



Enterprise IP Solutions

OfficeServ

Softphone User Manual

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INTRODUCTION

Conventions



CHECK

CHECKPOINT

Provides the operator with checkpoints for stable system operation.



NOTE

NOTE

Indicates additional information for reference.

Major Functions of OfficeServ Softphone

Speed Dial

AOM

CALL 1

CALL 2

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 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 automatic redial / retry, callback, or camp on function to connect to the called party once the destination is free.



Call Hold/Call Transfer



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

Conference/Group Conference



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

Call Forwarding



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

DND



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

Page



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

Boss/Secretary



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

Caller ID Display



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

OfficeServ Softphone Setup

Before Installation

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

System Requirements

Category	Specification
Operating System	Windows 2000 Series(Professional, Server, and Advanced Server) Windows XP Professional
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
Miscellaneous	USB Headset or handset recommended, 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 OfficeServ Softphone. A license number can be obtained from the Samsung dealer from whom OfficeServ Softphone was purchased. If a valid license number is not registered, OfficeServ Softphone 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 OfficeServ Softphone. Contact the OfficeServ phone system administrator to obtain the IP address of the OfficeServ phone system.

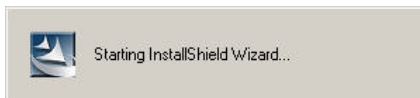
Obtain a Valid User ID and Password for OfficeServ Softphone

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, OfficeServ Softphone will not operate.

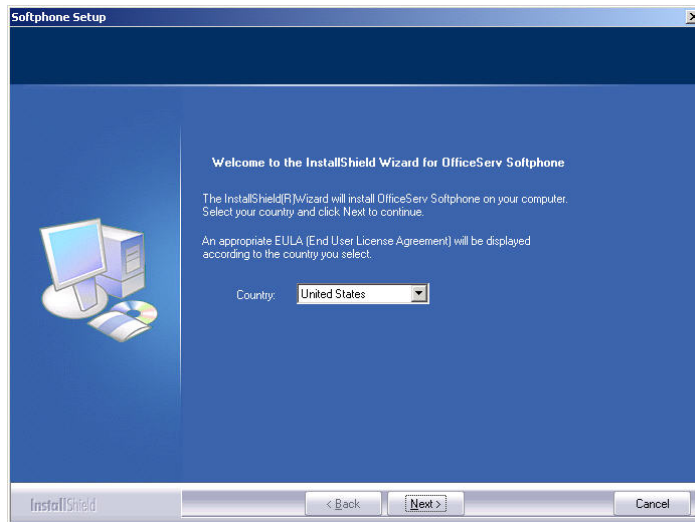
OfficeServ Softphone Program Installation

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

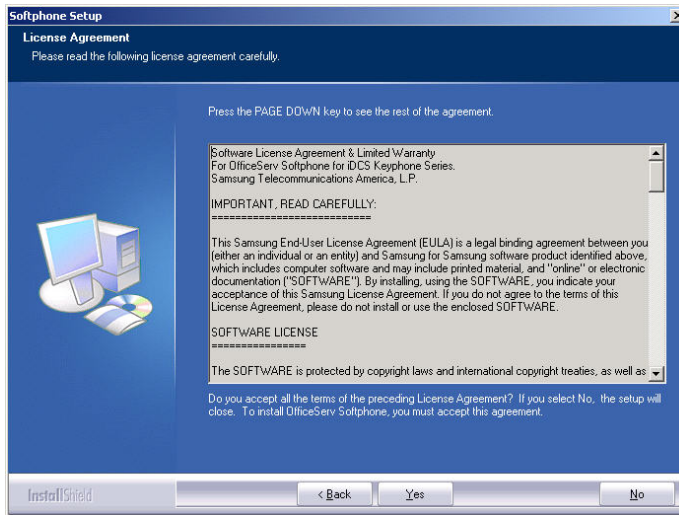
1. Obtain the OfficeServ Softphone installation program from the OfficeServ phone system administrator.
2. Double click the OfficeServ Softphone installation program file to start the InstallShield Wizard.



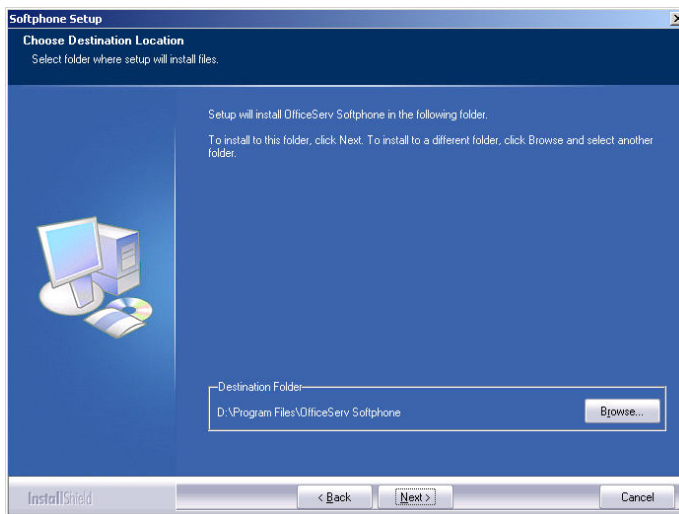
3. Select the correct country and choose **[Next]**



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



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

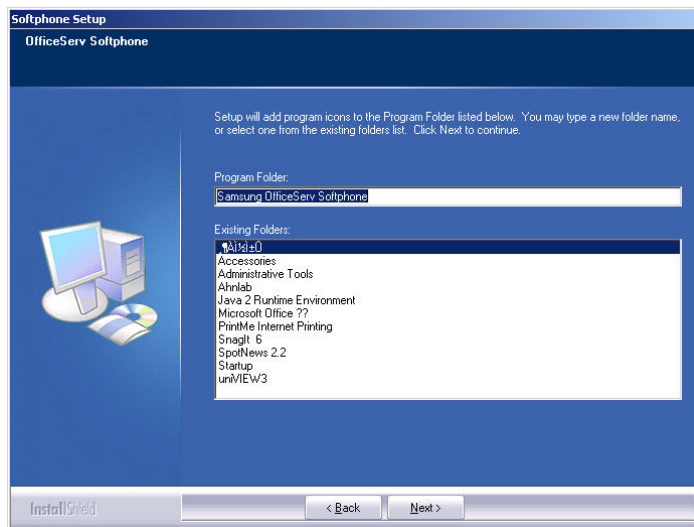


NOTE

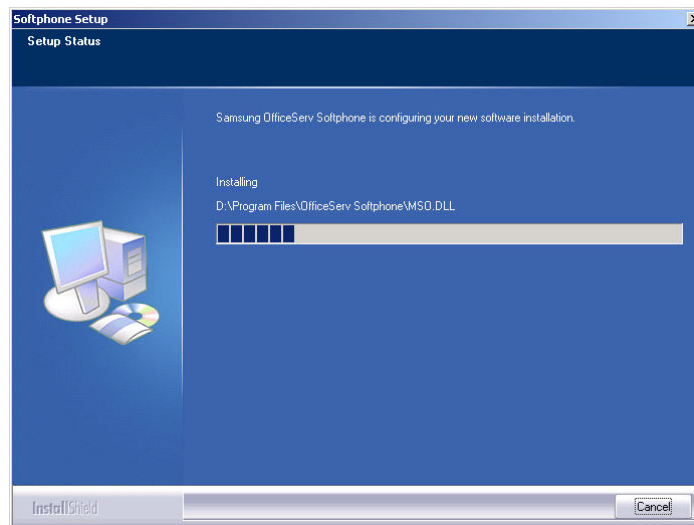
OfficeServ Softphone Program Installation Folder

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 **[Next]**

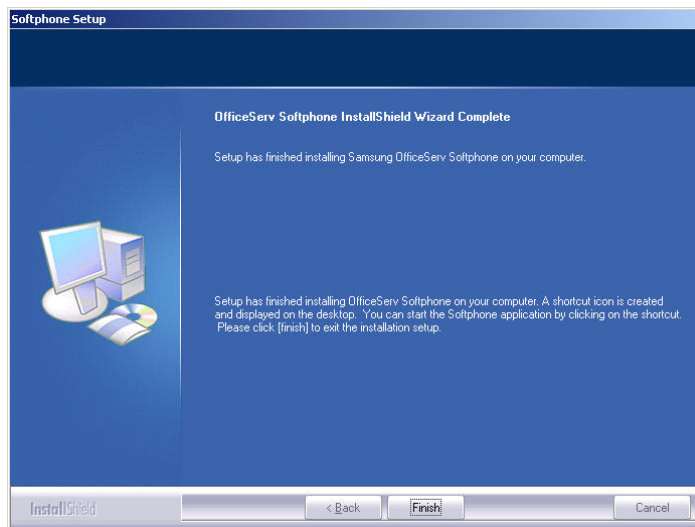


7. After clicking **[Next]** the installation process will begin.





8. Once setup has completed, click **[Finish]** 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 for the first time.

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



NOTE

Initial Configuration of OfficeServ Softphone

- When starting 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 OfficeServ Softphone.

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

- **MCP IP Address of System:** Enter the IP address of the OfficeServ system.
- **Device ID:** Enter the user ID for the OfficeServ Softphone.
- **Password:** Enter the password for the OfficeServ Softphone Device ID.

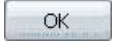




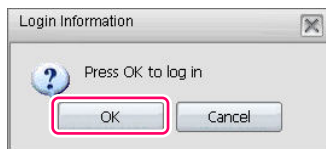
NOTE

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 .

8. Click **[OK]** to restart.



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

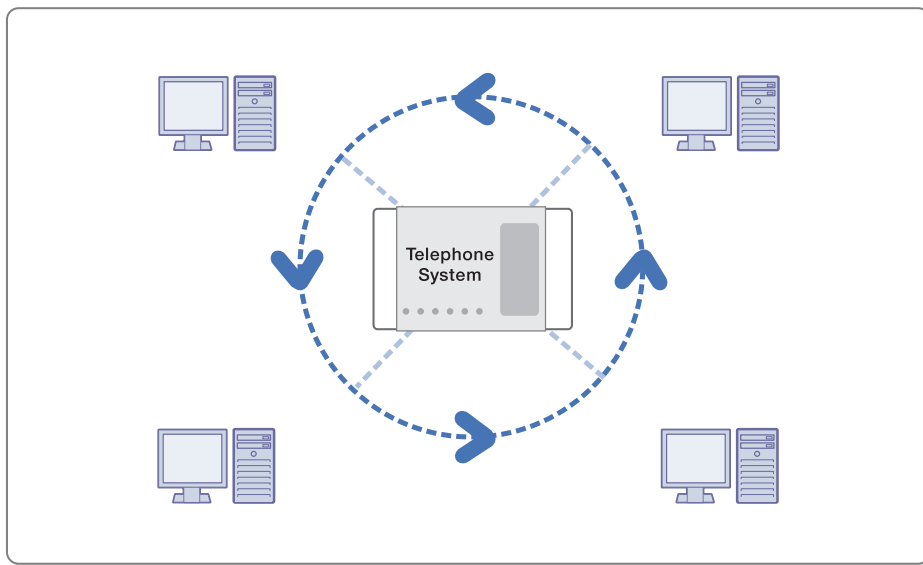
If a license error occurs after entering login information, it indicates a problem with the license entry in the OfficeServ phone system. Contact the phone system administrator to rectify this issue.

THINGS YOU SHOULD KNOW

Introduction to the OfficeServ Softphone

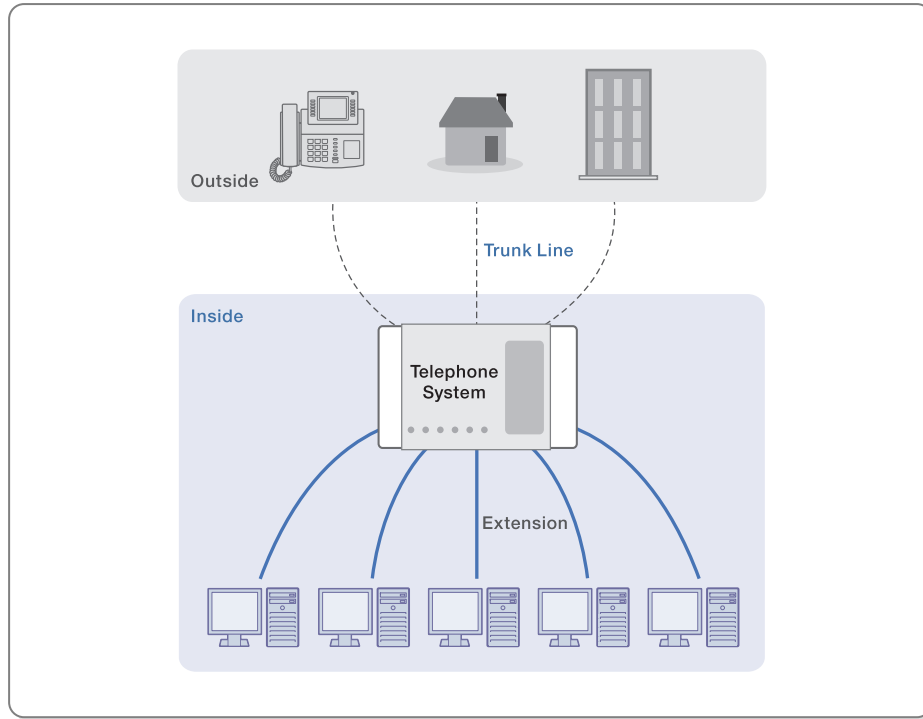
Intercom Calls

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.



