



Enterprise IP Solutions

**Office**Serv

# Softphone User Manual

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# INTRODUCTION

## Conventions

**CHECKPOINT**

Provides the operator with checkpoints for stable system operation.

**NOTE**

Indicates additional information for reference.

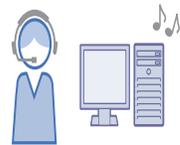
## Major Functions of the OfficeServ Softphone

### Speed Dial



Users can save frequently dialed numbers as speed dial numbers and make a call just by pressing the corresponding speed dial button.

### Call Pickup



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

### Redial



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

### Call Hold/Call Transfer



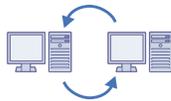
The call hold or call transfer function allows the user to place a call on hold or to transfer the call to another person if needed.

### Conference/Group Conference



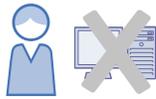
This function allows up to 5 people to speak to one another at the same time.

### Call Forwarding



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

### DND



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

### Page



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

### Boss/Secretary



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

### Caller ID Display



This function displays the caller identification number and name from the main window when a call arrives.

## My Video Window



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

## Remote Party Window



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



NOTE

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



NOTE

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

# OFFICESERV SOFTPHONE SETUP

## Before Installation

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

### System Requirements

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

### Obtain a Valid License Number for OfficeServ Softphone

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

### Check the IP Address of the OfficeServ phone system

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

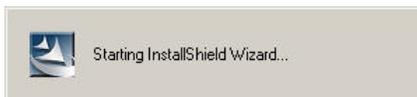
## **Obtain a Valid User ID and Password for OfficeServ Softphone**

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

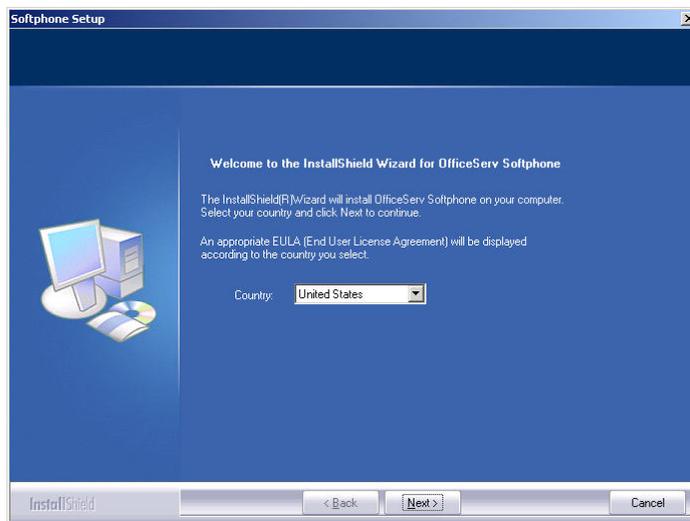
## OfficeServ Softphone Program Installation

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

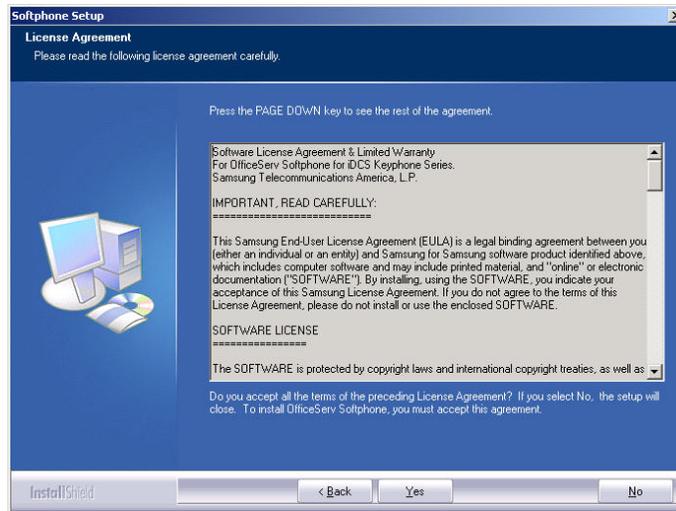
1. Obtain the OfficeServ Softphone installation program from the OfficeServ phone system administrator.
2. Double click the OfficeServ Softphone installation program file to start the InstallShield Wizard.



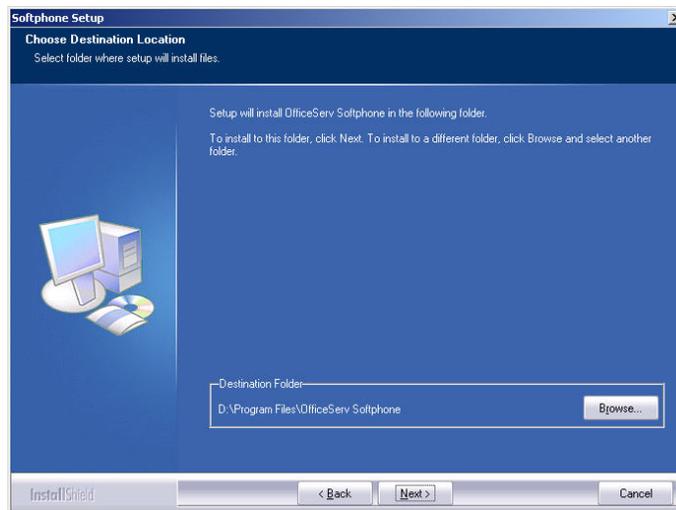
3. Select the correct country and choose **[Next]**.



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



- Verify the installation folder and click the **[Next]** button.

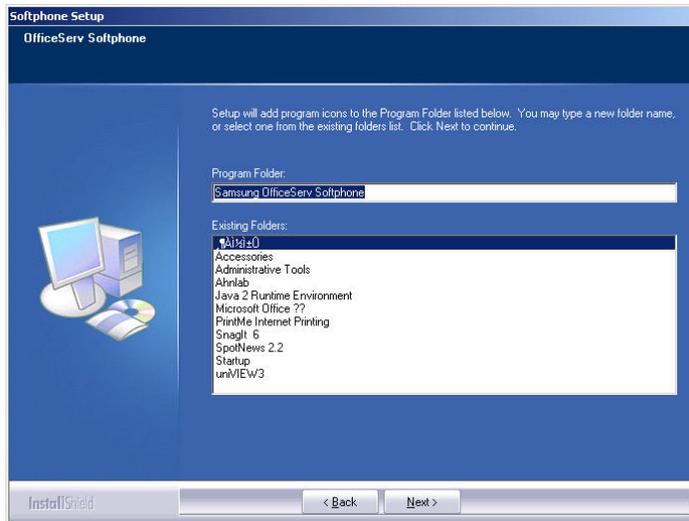


NOTE

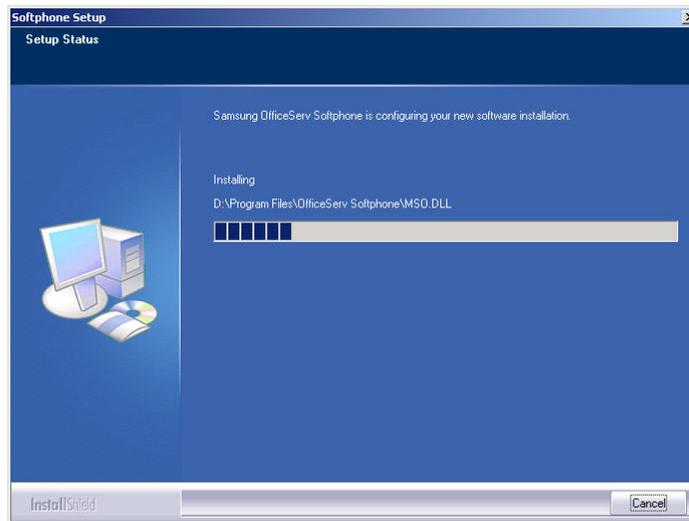
#### OfficeServ Softphone Program Installation Folder

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

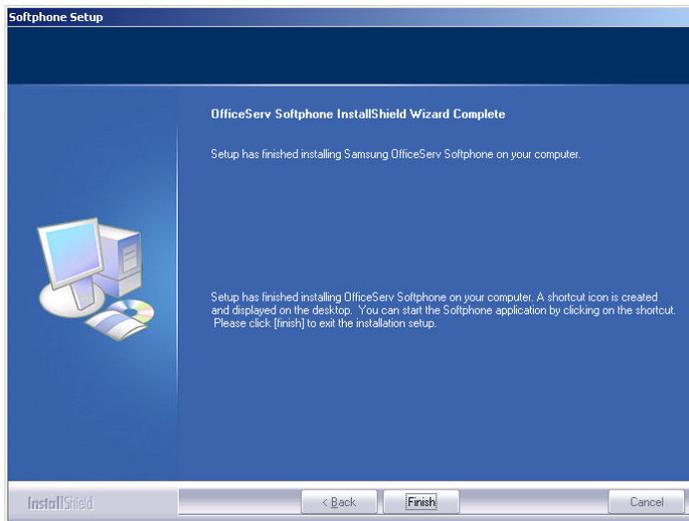
6. Verify the program Start menu program group folder name, and then click the **[Next]** button.



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



8. Once setup has completed, click the **[Finish]** button to exit the installer.



NOTE

#### **OfficeServ Softphone Shortcut Icon**

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

# Configuring OfficeServ Softphone for the First Time

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

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



NOTE

## Initial Configuration of the OfficeServ Softphone client

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

3. Click the **[Login Info.]** button to open the Login Information window.

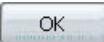
- **MCP IP Address of System:** Enter the IP address of the OfficeServ system (MMC 830 IP Address information).
- **Device ID:** Enter the user ID for the OfficeServ Softphone (MMC 840 User ID).
- **Password:** Enter the password for the OfficeServ Softphone Device ID (MMC 840 or MMC 841 depending on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

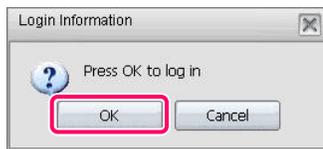


NOTE

**OfficeServ Softphone Login Info Setup**

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

7. Click the  button to save changes.
8. Click the next  button to restart the Softphone client.



NOTE

**Applying Login Info.**

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



CHECK

**OfficeServ Softphone License Check**

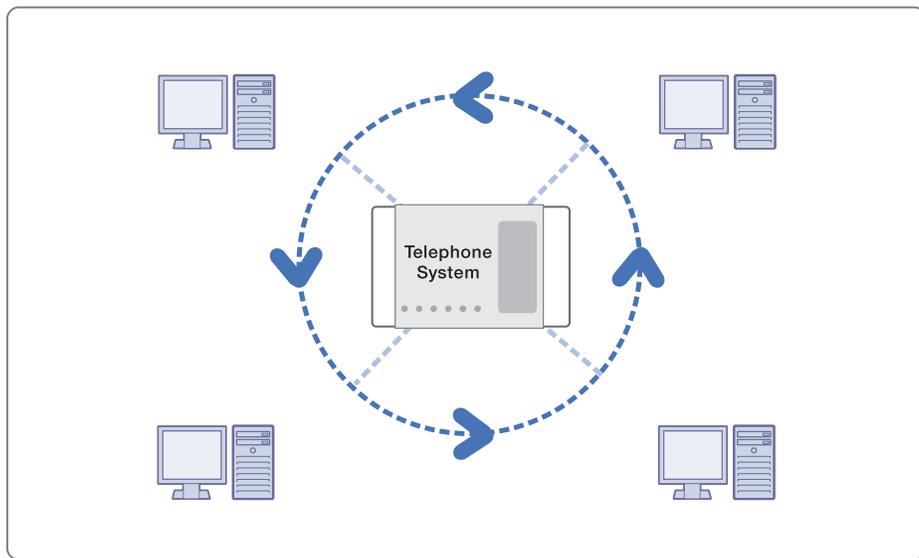
If a license error occurs after entering login information, it indicates a problem with the license entry in the OfficeServ phone system. Contact the phone system administrator to rectify this issue.

# THINGS YOU SHOULD KNOW

## Introduction to the OfficeServ Softphone

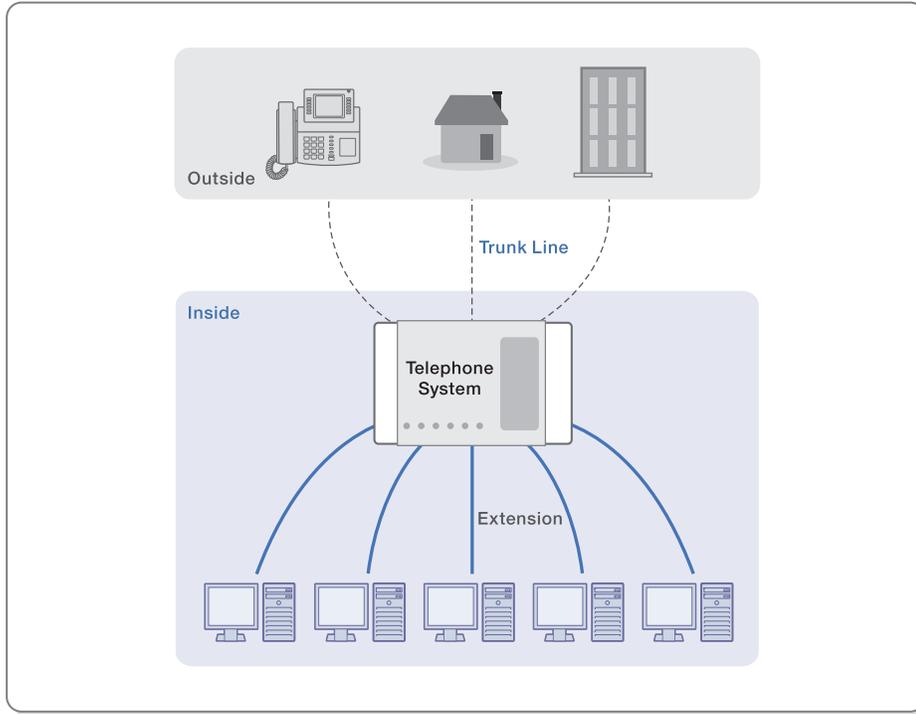
### Intercom Calls

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



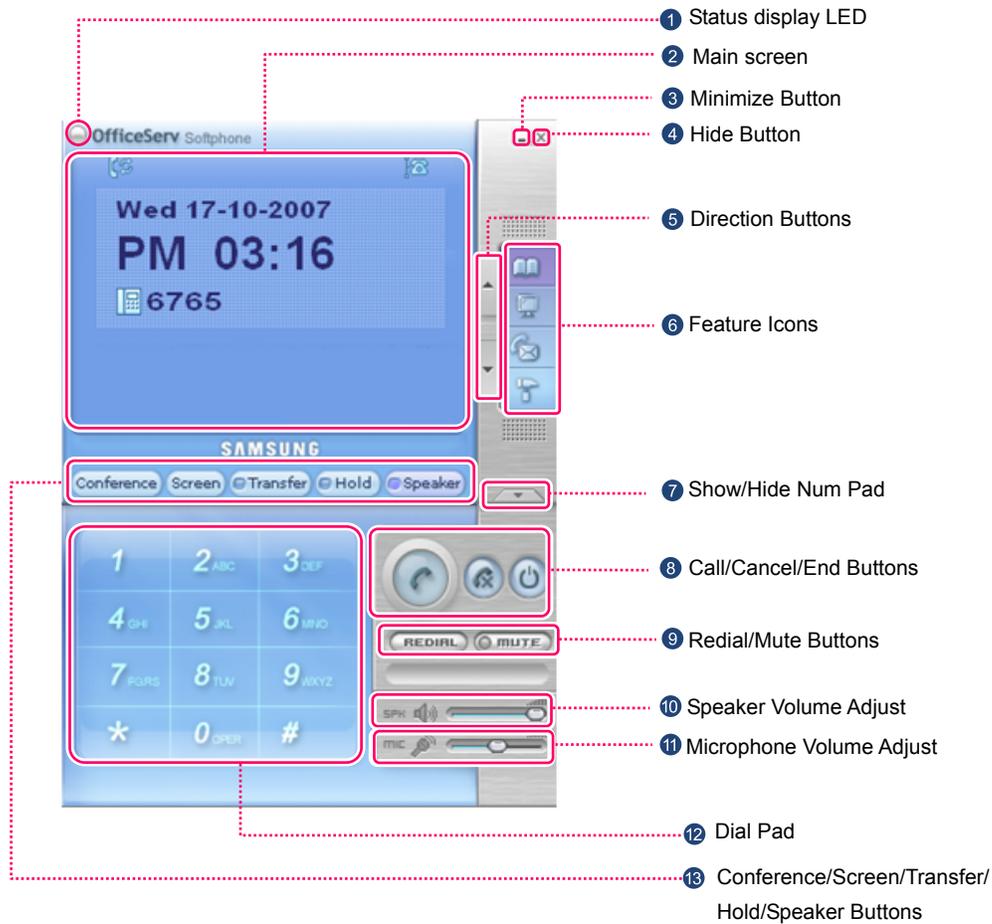
## External Calls

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



# The OfficeServ Softphone Windows

## The Main OfficeServ Softphone Window



NOTE

### OfficeServ Softphone Skins

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

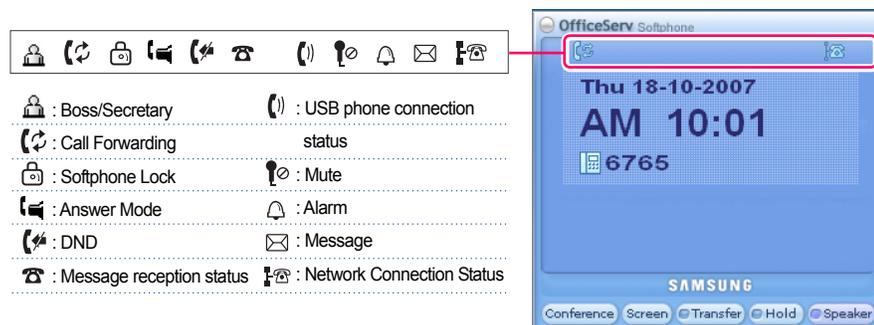
## Windows Component Details

### 1 Status Display LED

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

### 2 Main Screen

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



### 3 Minimize Button

This button is used to minimize the application window.

