



Enterprise IP Solutions

OfficeServ

OfficeServ Link User Manual

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Chapter 1

Introduction

Overview of OfficeServ Link

OfficeServ Link is an application gateway that provides system level OAI (Open Architecture Interface) to the OfficeServ family of CTI products. OfficeServ Link connects to properly equipped iDCS 100, iDCS 500, and OfficeServ 7200 Key Telephone Systems using TCP/IP and a LAN connection.

OfficeServ Link allows multiple OfficeServ CTI applications and clients to connect to the iDCS 100, iDCS 500, and OfficeServ 7200 simultaneously without the need for multiple system level OAI (Open Architecture Interface) ports and complicated hardware interface modules. Unlike previous CTI integration methods the OfficeServ Link can simultaneously connect multiple OfficeServ Operator clients, OfficeServ Call clients for screen pops and call control along with any custom developed CTI application supported by the OfficeServ Open Telephony Server Provider (TSP) client.

OfficeServ Link combined with OpenTSP provides an industry standard developer interface building upon the TAPI 2.x specification.

The OfficeServ Link application gateway provides a consolidated software licensing module for all OfficeServ CTI products. This consolidated module allows Samsung to use a customer friendly licensing key without having to use any type of hardware dongles or other hardware based solutions that are difficult to use and can easily become damaged or lost.

The OfficeServ Link application gateway is currently required for the following products.

- OfficeServ Call
- OfficeServ Operator
- OfficeServ OpenTSP
- OfficeServ EasySet
- Future OfficeServ CTI applications

Chapter 2

Installation of OfficeServ Link

Preparation for installing OfficeServ Link

30 DAY FREE TRIAL PERIOD

At this time of this publication Samsung Telecommunications America Inc., (STA) distributes its OfficeServ Suite of CTI Applications on a single CD with a 30 day free trial period. Installing the OfficeServ Link and any other application will start the 30 day period.

Failure to enter a valid license key (see Chapter 3, Installing the License) before the 30 day period expires will cause the OfficeServ Link to stop communicating with the telephone system. This renders the associated application useless.

A valid license key will be required to start the link working again.

Before installing the OfficeServ Link software, the following system requirements are needed. The PC used for OfficeServ Link must be dedicated for OfficeServ CTI use only and meet the following minimum requirements:

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

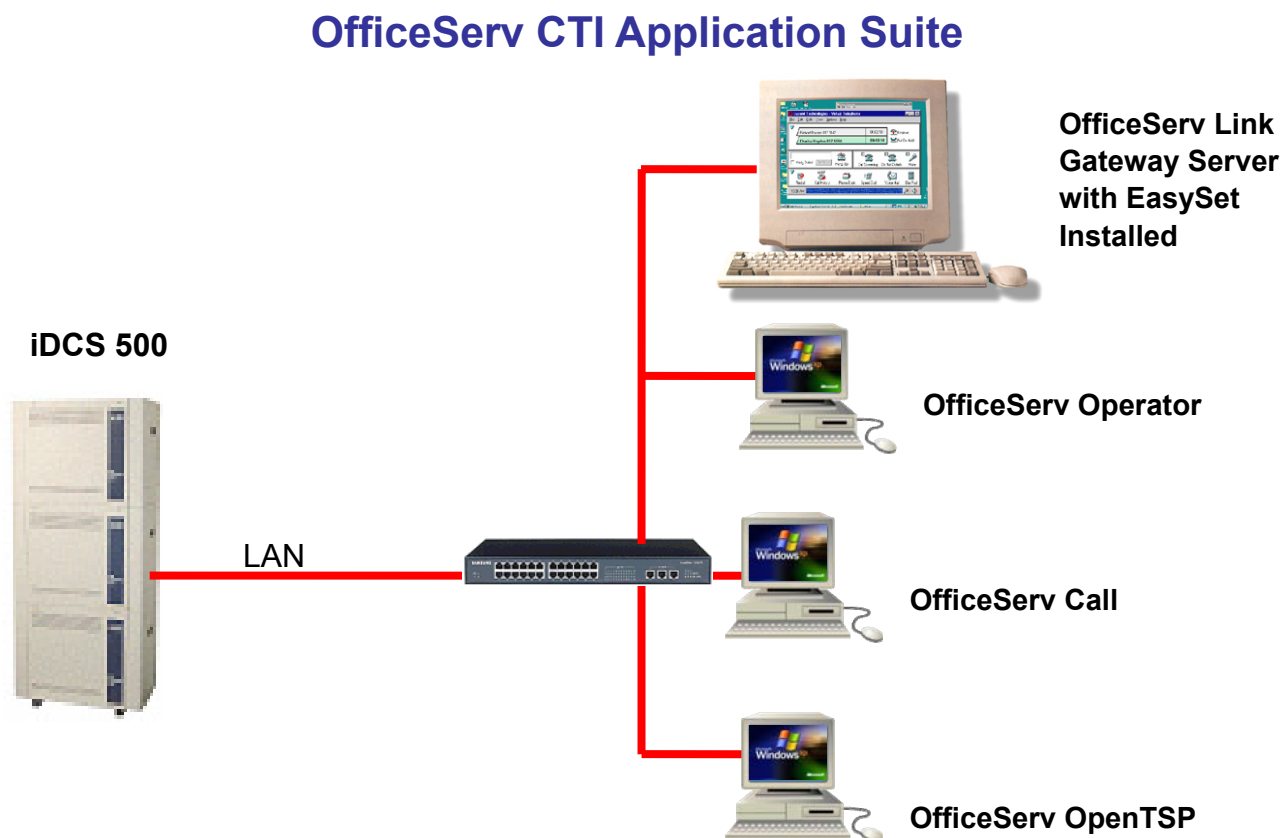
iDCS and OfficeServ Key Telephone Requirements

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

Systems	Minimum Software Version	Connection Type
iDCS 100/500 R1, iDCS 100 LE	Not Supported	Not supported
iDCS 500 R2	2.4x or higher	MCP2 LAN Interface
iDCS 100 R2	2.4x or higher	SMCP1 LAN Interface
OfficeServ 7200	x.xx or higher	MCP LAN Interface

Configuration Environment

The following figure shows the connections between the OfficeServ Link-installed computer and the iDCS Key telephone system, and relations among the CTI applications-installed computers.



Connections among OfficeServ Link, iDCS Key telephone system, and user applications

As shown in the figure above, OfficeServ Link supports TCP/IP connections over a LAN connection. In addition, the OfficeServ Link receives and manages connection requests from each user's computer using the LAN, as well as transmits and receives messages generated between the iDCS Key Telephone System and the CTI applications that are running on users' computers.

System Administration Requirements

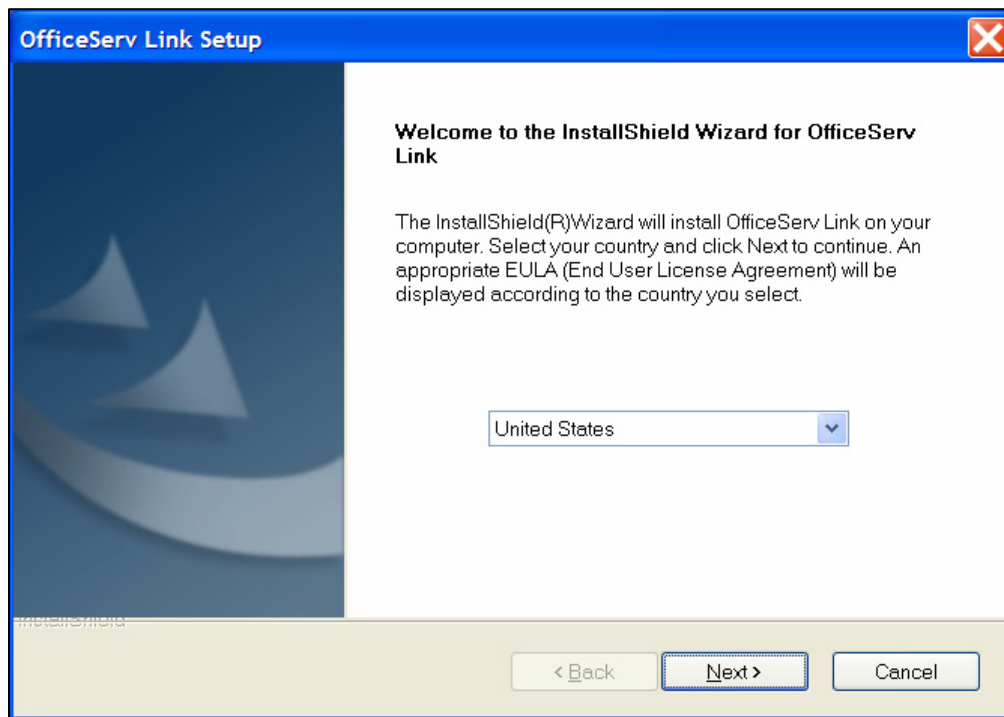
Users must be logged on with Administrator privileges to install and run OfficeServ Link successfully.

Installation

To install the OfficeServ Link application gateway, insert the CD-ROM in the drive and run LinkSetup.exe.