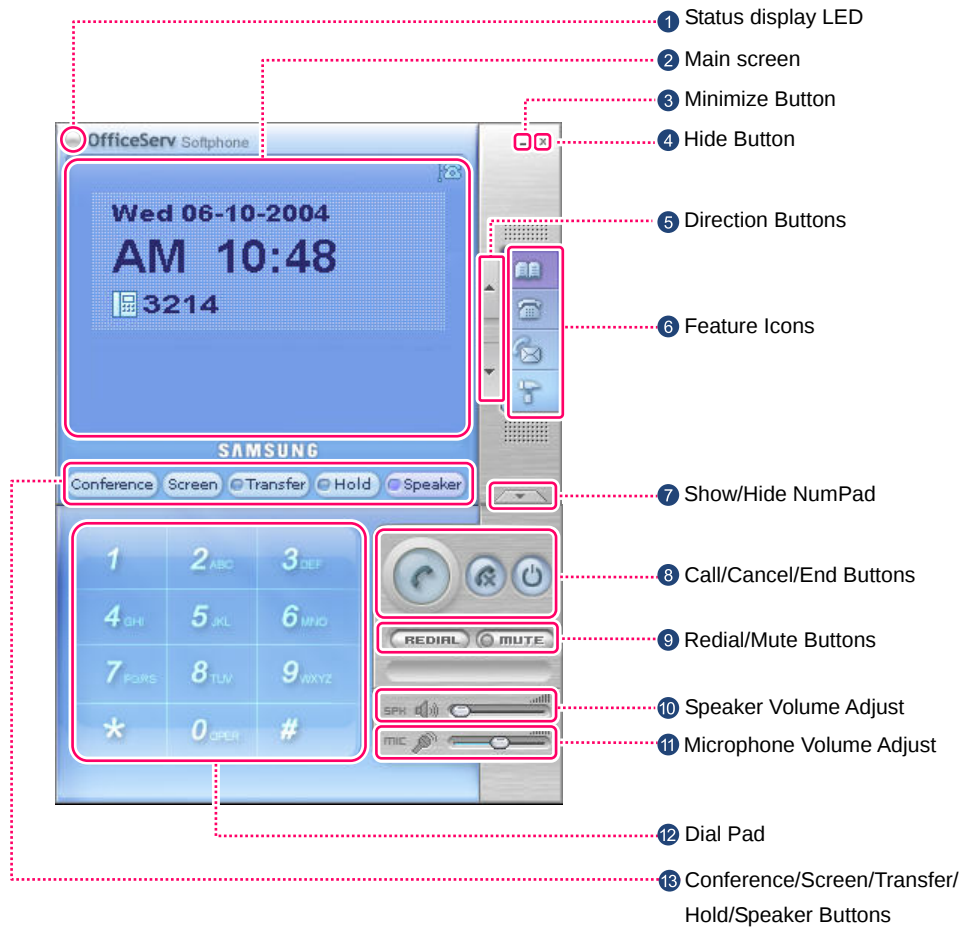
External Calls

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.



OfficeServ Softphone Windows

Main OfficeServ Softphone Window



THINGS YOU SHOULD KNOW

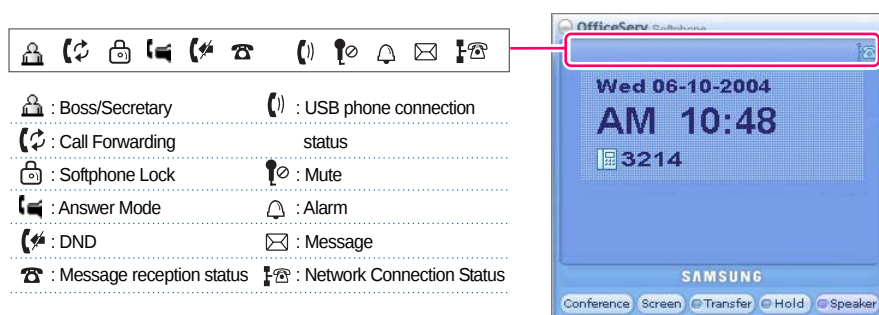
Windows Component Details

1 Status Display LED

This LED displays 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

- [Directory]: Opens the Personal Directory window.
- [Device Config.]: Opens the Device Configuration windows for setting preferences.
- [Message]: Opens the Message and Call Log window.
- [Option Config.]: Opens the Option Configuration window used to set environmental preferences for OfficeServ Softphone.

7 Show/Hide NumPad

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

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

- [Call]: This button is used to make or to 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 to 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 is identical to the dial pad on a normal keyset and is used in the same way.

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

- [Conference]: This button is to make 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 to answer a call.



AOM Window

The AOM window displays OfficeServ Softphone programmable buttons.

Users can display the AOM window by clicking **Screen** while in standby state or during a call. Click  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 **Screen** while in standby state or during a call to display the AOM window.
2. Press the desired programmable button from the AOM window.



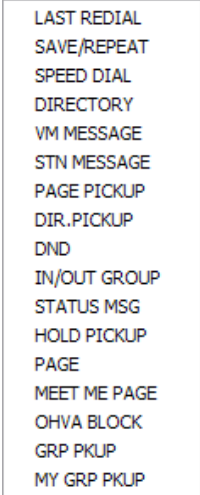
THINGS YOU SHOULD KNOW

Soft Menu

The Soft Menu displays frequently used features of OfficeServ Softphone.

Soft Menu in an idle state

To access the Soft Menu simply right click the main screen while 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

Soft Menu in a Busy Status

The figure below is an example of the Soft Menu displayed during a call.



Using the Soft Menu

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

Boss Status Display Window

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

This window can be opened by clicking

BOSS/SECR

My status - [Secretary]

Boss list

6742 6788

[Boss Status]

Phone

Name

Status

Etc 1.

Etc 2.

Call Message Status Setup Close



THINGS YOU SHOULD KNOW

Status Display LED



Item	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 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:

Softphone Open	(O)
Directory	(D)
Message	(M)
Forward	(F)
Device Config.	(C)
System Config.	(S)
Option	(P)
Audio Config.	(A)
RTCP Info.	(R)
Softphone Exit	(X)

Item	Description
Softphone Open (F)	Unhides the application window
Directory (A)	Opens the Directory window. For detailed information, refer to the 'Directory' section of the 'Menus' chapter of this guide.
Message (M)	Opens the message box and call history window. For detailed information, refer to the 'Message/Call Log' section of the 'Menus' chapter of this guide.
Forward (F)	Set 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'.
Device Config. (C)	Opens the Device Configuration window used to set personal settings such as wakeup call, alarm, and UI skin. For detailed information, refer to the 'Device Config. Tab' section of 'OfficeServ Softphone Option Settings' of 'Things you should know'.
System Config. (S)	Opens the System Configuration window 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'.
Option(O)	Opens the Options window 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'.
Audio Config (A)	Opens the audio configuration screen.
RTCP Info (R)	Opens RTCP packet monitoring screen.
Softphone Exit(X)	Closes the OfficeServ Softphone program.



THINGS YOU SHOULD KNOW

OfficeServ Softphone Option Settings

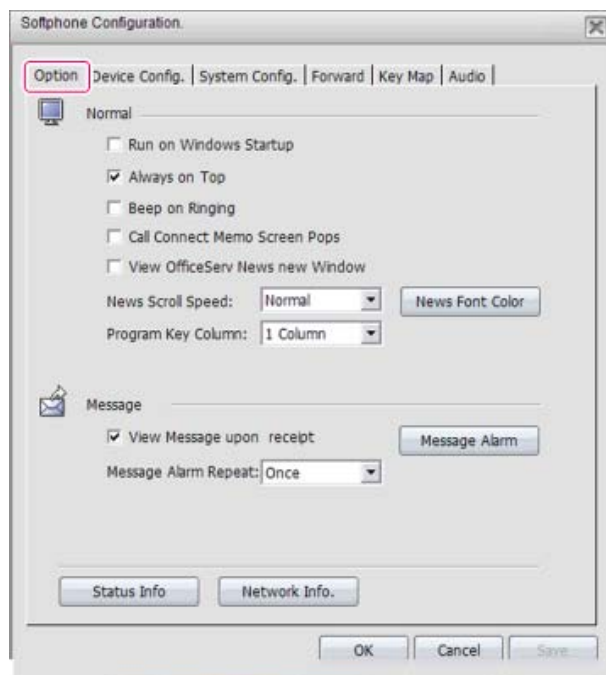
Option Tab

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

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



2. The [Option] tab of the Softphone Configuration window:



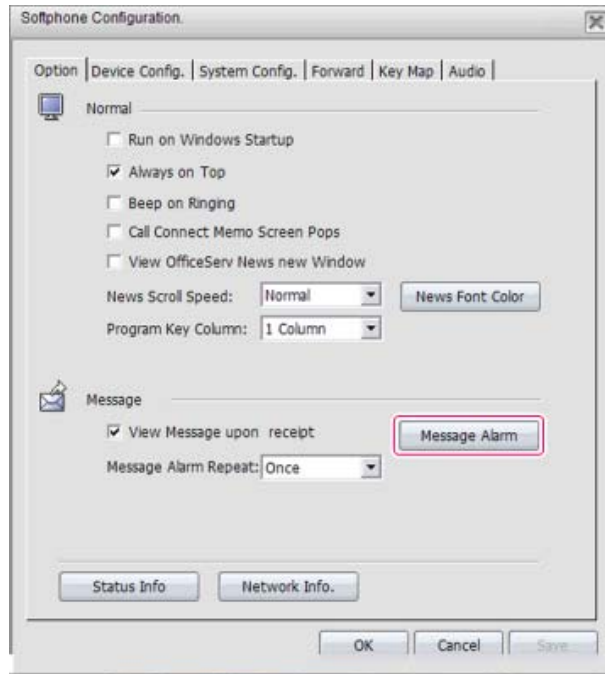
Item	Option	Description
Normal	Run on Windows Startup	Enables OfficeServ Softphone to run automatically when starting Windows.
	Always on Top	Enables the OfficeServ Softphone window to be always located above other programs.
	Beep on Ringing	Allows you to be notified by PC speaker beep when a call is connected or a new message arrives. This option a new call to 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.



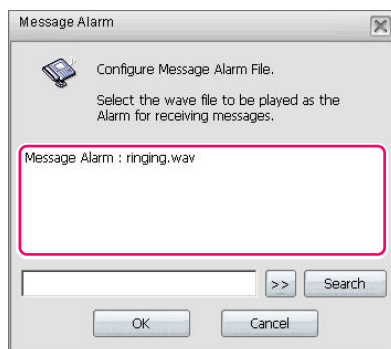
THINGS YOU SHOULD KNOW

Message Alarm

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



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

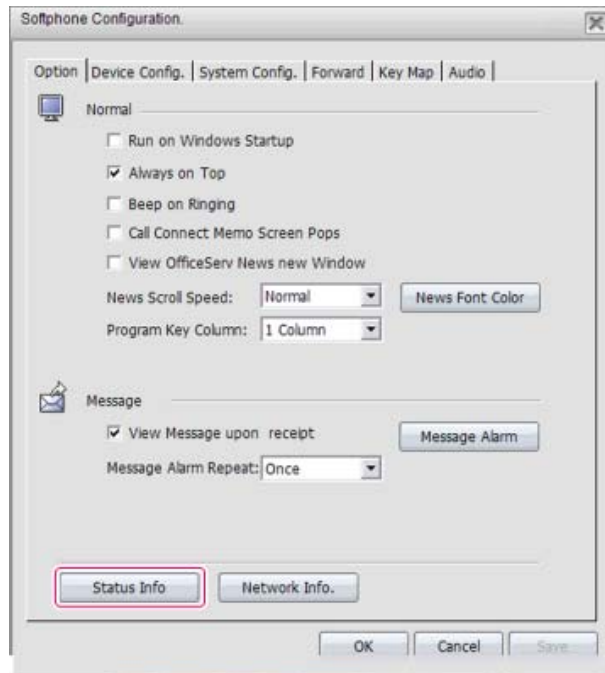


3. Click **>>** to listen to the wav file.

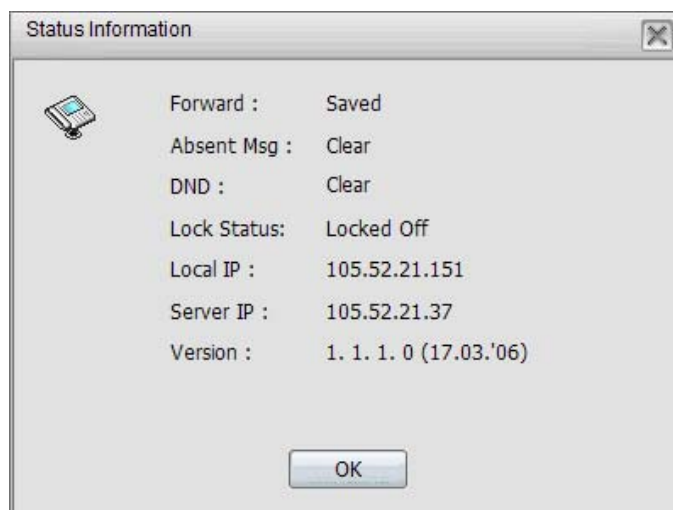
4. Click **OK**.