### 4 Hide Button

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

### 5 Direction Buttons

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

### 6 Feature Icons

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

### 7 Show/Hide NumPad

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

### 8 [Call]/[Cancel]/[End] Buttons

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

### 9 [Redial]/[Mute] Buttons

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

### 10 Speaker Volume Adjust

This bar is used for adjusting the speaker volume.

### 11 Microphone Volume Adjust

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

### 12 Dial Pad

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

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

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

## AOM Window

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

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



NOTE

### Items Displayed in the AOM Window

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

## Using the AOM Window

Users can access programmable keys conveniently from the AOM window.

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



## Soft Menu

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

### Soft Menu in an idle state

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

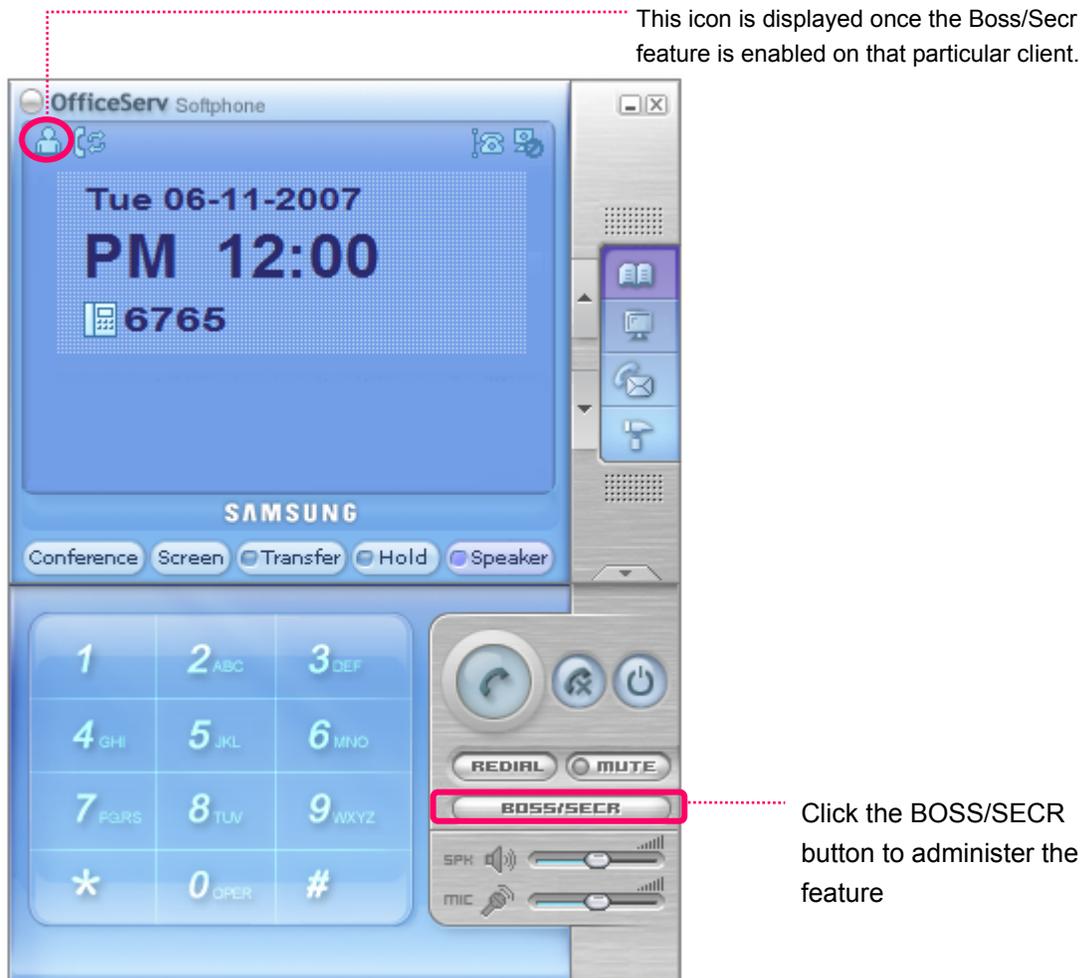
To access the Soft Menu simply right click the main screen of the Softphone client while in an idle state.

### Using the Soft Menu

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

## Boss Status Display Window

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



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

**My status - [ Secretary ]** ✕

Boss list

  
6716

  
6701

[ Boss Status ]

Phone **6701**

Name \_\_\_\_\_

Status IN THE ROOM

Etc 1.

Etc 2.

Call
Message
Status Setup
Close

[ Message ]

- Need Immediate
- Please Call me
- RETURN ON 11:00
- RETURN ON

Send
Save
Close

## Status Display LED



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

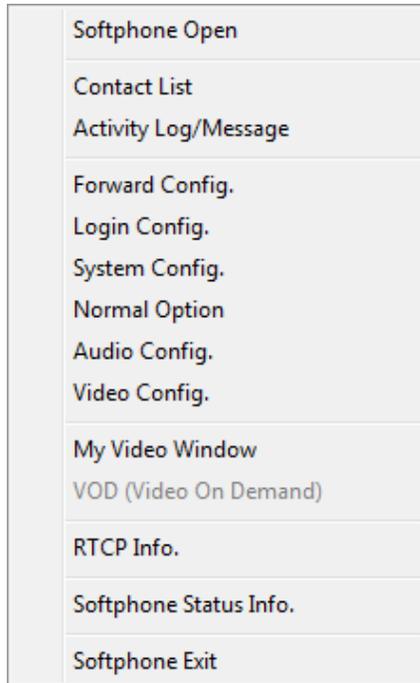
## Button LEDs

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

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

## Taskbar Icon Menus

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



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

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

# The OfficeServ Softphone Options Settings

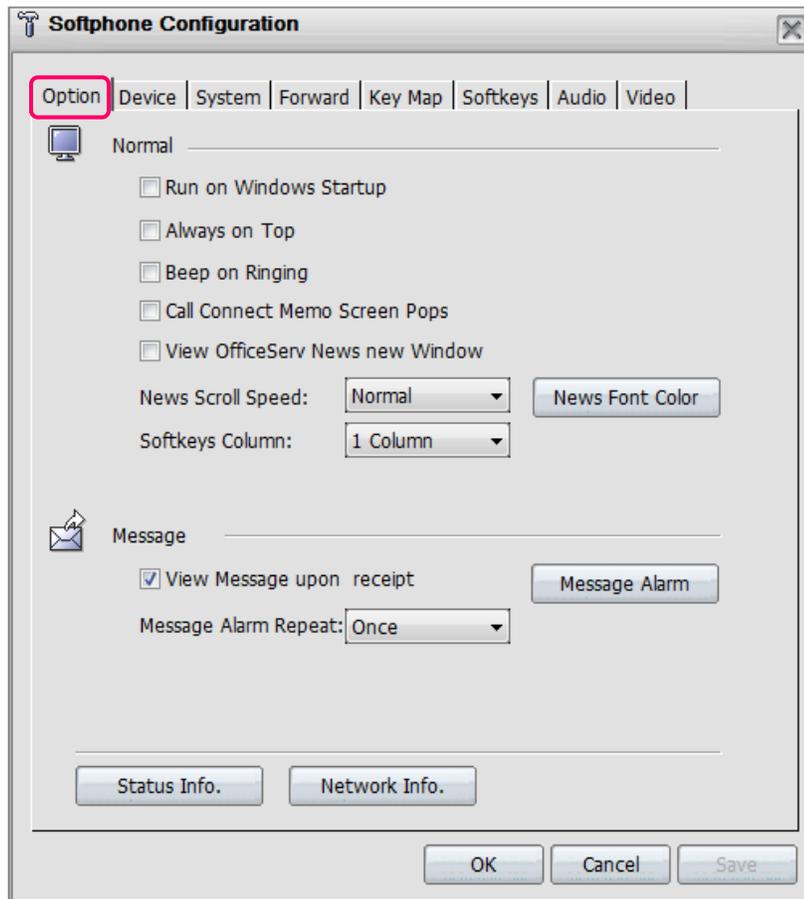
## Option Tab

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

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



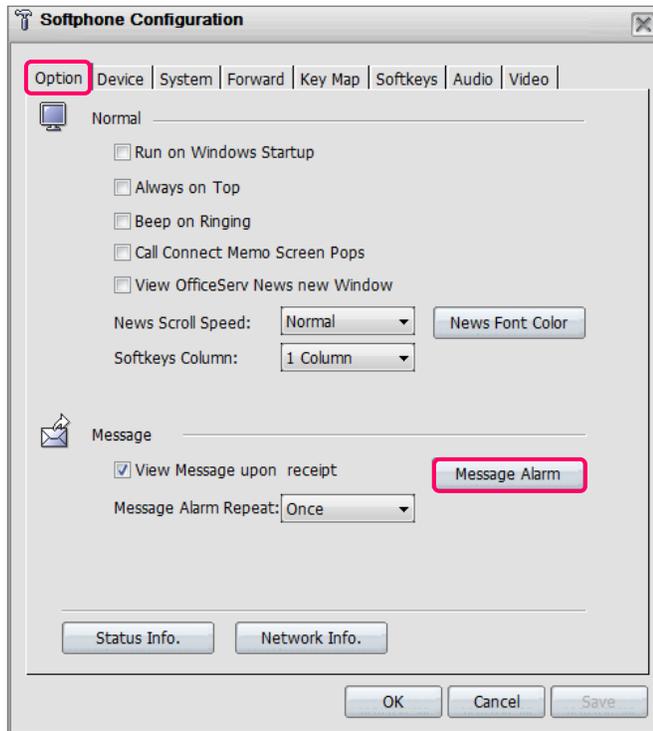
The [Option] tab of the Softphone Configuration window is displayed below.



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

## Message Alarm

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



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

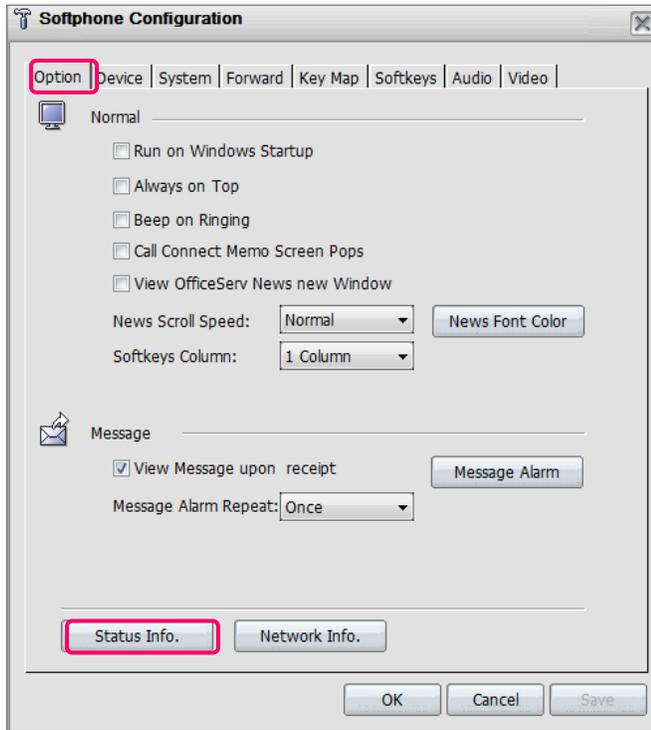


3. Click the **>>** icon to listen to the wav file.

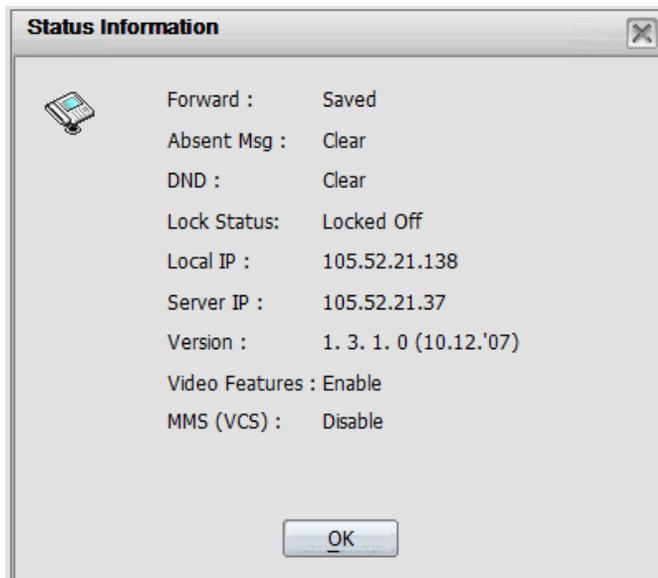
4. Click the **OK** button to set.

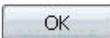
## Status Info

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



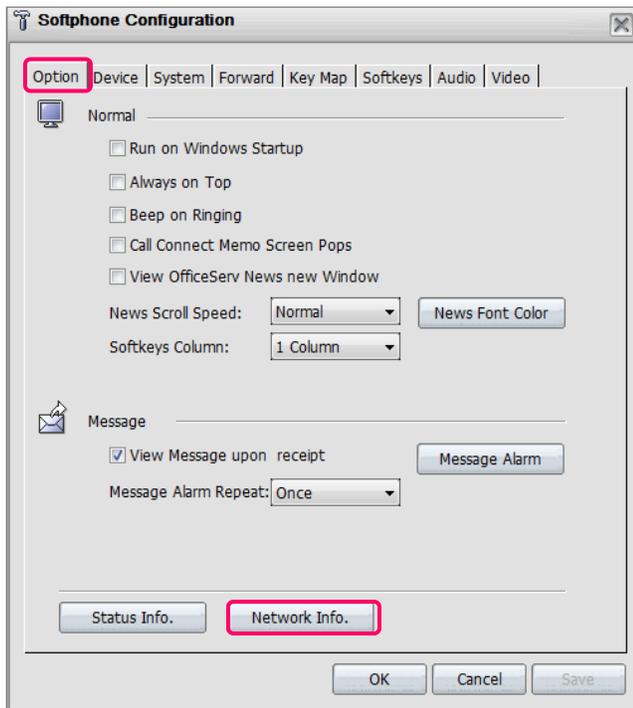
2. The OfficeServ Softphone version and status information will be displayed.



