
- Recent Call Log Phone Nu \$ 7000 Call Duration Time 4/26/2006 3:05:19 PM OMin 6733 4/26/2006 3:00:17 P Min 265a 6733
 6733
 6733
 6733
 6733
 6733
 6733
 6733 4/24/2006 9:51:44 AM 4/24/2006 9:48:54 AM 4/24/2006 9:46:48 AM 4/24/2006 9:46:48 AM 25e 0Min 10Sec 4/24/2006 9:43:06 AM 0Min 45e 4/24/2006 9:41:20 AM Min 185e Close Call Save
- 3. Double-click a call record and press the [Call] button or select a call record and press the [Enter] key on the keyboard to make the call.

Making a Call Using a System Speed Dial

This function is used to make a call using system speed dials.



- 1. While idle, click the [SPEED DIAL] button.
- 2. If a bin number is not assigned to the button, then enter a system speed dial number.



3. Wait for the called party to answer.



Making a Call Using a Directory Name

This function is used to make a call using the Softphone client's online Directory. There are three directory components:

- 1. System wide speed dial list
- 2. Personal speed dial list
- 3. Station directory list

DIRECTORY

1. While idle, click the **[DIRECTORY]** button to open the Directory window.



2. Select a directory type from the soft menu.



3. Enter the first letter of the directory name and then click
 [▲] or [▼] to search for the name. Select the name and then click the [Call] button.



4. Wait for the called party to answer.



ANSWERING CALLS

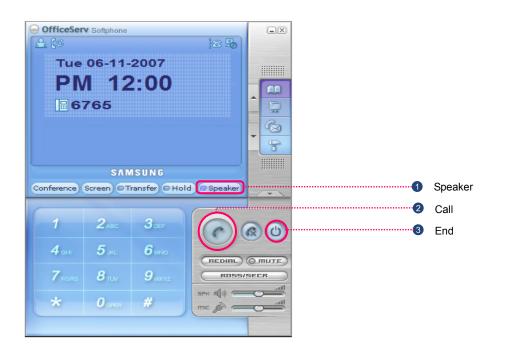
Category	Intercom Call	External call
Functions	- Answering an Intercom Call - Answering a Call in Auto Answer Mode - Answering a Call in OHVA Mode	- Answering an External call - Answering an External Call Using a Night Service Bell
	- Call pickup - Group call pickup - Answering a camp on call	

Answering Calls

This section describes the functions for answering calls using OfficeServ Softphone.

Answering Calls by Using the [Call], [Speaker], or [End] Button

Click the [Call] or [Speaker] button to answer the call. Click the [End] button to end the call.





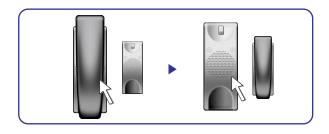
Call Button

The Call Button is labeled as the Send button in all of OfficeServ Softphone skins except



Answering Calls by Using the Handset

If a Softphone skin that has a handset window is used, left click the handset to answer a call. Click the place where the handset should be placed to replace the handset and end the call.



Answering Calls Using the Call Alert Window

If the Softphone application window is minimized or hidden, the Call Alert window will be displayed to notify a user of an incoming call.

1. When an incoming call arrives, the Call Alert window will appear. If Caller ID is received, it will be displayed in the window.

Call alert.	×
From : [3210]	
Calling	

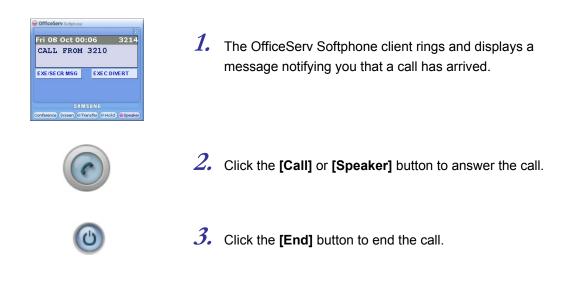
2. Click on the Call Alert window to answer the call.





Answering an Intercom Call

This function is used to answer an incoming intercom call.

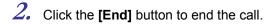


Answering a Call in Auto Answer Mode

This function is used to answer an incoming intercom call when auto answer mode is enabled.