Status Info

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



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



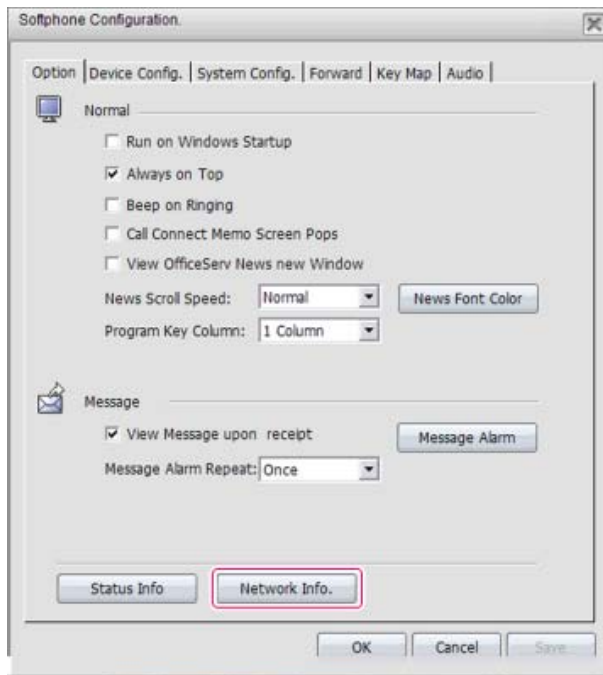
3. Click .



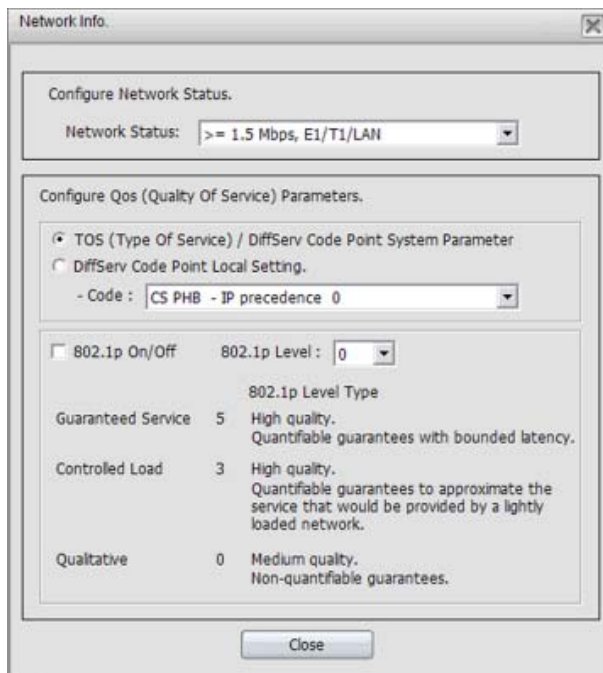
THINGS YOU SHOULD KNOW

Network Info

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



2. Configure the network type and QoS parameters.



Item	Option	Description
Configure Network Status	Network Status	Defines the amount of bandwidth available. This is to assist Softphone in self configuration of certain VoIP parameters. The available options, from slowest to fastest connection, are: - 64kbps, Dial-up - 128-768kbps, ADSL/Cable/ISDN - 768kbps-1.5Mbps, ADSL/Cable - = 1.5 Mbps, E1/T1/LAN
Configure QoS (Quality of Service) Parameters	TOS (Type Of Service) / DiffServ Settings	Defines whether Softphone should use the system's settings (Code Point System Parameter) or set its' own (Code Point Local Setting) If local settings are used, a Code must be chosen. Available codes, from lowest to highest priority, are: - CS PHB – IP Precedence 0 - CS PHB – IP Precedence 3 - CS PHB – IP Precedence 5 - AF1 PHB – IP Precedence 1: drop precedence high - AF2 PHB – IP Precedence 2: drop precedence high - AF3 PHB – IP Precedence 3: drop precedence high - AF4 PHB – IP Precedence 4: drop precedence high - EF PHB – IP Precedence 5: drop precedence high
	802.1p Settings	Enable or disable 802.1p packet tagging and set Priority Level. Available Levels, from lowest to highest priority, are: - 0 - 3 - 5



THINGS YOU SHOULD KNOW

Device Config. Tab

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

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



2. 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

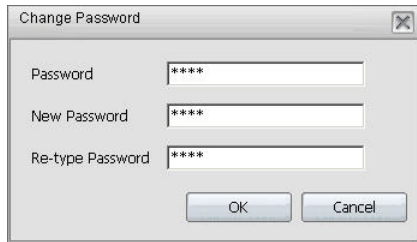
Change Password

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



THINGS YOU SHOULD KNOW

2. Enter the previous password and the new password.

A screenshot of a 'Change Password' dialog box. It has three input fields: 'Password' with four asterisks, 'New Password' with four asterisks, and 'Re-type Password' with four asterisks. At the bottom are 'OK' and 'Cancel' buttons.

Change Password

Password: ****

New Password: ****

Re-type Password: ****

OK Cancel

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

3. Click .



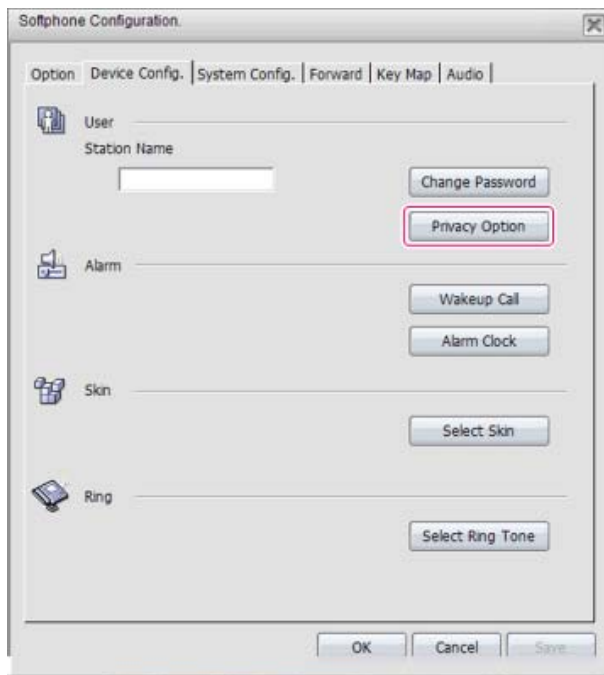
NOTE

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.



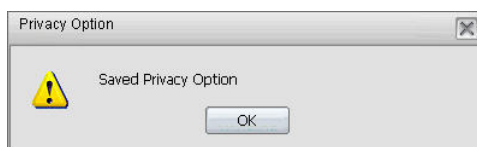
2. Enter the password and click **[OK]** button.



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



4. Click **[OK]**.



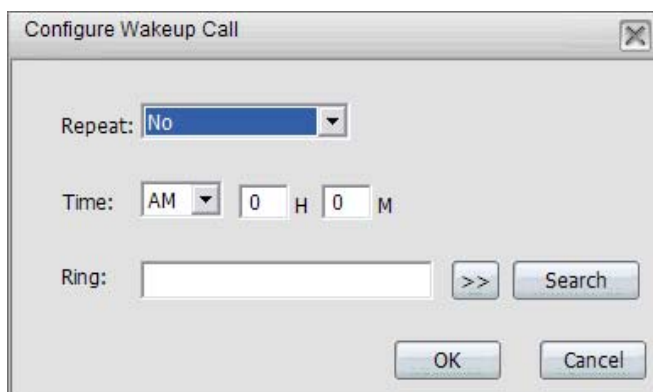
THINGS YOU SHOULD KNOW

Wakeup Call

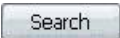
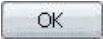
1. Click the **[Wakeup Call]** button of the **[Device Config.]** tab.



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  to select a wave file to be used as a wakeup call sound.
4. Click  to listen to the wav file.
5. Click .



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.



THINGS YOU SHOULD KNOW

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 to select a wave file to be used as an alarm sound.

4. Click to listen to the wav file beforehand.

5. Click .



NOTE

Setting Alarm

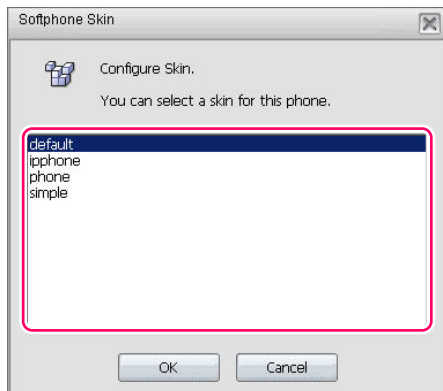
If an alarm timer set, an alarm rings and a message is displayed at the set time. If the ringing sound is not defined, only the message appears.

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..



THINGS YOU SHOULD KNOW

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

Default Skin Starting Window



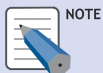
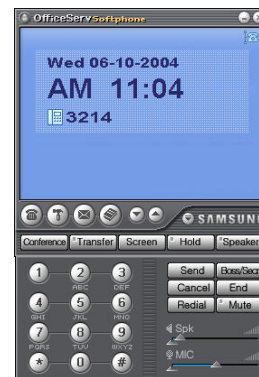
IP Phone Skin Starting Window



Phone Skin Starting Window



Simple Skin Starting window



NOTE

Skin Settings

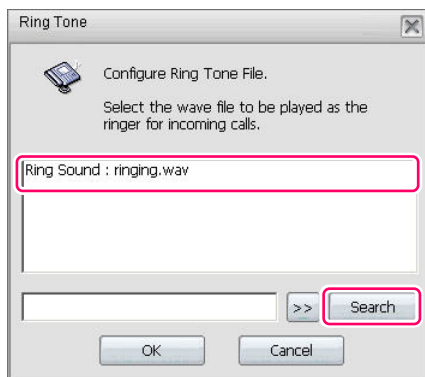
Changes in the skin are not applied until OfficeServ Softphone is restarted.

Select Ring Tone

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



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



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

4. Click **OK**.



THINGS YOU SHOULD KNOW

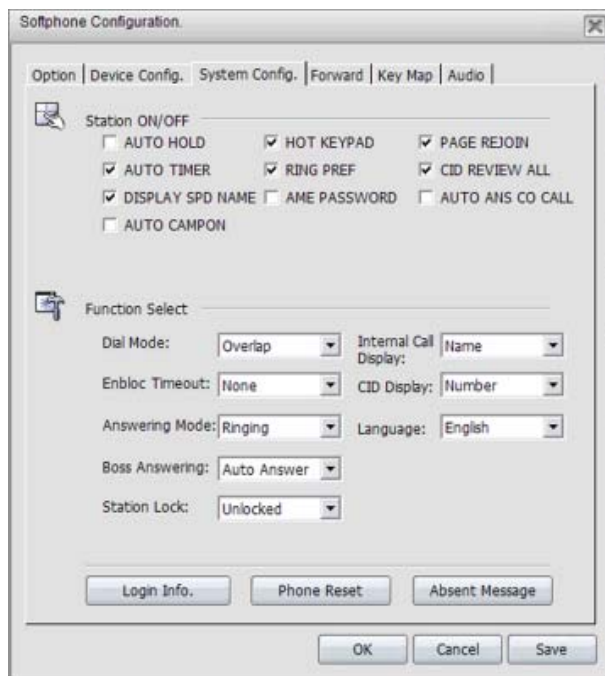
System Config. Tab

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

1. Click [Option Config.] () 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.

Preference	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 timer display options - ON: Timer will be displayed during outgoing calls. - OFF: Timer will not be displayed.
	DISPLAY SPD NAME	Determines 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	Enable 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 state of 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	Enable or disable 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	Enable or disable call cost display. - ON: Display call cost for outgoing calls. - OFF: Do not display call cost.
	CID REVIEW ALL	Sets 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.