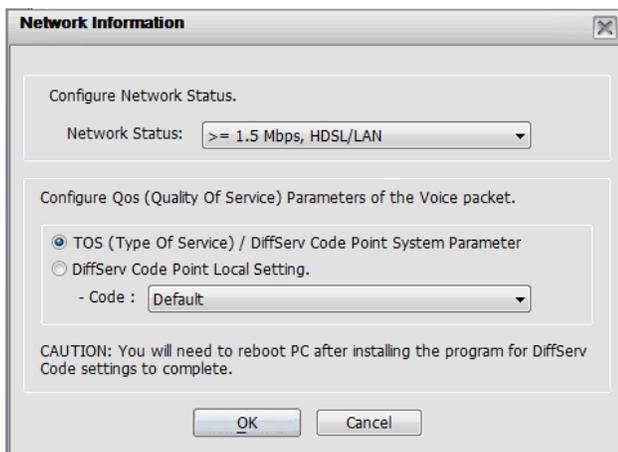
3. Click the  button to close the window.

## Network Info

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



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



Item	Option	Description
Configure Network Status	Network Status	<p>Defines the amount of bandwidth available to the user. This assists the Softphone client in self configuration of certain VoIP parameters.</p> <p>The available options, from slowest to fastest connection, are:</p> <ul style="list-style-type: none"> <li>- 64kbp, Dial-up</li> <li>- 128-768kbps, ADSL/Cable/ISDN</li> <li>- 768kbps-1.5Mbps, ADSL/Cable</li> <li>- = 1.5 Mbps, E1/T1/LAN</li> </ul>
Configure QoS (Quality of Service) Parameters	TOS (Type Of Service) / DiffServ Settings	<p>Defines whether Softphone should use the system's settings (Code Point System Parameter) or set its own (Code Point Local Setting)</p> <p>If local settings are used, a code must be chosen. Available codes, from lowest to highest priority, are:</p> <ul style="list-style-type: none"> <li>- Default</li> <li>- Class Selector 3</li> <li>- Class Selector 5</li> <li>- Assured Forwarding 1</li> <li>- Assured Forwarding 2</li> <li>- Assured Forwarding 3</li> <li>- Assured Forwarding 4</li> <li>- Expedited Forwarding</li> </ul>

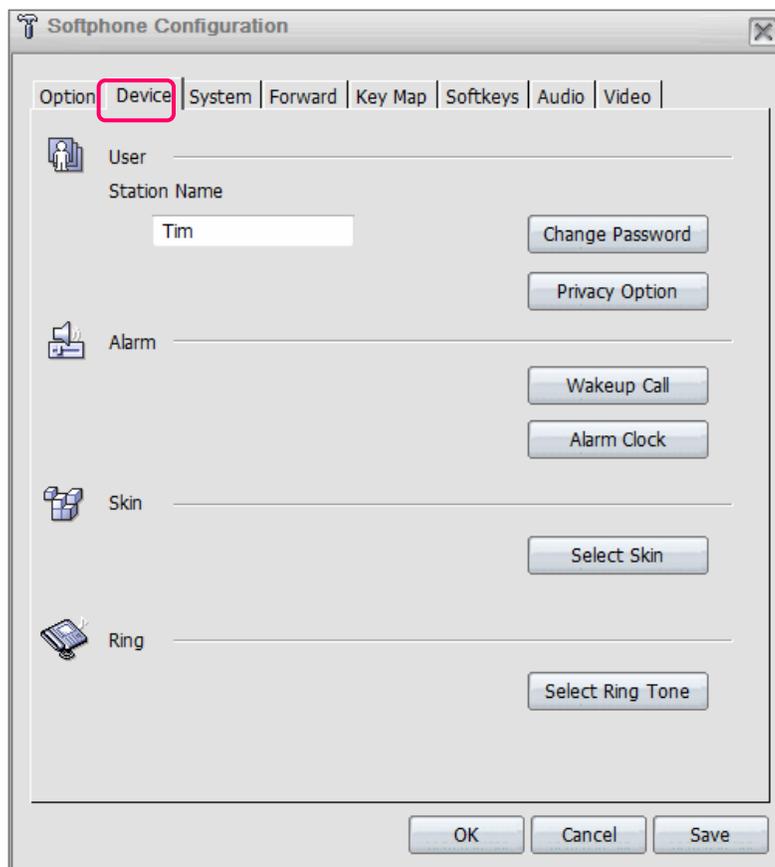
## Device Config. Tab

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

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



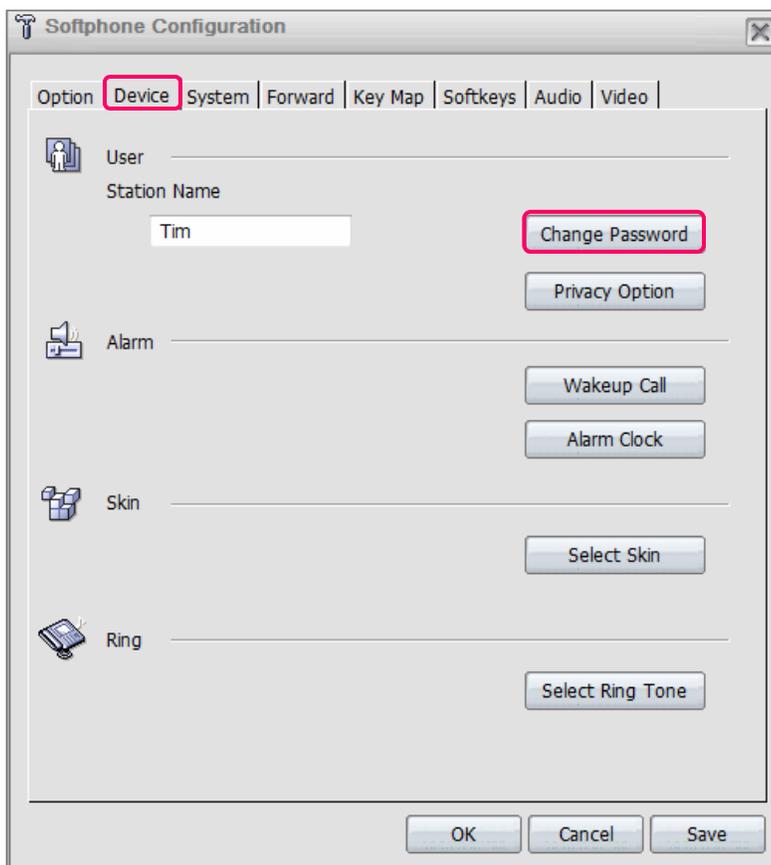
2. Then click the [Device Config.] tab of the Softphone Configuration window:



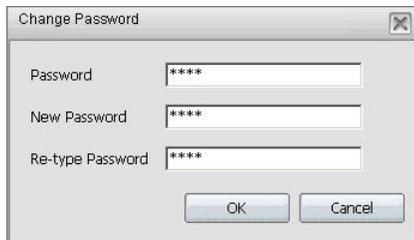
Preference	Option	Description
User	Station Name	Sets the Softphone display name shown during intercom calls.
	Change Password	Change the station passcode for enhanced security
	Privacy Option	Sets a password requirement to access the directory, message and call log window, and options windows.
Alarm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

## Change Password

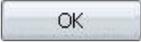
1. Click the **[Change Password]** button on the [Device Config.] tab.



2. Enter the previous password and the new password.

A screenshot of a 'Change Password' dialog box. It contains three text input fields: 'Password', 'New Password', and 'Re-type Password'. Each field contains four asterisks (\*\*\*\*). Below the fields are two buttons: 'OK' and 'Cancel'. The dialog box has a standard Windows-style title bar with a close button (X) in the top right corner.

- Password: Enter password. (Default password is '1234'.)
- New Password: Enter a new password.
- Re-type Password: Re-enter and confirm the new password.

3. Click the  button to save the change.



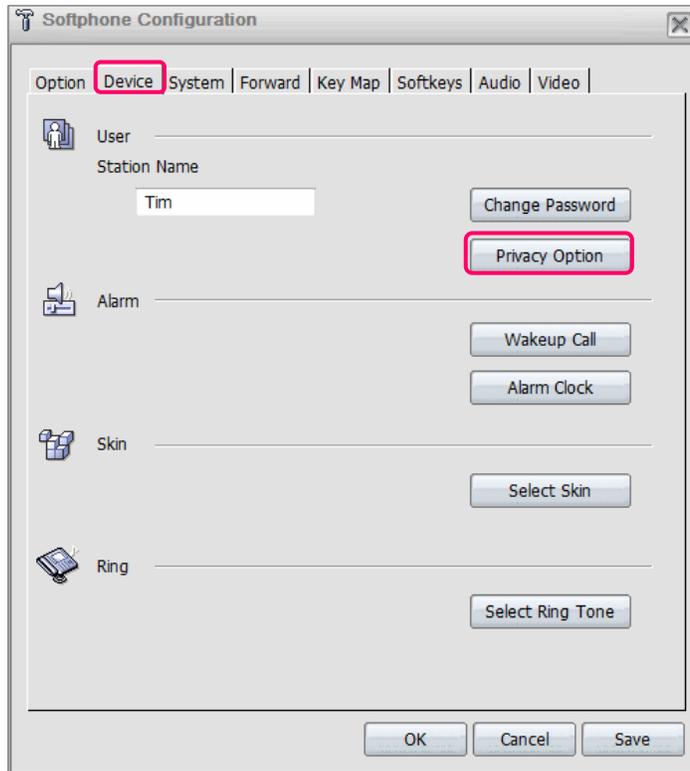
NOTE

#### Forgotten passcodes

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

## Privacy Option

1. Click the **[Privacy Option]** button of the [Device Config.] tab.



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



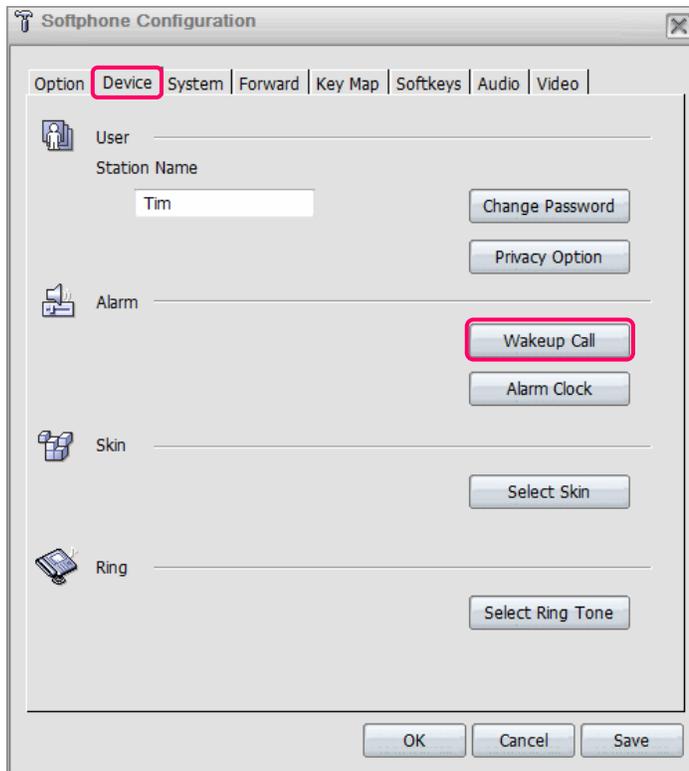
3. Click the **[Save]** button to enable the privacy password.



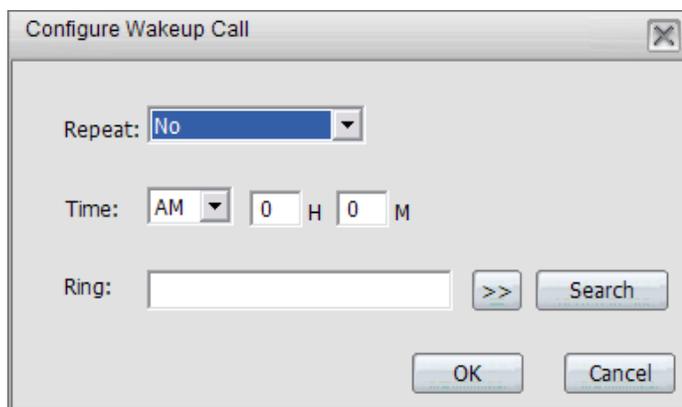
4. Click the **[OK]** button to finish.

## Wakeup Call

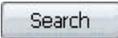
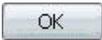
1. Click the **[Wakeup Call]** button of the [Device Config.] tab.



2. Configure the Wakeup Call function.



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

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



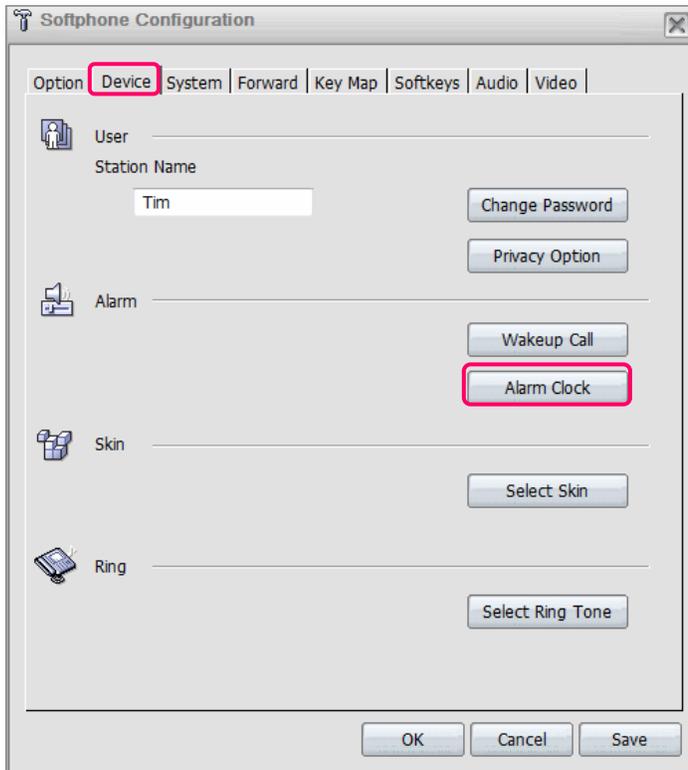
NOTE

**Setting a Wakeup Call**

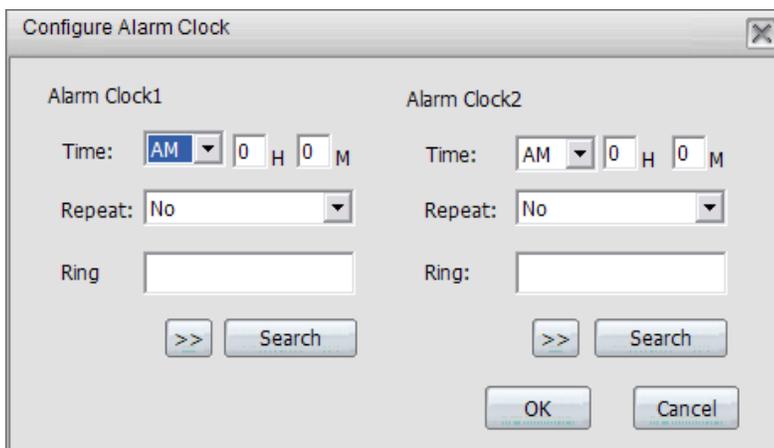
Two alarms can be set in 'Wakeup Call'. If a wakeup call is set, an alarm rings and a message is displayed at the set time. If the ringing sound is not defined, only the message appears at the set time.