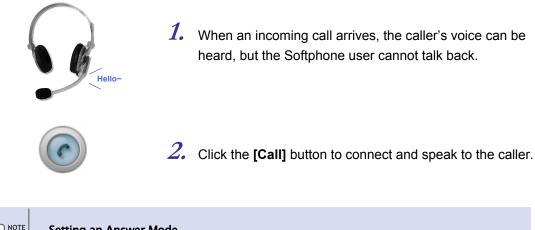
1. When the incoming call arrives, the call will automatically be answered.





Answering a Call in OHVA Mode

This function is used to answer an intercom call when Off Hook Voice Announce is enabled.



Setting an Answer Mode

An answer mode can be set in [System Config.] tab of [Option Config.]. For details, refer to 'OfficeServ Softphone Option Settings' of 'Things You Should Know'.

Answering an External Call

This function is used to answer a call from an external source.



1. The OfficeServ Softphone client will ring and display a message that a call has arrived.



- 2. Click the [Call] or [Speaker] button to answer the call.
- 3. Click the [End] button to end the call.

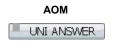


Answering an External Call Using a Night Service Bell

This function is used to answer an external call when a night time paging bell is used.



1. When an external call arrives the paging bell will ring.



2. While idle, click the **[UNI ANSWER]** button in the AOM window.



3. Click the **[End]** button to end the call.



Night Mode Setting

For information on night mode settings, contact the phone system administrator.



Call Pickup

This function allows you to pick up a call ringing at another extension.



1. When another station rings, click the **[Call]** or **[Speaker]** button and enter the function code for call pickup, **[6][5]**.



2. Enter the station number of the ringing station to answer the call.

Group Call Pickup

This function is used to pick up a call made to another member of the call group.



 When another member's station rings, click the [Call] or [Speaker] button and enter the function code for group pickup, [6][6].



2. Enter the group number $(01 \sim 20)$ to answer the call.



VIDEO CALLING

Enabling the Video Calling Feature

This function allows the Softphone client to employ the web camera (web cam) that is installed on a PC.



1. Click the **[Option Configuration]** button on the Softphone client.

Softphone Configuration	X
Option Device System Forward Key Map Softkeys Audio Video	
Call Mode Video Mode Voice Mode	
Capture Device	
Rocketfish Webcam 👻	
Video Codec	
H.263 •	
352 * 288 (CIF) 👻	
Capture Frame	
15 fps 🔹	
$\overline{\mathbb{V}}$ Close the Remote party's viewer when the call disconnected.	
✓ Always Camera Open.	
Background Image Default	
C:\Program Files\Samsung Electronics\OfficeServ Search	
OK Cancel Save	

2. Click the [Video] tab and then click the radio button labeled [Video Mode]. Click the [OK] button to save the change. Video calling is enabled. The other [Video] tab parameters are discussed in the 'Things You Should Know' section of this User Guide.



Modifying the My Video Settings

This function allows several Softphone client settings to be modified.



1. Click the [Video View] button on the Softphone client.



2. Within the My Video window, the Softphone User may observe what the Remote caller is seeing and may modify several Softphone options.



3. Click the Preview box to view the local web camera picture and to gain access to other options, which are shown in the following table.



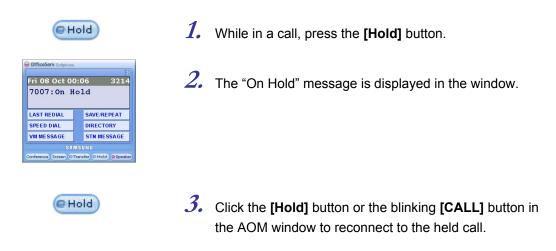
My Video Parameter	Settings
Cam Setting	The [Cam Setting] button opens the specific properties window of the web cam being used by the Softphone client.
Broadcast	On - The Softphone will transmit a picture to the Remote Softphone client.Off- The Softphone will not transmit a picture to the Remote Softphone client.
Pause	On- Suspends video transmission. Off- Reactivates video transmission.
Mode	CIF- Sets the viewing area to (352x288). QCIF- Sets the viewing area to (176 x 144) (default setting).



CONVENIENT FEATURES

Call Hold

This function is used to place a caller on hold.



Call Transfer

This function is used to transfer a call to another destination.