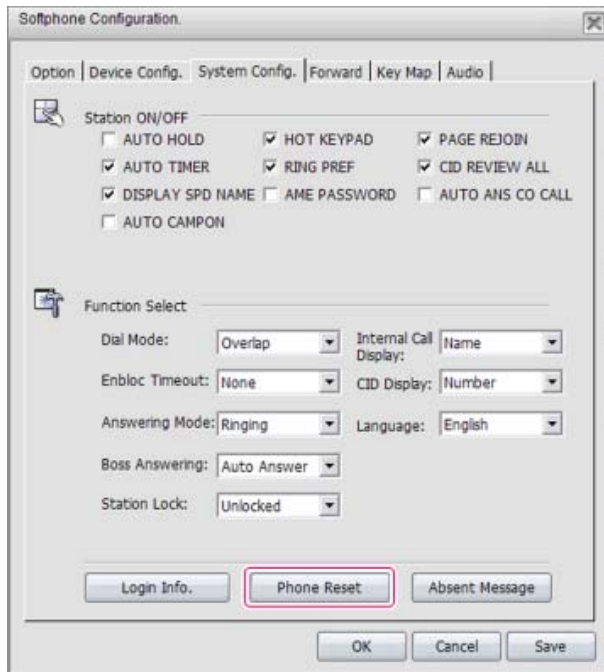
THINGS YOU SHOULD KNOW



Preference	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

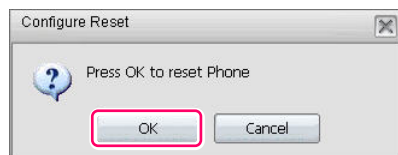
1. Click the **[Phone Reset]** button from the [System Config.] tab.



2. Enter the phone password.



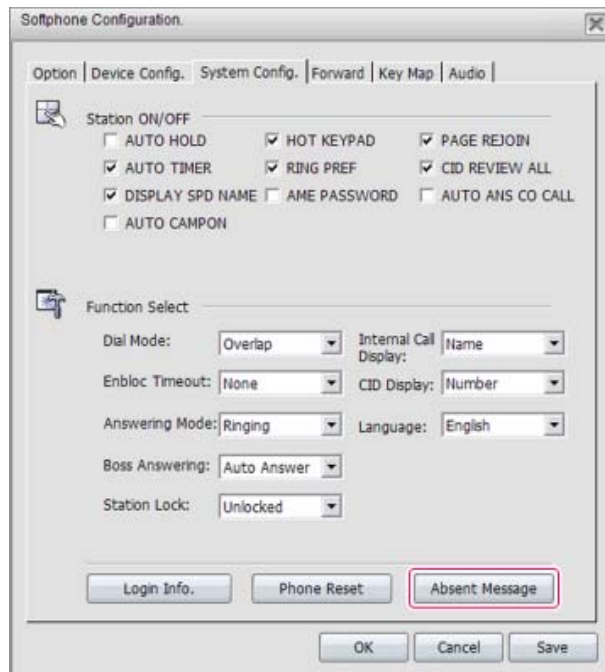
3. Click **[OK]**.
4. Click **[OK]** to initialize OfficeServ Softphone.



THINGS YOU SHOULD KNOW

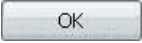
Absent Message

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



2. Select a message to be used.



3. Click .
4. Click  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.

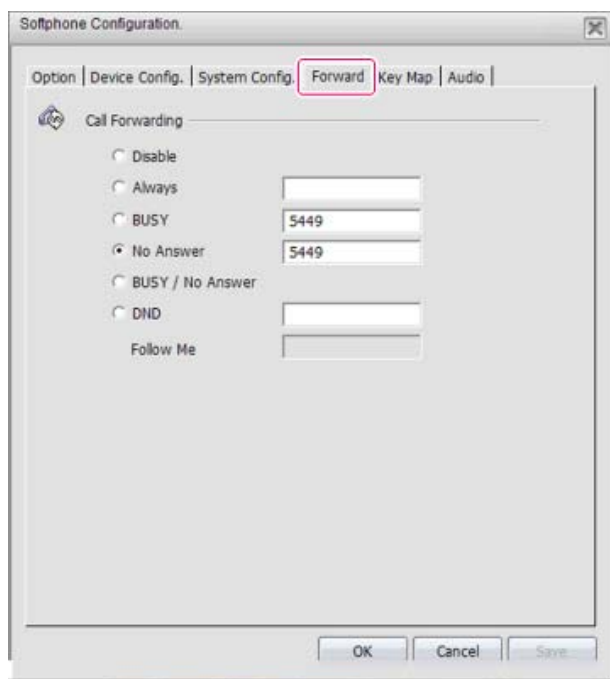
Forward Tab

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

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

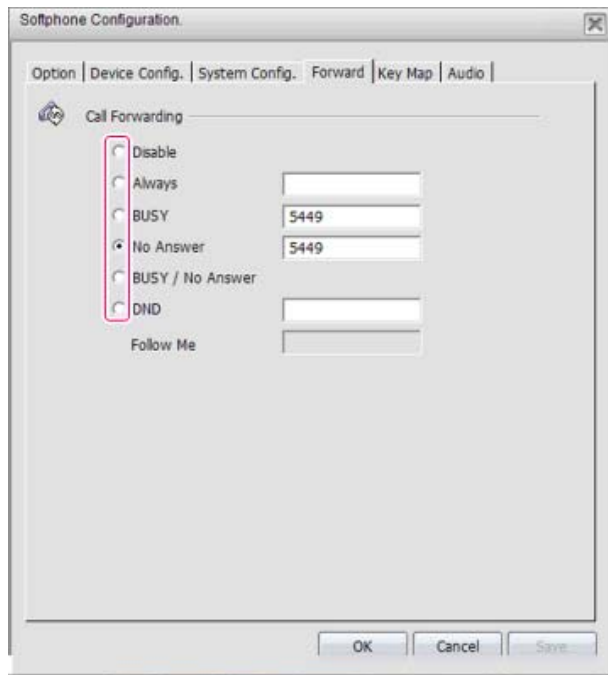


2. Select the **[Forward]** tab of the Softphone Configuration window.



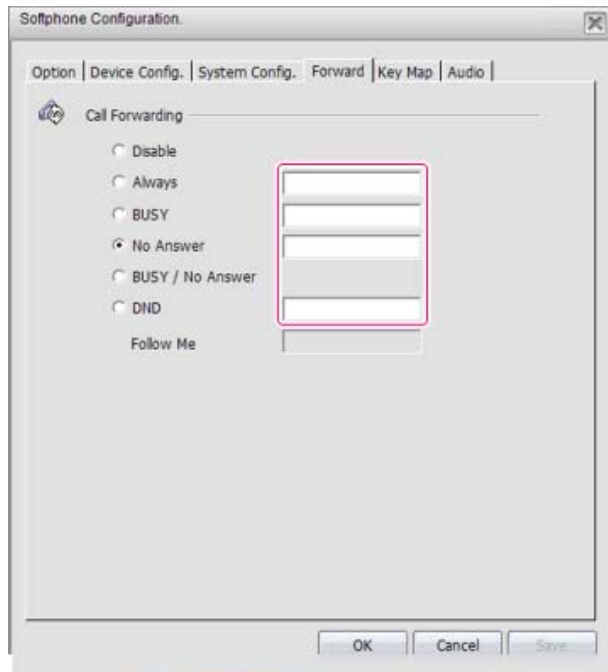
Preference	Option	Description
Call Forwarding	Disable	Calls will not forward.
	Always	Forward all calls immediately to the destination.
	BUSY	Forward calls immediately to the destination when Softphone is busy.
	No Answer	Forward calls to the destination if they are not answered.
	BUSY/No Answer	Forward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

3. Select a call forwarding type.



The image shows the 'Softphone Configuration' dialog box with the 'Forward' tab selected. Under the 'Call Forwarding' section, the 'No Answer' radio button is selected and highlighted with a red rectangle. To the right of the radio buttons are input fields for forwarding numbers: 'Always' is empty, 'BUSY' contains '5449', 'No Answer' contains '5449', 'BUSY / No Answer' is empty, and 'DND' is empty. The 'Follow Me' option is also present with an empty field. At the bottom are 'OK', 'Cancel', and 'Save' buttons.

4. Enter a call forwarding number.



The image shows the same 'Softphone Configuration' dialog box. In this step, the 'Always' radio button is selected and highlighted with a red rectangle. The input field for 'Always' is now highlighted with a red rectangle, indicating where to enter a call forwarding number. The other options and fields remain the same as in the previous step.

5. Click .



THINGS YOU SHOULD KNOW

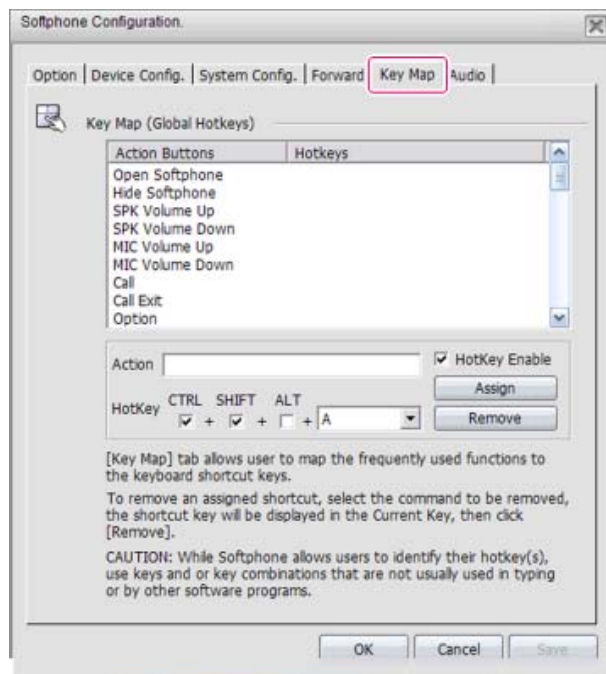
Key Map Tab

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

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

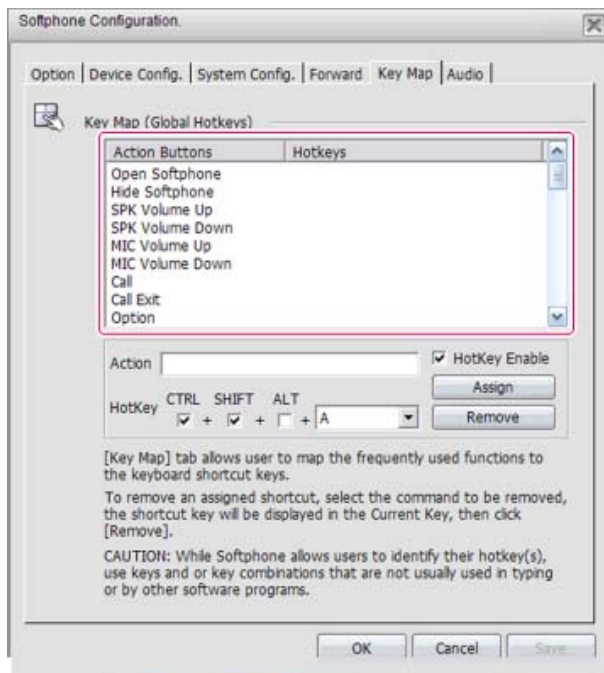


2. Click the [Key Map] tab of the Softphone Configuration window.

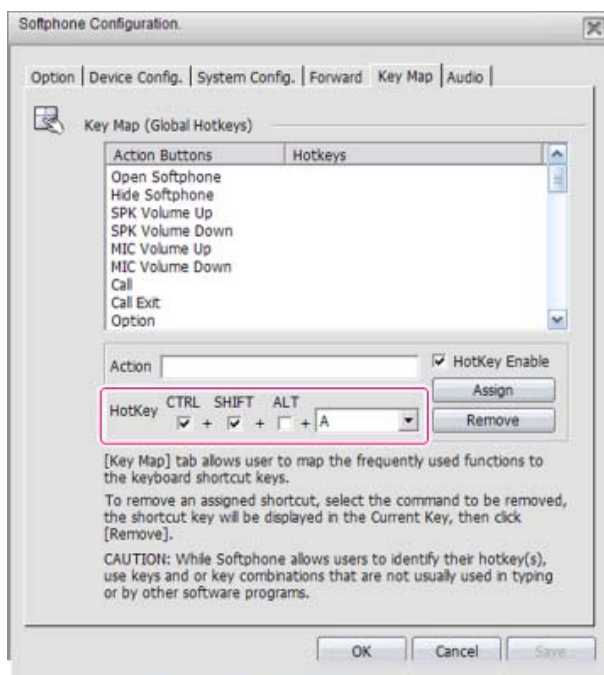


Key Mapping Setting

1. Select a function to bind a hotkey to.



2. Set the hotkey mapping.



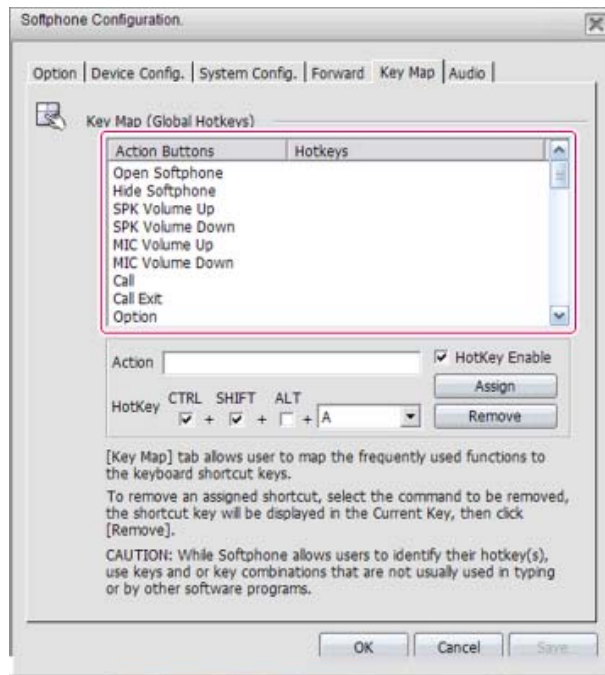
3. Click .