## Alarm Clock

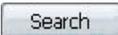
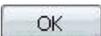
1. Click the **[Alarm Clock]** button of the **[Device Config.]** tab.



2. Configure the alarm function.



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

3. Click the  button to select a wav file to be used as an alarm sound.
4. Click the  button to listen to the wav file beforehand.
5. Click the  button to save the changes.



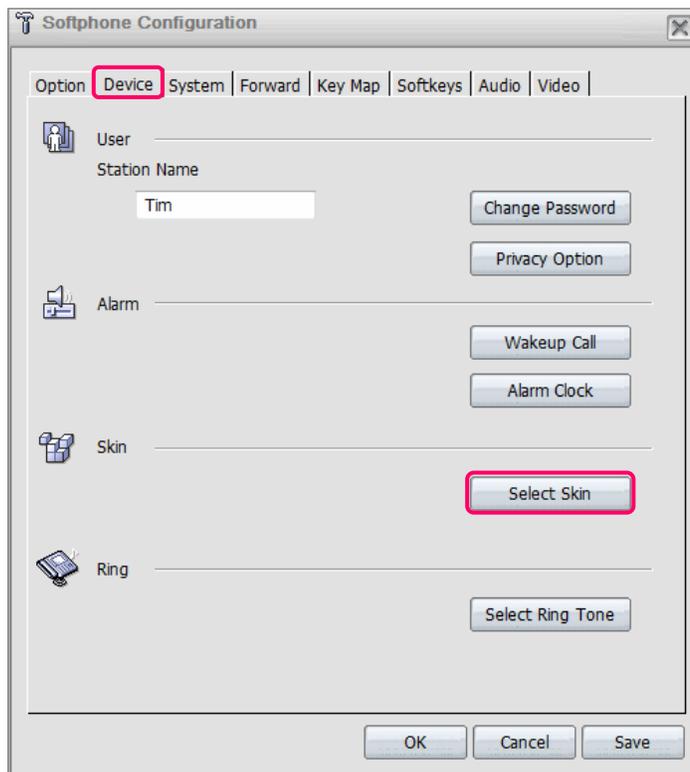
NOTE

### Setting Alarm

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

## Select Skin

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



**2.** Select a skin for OfficeServ Softphone.



NOTE

**What is a Skin?**

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

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

### Default Skin Starting Window



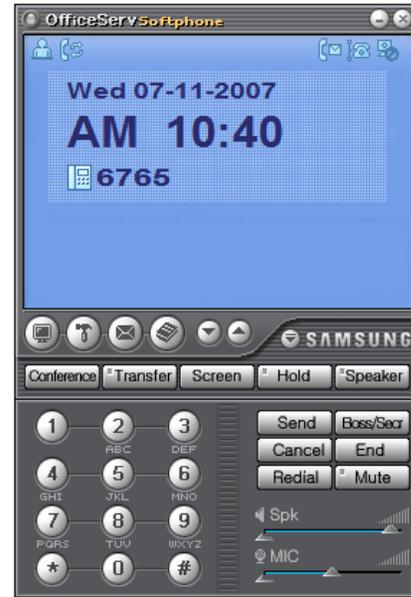
### IP Phone Skin Starting Window



### Phone Skin Starting Window



### Simple Skin Starting window



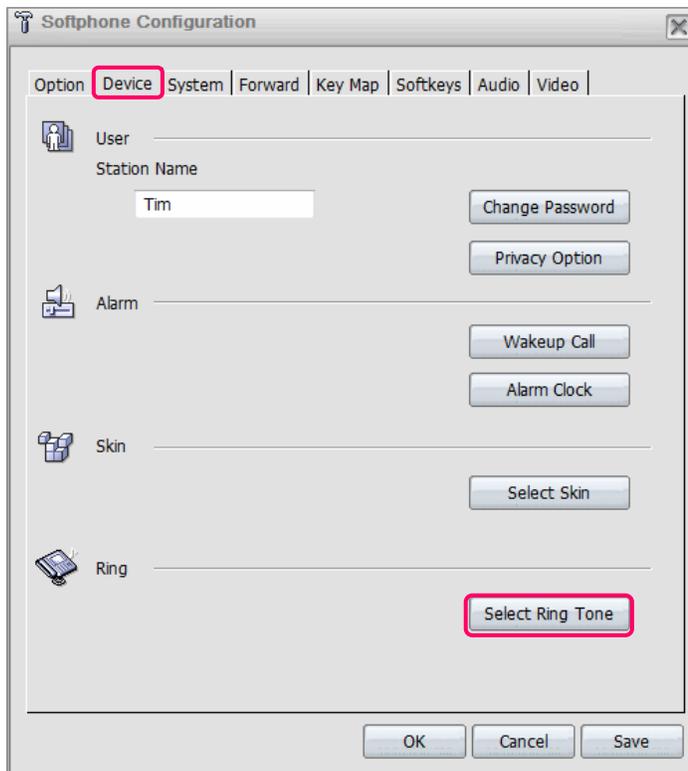
NOTE

#### Skin Settings

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

## Select Ring Tone

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



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



3. Click the **>>** button to listen to the selected wav file.
4. Click the **OK** button to save any changes.

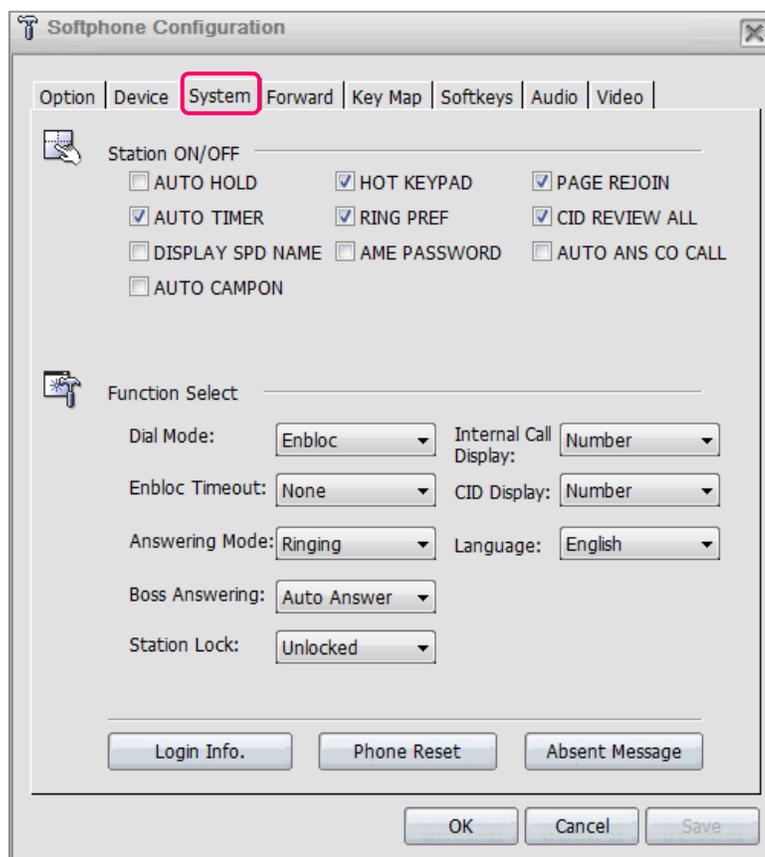
## System Config. Tab

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

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



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



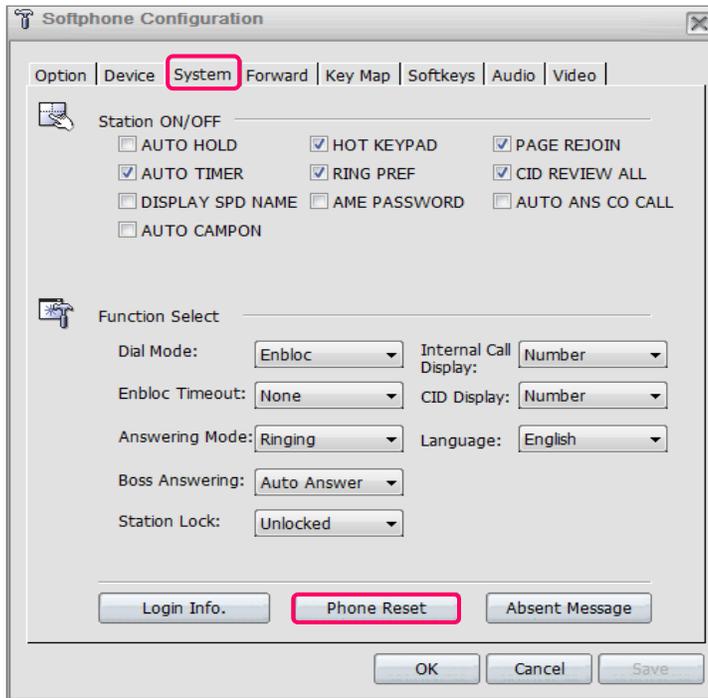
- [Station ON/OFF] of the [System Config.] tab enables or disables certain keyset features.
- [Function Select] of the [System Config.] tab sets options for specific keyset features.

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

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

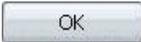
## Phone Reset

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



2. Enter the Softphone password.



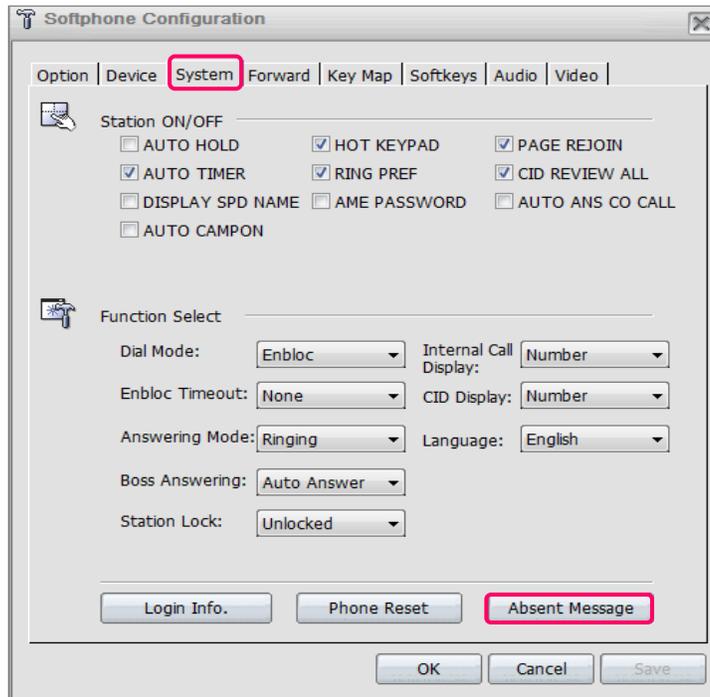
3. Click the  button to enter the Softphone password.

4. Click the next  button to initialize the OfficeServ Softphone client.



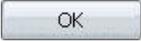
## Absent Message

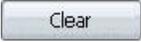
1. Click the **[Absent Message]** button from the **[System Config.]** tab.



2. Select a message to be used.



3. Click the  button to set the message.

4. Click the  button to clear a message.



NOTE

#### **Absent Message**

Absent Messages: Messages 1 through 15 are static system messages. Messages 16 through 20 can be edited by OfficeServ Softphone users.

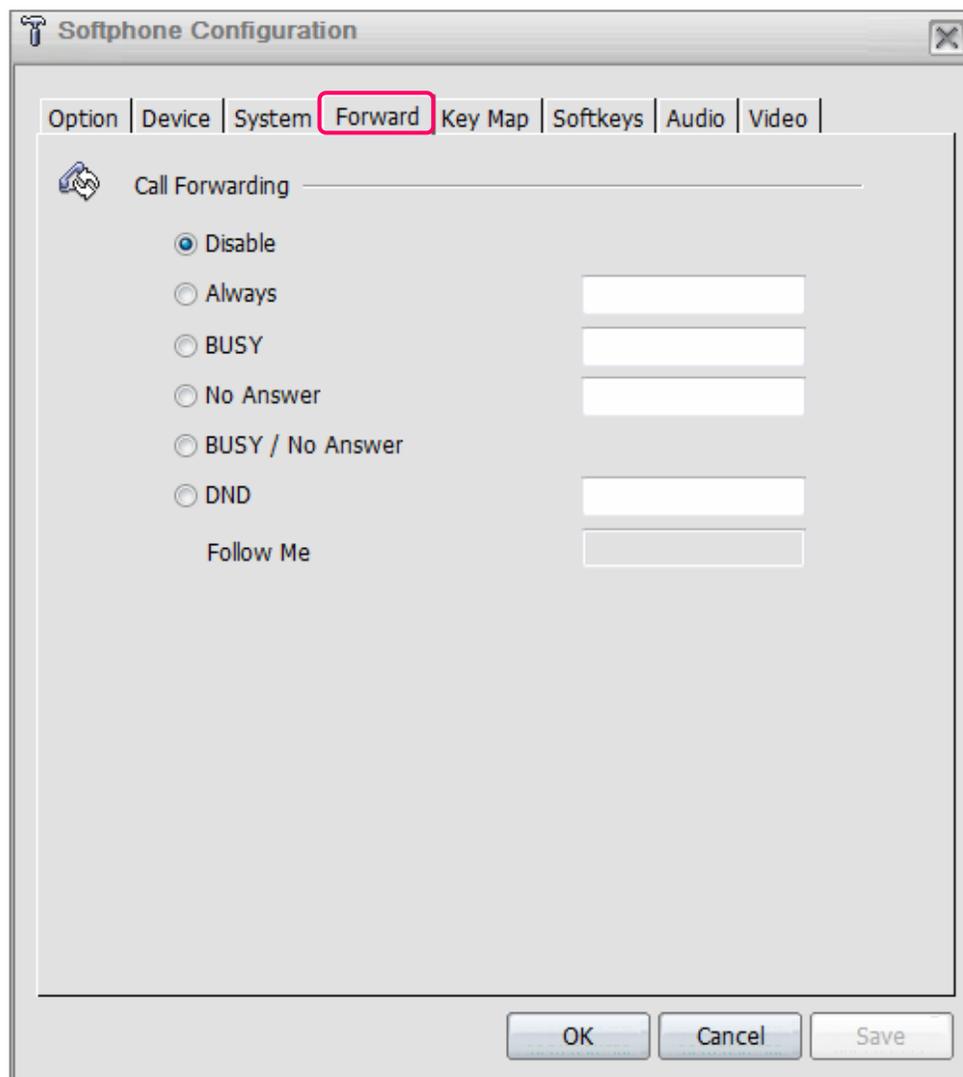
## Forward Tab

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

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

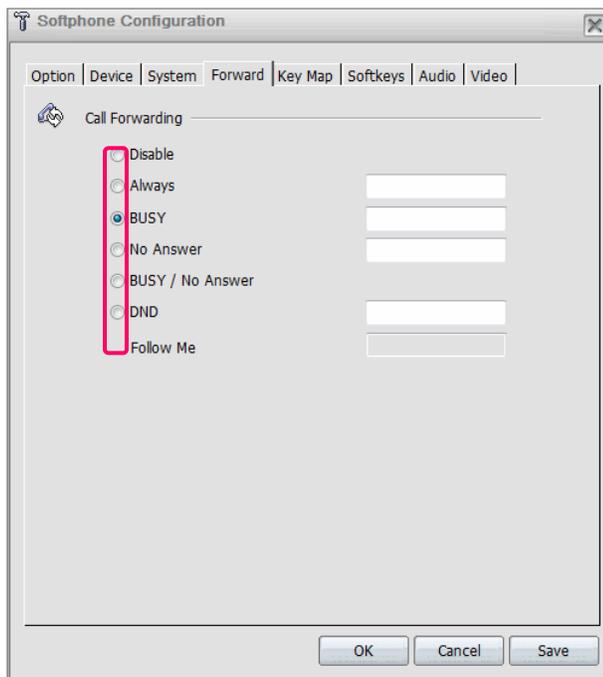


2. Select the [Forward] tab of the Softphone Configuration window.

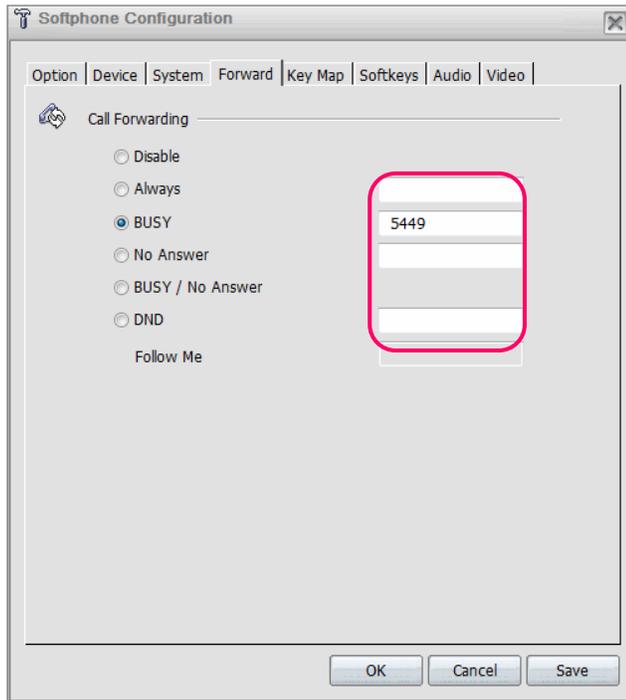


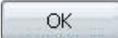
Preference	Option	Description
Call Forwarding	Disable	Calls will not forward.
	Always	Forward all calls immediately to the destination.
	BUSY	Forward calls immediately to the destination when Softphone is busy.
	No Answer	Forward calls to the destination if they are not answered.
	BUSY/No Answer	Forward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