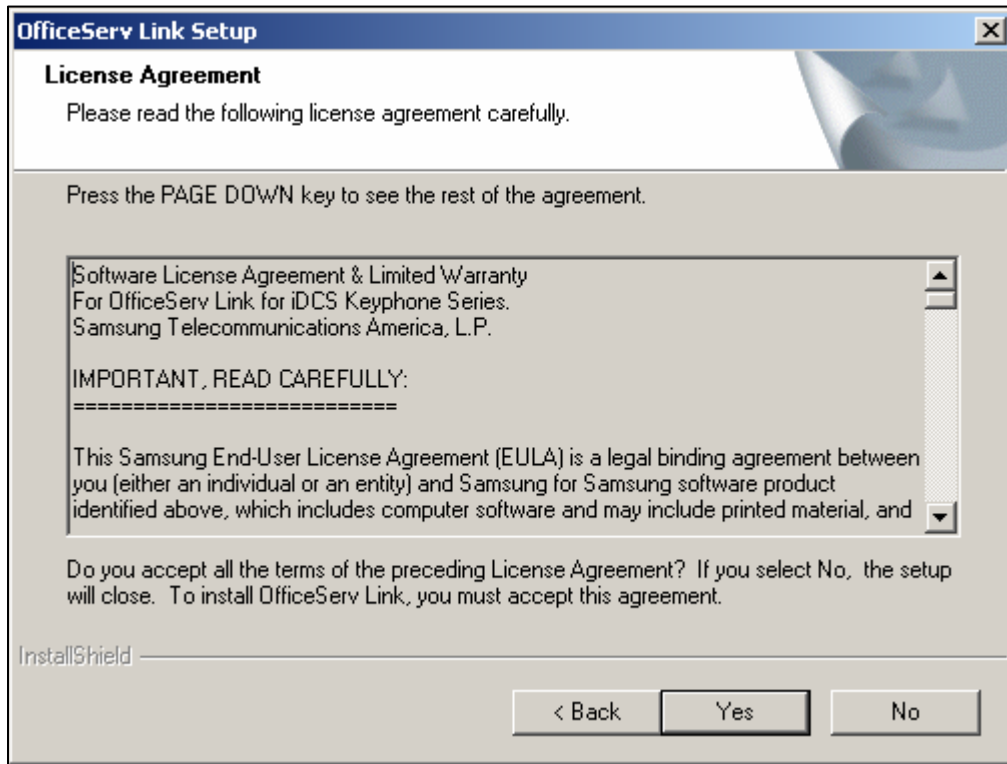
Install the OfficeServ Link program as follows:

1. Execute OfficeServ LinkSetup.exe, and then the following dialog box will appear on the screen.

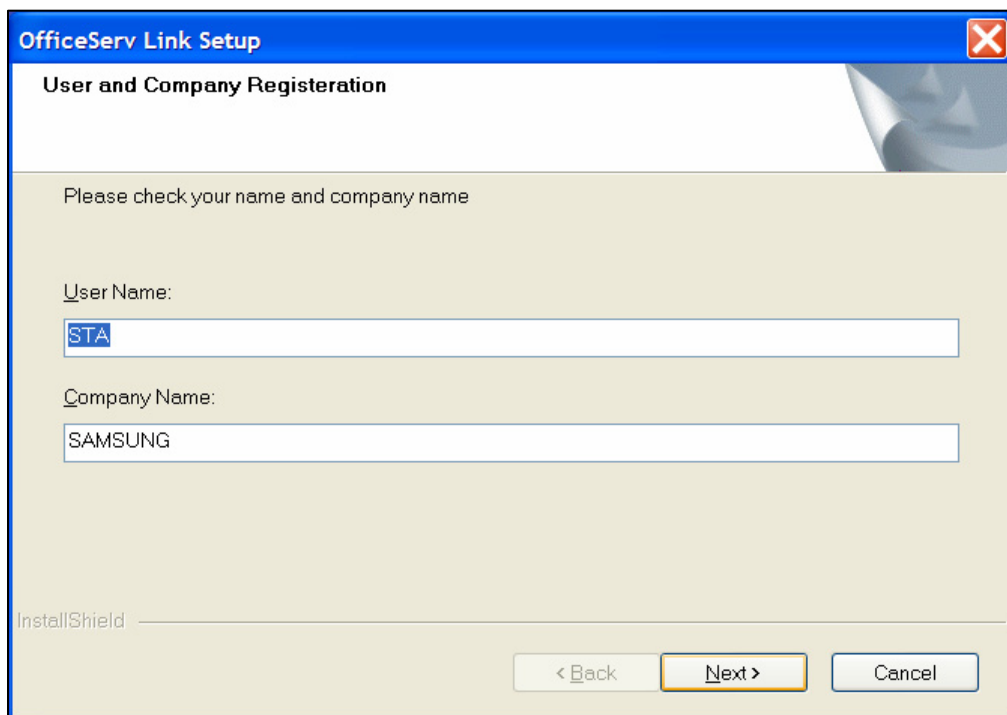


Click on the [Next] button.

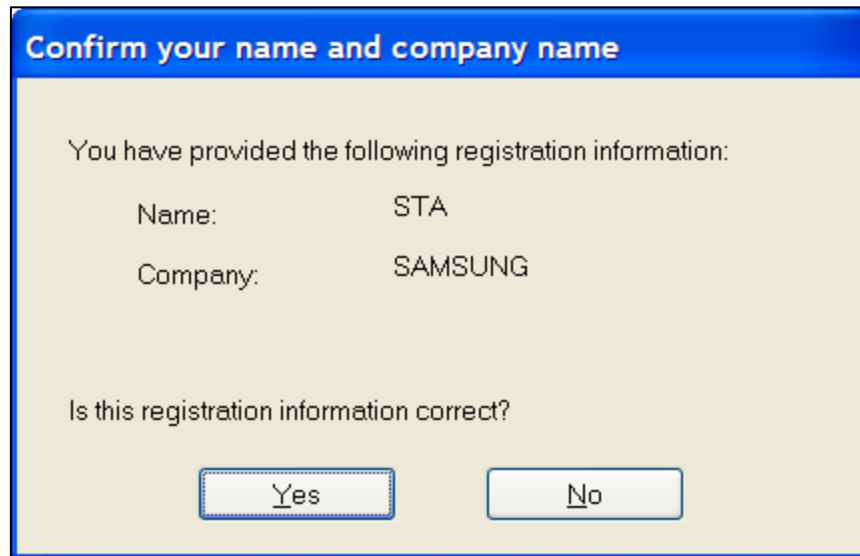
2. **License Agreement** dialog box appears on the screen. Read the text of License Agreement, and click on the [Next] button if you agree to its contents. If you do not agree, the OfficeServ Link installation program exits automatically.



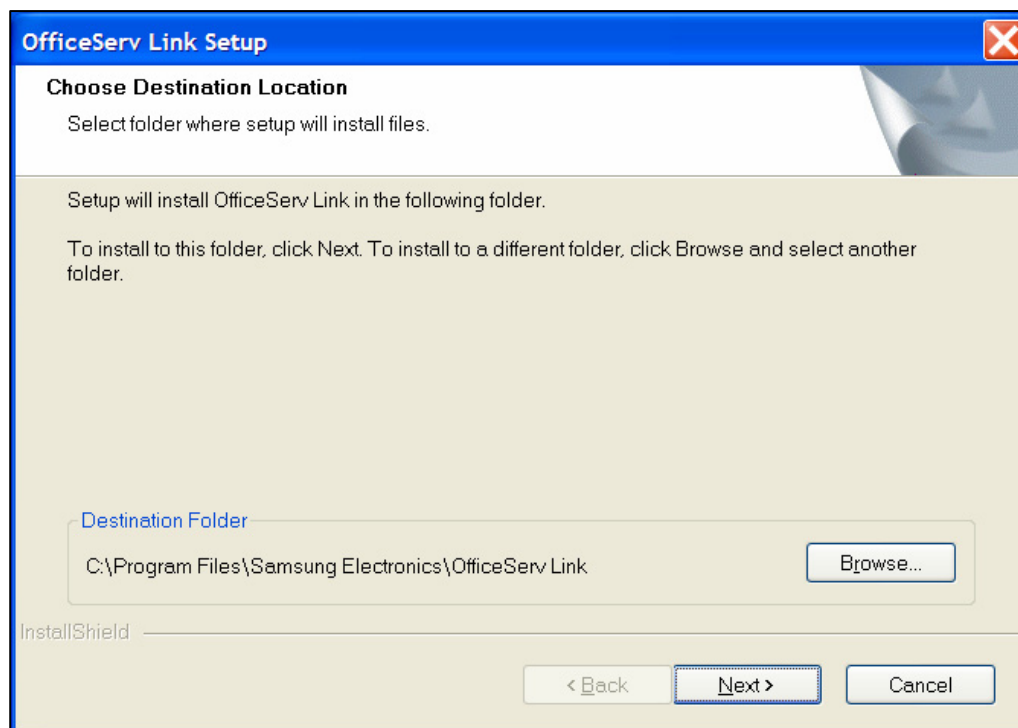
3. **User and Company Registration** box appears on the screen. Enter your user name and company name and then click on the [Next] button.



