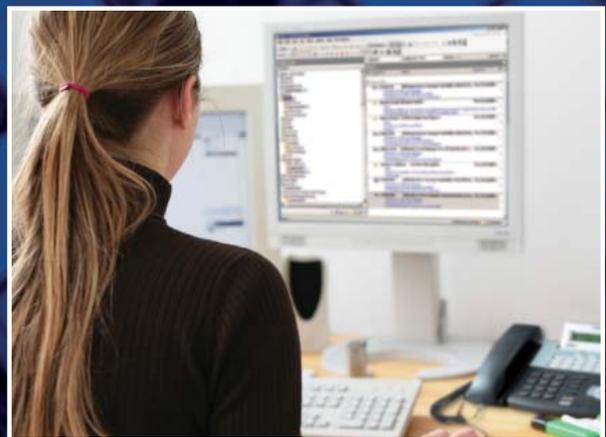


OfficeServ™ IP-UMS USER GUIDE



SAMSUNG

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This manual should be read before the installation and operation of the OfficeServ IP-UMS. The operator should correctly install and operate the OfficeServ IP-UMS by following the guidelines outlined in this and other OfficeServ IP-UMS manuals.

Every effort has been made to eliminate errors and ambiguities in the information contained in this guide. Any questions concerning information presented here should be directed to SAMSUNG TELECOMMUNICATIONS AMERICA. SAMSUNG TELECOMMUNICATIONS AMERICA disclaims all liabilities for damages arising from the erroneous interpretation or use of information presented in this guide.

INTRODUCTION

Purpose

This manual describes the installation, setup, and functions of both the Web and Outlook GUI (Grafical User Interface) Subscriber Client controls and how they work with the IP-Unified Messaging Service (IP-UMS) system.

Document Content and Organization

This document consists of four chapters which are summarized as follows:

CHAPTER 1. Overview

Describes the overview of the IP-UMS system.

CHAPTER 2. Client Installation

Describes the methods available to load IP-UMS controls.

CHAPTER 3. Using Web

Describes the function and how to use Web and the IP-UMS system.

CHAPTER 4. Using Outlook

Describes how to interwork and use the IP-UMS system with Outlook.

ABBREVIATIONS

Abbreviations frequently used in this document are described.

Conventions and Symbols

In order to ensure product safety and proper operation, information followed by the following icons should be carefully read before installing or using the product:



WARNING

Provides information or instructions that the reader should follow in order to avoid personal injury or fatality.



CAUTION

Provides information or instructions that the reader should follow in order to avoid a service failure or damage to the system.



Restriction

Indication for prohibiting an action for a product.



Instruction

Indication for commanding a specifically required action.

The following types of paragraphs contain special information that must be carefully read and thoroughly understood. Such information may or may not be enclosed in a rectangular box, separating it from the main text, but is always preceded by an icon and/or a bold title.



CHECKPOINT

Provides the operator with checkpoints for stable system operation.



NOTE

Indicates additional information as a reference.

Reference

OfficeServ IP-UMS Administrator Guide

OfficeServ IP-UMS Administrator Guide is the to be used by the administrator to configure the IP-UMS system and as reference for the IP-UMS functions and usages.

Revision History

EDITION	DATE OF ISSUE	REMARKS
00	10. 2005	First Edition
01	01. 2007	Version Update for Windows
02	10.2007	Update for functions and contents
03	05.2008	Modification of function and contents
04	08.2008	Modification of function and contents
05	06.2009	Modifications for U.S. Market
06	07.2009	Modified by Product engineer for content
07	09.2012	Modified for Server V1.4.0.7 & Client V3.0.1.5

Before Getting Started

In order to ensure product safety and proper operation, please review the following information before getting started.



Cautions for Database Initialization

Be careful as all OfficeServ IP-UMS data may be erased if its database is initialized during or after system operation has been started.

Always perform regular backups to ensure data recovery and minimal data loss.



NOTE

Clarification NOTE

“Subscribers” are Voicemail Users that have a Telephone User Interface (TUI) to access functionality provided by either an EXT (Extension Block), or a MBX (Mailbox Block), or Both for controlling how they communicate with their callers and their messages.

A “Client” is a subscriber with access to additional functionality through a Graphical User Interface (GUI).

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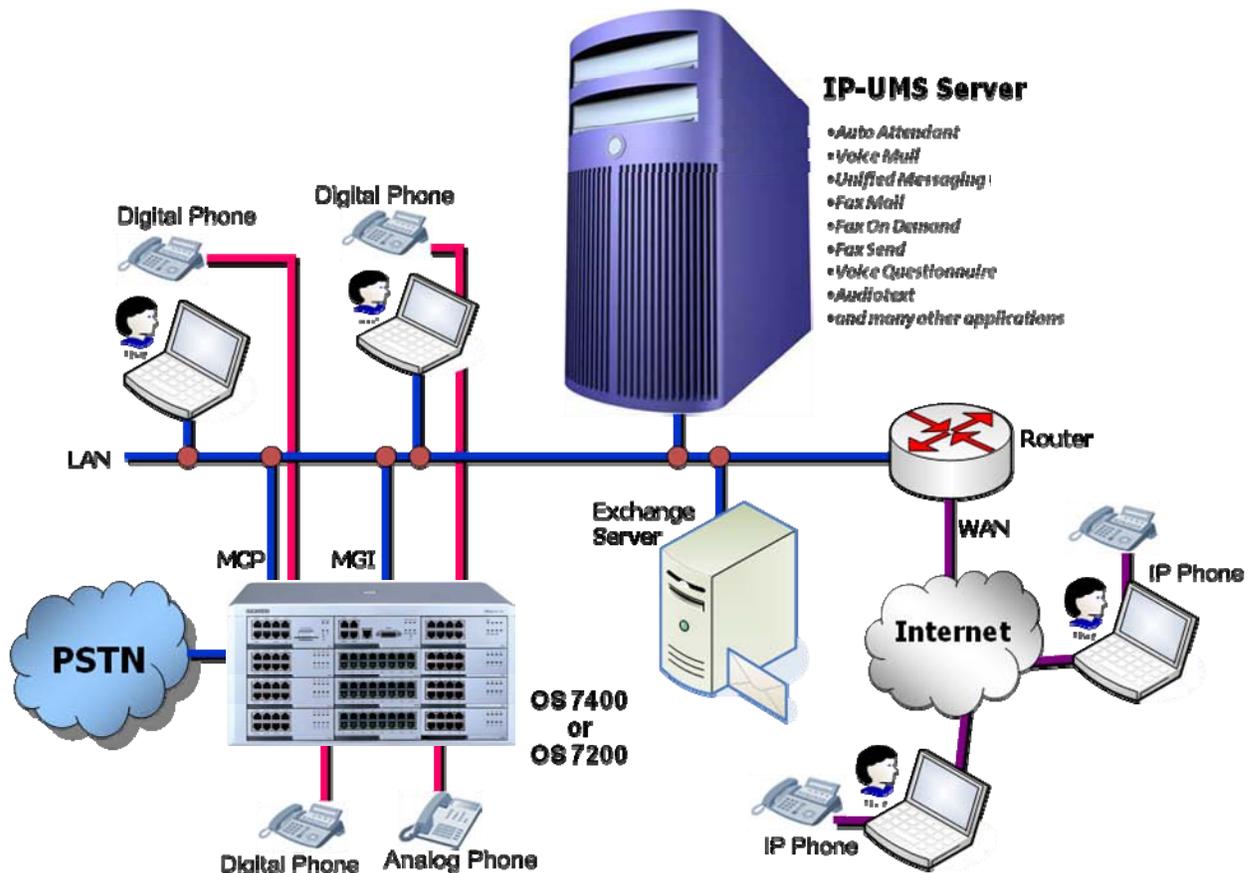
CHAPTER 1. Overview

This chapter provides a general overview of the OfficeServ IP-UMS system.

About the IP-UMS System

The OfficeServ IP-UMS system is a Unified Messaging System that integrates with an OfficeServ telephone system via an IP interface. It provides the following functions: Voicemail, automated attendant, e-mail server connectivity, IP-Fax server, Outlook synchronization, and much much more. The IP-UMS system requires Samsung's Media Gateway Interface (MGI) module to handle communication between the OfficeServ IP-UMS and the other devices on an OfficeServ system such as digital and analog keysets and/or digital and analog trunks. The number of IP-UMS channels is determined by two license keys. One for the OfficeServ system's Main processor card and one for the IP-UMS Server.

The diagram below, shows a simplified picture of how the OfficeServ IP-UMS may be connected on a network in order to communicate with the Officeserv Switch, MS Exchange server, and the Subscriber's phones and Client PCs:



GUI Subscriber Services

Many Voicemail system support a Telephone User Interface (TUI) that provides access to the Subscriber's messages and miscellaneous functionality. The OfficeServ IP-UMS is no exception. However, the OfficeServ IP-UMS also provides both a Web based and embedded Outlook custom Graphical User Interface (GUI) that provides access to functionality previously only available through the TUI.

- The Web Client GUI does not require a specific license. The embedded Outlook custom GUI requires the Sync IP-UMS with Exchange License option (KP-AP3-WUE/STD).

IP-FAX Send Server

The IP-UMS system provides IP-FAX Send server functionality allowing subscribers to send documents stored on either their personal hard drive or the OfficeServ IP-UMS server itself. The IP-FAX Send server can connect to and deliver Fax documents to an external analog fax machine without additional hardware.

- This requires the FAX SEND option (KP-AP3-WUS/STD) enabled in the OfficeServ IP-UMS license.

TTS Engine

The Text To Speech (TTS) engine provides the ability to convert text to Automated Attendant prompts.

- Both the number of TTS Ports/Software Processors (KP-AP3-WUT/STD) and number of spoken voices (KP-AP3-WUL/STD) are separately licensed options.

Unified Messaging Server

The IP-UMS server provides message services such as E-mail Gateway and Synchronized Unified Messaging. These services coordinate the delivery and/or synchronization of voice messages (including fax messages) and E-mail messages with the MS Exchange E-Mail server. Outlook subscribers can access Voicemail and fax mail messages by using the IP-UMS via the Microsoft Outlook interface.



NOTE

NOTE

The functionality discussed above may require specific license options. ALL OfficeServ IP-UMS licenses can be purchased, added, and/or upgraded on the server at any time.

CHAPTER 2. Client Installation

This chapter describes installing the Common Control, Fax Control and Outlook Add-in.

There are 3 controls that may be installed on each client machine for access to IP-UMS functionality. Two of the controls are common for both Administration and Client functionality and are used when accessing both WEB and/or Outlook OfficeServ IP-UMS Client features.

- **Common Client Control:** This *must* be installed on each System Administrator's and Subscriber's PC. This control is used by both the System Admin as well as the subscriber when accessing the OfficeServ IP-UMS Web interfaces. It is also utilized by the client using our OfficeServ IP-UMS Outlook Add-in.
- **Fax Client Control:** This should be installed to access and use Fax functionality. It is also used by both the System Administrator and the Subscriber, from both the WEB and Outlook Add-In interfaces..

The third control is solely for OfficeServ IP-UMS client functionality added to Outlook.

- **Outlook Add-In Control:** This should be installed if the user wishes to use unified messaging via Microsoft Outlook. This control is not needed for System Administrator functionality.



NOTE

NOTE

For Unified Messaging the OfficeServ IP-UMS MUST be licensed with the Sync IP-UMS with Exchange License.



IMPORTANT NOTE BEFORE GETTING STARTED

After the Common Control(s) are installed it will be common to be requested to allow Downloads from the IP-UMS Server as well as to allow Pop ups from the IP-UMS Server. There will be at least four Active-X components that will be required to be downloaded and installed. There is nothing to do but accept/allow the request to download and install these Active-X components from the IP-UMS server.

There are two installed on the Download Controls Web Page, one when entering the Port Activity Web page, and one when entering the Voice Studio Web page.

These Active X components are generally only required by PCs being used to log into Web Administration. This is only required the first time you enter these Web pages from each computer used to access these Web pages.

Installing Controls

There are five different methods that can be used to deploy and install the controls:

1. Each subscriber can log into their personal WEB Client Mailbox to download and install the controls.
2. A System Administrator can Log into System WEB Administration to download and install to common controls for a subscriber.
3. Install on each client machine using a setup file stored by the System Administrator on a CD, USB drive, Media card, or Floppy (Does anyone even know what a Floppy is any more?).
4. A URL to a setup file can be delivered to each subscriber via email along with instructions
5. The IT or System Administrator can write a script that pushes the controls directly to the Subscriber's PC. Contact the IT or System Administrator to see if and how this method can be used.

Each of the 1st 4 methods will be addressed in this section.

1. Using the Web Client to Download Controls

Before you begin, be sure to close Microsoft Outlook if it is running.

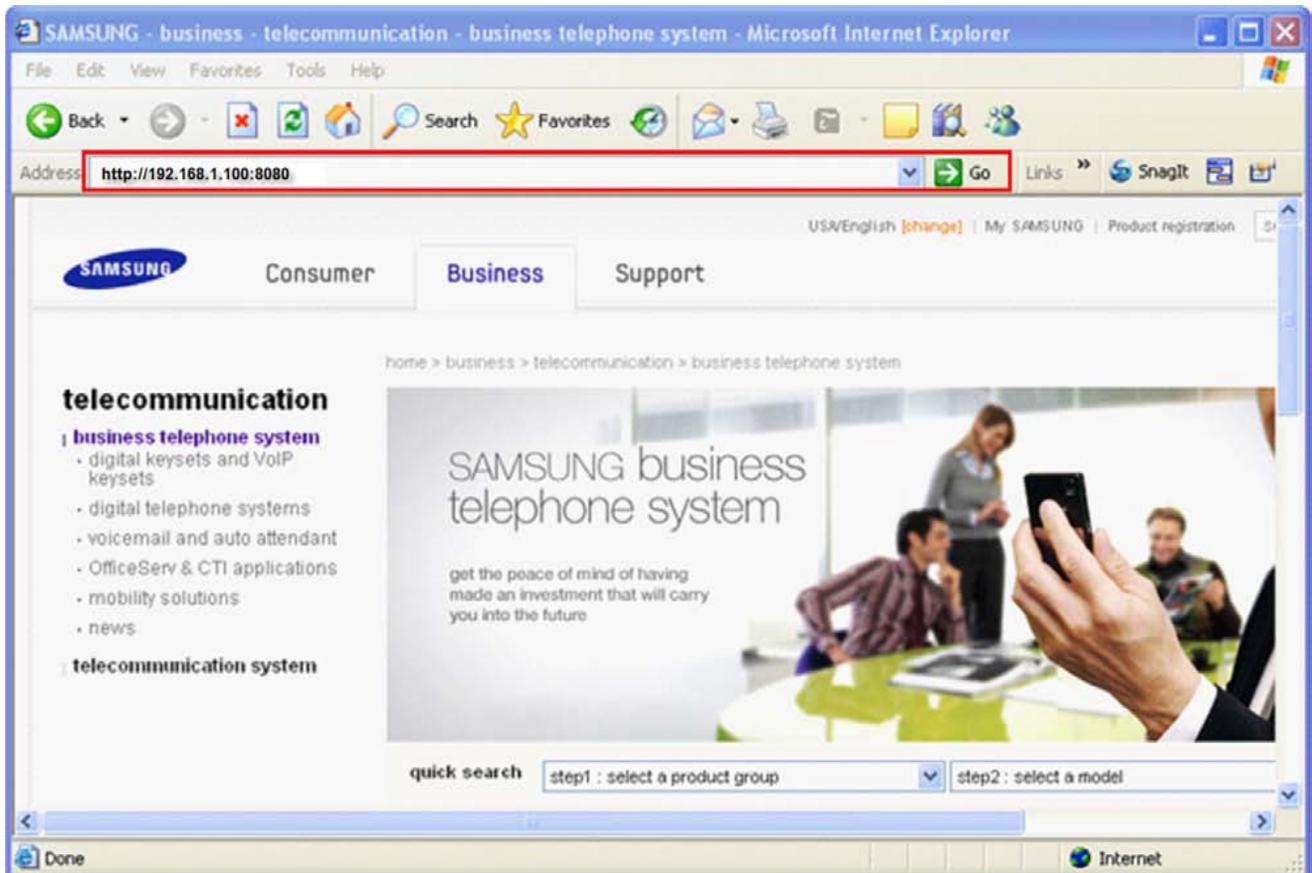


NOTE

It is always best to close all open programs before installing any new software.

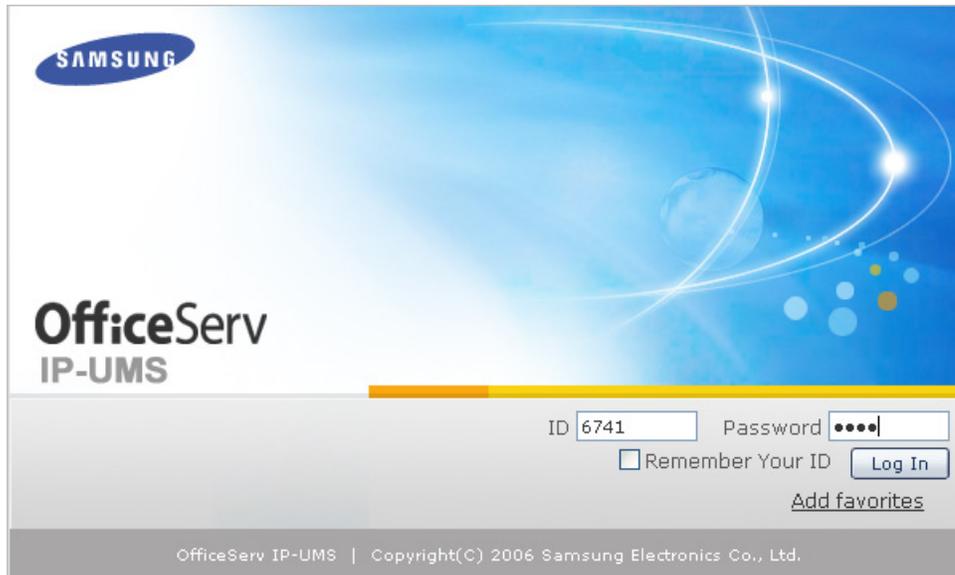
Using Internet Explorer for the web browser, enter the IP address of the IP-UMS system in the address bar followed by the port number as shown in the following example:

`http://xxx.xxx.xxx.xxx:8080`. Some environments may require `https://xxx.xxx.xxx.xxx:8080`.



This will bring you to the OfficeServ IP-UMS login screen. Use your extension/mailbox number as the login ID and your mailbox password.

- ID: **6741 (Example)**
- Password: **0000 (default)**



After entering a valid ID with Password and pressing Log In the client home page will open.

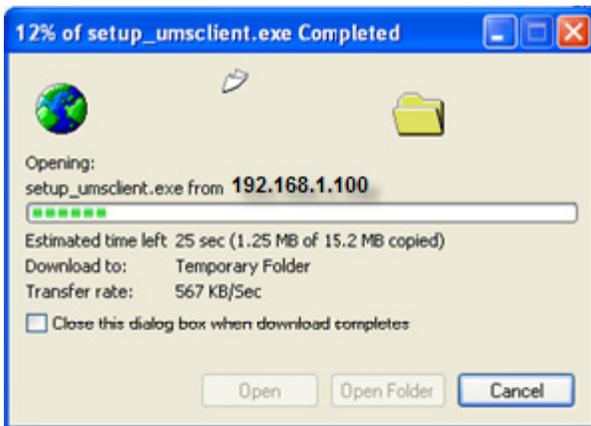
All of the controls will show 'Not installed' on a machine that has never had IP-UMS installed on it. The first step is to download the IP-UMS Client Latest Version. Click the Download button to begin to install the controls.



You will be prompted with a File Download Security Warning. Select **Run**.



The file will begin to open.



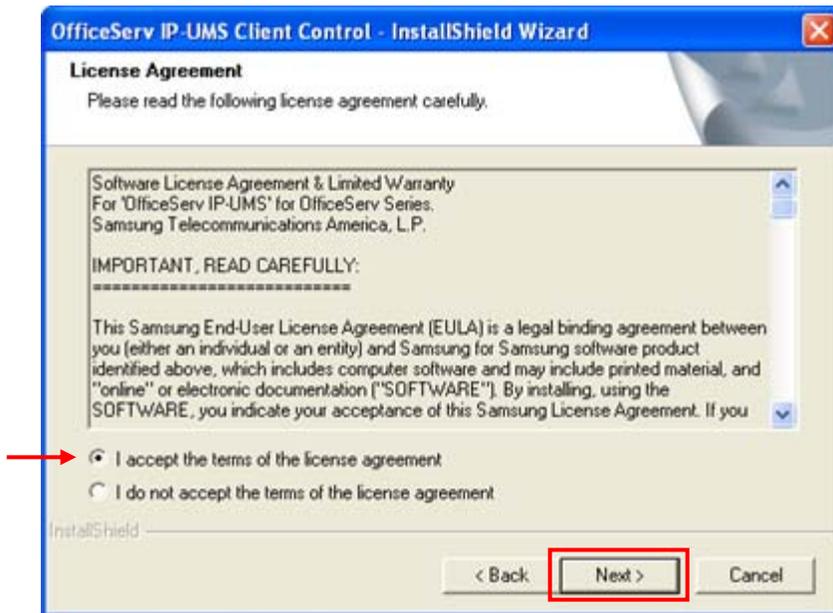
If you receive the following Security Warning, select **Run**.



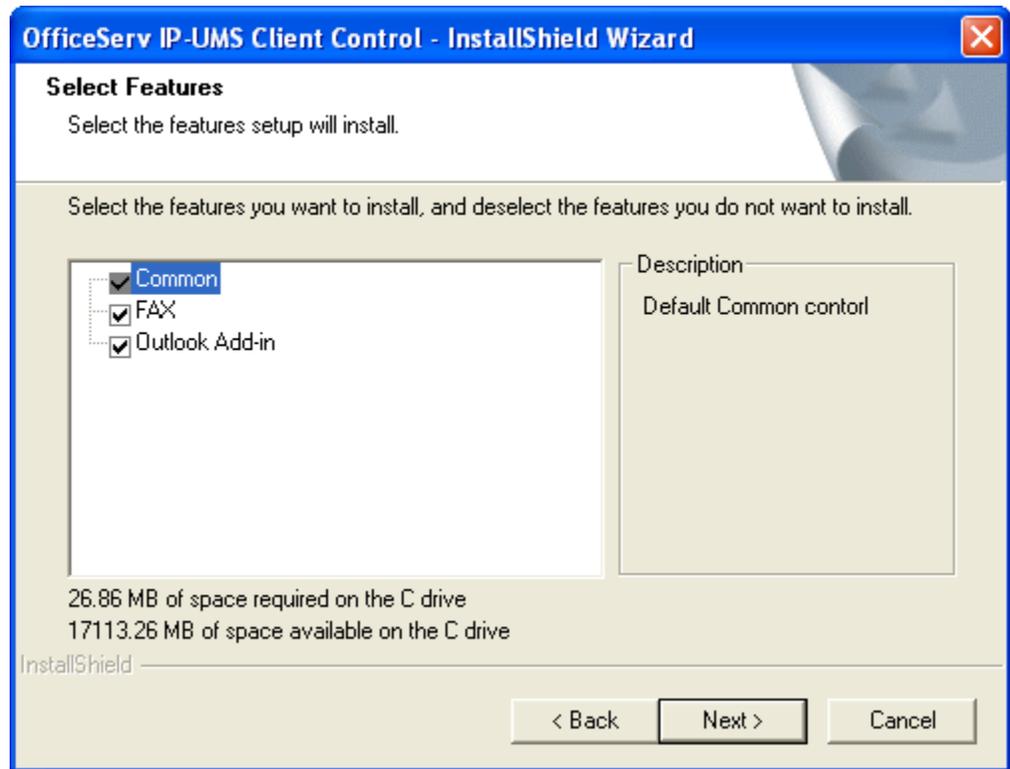
Choose a setup language and click **OK**.



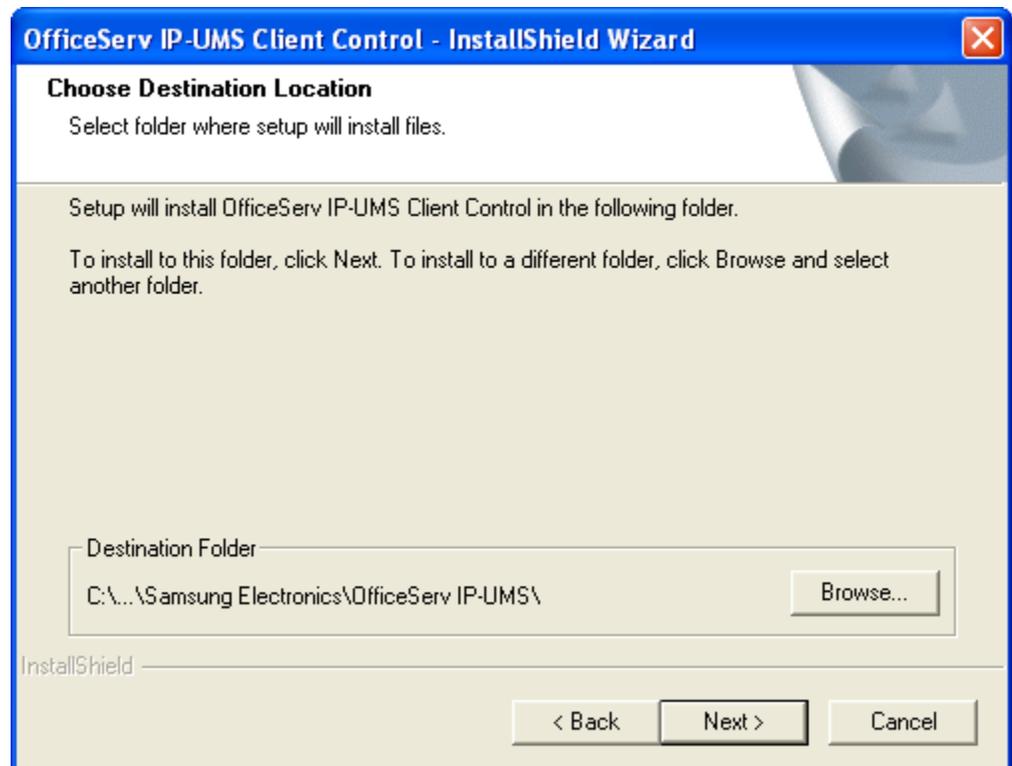
After reading the License Agreement, click 'I Accept' and then click **Next**.