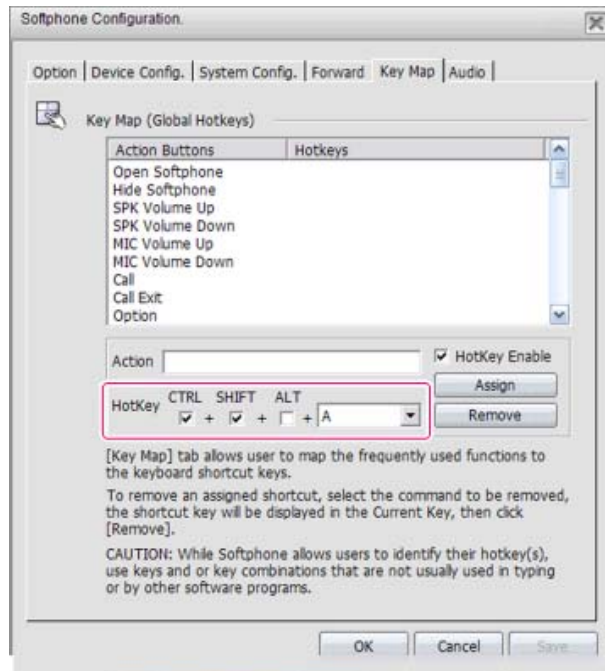
THINGS YOU SHOULD KNOW

Key Mapping Change

1. Select a hotkey to be changed.



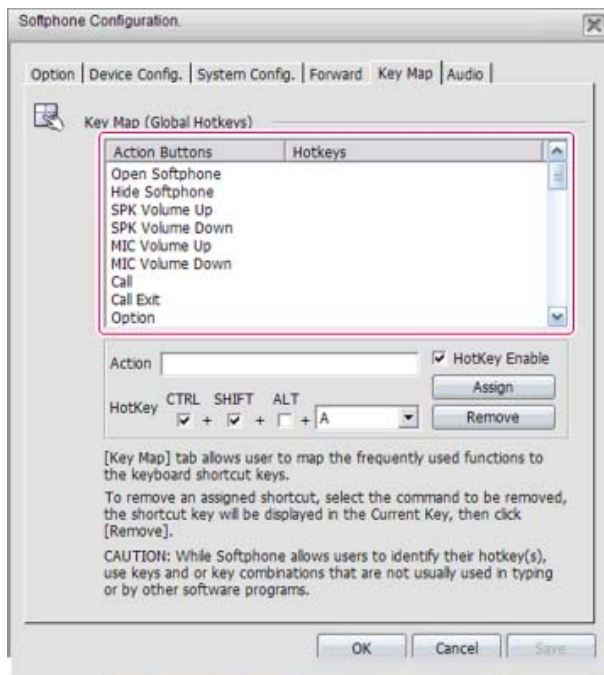
3. Set the new key mapping.



4. Click .

Key Mapping Deletion

1. Select a hotkey to unbind.



2. Click .



NOTE

Key Mapping Setting Item Application

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

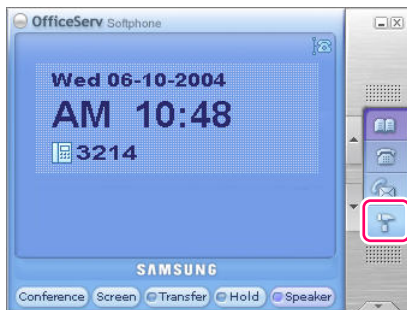


THINGS YOU SHOULD KNOW

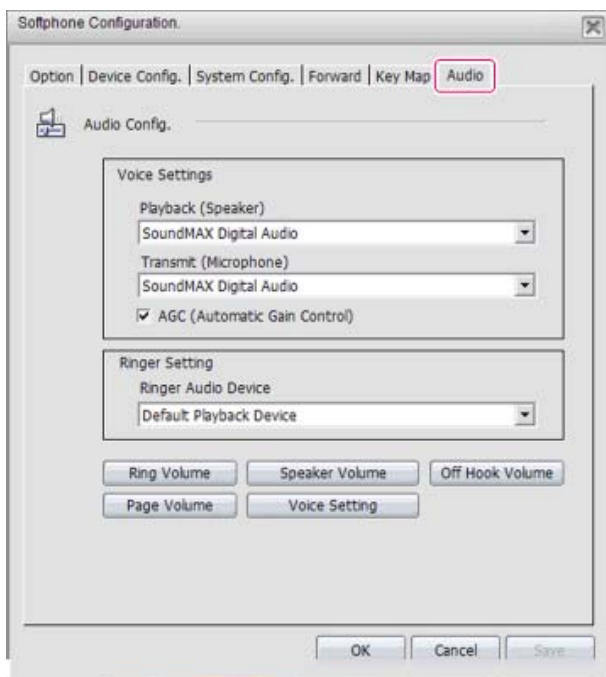
Audio Tab

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

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

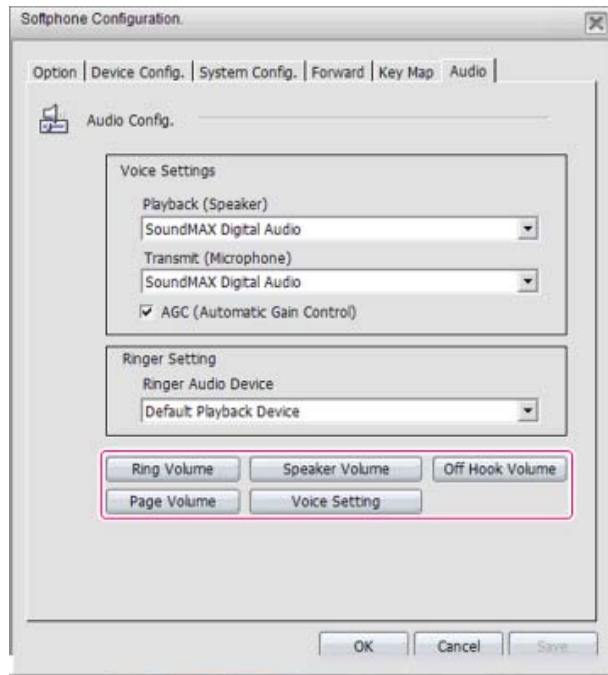


2. Click the [Audio] tab of the Softphone Configuration window.



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

3. Adjust 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



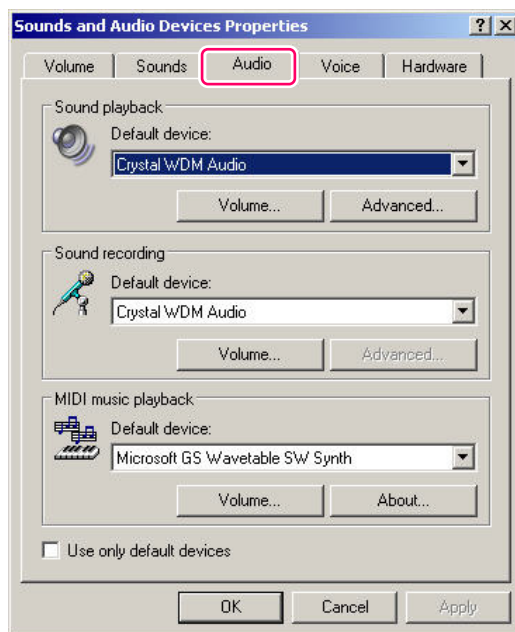
THINGS YOU SHOULD KNOW

Speaker and Microphone Setting (System Setting)

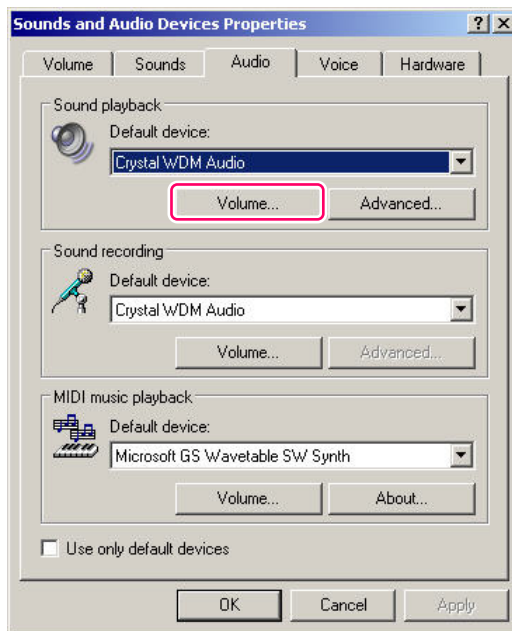
OfficeServ Softphone users can make or answer calls using the system speaker and microphone. This example shows how to set up the speaker and microphone in Windows XP.

Speaker Setting

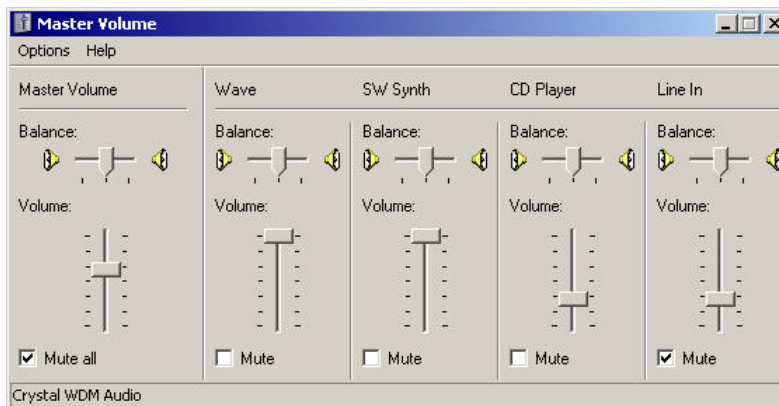
1. Click [Start] → [Settings] → [Control Panel] → [Sounds and Audio Devices] from the Windows desktop.
2. Select the **[Audio]** tab from Sound and Audio Devices Properties.



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

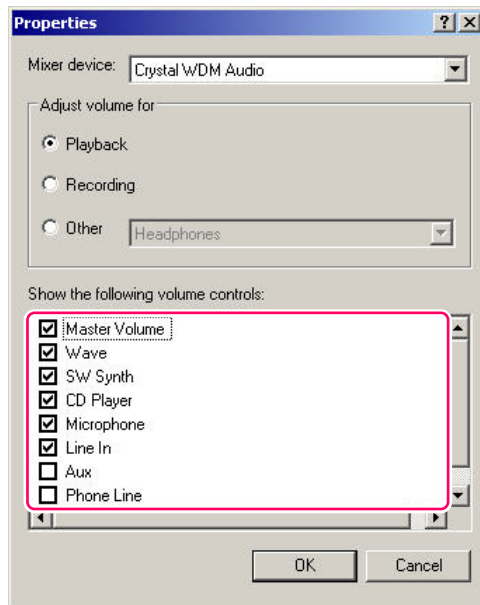


4. Select **[Options]** from the Master volume window.



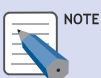
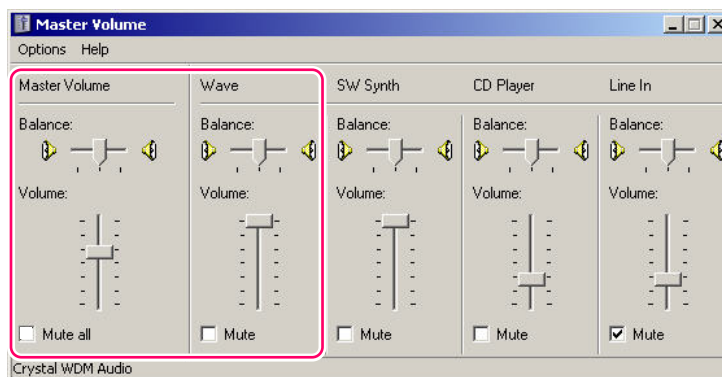
THINGS YOU SHOULD KNOW

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



6. Click .

7. Clear any Mute options checked for **'Volume Control'** and **'Wave'** and adjust the Volumes.

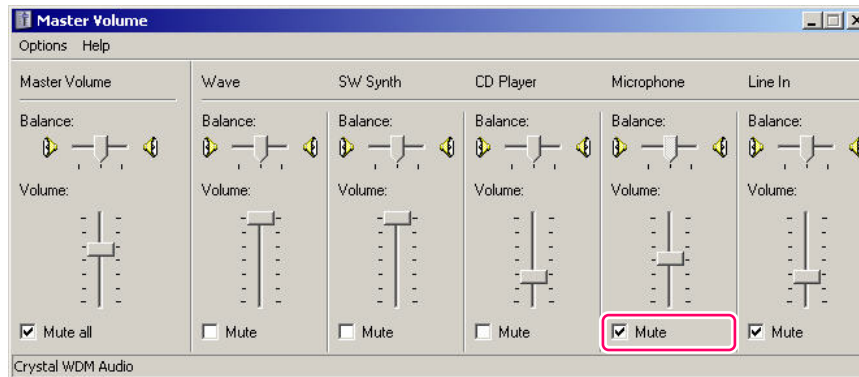


NOTE

Speaker Volume Control

The 'Master Volume' and 'Wave' 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

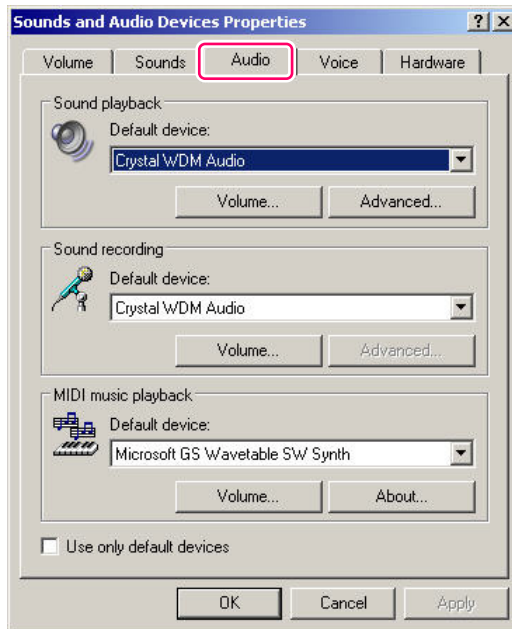
If the 'Mute' of 'Microphone' is not marked, voice can be heard through the speaker when speaking.