4. Press [Yes] to confirm.

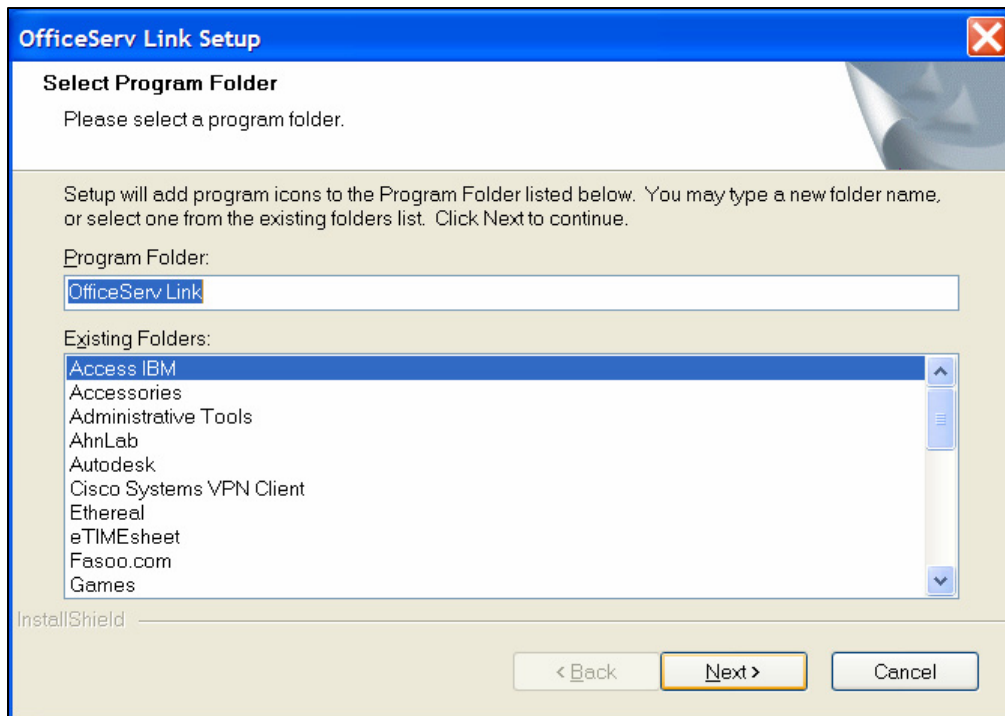


5. The installation program requires you to specify the destination of the OfficeServ Link software. By default, the OfficeServ Link software is installed in “**C:\Program Files\Samsung Electronics\OfficeServ Link.**” Click the [Browse] button if you want to install the software in a different location.

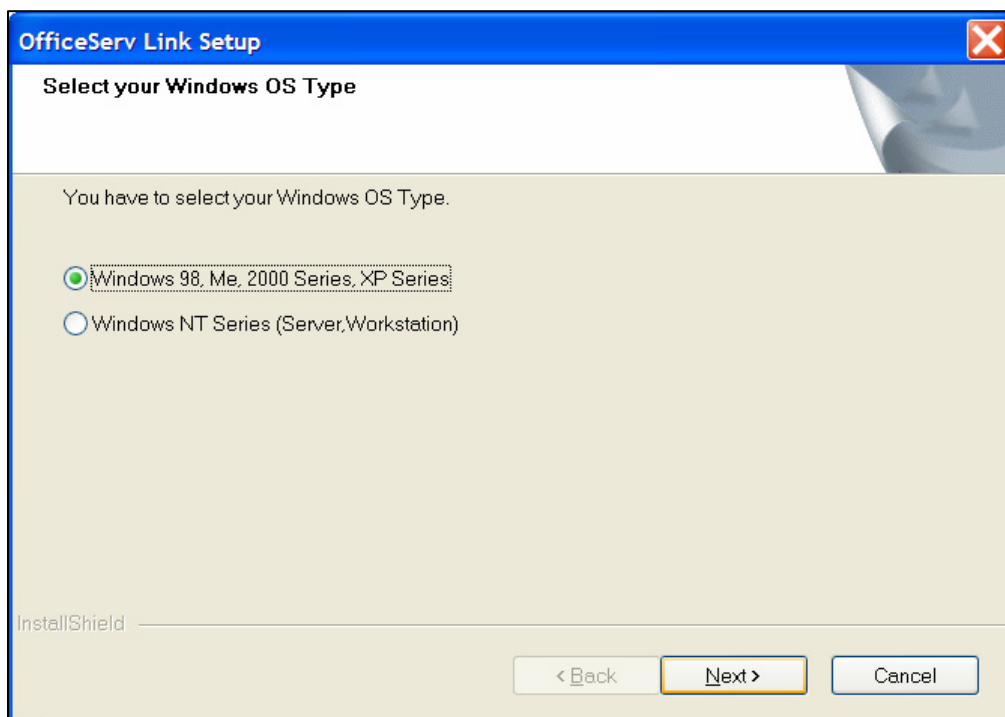


After you specified the installed destination of the OfficeServ Link software, click on the [Next] button to continue.

- The installation program allows you to enter a unique folder name for the OfficeServ Link programs. The default folder is “**OfficeServ Link**”. Click on the [Next] button.



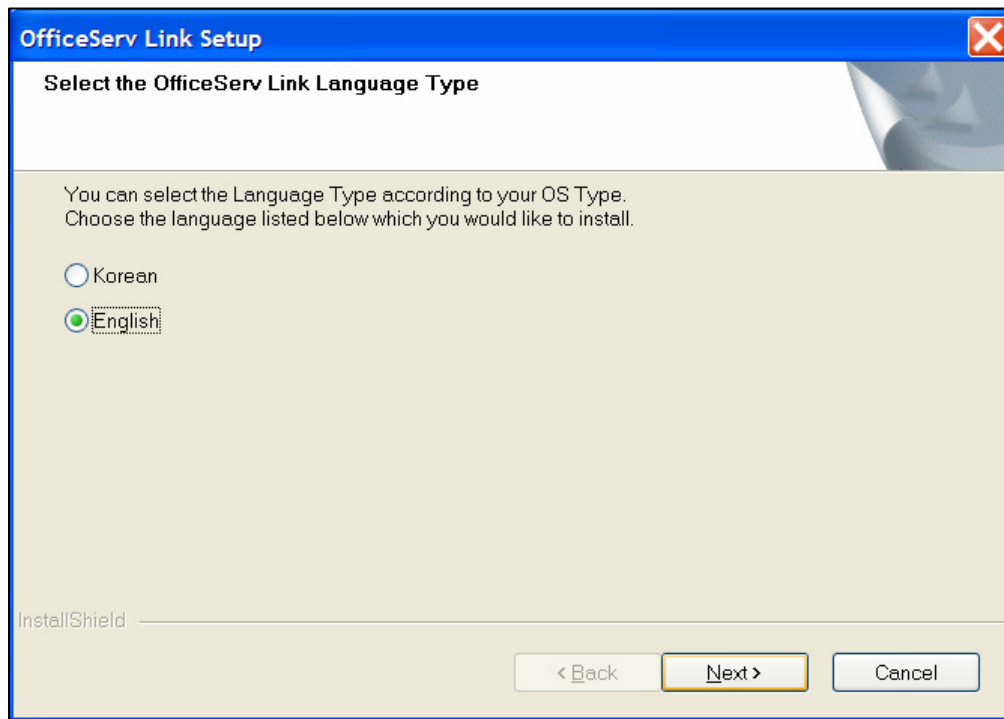
- Please specify the computer’s Windows OS that you are installing the OfficeServ Link software on. Choose the Windows OS and click the [Next] button. (Note: OfficeServ Link is supported on Windows 2000 or higher)



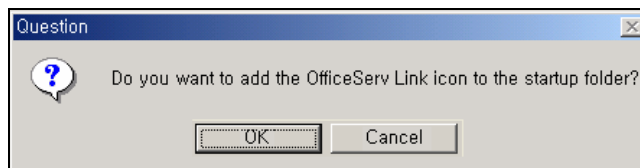
IMPORTANT NOTICE

OfficeServ Link will not operate correctly with Windows 98 and Windows ME in the United States. This option is reserved for other countries.

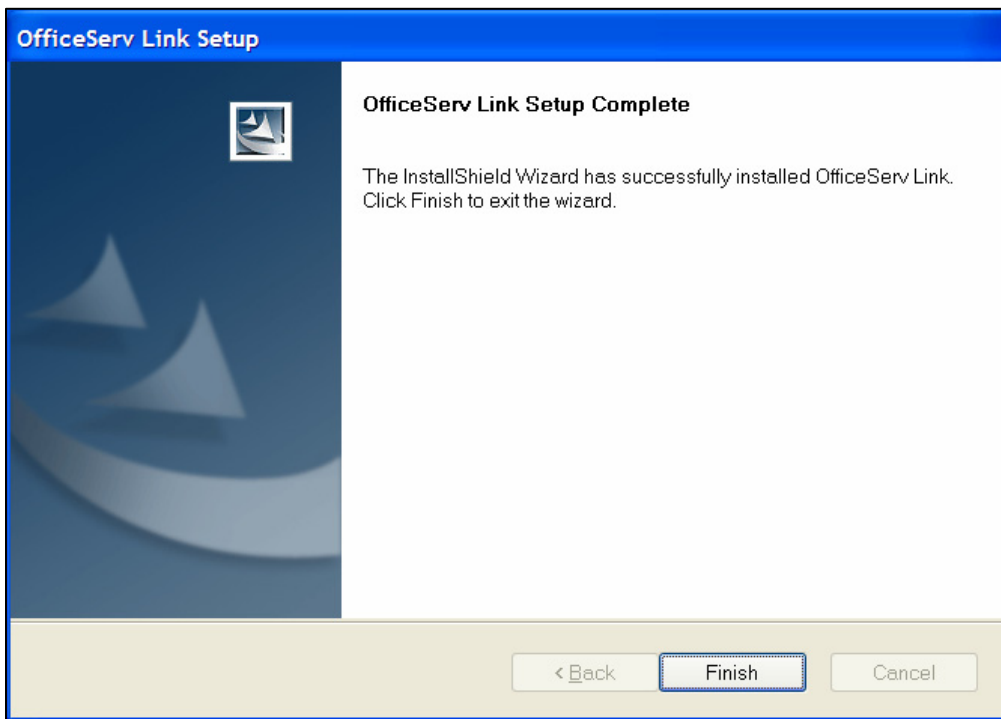
- OfficeServ Link software supports two languages, English and Korean. Choose a language and click the [Next] button.