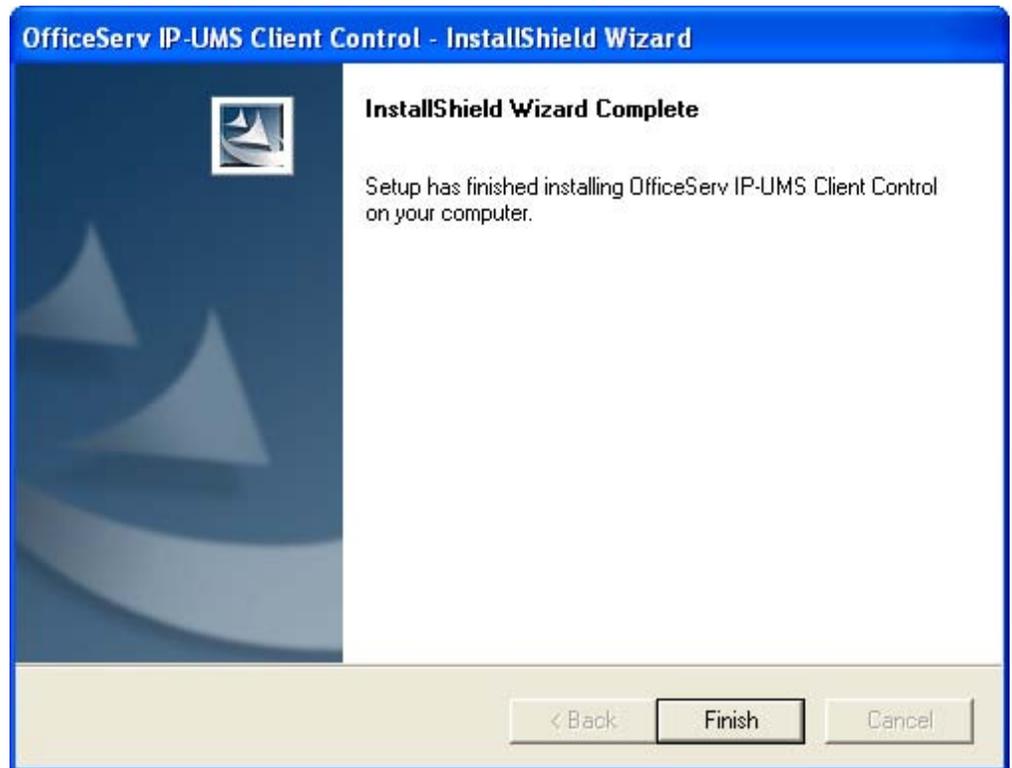
Select Features – check each feature you would like to install and click **Next**. By default, all options are checked.



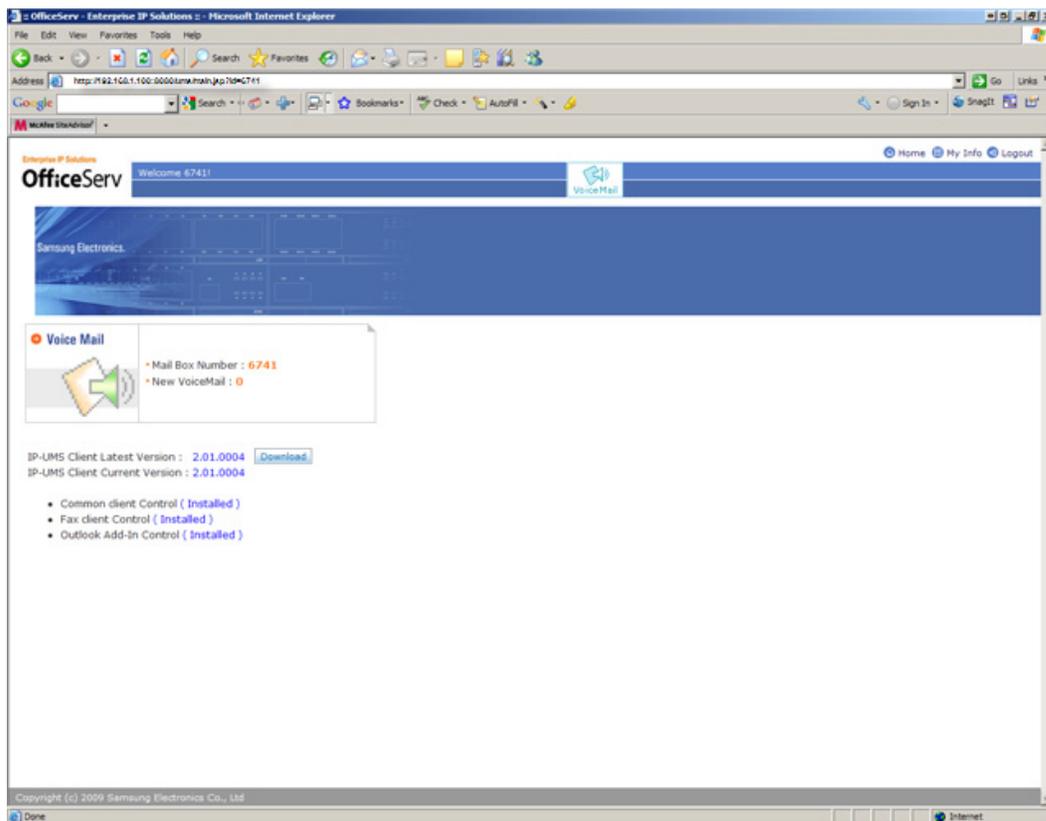
Click on the **Next** button to accept the default location or browse to a different folder.



The install will begin and you will be notified when it has completed. Click



You may need to click on the Refresh option on your browser to show the updated install status of the controls.



2. Using the Download Option in System Administration

Before you begin, be sure to close Microsoft Outlook if it is running.



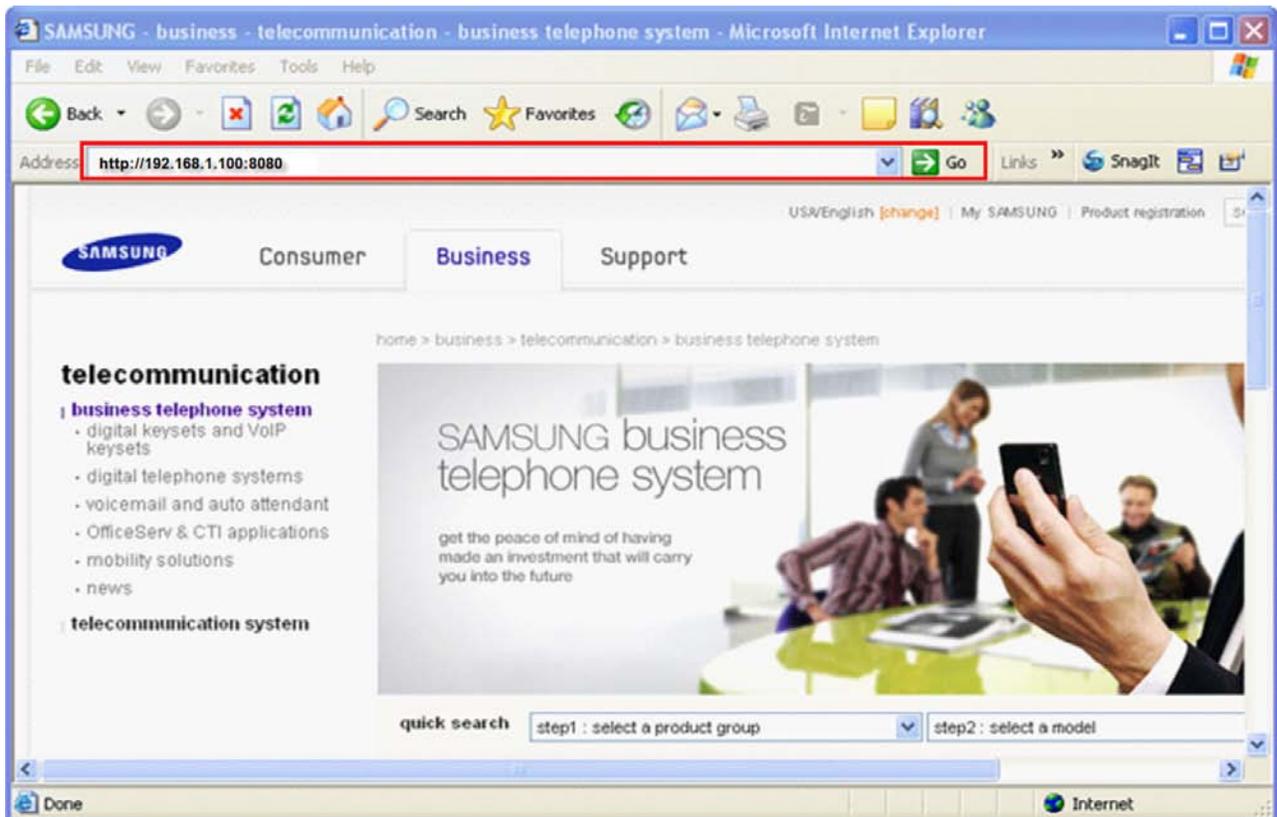
NOTE

NOTE

It is always best to close all open programs before installing any new software.

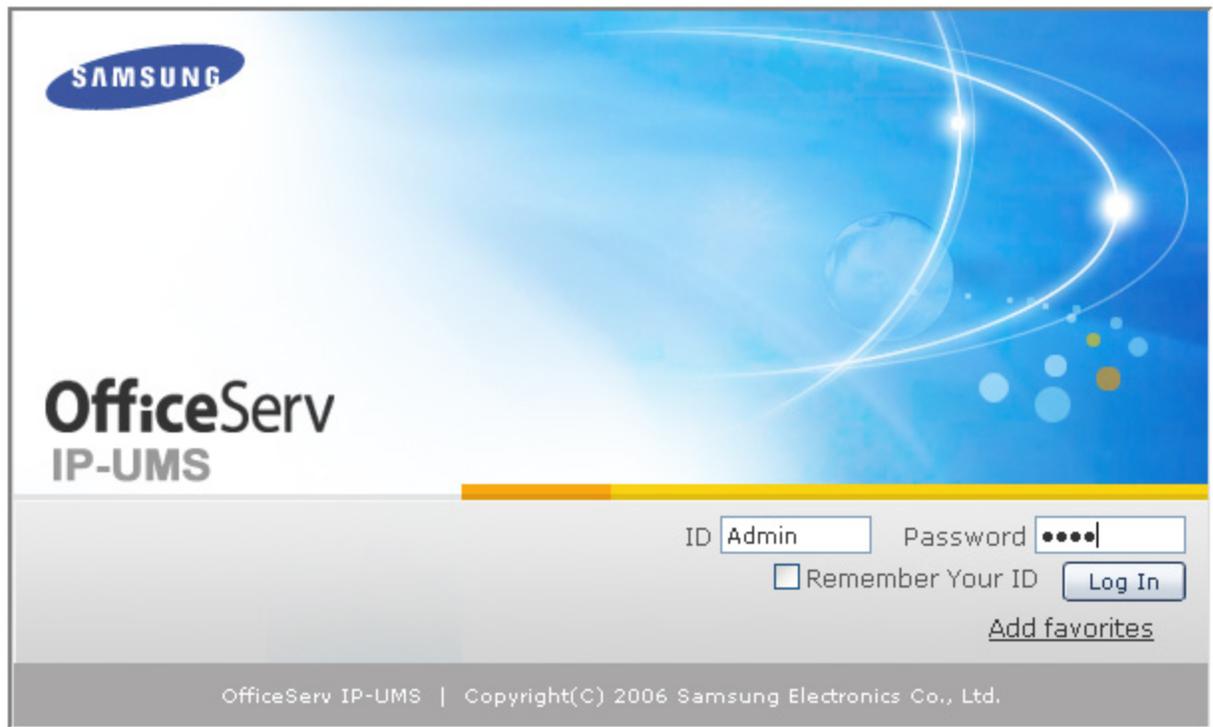
Using Internet Explorer for the web browser, enter the IP address of the IP-UMS system in the address bar followed by the port number as shown in the following example:

`http://xxx.xxx.xxx.xxx:8080`. Some environments may require `https://xxx.xxx.xxx.xxx:8080`.



This will bring you to the OfficeServ IP-UMS login screen.

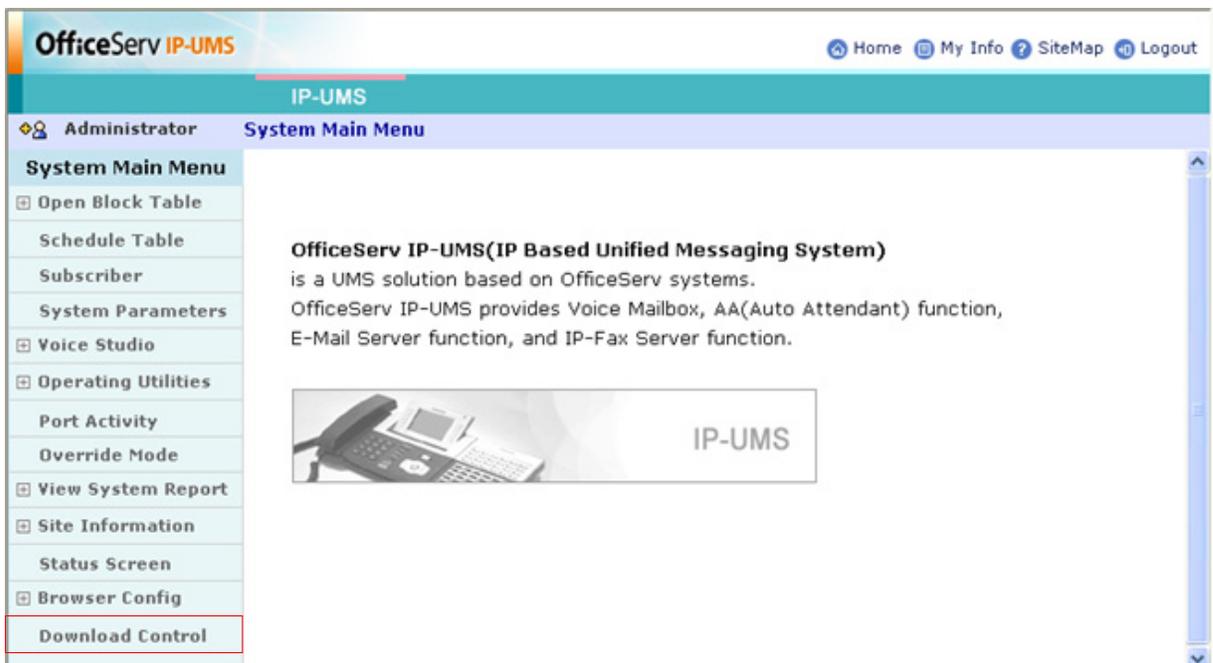
- ID: **Admin**
- Password: **0000 (default)**



The login screen features the Samsung logo in the top left corner. The main heading is "OfficeServ IP-UMS". Below this, there are input fields for "ID" (containing "Admin") and "Password" (containing "0000"). A checkbox labeled "Remember Your ID" is present, along with a "Log In" button. A link for "Add favorites" is located below the login button. At the bottom, a footer reads "OfficeServ IP-UMS | Copyright(C) 2006 Samsung Electronics Co., Ltd."

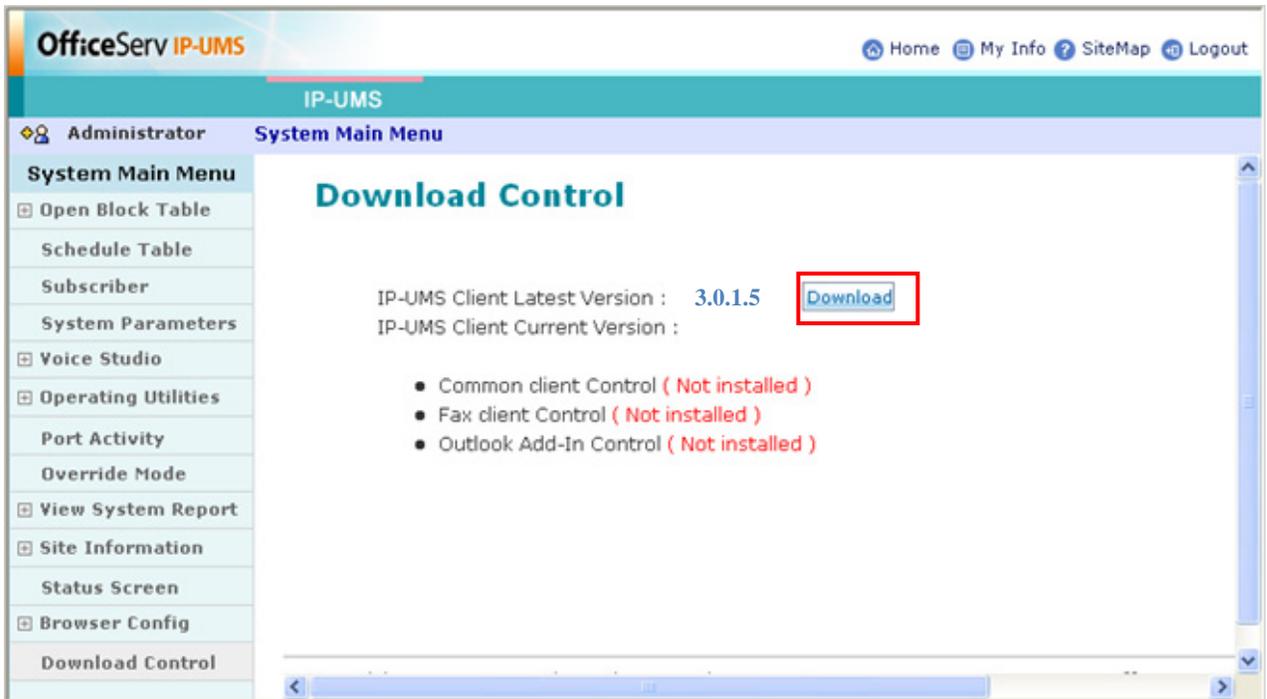
After entering a valid ID with Password and pressing Log In, the System Main Menu page will open.

Select **Download Control** from the System Main Menu on the left side of the screen.



The System Main Menu page displays the "OfficeServ IP-UMS" logo and navigation links: Home, My Info, SiteMap, and Logout. The "IP-UMS" section is active, showing the "Administrator" role and "System Main Menu" title. A sidebar menu lists various options, with "Download Control" highlighted in red. The main content area contains a description of OfficeServ IP-UMS as an IP-based Unified Messaging System, listing features like Voice Mailbox, AA (Auto Attendant), E-Mail Server, and IP-Fax Server. An image of a telephone is shown with the text "IP-UMS" overlaid.

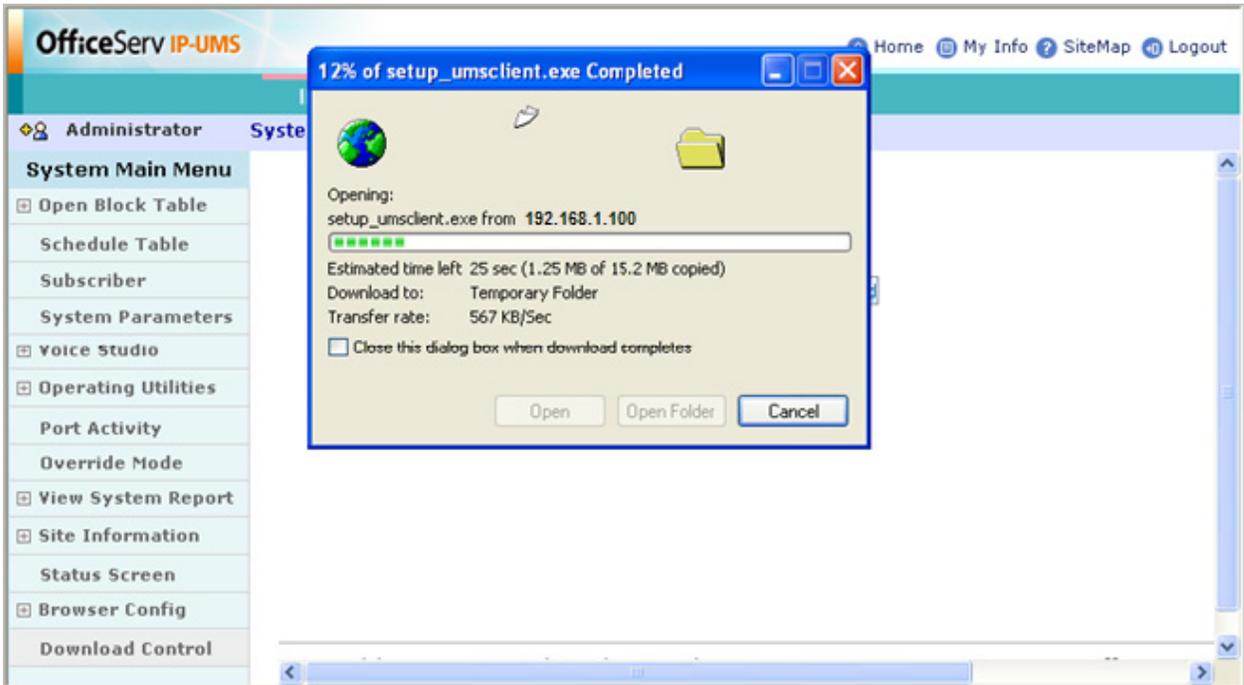
All of the controls will show 'Not installed' on a machine that has never had IP-UMS installed on it. The first step is to download the IP-UMS Client Latest Version. Click the Download button to begin to install the controls.



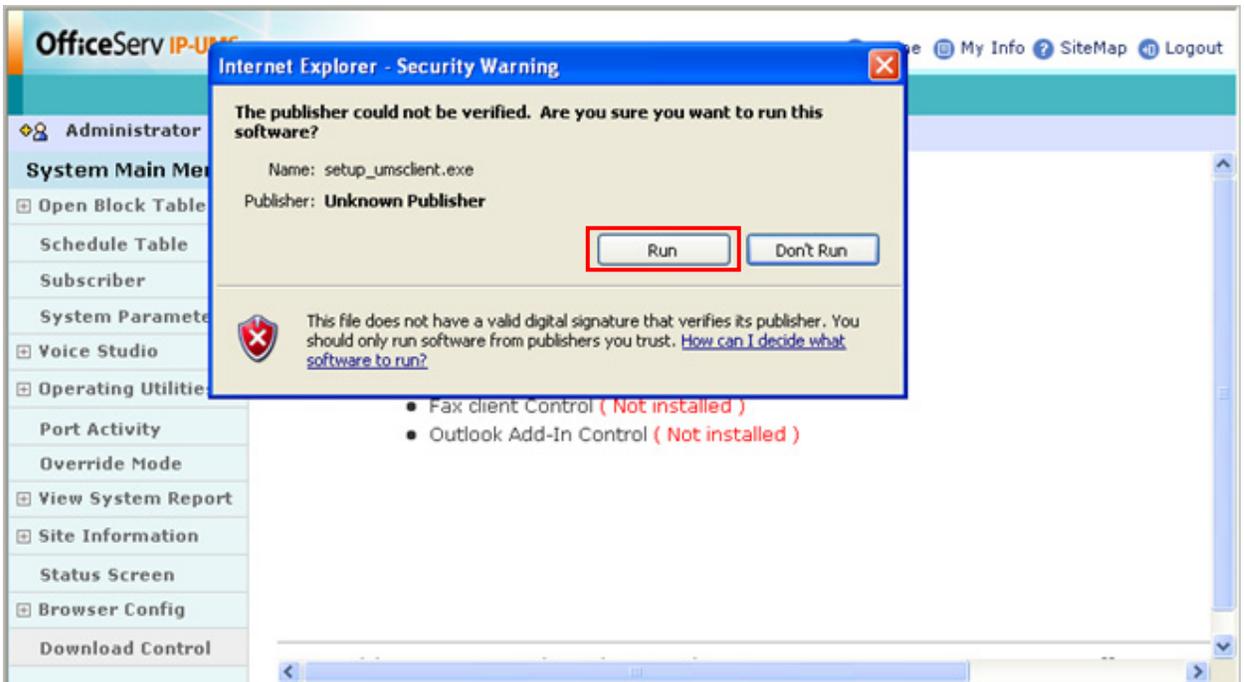
You will be prompted with a File Download Security Warning. Select **Run**.



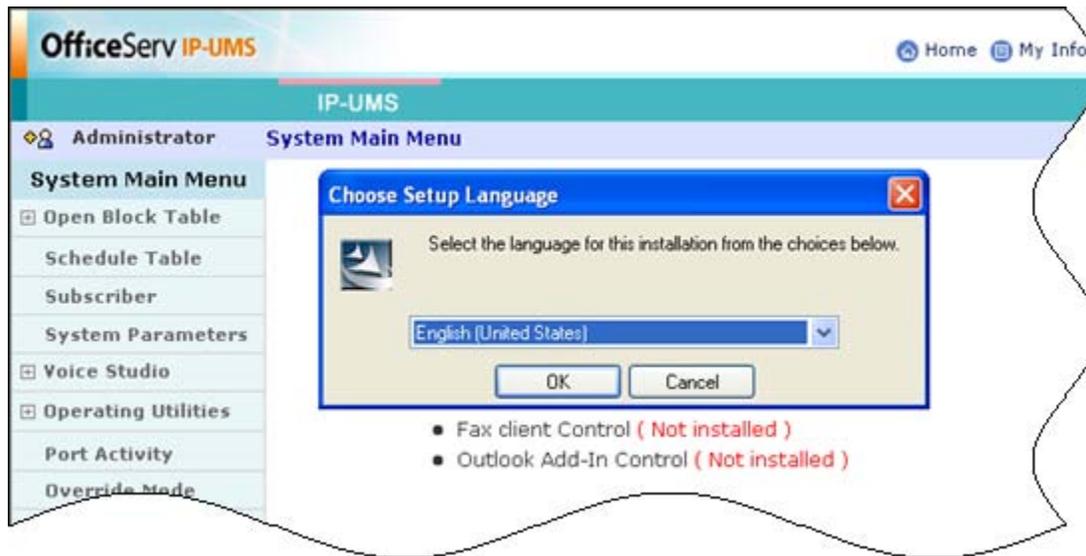
The file will begin to open.



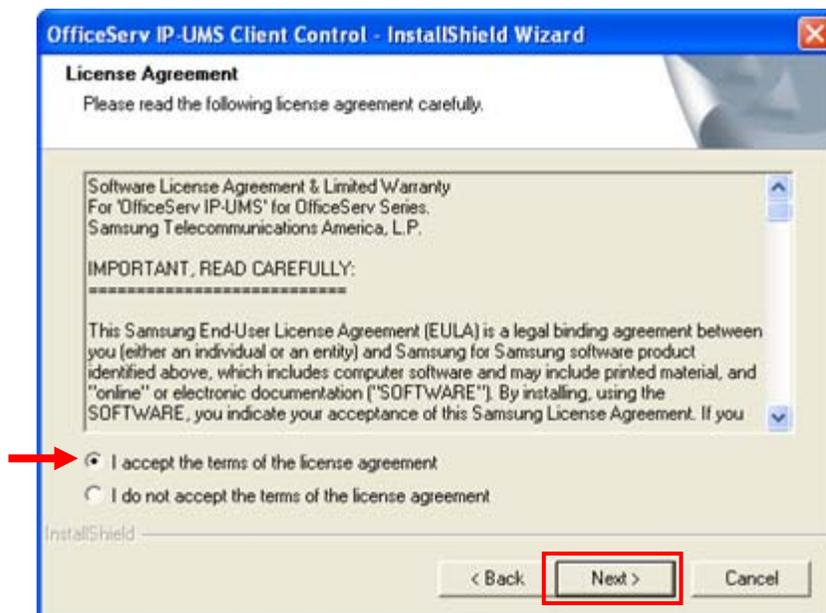
If you receive the following Security Warning, select **Run**.