Unconditional (Blind) Call Transfer

6	Transfer		
1	2.00	3	
4 00	5	6 mo	
7 Ports	8 m	9 MXYZ	
*	0	#	

0

- *1.* Click the **[Transfer]** button during a call.
- *2.* Enter the station number or CO line number to transfer the call to.
- *3.* When ringback is heard, click the **[End]** button to complete the transfer.



Conditional (Supervised) Call Transfer

Transfer	1. Click th	e [Transfer] button during a call.
1 2 лас 3 ск.г 4 сли 5 лс. 6 мло 7 исли 8 пли 9 мичг * 0 дики #	<i>2.</i> Enter the call	ne station number or CO line number to transfer to.
٢	annour	ne party to be transferred answers the call, nce the transfer and click the [End] button to te the transfer.



Transferring an incoming call directly to a voice mailbox

Click [VT] in the AOM window and enter the voice mailbox number to transfer the call to. Note that the Samsung SMVi card must be installed in the phone system and that the system administrator must have the voicemail transfer feature enabled.

Mute (Blocking Sound to the Caller)

This function is used to prevent the caller from hearing the user's voice during a call.

Fri 08 Oct (0:06 3214
7007:	00:05
ACCOUNT	VM RECORD
MUTE	GROUP LISTEN

 OfficeServ Surghum
 20

 Fri 08 Oct 00:06
 3214

 7007 :
 00 : 05

 ACCOUNT
 VM RECORD

GROUP LISTEN SAVE/REPEAT

- 1. Click the [Mute] button during the call.
- 2. Click the [Mute] button again to disable the mute function.

mute (off)



Conference Calls

This function is used to make a conference call with up to five people simultaneously.

Group Conferencing

Conference

Conference	×
[Group]	
Sales	-
1. 6701	I Select
2. 92143331010	✓ Select
з.	🗆 Select
4.	🗆 Select
Save Call All	Exit

- **1.** While idle, click the **[Conference]** button.
- 2. Enter the target phone numbers and then check the [Select] box.
- 3. Click the [Call All] button to dial the entered numbers.



×

 $\overline{\mathbf{v}}$

Disconn.

Disconn.

Call

Call

Exit

Call All

4. To release a call during a conference, click the **[Disconn.]** button next to the corresponding number.

5. Enter the number to be connected in the vacant field and click the **[Call]** button to connect an additional call.

6. Click the [Exit] button to end a conference call.

Conference

[Group]

Sales

1. 6742

з. 6701

4. [

2. 92147871111

Leader

Exit



Individual Conference

Conference	1.	During a call, click the [Conference] button.
Fri 08 Oct 02:21 3214 make next call SAMSUN6 Conference Green Grantfey GHold Otpasker	2.	Enter the phone number to be added to the conference.
Conference	З.	When the other party answers, click the [Conference] button again to complete the conference.

Call Forwarding

This function is used to forward a call to a specific destination when the call cannot be answered.



Call Forwarding

The [Forward] tab of [Option Config.] allows you to easily set or release the call forwarding function. For details, refer to 'Forward Tab' of 'OfficeServ Softphone Option Settings' in 'Things You Should Know'.

Forwarding All Calls

This function is used to forward all calls to another phone number.



 While idle, dial the function code for call forwarding ([6][0]) and click the [Call] button.

Fri 08 Oct 02	.:23 3214
Enter FWD	Number
FORWARD ALL	FORWARD BUSY
	EORWARD B/NA
FORWARD NANS	i ontronto binor

2. Enter the destination phone number and click the **[FORWARD ALL]** button.



Forwarding Busy

This function is used to forward all calls to another phone number while busy.



1. While idle dial the function code for call forwarding ([6][0]) and click the [Call] button.



2. Enter the destination phone number and then click the **[FORWARD BUSY]** button.

Forwarding No Answer

This function is used to forward a call to another phone number when it cannot be answered within a certain period of time.



1. While idle dial the function code for call forwarding (**[6][0]**) and click the **[Call]** button.



2. Enter the destination phone number and click the [FORWARD NANS] button.



Forwarding Busy/No Answer

This function is used to forward a call to another phone number when busy or there is no answer within a certain period of time.