- The installation program can automatically add a link to the “**Startup Folder**”.



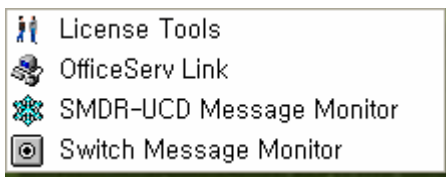
10. Installation has successfully completed. Click on the [Finish] button to exit the installation program.



Post Installation

Once the OfficeServ Link software has been successfully installed, you need to verify that the following programs have been installed on your computer.

Checking the “OfficeServ Link Program Group”



- OfficeServ Link: Execute the OfficeServ Link application gateway
- License Tools : License and Registration Tools
- Switch Message Monitor: Message monitoring between the switch and the OfficeServ Link server
- SMDR-UCD Message Monitor: SMDR-UCD message monitoring program

NOTE: For further details on each program, see Chapter 3.

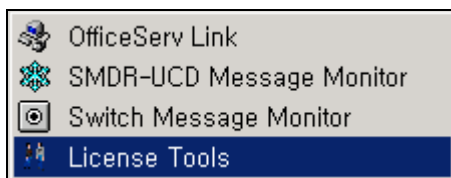
Chapter 3

License Registration

This chapter describes the license installation and update procedure with the license tools. To use any OfficeServ CTI application with OfficeServ link, you must first install a valid license key using the License Tools program.

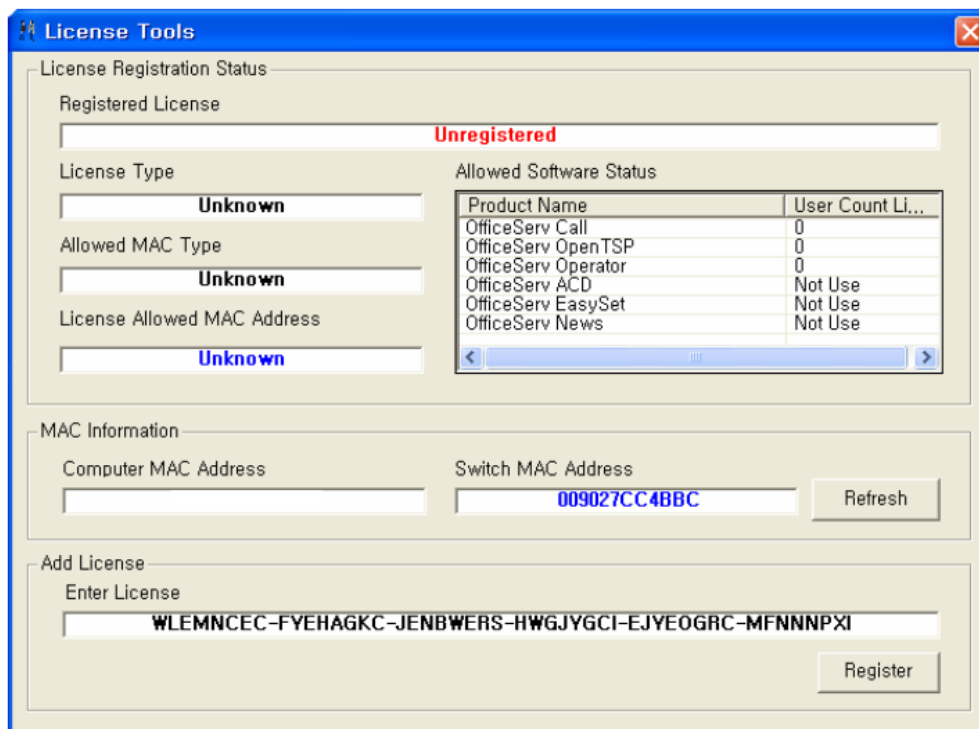
The OfficeServ Link License Tools are used to install a valid license key for use by OfficeServ Link.

Running the License Tools



Launch the License Tools Application

After launching the License Tools program, the following dialog box will appear on the screen.

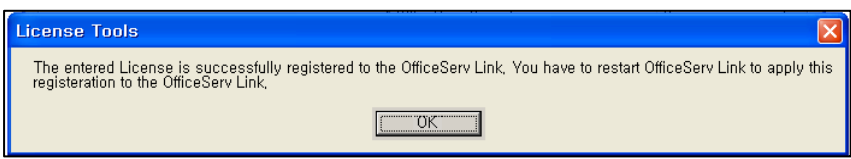
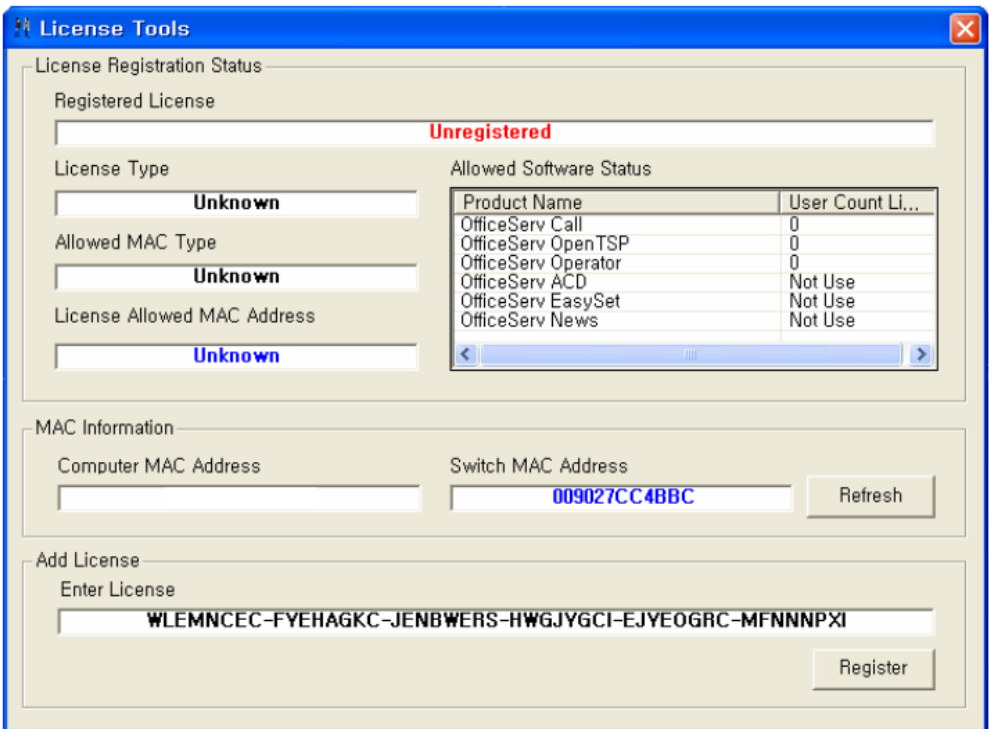


License Tools Window

- **Registered License:** Displays the currently installed license key.
- **License Type:** iDCS or OfficeServ key telephone system type.
- **Allowed MAC Type:** Currently we only support the Switch MAC Address
- **License Allowed MAC Address:** MAC Address to be allowed by the license key
- **Allowed Software Status:** Licensed clients and license counts.
- **MAC Information:**
 - Computer MAC Address (Not Supported)
 - Switch MAC Address (MAC address of the system LAN Port)

Installing the License

Enter a valid license key into the “Enter License” field of the “Add License” section, and then click the [Register] button.



After installing a valid license key, the license tool will show the registered license information.

Checking the License Status

After registering the valid license key, you will see the following dialog box that includes the valid license information whenever you execute the link.

OfficeServ Link Information [X]

Samsung OfficeServ Link for DCS Keyphone Series
(Version 2.1.1.3) [OK]

Copyright (c) Samsung Electronics Co., Ltd. 2002 - 2004. All right reserved.

Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

This computer software is licensed to the following user.

