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OfficeServ Application Suite

(For the OfficeServ 100, OfficeServ 500, and OfficeServ 7000 Series Systems)

INTRODUCTION

The OfficeServ application suite consists of a number of applications designed to enhance the functionality and usability of the **Samsung OfficeServ 7000 Series, OfficeServ 500**, and **OfficeServ 100** telephone systems.

- o OfficeServ Link
- o OfficeServ EasySet
- o OfficeServ Call
- o OfficeServ Operator
- o OfficeServ OpenTSP

These applications, when installed on one or more Windows computers connected to the local area network, work together to provide an additional range of system configuration, call control and information handling features to the Samsung iDCS and OfficeServ 7000 product line of phone systems.

OfficeServ Link

The Link application provides a logical link between the OfficeServ telephone system and a Windows based computer acting as an applications server. This Link provides the basis of the communications between the Samsung iDCS and OfficeServ 7000 phone system and the LAN and provides the communications structure for the other applications.

OfficeServ EasySet

The EasySet application uses Internet Browser technology to provide system users with a quick and easy way to configure their Samsung digital telephones and IP phones.

OfficeServ Call

The OfficeServ Call application provides computer equipped users with a comprehensive range of telephony and call management functions at the desktop. These include dialing, screen popping, call logging and many more.

OfficeServ Operator

This application provides a Windows based Operator Console for the OfficeServ 100 and OfficeServ 500 telephone systems.

OfficeServ Open TSP

The OfficeServ Open TSP provides an industry standard; TAPI Compliant interface for 3rd party developers to create custom applications.
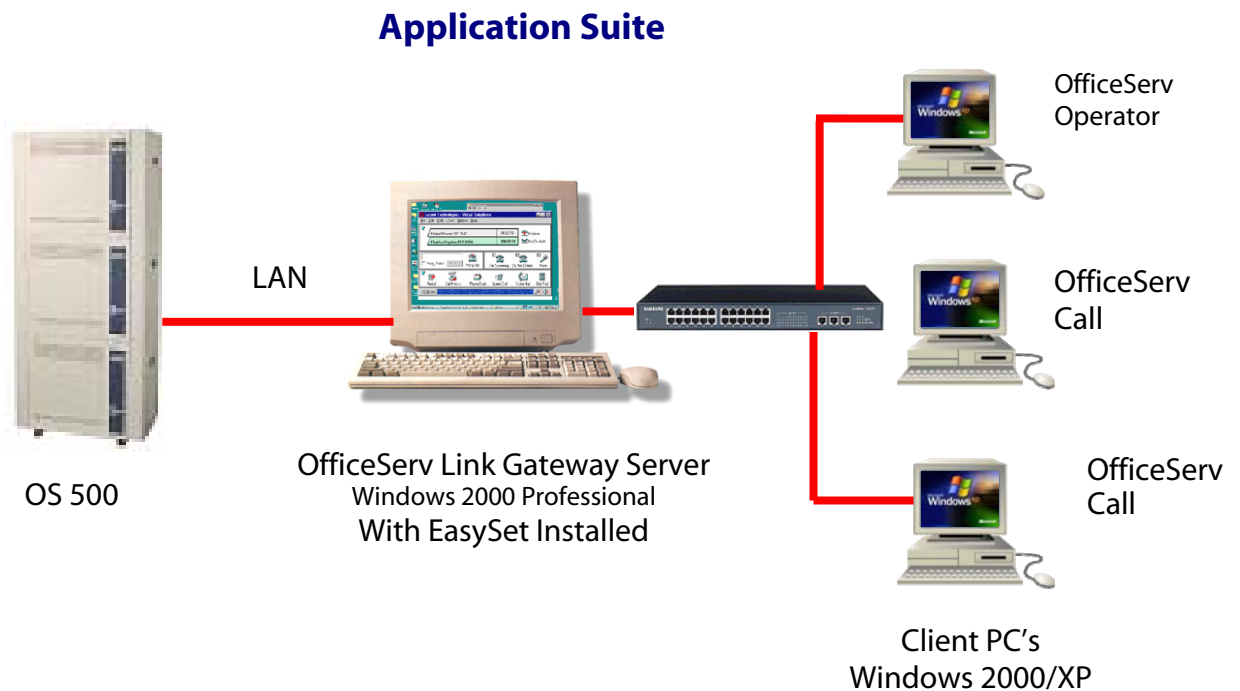
TYPICAL INSTALLATION

The OfficeServ Link application is installed on a Windows based PC connected to the local area network. This PC then acts as an application gateway server for the whole range of OfficeServ applications.