1. While idle, dial the function code for call forwarding (**[6][0]**) and click the **[Call]** button.



2. Enter the destination phone number and click the **[FORWARD B/NA]** button.

Clearing Call Forwarding

This function is used to clear call forwarding settings for Softphone.



1. While idle, dial the function code for call forwarding (**[6][0]**) and click the **[Call]** button.



2. Click the [FORWARD CLR] button.



Follow Me Forwarding

This function is used to "pull" all calls from one station to another. The Follow Me can only be set from another station, and causes all calls to forward from this station to the other station. In order to cancel this forwarding, it must be cancelled from the phone where the calls are forwarded from.



1. While idle dial the function code for call forwarding (**[6][0]**) and click the **[Call]** button.



2. Enter the phone number of the station whose calls should forward here and click the **[FOLLOW ME]** button.

Setting Do Not Disturb

This function is used to set the DND feature, preventing calls from being delivered to this station.



- *1.* Click the **[DND]** button in the AOM window.
- *2.* The 'DO NOT DISTURB' message is displayed on the main screen.
 - If DND is enabled, the status display LED will blink red.

Clearing DND function

This function is used to the steps below to clear DND.



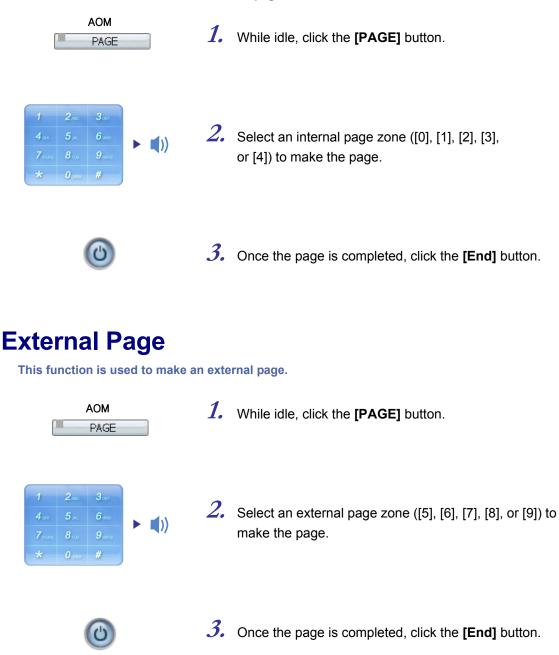
- *1.* Click the **[DND]** button in the AOM window.
- *2.* The 'DND is cancelled' message is displayed on the main screen.

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Internal Page

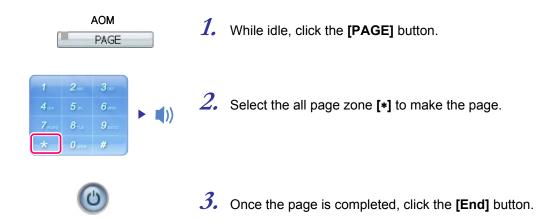
This function is used to make an internal page.





All Page

This function is used to make an all page, paging to both internal and external zones.



Meet Me Page

This function is used to page a user who has a transferred call waiting.



- 1. While idle, click the [MEET ME PAGE] button.
- *2.* Enter a page zone ([0] [9]) to announce the transferred call.



3. When the 'Please click ANSWER WAIT' message is displayed, click the **[ANSWER WAIT]** button.



4. The user will dial [5][6] to retrieve the call.



Leaving a Message

This function is used to leave a call request message at another station.



1. When busy tone is heard, click the **[MESSAGE]** button.



2. A call request message is left for the recipient's station.

Deleting a Message

This function is used to clear a message or unsend a delivered message.

1	2.00	3
4.00	5	6 1000
7 _{Parts}	8 m	9
*	0.000	#

- 1. Enter feature code [4][2].
- 2. Enter the station number that has the message to be cleared.

Checking/Answering/Deleting a Message

This function is used to check/answer/delete the messages left for Softphone.

AOM MESSAGE	1.	Click the [MESSAGE] button in the AOM window.
ConfrictServ Solphone	2.	 The most recent message is displayed. REPLY: Makes a callback to the station who left the message. NEXT: Display the next message. CLEAR: Clear this message.