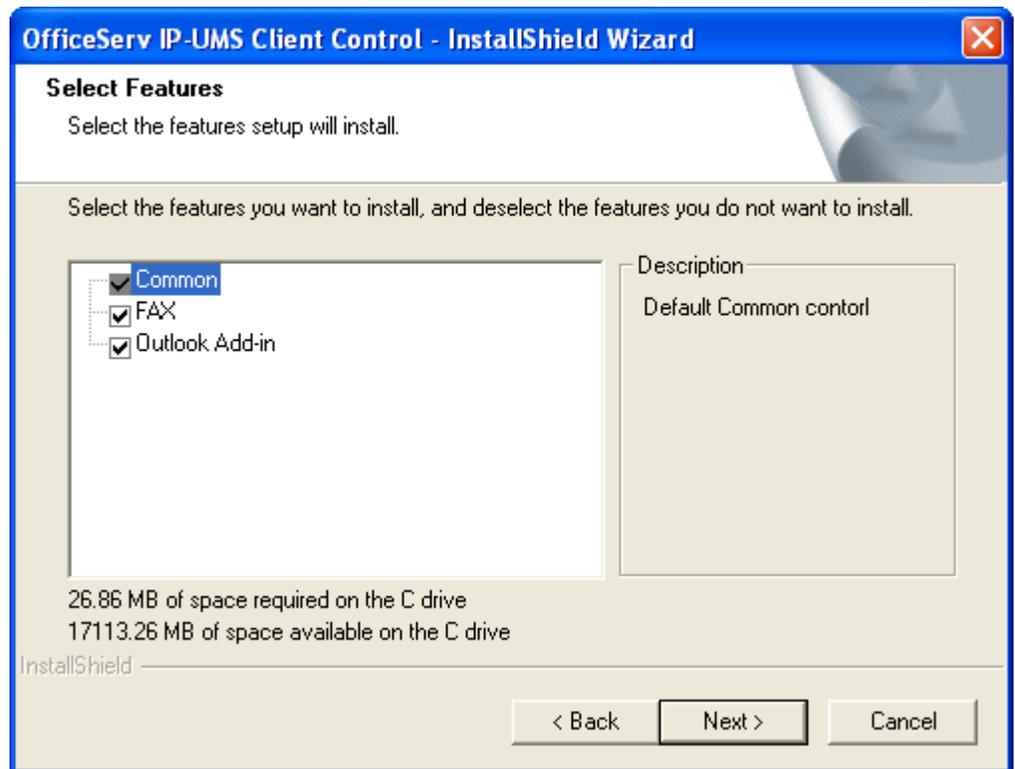
Choose a setup language and click **OK**.



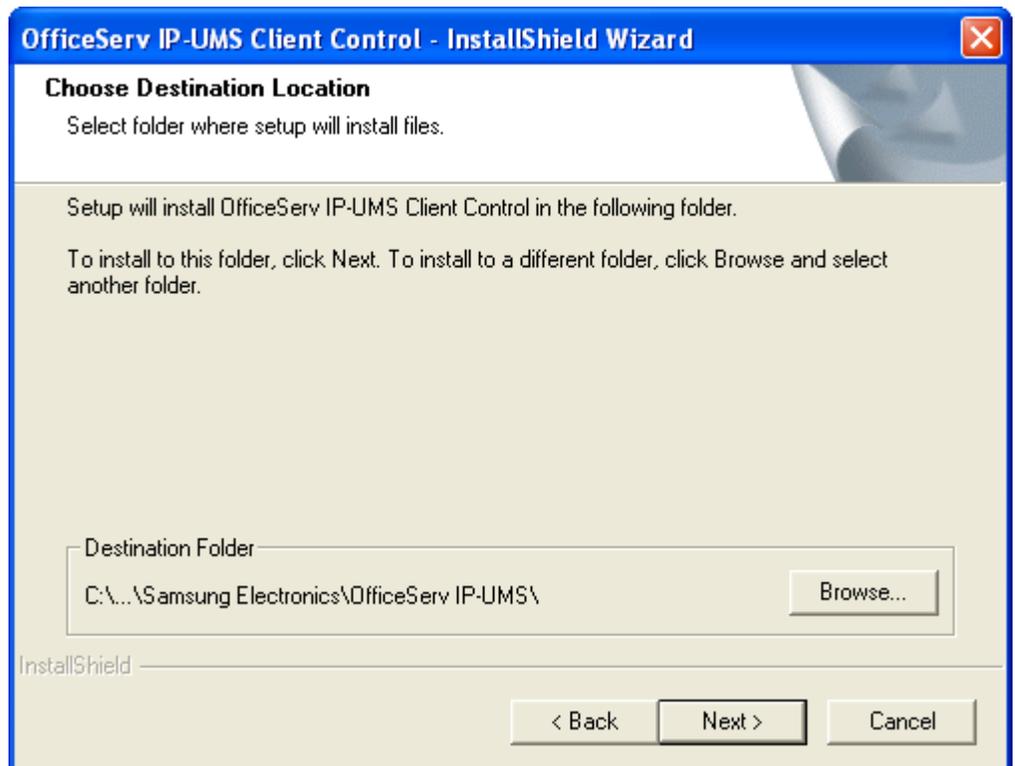
After reading the License Agreement, click 'I Accept' and then click **Next**.



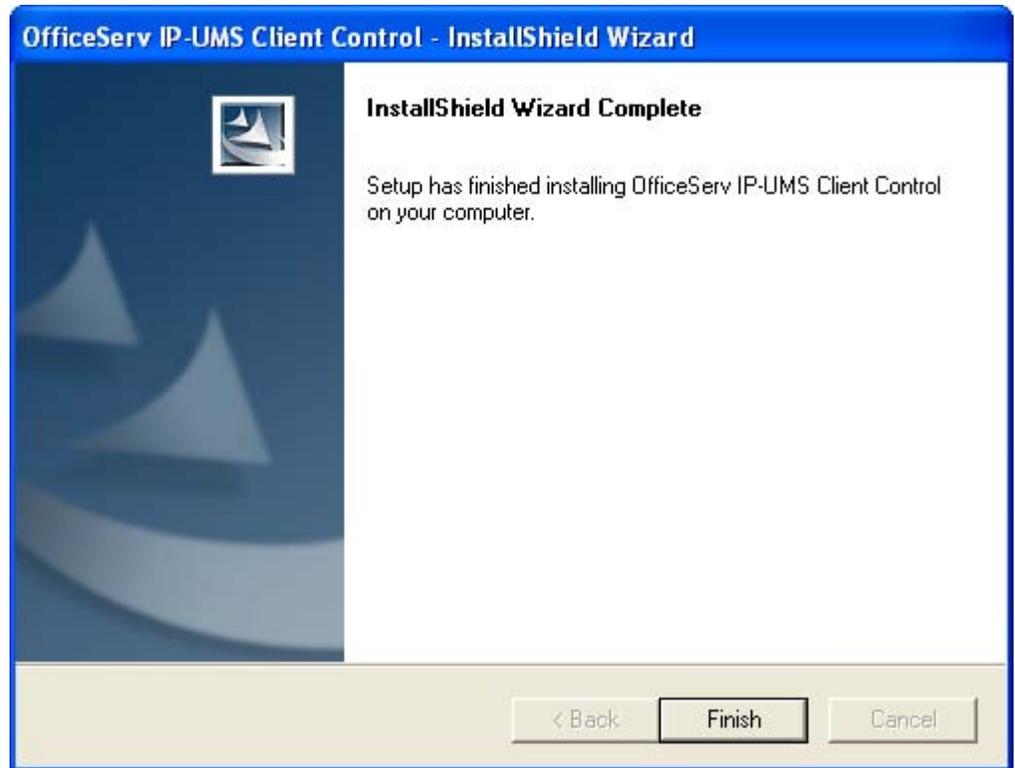
Select Features – check each feature you would like to install and click **Next**. By default, all options are checked.



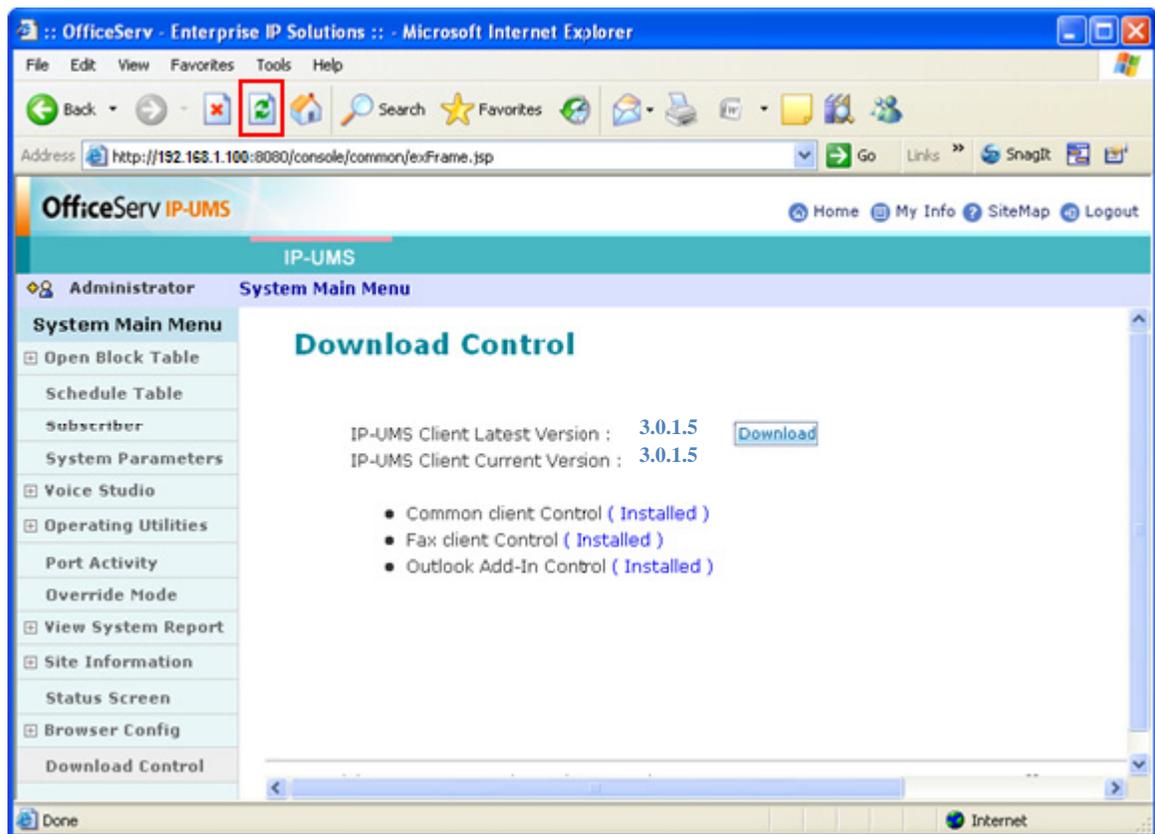
Click on the **Next** button to accept the default location or browse to a different folder.



The install will begin and you will be notified when it has completed. Click on the **Finish** button.



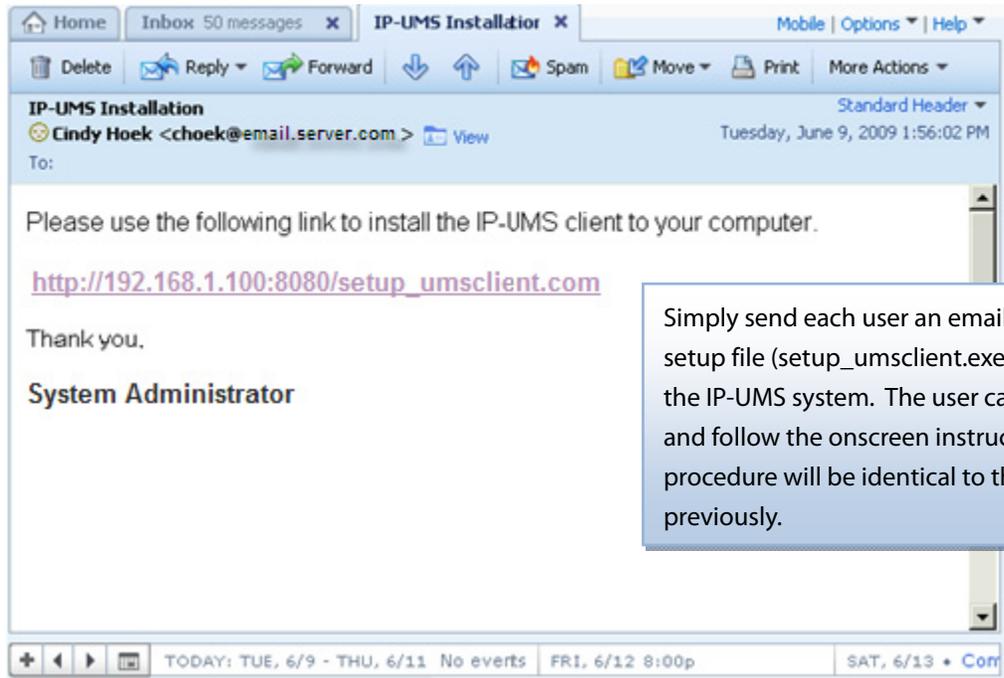
You may need to click on the Refresh option on your browser to show the updated install status of the controls.





This page is intentionally left blank.

3. Distributing a Link to the Setup File



4. Install Using a Setup File Stored on a CD or Thumb Drive

Copy the **setup_umsclient.exe** file which is located on the IP-UMS server to a CD or thumb drive which can then be used to install the controls to each client machine.

The default path to locate and copy the file from the server is:

C:\>Program Files\Samsung Electronics\OfficeServ IP-UMS\ums\www\setup_umsclient.exe



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CHAPTER 3. Using the Web Interface

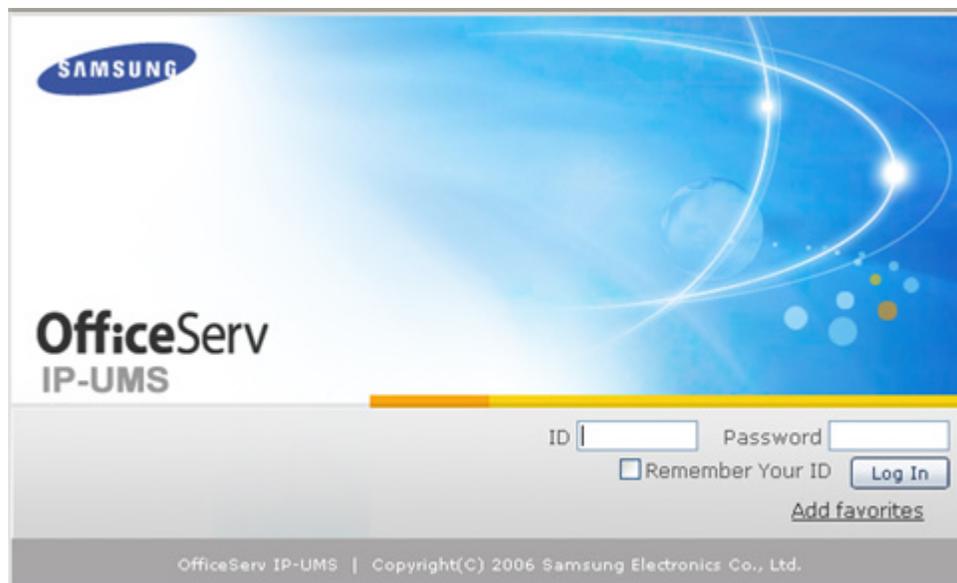
This chapter describes the function of the IP-UMS Web Interface.

The web interface provides a method of utilizing IP-UMS functionality via a web interface. This provides a graphical interface to perform the same functions the user has access to via the telephone interface.

Starting the Voicemail

Access the web client by entering the systems' IP address and port number in a web browser.
(example: <http://xxx.xxx.xxx.xxx:8080>)

Enter your login ID (your mailbox number) and password at the Login screen and click the Log In button to access the system.



CHECK

Using the IP-UMS Client

To use the IP-UMS client, you will need to install the IP-UMS Common Control. This procedure was discussed in the previous chapter.

Home Page



Enterprise IP Solutions

OfficeServ

Welcome 6741!

Home My Info Logout

VoiceMail

Samsung Electronics.

Voice Mail

- Mail Box Number : **6741**
- New VoiceMail : **0**

IP-UMS Client Latest Version : **3.0.1.5** [Download](#)

IP-UMS Client Current Version **3.0.1.5**

- Common client Control (**Installed**)
- Fax client Control (**Installed**)
- Outlook Add-In Control (**Installed**)

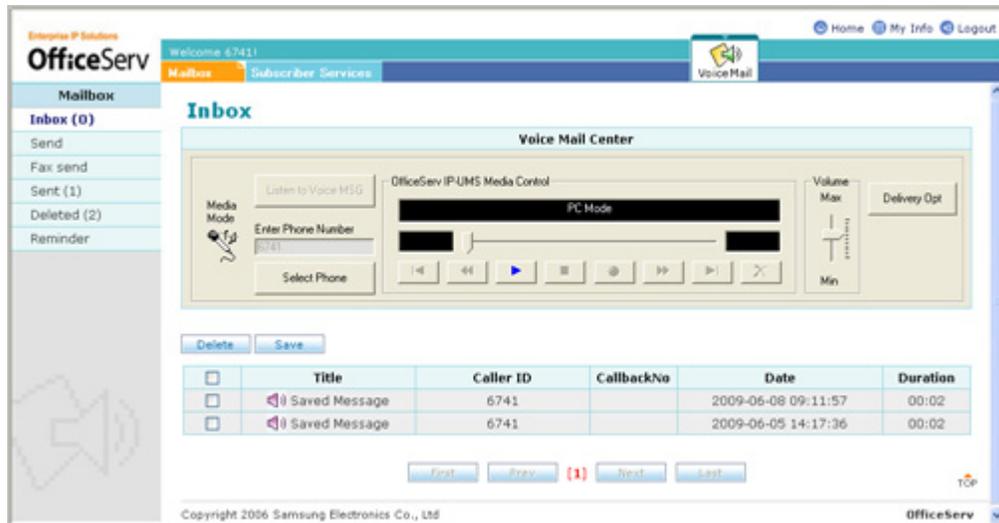
Press this button to access Voicemail features.

Mailbox

The IP-UMS Web interface allows the user to access Voicemail and fax messages on their computer via a browser window.

The opening screen of the Mailbox is shown in the figure below.

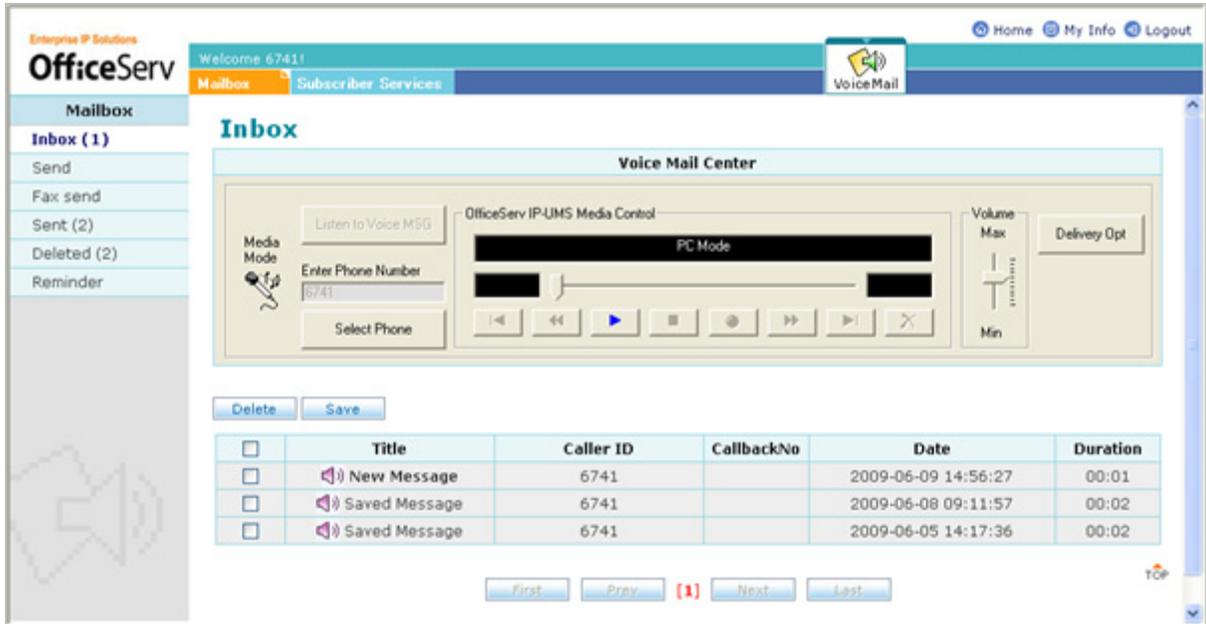
The left navigation menu shows the components of the Mailbox tab, which consists of Inbox, Send, Fax Send, Sent, Deleted and Reminder.



- Inbox:** Manages the messages received in the mailbox. The number in the parenthesis indicates the number of new messages. It stores voice messages and fax messages.
- Send:** Used to send Voicemail messages by using Web.
- Fax Send:** Used to send fax messages by using Web. Select a fax document to be sent and its recipient in the receiver field.
- Sent:** Stores the sending history of voice or fax messages sent by using Web. When the fax messages sent in 'Fax Sent' or the received voice messages are retransmitted, the sent messages are saved in this folder.
- Deleted:** If messages in the Inbox are deleted, the messages are moved to the Deleted folder and not deleted immediately. The messages in the Deleted folder are permanently deleted when they are deleted from the Deleted Folder.
- Reminder:** Used to compose reminder messages. The method of recording and transmitting reminder messages is the same as the **[Send]** function.

Inbox

This page shows information about the messages in the Inbox. You can listen to a message by selecting it in the list at the bottom of the screen and then using the Media Control to play it.



New messages are displayed in bold font.

Delete:.....Sends the selected item to the Trash.

Save:.....Saves the selected item and the message attribute is changed from 'New Message' to 'Saved Message'.

<input type="checkbox"/>	Title	Caller ID	CallbackNo	Date	Duration
<input checked="" type="checkbox"/>	New Message	3220		2007-10-02 20:11:58	00:06
>>Reply >>Forward >>Download					

For voice messages, the available functions are as follows:

Reply:.....Sends a reply message to other subscribers.

Forward:.....Sends the corresponding message to other subscribers.

Download:Used to download the voice files.

<input type="checkbox"/>	Title	Caller ID	CallbackNo	Date	Duration
<input checked="" type="checkbox"/>	New Message	3220		2007-10-02 09:47:18	00:00
>>Reply >>Forward >>Fax Download >>Fax Open					

For fax messages, the available functions are as follows:

Reply:.....Sends a reply message to other subscribers.

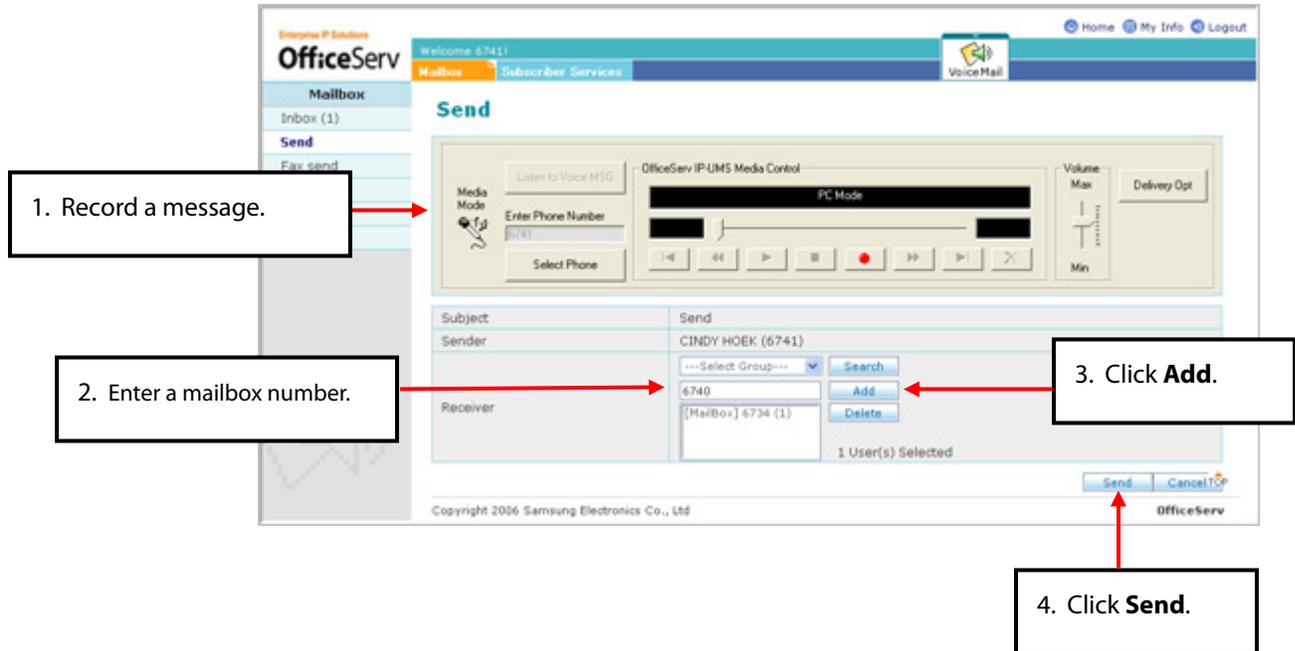
Forward:.....Sends the corresponding message to other subscribers.

Fax(Download):....Used to download fax image files. The file format for the download is TIFF.

Fax Open:.....Executes a fax image file and displays it on the screen.

Send

This page enables a user to send voice messages by using Web.



To send a message to multiple recipients, repeat steps 2 and 3 for each recipient before clicking the **Send** button.

Fax Send

This page enables a user to send fax messages by using Web.

Fax Send

Send Cancel

Sender BCS Test 3 (2697)

Station ID Cindy Hoek 6734

Cover Page C:\Documents and Settings\choe Search

Attachment Common Document

Document(s) C:\Documents and Settings\choe Add Delete WaterMark

Reserved 2009-06-09 15:46 View Calendar

Receiver ---Select Group--- Search

FAX machine FAX mail

Add Delete

[External] 9727617232

1 User(s) Selected

Station ID: Enter alpha-numeric text that will appear at either the top or bottom of the received fax document.

Cover Page: Click 'Search' to select a file to serve as the cover page of the fax document.

Attachment: Specifies a document saved on the user's PC or a network drive.

Common Document: Specifies a shared document on the IP-UMS server, previously uploaded for Fax on Demand applications.

Add: Add a document to send.

Delete: Delete a document previously added.

WaterMark: Sets the watermark in a document when an attachment file

Fax Send

Send Cancel

Sender	BCS Test 3 (2697)		
Station ID	Cindy Hoek 6734		
Cover Page	C:\Documents and Settings\choe	Search	
<input checked="" type="radio"/> Attachment <input type="radio"/> Common Document			
Document(s)	C:\Documents and Settings\choe	Add	Delete WaterMark
Reserved	2009-06-09	15:46	View Calendar
---Select Group---			
<input checked="" type="radio"/> FAX machine <input type="radio"/> FAX mail			
Receiver		Add	
	[External] 9727617232(Delete	
1 User(s) Selected			

Reserved: Select a date on which the fax will be scheduled for transmission.

FAX Machine: Document will be sent to an external fax machine.
FAX mail: Document will be sent to a subscriber's mailbox..
Add: Adds a recipient for the fax message.
Delete: Deletes a selected receiver.

Sent

This page manages message history of voice messages sent either via the telephone interface or the web interface.