A typical installation is shown in the drawing below.

In this case OfficeServ Link and EasySet are both installed on the Link Gateway server. The OfficeServ Call and OfficeServ Operator application are installed on the client PC's.
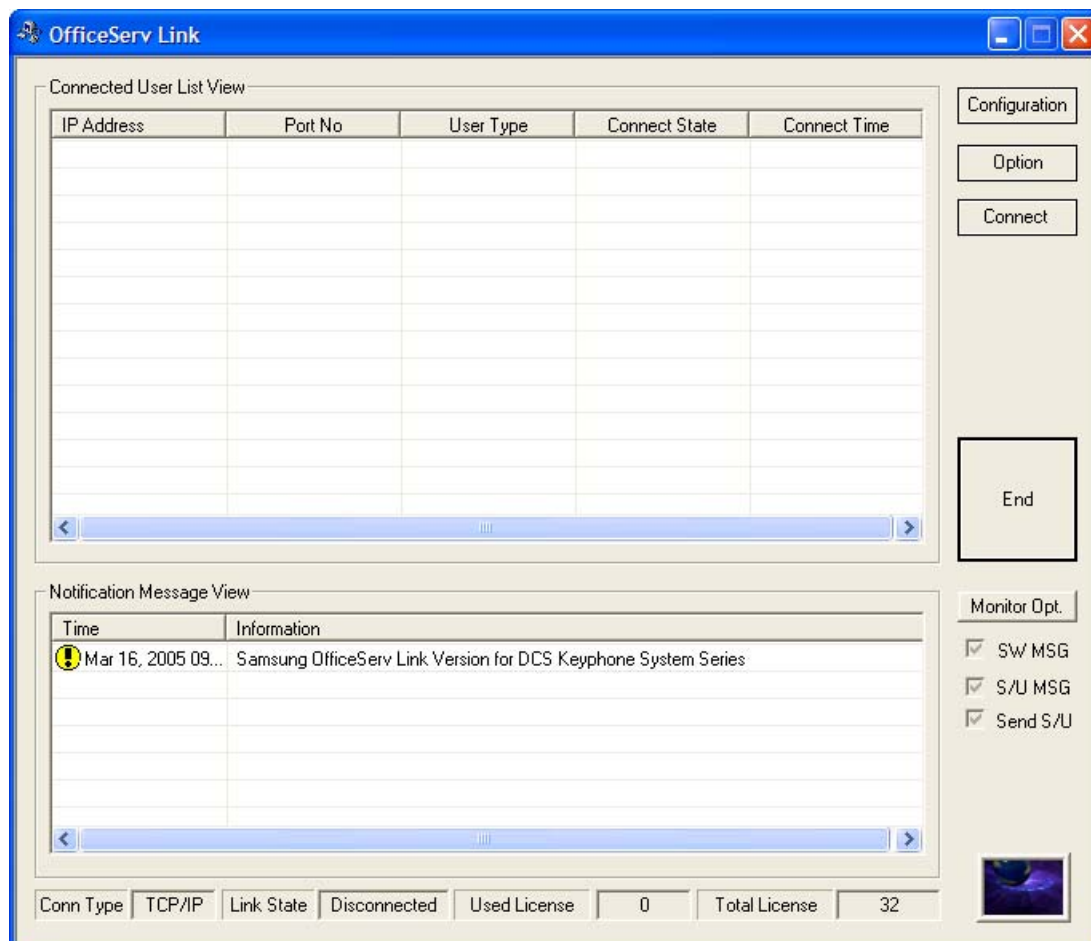
Application Suite

OfficeServ
Operator

LAN

OfficeServ
Call

OfficeServ Link Gateway Server
Windows 2000 Professional
With EasySet Installed

OS 500

OfficeServ
Call

Client PC's
Windows 2000/XP

The individual applications are described on the following individual sheets.

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OfficeServ Link

The OfficeServ Link application is a software application that links the Samsung iDCS or OfficeServ 7000 telephone systems to a Windows based computer.

The Link enables other software applications (both Samsung and third party) to interface with the Samsung iDCS or OfficeServ 7000 product line of telephone systems, and allows these applications to add additional functions and capabilities to the system.

The Link application includes a licensing module which must be used to register and authorize which applications are running on the system and number of users.