### 3. Check the radio button of a call forwarding type.



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



5. Click the  button to save the changes.

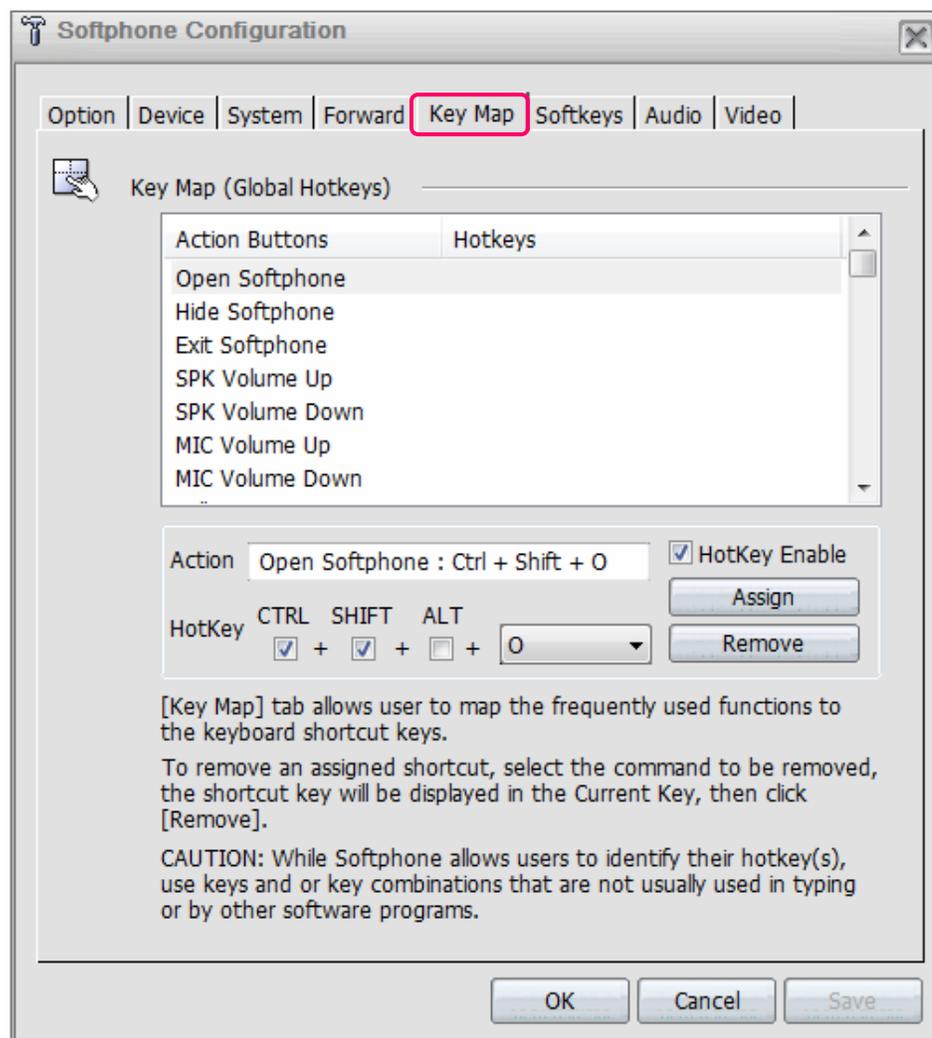
## Key Map Tab

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

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

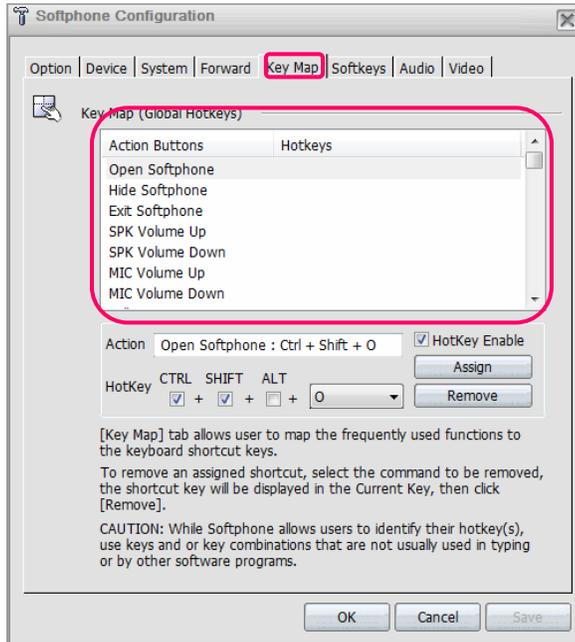


2. Click the [Key Map] tab of the Softphone Configuration window.

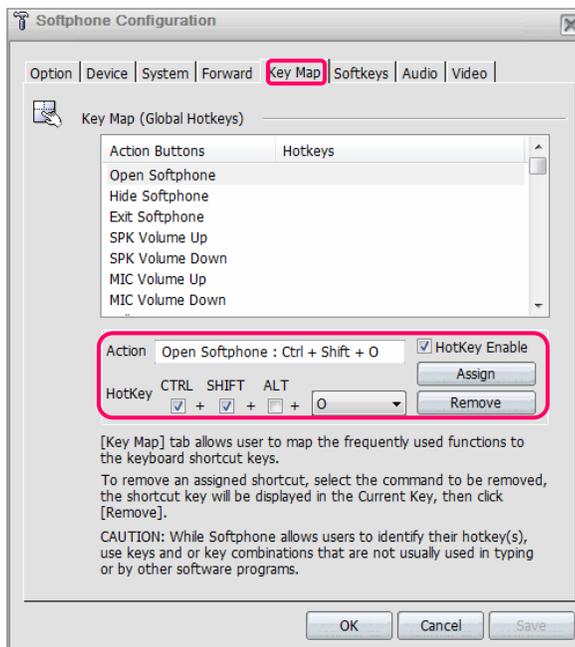


## Key Mapping Setting

1. Select a function to bind a hotkey to.



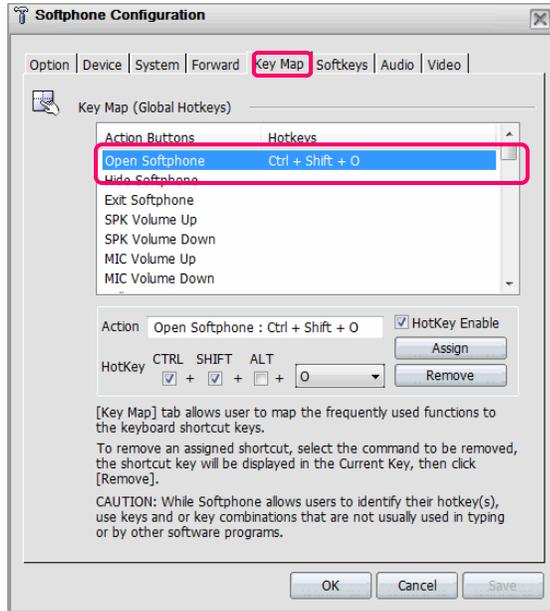
2. Then set the hotkey mapping.



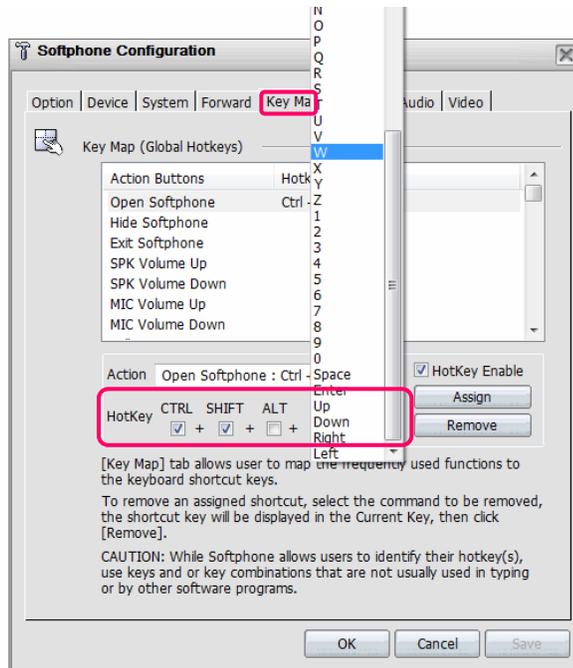
3. Click the  button to set the hotkey.

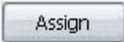
## Key Mapping Change

1. Select a hotkey to be changed.



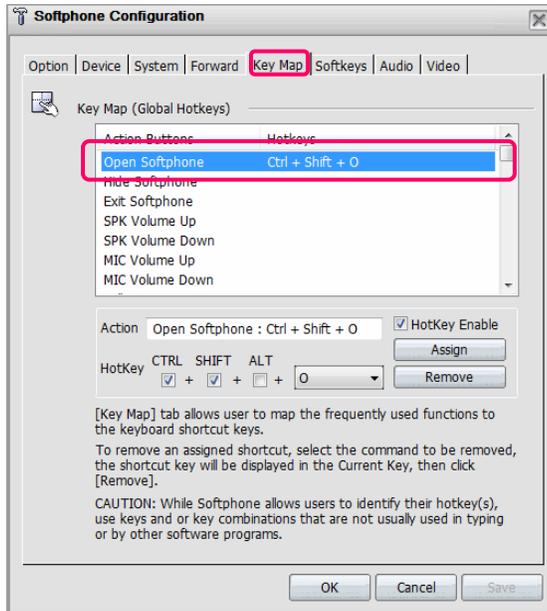
2. Select the new key mapping.