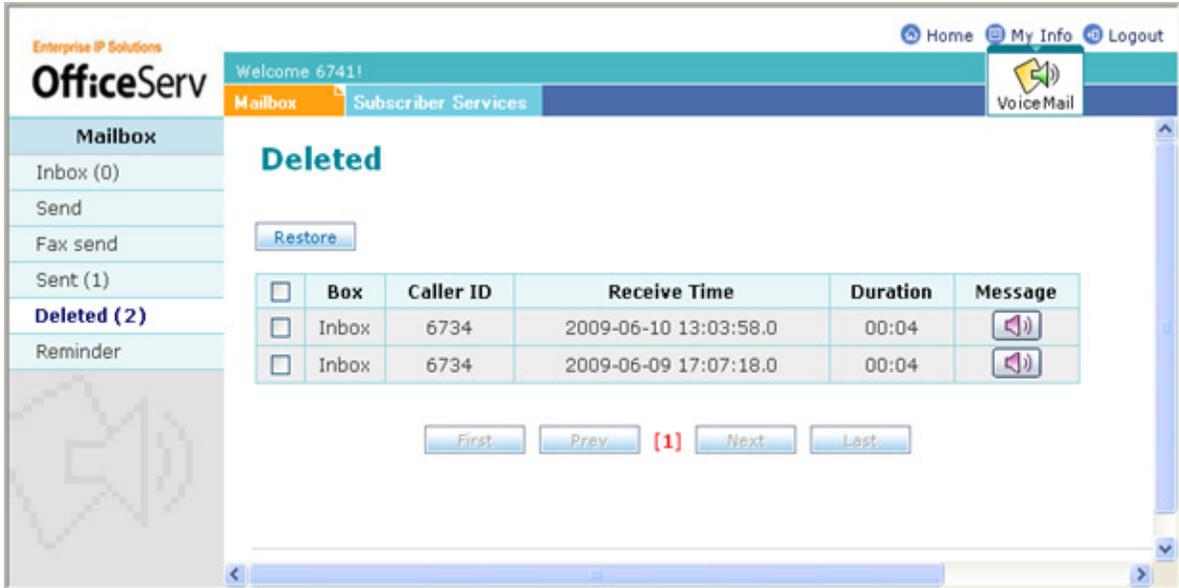
The screenshot shows the OfficeServ web interface. The header includes 'Enterprise IP Solutions OfficeServ', 'Welcome 67411', and navigation links for 'Home', 'My Info', and 'Logout'. The main content area is titled 'Sent' and contains a table of messages. Two 'Delete' buttons are highlighted with red boxes: one above the table and one below it.

	Date	Duration	Receiver	Message	FaxResult
<input type="checkbox"/>	2009-06-10 13:03:04	00:06	6734		
<input type="checkbox"/>	2009-06-10 13:00:49	00:04	6734		
<input type="checkbox"/>	2009-06-10 13:00:27	00:04	6734		
<input type="checkbox"/>	2009-06-10 10:04:21	00:12	6734		

Delete: Permanently deletes the selected item.

Deleted

This page manages deleted items. It contains items deleted from the Inbox.



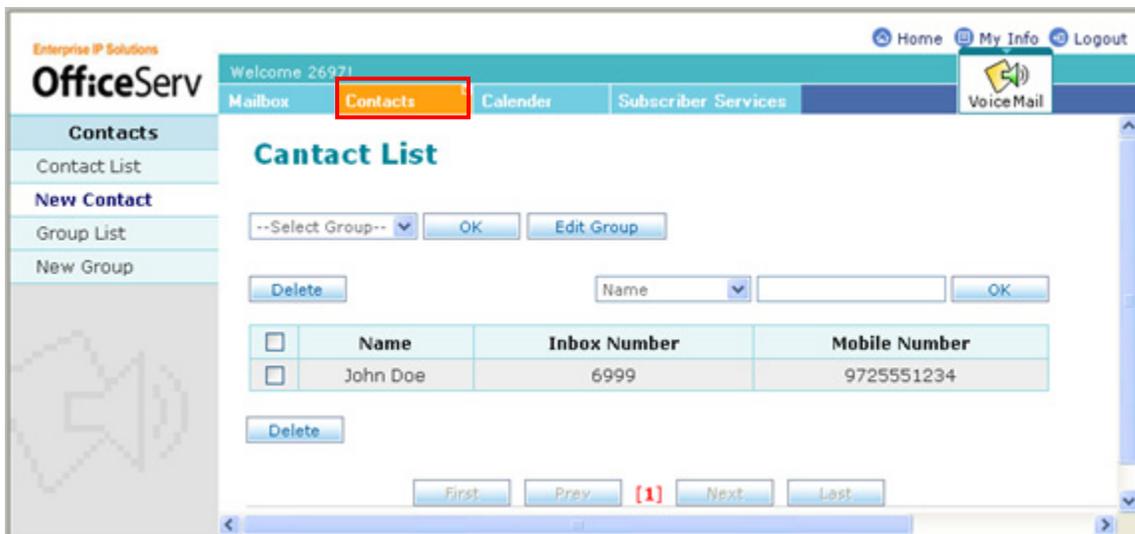
The screenshot displays the OfficeServ interface for a deleted mailbox. The left sidebar shows the mailbox structure with 'Deleted (2)' selected. The main content area is titled 'Deleted' and contains a 'Restore' button. Below the button is a table with two rows of deleted messages. The table has columns for 'Box', 'Caller ID', 'Receive Time', 'Duration', and 'Message'. Below the table are navigation buttons: 'First', 'Prev', '[1]', 'Next', and 'Last'.

<input type="checkbox"/>	Box	Caller ID	Receive Time	Duration	Message
<input type="checkbox"/>	Inbox	6734	2009-06-10 13:03:58.0	00:04	
<input type="checkbox"/>	Inbox	6734	2009-06-09 17:07:18.0	00:04	

Restore: Restores the selected message(s) to the previous box where the message(s) existed.

Contacts

This tab allows users to store and organize their contacts.



Contact List:.....Displays a list of the contacts created with the New Contact feature.

New Contact:.....Create new contacts.

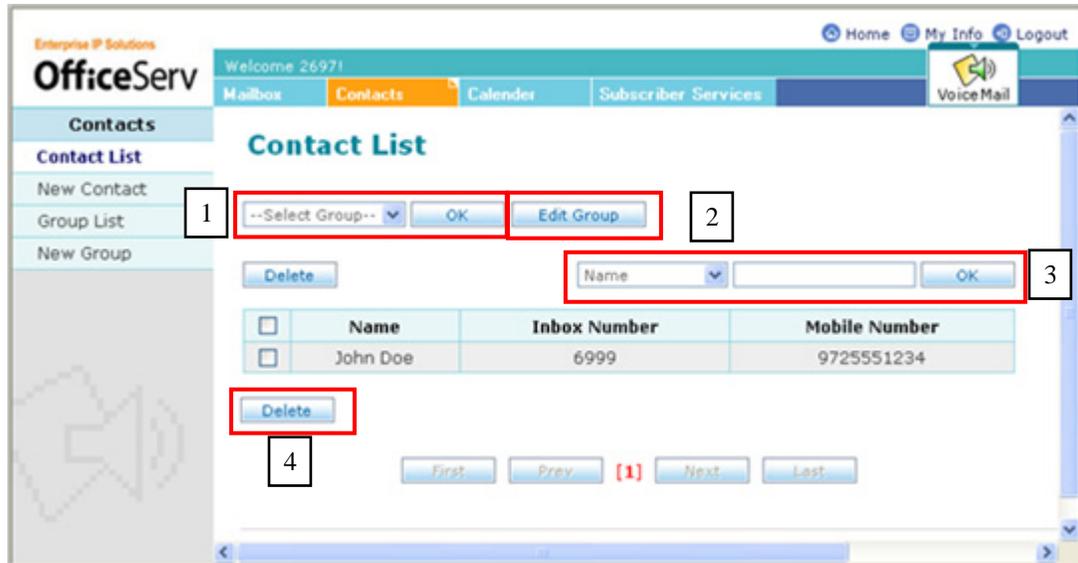
Group List:.....Displays a list of the contact groups created with the New Group feature.

New Group:.....Registers new contact groups.

Note: The Contact and Calendar tabs will not appear for users who have registered an Outlook client. If the user is using the Outlook add-in, they should use Outlook's Contact and Calendar functions.

Contact List

This page shows the registered contact list.



1. **Select Group → OK:**Displays the contact list of a selected group.
If a group is not selected, all registered groups are displayed.
2. **Edit Group:**.....Moves to the Edit window of the selected group.
3. **Search:**Select a field to search on from the drop down field and enter the search criteria to search for a contact.
4. **Delete:**.....Deletes the selected item.

Click on a listed name to open a Detailed View/Edit window.

New Contact

This page is used to add new contacts to the Contact List.

Name	Jane Doe	
Mail Box	6998	Search
E-Mail	Jane_Doe@samsung.com	
Mobile Number	9725559876	

Name: Enter the contact name.

Mail Box: Clicking the 'Search' button after entering a mailbox number in the text box will populate the Name and E-mail fields of the corresponding mailbox automatically.

E-Mail: Enter the E-mail address to be added to the contact record.

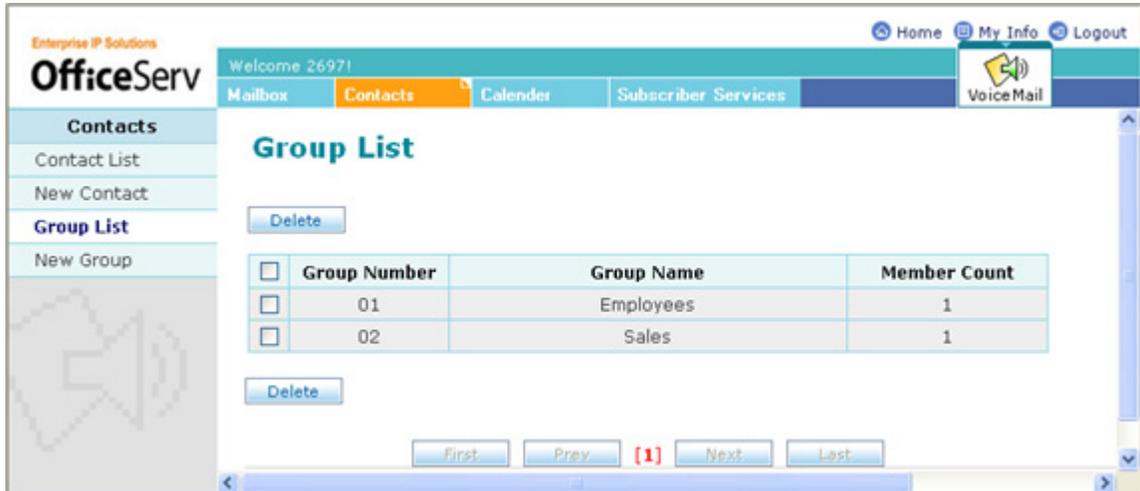
Mobile Number: Enter the mobile phone number to be added to the contact record.

Save: Saves the record and returns to the Contact List.

Cancel: Deletes the record and returns to the Contact List.

Group List

This page displays the registered group lists.



Click a group number or a group name to open the Detailed View/Edit window as shown in the figure below:



Add:.....Adds the selected items.

Delete:.....Deletes the selected items.

Save:.....Saves the entered data.

Cancel:.....Cancels the entered data.

New Group

This page allows for addition or editing of a new group in the address list.

The screenshot shows the 'New Group' page in the OfficeServ web application. The interface includes a top navigation bar with 'Home', 'My Info', and 'Logout' links. Below this is a secondary navigation bar with 'Mailbox', 'Contacts' (highlighted), 'Calendar', and 'Subscriber Services'. A left sidebar contains a 'Contacts' menu with options for 'Contact List', 'New Contact', 'Group List', and 'New Group'. The main content area is titled 'New Group' and features two input fields: 'Group Number' (containing '03') and 'Group Name' (containing 'Marketing'). To the right of these fields are 'Save' and 'Cancel' buttons. Below the input fields are two panels: 'All Members' and 'Group Members'. The 'All Members' panel lists 'John Doe [6999]' and 'CINDY HOEK [6741]'. Between the panels are 'Add >>' and '<< Delete' buttons. A large, faint watermark of a speaker icon is visible in the background of the left sidebar.

Group Number:..... Enter a group number.

Group Name:..... Enter a group name.

All Members: Shows all contacts registered in the Contact List.

Group Members:..... Shows the contacts to be included in the new group.

Add:..... Moves selected members to the group.

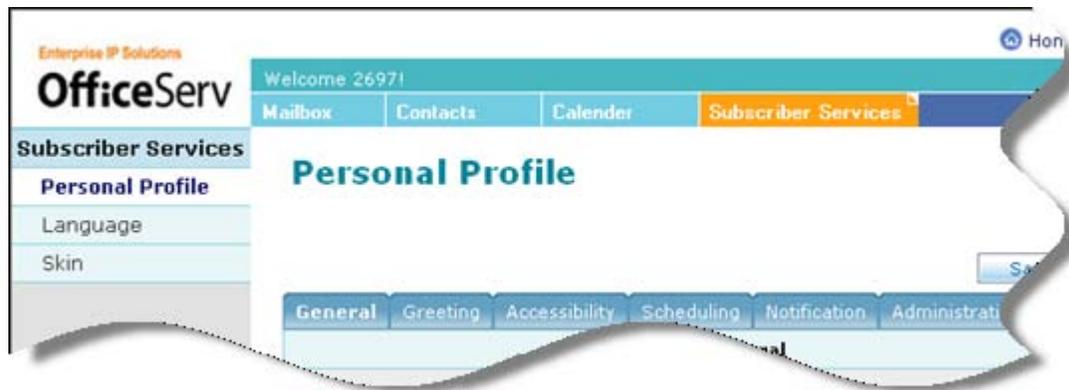
Delete:..... Deletes selected members from the group.

Save:..... Saves the entered data.

Cancel:..... Cancels the entered data.

Subscriber Services

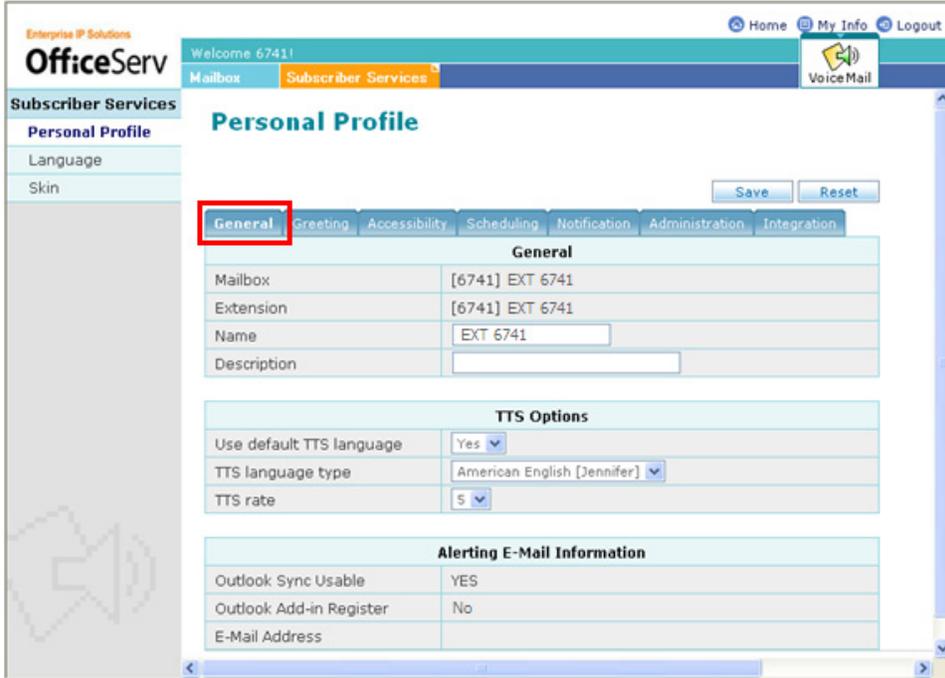
This tab allows a user to edit their personal profile which includes general info, greetings, accessibility, scheduling, notification, administration and integration settings, preferred language, and skin (appearance) settings.



Personal Profile

This page allows a user to edit or search for items on the personal profile, such as Password, ID, name, etc. It also has multiple tabs: General, Greeting, Accessibility, Scheduling, Notification, Administration, and Integration.

General



General:.....This table shows the basic setting values of a general user. Some fields are informational only and cannot be edited.

Name: The primary function is the name spelling used in the dial by name directory and one of the five First Time Easy Set-Up steps. Type your name as you would like it to be spelled.

E-Mail Information:This table shows E-Mail information. The setting value varies depending on license.

Greeting

Greetings speak to the your callers when you are not available. Specific greetings can be applied to specific call conditions to let callers know why you may be unable to take their call.

The **No-Answer Greeting** is also referred to as the **Primary/No-Answer Greeting** as it will speak to your callers for all call conditions if no other greetings are recorded and assigned. Recording your Primary/No-answer Greeting is one of the five First Time Easy Set-Up steps. A No Answer Call condition occurs when a caller is ringing your phone and forwards to Voicemail before you get a chance to answer it.

Personal Profile

Save Reset

General **Greeting** Accessibility Scheduling Notification Administration Integration

Current personal greeting

No answer	Greeting 1
Busy	The system caller option
Block	The system caller option
Night	The system caller option
Call Screen	The system caller option

Edit greeting

Greeting 1
Greeting 2
 Greeting 3
 Greeting 4
 Greeting 5
 Greeting 6
 Greeting 7
 Greeting 8
 Greeting 9
 Mailbox greeting
 Directory Name

Edit Description Enter

Using PC Microphone And Speakers Switch to Phone

OfficeServ IP-UMS Media Control

PC Mode

00:00:00 [Volume Control] 00:00:00

Volume Max
Min

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Current personal greeting: This table sets five personal greetings. Choose from greetings 1~9 or 'The System Caller Option'.

Edit greeting: Select a greeting or Directory name.

Use the Edit Description field to type a description of the greeting.

Use the Media Control to record the greeting.

Recording your name and mailbox greeting are two more of the five First Time Easy Set-Up steps.

The recorded **Name** plays to your callers when they are transferred through the Auto Attendant. The Dial-By-Name Directory also plays your recorded name so callers get confirmation that they have selected their intended party.



Note:

By default you will not be included in the Dial By Name Directory if you do not record your name.

The **Mailbox Greeting** only plays to your callers when a Primary/No-Answer Greeting is not recorded and/or a call is transferred directly into your Mailbox. If the Primary/No-Answer Greeting is recorded this greeting is optional as it will now only be heard if a caller is transferred directly to your Mailbox. The mailbox greeting is a static greeting and can not be assigned.

Once you have recorded your Primary/No-Answer and Mailbox greeting and Name, the other greetings are optional depending on how you wish to communicate with your callers.

The **Busy Greeting** speaks to the callers if you are already on the phone and your phone is forwarded for Busy and/or No-Answer.



Note:

If you forward you phone on Busy it disables Call waiting and any additional call buttons.

The **Blocked Greeting** speaks to your callers if you have Call Forward All enabled, Forward on DND, and/or someone transfers your caller to Voicemail using the VT key. For example this greeting is useful when you have temporarily left the building or if your are in a meeting and not available to take your calls. You can pre-record mutiple Blocked Greetings and assign them as needed.

Examples:

- Hi this is {name} I am currently in a meeting and not available to take your call. At the tone leave me a message and I will return your call as soon as possible.
- Hi this is {name} I have stepped out of the office for a little while, but should be returning before the end of the day. At the tone leave me a message and I will get back to you when I return to the office.
- Hi this is {name} I am tied up ona project all afternoon At the tone leave me a message and I will return your call as soon as possible if this is an emergency press [6] now and the system will attempt to find me on my cell phone..



Note:

- The Press [6] option listed directly above requires additional programming by the System Administrator.

The **Night Greeting** speaks to your callers based on your personal Availability Schedule. This greeting is often recorded to tell callers that you have gone home for the evening.

The **Call Screening Greeting** only plays when you reject a caller and call screening is enabled on your extesnsion.

The **Edit Discription** is there to help you identify why you recorded each of the 9 greetings.

Personal Profile

General	Greeting	Accessibility	Scheduling	Notification	Administration	Integration
Current personal greeting						
No answer		Greeting 1				▼
Busy		Greeting 2				▼
Block		Greeting 6				▼
Night		Greeting 4				▼
Call Screen		The system caller option				▼
Edit greeting						
<ul style="list-style-type: none"> <li style="background-color: #e0e0e0;">Greeting 1 Greeting 2 Greeting 3 Greeting 4 Greeting 5 Greeting 6 Greeting 7 Greeting 8 Greeting 9 Mailbox greeting Directory Name 		<p>Primary/No-Answer Greeting no Caller Options just leave a</p> <p>Busy Greeting no Caller Options just leave a MSG at the tor</p> <p>Blocked Greeting - In a Meeting with Caller Option [7]</p> <p>Night Greeting no Caller Options just leave a MSG at the tor</p> <p>Primary/No-Answer Greeting with Caller Options to find me</p> <p>Blocked Greeting - Left the office with Caller Option [7]</p> <p>Busy Greeting with Caller Option [7]</p> <p>Blocked Greeting no Caller Options just leave a MSG at the</p> <p>Long term out of the office and not available</p>				
Edit Description		Primary/No-Answer Greeting no Caller Options				<input type="button" value="Enter"/>
<div style="display: flex; justify-content: space-between; align-items: center;"> PC Mode <input type="button" value="Select Phone"/> </div> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>OfficeServ IP-UMS Media Control</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> <p>Ready</p> <p>00:00.00</p> </div> <div style="flex-grow: 1; border-bottom: 1px solid #ccc; position: relative;"> <div style="background-color: #ccc; width: 100%; height: 10px; position: absolute; top: -10px;"></div> <div style="background-color: #000; width: 50%; height: 10px; position: absolute; top: -10px;"></div> </div> <div style="text-align: center;"> <p>00:09.88</p> </div> </div> <div style="display: flex; justify-content: center; gap: 10px; margin-top: 10px;"> <input type="button" value="⏮"/> <input type="button" value="⏪"/> <input type="button" value="▶"/> <input type="button" value="⏩"/> <input type="button" value="⏸"/> <input type="button" value="⏭"/> <input type="button" value="⏮"/> <input type="button" value="⏭"/> <input type="button" value="⏹"/> </div> <div style="display: flex; justify-content: flex-end; align-items: center; margin-top: 10px;"> <div style="text-align: center;"> <p>Volume</p> <p>Max</p> <div style="width: 50px; height: 20px; background-color: #ccc; position: relative;"> <div style="background-color: #008000; width: 20px; height: 100%; position: absolute; left: 0;"></div> </div> <p>Min</p> </div> </div> </div>						

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Accessibility

The Call Routing option on the Accessibility tab allows the user to determine when and where they will receive phone calls. In addition, up to 9 telephone numbers can be stored for use with the various call routing and notification functionalities.

Personal Profile

Save Reset

General Greeting **Accessibility** Scheduling Notification Administration Integration

Phone Accessibility Settings

Choose An Option Call Routing

Call Routing Options

Blocking enabled	No
Call forwarding enabled	No
Call screening enabled	No
Find me enabled	No
Enable Follow Me	Yes
Follow Me Phone Number	Stored #9: <input type="text"/> <input type="button" value="Input"/>
Stored numbers	<input type="text" value="9725552345"/> <input type="text" value="9725553456"/> <input type="text"/>
	<input type="text"/> <input type="text"/> <input type="text"/>

The Caller Selection option also located within the Accessibility tab provides a listing of options that are available to the user to incorporate into their greetings. These options are set by the system administrator and cannot be edited by the user.

Greeting Example user Caller Options: *"Hi, you have reached Jane Doe. I am not available to answer your call at this time. Press [1] to leave a message or press [3] to have me paged."*

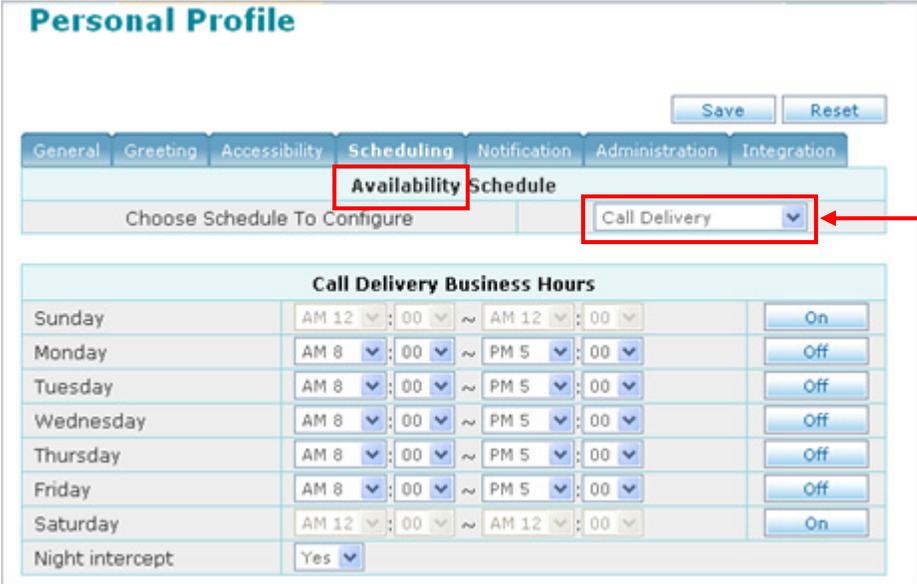
The screenshot displays the 'Personal Profile' settings page. At the top, there are 'Save' and 'Reset' buttons. Below them is a navigation bar with tabs for 'General', 'Greeting', 'Accessibility', 'Scheduling', 'Notification', 'Administration', and 'Integration'. The 'Accessibility' tab is selected and highlighted with a red box. Below the navigation bar is the 'Phone Accessibility Settings' section, which includes a 'Choose An Option' dropdown menu. The 'Caller Selection' option is selected in this dropdown and is also highlighted with a red box. Below this is a table titled 'Caller Selection Options' with the following entries:

Caller Selection Options	
1:	Pressing 1 Sends the Caller to Your Voicemail Box to Leave a Message
2:	Pressing 2 Places the Caller on Hold Until You Become Available
3:	Pressing 3 Places the Caller on Hold and Pages You
4:	Pressing 4 Plays the Caller the Other Options Menu
5:	Pressing 5 Goto Extension [6741]CINDY HOEK
6:	Pressing 6 No Action Defined.
7:	Pressing 7 No Action Defined.
8:	Pressing 8 No Action Defined.
9:	Pressing 9 No Action Defined.
0:	Pressing 0 Sends the Caller to the Operator
*	Pressing * Escapes the Caller to Previous Menu
#:	Pressing # Sends the Caller to Subscriber Logon

Scheduling

The Scheduling tab is used to set the user's availability. There are four different schedules that can be set individually for:

- Call Delivery
- Fax Delivery
- Message Notification
- Pager Notification



The screenshot shows the 'Personal Profile' interface with the 'Scheduling' tab selected. The 'Availability Schedule' dropdown is set to 'Call Delivery'. Below this is the 'Call Delivery Business Hours' table, which allows users to set start and end times for each day of the week and toggle the schedule on or off. A callout box points to the dropdown menu with the instruction: 'Use the drop down box to select which schedule to set.'

Call Delivery Business Hours						
Sunday	AM 12	:00	~	AM 12	:00	On
Monday	AM 8	:00	~	PM 5	:00	Off
Tuesday	AM 8	:00	~	PM 5	:00	Off
Wednesday	AM 8	:00	~	PM 5	:00	Off
Thursday	AM 8	:00	~	PM 5	:00	Off
Friday	AM 8	:00	~	PM 5	:00	Off
Saturday	AM 12	:00	~	AM 12	:00	On
Night intercept	Yes					

Call Delivery Business Hours: Click the **On** button for a day and enter a start time and end time to enable the schedule. Repeat for each day you wish to schedule. You can disable the schedule for each individual day at any time by clicking the **Off** button.