User Name: Company Name:

Switch MAC Address:

License Information

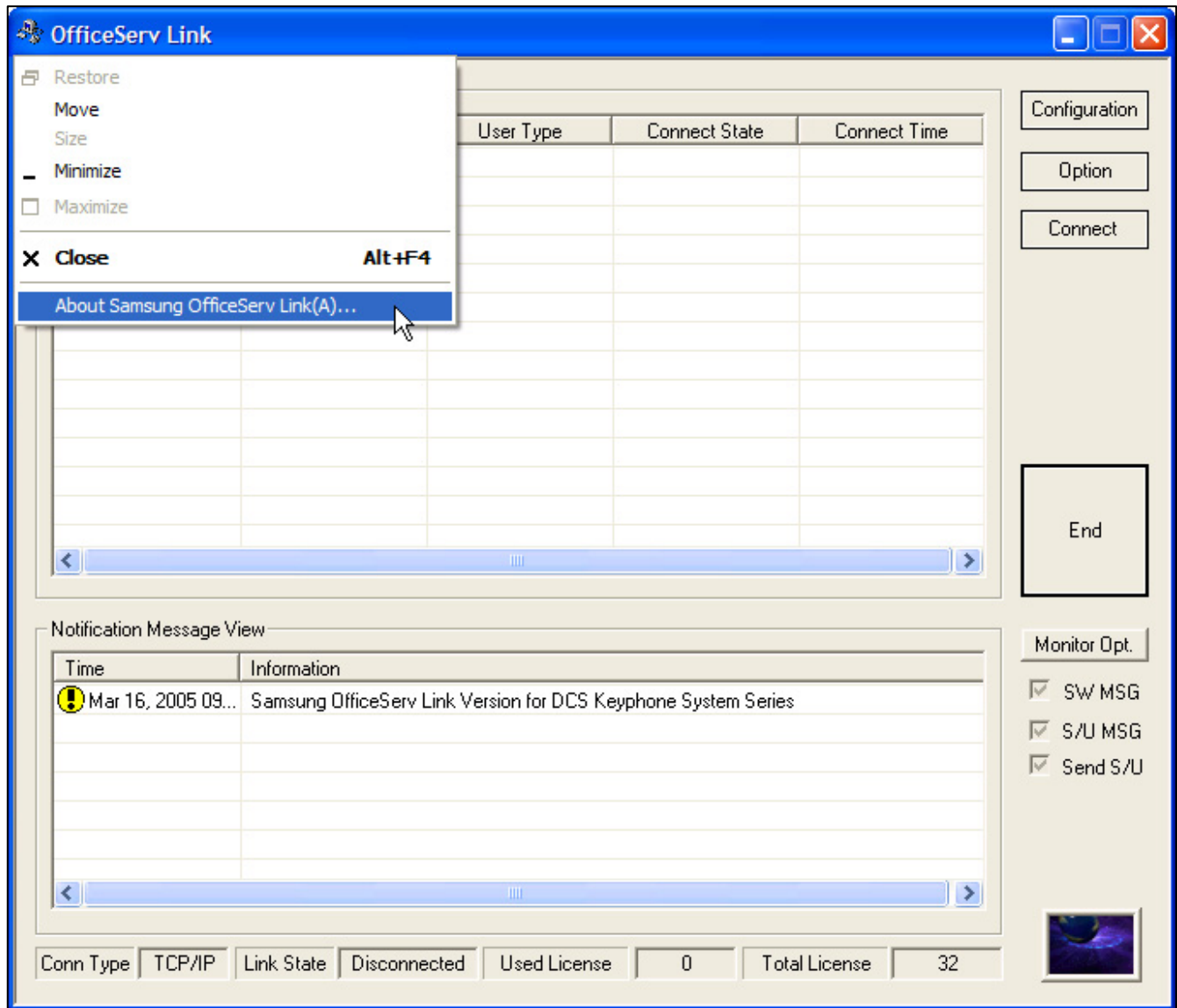
Register License Number:

License Type: MAC Address Type: Allowed MAC Address:

Software License Count

Product Name	User Count	Current User
OfficeServ Call (include CallPlus)	30	0
OfficeServ Operator	1	0
OfficeServ EasySet	Use	Not Use

You can also view the license registration information anytime by clicking the “About Samsung OfficeServ Link” in the control box menu of OfficeServ Link.

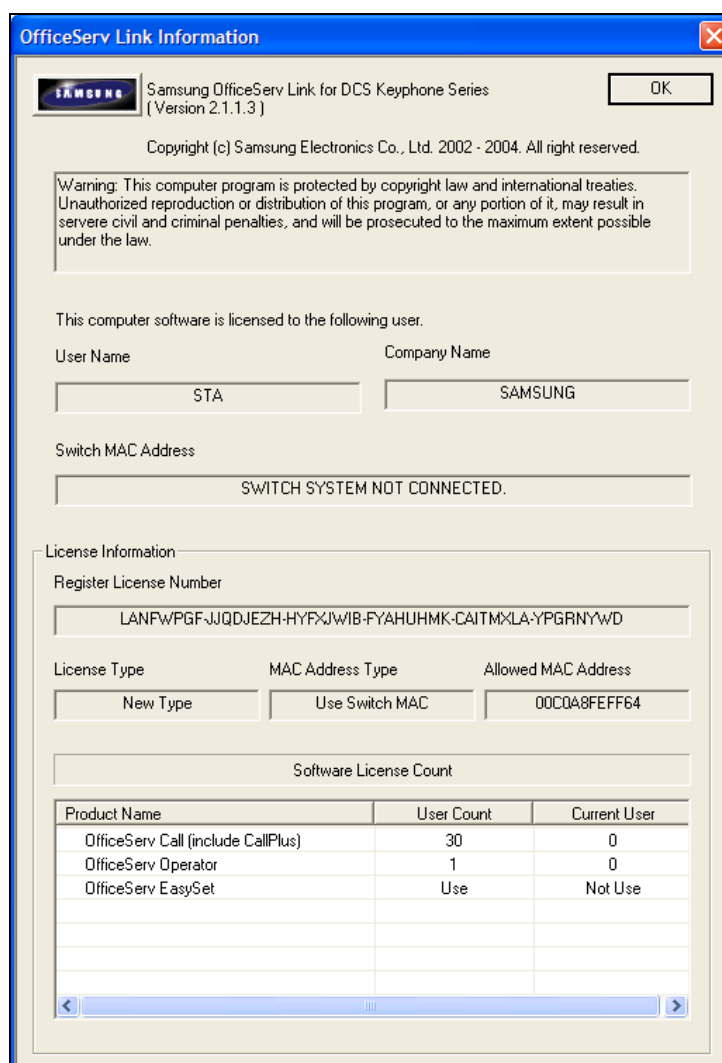


Chapter 4

OfficeServ Link Settings

Executing OfficeServ Link

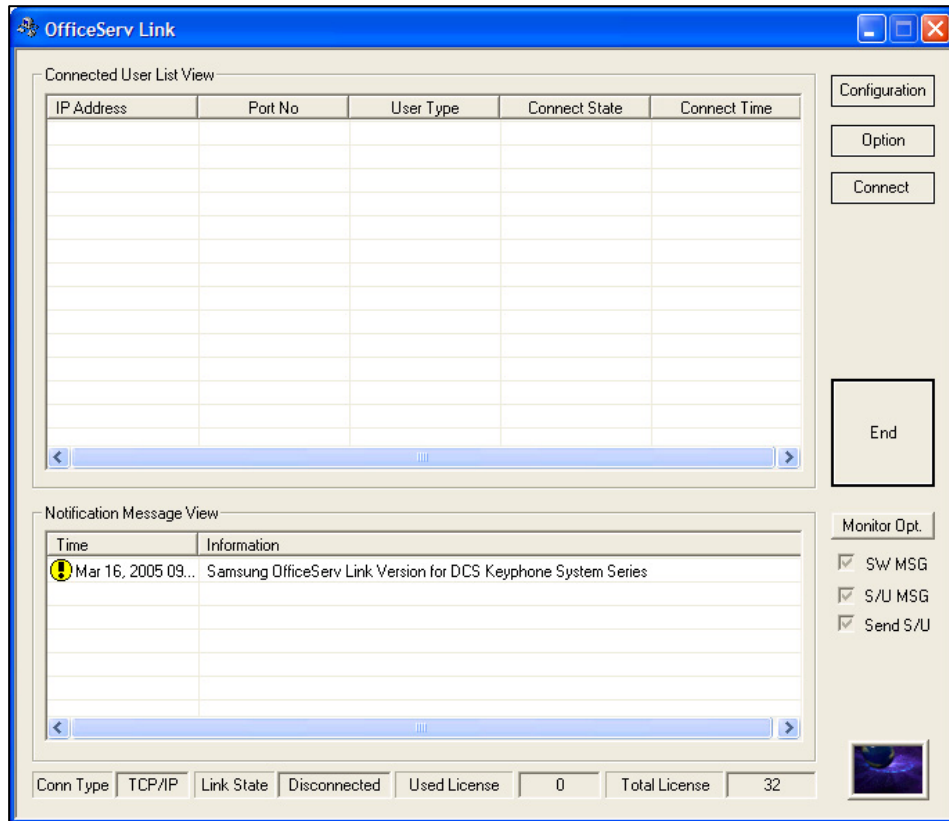
Proceed to [Start] -> [Programs] -> [OfficeServ Link] and click on the OfficeServ Link icon. As soon as OfficeServ Link starts running, the following information screen will appear on the screen. Click the “OK” button to continue the OfficeServ Link startup process.



NOTE: If the Office Link application gateway has been set to connect automatically this information screen will no longer appear on startup.

Description of OfficeServ Link Main Window

The main window of OfficeServ Link consists of several panes as follows:



Configuration of OfficeServ Link Main Window

- **Connected User List View**
This area shows information on each user who has connected to the OfficeServ Link gateway. This pane also shows the state of the user that has currently linked to the OfficeServ Link in real time.
- **Notification Message View**
This area indicates the current working state of OfficeServ Link. This pane also shows the last connection state to the Samsung key telephone system, users, and any error information that occurs.
- **Function Buttons** (Located on the right hand side of the OfficeServ Link Main Screen)
These buttons are related to the environment settings and the operation of the OfficeServ Link application gateway. Some features are not available when the OfficeServ Link is connected to a Samsung key telephone system.

Communication Environment Setup

In-order to connect the OfficeServ Link application gateway to a Samsung key telephone system you must first program the TCP/IP address of the LAN connection in the following window.

Choose the “**Configuration**” button to open the configuration screen.

