SAMSUNG

Enterprise IP Solutions

OfficeServ

Softphone User Guide

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INTRODUCTION

Conventions

	CHECK **CHECKPOINT**
	Provides the operator with checkpoints for stable system operation.
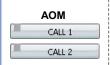
	NOTE **NOTE**
	Indicates additional information for reference.

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 you to pick up a call made to another user's Softphone.

Automatic Redial

If the recipient is busy, users can use automatic redial, callback, or camp on function to connect to the recipient after the recipient finishes the call.

Call Hold

The call hold or call transfer function allows the user to hold a call for a short time or to transfer the call to another person if the user must attend to an urgent matter or if another call arrives.

Conference

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

Call Forwarding

This function allows you to transfer arriving calls to another station when you cannot answer the calls.

DND

This function allows you to reject all incoming calls when you cannot answer the calls.

Page

This function allows the user to deliver an announcement to both OfficeServ Softphone(or keyphone) users and external users at the same time.

Boss/Secretary

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

Caller ID Check

This function allows you to check the caller number and name from the main window when a call arrives.

OfficeServ Softphone Setup

Check the following items before installing the OfficeServ Softphone program.

Preparations Prior to Installation

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

Preparations Prior to Installation

Check the following system requirements before installing the OfficeServ Softphone into your PC.

Category	Specification
Operating System	Windows NT Server/Workstation 4.0(Service Pack 5) Windows 2000 Series(Professional, Server, and Advanced Server) Windows XP Professional(Recommendation: Windows 2000 or higher)
Processor(CPU)	Pentium 3, 600 MHz or higher
Memory	More than 256 Mbytes(Minimum requirement: more than 64 Mbytes)
HDD	More than 300 Mbytes of free space
Network Interface Card	10/100BASE-T
Sound Card	Bi-directional sound card
Others	Headset(or microphone and speaker)

Checkpoints

Check the following items before installing the OfficeServ Softphone program.

After installing the OfficeServ Softphone program, the MCP IP address of the system server connecting the OfficeServ Softphone to the OfficeServ system, and the Device ID and password required for starting the OfficeServ Softphone must be entered.

OfficeServ Softphone Program Installation

After checking checkpoints before installing the OfficeServ Softphone program, follow the steps described below and install the OfficeServ Softphone program.

1. Download the OfficeServ Softphone installation program from the web site that introduces the OfficeServ system.

2. Double click the 'OfficeServ Softphone Install_version.exe' file to start the InstallShield Wizard.
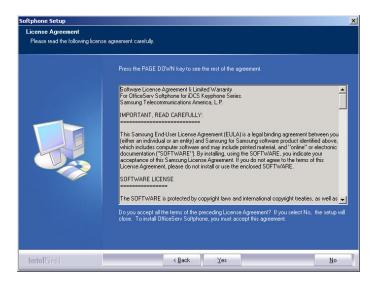

3. Once the installation preparation window appears, a window that prompts you to select a country where OfficeServ Softphone will be used appears.
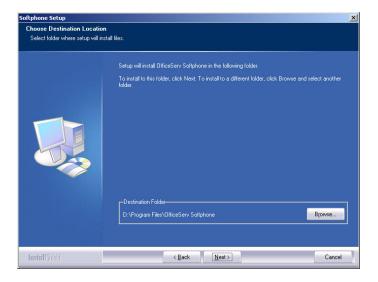

4. Click **[Next>]** to start program installation. If you do not want to install the program, click **[Cancel]**.

5. After reading the OfficeServ Softphone license agreement, click [Yes] to proceed with the installation or click [No] to cancel the installation.