Night Intercept: When set to **Yes**, calls presented via the Auto Attendant will not ring the user's desk, but will immediately hear the Night Greeting (if recorded). Night Intercept is only available on the Call Delivery schedule.

Notification

The Notification tab is used to access settings that control the following:

- Message Notification – have messages delivered to a specified phone number.
- Pager Notification – receive notification on a pager when messages are received.
- Fax Notification – Have fax messages automatically sent to a fax machine upon arrival.

The screenshot shows the 'Personal Profile' settings page with the 'Notification' tab selected. The page is divided into three sections: Message Notification Options, Pager Notification Options, and Fax Notification Options. Each section contains several settings with dropdown menus and input fields.

Message Notification Options	
Message alert is currently on	Yes <input type="button" value="v"/>
Alert on urgent messages only	No <input type="button" value="v"/>
Alert phone number	Stored #9: <input type="button" value="v"/> <input type="text"/> <input type="button" value="Input"/>

Pager Notification Options	
Pager notification is enabled	No <input type="button" value="v"/>
Notify on urgent messages only	No <input type="button" value="v"/>
Alert phone number	Stored #9: <input type="button" value="v"/> <input type="text"/> <input type="button" value="Input"/>

Fax Notification Options	
Enable Fax Delivery	No <input type="button" value="v"/>
Deliver Urgent Messages Only	No <input type="button" value="v"/>
Fax Number	Stored #9: <input type="button" value="v"/> <input type="text"/> <input type="button" value="Input"/>

Administration

The screenshot shows a web interface for a 'Personal Profile'. At the top right are 'Save' and 'Reset' buttons. Below them is a navigation bar with tabs: 'General', 'Greeting', 'Accessibility', 'Scheduling', 'Notification', 'Administration' (highlighted with a red box), and 'Integration'. The 'Administration' tab is active and contains two sections:

Voicemail Options

Auto play of new messages enabled	Yes
Auto play of message info enabled	No
Extended prompting enabled	No

Default Outgoing Message Delivery Options

<input type="checkbox"/> Urgent	<input type="checkbox"/> Return Receipt Requested	<input type="checkbox"/> Request a Callback
<input type="checkbox"/> Private	<input type="checkbox"/> Reply Requested	<input type="checkbox"/> Reply Required
Immediate Delivery	Message Delivery At	2009-06-11 AM 09:40

Voicemail Options: Enable/disable auto play and extended prompting options used while listening to messages.

Default Outgoing Message Delivery Options: Set default delivery options for messages.

Integration

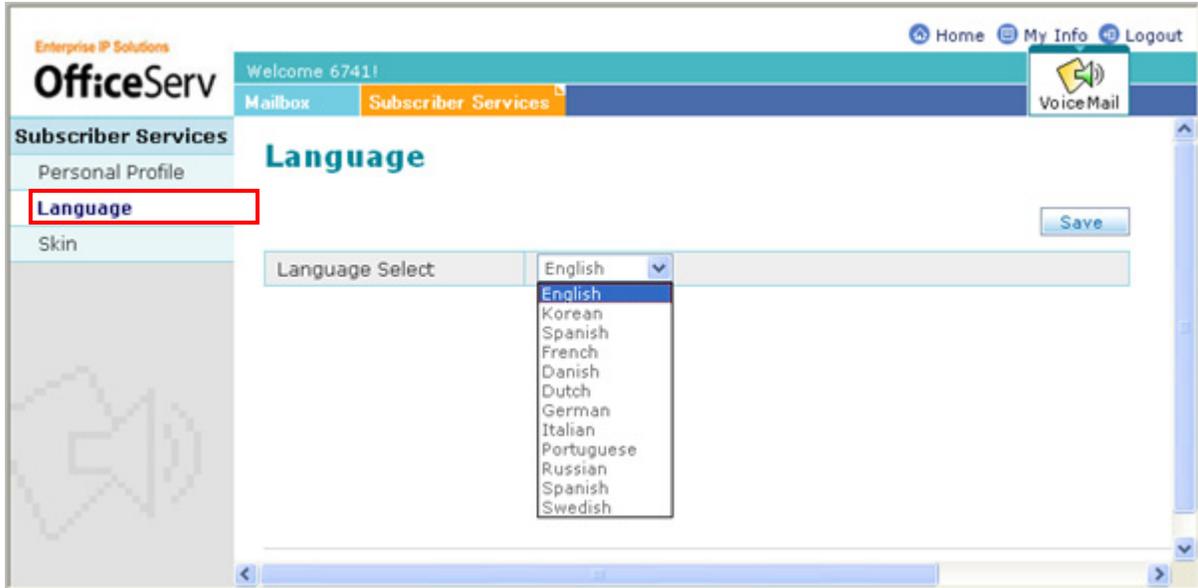
The screenshot shows the 'Personal Profile' settings page with the 'Integration' tab selected. The 'Integration' tab is highlighted with a red box. Below the tabs is the 'IP-UMS Record / Playback Media Settings' section, which contains four rows of settings:

IP-UMS Record / Playback Media Settings	
My Phone Number	<input type="text" value="6741"/>
My Computer is equipped with	Speakers + Microphone ▾
Playback IP-UMS Messages Using	Computer ▾
Record IP-UMS Messages With	Computer ▾

IP-UMS Record / Playback Media Settings: Default settings that indicate what equipment the user has available and controls how they will record and playback messages and greetings.

Language

There are a variety of languages that can be selected. This language field controls the web interface only and is dependent upon what languages are available on the user's computer.



Skin

Skin Selection: Select the skin to be used.



CHAPTER 4. Using Outlook

This chapter describes the method to interwork and use the OfficeServ IP-UMS with the Outlook.

Overview

The OfficeServ IP-UMS can facilitate the transmission and receipt of voice and fax messages in Outlook. To use this function, the Outlook Add-In module should be installed.

Outlook Add-In Installation



After installing the Common client Control, install the Outlook Add-In. To use the FAX function, the Fax client Control should be installed.



CHECK

When installing Outlook Add-In

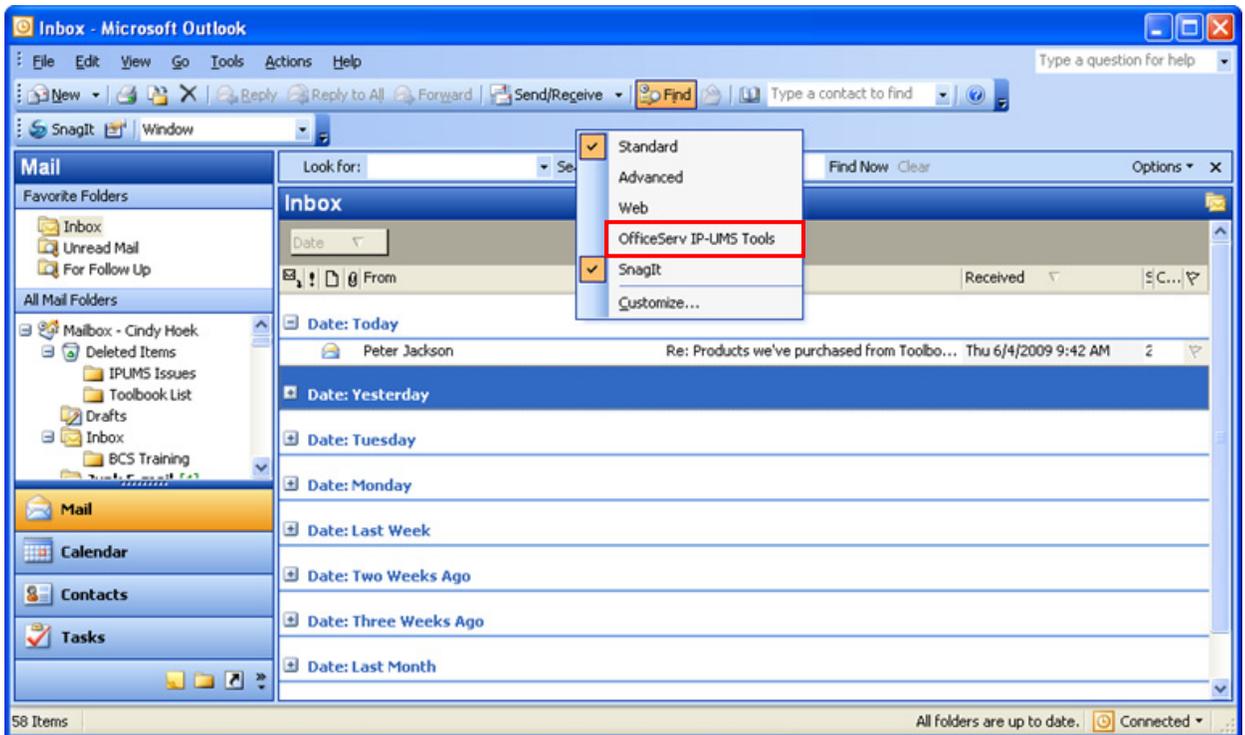
When the Common client Control is not installed, even though the Outlook Add-In is installed, the Outlook does not operate by interworking with the IP-UMS.

Outlook Settings

After the Add-In is installed, the following message will appear when Outlook is launched. This message confirms that the IP-UMS toolbar has been created in the Outlook toolbar and prompts the user to register their Outlook Client to fully enable the Add-In.



If the IPUMS toolbar does not appear automatically, move the cursor of the mouse to the Outlook toolbar area and right-click to open a menu of toolbars that you can enable or disable. Select **OfficeServ IP-UMS Tools** to enable the IP-UMS Outlook Add-In.



When the Outlook Add-In toolbar does not show in Outlook



CHECK

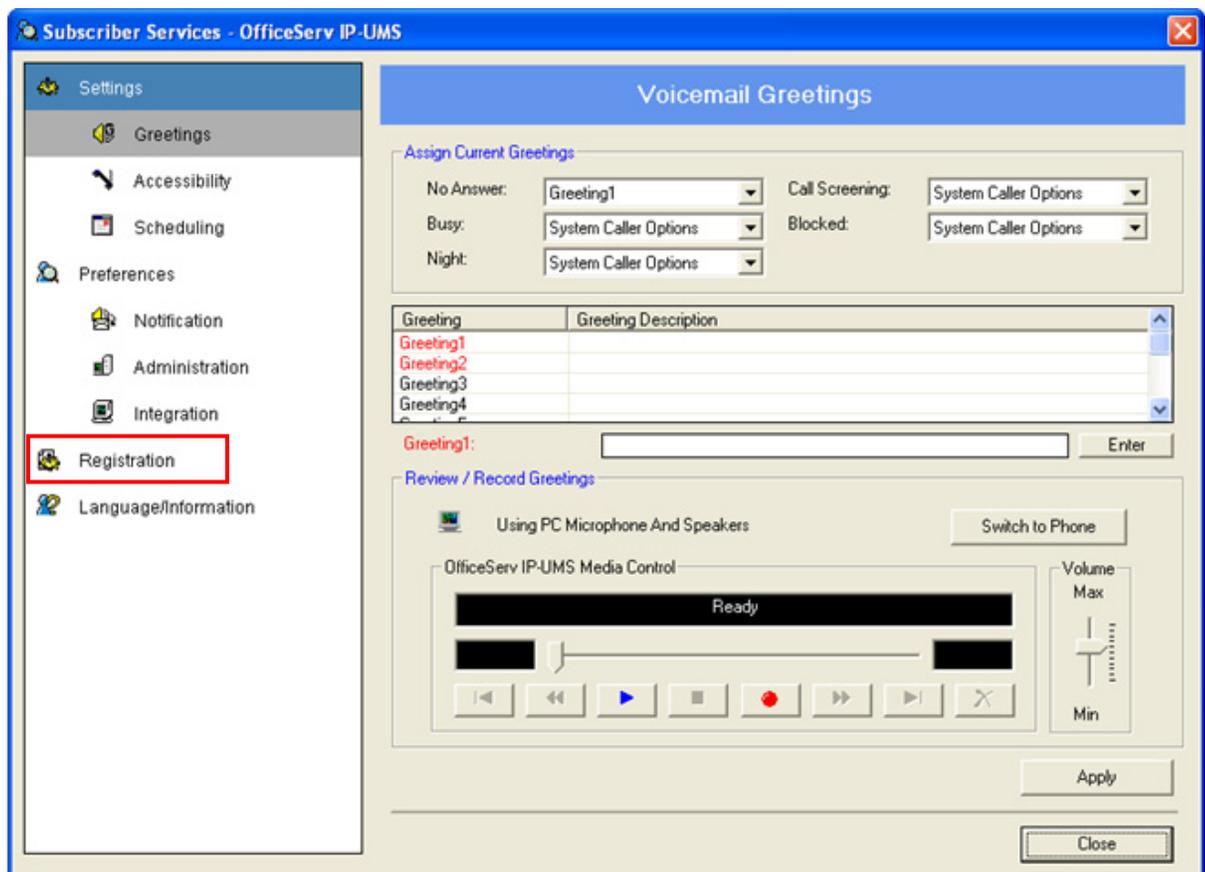
You can load Outlook Add-In manually if the Outlook Add-In toolbar does not show in Outlook. Go to [Tools]-[Options]-[Other]-[Advanced Options]-[COM Add-Ins]. If the Outlook Add-In still does not show, please remove/add it in same menu. The path to use for the Outlook Add-In toolbar should be: "C:\Program Files\Samsung Electronics\OfficeServ IP-UMS\Outlook\UmsAddIn.dll"

User Registration

To register the user, you must access the SUBSCRIBER SERVICES  button on the Add-In toolbar.



In the Subscriber Services window, click on **Registration** in the left navigation page to register the user.



Registration Information Settings

IP-UMS Server Setup

Server IP:.....Enter the OfficeServ IP-UMS server IP address.

Voicemail Number:.....Enter the user's telephone mailbox number.

MBX Password:.....Enter the user's telephone mailbox password.

The screenshot shows a web-based configuration interface for OfficeServ IP-UMS. The window title is "Subscriber Services - OfficeServ IP-UMS". On the left is a navigation menu with categories: Settings (Greetings, Accessibility, Scheduling), Preferences (Notification, Administration, Integration), Registration (highlighted), and Language/Information. The main content area is titled "Registration Information" and contains two sections: "IP-UMS Server Setup" (highlighted with a red box) and "Email Server Setup".

IP-UMS Server Setup:

- Server IP: 192.168.1.100
- Voicemail Number: 6741
- MBX Password: ****

Email Server Setup:

- Email Address: choek@email.server.com
- Email Account: choek
- Email Password: *****
- POP3 Server IP or Name: email.server
- SMTP Server IP or Name: email.server

At the bottom of the window, there is a status message: "You are currently unregistered." and three buttons: "Login", "Register", and "Unregister". A "Close" button is located at the bottom right.

E-mail Server Setup

Email Address:.....Enter the user's E-Mail Address.

Email Account:.....Enter the Email Account to use.

Email password:Enter the user's password for the E-Mail account.

POP3 server IP or name:Enter the E-Mail POP3 server to use.

SMTP server IP or name:.....Enter the E-Mail SMTP server to use.

Subscriber Services - OfficeServ IP-UMS

Registration Information

IP-UMS Server Setup

Server IP: 192.168.1.100

Voicemail Number: 6741 MBX Password: ****

Email Server Setup

Email Address: choek@email.server.com

Email Account: choek

Email Password: *****

POP3 Server IP or Name: email.server

SMTP Server IP or Name: email.server

More Settings

You are currently unregistered.

Login Register Unregister

Close



NOTE

NOTE

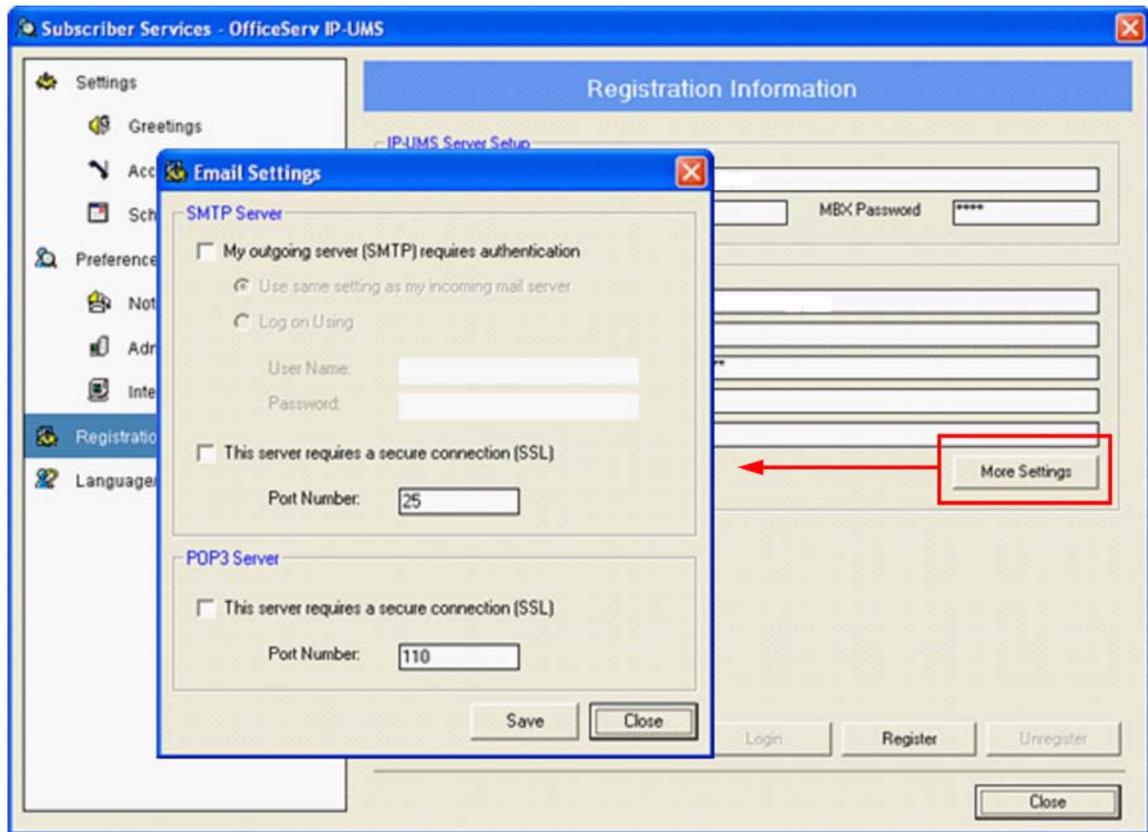
Some environments require that e-mail passwords change regularly. If your e-mail server requires that you change your e-mail password, then you will need to manually come back to Subscriber Services > Registration > E-mail Password and enter the new E-mail password and then press Register. This field does not change it in Microsoft® Exchange/Outlook Mailbox it only lets the OfficeServ IP-UMS server know what your E-mail password is so it can maintain the synchronization of messages.

More Settings

Click the More Settings button to access the Email Settings dialog box. These settings will be dictated by the Microsoft® Exchange Server environment. If you do not know how they should be set, contact your on site administrator.

SMTP Server Port Number: Enter 25 (default).

POP3 Server Port Number: Enter 110 (default).



Register

Performs the client registration by submitting the entered registration information. After registering successfully, the Outlook application will operate as the IP-UMS Client.

The screenshot shows a software window titled "Subscriber Services - OfficeServ IP-UMS". On the left is a navigation pane with categories: Settings, Preferences, and Registration. Under "Settings" are Greetings, Accessibility, and Scheduling. Under "Preferences" are Notification, Administration, and Integration. Under "Registration" is Language/Information. The main area is titled "Registration Information" and contains two sections: "IP-UMS Server Setup" and "Email Server Setup".

IP-UMS Server Setup

Server IP:	<input type="text" value="192.168.1.100"/>	
Voicemail Number:	<input type="text" value="6741"/>	MBX Password <input type="password" value="****"/>

Email Server Setup

Email Address:	<input type="text" value="choek@email.server.com"/>	
Email Account	<input type="text" value="choek"/>	
Email Password:	<input type="password" value="*****"/>	
POP3 Server IP or Name:	<input type="text" value="email.server"/>	
SMTP Server IP or Name:	<input type="text" value="email.server"/>	

More Settings

You are currently unregistered.

Buttons: Login, Register (highlighted with a red box), Unregister, Close

Registered Email Address

This shows your registered email accounts information. You may register multiple email accounts. If you wish to register another email account, enter the new account information as we did in the previous steps and click the [Register] button again.

One of your registered email accounts needs to be the one designated to receive voicemail messages. To do this, check one email account from your registered email address list. Then click the 'Check and Apply' button.

Subscriber Services - OfficeServ IP-UMS

Registration Information

IP-UMS Server Setup

Server IP: 192.168.1.100

Voicemail Number: 6741 MBX Password: ****

Email Server Setup

Email Address: choek@email.server.com

Email Account: choek

Email Password: *****

POP3 Server IP or Name: email.server

SMTP Server IP or Name: email.server

More Settings

Registered Email Address

Email Address

choek@email.server.com

* Checked Email Address : A default email address for receiving Voice or FAX Messages

Check and Apply

You are currently logged in. Login Register Unregister

Close

Unregister

Performs unregistration of the user. If unregistration is successfully completed, Outlook function returns to its original setting.

Settings & Preferences

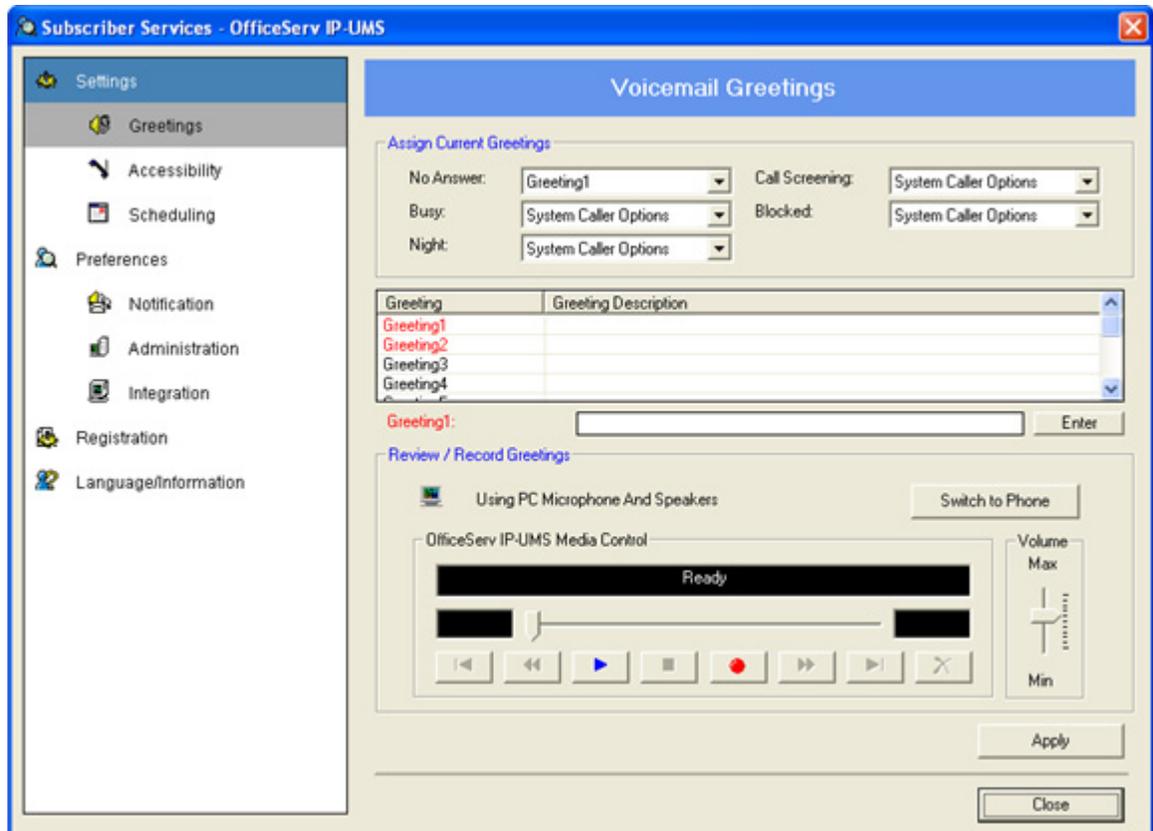
Click on the SUBSCRIBER SERVICES  button on the Add-In toolbar to configure the Settings & Preferences options. As shown in the left navigation pane, the options are listed in following order:

Settings

- 1) Greetings
- 2) Accessibility
- 3) Scheduling

Preferences

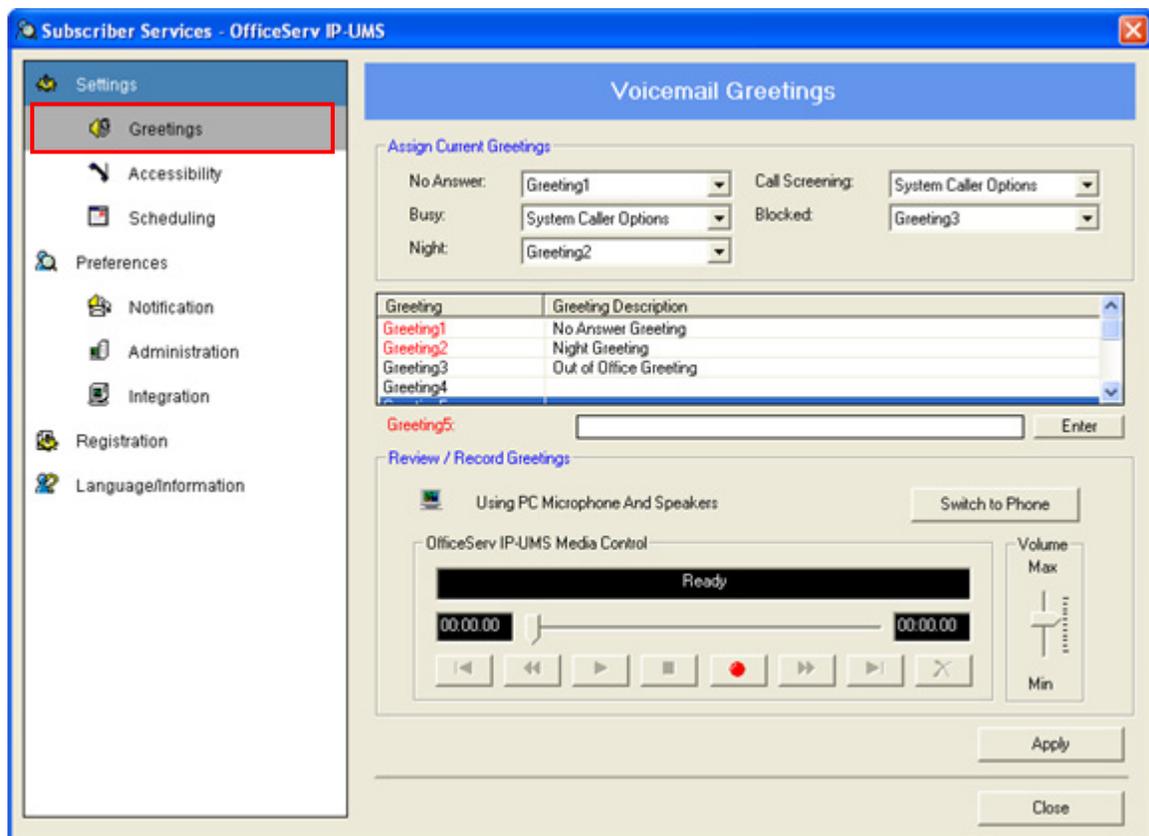
- 4) Notification
- 5) Administration
- 6) Integration



Greetings

This menu allows the user to edit and set greetings. Greetings 1~9 can be edited and assigned. There are five call conditions available: No Answer, Busy, Night, Call Screening, and Blocked. You can also record and assign a mailbox greeting (heard when a caller is transferred directly to your Voicemailbox) and your Directory Name.