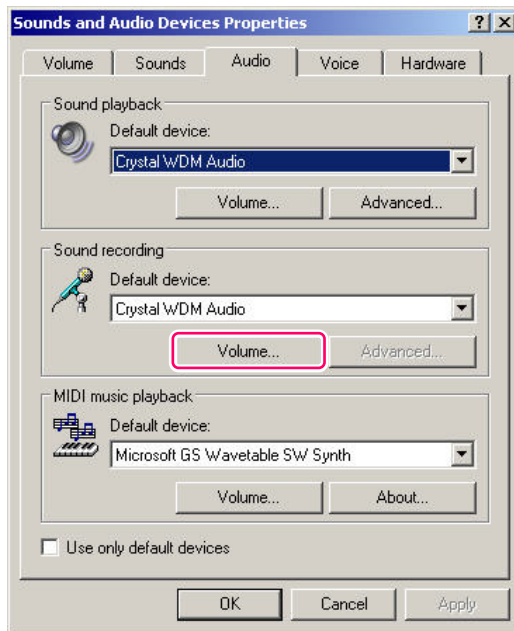
THINGS YOU SHOULD KNOW

Microphone Setting

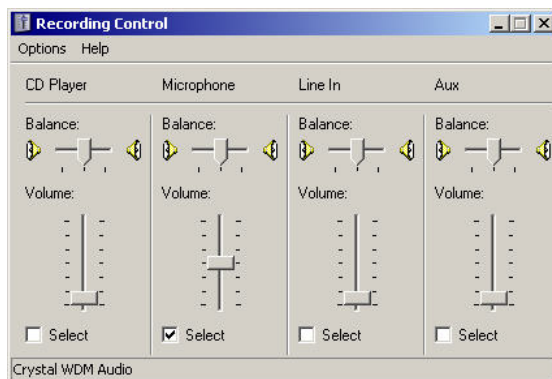
1. Click [Start] → [Settings] → [Control Panel] → [Sounds and Audio Devices]
2. Select the **[Audio]** tab from the Sound and Audio Devices Properties window.



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

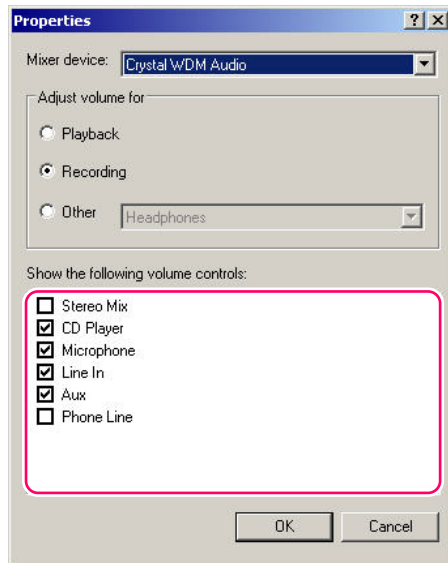


4. Select **[Options]** from the Recording Control window.



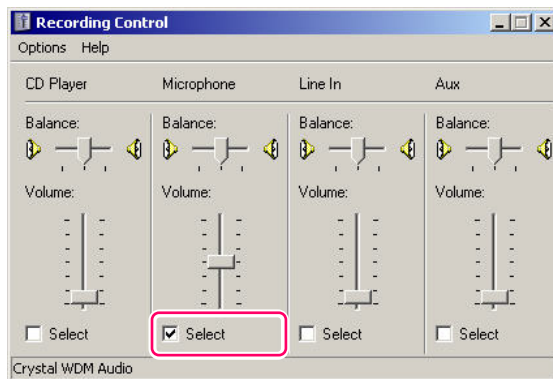
THINGS YOU SHOULD KNOW

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



6. Click .

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.

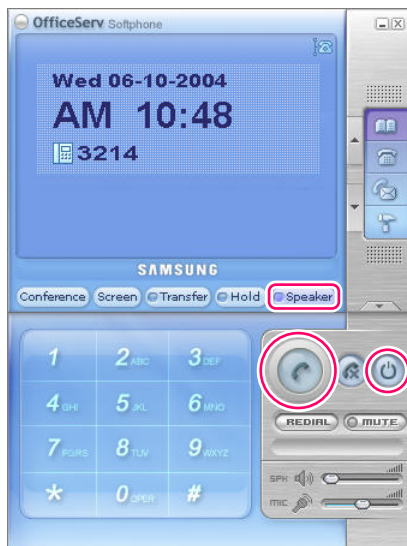
Category	Intercom Call	External Call
Functions	- Making an Intercom Call - Busy Station Callback - Camp On - Connecting to an Operator	- Making an External Call - Redial - Busy trunk line Callback - Redialing a trunk line - Park Orbit - Saving Phone Numbers - Making a Call to a Saved Phone Number
	-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

Making Calls

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

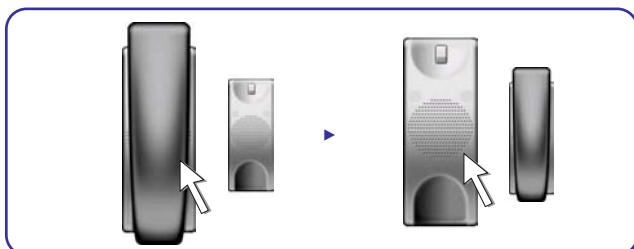
Making Calls Using the [Call], [Speaker], or [End] Button

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



Making Calls Using the Handset

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

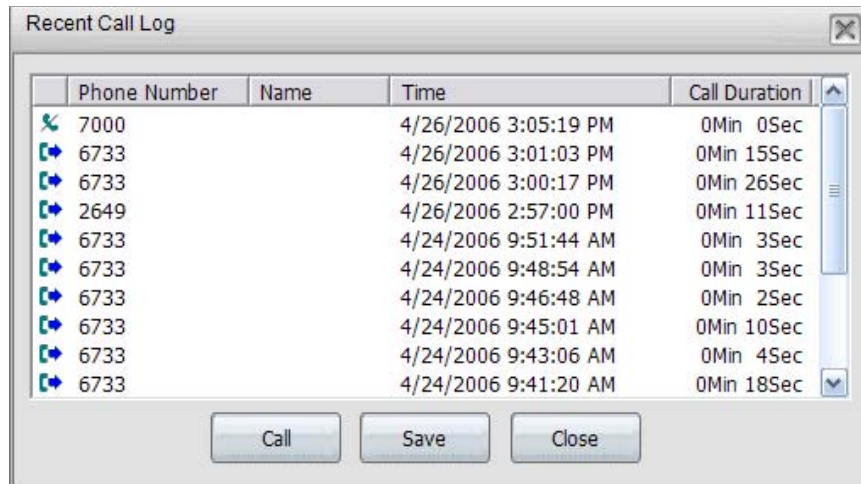


2. Click the [Call] button to make the call.



Making Calls Using Recent Call Log

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



Phone Number	Name	Time	Call Duration
7000		4/26/2006 3:05:19 PM	0Min 0Sec
6733		4/26/2006 3:01:03 PM	0Min 15Sec
6733		4/26/2006 3:00:17 PM	0Min 26Sec
2649		4/26/2006 2:57:00 PM	0Min 11Sec
6733		4/24/2006 9:51:44 AM	0Min 3Sec
6733		4/24/2006 9:48:54 AM	0Min 3Sec
6733		4/24/2006 9:46:48 AM	0Min 2Sec
6733		4/24/2006 9:45:01 AM	0Min 10Sec
6733		4/24/2006 9:43:06 AM	0Min 4Sec
6733		4/24/2006 9:41:20 AM	0Min 18Sec

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

Making Calls with Drag and Drop

Drag and drop a phone number to the main window of the Personal Directory or Call Log window by using the mouse to dial the phone number. Or, select a phone number from a web browser to drag and drop the phone number to the main screen of OfficeServ Softphone.



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 [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, dialling the phone number is all that is needed to make a call.
- For details on the dialling 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 **[CALLBACK]**.



2. A call back message is displayed.



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



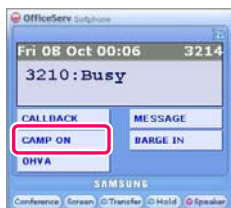
4. Click **[Call]** to dial back the called party.



MAKING A CALL

Camp On

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



1. When busy tone is received click **[CAMP ON]**.



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 **[0]** then **[Call]** to connect an in-house operator.

- OR -



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



Making an External Call

Follow the steps below to make an external call:



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



2. Click [Call].



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 [LAST REDIAL] from the Soft Menu.



2. Wait for the called party to answer.



NOTE

Overlap Dial Mode

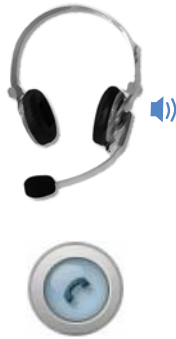
In Overlap Dial mode, click [Speaker] and select [LAST REDIAL].



MAKING A CALL

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 busy tone is received from an external call click **[RETRY]**.

2. The system automatically redials the number.

- While auto redial is active Softphone cannot be used for other calls.
- Click **[End]** button to cancel auto redial.

3. When the called party answers click **[Call]**.

- 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 when all trunk lines are busy.



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



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



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



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



5. Wait for the called party to answer.



MAKING A CALL

Reusing a CO Line

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



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



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

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 **[PARK]**.
 - 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 **[PARK]** from the AOM window, and then enter the corresponding orbit number to answer the parked call.



NOTE

'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 **[SAVE/REPEAT]** 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 **[SAVE/REPEAT]** to dial the saved number.
2. Wait for the called party to answer.



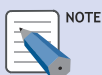
MAKING A CALL

Dialing the Most Recently Called Number

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



1. While idle, click **[Redial]**.
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.



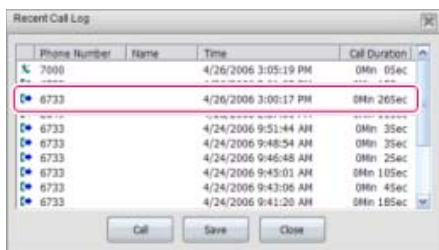
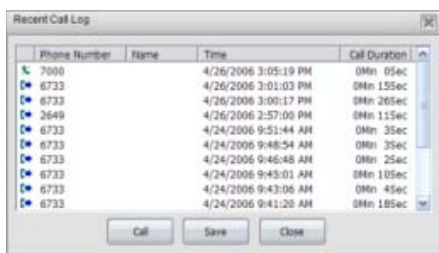
MAKING A CALL

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 **[Call]** 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 **[Call]**, or select a call record and press **[Enter]**, to make the call.