Communication Environment

Select Switch Connection Type

Using SIM

Using Serial Cable

Using TCP / IP

SIM / Serial Cable Parameters

Com Port : COM1

Baud Rate : 9600

Data Size : 8

Stop Bits : 1

TCP / IP Parameters

IP Address : 1.1.1.1

Port No : 5002

Switch Type

Normal Type OfficeServ Type

Listen Port No for Client Connections

Port No : 6000

Password for System Information

Password : *****

OK Cancel

NOTE: The use of serial port communication will not be supported on the iDCS 100, iDCS 500, and OfficeServ 7200 key telephone systems.

Switch Connection Type

Although OfficeServ Link provides three connection modes, the Samsung Key telephone system is only supported using the TCP/IP Connection type.

- TCP/IP connection mode: Uses LAN-based TCP/IP to connect

SIM / Serial Cable Parameters

This function is currently not supported

TCP/IP Parameters

The iDCS 100 R2, iDCS 500 R2, and OfficeServ 7200 Key telephone systems support LAN-based TCP/IP communications. The environment settings for TCP/IP connections are as follows:

- TCP/IP Address: Enter the LAN interface IP address of the Samsung Key telephone system (See MMC 830 setting on the system)
- Port No.: This setting is not configurable in the iDCS 100 R2, iDCS 500/R2, or OfficeServ 7200 at this time and should not be changed. The default value is 5002.

Switch Type

Select the appropriate switch type

- The “Normal Type” option is currently not being used.
- Select OfficeServ Type when operating with the iDCS 500 Release 2, iDCS 100 Release 2, and OfficeServ 7200 key telephone system.

Listen Port No. for Client Connections

As soon as a connection has been successfully established with the Samsung Key telephone system, the OfficeServ Link starts a process used to receive requests from client connections. This value is used to define the TCP/IP port number that will be used to listen for client requests. The value of this setting is set to TCP/IP port “**6000**” by default. You can specify any TCP/IP port higher than 1024 if necessary. TCP/IP ports 0 to 1023 have already been reserved in the OfficeServ Link.

Password for System Information

This field should match the EasySet option password set using MMC 841. The default value for this field is “1234”.

Option Settings

The OfficeServ Link has option settings that allow you to control various operations. Choose the function of setting options, and then the following dialog box will appear on the screen.

The screenshot shows a dialog box titled "Option" with a close button in the top right corner. The dialog is organized into several sections:

- Normal Option:**
 - Use User Connection Limit Opt. [32] connections enabled. Below this is a note: "This value will be assigned automatically according to the License Key."
 - Use Message Auto Clear Opt. [500] lines enabled. Below this is a note: "(Valid Range : 100 ~ 9999)"
 - Use Automatic Switch Connection Option
- Message Monitor / Save Option:**
 - Use SW Msg Monitor. Port No [6001] Password []
 - Use SDMR / UCD Msg Monitor. Port No [6002] Password [*****]
- SDMR / UCD Msg External Send Option:**
 - Send Msg to the TCP/IP Port. Port No [6003]
 - Send SMDR / UCD Message to the external application.
- OfficeServ Call+ Option:**
 - Use OfficeServ Call+
 - Use this option according to your Keyphone System Type.
- OfficeServ Link Status Message Print Option:**
 - Use Status Message Print Option (Debug Message Print)
 - Use Status Message Save Option (Debug Msg Save)
- OfficeServ Link Language Option:**
 - English (dropdown menu)
- Switch Link Recovery Try Count:** [30]
- Recovery Try Time Period (Min):** [1]

At the bottom of the dialog are "OK" and "Cancel" buttons.

Normal Options

Connections Enabled

This value will be set automatically when a valid license key has been activated. This indicates the maximum number of simultaneous client connections to OfficeServ Link.

Use Message Auto Clear Option

The OfficeServ Link shows various status messages in the Notification Message View pane, these messages indicate switch connection status, user connection and disconnection status. When the "Use Message Auto Clear Opt." is selected, OfficeServ Link will delete these messages on a "first in first out" bases, based on the number of lines enabled.

NOTE: Use of this feature can severely degrade the overall performance of the OfficeServ Link applications gateway. We recommend using the lowest number possible for normal operations.

Use Automatic Switch Connection Option

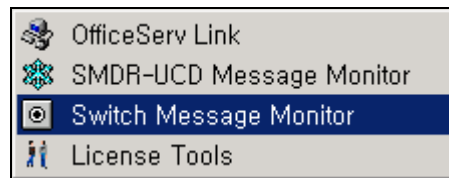
When this option is used, OfficeServ Link will automatically connect to the Samsung key telephone system upon activation.

Message Monitor / Save Option

The OfficeServ Link provides a function of transmitting the internally processed messages to the external monitoring program. The monitoring program is installed with the OfficeServ Link software. In addition, if you install the additionally provided monitoring program, you can monitor the messages that are currently processed via LAN on the other computers as well.

Use SW Message Monitor Option

A switch message means a call-processing message that is transmitted and received between the OfficeServ Link and the Samsung Key telephone system. The OfficeServ Link transmits the switch message to the switch message-monitoring program, and the monitoring program shows you the received message.

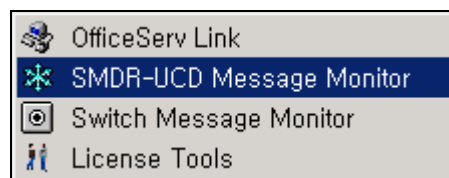


Switch Message Monitor program

For communications to the switch message-monitoring program, port number '6001' is specified by default.

Use SMDR-UCD Message Monitor Option

SMDR messages or UCD messages can be transmitted to the OfficeServ Link from the Samsung Key telephone system. The SMDR / UCD messages provide call or groups related information through the SMDR-UCD Message Monitor program.



SMDR / UCD message monitoring program

For communications to the SMDR-UCD message-monitoring program, port number '6002' is specified by default.

SMDR / UCD Message External Send Option

The OfficeServ Link provides a port capable of transmitting SMDR or UCD messages to an external application. The external application receives SMDR or UCD messages from the OfficeServ Link using port 6003 by default.

OfficeServ Call + Function Support Option

This function is currently not supported and is provided for future development only.

OfficeServ Link Status Message Print Option

Use of this option is reserved for troubleshooting when instructed by a Samsung Support Engineer and should not be selected during normal operation.

OfficeServ Link Language Option

The OfficeServ Link supports English and Korean language,

Switch Link Recovery Try Count

In the event that OS Link loses connection to the system, this counter will determine how many times OS Link will reattempt to connect to the system.

Recovery Try Time Period (Min 1-255)

The recovery time will determine how long OS Link will wait between the connection attempts to the system. By default OS Link will retry every 1 Minute until the "Switch Link Recovery Try" counter is exceeded.

Chapter 5

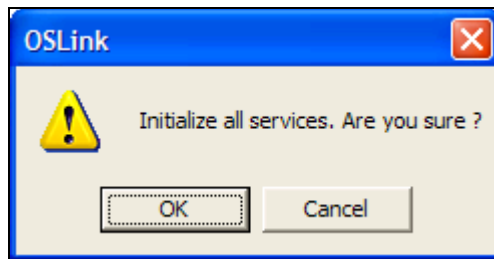
Using OfficeServ Link

Connecting OfficeServ Link

Click on the [CONNECT] button after you have completed the configuration to connect the OfficeServ Link application gateway to the Samsung key telephone system.

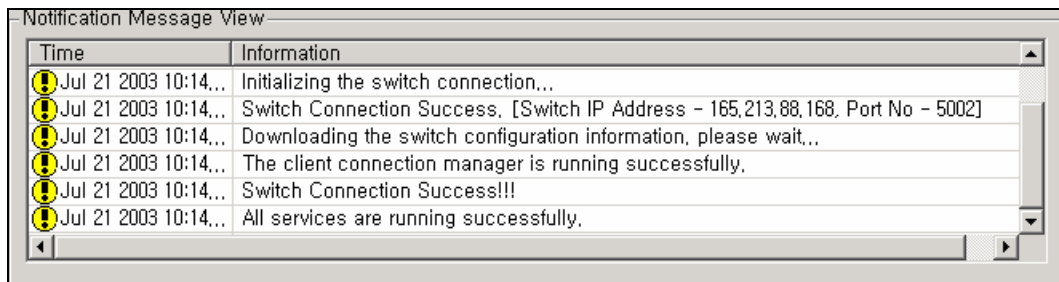
NOTE: Ensure the Samsung key telephone system IP Address has been specified in MMC 830. This IP address should be the same IP Address entered in the communication environment of OfficeServ Link.

Clicking on the [CONNECT] button will generate the following dialog box on the screen.





Click on the [OK] button, the OfficeServ Link will now attempt to connect to the Samsung key telephone system using the established communication environment.

As soon as the connection process to the Samsung key telephone system has successfully completed, the following status messages will appear on the screen.



Example - Progress messages connecting to a key telephone system

- The connection state of OfficeServ Link is indicated as follows , and the AVI picture  in the lower right hand corner begins to move. This indicates the currently connected state is normal. If the animated AVI picture stops moving this indicates that the connection has stopped running or there is an error.

NOTE: If there is an error in the connection between OfficeServ Link and the Samsung key telephone system, error information is displayed in the message pane. The error information of each state is displayed in the status message pane and has a status icon associated to the error type.