When editing the greetings, use the Media Control at the bottom to record and review the greetings. (The method of using the Media Control is described in the **[Settings]-[OfficeServ IP-UMS Media Control]** section in detail.)

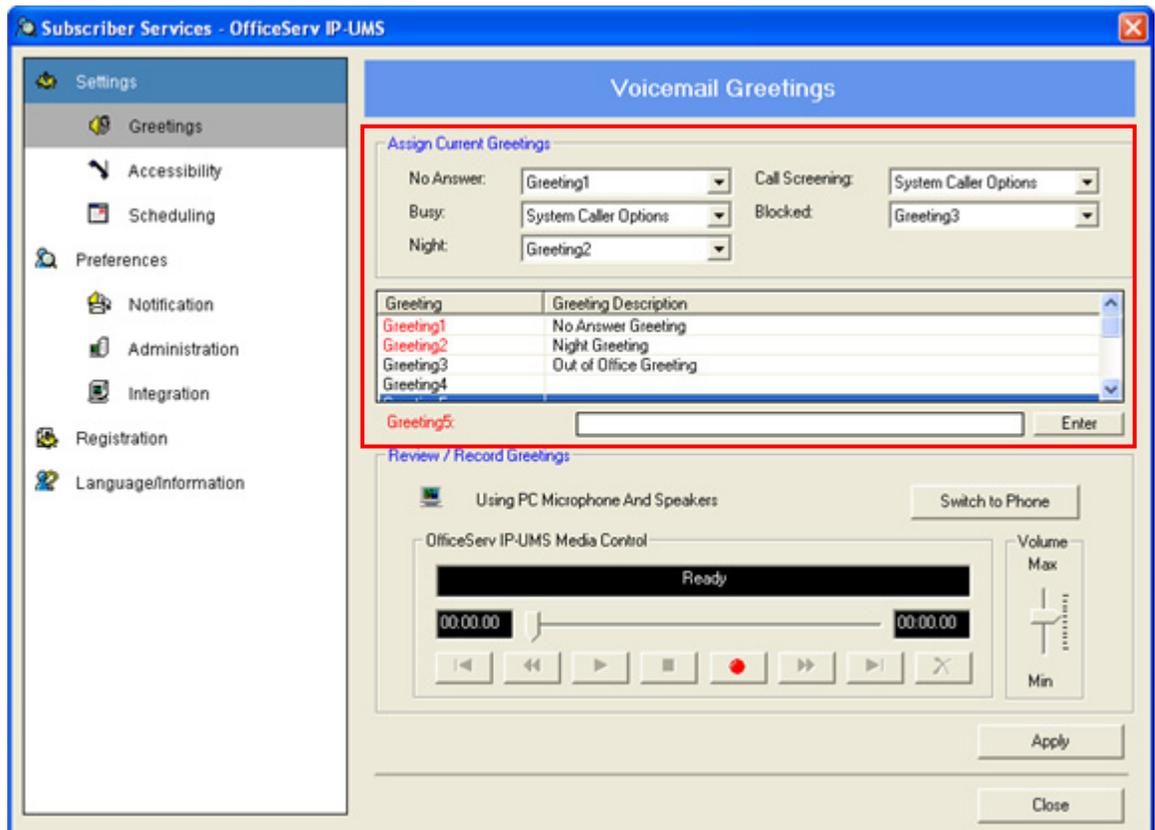


Which greeting to assign?

If you only wish to use one greeting, it is highly recommended that you record Greeting 1 and assign it to the No Answer greeting.

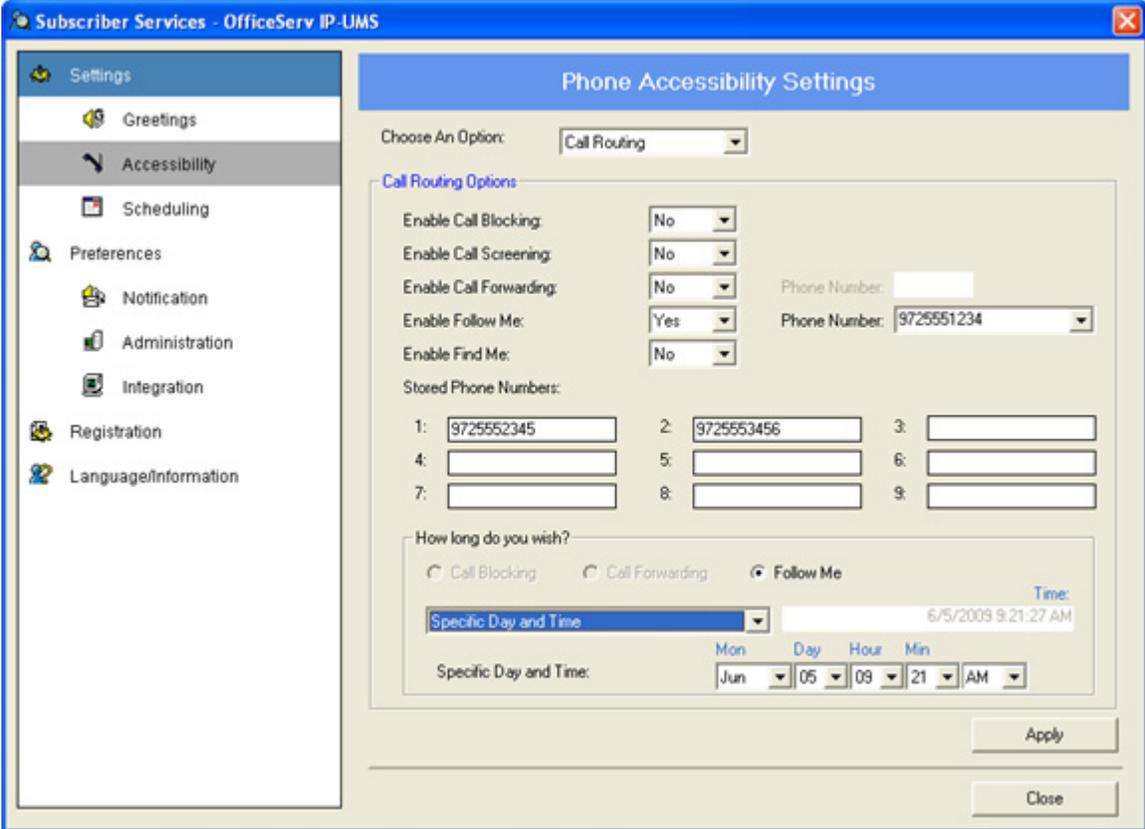
Assign Current Greetings

- No Answer:**..... The greeting generated for the caller when the calls to the user cannot be answered during a certain time.
- Busy:**..... The greeting generated for the caller if the user is on another line when the call is attempted.
- Night:**..... The greeting generated for the caller when the call is attempted outside of office hours.
- Call Screening:**..... The greetings generated for the caller when the user has enabled call screening. The call screening function allows the user to identify the caller before accepting the call.
- Blocked:** The greeting generated for the caller when all the incoming calls are set to be blocked.
- Mailbox:** The greeting used when a caller is transferred directly to a Voicemailbox.
- Directory Name:**..... Used in various areas of the system. A user may not appear in a company directory if they do not record their name.
- Review / Record greetings:** Edit the greetings by using the media control. Greetings 1~9 are used for specifying the 'Greetings Setting'. The mailbox greeting is used when the caller enters the menu to leave a voice message in the user's mailbox. The name playback is used when the menu is set to inform the caller of the user's name.



Accessibility

This section allows a user to customize call routing options and assign related phone numbers.



Call Routing Options: Enables the user to process incoming calls differently according to the settings.

Call Blocking:..... Used to block all incoming calls. The caller can connect to the voice mailbox and leave a message. If the Blocked greeting is set, the caller will hear this greeting.

Call Screening:..... Used to receive incoming calls selectively. The IP-UMS prompts the caller to record his or her name without connecting to the subscriber. The subscriber can then select whether to accept or reject the call after listening to the recorded name. If the Call Screening greeting is set, the caller will hear this greeting.

Call Forwarding:.... Used to forward calls to another extension. Enter the extension number in the Phone Number field to which calls should be forwarded.

Follow Me:..... Used when receiving incoming calls at another number (including external numbers) instead of at the user's own extension. Use the Phone Number field to set the phone number to which the call will be connected.

Find Me: Used to receive calls according to a specified order by registering several stored phone numbers which can receive the call. The system will attempt to locate the user at each number in turn before routing the caller to the user's Voicemailbox.

Subscriber Services - OfficeServ IP-UMS

Settings

- Greetings
- Accessibility
- Scheduling
- Preferences
- Notification
- Administration
- Integration
- Registration
- Language/Information

Phone Accessibility Settings

Choose An Option: Call Routing

Call Routing Options

Enable Call Blocking: No

Enable Call Screening: No

Enable Call Forwarding: No Phone Number: []

Enable Follow Me: Yes Phone Number: 9725551234

Enable Find Me: No

Stored Phone Numbers:

1: 9725552345 2: 9725553456 3: []

4: [] 5: [] 6: []

7: [] 8: [] 9: []

How long do you wish?

Call Blocking Call Forwarding Follow Me

Time: 6/5/2009 9:21:27 AM

Specific Day and Time: []

Specific Day and Time: Mon Day Hour Min Jun 05 09 21 AM

Apply

Close

Stored Phone Numbers: Register the phone numbers used for Find Me and/or Follow Me. The phone numbers can also be used for the notification function.

Subscriber Services - OfficeServ IP-UMS

Phone Accessibility Settings

Choose An Option:

Call Routing Options

Enable Call Blocking:

Enable Call Screening:

Enable Call Forwarding: Phone Number:

Enable Follow Me: Phone Number:

Enable Find Me:

Stored Phone Numbers:

1:	<input type="text" value="9725552345"/>	2:	<input type="text" value="9725553456"/>	3:	<input type="text"/>
4:	<input type="text"/>	5:	<input type="text"/>	6:	<input type="text"/>
7:	<input type="text"/>	8:	<input type="text"/>	9:	<input type="text"/>

How long do you wish?

Call Blocking Call Forwarding Follow Me

Time:

Specific Day and Time:

How long do you wish: This allow you to determine how long Call Blocking, Call Forwarding and Follow Me will remain in effect. Available options are:

- Not Set
- In the next few hours
- End of current business day
- Beginning of next business day
- A coming day of the week
- Specific day and time

Subscriber Services - OfficeServ IP-UMS

Settings

- Greetings
- Accessibility
- Scheduling
- Preferences
 - Notification
 - Administration
 - Integration
- Registration
- Language/Information

Phone Accessibility Settings

Choose An Option:

Call Routing Options

Enable Call Blocking:

Enable Call Screening:

Enable Call Forwarding: Phone Number:

Enable Follow Me: Phone Number:

Enable Find Me:

Stored Phone Numbers:

1:	<input type="text" value="9725552345"/>	2:	<input type="text" value="9725553456"/>	3:	<input type="text"/>
4:	<input type="text"/>	5:	<input type="text"/>	6:	<input type="text"/>
7:	<input type="text"/>	8:	<input type="text"/>	9:	<input type="text"/>

How long do you wish?

Call Blocking Call Forwarding Follow Me

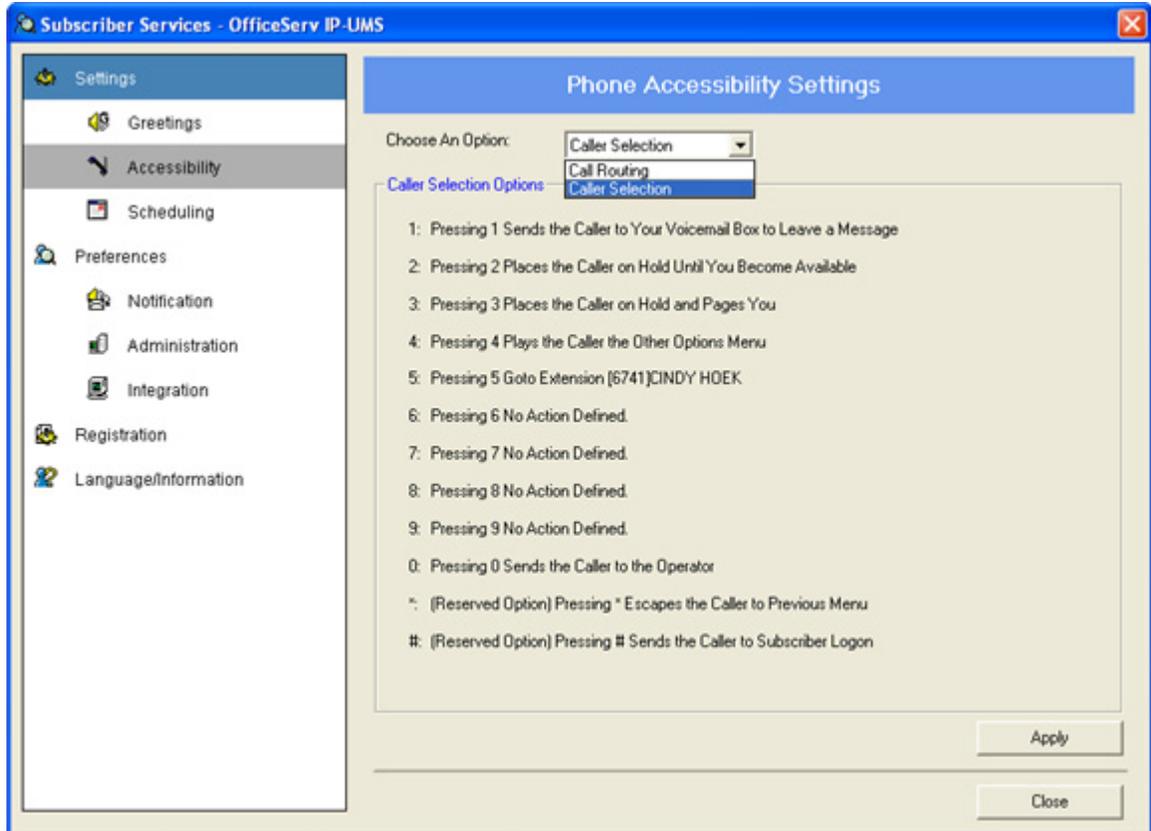
Time: 6/5/2009 9:21:27 AM

Specific Day and Time: Mon Day Hour Min

Apply

Close

Caller Selection Options: Used to review the available options which can be spoken when recording Greetings 1-9. These options are set by the system administrator and cannot be changed by the user.



Scheduling

This menu manages the user's availability. The user can set a start time and the end time for each day of the week or select 'Off' do disable schedule changes for specific days. Schedules can be set individually for each of the following:

Call Delivery:..... Designates the schedule for processing incoming calls. The time within the designated schedule becomes the user's office hours, and the time out side of the designated schedule becomes the non-office hours. When 'Night Intercept' and a Night greeting is set, the night greeting is generated for the incoming calls during the non-office hours.

Fax Delivery:..... Designates the schedule for fax mail notification.

Message Notification:..... Designates the schedule for Message Notification.

Pager Notification:..... Designate the schedule for Pager Notification.

Subscriber Services - OfficeServ IP-UMS

Availability Schedule

Choose Schedule To Configure: Call Delivery

Call Delivery

	Start Time	End Time	Off
Sunday:	12:00A	12:00A	<input checked="" type="checkbox"/>
Monday:	8:00A	5:00P	<input type="checkbox"/>
Tuesday:	8:00A	5:00P	<input type="checkbox"/>
Wednesday:	8:00A	5:00P	<input type="checkbox"/>
Thursday:	8:00A	5:00P	<input type="checkbox"/>
Friday:	8:00A	5:00P	<input type="checkbox"/>
Saturday:	12:00A	12:00A	<input checked="" type="checkbox"/>

Night Intercept: No

[Sends Calls Made Outside Your Business Hours Directly To Your Voicemail]

Apply

Close

Notification

This menu sets the notification preferences for Message Notification, Pager Notification and Fax Delivery.

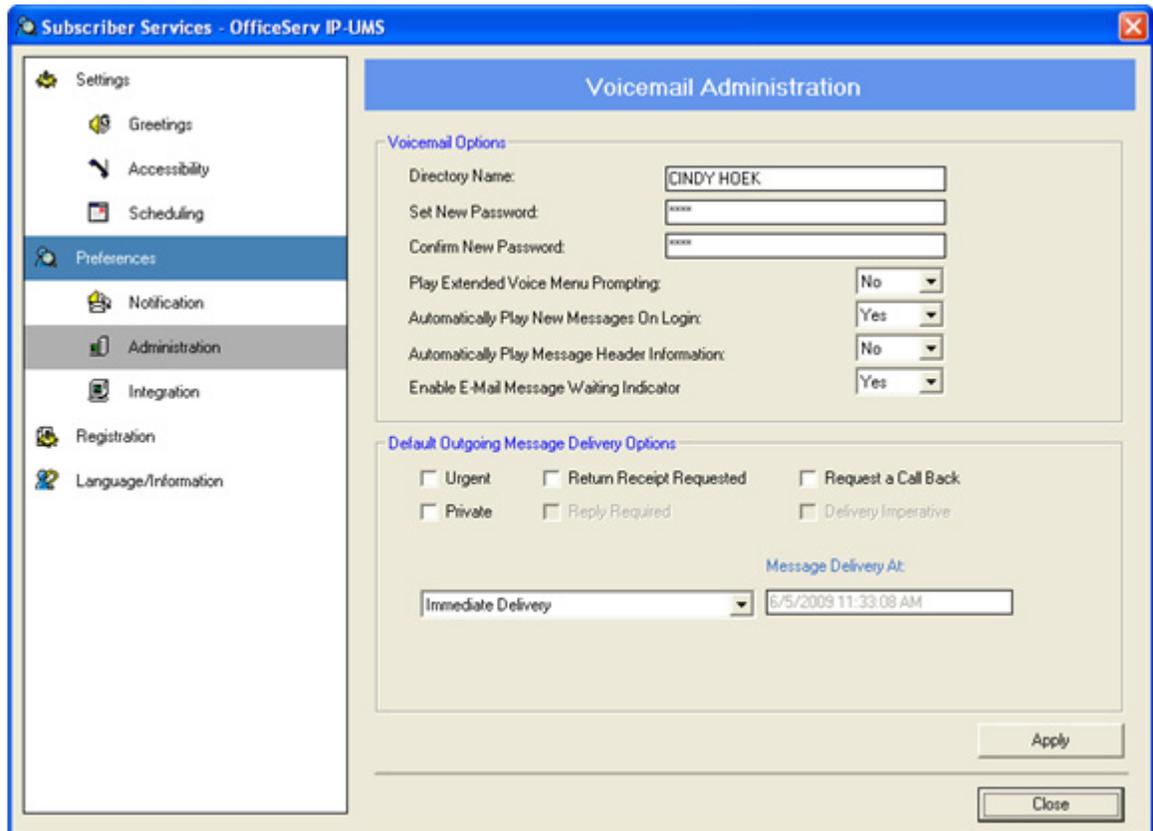
The screenshot shows a software window titled "Subscriber Services - OfficeServ IP-UMS". On the left is a navigation menu with categories: Settings (Greetings, Accessibility, Scheduling), Preferences (Notification, Administration, Integration), Registration, and Language/Information. The "Notification" option is selected. The main area is titled "New Message Notification Settings" and contains three sections:

- Message Notification Options:**
 - Enable Message Notification: Yes
 - Alert On Urgent Messages Only: No
 - Phone Number: Stored #1: 9725552345
- Pager Notification Options:**
 - Enable Pager Notification: No
 - Alert On Urgent Messages Only: No
 - Pager Number: (empty field)
- Fax Delivery Options:**
 - Enable Fax Delivery: No
 - Deliver Urgent Messages Only: No
 - Fax Number: (empty field)

Buttons for "Apply" and "Close" are located at the bottom right of the dialog.

Administration

The Administration menu is used to set options such as the user's name, password, and message delivery options.



Voicemail Options:

Directory Name: Enter the user's name. This name will be used to locate the user when a caller searches the Directory.

Password: The password is the same as the password used when logging in to the telephone mailbox. Note: This field supports numeric characters only.

Play extended voice menu prompting: Determines whether all menu options will be spoken automatically or whether the user must press a key to hear all menus.

Automatically play new messages on login: Sets whether to listen to new messages automatically when logging in or to listen to the new message by selecting a menu option. In addition, if this is set, the Voicemail is played automatically upon opening a Voicemail received in the Outlook also.

Automatically play message header information: Will automatically provide date/time information and Caller ID if available. If this is disabled, the user can access this information by pressing [0][0] on the telephone keypad.

The screenshot shows the 'Subscriber Services - OfficeServ IP-UMS' application window. The main area is titled 'Voicemail Administration'. On the left is a navigation pane with categories: Settings (Greetings, Accessibility, Scheduling), Preferences (Notification, Administration, Integration), Registration, and Language/Information. The 'Administration' section is selected. The main content area is divided into two sections: 'Voicemail Options' and 'Default Outgoing Message Delivery Options'. The 'Voicemail Options' section is highlighted with a red border and contains the following fields:

- Directory Name: CINDY HOEK
- Set New Password: [Redacted]
- Confirm New Password: [Redacted]
- Play Extended Voice Menu Prompting: No
- Automatically Play New Messages On Login: Yes
- Automatically Play Message Header Information: No
- Enable E-Mail Message Waiting Indicator: Yes

The 'Default Outgoing Message Delivery Options' section contains several checkboxes:

- Urgent
- Return Receipt Requested
- Request a Call Back
- Private
- Reply Required
- Delivery Imperative

Below these is a 'Message Delivery At:' section with a dropdown menu set to 'Immediate Delivery' and a date/time field showing '6/5/2009 11:33:08 AM'. At the bottom right are 'Apply' and 'Close' buttons.

Default Outgoing Message Delivery Options:

Sets the default value for the delivery options when transmitting the message.

Urgent: Set to transmit the message as an urgent message.

Return Receipt Requested: When the receiver listens to the message, the sender receives notification that the corresponding message has been heard.

Request a Callback: Informs the caller that a callback has been requested.

Private: Setting messages to Private prevents them from being forwarded.

Reply Required: When a message is designated 'Reply Required' the messages recipient MUST reply to the message before the message can be saved or deleted.

Delivery Imperative: When a message is designated, "Delivery Imperative" the OfficeServ IP-UMS will take extra steps to deliver it. The recipient's pager will be called and then each of his stored telephone numbers will be tried.

Default Delivery Time Options are:

- Immediate
- In the next few hours
- End of current business day
- Beginning of next business day
- A coming day of the week
- Specific day and time

Subscriber Services - OfficeServ IP-UMS

Voicemail Administration

Voicemail Options

Directory Name: CINDY HOEK
Set New Password: ****
Confirm New Password: ****
Play Extended Voice Menu Prompting: No
Automatically Play New Messages On Login: Yes
Automatically Play Message Header Information: No
Enable E-Mail Message Waiting Indicator: Yes

Default Outgoing Message Delivery Options

Urgent Return Receipt Requested Request a Call Back
 Private Reply Required Delivery Imperative

Message Delivery At:
Immediate Delivery 6/5/2009 11:33:08 AM

Apply
Close

Outlook Integration Settings

This menu manages the interworking settings between the IP-UMS and Outlook, the address book and the environment in which to use the Media Control.

The screenshot shows a window titled "Subscriber Services - OfficeServ IP-UMS" with a sidebar menu on the left and a main settings area on the right. The sidebar menu includes "Settings", "Greetings", "Accessibility", "Scheduling", "Preferences", "Notification", "Administration", "Integration", "Registration", and "Language/Information". The "Integration" option is selected and highlighted. The main settings area is titled "Outlook Integration Settings" and contains two sections: "Add-In Settings" and "IP-UMS Record / Playback Media Settings".

Add-In Settings

- Enable Appointment Alert
- Alert Phone Number: [Text Field]
- Alert: [5 minutes] Before Appointment
- Enable IP-UMS Splash Screen When Outlook Starts

[Making Contact Lists]

IP-UMS Record / Playback Media Settings

- My Phone Number: [6741]
- My Computer is equipped with: [Speakers + Microphone]
- Playback IP-UMS Messages Using: [Computer]
- Record IP-UMS Messages With: [Computer]

[Apply] [Close]

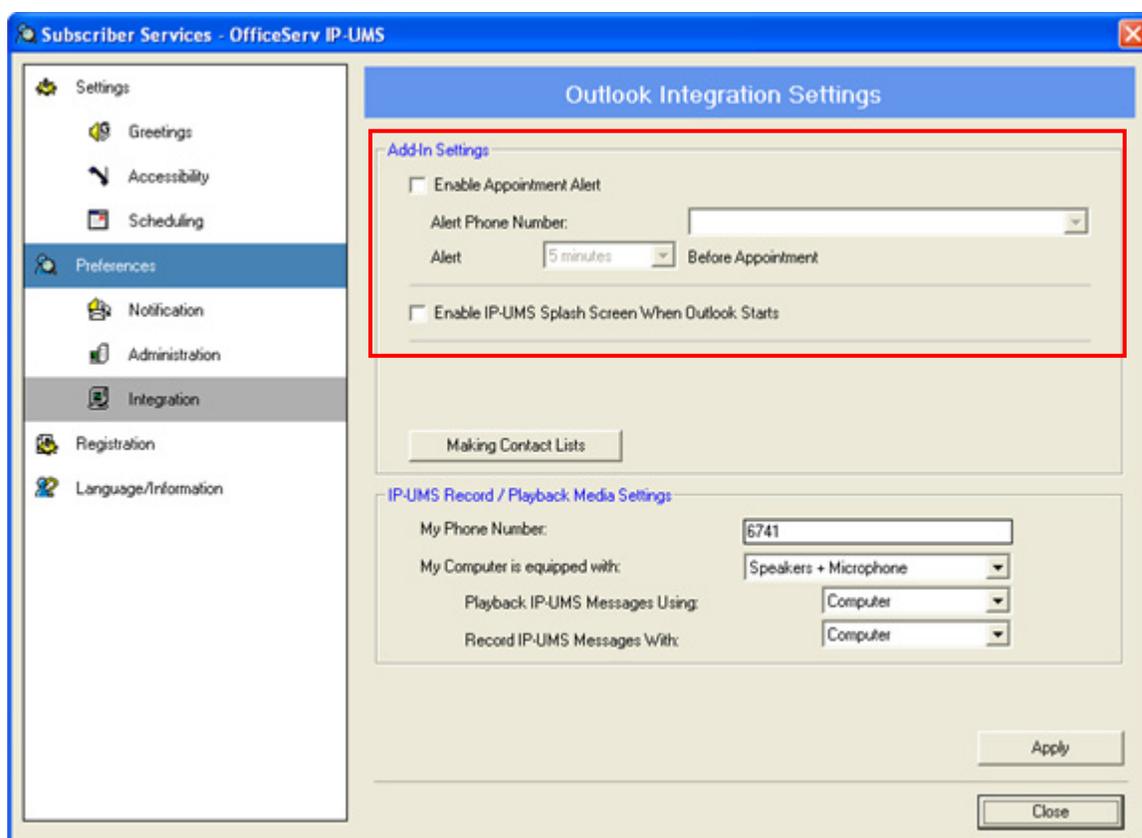
Add-In settings: This function provides integration between the appointment function of Outlook and the UMS. When this is set, after an appointment is created, the contents of the appointment are managed as a message and the user is notified at the designated time.

Enable Appointment Alert: Enables the IP-UMS to integrate with the Outlook appointment function.