3. Click the  button to change the key mapping

## Key Mapping Deletion

1. Select a hotkey to unbind.



2. Click the  button to delete the hotkey.



NOTE

### Key Mapping Setting Item Application

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

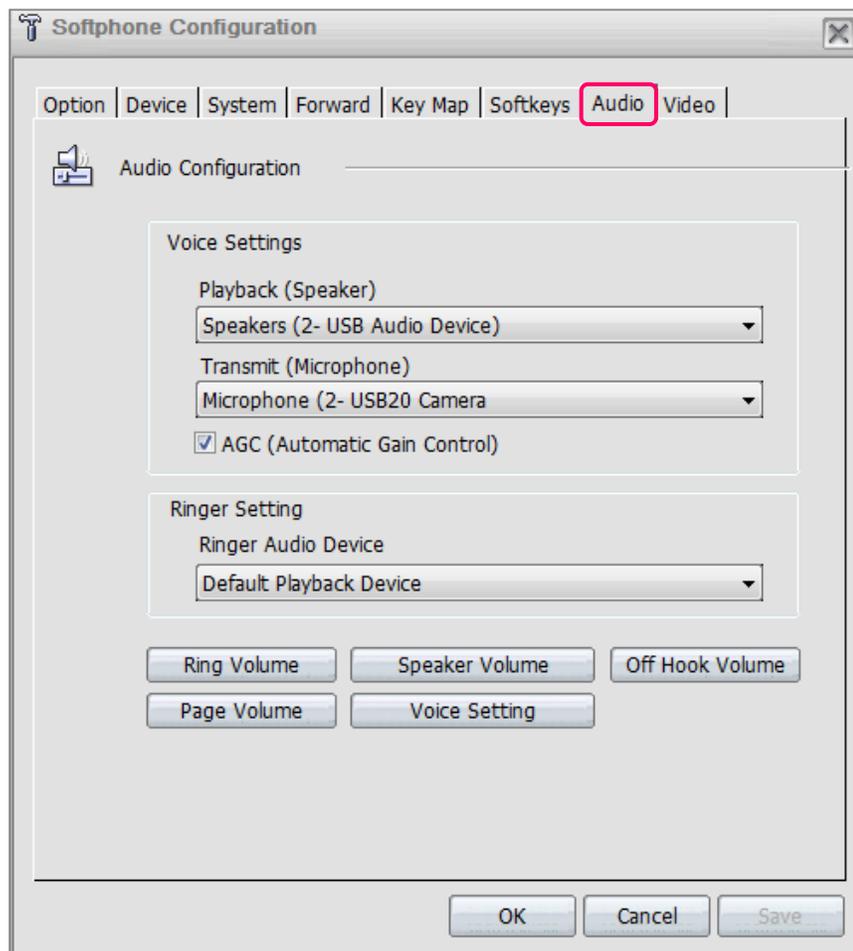
## Audio Tab

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

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

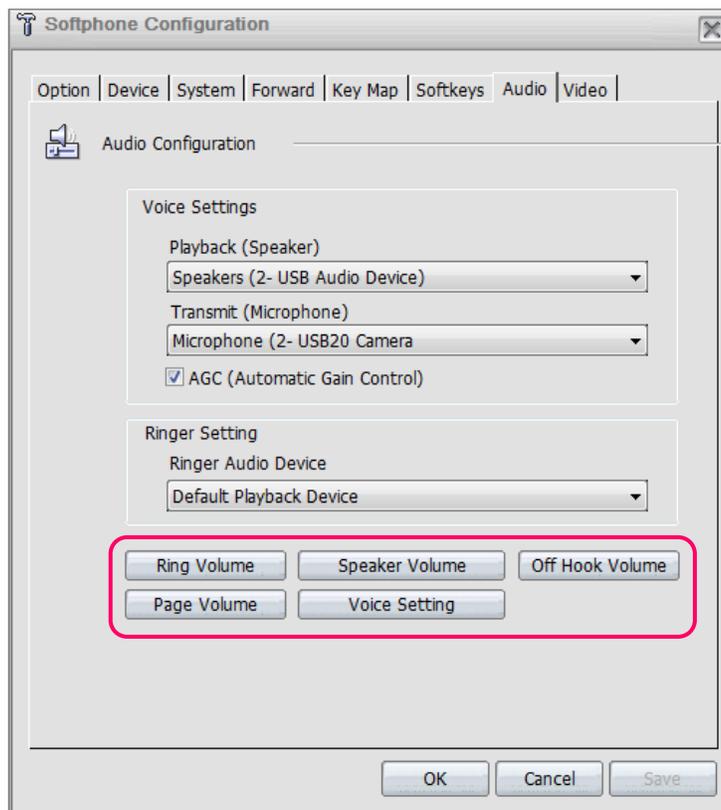


2. Click the [Audio] tab of the Softphone Configuration window.



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

## 2. Adjusting the volumes in OfficeServ Softphone.



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

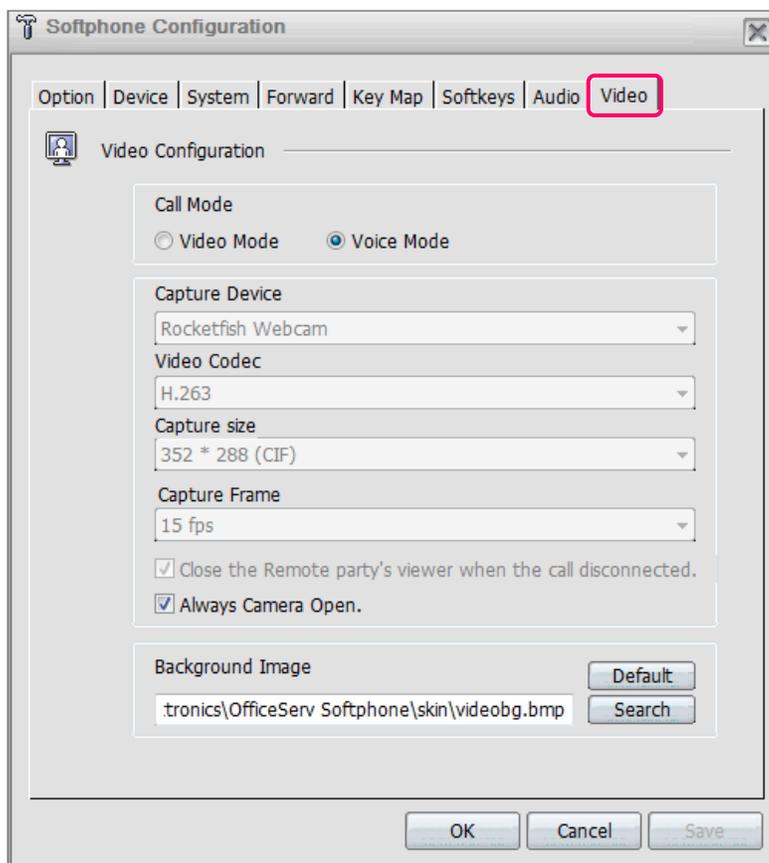
## Video Tab

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

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



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



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

## Speaker and Microphone Setting (System Setting)

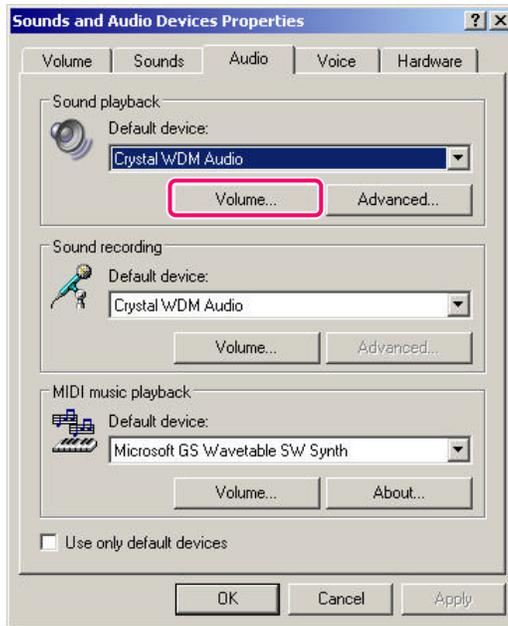
OfficeServ Softphone users can make or answer calls using the system speaker and microphone. This example shows how to set up the speaker and microphone in Windows XP.

### Speaker Setting

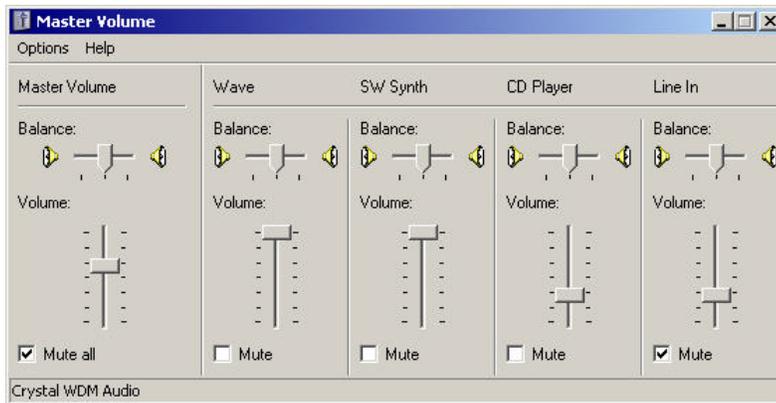
1. Click [Start] → [Settings] → [Control Panel] → [Sounds and Audio Devices] from the Windows desktop.
2. Select the **[Audio]** tab from Sound and Audio Devices Properties.



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

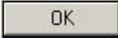


4. Select [Options] from the Master Volume window.

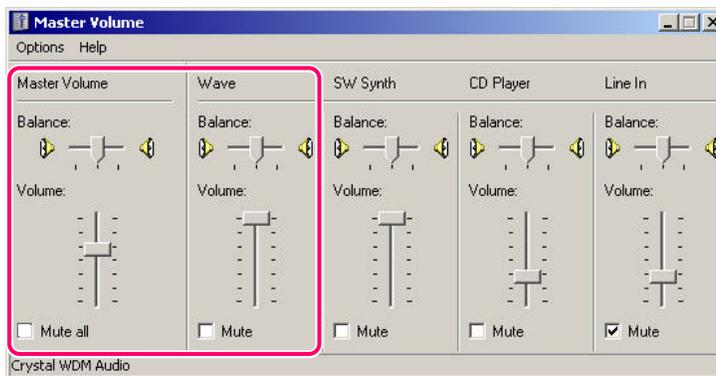


5. Ensure that the **'Master Volume'**, **'Wav'**, and **'Microphone'** items in the Properties window are marked. If not, mark them.



6. Click the  button to save changes.

7. Clear any Mute options checked for **'Volume Control'** and **'Wav'** and adjust the volumes.

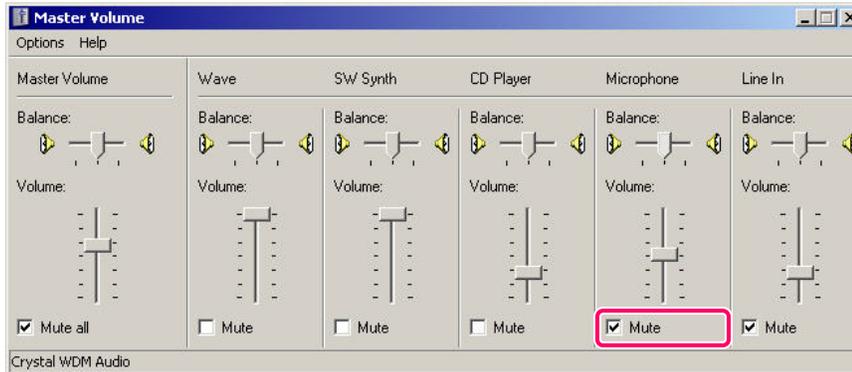


NOTE

#### Speaker Volume Control

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

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



9. Select [Exit] from [Options].

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

## Microphone Setting

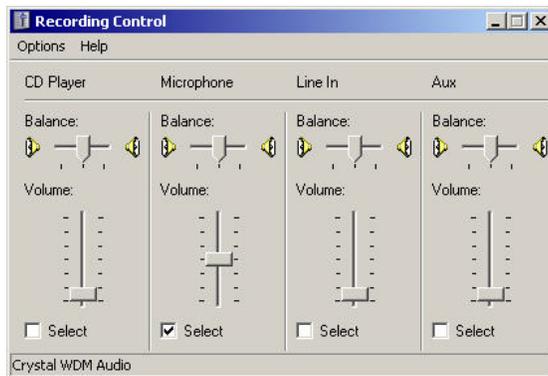
1. Click [Start] → [Settings] → [Control Panel] → [Sounds and Audio Devices].
2. Select the **[Audio]** tab from the Sounds and Audio Devices Properties window.



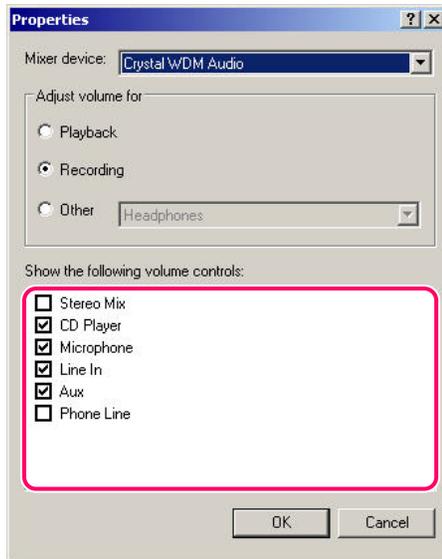
3. Click the **[Volume...]** button under 'Sound recording'.

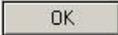


4. Select [Options] from the Recording Control window.

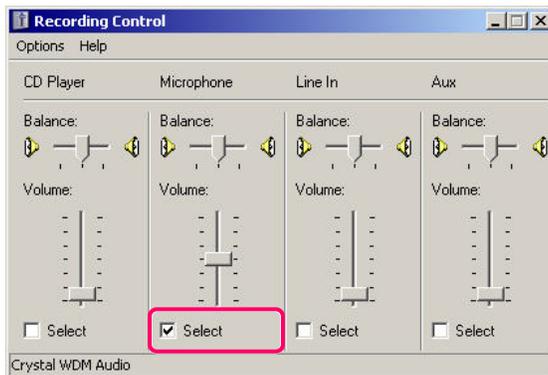


5. Ensure the **'Microphone'** Volume Control item is marked. If not, mark it.



6. Click the  button to save any changes.

7. Select **'Microphone'** in Record Control.



8. Select **[Exit]** from [Options].

# MAKING A CALL

## Before Making a Call

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

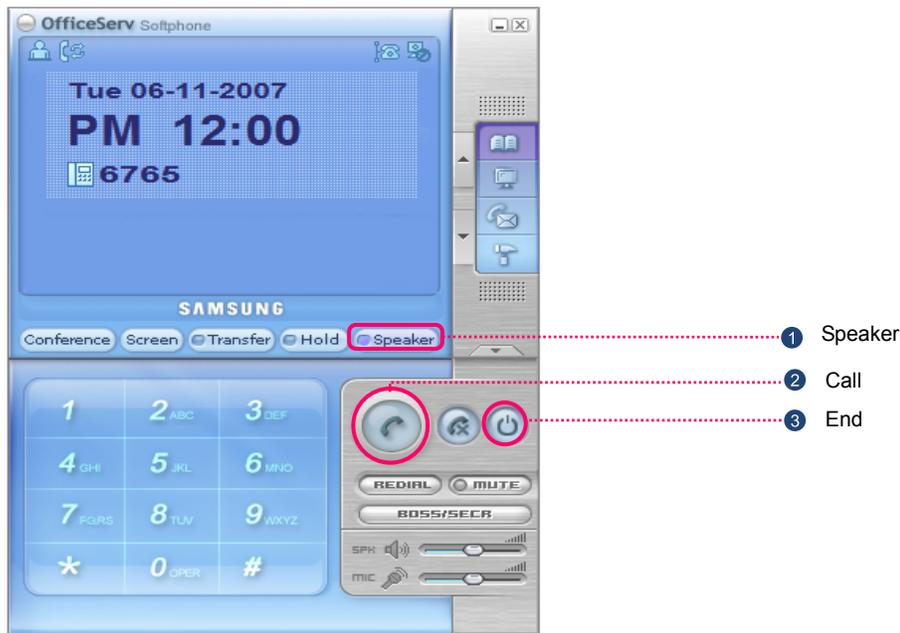
Category	Intercom Call	External Call
Functions	<ul style="list-style-type: none"> <li>- Making an Intercom Call</li> <li>- Busy Station Callback</li> <li>- Camp On</li> <li>- Connecting to an Operator</li> </ul>	<ul style="list-style-type: none"> <li>- Making an External Call</li> <li>- Redial</li> <li>- Busy trunk line Callback</li> <li>- Redialing a trunk line</li> <li>- Park Orbit</li> <li>- Saving Phone Numbers</li> <li>- Making a Call to a Saved Phone Number</li> </ul>
	<ul style="list-style-type: none"> <li>- Dial the Most Recently Called Number</li> <li>- Make a call using the Recent Call Log</li> <li>- Make a call using a system speed dial number</li> <li>- Make a call using a Directory name</li> </ul>	

## Making Calls

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

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

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



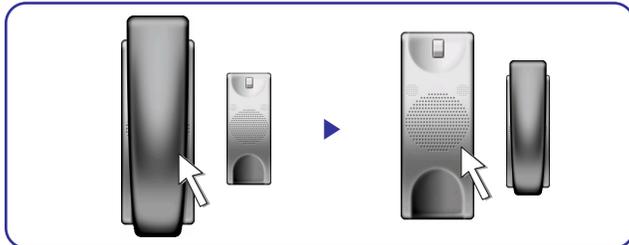
NOTE

#### Call Button

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

## Making Calls Using the Handset

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



## Making Calls Using the Keyboard

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

## Making Calls Using the Dial Buttons on the Dial Pad

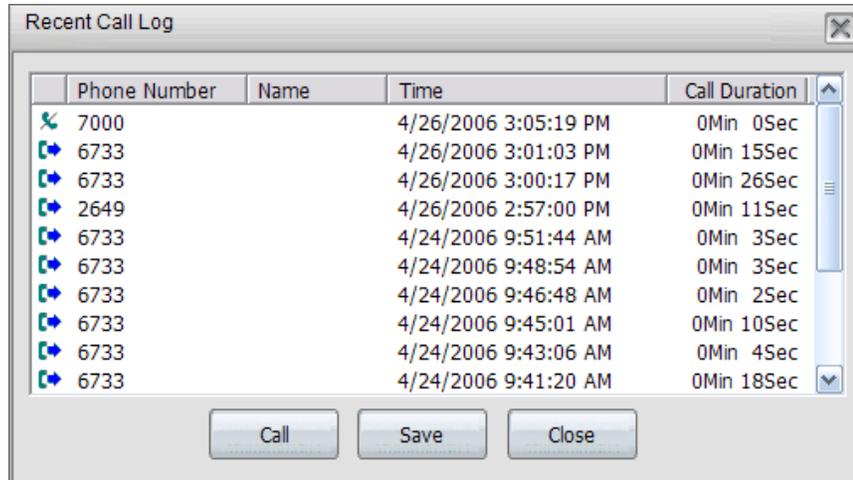
1. While idle, enter a phone number using the dial buttons on the dial pad.
  - If the Dial Pad window is not displayed, click the [Show Numpad] button to display the Dial Pad window.



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

## Making Calls Using Recent Call Log

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



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

## Making an Intercom Call

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



1. While idle, enter the target station number.



2. Click the [Call] button.



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



NOTE

### Dial Mode

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

## Busy Station Callback

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



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



2. A callback message is displayed.



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



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

## Camp On

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



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



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



3. Wait for the called party to answer.

## Connecting to an Operator

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



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

- OR -



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

## Making an External Call

Follow the steps below to make an external call:



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



2. Click the **[Call]** button.



3. Wait for the called party to answer.

## Redial

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

LAST REDIAL



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



NOTE

### Overlap Dial Mode

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

## Auto Redial

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



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

## Busy CO Line Callback

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



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



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



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



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



5. Wait for the called party to answer.

## Reusing a CO Line

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



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



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

## Park Orbit

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

### Notes:

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



1. While on a call, click the **[PARK]** button.

- If the AOM window is not displayed, click [Screen] to display the AOM window.