Transferring a Call from Secretary to Boss

This function allows a Secretary station to answer a call, then transfer it to a Boss station.



1. During a call, click the **[Boss/Secr]** button.

2. Select a Boss station to transfer the call to, and then click the [Call] button.

3. Announce the caller to the Boss and click the **[End]** button.



Boss/Secretary Function

The Boss/Secretary function is available only if enabled by the OfficeServ phone system administrator. A [Boss/Secr] button will be displayed on Softphone when this feature is enabled.



Boss/Secretary Message

This function is used to exchange messages between Boss and Secretary stations.



1. While idle, click the **[BOSS/SECR]** button.



2. Click the [Message] button.

2	RETURN ON
đ	IKE LOKN ON
2	RETURN ON
-	RETURN ON
-	RETURN ON
•	RETURN ON
	RETURN ON
-	RETURN ON
	RETURN ON
-	RETURN ON

3. Enter a message and then click the **[Save]** button.

RETURN ON
RETURN ON

4. Select a boss and click the [Send] button.



Including/Excluding a Group

This function is used to log a station into or out of a station group.

Logging into a Group

IN/0	UT GRC	UP
1	2.00	3
4 are	5	6 mo
7 _{Parts}	8 TEV	9 www.
*	0	#

- **1.** While idle, click **[IN/OUT GROUP]**.
- *2.* Enter a group number to log in to.
- OfficeServ Solutions
 Mon 01 May 10:04 6742
 group status
 IN TO GROUP
 OUT OF GROUP
 SAMSUNC
 Conference Screen Transfer (Hold Oceawar)
- *3.* Click [IN TO GROUP].

Logging out of a Group



- **1.** While idle, click **[IN/OUT GROUP]**.
- *2.* Enter a group number to log in to.
- **3.** Click [OUT OF GROUP].



Saving Caller IDs

This function is used to save current caller ID for future use.

Fri 08 Oct (00:06 32
7007:01	03003000
ACCOUNT	VM RECORD
MUTE	CROUP LISTE
PAGE	SAVE/REPEAT
	VWRRNE

1. During a call, click **[SAVE/REPEAT]**.



Saving Caller IDs

Only one caller ID can be saved at a time. When another caller ID is saved it will overwrite the existing entry.

Making a Call to Saved Caller ID

This function is used to make a call to the saved caller ID number.



1. Enter feature code [1][7] and click [Call].

Saving Caller ID as a Speed Dial

This function is used to save the displayed caller ID as a personal speed dial.

ri 08 Oct	00:06	321
7007:03	1030030	000
		CORD
	VM RE	
ACCOUNT		LISTEN

- **1.** During a call, click **[SAVE/STORE]**.
 - The speed dial number where the caller ID is saved will be displayed in the window.



MENUS

Contact List D

Click the [Contact List] icon(🛄) to display the Contact List window:

Ģ	Cor	tact L	ist														×
	8	Call	🚯 Add	H 🔀	Delete	Z	Edit	Searc	ch Conta	ts 🧭 I	import Ou	tlook Conta	acts 🔊 E	Export Out	ook Contact	s 🕒	View All
V	'iew (Contac	t Group:	All	~		Inse	ert Name									
	ID	Name		Bu	isiness			Home		Mobile Ph	none	Other		E-Mail		Fax	
	3	Samsu	ing TS	1-8	800-737-	7008											
	<																>



Save Directory Phone Numbers

This function is used to save phone numbers to the Directory. Up to four phone numbers (office, home, mobile, and alternate) per person can be saved. In addition, e-mail, fax, groups, and memo fields can be set.

- 1. Click 🚯 Add from the Contact List window.
- *2.* Enter the information to be saved.

Phoneboo	ok Edit/Add	×
Name:	Hong gil dong	Speed Dial
Office:	0212345678	1
Home:	03112345678	2
Mobile:	01012345678	
Alt:		
E-Mail	email@address.co.kr	
Fax:	0223456789	
Group(G)	office	-
Memo:		
	Save(S) Clo	ise(C)

- 3. If desired, enter a speed dial number (from 0 to 99) in the Speed Dial field to assign a specific number as a speed dial.
- **4.** Click Group(G) to edit a group.
- 5. Enter the name of a new group to register the group.