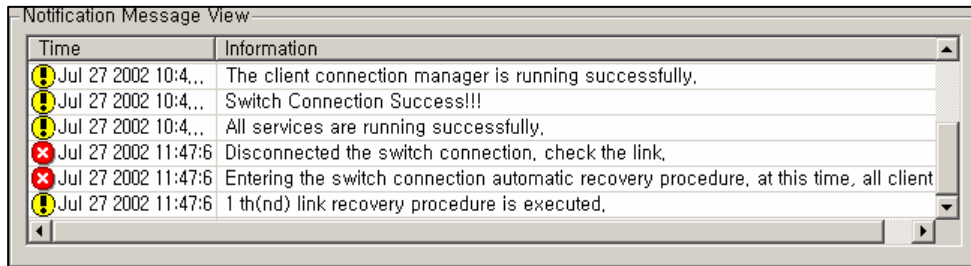


GeneralMessage.ico



ErrorMessage.ico

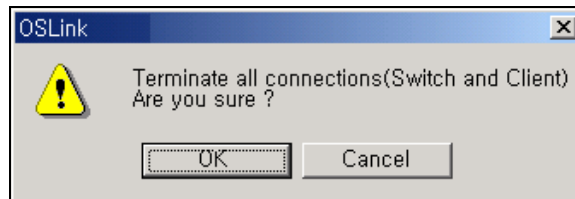
- If an error occurs in the connection process, the OfficeServ Link performs an automatic recovery process until the error is corrected (or up to the internally limited time). If OfficeServ Link cannot perform the automatic recovery, it notifies administrators that an error has occurred through the status message pane.



Disconnecting OfficeServ Link

NOTE: Disconnecting the OfficeServ Link from the Samsung key telephone system will terminate all client application connected to the OfficeServ Link application.

1. Click on the [Disconnect] button to disconnect OfficeServ Link from the Samsung key telephone system. The following dialog box appears on the screen



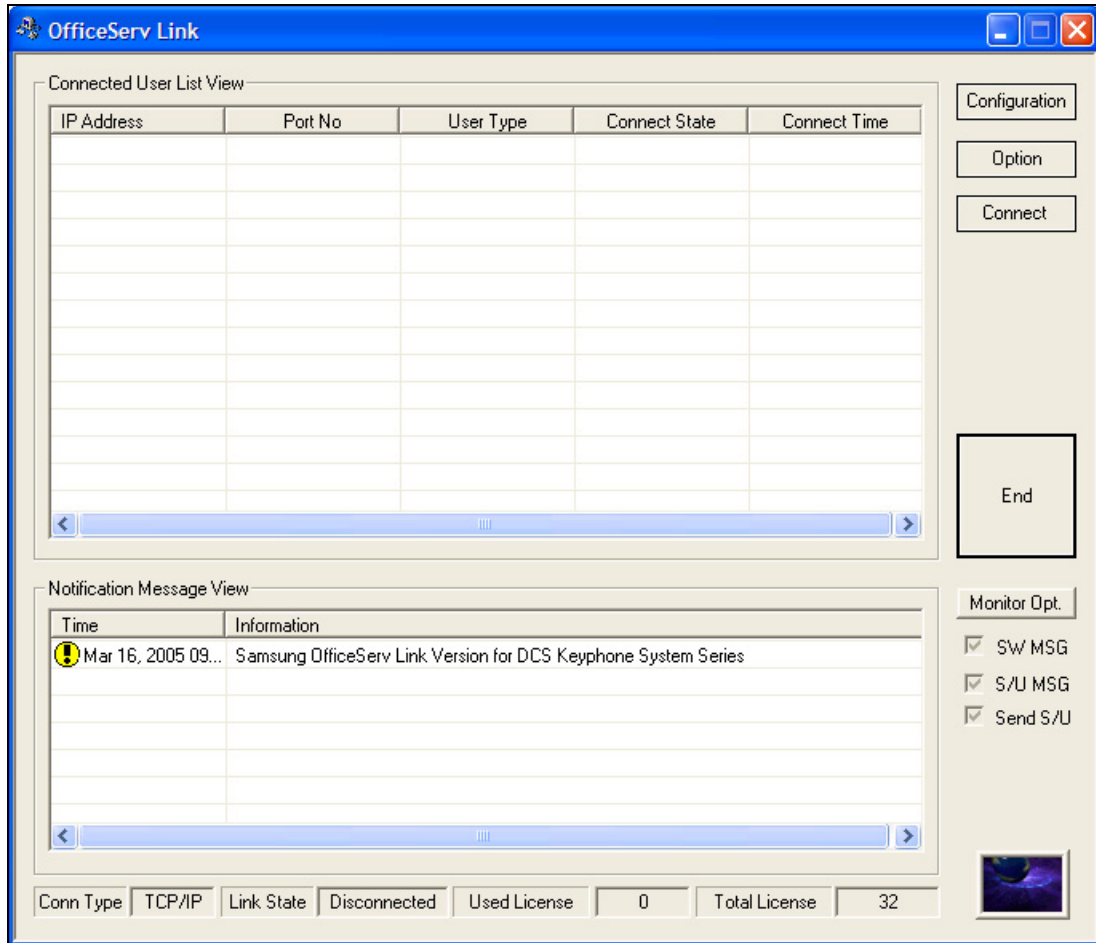
Verify Disconnect

Click on the [OK] button to disconnect.

Disconnection process in progress

Successfully disconnecting the OfficeServ Link from the Samsung key telephone system changes the connection state of OfficeServ Link and indicates it as **Link State** **Disconnected**, it also changes the [Disconnect] button from [Disconnect] .to [CONNECT].

Viewing OfficeServ Link Status



OfficeServ Link running in inactive mode of user management

Connected User List View

The following is the information shown in the Connected User List View window:

- **IP Address:** Indicates the IP address of connected client computer.
- **Port No.:** Indicates the TCP/IP port number in use for the connected client computer.
- **User Type:** Indicates the type of client connected. Example “EasySet”
- **Connection State:** Indicates the connection state. Normal client operations are indicated as “Connected”.
- **Connected Time:** This field indicates the Time and Date the client connected to OS Link.

Chapter 6

Message Monitoring

Under various conditions it may be necessary to monitor call-processing messages used by OfficeServ Link; two message-monitoring applications are installed when OfficeServ Link is installed.

1. Switch Message Monitor
2. SMDR /UCD Message Monitor

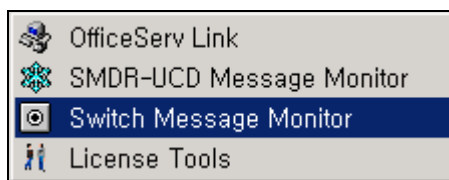
To monitor such messages, the OfficeServ Link provides two kinds of monitoring programs.

- Call processing message-monitoring program: **SCMonitor.exe** by default this application is installed in [Program Files\Samsung Electronics\OfficeServ Link].
- SMDR / UCD message monitoring program: **SUMonitor.exe** by default this application is installed in [Program Files\Samsung Electronics\OfficeServ Link].

Switch Message Monitor Program

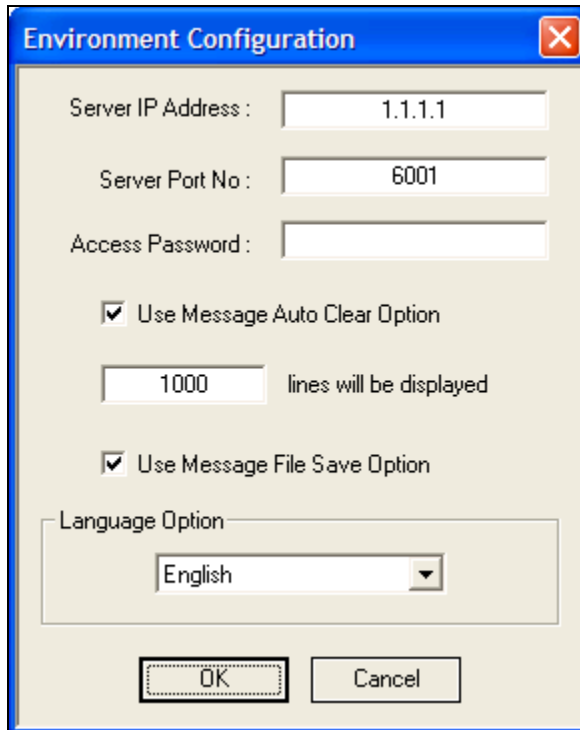
Many kinds of messages are transmitted and received between OfficeServ Link and the Samsung key telephone system. OfficeServ Link and other applications such as **OfficeServ EasySet**, **OfficeServ Call**, and **OfficeServ Operator** are running on individual user's computer. The switch message-monitoring program allows you to monitor the call processing messages of each application that is currently connected to the OfficeServ Link.

Running the Switch Message Monitor (SCMonitor.exe)



Running the Switch Message Monitor Program

After launching the Switch Message Monitor program (SCMonitor.exe), the following dialog box appears on the screen.



Environment Setup of Switch Message Monitor Program

Environment Configuration

Server IP Address:

Enter the TCP/IP address of the computer that OfficeServ Link is installed on.

Server Port No.:

Enter the TCP/IP port number specified in the “Use switch message monitoring Port No.” field found in the Message Monitor / Save option setting of the OfficeServ link Option setup. The default port number is **6001**

Access Password:

Enter the OS Link Message Monitor password. This password is set in OS Link under the configuration options.