2. Select the orbit number (0~9) where the call will be parked and notify the other station user of the orbit number so that the user can answer the call.



3. The user notified of the orbit number should click the **[PARK]** button from the AOM window, and then enter the corresponding orbit number to answer the parked call.



### 'Call Park' and 'Orbit'

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

## Saving Phone Numbers

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



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

## Making a Call from the Saved Phone Number

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



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

## Dialing the Most Recently Called Number

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



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



NOTE

### Overlap Dial Mode

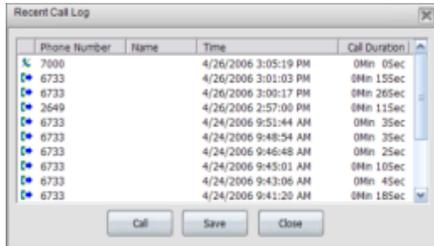
In Overlap Dial Mode, click [Speaker] button and select [LAST REDIAL] button to use this function.

## Making a Call Using the Recent Call Log

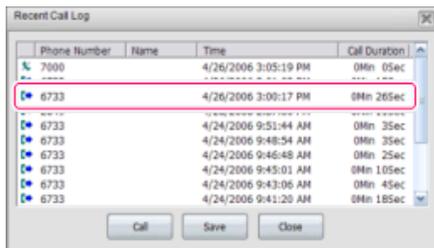
This function is used to make a call using the recent call log.



1. While idle, click the **[Call]** button to open the Recent Call Log.



2. The Recent Call Log holds up to 60 calls sorted and displayed by time.



3. Double-click a call record and press the **[Call]** button or select a call record and press the **[Enter]** key on the keyboard to make the call.

## Making a Call Using a System Speed Dial

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



1. While idle, click the **[SPEED DIAL]** button.



2. If a bin number is not assigned to the button, then enter a system speed dial number.



3. Wait for the called party to answer.

## Making a Call Using a Directory Name

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

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



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



2. Select a directory type from the soft menu.



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



4. Wait for the called party to answer.

# ANSWERING CALLS

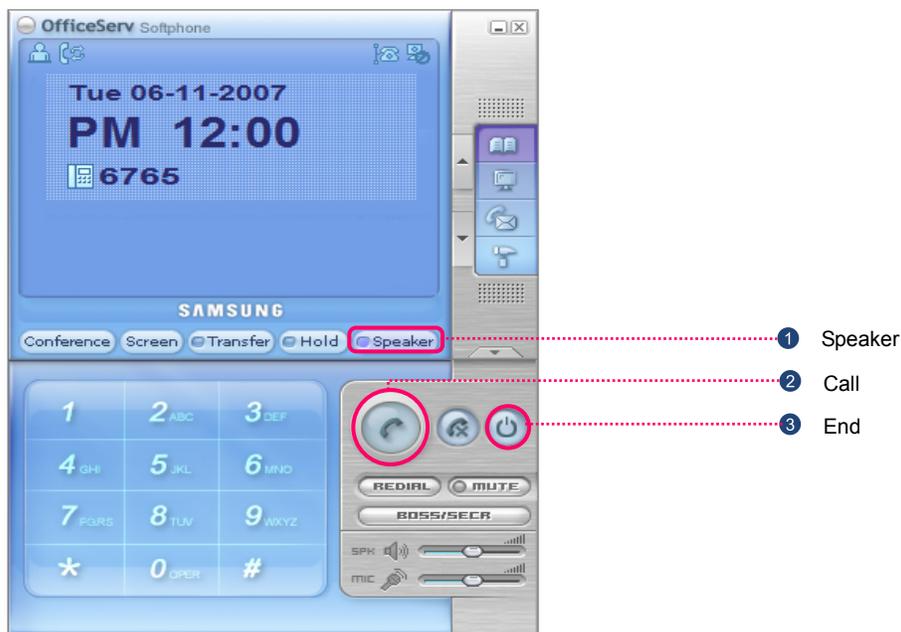
Category	Intercom Call	External call
Functions	<ul style="list-style-type: none"> <li>- Answering an Intercom Call</li> <li>- Answering a Call in Auto Answer Mode</li> <li>- Answering a Call in OHVA Mode</li> </ul>	<ul style="list-style-type: none"> <li>- Answering an External call</li> <li>- Answering an External Call Using a Night Service Bell</li> </ul>
	<ul style="list-style-type: none"> <li>- Call pickup</li> <li>- Group call pickup</li> <li>- Answering a camp on call</li> </ul>	

## Answering Calls

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

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

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



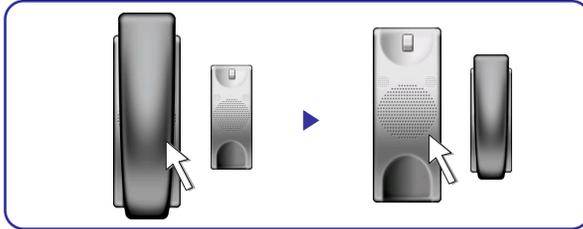
NOTE

#### Call Button

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

## Answering Calls by Using the Handset

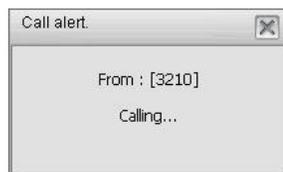
If a Softphone skin that has a handset window is used, left click the handset to answer a call. Click the place where the handset should be placed to replace the handset and end the call.



## Answering Calls Using the Call Alert Window

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

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



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



## Answering an Intercom Call

This function is used to answer an incoming intercom call.



1. The OfficeServ Softphone client rings and displays a message notifying you that a call has arrived.



2. Click the **[Call]** or **[Speaker]** button to answer the call.



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

## Answering a Call in Auto Answer Mode

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



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



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

## Answering a Call in OHVA Mode

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



1. When an incoming call arrives, the caller's voice can be heard, but the Softphone user cannot talk back.



2. Click the **[Call]** button to connect and speak to the caller.



NOTE

### Setting an Answer Mode

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

## Answering an External Call

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



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



2. Click the **[Call]** or **[Speaker]** button to answer the call.



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

## Answering an External Call Using a Night Service Bell

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



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



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



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



NOTE

### Night Mode Setting

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

## Call Pickup

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



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



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

## Group Call Pickup

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



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



2. Enter the group number (01~20) to answer the call.

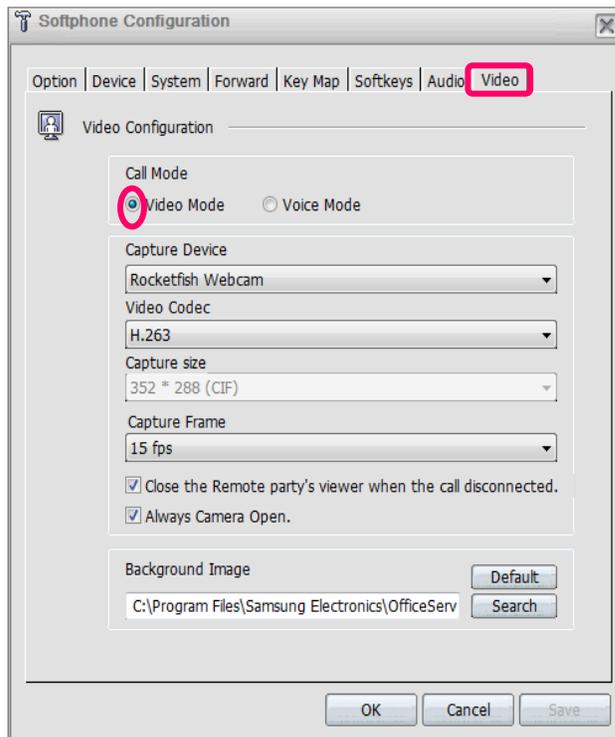
# VIDEO CALLING

## Enabling the Video Calling Feature

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



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



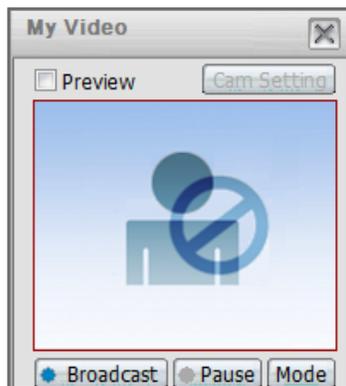
2. Click the **[Video]** tab and then click the radio button labeled **[Video Mode]**. Click the **[OK]** button to save the change. Video calling is enabled. The other **[Video]** tab parameters are discussed in the 'Things You Should Know' section of this User Guide.

## Modifying the My Video Settings

This function allows several Softphone client settings to be modified.



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



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



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

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

# CONVENIENT FEATURES

## Call Hold

This function is used to place a caller on hold.



1. While in a call, press the **[Hold]** button.
2. The “On Hold” message is displayed in the window.



3. Click the **[Hold]** button or the blinking **[CALL]** button in the AOM window to reconnect to the held call.

## Call Transfer

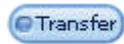
This function is used to transfer a call to another destination.

### Unconditional (Blind) Call Transfer



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

## Conditional (Supervised) Call Transfer



1. Click the **[Transfer]** button during a call.



2. Enter the station number or CO line number to transfer the call to.



3. Once the party to be transferred answers the call, announce the transfer and click the **[End]** button to complete the transfer.



NOTE

### Transferring an incoming call directly to a voice mailbox

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

## Mute (Blocking Sound to the Caller)

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



1. Click the **[Mute]** button during the call.

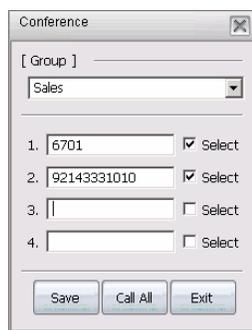


2. Click the **[Mute]** button again to disable the mute function.

# Conference Calls

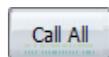
This function is used to make a conference call with up to five people simultaneously.

## Group Conferencing

A blue rounded rectangular button with the word "Conference" in white text.A dialog box titled "Conference" with a close button in the top right. It contains a "[ Group ]" label above a dropdown menu showing "Sales". Below are four numbered rows, each with a text input field and a "Select" checkbox. Row 1: "6701" in the field, "Select" checked. Row 2: "92143331010" in the field, "Select" checked. Row 3: empty field, "Select" unchecked. Row 4: empty field, "Select" unchecked. At the bottom are three buttons: "Save", "Call All", and "Exit".

1. While idle, click the **[Conference]** button.

2. Enter the target phone numbers and then check the **[Select]** box.

A blue rounded rectangular button with the text "Call All" in white.

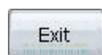
3. Click the **[Call All]** button to dial the entered numbers.

A dialog box titled "Conference" with a close button in the top right. It contains a "[ Group ]" label above a dropdown menu showing "Sales". Below are four numbered rows, each with a text input field and a button. Row 1: "6742" in the field, "Disconn." button. Row 2: "92147871111" in the field, "Disconn." button. Row 3: empty field, "Call" button. Row 4: empty field, "Call" button. At the bottom are two buttons: "Leader" and "Exit".

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

A dialog box titled "Conference" with a close button in the top right. It contains a "[ Group ]" label above a dropdown menu showing "Sales". Below are four numbered rows, each with a text input field and a button. Row 1: "6742" in the field, "Disconn." button. Row 2: "92147871111" in the field, "Disconn." button. Row 3: "6701" in the field, "Call" button. Row 4: empty field, "Call" button. At the bottom are two buttons: "Leader" and "Exit".

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

A blue rounded rectangular button with the text "Exit" in white.

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

## Individual Conference



1. During a call, click the **[Conference]** button.



2. Enter the phone number to be added to the conference.



3. When the other party answers, click the **[Conference]** button again to complete the conference.

## Call Forwarding

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



NOTE

### Call Forwarding

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

## Forwarding All Calls

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



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



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

## Forwarding Busy

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



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



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

## Forwarding No Answer

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



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



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

## Forwarding Busy/No Answer

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



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



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

## Clearing Call Forwarding

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



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



2. Click the **[FORWARD CLR]** button.

## Follow Me Forwarding

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



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



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

## Setting Do Not Disturb

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

AOM



1. Click the [DND] button in the AOM window.



2. The 'DO NOT DISTURB' message is displayed on the main screen.
  - If DND is enabled, the status display LED will blink red.

## Clearing DND function

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

AOM



1. Click the [DND] button in the AOM window.



2. The 'DND is cancelled' message is displayed on the main screen.

## Internal Page

This function is used to make an internal page.



1. While idle, click the **[PAGE]** button.



2. Select an internal page zone ([0], [1], [2], [3], or [4]) to make the page.



3. Once the page is completed, click the **[End]** button.

## External Page

This function is used to make an external page.



1. While idle, click the **[PAGE]** button.



2. Select an external page zone ([5], [6], [7], [8], or [9]) to make the page.



3. Once the page is completed, click the **[End]** button.

## All Page

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



1. While idle, click the **[PAGE]** button.



2. Select the all page zone **[\*]** to make the page.



3. Once the page is completed, click the **[End]** button.

## Meet Me Page

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



1. While idle, click the **[MEET ME PAGE]** button.



2. Enter a page zone ([0] - [9]) to announce the transferred call.



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



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

## Leaving a Message

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



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



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

## Deleting a Message

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



1. Enter feature code **[4][2]**.



2. Enter the station number that has the message to be cleared.

## Checking/Answering/Deleting a Message

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



1. Click the **[MESSAGE]** button in the AOM window.



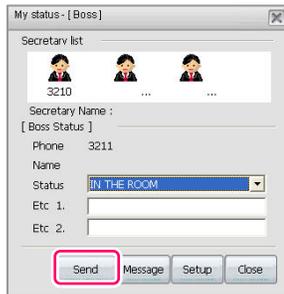
2. The most recent message is displayed.
  - **REPLY:** Makes a callback to the station who left the message.
  - **NEXT:** Display the next message.
  - **CLEAR:** Clear this message.

## Transferring a Call from Secretary to Boss

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



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



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



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



NOTE

### Boss/Secretary Function

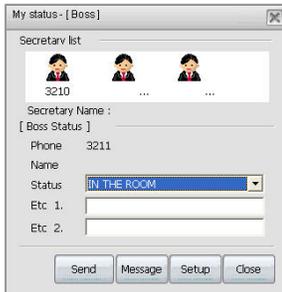
The Boss/Secretary function is available only if enabled by the OfficeServ phone system administrator. A [Boss/Secr] button will be displayed on Softphone when this feature is enabled.

## Boss/Secretary Message

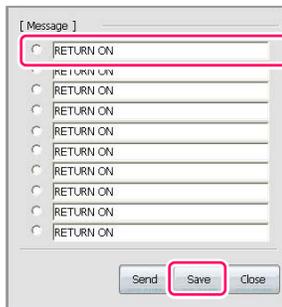
This function is used to exchange messages between Boss and Secretary stations.



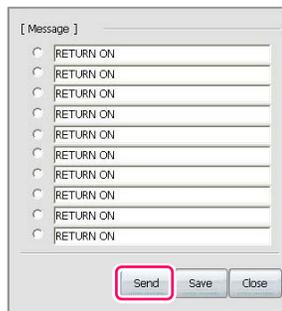
1. While idle, click the **[BOSS/SECR]** button.