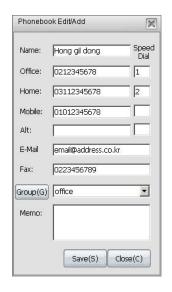
	Group Add/Delete	×
	ID Group 3 office	
	Group Name Add(A) [friend Delete(D)] Canc	e(C)
<i>6.</i>	Click Add(A)	to register the group.



Modifying the Contact List Phone Numbers

This function is used to modify stored directory phone numbers.

2. Update the profile.



3. Click Save(S) to save the profile.



Deleting Phone Numbers

This function is used to delete a Directory profile.

Select a profile to be deleted from the Directory and click 😢 Delete .



This function allows you to make a call using the Directory menu.

- 1. Select a profile from the Directory window and click S Call.
- 2. Select a target phone number from the Select Phone Number window.

Select Phone Numb	er	X
Select the numb	er for dial, then click 'OK'.	
Office : 9-321	ס	
My Area Code	; 02	
To Access	an outside line, Access Code #1 9	
To Access	an outside line, Access Code #2 99	-
🔽 Call after re	move my areacode from phone numb	ier
• Office	3210	
C Home	1234-5678	
Mobile	010-1234-5678	
C Alt		
	<u>_</u>	
	OK Cancel	

- *3.* Modify the phone number if necessary.
- 4. Click ok to make the call.



Modifying a Phone Number

Modifying a number in the Select Phone Number window will not affect the stored Directory profile.



Search Phone Numbers

This function is used to search the Directory for a specific entry.

- 1. Select Search from the Directory window.
- 2. Enter a speed dial to search for (if any).

Speed Dial	1		Search(S)
Name			
Phone Number			
Group	Total	-	
ID Name		Office	9
4 Hong gil d	long	0212	345678

 $\boldsymbol{\mathcal{3}}$. Enter the name (full or partial) to search for (if any).

Spe	ed Dial	_	Se	arch(S)
Nan		hong		
Phc Gro	ine Numb up	er Total		
ID	Name		Office	
4	Hong g	il dong	02123456	78



4. Enter the phone number (full or partial) to search for (if any).

Spe Nan	ed Dial ne			Search(S
Pho	ne Number	1234		
Gro	up	Total	_	
ID	Name		Office	9
4	Hong gil d	ong	0212	345678



5. Select a group to search for (if any).

Speed Dial Name		Search(S
Phone Nur	nber	
Group	office	
ID Name	9	Office
and the second se	, gil dong	0212345678
t nong	gir dong	0212343070

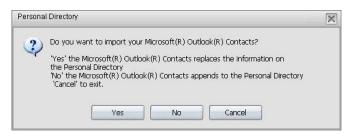
6. Click Search(S)

Microsoft Outlook Address Exchange

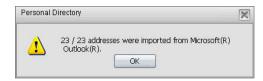
This function is used to export the Directory of the Softphone to the address book of Microsoft Outlook, or to import the address book of Microsoft Outlook to the Softphone Directory.

Importing the Address Book from Microsoft Outlook

- **1.** Click [Import] from the Directory window.
- 2. Click [Yes] to import the address book from Microsoft Outlook.



 $\boldsymbol{\mathcal{3}}$. If the import is successful, the window below appears:





Exporting the Address Book from the Softphone Directory to Microsoft Outlook

- **1.** Click **[Export]** from the Directory window.
- *2.* Click **[Yes]** to export the Softphone address book to Microsoft Outlook.

Persona	I Directory			×
2	Export data t	o Microsoft(R) Outlo	ok(R)	
(All	Selected	Cancel	

Activity Log/Message

Click the **[Activity Log]** icon(**(**) to open the Activity Log/Message window:

Message/Call Log		X
🔗 Call 🙆 Send New	Message 🕢 Reply 🚯 Draft Message 🛞 Delete Message 🍈 Delete All 👍 Refresh	1
Short Message New Message Received Messa Sent Message Sent Message Oraft Call Log	Folder Total Count Serve Message 0 Breceived M 2 Sent Message 1 Draft 0	
3 Item(s)		×



Message Box

This function is used to exchange short messages between Softphone users.

Sending a Message

- 1. Click Send New Message from the Message/Call Log window.
- 2. Enter the station number to send the message to and then enter message text. Alternatively, click Invoke Msg(I) to load a previously stored message.