Use Message Auto Clear Option:

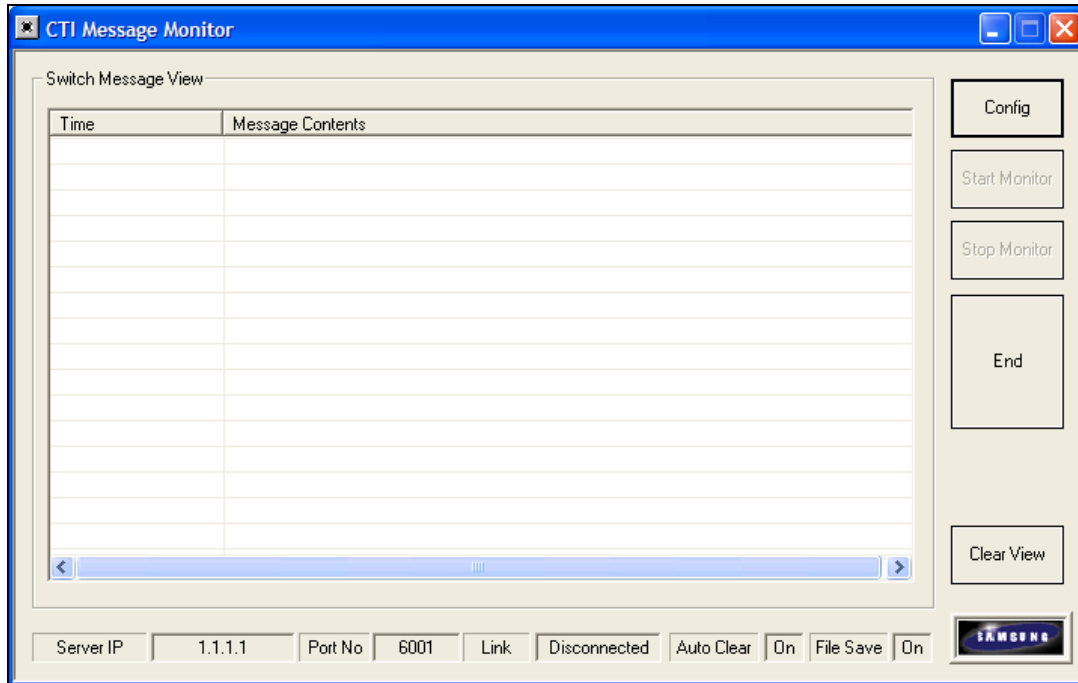
If you activate this option, you will need to specify the maximum number of lines (messages) that will be held in memory before invoking the first in first out process.

Use Message File Save Option

This option allows you to save the monitored messages to a text file for future reference.

Language Option

The monitoring programs support two languages: English and Korean.



Main Window of Switch Message Monitor

Switch Message View

Shows all call processing messages received by the OfficeServ Link. All call processing messages are indicated by those messages being received from the client applications to the Samsung key telephone system and those being transmitted from the iDCS key telephone system to the client applications.

To Start a Monitoring Session

The [**Start Monitor**] button starts the monitoring of messages between the OfficeServ Link and the Samsung key telephone system.

To Stop a Monitoring Session

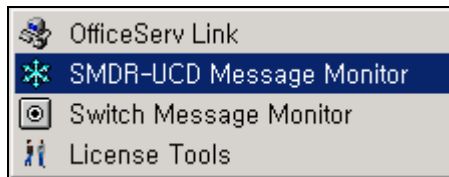
Click on the [**Stop Monitor**] button to stop the monitoring session.

Click on the [**Clear View**] button to delete all messages that are currently being displayed in the “Switch Message View” pane. This action has no impact on the “Use Message File Save Option”.

SMDR / UCD Message Monitoring Program

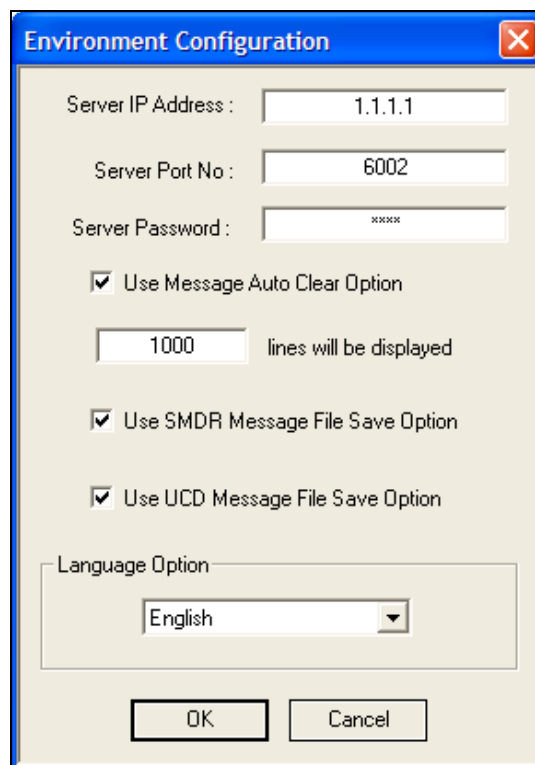
The Samsung Key telephone system can provide SMDR messages and UCD messages for collection and processing by an external application. From time to time it may be necessary to monitor these messages by running the SMDR/UCD Message Monitoring Program.

Running the SMDR / UCD Message Monitor (SUMonitor.exe)



Executing the SMDR / UCD Message Monitor

After launching the SMDR / UCD Message Monitor Program, the following dialog box appears on the screen.



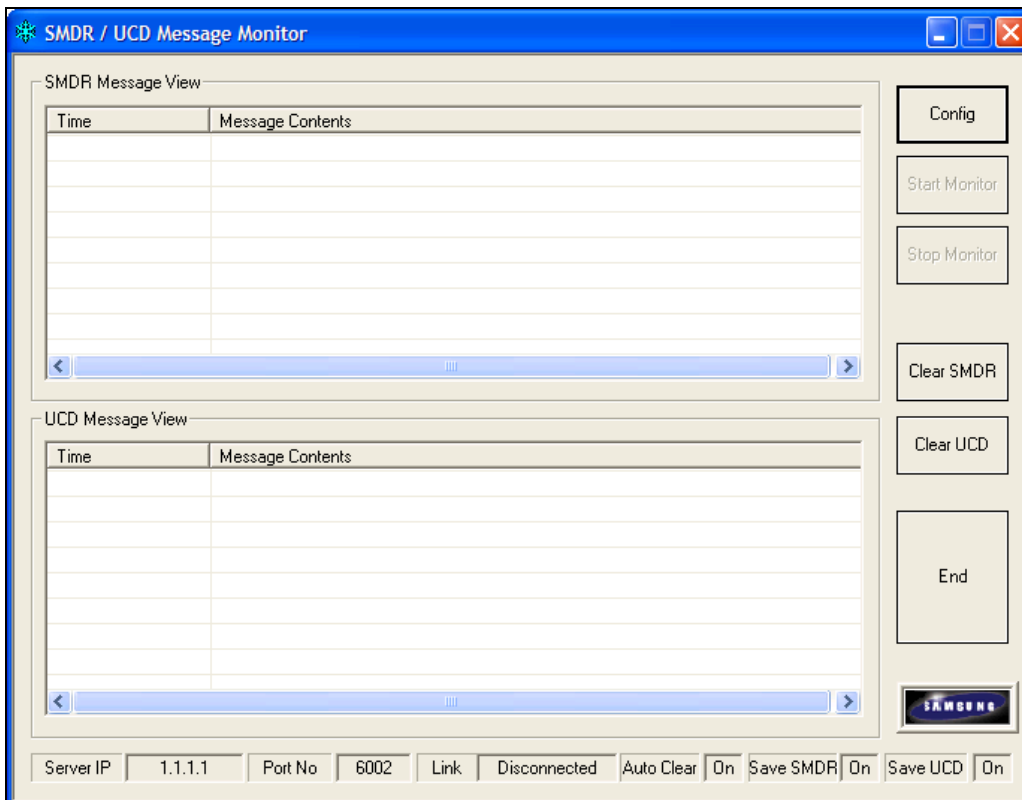
Setup of SMDR / UCD Message Monitor Environment

After completion of the environment configuration setup, click the [OK] button to show the main window of the SMDR / UCD Message Monitor (SUMonitor.exe).

Environment Configuration

- **Server IP Address:**
Enter the TCP/IP address of the computer that OfficeServ Link is installed on.

- Server Port No.:**
 Enter the TCP/IP port number specified in the “Use SMDR/UCD message monitoring Port No.” field found in the Message Monitor / Save option setting of the OfficeServ link Option setup. The default port number is **6002**
- Server Password:**
 Enter the OS Link Message Monitor password. This password is set in OS Link under the configuration options
- Use Message Auto Clear Option**
 If you activate this option, you will need to specify the maximum number of lines (messages) that will be held in memory before invoking the first in first out process.
- Use SMDR Message File Save Option**
 This option allows you to save the monitored messages to a text file for future reference.
- Use UCD Message File Save Option**
 This option allows you to save the monitored messages to a text file for future reference.
- Language Option**
 The monitoring programs support two languages: English and Korean.



Main Window of SMDR / UCD Message Monitor

SMDR Message View

This window indicates the current SMDR messages.

UCD Message View

This window indicates the current UCD messages.

To Start a Monitoring Session

The [**Start Monitor**] button starts the monitoring of SMDR/UCD messages between the OfficeServ Link and the Samsung key telephone system.

Click on the [**Stop Monitor**] button to stop the monitoring session.

Click on the [**Clear SMDR**] or [**Clear UCD**] buttons to delete all messages that are currently being displayed in the “Message View” panes. This action has no impact on the “Use Message File Save Option”.



Software License Agreement & Limited Warranty

For OfficeServ CTI Applications for iDCS and OfficeServ Keyphone Series

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