2. Click the **[Message]** button.



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



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

## Including/Excluding a Group

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

### Logging into a Group

IN/OUT GROUP



1. While idle, click **[IN/OUT GROUP]**.

2. Enter a group number to log in to.



3. Click **[IN TO GROUP]**.

### Logging out of a Group

IN/OUT GROUP



1. While idle, click **[IN/OUT GROUP]**.

2. Enter a group number to log in to.



3. Click **[OUT OF GROUP]**.

## Saving Caller IDs

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



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



NOTE

### Saving Caller IDs

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

## Making a Call to Saved Caller ID

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



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

## Saving Caller ID as a Speed Dial

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

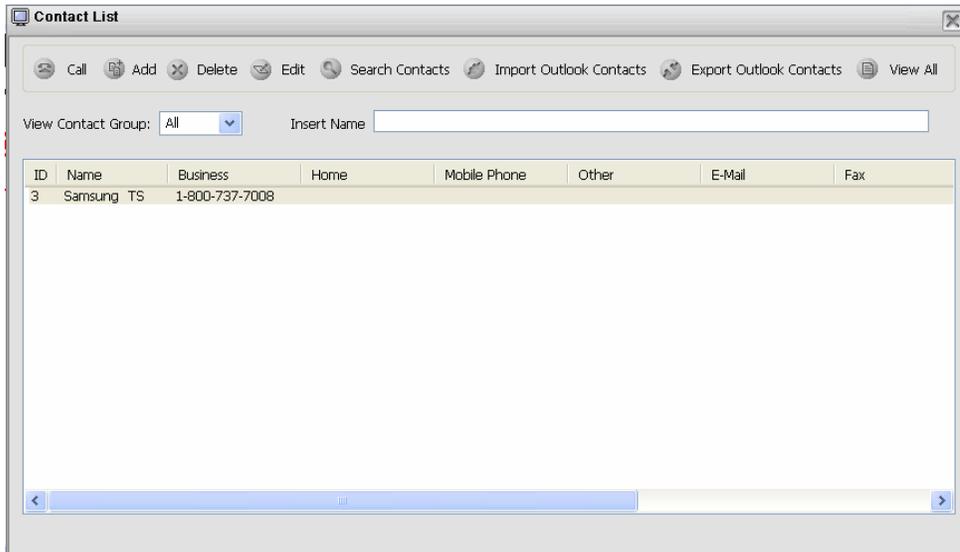


1. During a call, click **[SAVE/STORE]**.
  - The speed dial number where the caller ID is saved will be displayed in the window.

# MENUS

## Contact List D

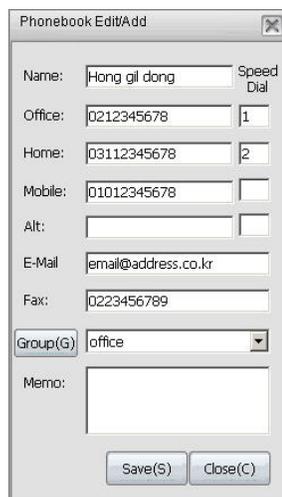
Click the **[Contact List]** icon(  ) to display the Contact List window:



## Save Directory Phone Numbers

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

1. Click  from the Contact List window.
2. Enter the information to be saved.



Phonebook Edit/Add

Name: Hong gil dong  Speed Dial

Office: 0212345678  1

Home: 03112345678  2

Mobile: 01012345678

Alt:

E-Mail: email@address.co.kr

Fax: 0223456789

Group(G): office

Memo:

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



Group Add/Delete

ID	Group
3	office

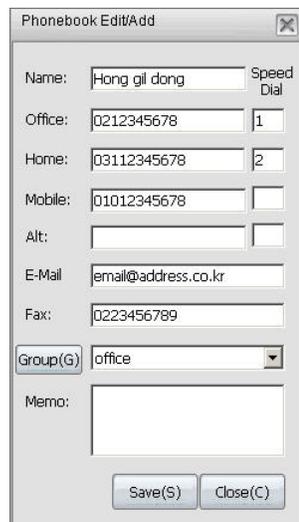
Group Name:

6. Click  to register the group.

## Modifying the Contact List Phone Numbers

This function is used to modify stored directory phone numbers.

1. Select a phone number to be modified and click  Edit .
2. Update the profile.



Phonebook Edit/Add

Name:  Speed Dial

Office:

Home:

Mobile:

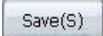
Alt:

E-Mail:

Fax:

Group(G):

Memo:

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

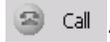
## Deleting Phone Numbers

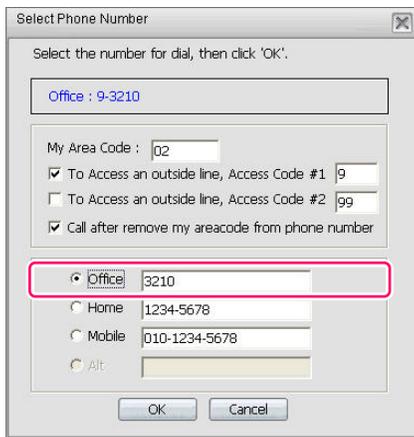
This function is used to delete a Directory profile.

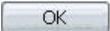
Select a profile to be deleted from the Directory and click .

## Making a Call Using the Directory

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

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



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



NOTE

### Modifying a Phone Number

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

## Search Phone Numbers

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

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



The screenshot shows the Search dialog box with the following fields and values:

- Speed Dial: 1
- Name: (empty)
- Phone Number: (empty)
- Group: Total

The Search(S) button is visible. Below the input fields is a table with the following data:

ID	Name	Office
4	Hong gil dong	0212345678

At the bottom, it indicates "1 Item(s)".

3. Enter the name (full or partial) to search for (if any).



The screenshot shows the Search dialog box with the following fields and values:

- Speed Dial: (empty)
- Name: hong
- Phone Number: (empty)
- Group: Total

The Search(S) button is visible. Below the input fields is a table with the following data:

ID	Name	Office
4	Hong gil dong	0212345678

At the bottom, it indicates "1 Item(s)".

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



The screenshot shows the Search dialog box with the following fields and values:

- Speed Dial: (empty)
- Name: (empty)
- Phone Number: 1234
- Group: Total

The Search(S) button is visible. Below the input fields is a table with the following data:

ID	Name	Office
4	Hong gil dong	0212345678

At the bottom, it indicates "1 Item(s)".

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



6. Click **Search(S)**.

## Microsoft Outlook Address Exchange

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

### Importing the Address Book from Microsoft Outlook

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

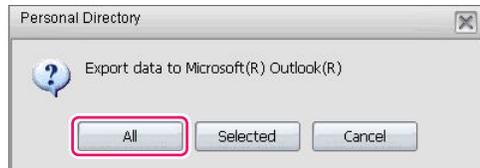


3. If the import is successful, the window below appears:



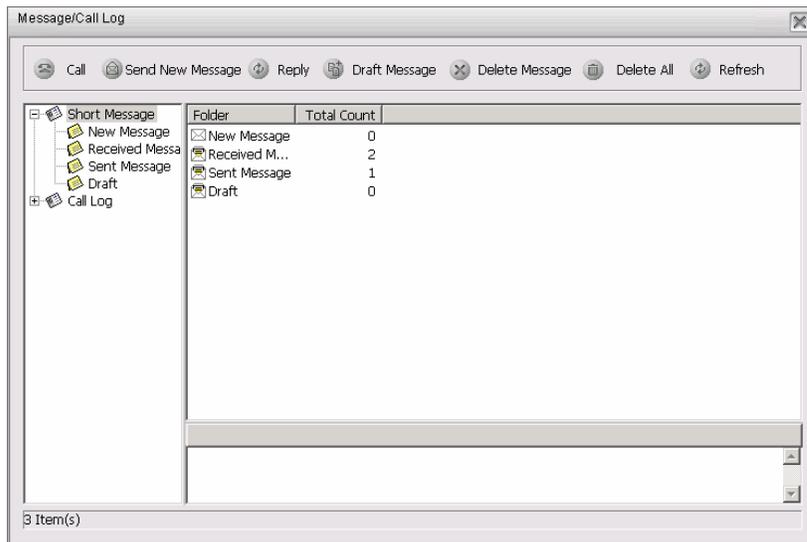
## Exporting the Address Book from the Softphone Directory to Microsoft Outlook

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



## Activity Log/Message

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



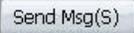
## Message Box

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

### Sending a Message

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



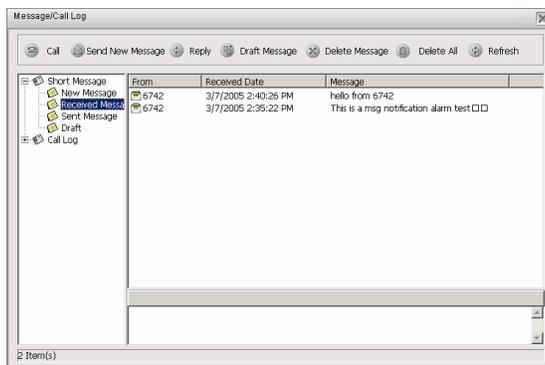
3. Click  to forward the message.

### Checking New Messages

1. Select 'New Message'.



2. The list of the new messages is displayed.



## Viewing Received Messages

1. Select **'Received Message'**.



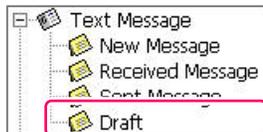
## Viewing Sent Messages

2. Select **'Sent Message'**.



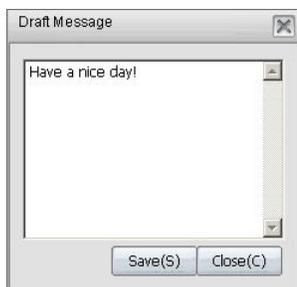
## Viewing Drafts

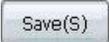
3. Select **'Draft'**.



## Saving Messages in the Message Box

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



3. Click the  button to save the message.

## Call Log

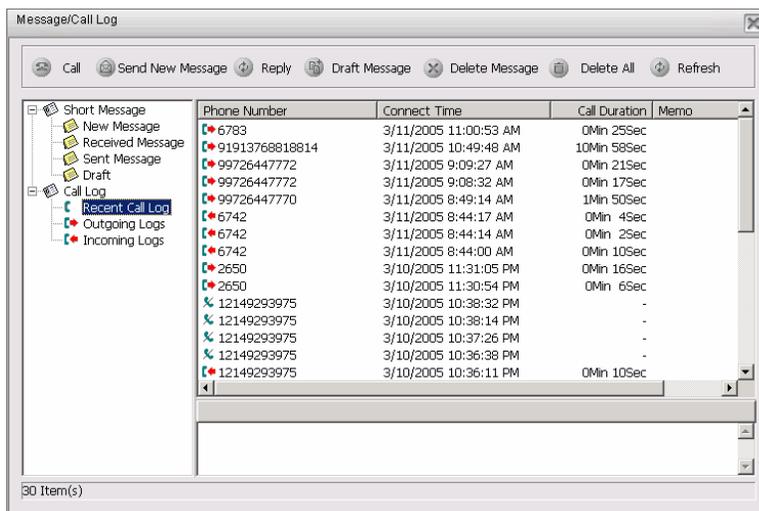
This function is used to check the call log.

### Recent Call Log

1. Select 'Recent Call Log'.



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



### Viewing Outgoing Calls

1. Select 'Outgoing Logs'.



### Viewing Received Calls

2. Select 'Incoming Logs'.



# ANNEX

## USB Handsets

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

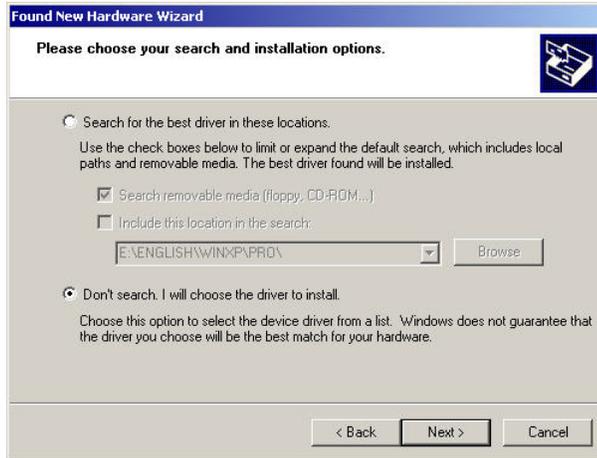
### TMP-100/TMP-200

#### Installation Procedure (Windows XP, TMP-100)

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



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

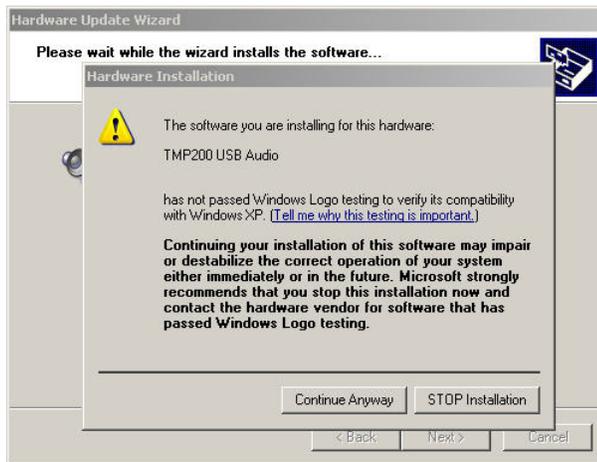


5. The compatible hardware list window will appear as shown below:



6. Select the proper device driver and click the **[Next]** button.

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



NOTE

#### TMP-200 Installation Procedure

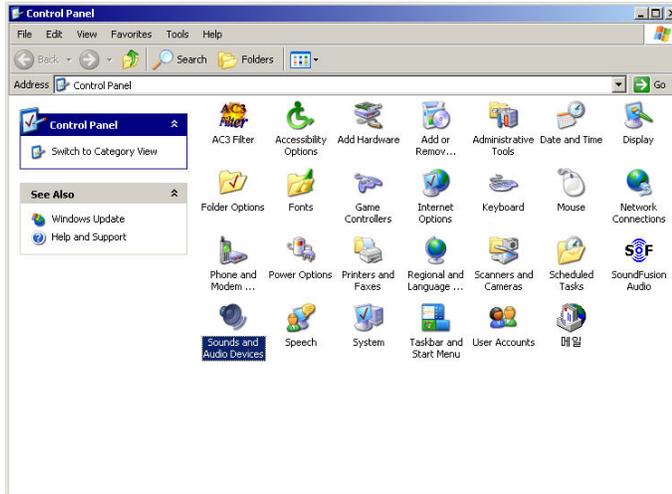
The installation procedure for TMP-200 is same as that for TMP-100.

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

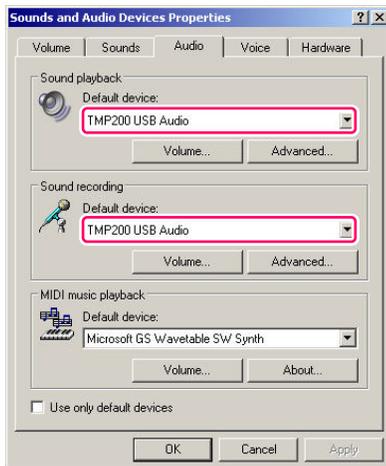
1. Upon successful installation of TMP-100 or TMP-200, restart the OfficeServ Softphone. The icon circled below should appear on the main screen if the installed TMP-100 or TMP-200 is properly connected.



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



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



NOTE

#### **TMP-100/TMP-200 Installation Procedure**

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

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

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

## Eutectics IPP200

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

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

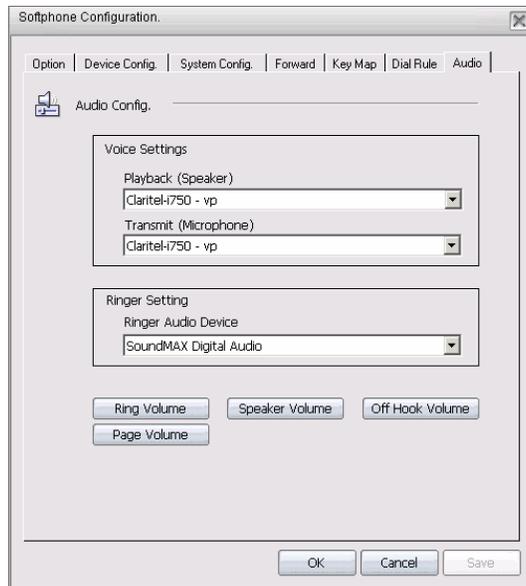
## Functional Relationship between IPP100 and OfficeServ Softphone

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

## Claritel i750

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

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



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

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