Making a Call Using a System Speed Dial

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

SPEED DIAL

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



2. Enter a system speed dial number.



3. Wait for the called party to answer.



MAKING A CALL

Making a Call Using a Directory Name

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

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

DIRECTORY

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



2. Select a directory type from the soft menu.



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



4. Wait for the called party to answer.



ANSWERING A CALL

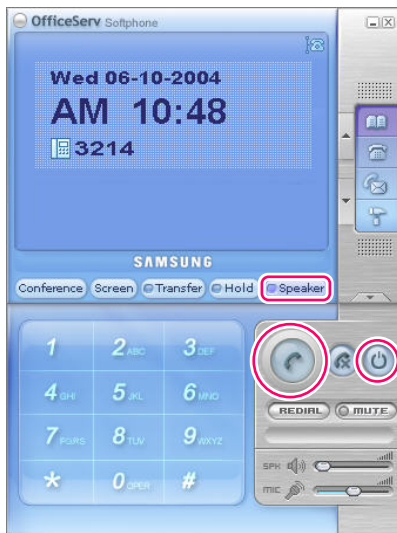
Category	Intercom Call	External call
Functions	- Answering an Intercom Call - Answering a Call in Auto Answer Mode - Answering a Call in OHVA Mode	- Answering an External call - Answering an External Call Using a Night Service Bell
	- Call pickup - Group call pickup - Answering a camp on call	

Answering Calls

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

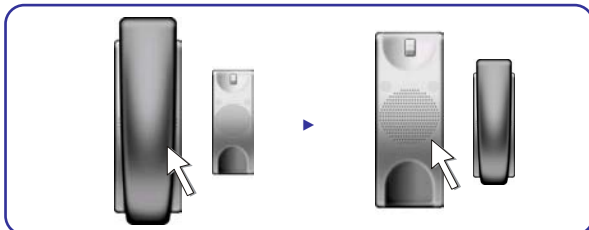
Answering Calls by Using the [Call], [Speaker], or [End] Button

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



Answering Calls by Using the Handset

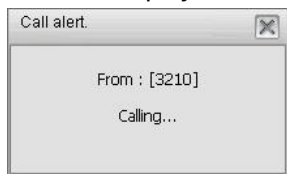
If a skin that has a handset window is used, click and lift the handset to answer a call. Click the place where the handset should be placed and replace the handset to end the call.



Answering Calls Using the Call Alert Window

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

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



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



Answering an Intercom Call

This function is used to answer an incoming intercom call.



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



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



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



ANSWERING A 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 **[Call]** 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. OfficeServ Softphone will ring and display a message that a call has arrived.



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



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

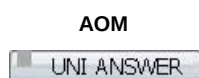


Answering an External Call Using a Night Service Bell

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 **[UNI ANSWER]** in the AOM window.



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



NOTE

Night Mode Setting

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



ANSWERING A CALL

Call Pickup

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



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



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



CONVENIENT FEATURES

Call Hold

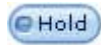
This function is used to place a caller on hold.



1. While in a call, press **[Hold]**.



2. The "On hold" message is displayed in the window.

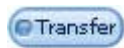


3. Click **[Hold]** or the blinking **[CALL]** key in the AOM window to reconnect to the held call.

Call Transfer

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

Unconditional (Blind) Call Transfer



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

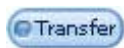


2. Enter the station number or CO line number to transfer the call to.



3. When ringback is heard, click **[End]** to complete the transfer

Conditional (Supervised) Call Transfer



1. Click **[Transfer]** 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 **[End]** 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 **[Mute]** during the call.



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

Conference Call

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

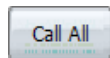
Group Conferencing



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



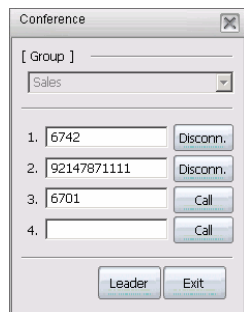
2. Entering the target phone numbers and check the **[Select]** box.



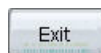
3. Click **[Call All]** to dial the entered numbers.



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



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



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



Individual Conference



1. During a call, click **[Conference]**.
2. Enter the phone number to be added to the conference.
3. When the other party answers, click **[Conference]** 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 **[Call]**.
2. Enter the destination phone number and click **[FORWARD ALL]**.



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 **[Call]**.



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

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 **[Call]**.



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



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 **[Call]**.



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

Clearing Call Forwarding

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



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



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



Follow Me Forwarding

This function is used to "pull" all calls from one station to another. Follow Me can only be set from another station, and causes calls to forward from this station to the other station.



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



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

Setting Do Not Disturb

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



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

Clearing DND Function

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



1. Click **[DND]** 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 **[PAGE]**.



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



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

External Page

This function is used to make an external page.



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



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



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



CONVENIENT FEATURES

All Page

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



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



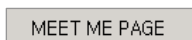
2. Select the all page zone **[*]** to make the page.



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

Meet Me Page

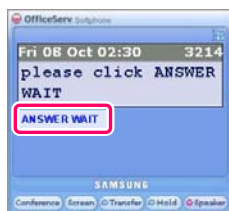
This function is used to page a user who has a transferred call waiting.



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



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



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



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



CONVENIENT FEATURES

Leaving a Message

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



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



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 **[MESSAGE]** 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 **[Boss/Secr]**.



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



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



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.



CONVENIENT FEATURES

Boss/Secretary Message

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



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

My status - [Boss]

Secretary list

3210 ...

Secretary Name :

[Boss Status]

Phone 3211

Name

Status IN THE ROOM

Etc 1.

Etc 2.

Send Message Setup Close

2. Click **[Message]**.

[Message]

☒ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

Send Save Close

3. Enter a message and click **[Save]**.

[Message]

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

☐ RETURN ON

Send Save Close

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



CONVENIENT FEATURES

Including/Excluding a Group

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

Logging in to 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]**.



CONVENIENT FEATURES

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. Whenf another caller ID is savedit 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.



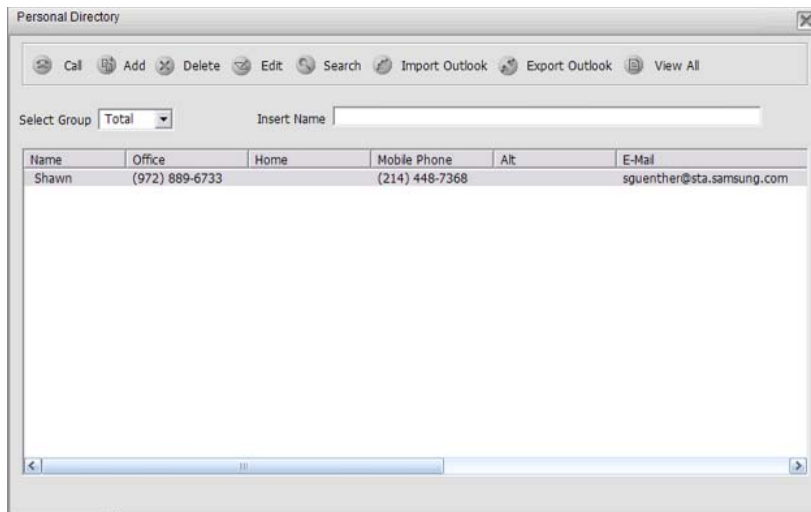
1. During a call, click **[SAVE/STORE]**.
 - The speed dial number where the caller ID is saved will be displayed in the window.



MENUS

Directory

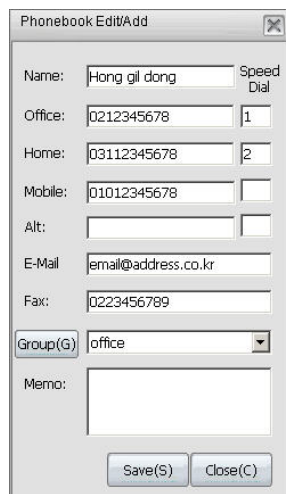
Click the **[Directory]** icon() to display the Directory window:



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  Add from the Directory 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: jemail@address.co.kr

Fax: 0223456789

Group(G): office

Memo:

Save(S) Close(C)

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



The 'Group Add/Delete' dialog box contains a table with two columns: 'ID' and 'Group'. The first row shows '3' in the ID column and 'office' in the Group column. Below the table, there is a 'Group Name' label and a text input field containing 'friend', which is highlighted with a red rectangle. To the right of the input field are three buttons: 'Add(A)', 'Delete(D)', and 'Cancel(C)'.

ID	Group
3	office

Group Name:

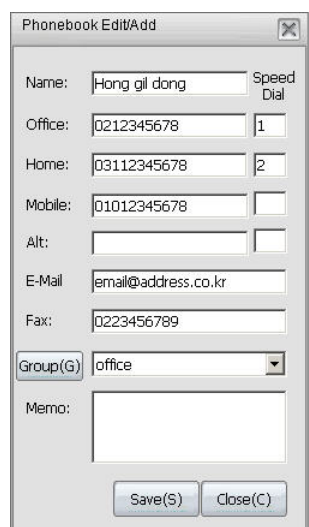
Add(A) Delete(D) Cancel(C)

6. Click **Add(A)** to register the group.

Modifying Directory 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.



The 'Phonebook Edit/Add' dialog box contains several input fields and a dropdown menu. The fields are: Name (Hong gil dong), Office (0212345678), Home (03112345678), Mobile (01012345678), Alt (empty), E-Mail (email@address.co.kr), and Fax (0223456789). To the right of the Office, Home, and Mobile fields is a 'Speed Dial' column with values 1, 2, and empty respectively. Below these fields is a 'Group(G)' dropdown menu currently set to 'office'. At the bottom is a 'Memo' text area. At the very bottom are 'Save(S)' and 'Close(C)' buttons.

Name: Speed Dial

Office: 1

Home: 2

Mobile:

Alt:

E-Mail:

Fax:

Group(G):

Memo:

Save(S) Close(C)

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

Deleting Phone Numbers

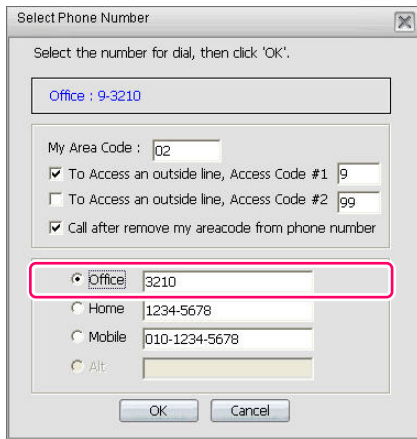
This function is used to delete a Directory profile.

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

Making a Call Using the Directory

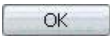
This function allows you to make a call using the Directory menu.

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



The 'Select Phone Number' dialog box contains the following elements:

- Title bar: Select Phone Number
- Instruction: Select the number for dial, then click 'OK'.
- Text field: Office : 9-3210
- My Area Code : 02
- Checkboxes:
 - ☒ To Access an outside line, Access Code #1 9
 - ☐ To Access an outside line, Access Code #2 99
 - ☒ Call after remove my areacode from phone number
- Radio buttons for selection:
 - ☒ Office: 3210 (highlighted with a red box)
 - ☐ Home: 1234-5678
 - ☐ Mobile: 010-1234-5678
 - ☐ Alt:
- Buttons: OK, Cancel

3. Modify the phone number is 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.

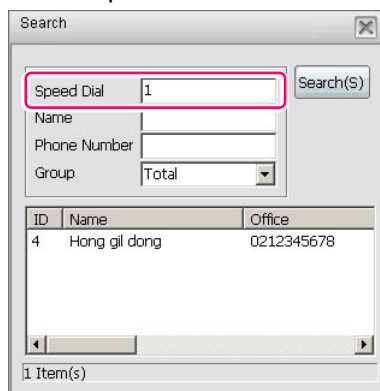


MENUS

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).

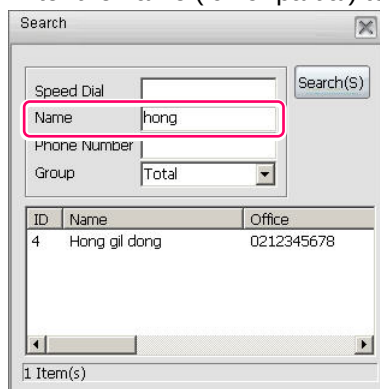


The screenshot shows the 'Search' dialog box. The 'Speed Dial' field is highlighted with a red rectangle and contains the value '1'. The 'Search(S)' button is visible. Below the input fields is a table with the following data:

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).

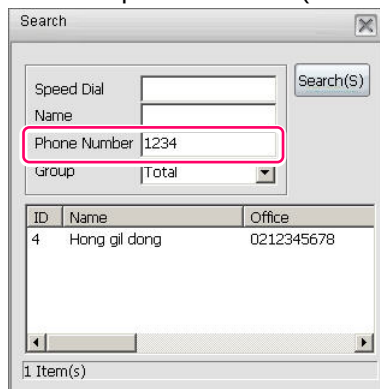


The screenshot shows the 'Search' dialog box. The 'Name' field is highlighted with a red rectangle and contains the value 'hong'. The 'Search(S)' button is visible. Below the input fields is a table with the following data:

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. The 'Phone Number' field is highlighted with a red rectangle and contains the value '1234'. 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).

Search

Speed Dial

Name

Phone Number

Group

Search(S)

ID	Name	Office
4	Hong gil dong	0212345678

1 Item(s)

6. Click .

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.