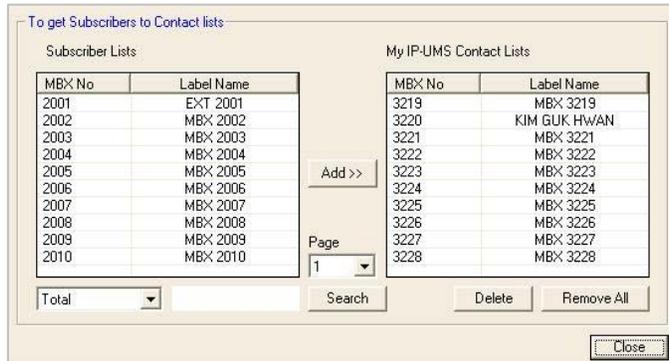
Alert Phone Number: Enter the phone number to call or select from one of the stored telephone numbers.

Alert Before Appointment: How long before the appointment should the alert occur? Settings range from 5 minutes to 120 minutes.

Enable IP-UMS Splash Screen: When selected, the IP-UMS logo will be displayed when launching Outlook.



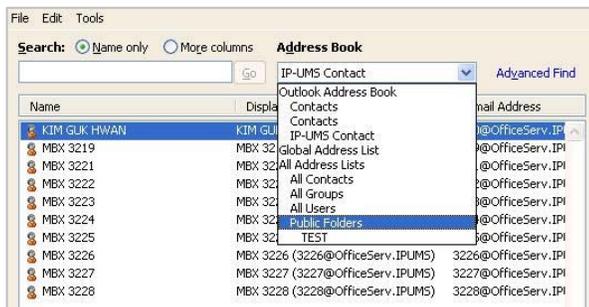
Making Contact Lists: Create contact lists of the IP-UMS subscribers in Outlook which can then be used when transmitting Voicemail.



- Add the list of subscribers on the left table to the Outlook contact lists on the right table by clicking the 'Add' button.
- The created Outlook contact lists are added under 'Contacts IP-UMS' contact lists, and the subscribers' addresses that are added later are added here.

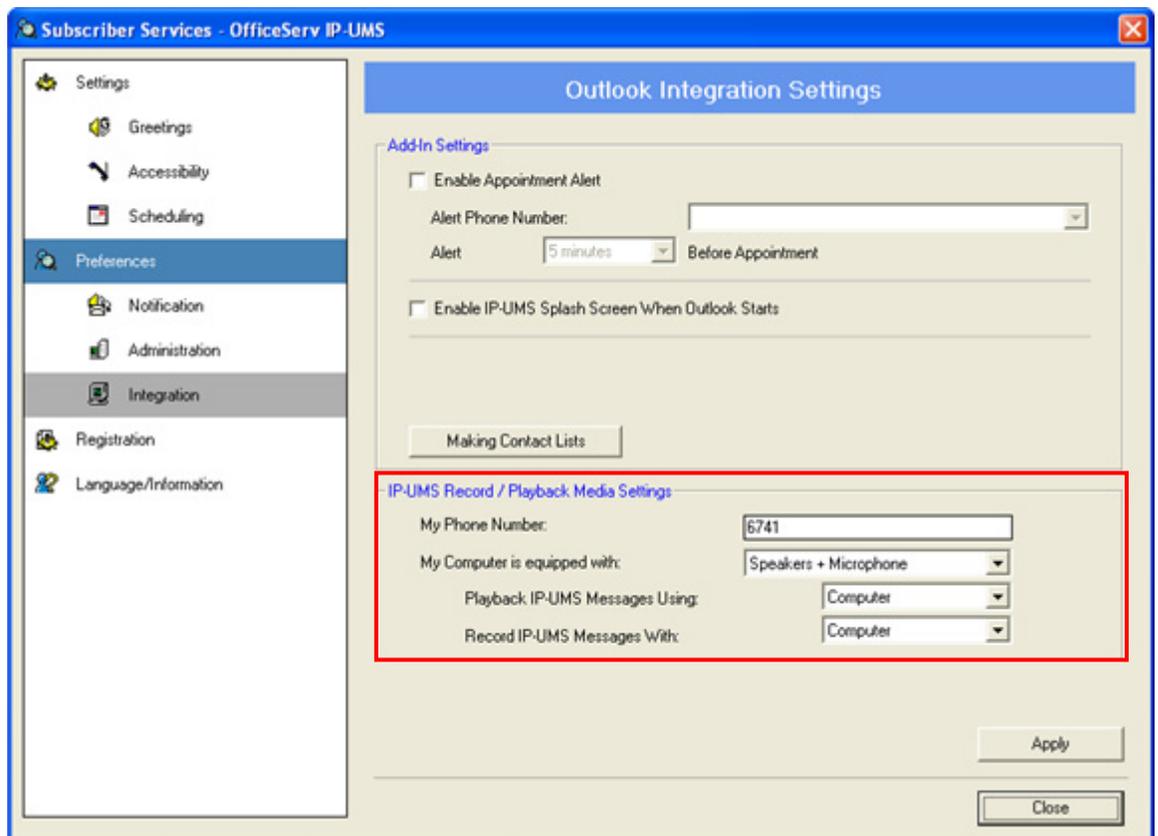


To check the created Outlook contact lists of the subscribers, execute **[Tools]-[IP-UMS Contact]** in Outlook.



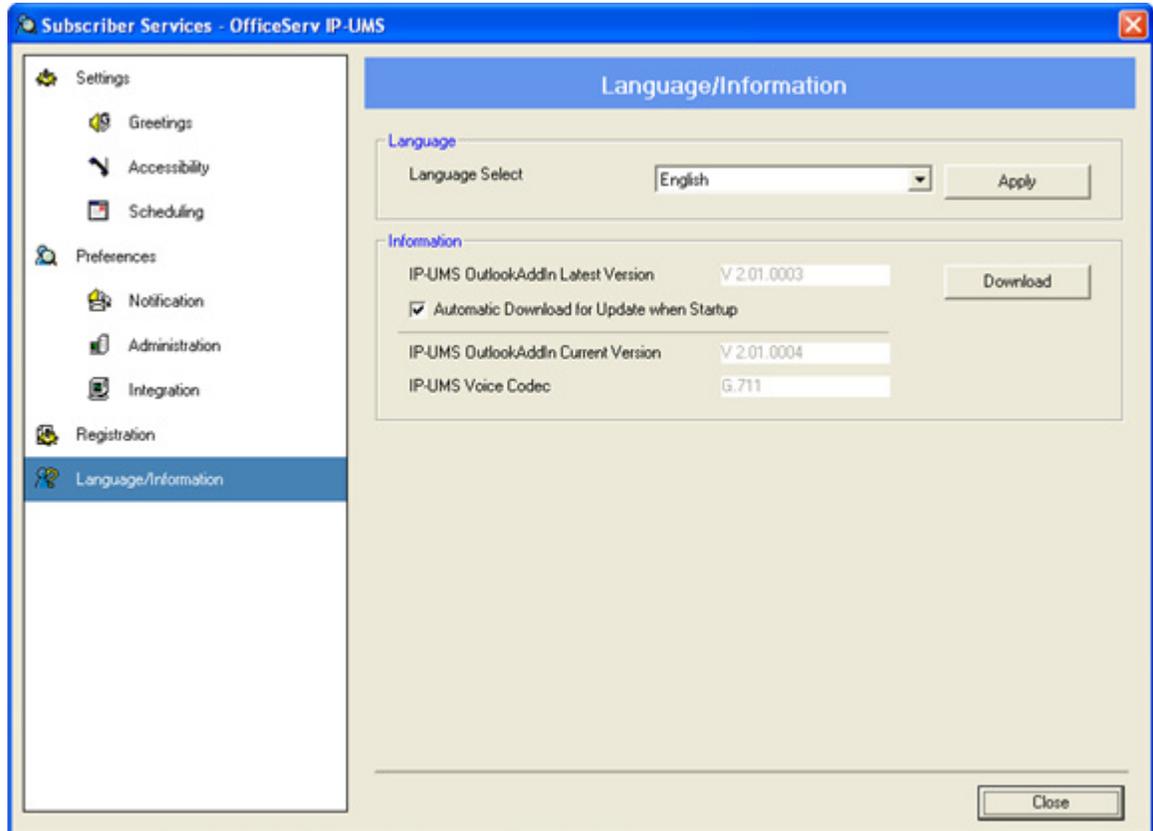
IP-UMS Record/Playback Media Settings: Sets the user environment of the IP-UMS Media Control used in Outlook.

- My Phone Number: Phone number to be used when listening to/recording the messages via the telephone interface. Enter the phone number to dial when the Media Control is set to use the telephone.
- PC media settings:
 - 1) **Speakers + Microphone:** Select if you can hear voice playback and record Voicemail via the PC.
 - 2) **Speakers Only :** Select if you can hear playback via the PC but need to use the telephone when recording.
 - 3) **Neither:** Select if you can only use only the telephone when listening to/recording Voicemail.
- Playback IP-UMS Messages Using: Choose the method you would like to use to hear playback of messages.
- Record IP-UMS Messages With: Choose the method you would like to use to record messages.



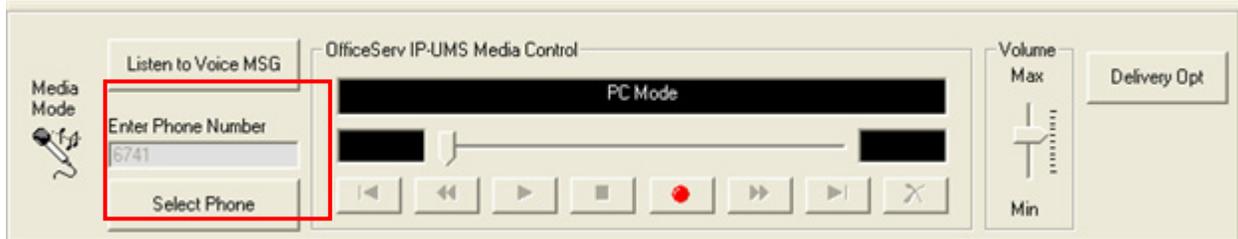
Outlook Language/Information

This section allows the user to set the Outlook Add-In language and check the version of the Add-In and Voice Codec.



OfficeServ IP-UMS Media Control

The Media Control appears when opening a Voicemail message in the Inbox of the Outlook or when replying to a voice message via Outlook. The Media Control is also used when using the Web Client.

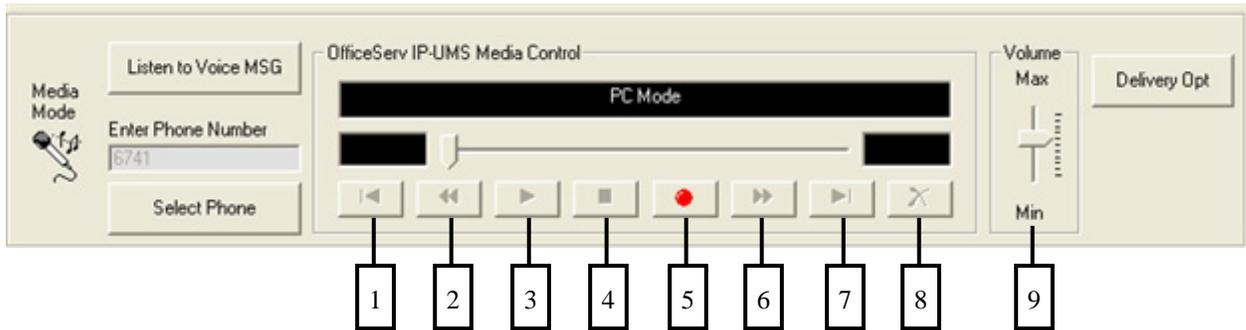


Toggle the button between 'Select Phone' and 'Select PC' to change the mode of listening to/recording messages from the telephone or the PC.

When using the telephone, enter the phone number to be dialed in the input box labeled "Enter Phone Number" and click the Play button in the Media Control. (By default this field will be populated with the phone number that was entered in **[Settings]-[Integration]-[IP-UMS Record/Playback Media Settings]**.) Once the Play button is clicked, the phone will ring. Pick up the receiver and start recording. After recording is complete, the recorded contents are saved as a voice file and loaded in the control. To listen to the file, click the Play button again.

The 'Listen to Voicemail' button is disabled when listening to a message. It is enabled when opening a new E-mail form by selecting Reply/Forward from the form opened to listen to the message. This function is used when to listen to the original message in the middle of recording a new voice message.

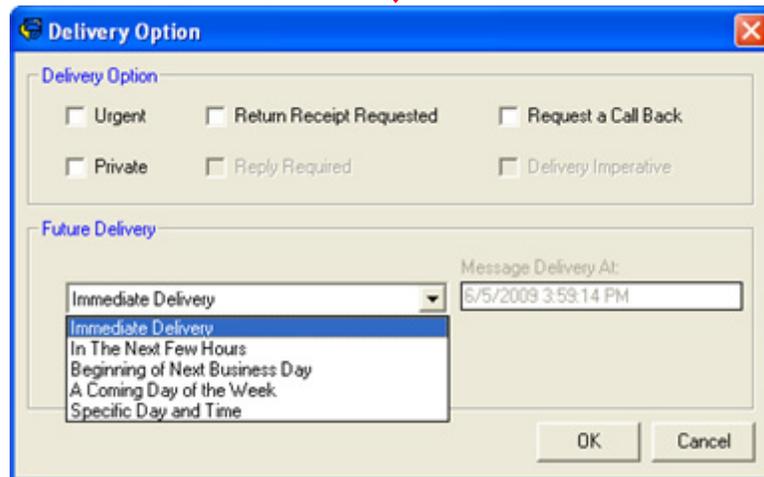
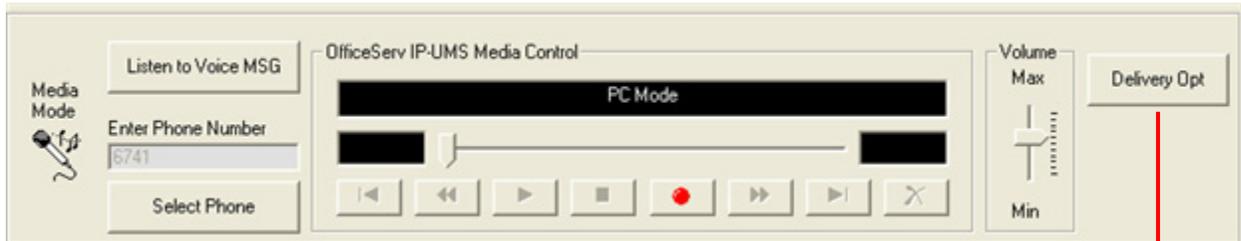
Media Control Functions



1. Move to the beginning of the recording
2. Rewind 5 seconds
3. Play
4. Stop
5. Record
6. Fast Forward 5 Seconds
7. Move to the end of the recording
8. Delete the current voice file (Note: This deletes the current recording but does NOT delete the actual message.)
9. Volume Control

Media Control Functions – Delivery Options

Delivery Options – pressing the delivery options button will open the Delivery Option dialog box where you can override the default settings for this specific message only.



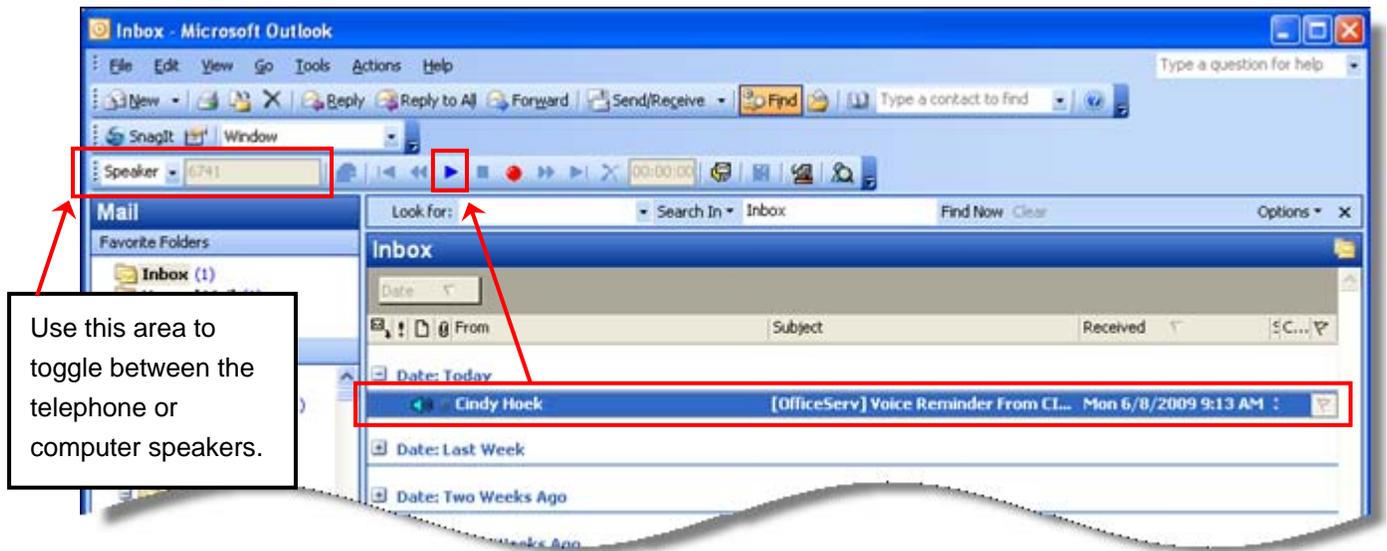
Voicemail Function

When using IP-UMS, Voicemail messages are received along with E-mail messages in the Outlook Inbox.

Listening to Voicemail via Outlook

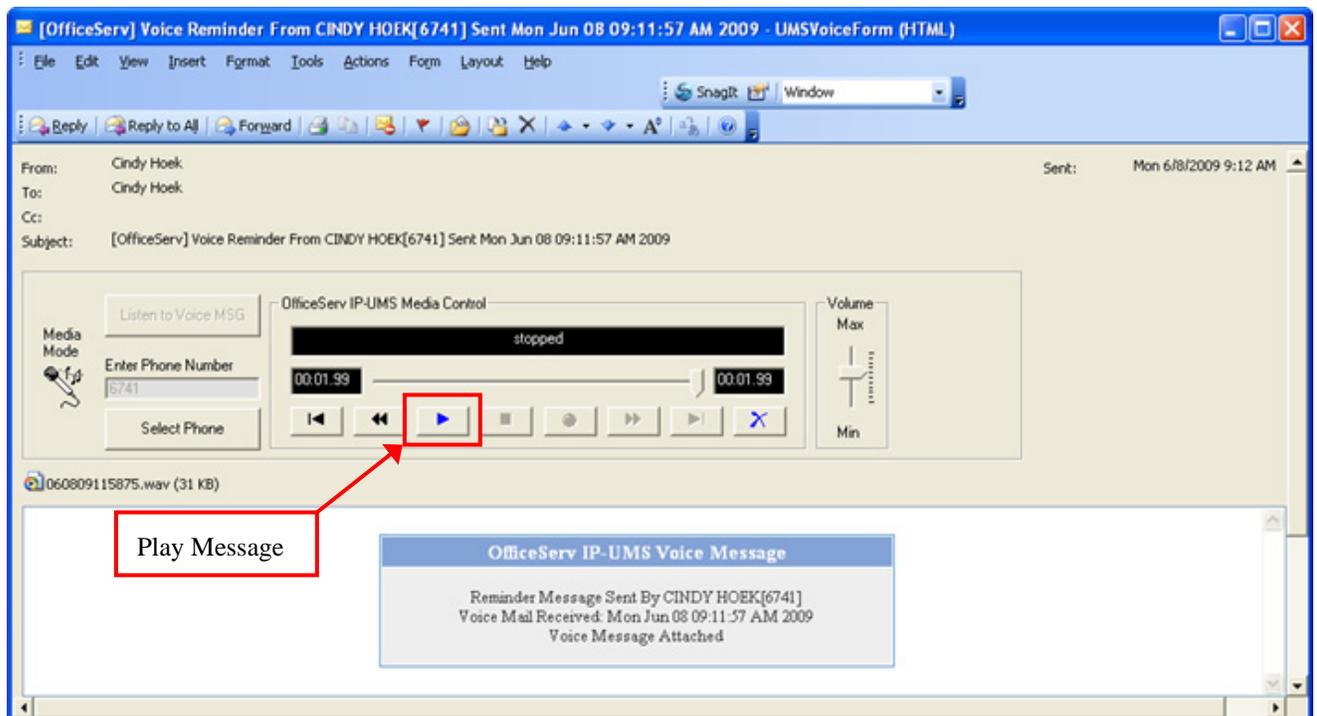
There are two methods a user can employ to listen to Voicemail messages.

1. The user listens to the Voicemail message by selecting it from the Outlook inbox and then clicking the Play button on the IP-UMS toolbar. Note: The Play button will be disabled until a message is selected. Buttons will become enabled on the IP-UMS toolbar when the button functionality is available.



2. The second method requires the user to double-click the Voicemail message from the Inbox which opens the IP-UMS form window. Then the user can listen to the Voicemail via the Media Control on the form.

If new messages are set to play automatically, the messages will immediately play upon opening the form. If auto-play is not set, the user can press the play button to begin playing the message.



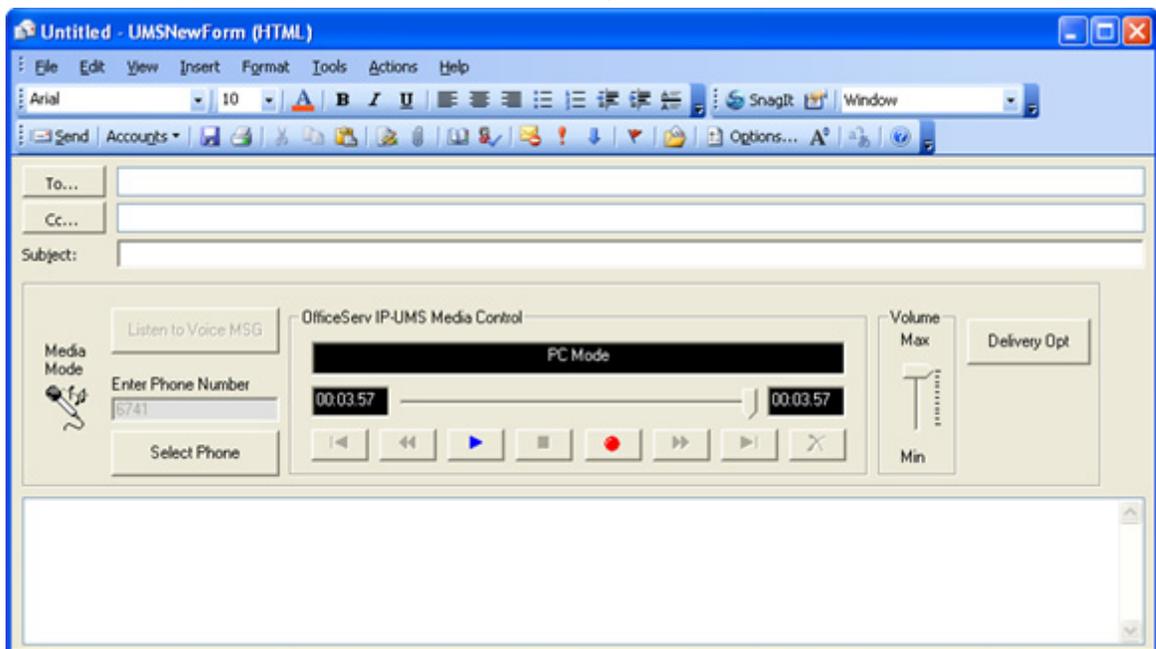
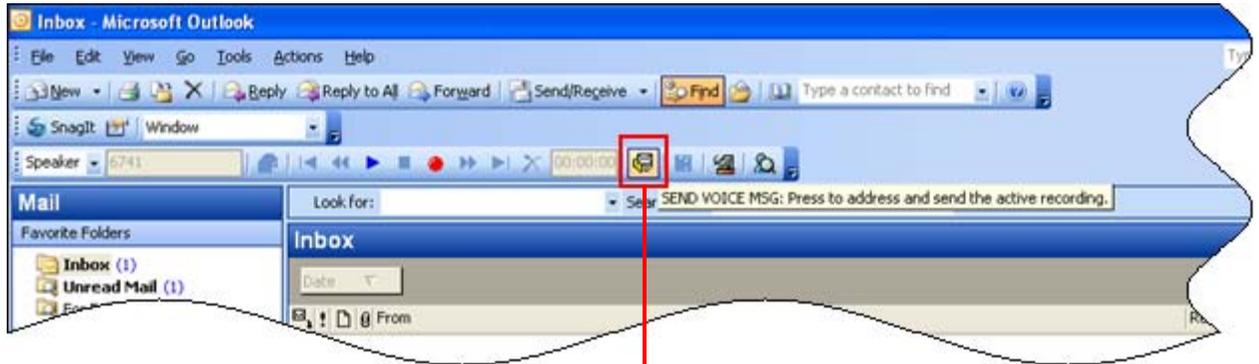
Voicemail Delivery

The IP-UMS allows for recording and transmission of Voicemail to another subscriber. The transmitted voice file is delivered to other subscriber in the form of a Voicemail, and the delivered Voicemail can be retrieved via the telephone, Outlook, or the web.

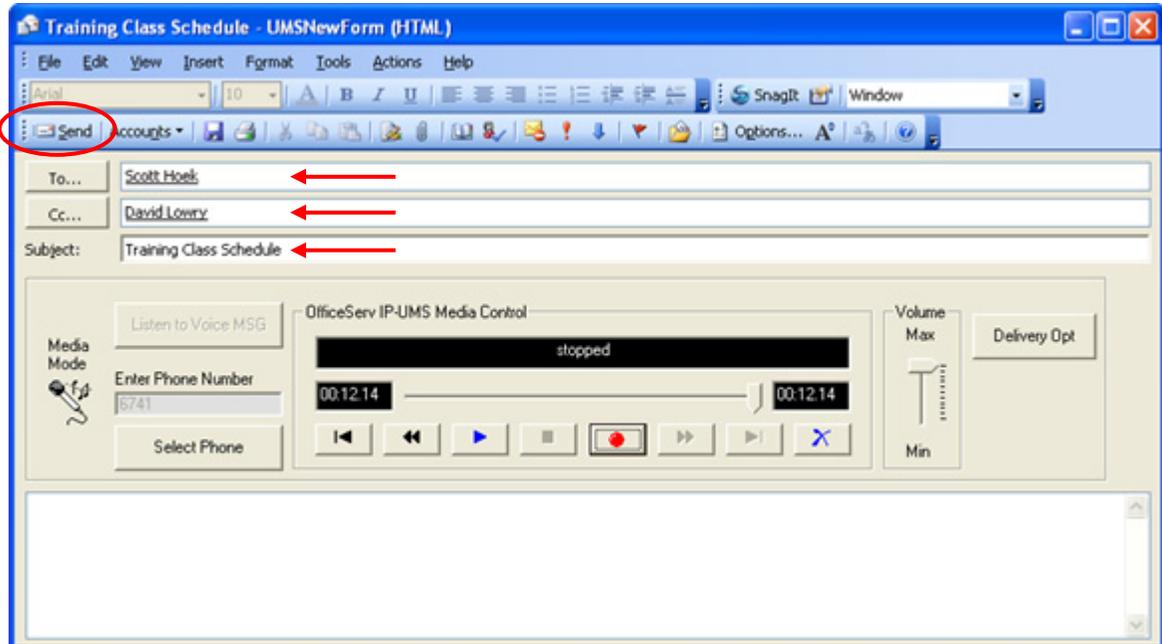
The four methods for Voicemail delivery are as follows:

- Creating a new voice message via the 'SEND VOICE MSG' button
- Selecting 'Send Voice MSG' from the prompt that appears when clicking on a Voicemail in the Inbox after recording a voice file on the IP-UMS toolbar
- Selecting Reply/Reply to All/Forward in the E-mail form opened by double-clicking a Voicemail in the Inbox
- Selecting Reply/Reply to All/Forward on the Outlook toolbar after selecting a Voicemail in the Inbox

1. **Creating a new voice message via the 'SEND VOICE MSG' button:** A voice file can be recorded before or after selecting 'SEND VOICE MSG'. If recording before clicking 'SEND VOICE MSG', set the recording mode on the Outlook toolbar to 'Speaker' or 'Phone' and then click the Record button to record the voice file. After clicking the 'SEND VOICE MSG' button, an IP-UMS form will open with the recorded file attached.