Send Messag	1	×
Recipient	210	
Send Message		
Hello!		<u>_</u>
		*
Send Msg(S	Invoke Msg(I)	Close(C)

3. Click Send Msg(S) to forward the message.

Checking New Messages

1. Select 'New Message'.

-	A Taxt Maccada
1	- 🖗 New Message
	- 😥 Received Message
	🛛 😥 Sent Message
	🖳 💋 Draft

2. The list of the new messages is displayed.

Cal 🛛 🙆 Send New	Message 🔮	Reply 🚳 Draft Message (🗴 Delete Message 🔘 Delete All 🍥 Refre:
-	-	[
Short Message	From	Received Date	Message
New Message Received Messa	26742	3/7/2005 2:40:26 PM	helio from 6742
 Sent Message Draft Call Log 	86742	3/7/2005 2:35:22 PM	This is a msg notification alarm test 🗆
-			



Viewing Received Messages

1. Select 'Received Message'.

🕀 🕼 Text Message
Mew Messane
- 😥 Received Message
👘 😥 Sent Message
🔤 🧑 Draft

Viewing Sent Messages



<u> </u>	🖗 Text Message
	🕂 🧭 New Message
	Roroivod Moccano
	🛛 😥 Sent Message
	🔤 😥 Dratt

Viewing Drafts

3. Select 'Draft'.

 🖗 Text Message
🛛 😥 New Message
Received Message
Cont Moccodo
🛛 🧑 Draft

Saving Messages in the Message Box

- 1. Click Draft Message from the Message/Call Log window.
- *2.* Enter the message text.

Draft Message	×
Have a nice day!	×
Save(S)	Close(C)

3. Click the Save(S) button to save the message.



Call Log

This function is used to check the call log.

Recent Call Log

1. Select 'Recent Call Log'.



2. The list of all recent calls appears as shown below:

OMin 25Sec 10Min 58Sec OMin 21Sec OMin 17Sec 1Min 17Sec OMin 4Sec
OMin 21Sec OMin 17Sec 1Min 50Sec OMin 4Sec
OMin 17Sec 1Min 50Sec OMin 4Sec
1Min 50Sec OMin 4Sec
OMin 4Sec
OMin 2Sec
OMin 10Sec
OMin 16Sec
OMin 6Sec
-
-
-
-
OMin 10Sec

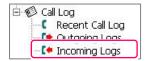
Viewing Outgoing Calls

1. Select 'Outgoing Logs'.



Viewing Received Calls

2. Select 'Incoming Logs'.





ANNEX

USB Handsets

This annex describes the installation procedure for USB handsets supported by the OfficeServ Softphone, and describes the functional relation between the USB handset and the OfficeServ Softphone.

TMP-100/TMP-200

Installation Procedure (Windows XP, TMP-100)

- **1.** OfficeServ Softphone Ver1.0.0.2 or higher must be installed before installing TMP-100 or TMP-200.
- 2. After installing the OfficeServ Softphone program, connect the TMP-100 or TMP-200 to the USB port of the PC.
- *3.* Once the window below appears, select 'Install from a list or specific location (Advanced)' and click the **[Next]** button.





4. The window below appears. Select 'Don't search. I will choose the driver to install' and click the **[Next]** button.



5. The compatible hardware list window will appear as shown below:

	install for this ha	rdware.	
Select the manufacturer and model of have a disk that contains the driver yo			
Show compatible hardware			
lodel			
TMP200 USB Phone			
TMP200 USB Phone			
TMP200 USB Phone			
			Have Diek
This driver is not digitally signed!		[Have Disk
This driver is not digitally signed!			Have Disk

 $\pmb{6}$. Select the proper device driver and click the **[Next]** button.



7. Once the window below appears, click the **[Continue Anyway]** button to complete TMP-driver installation.

A short passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.	Hardwa	ile the wizard installs the software
Continue Annusu STOP Installation	و 1	The software you are installing for this hardware: TMP200 USB Audio has not passed Windows Logo testing to verify its compatibility with Windows XP. <u>(Tell me why this testing is important.</u>) Continuing your installation of this software may impair
Continue Anyway Short Installation		either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has



TMP-200 Installation Procedure

The installation procedure for TMP-200 is same as that for TMP-100.