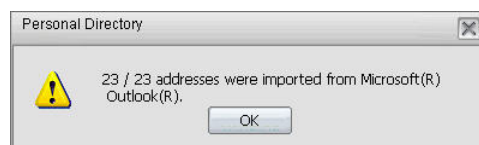
Personal Directory

Do you want to import your Microsoft(R) Outlook(R) Contacts?

'Yes' the Microsoft(R) Outlook(R) Contacts replaces the information on the Personal Directory
 'No' the Microsoft(R) Outlook(R) Contacts appends to the Personal Directory
 'Cancel' to exit.

Yes No Cancel

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



Personal Directory

23 / 23 addresses were imported from Microsoft(R) Outlook(R).

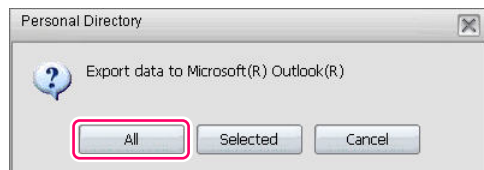
OK



MENUS

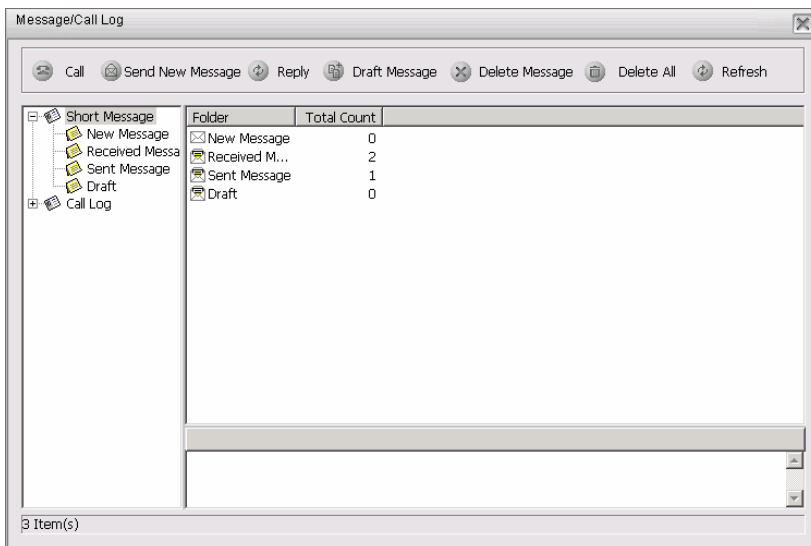
Exporting the Address Book from the Softphone Directory to Microsoft Outlook

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



Message Box / Call Log

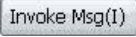
Click the **[Message]** icon() to open the Message Box and Call Log window:

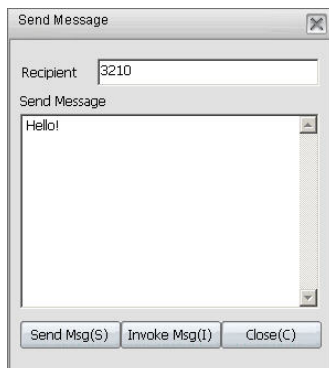


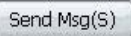
Message Box

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.



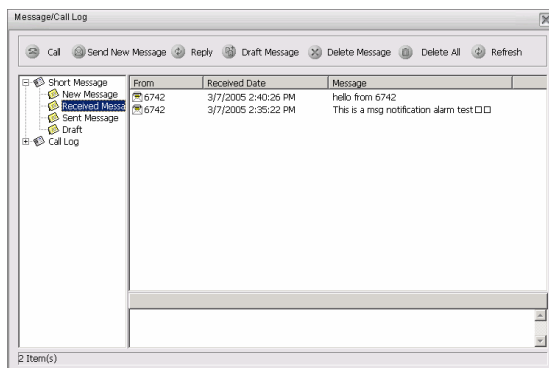
3. Click  to forward the message.

Checking New Messages

1. Select 'New Message'.



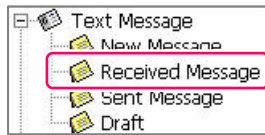
2. The list of the new messages is displayed.



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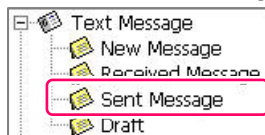
Viewing Received Messages

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



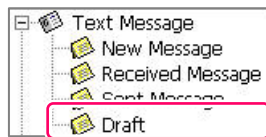
Viewing Sent Messages

1. Select **'Sent Message'**.



Viewing Drafts

1. Select **'Draft'**.



Saving Messages in the Message Box

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



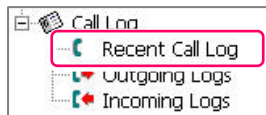
3. Click  **Save(S)** to save the message.

Call Log

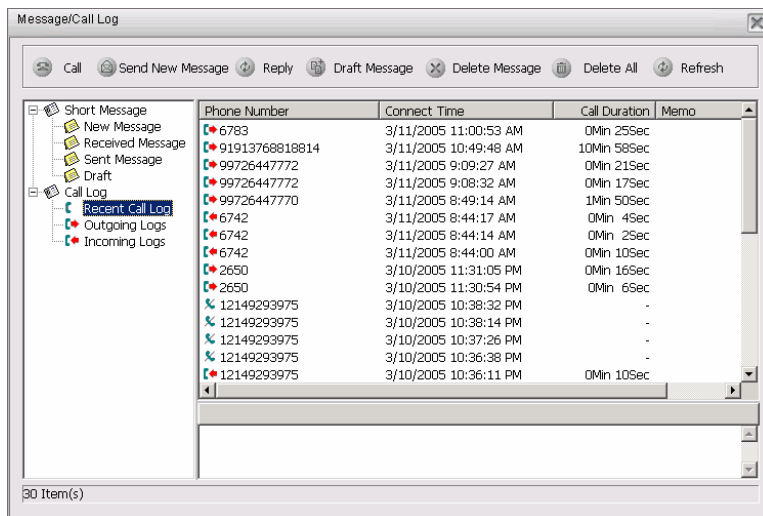
This function is used to check the call log.

Recent Call Log

1. Select 'Recent Call Log'.



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



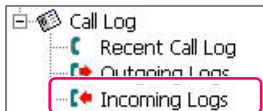
Viewing Outgoing Calls

1. Select 'Outgoing Logs'.



Viewing Received Calls

1. Select 'Incoming Logs'.



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ANNEX

USB Handsets

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

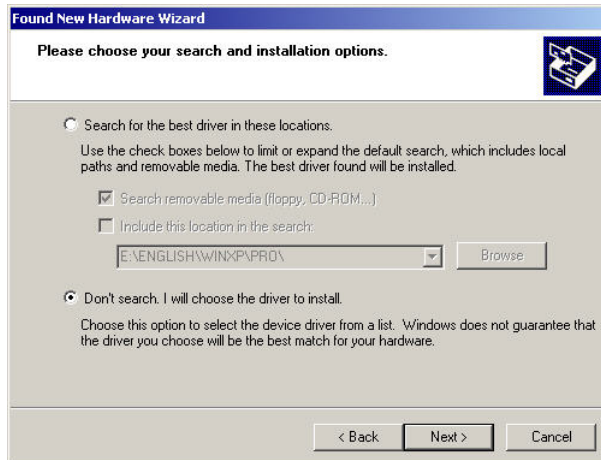
TMP-100/TMP-200

Installation Procedure (Windows XP, TMP-100)

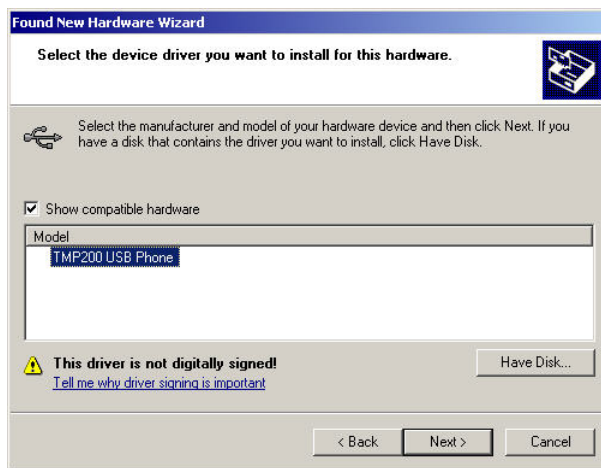
1. OfficeServ Softphone Ver1.0.0.2 or higher must be installed before installing TMP-100 or TMP-200.
2. After installing the OfficeServ Softphone program, connect the TMP-100 or TMP-200 to the USB port of the PC.
3. Once the window below appears, select 'Install from a list or specific location (Advanced)'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



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



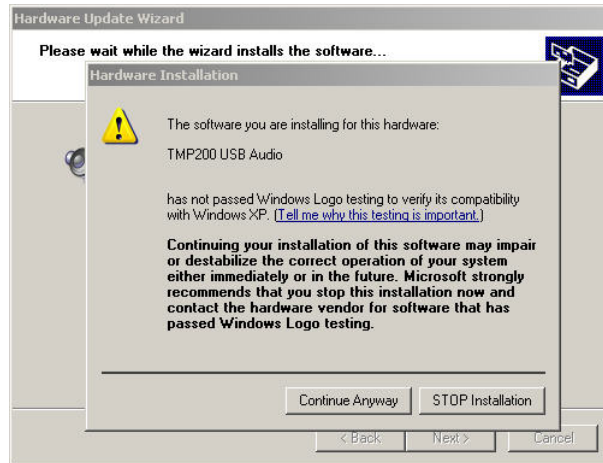
5. The compatible hardware list window will appear as shown below:



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



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



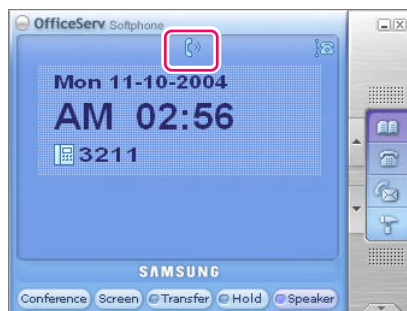
NOTE

TMP-200 Installation Procedure

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

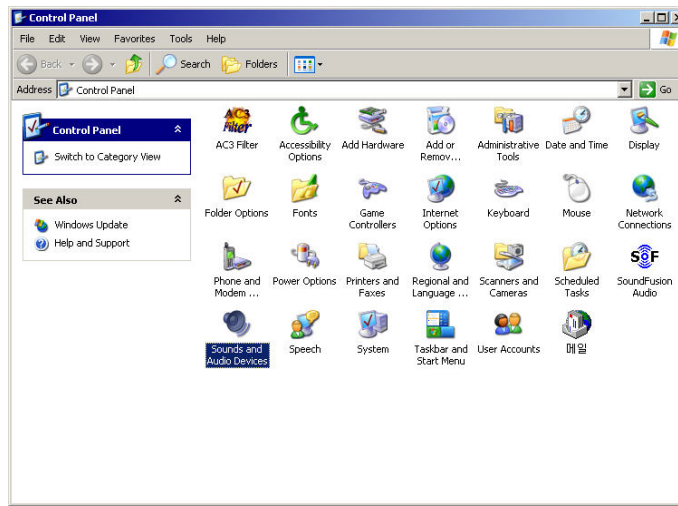
TMP-100/TMP-200 Installation Check (Windows XP, TMP-100)

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

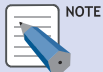
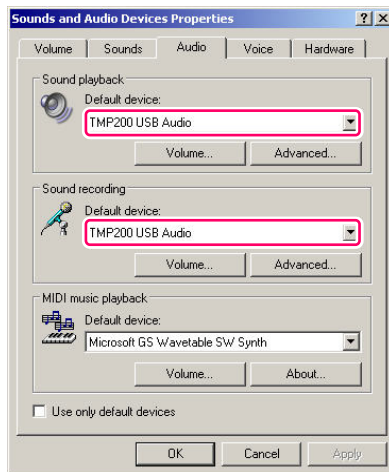


ANNEX

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.



ANNEX

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

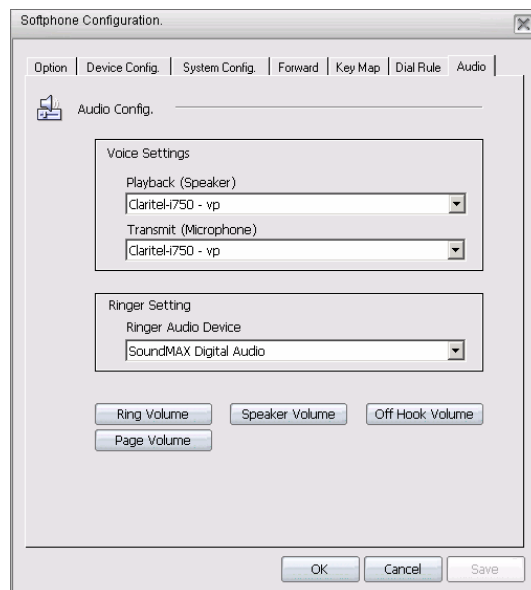
IPP200	OfficeServ Softphone
Handset(HOOK button)	Handset(HOOK button)



Claritel i750

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