After the recording is complete, enter the recipient information in the “To” field (and “Cc/Bcc” fields as necessary) on the form.

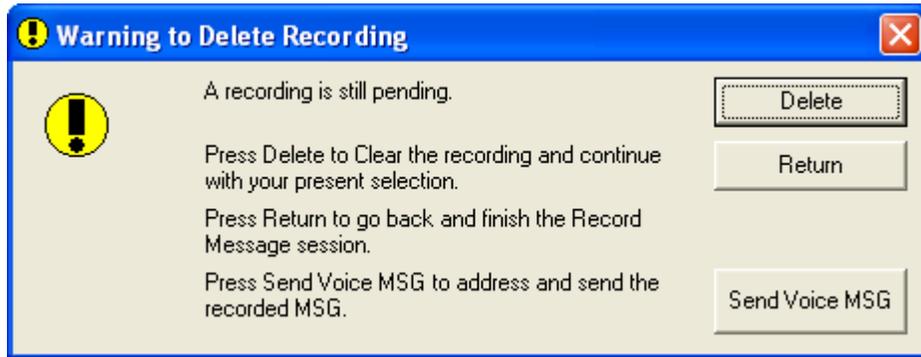


How the message is sent will depend on its contents:

- If the contents only have a recorded voice, the message will be sent as a Voicemail.
- If any text is added to the subject or body, the message will be sent as an email with a .wav file attachment.

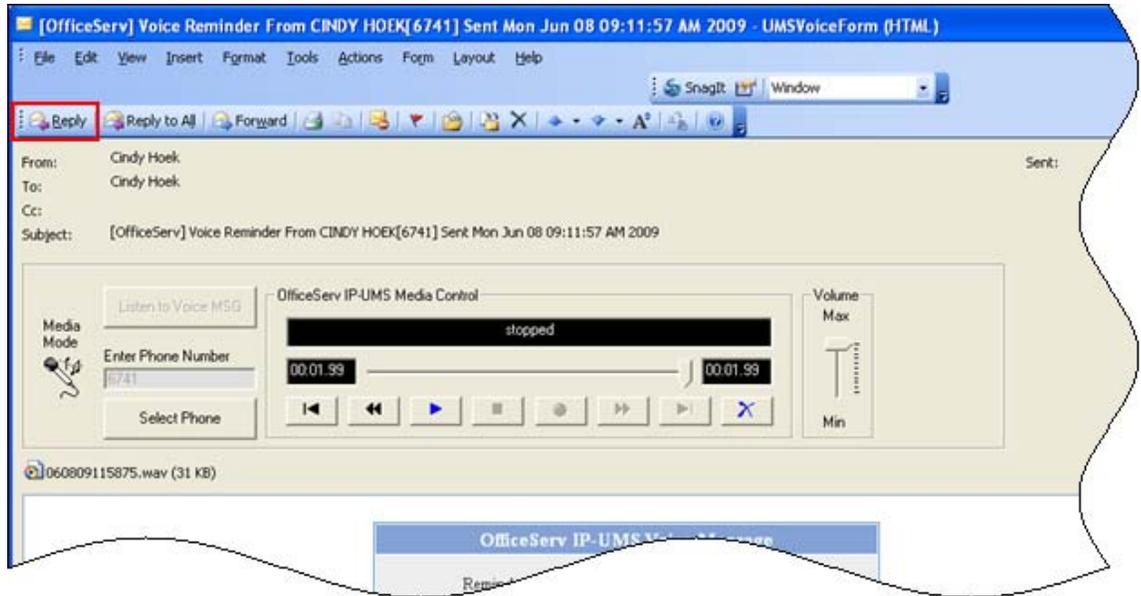
2. Selecting 'Send Voice MSG' from the prompt that appears when clicking on a Voicemail in the Inbox after recording a voice file on the IP-UMS toolbar:

If a voice file has been recorded via the IP-UMS toolbar and is pending when the user selects a Voicemail in the Inbox, the following pop-up window appears:

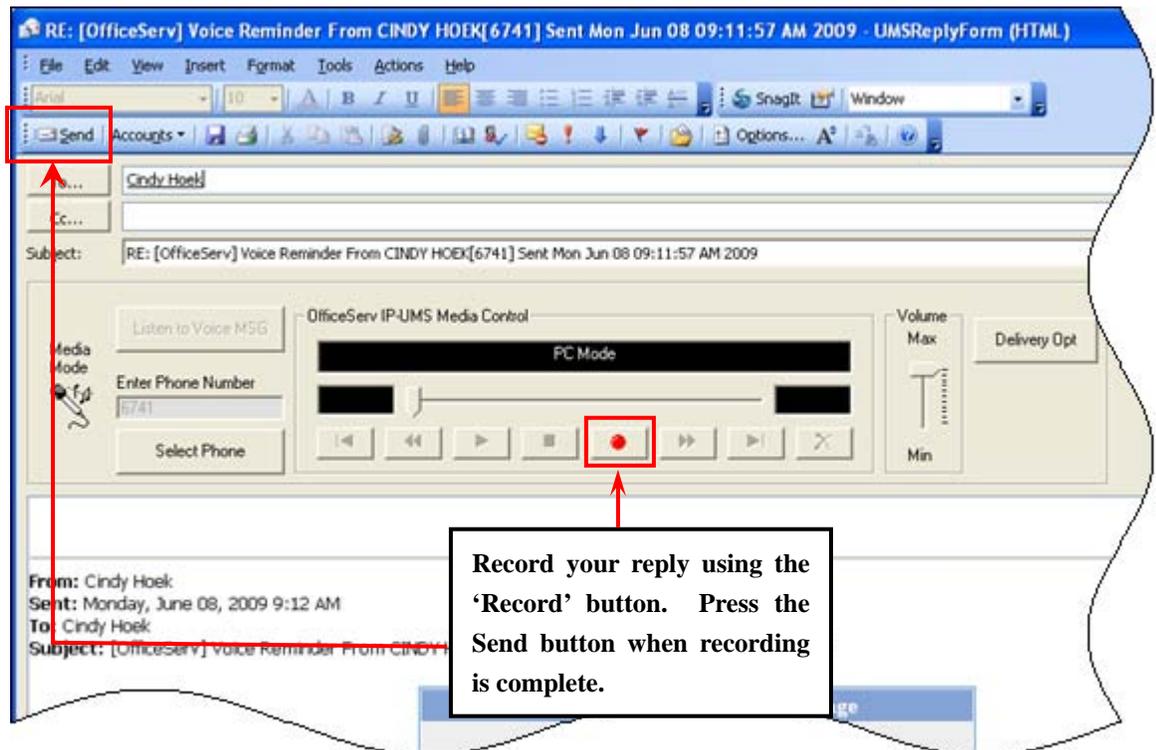


- 'Delete' will delete the recorded voice file and return to the main Outlook window.
- 'Return' will return the user to the main window without any other operation.
- Selecting 'Send Voice MSG' will open an IP-UMS form with the previously recorded voice file attached. Functionality is the same as described in the previous section.

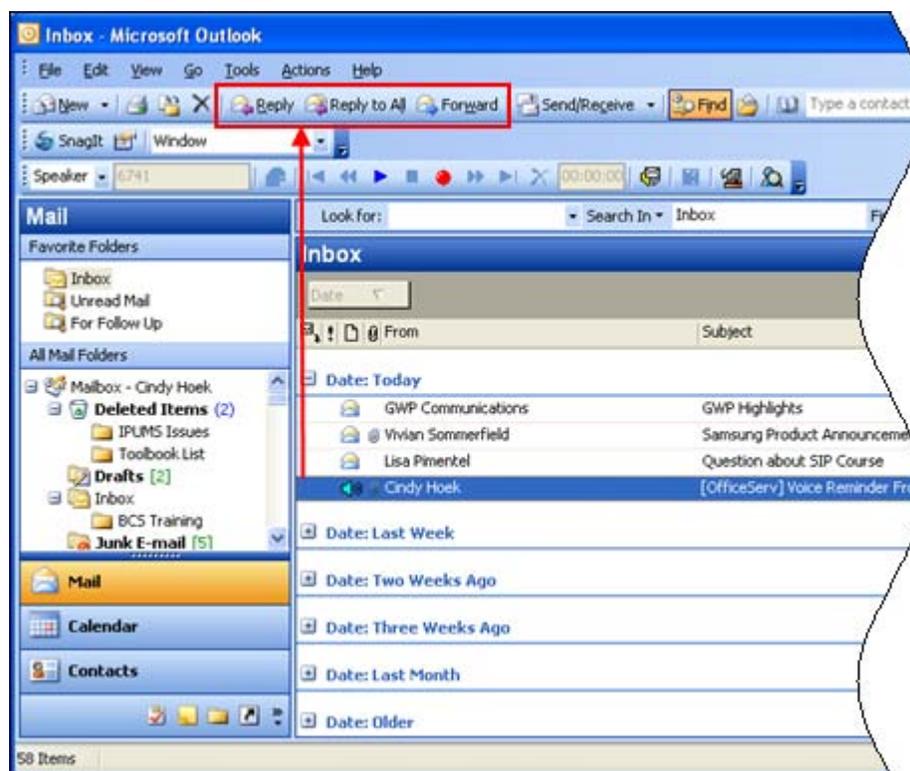
3. **Selecting Reply/Reply to All/Forward in the E-mail form opened by double-clicking a Voicemail in the Inbox:** Open the received Voicemail and click the 'Reply' button in the form.



The Reply/Forward message form will open.



- If the recipient is another subscriber on the system, the message is sent as a Voicemail message, and if the recipient is a general E-mail user, the voice file is sent as an E-mail message with attached Wave file.
 - To listen to the original message in the middle of recording a voice file, click the 'Listen to Voice Message' button of the control After listening to the original message, return to the recording the new voice message by clicking the button again.
4. Selecting Reply/Reply to All/Forward on the Outlook toolbar after selecting a Voicemail in the Inbox



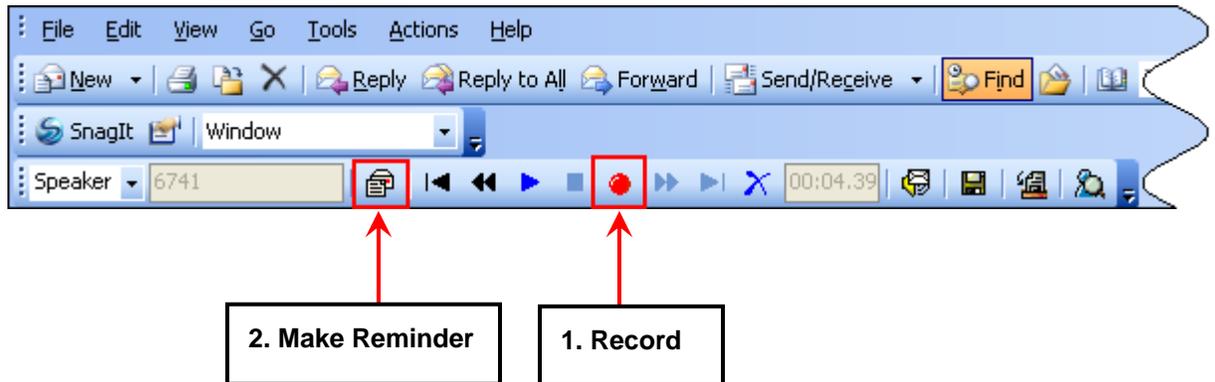
NOTE

When using [Reply] and [Reply to All] the OfficeServ IP-UMS will reply to the address delivered to Outlook. In some cases that Reply address may be a Voice only Mailbox. If you wish to reply with text and not voice you should always check the [To] field to verify that the Address listed is a correct E-Mail Address and not a Voicemail Address for the intended recipient. (Example of a Voicemail Address – 6759@OfficeServ IP-UMS) If you should happen to send an E-mail MSG to a Voice only address the E-Mail server will return it “undeliverable”. Simply go to your [Sent Items] and open the MSG sent. From the menu bar select Actions > Resend This Message and then either delete the Text and record a Voice MSG or Deleted the Voice only Address in the [To] Field and enter a valid E-Mail address for the intended

Creating a Reminder Message

The IP-UMS can perform reminder functions by sending a Voicemail message to the user reminding them of specific notes.

1. Record the voice on the IP-UMS toolbar and click the 'MAKE REMINDER' button.



2. Select the Reminder Type from the pop-up menu and click the **[Send]** button to deliver the message to the user. The system administrator will determine which Reminder Types are available.

The image shows a dialog box titled 'Reminder Type'. It contains the following sections:

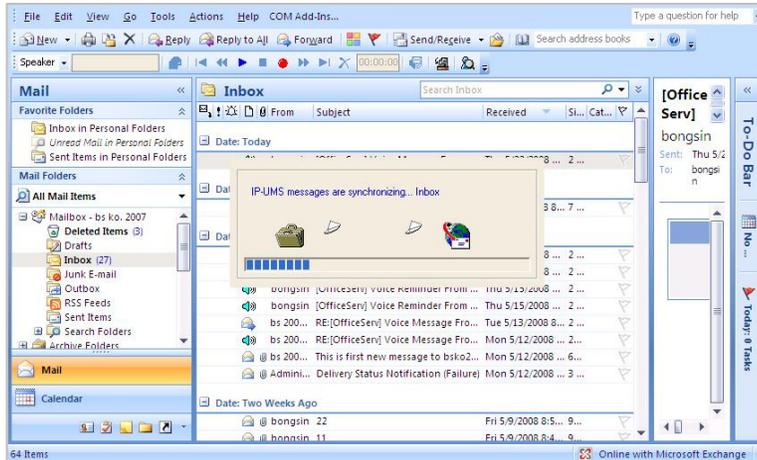
- Reminder Type**: A text box explaining that reminder messages are useful for organizing messages sent to yourself. It mentions that reminder types appear in the subject line in Outlook.
- Reminder Type Selection**: Three radio buttons: 'Task' (selected), 'Commitment', and 'Follow Up'.
- Default Outgoing Message Delivery Options**: A section with six checkboxes: 'Urgent', 'Return Receipt Requested', 'Request a Call Back', 'Private', 'Reply Required', and 'Delivery Imperative'. All are currently unchecked.
- Message Delivery At**: A dropdown menu set to 'Immediate Delivery' and a text box containing '10/5/2007 2:40:49 PM'.
- Buttons**: 'Send' and 'Close' buttons at the bottom right.

Synchronization with the IP-UMS Server

As Outlook processes messages, it synchronizes with the IP-UMS server. For example, when the subscriber reads or deletes a voicemail via the telephone, the corresponding message in the Outlook Inbox is updated to reflect the same status.

Synchronizing when Outlook starts

When the Outlook starts, the IP-UMS Outlook Add-In synchronizes IP-UMS messages.



Read

When a voicemail is saved via the telephone, the message status is sent to Outlook, so the status of the corresponding message is marked as read also. To indicate the status of a voicemail message, the color of the icon is changed from yellow to green.

Delete

If the message is deleted in Outlook, the corresponding message is deleted in the telephone. If a voicemail is deleted in the telephone, the deleted status is sent to Outlook so that the corresponding message is moved to Outlook's Deleted Items.

Undelete

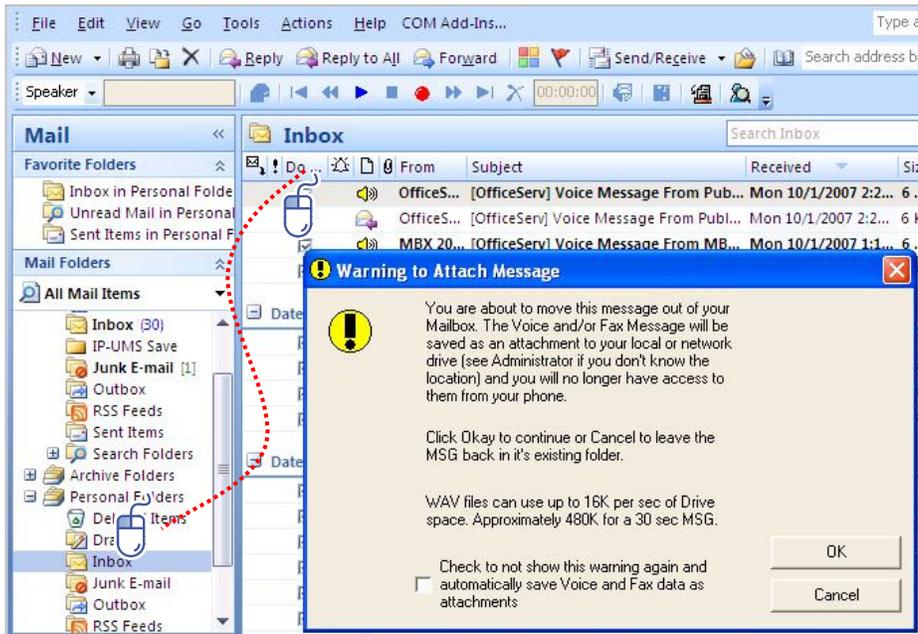
If the message is moved to another folder within the Inbox from the Deleted Items folder, the corresponding message is undeleted from the telephone.

If the voicemail is undeleted in the telephone, the undeleted message is sent to Outlook, so the corresponding message is moved back to the Inbox from the Deleted Items folder.

Move to personal folder

A user can move messages in their personal folder created for saving messages. If a Voicemail is

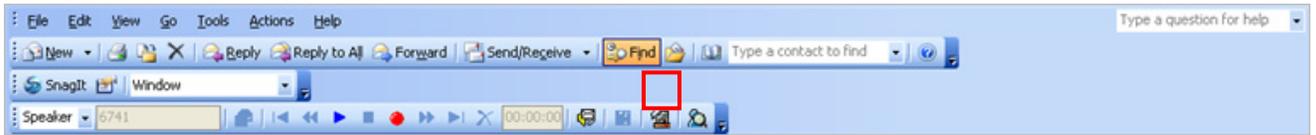
moved to a personal folder, the voice message can be saved and moved as a Wave attached file.



A "Warning to Attach Message" window is opened when a Voicemail is being moved to a personal folder. The window popup is only shown for a user who has the authority of Wave attaching given by an administrator.

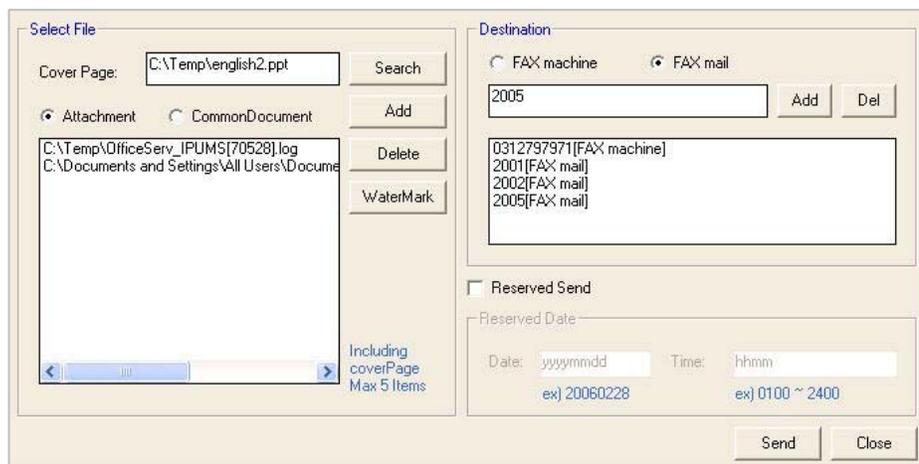
Fax Function

If the Fax license exists when installing the Outlook Add-In, the SEND FAX button is available on the IP-UMS toolbar. In addition, the received Fax message is received in an E-mail as an attached TIFF file.



Fax Transmission

Upon clicking the SEND FAX button on the IP-UMS toolbar, the following window will appear:



Adding a file with the 'Attachment' option will load a document saved on the user's PC. Adding a file with the 'CommonDocument' option loads the document registered as the common document in the IP-UMS server. If a cover page is designated, a maximum of four documents can be selected; otherwise, a maximum of five documents can be selected to fax.

Cover Page: Click 'Search' to select a document to serve as the cover page of the fax.

Watermark: Designates the watermark on the fax. An image or text can be selected as the watermark. Specific options such as positioning and brightness can be defined also.

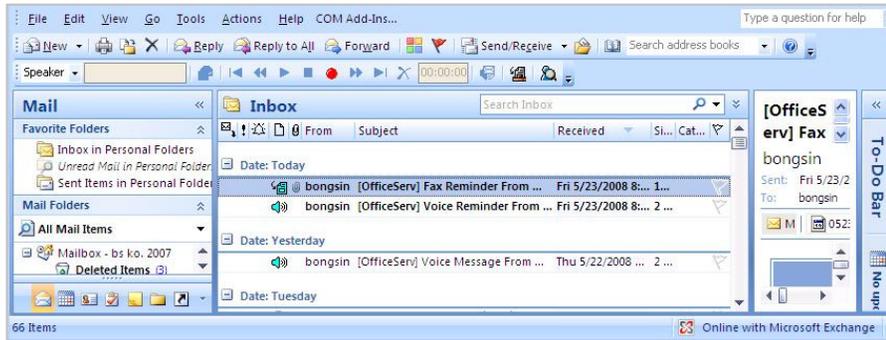
Destination: Selecting the 'FAX machine' option will send the message to the recipient's fax machine. Selecting the 'FAX mail' option will send the message to the subscriber's mailbox.

Add: Adds the destination.

Reserved Send: Enables sending of the message on the date and time specified under 'Reserved Date'.

Fax Reception

Fax mail in the Inbox appears in the following form:



To check the Fax, open the Fax mail and double-click the attached TIFF file.



Outlook Appointment Interworking

The IP-UMS can alert the contents of a registered Outlook appointment to the UMS subscriber's telephone. To register the Outlook appointment, execute **[New]-[Appointment]** on the Outlook toolbar, or press 'Ctrl+Shift+A'.



Licenseing requirements

In order for Appointment Alert to read and speak the Appointment Subject and Contents, a minimum of one TTS port and Language must have been purchased and installed on the OfficeServ IP-UMS Server.

Appointment Interworking Settings

To use the appointment interworking function, the related settings should be applied in Subscriber Services.

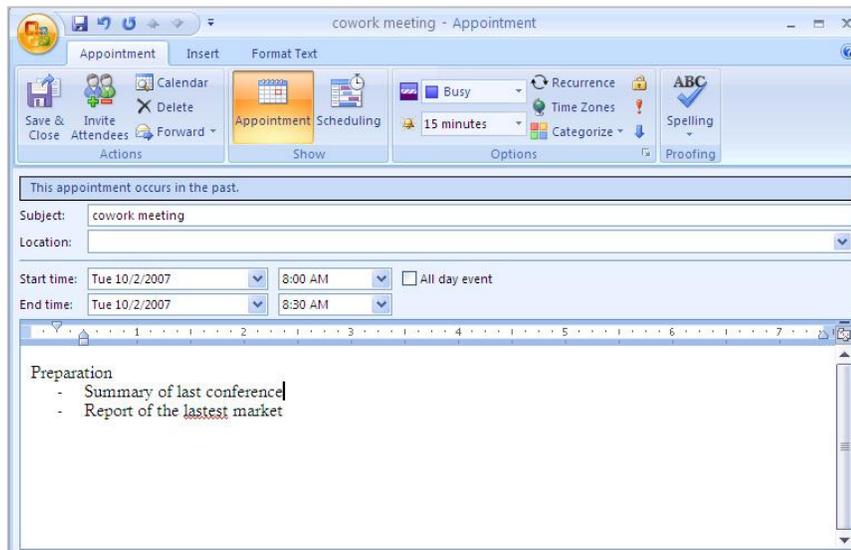


Appointment Interworking Settings

For appointment interworking settings, enable 'Enable Appointment Alert' of **[Subscriber Services]-[Integration]-[Add-In Settings]**.

Appointment Creation

When creating an appointment in Outlook, the following window appears. After entering the appointment information, click the **[Save and Close]** button.



After clicking the **[Save and Close]** button, set the alert time and phone number for the IP-UMS in the Alert Schedule pop-up window.

The screenshot shows a dialog box titled "Add Appointment alert". Inside, there is a section labeled "Alert schedule". Under this section, there is a "Subject" field with the text "Sales Meeting". Below that is a "Time" field showing "Wednesday, July 01, 2009 10:00:00 AM". There are two radio buttons: "Minutes before appointment" (which is selected) and "Specific Time". Under "Minutes before appointment", there is a dropdown menu showing "5" and the word "minutes" next to it. Under "Specific Time", there are two fields: "Date" with the example "20090409" and "Time" with the example "0100 ~ 2400". At the bottom of the dialog, there is an "Alert Phone Number" field with a dropdown menu showing "9726795606", and "Apply" and "Close" buttons.

The Alert Schedule allows the user to set the length of time before the appointment in minutes or set a specific time and date.

The Alert Phone Number is the phone number to be called to complete the alert.

To save your changes, click the Apply button.

When the alert time arrives, the call is made to the Alert Phone Number, and the recipient can listen to the contents of the appointment after logging in to the telephone as the subscriber.

Appendix

This chapter describes the cached exchange mode.

About Cached Exchange Mode

This feature requires you to be using a Microsoft Exchange Server e-mail account in Cached Exchange Mode.

Cached Exchange Mode provides you with a better experience when you use a Microsoft Exchange Server e-mail account. A copy of your mailbox is stored on your computer. This copy provides quick access to your data and is frequently updated with the mail server.

If you work offline, whether by choice or due to a connection problem, your data is still available to you instantly wherever you are. If a connection from your computer to the computer running Exchange server isn't available, Outlook switches to **Trying to connect** or **Disconnected**. If the connection is restored, Microsoft Outlook automatically switches back to **Connected** or **Connected (Headers)**. Any changes you make while a connection to the server isn't available are synchronized automatically when a connection is available. You can continue to work while changes are synchronized.

Turn on Cached Exchange Mode

1. On the **Tools** menu, click **E-Mail Accounts**, click **View or change existing e-mail accounts**, and then click **Next**.
2. In the **Outlook processes e-mail for these accounts in the following order** list, click the Exchange Server e-mail account, and then click **Change**.
3. Under **Microsoft Exchange Server**, select the **Use Cached Exchange Mode** check box.
4. Exit and restart Microsoft Outlook.

Turn off Cached Exchange Mode

1. On the **Tools** menu, click **E-Mail Accounts**, click **View or change existing e-mail accounts**, and then click **Next**.
2. In the **Outlook processes e-mail for these accounts in the following order** list, click the Exchange Server e-mail account, and then click **Change**.
3. Under **Microsoft Exchange Server**, clear the **Use Cached Exchange Mode** check box.
4. Exit and restart Outlook.



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