TMP-100/TMP-200 Installation Check (Windows XP, TMP-100)

1. Upon successful installation of TMP-100 or TMP-200, restart the OfficeServ Softphone. The icon circled below should appear on the main screen if the installed TMP-100 or TMP-200 is properly connected.





 Select [Start] → [Settings] → [Control Panel] → [Sounds and Audio Devices] from the Windows desktop.

dress 🔂 Control Panel								
Control Panel	*	Filter	Ġ,	X	5	-	P	8
🚱 Switch to Category View	v	AC3 Filter	Accessibility Options	Add Hardware	Add or Remov	Administrative Tools	Date and Time	Displa
See Also	*	I		and the	9	1	Ċ	
🍓 Windows Update		Folder Options	Fonts	Game Controllers	Internet Options	Keyboard	Mouse	Netwo Connect
🥘 Help and Support			۲ <u>۹</u>			3	1	s
		Phone and Modem	Power Options	Printers and Faxes	Regional and Language	Scanners and Cameras	Scheduled Tasks	SoundFu Audio
		O,	R	V		<u>8</u>	0	
		Sounds and Audio Devices	Speech	System	Taskbar and Start Menu	User Accounts	메일	

3. From the Sounds and Audio Devices Properties window, verify that the TMP-100 or TMP-200 is enabled. The figure below is an example of when TMP-200 is enabled.

unds and	Audio Devices Properties	<u>?</u> ×
Volume	Sounds Audio Voice Hardwa	are
Sound	playback Default device:	
9	TMP200 USB Audio	
	Volume Advanced	
Sound	recording Default device:	
18	TMP200 USB Audio	
	Volume Advanced	
MIDI m	usic playback	
1	Default device:	
<u></u>	Microsoft GS Wavetable SW Synth	•
	Volume About	
🗖 Use d	only default devices	
	OK Cancel A	pply

NOTE

TMP-100/TMP-200 Installation Procedure

Refer to the TMP-100/TMP-200 product home page (http://www.tics.co.kr) for installation procedures on TMP-100 and TMP-200 or for other details.

Functional Relationship Between TMP-100 (Phone Type) and Softphone (Key Pad Mapping)

TMP-100	OfficeServ Softphone
Handset(HOOK button)	Handset
Key Pad(0~9, *, #)	Key Pad(0~9, *, #)
REDIAL	REDIAL
SEND	SEND
CLR	CLR
Acct	-
🖂 Button	[Message] icon(💌)in the initial window

Eutectics IPP200

For detailed information on how to install Eutectics IPP200 or on Eutectics IPP200, refer to <u>http://www.eutecticsinc.com</u>.

In the Softphone Audio configuration tab, click on the Voice Settings drop down menu, and select Eutectics IPP200 for the Playback and Transmit settings.

Functional Relationship between IPP100 and OfficeServ Softphone

IPP200	OfficeServ Softphone
Handset(HOOK button)	Handset(HOOK button)



Claritel i750

For detailed information on how to install Claritel i750 or on Claritel i750, refer to <u>http://www.clarisys.com</u>.

In the Softphone Audio configuration tab (shown below), click on the Voice Settings drop down menu, and select "Claritel-i750 – vp" for the Playback and Transmit settings.

Softphone Configuration.
Option Device Config. System Config. Forward Key Map Dial Rule Audio
Voice Settings Playback (Speaker) [Caritel-1750 - vp V Transmit (Microphone) [Caritel-1750 - vp V Ringer Setting Ringer Setting Ringer Audio Device SoundMAX Digital Audio V
Ring Volume Speaker Volume Off Hook Volume Page Volume Off Hook Volume Off Hook Save
OK Cancel Save

Functional Relationship Between Claritel i750 and the OfficeServ Softphone (Key Pad Mapping)

Claritel i750	OfficeServ Softphone
On/OFF	On/OFF Hook button
Keypad(0~9, *, #)	Keypad(0~9, *, #)
Arrow button	Arrow button
SEND	[Send] button or [enter] key of the keyboard
End	[End]
Mute button(Unique feature of Claritel i750)	-
Volume adjustment	Volume adjustment