OfficeServ Link Screen

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OfficeServ DataView

The OfficeServ DataView application is a web-based tool designed to provide a powerful connection status monitoring and reporting package for the iDCS or OfficeServ key telephone systems.

DataView uses Internet Explorer to provide an intuitive interface to allow supervisors fast and easy access a wealth of information about phone system activity, both live and historical.

- Per System License Model
- Data stored in Microsoft Access database or SQL server
- Web-based client requires only Internet Explorer software
- Access to interface is through user accounts
    - Multilingual support per user account
- 47 statistical reports for trunk, station, voicemail, and automated attendant usage, as well as uniform call distribution and operator group statistics
    - All reports exported to Microsoft Excel with one click
    - Abandoned Call List displays details of each lost call
    - Station and trunk port statistics list all calls to or from specific station or trunk, including detailed call information
- 18 live monitors track trunk, station, UCD, operator and VM/AA activity
- Report scheduling for daily, weekly or monthly statistics
- Agent PC wallboard-style display with programmable alarm thresholds

OfficeServ DataView

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OfficeServ EasySet

The OfficeServ EasySet application is a management tool designed to give OfficeServ users a simple and friendly way to configure the features and button assignments of their Samsung digital telephone.

The application uses Internet Explorer to display a representation of the users' telephone. Using a set of intuitive actions the user can configure many of the options available. Including:

- o   Change name, password and lock status.
- o   Set call forwards and speed dial numbers
- o   Change volume settings
- o   Change time and date format
- o   Create and save a personal time schedule
- o   Set alarm calls and absence messages
- o   Review local call logs
- o   Change phone answer options

OfficeServ EasySet Screen
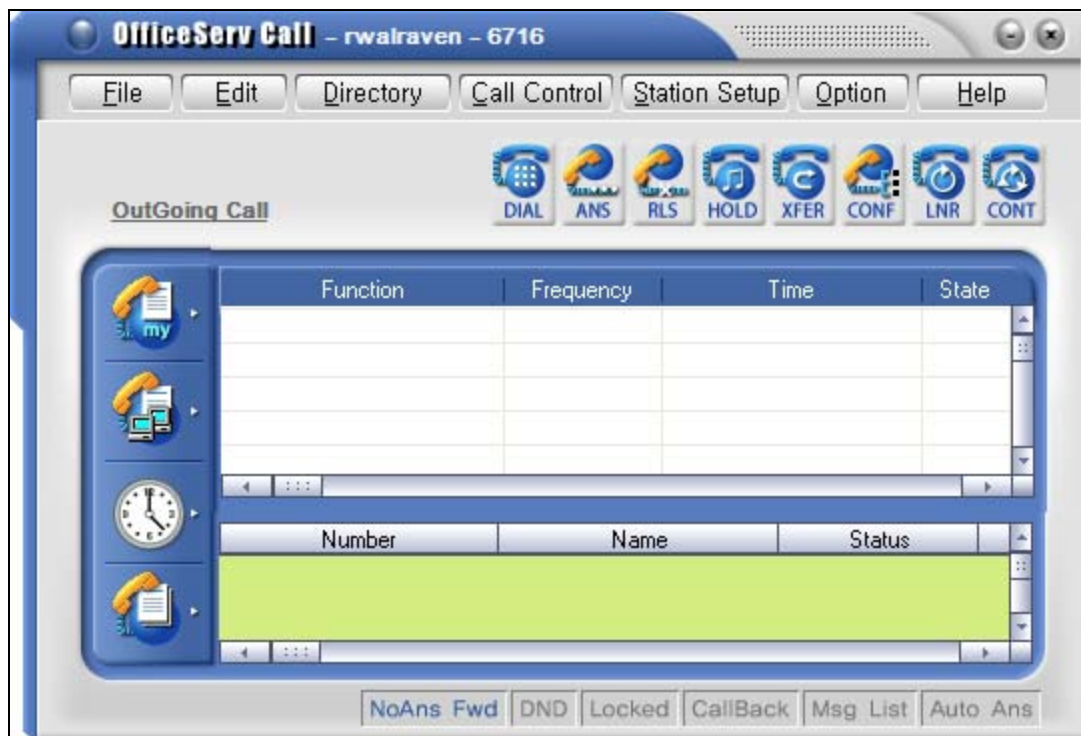
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OfficeServ Call

The OfficeServ Call application is a call manager application with support for contact management, scheduling and call logging.

It is designed to provide Samsung telephone users with a simple way to manage incoming and outgoing calls. It offers the ability to link to personal databases to store contact names and details as well as personal call history.

It also provides a number of simple management tools designed to give Samsung telephone users a simple and friendly way to use the advanced features of the telephone on a day to day basis.

The key features are:

  o   Telephone control, including "Do not Disturb", call forwarding, station lock and many others.
  o   Call control including, dialling from the PC, or from a contact record, screen popping an incoming call from the internal database or from Microsoft Outlook.
  o   A busy lamp view of the Samsung iDCS or OfficeServ 7000 systems, showing the current status of all devices in the telephone system.
  o   The ability to send text messages from the application to any other OfficeServ Call user.

OfficeServ Call Screen

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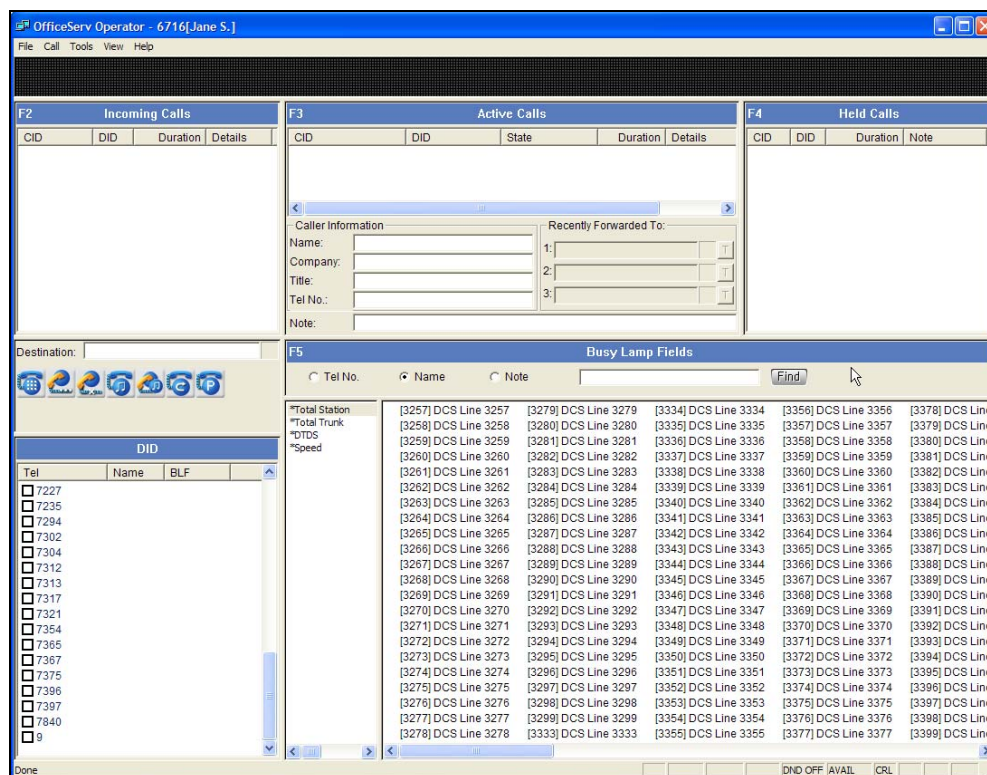
OfficeServ Operator

The OfficeServ Operator is a Windows based operators Console for the Samsung iDCS or OfficeServ 7000 range of products.

It provides a complete call control facility for operators and reception staff within the company, and provides an easy to use and intuitive interface for handling calls.

Multiple operators can be installed in a single node enterprise and individual operators can manage the whole telephone system or individual work groups if required.

The key features are as follows:

o Configurable Busy Lamp Fields which can show the whole company, or individual departments or work groups.
o Clear indication of Incoming calls, active calls and held calls.
o Mouse or Keyboard Operation, with "drag and drop" functionality.
o Easy to use buttons for advanced functions such as conference and paging.

OfficeServ Operator Screen

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Office*Serv* OpenTSP

The Samsung iDCS and Samsung OfficeServ 7000 product line of Telephone Systems provides connection to a Microsoft TAPI - compliant telephony application by means of the OfficeServ OpenTSP application.

This application connects to the Samsung Telephone System through the OfficeServ Link software and provides a TAPI data stream that can be used by third party software vendors, to provide additional applications to the iDCS and the OfficeServ 7000 telephone systems.

The key features are as follows:

- o Microsoft TAPI compliant Telephony Service Provider.
- o OpenTSP is supplied with advanced test and Debug tools to assist in the development and implementation of Third Party applications.
- o OpenTSP works together with Samsung OfficeServ applications connected to the same OfficeServ Telephone System.
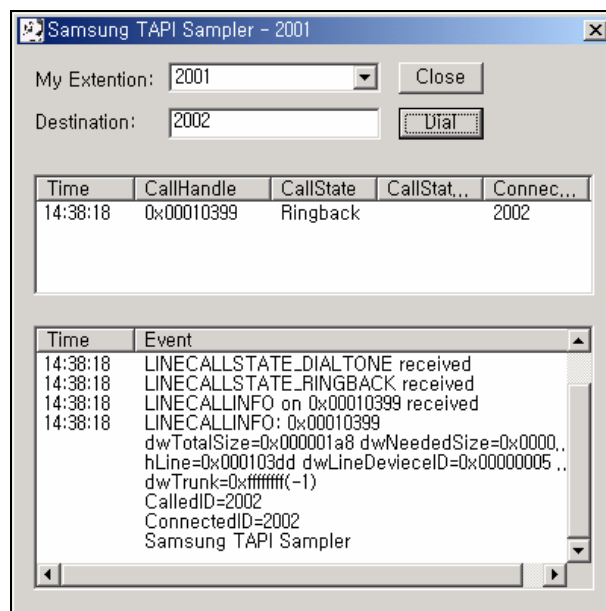
OfficeServ OpenTSP Sampler Screen

TECHNICAL REQUIREMENTS
for OfficeServ Link

iDCS and OfficeServ 7000 Key Telephone Requirements

The following table identifies the minimum connection and software requirements needed to connect the OfficeServ Link to the family of Key Telephone Systems.

System	Minimum Software Version	Connection Type
iDCS 100/500R1, iDCS 100 LE	Not Supported	Not Supported
OfficeServ 500	2.4x or higher	MCP2 LAN Interface
OfficeServ 100	2.4x or higher	SMCP1 LAN Interface
OfficeServ 7200	2.48 or higher	MCP with LAN Interface
OfficeServ 7400	3.31 or higher	MP40 with LAN Interface

OfficeServ Link Gateway PC Requirements

- o Microsoft Windows 2000 (Service Pack 2 or higher), Windows XP (Service Pack 1 or higher) operating system software
- o Pentium 4 1.6Ghz (or higher) microprocessor
- o 512Mb (or higher) RAM
- o 20Gb (or larger) Hard Disk Drive
- o CD-ROM
- o 10/100 Network Interface Card (NIC)
- o Standard VGA monitor, keyboard and mouse
- o TCP/IP configuration

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OfficeServ Softphone

Samsung OfficeServ Softphone is a software-based application that turns your computer into a full-featured Samsung IP telephone. It is installed directly onto your laptop or desktop PC running Microsoft Windows 2000 or XP operating system. Once a USB headset or a USB handset is connected; the Softphone delivers virtually identical functionality as the ITP-5112 L and ITP-5121D desktop ITP phones.

OfficeServ Softphone is ideal for telecommuter and mobile users. Remote workers can simply connect their laptop to the corporate network, snap in a USB headset, and function as if they were in their own office. They can place, receive, and handle calls on both the internal and external network, providing a truly portable and practical solution.

OfficeServ Softphone Skins

TECHNICAL REQUIREMENTS
for OfficeServ Softphone

iDCS and OfficeServ 7000 Key Telephone Requirements

The following table identifies the minimum connection and software requirements needed to connect the OfficeServ Softphone to the family of Key Telephone Systems.

Systems	Minimum Software Version	Connection Type
iDCS 100/500R1, iDCS 100 LE	Not Supported	Not Supported
OfficeServ 500	2.4x or higher	MCP2 LAN Interface
OfficeServ 100	2.4x or higher	SMCP1 LAN Interface
OfficeServ 7200	2.48 or higher	MCP with LAN Interface
OfficeServ 7400	3.31 or higher	MP40 with LAN Interface

OfficeServ Softphone PC Requirements

o   Microsoft Windows 2000 (Service Pack 2 or higher), Windows XP (Service Pack 1 or higher) operating system software
o   Pentium 4 1.6Ghz (or higher) microprocessor
o   512Mb (or higher) RAM
o   20Gb (or larger) Hard Disk Drive
o   CD-ROM
o   10/100 Network Interface Card (NIC)
o   Bi-Directional Sound Card
o   USB Headset or USB Handset
o   Standard VGA monitor, keyboard and mouse
o   TCP/IP configuration