6. Designate the installation folder and click [Next>].
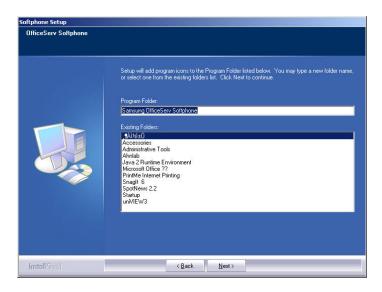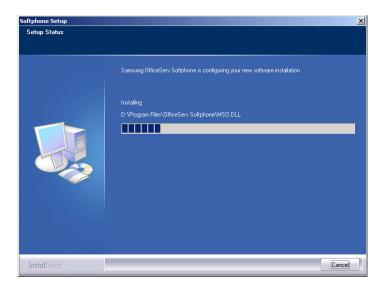
NOTE · **OfficeServ Softphone Program Installation Folder**

The installation folder is set to 'C:Program Files\OfficeServ Softphone' by default. Click [Browse...] to select another folder and click [Next>].

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7. Enter the program folder name, and then click [Next>]. The program folder name is set to 'Samsung OfficeServ Softphone' by default.

8. A window appears and shows that the program files are being copied to the installation folder.

9. The following window appears upon successful installation:

Click [Finish] and finish the installation.

NOTE **OfficeServ Softphone Shortcut Icon**

Once the OfficeServ Softphone program is properly installed, a shortcut icon is created and displayed on the desktop.

Initial Environment Settings for the OfficeServ Softphone

This section describes how to setup the login information when using the OfficeServ Softphone for the first time.

1. From the Windows desktop, double click the 'Softphone Shortcut Icon' or select [Start] → [Programs(P)] → [Samsung OfficeServ Softphone] → [Samsung OfficeServ Softphone].

2. If you run the program for the first time after installing OfficeServ Softphone, the login information settings dialog box will appear as shown in the figure below:

NOTE

Initial Configuration of OfficeServ Softphone
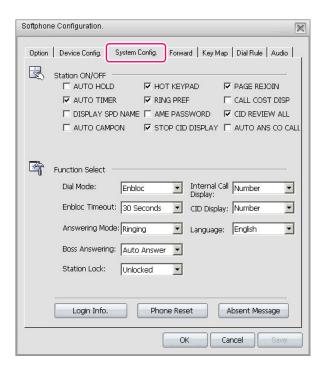
– When starting the OfficeServ Softphone for the first time after installing the program, the login information must be set.

– Click [Login Info.] or [Cancel] from the login information settings dialog box. Then, select [Option Cofig.] → [System Config.] → [Login Info.] in sequence from the initial window of OfficeServ Softphone to set login information.

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3. Click [Cancel] from the login information settings dialog, and then click **[Option Config.] icon(** 🖧 **)** from the starting window of OfficeServ Softphone.

4. Select **[System Config.]** tab of the OfficeServ Softphone Config window.

5. Click **[Login Info.]** of [System Config.] tab window.

6. Set the Login info. of OfficeServ Softphone.

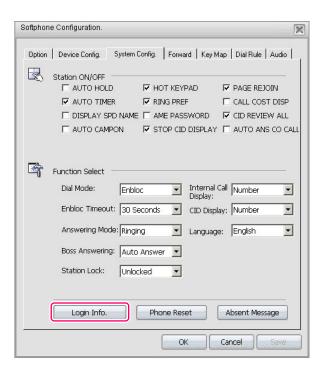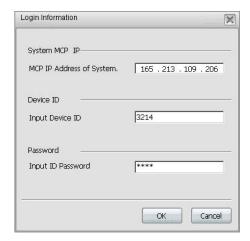- System MCP IP: Enter the MCP IP of the OfficeServ system to which the OfficeServ Softphone will be connected.
- Device ID: Enter the station number for the OfficeServ Softphone.
- Password: Enter the password for the OfficeServ Softphone Device ID.
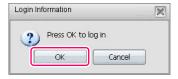
NOTE   **OfficeServ Softphone Login Info Setup**

The login data of OfficeServ Softphone must be entered accurately in order to start the OfficeServ Softphone program. Consult your system administrator if the login data is unknown.

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7. Click   [OK] .

8. The re-login message appears. Click **[OK]**.

```
Login Information                    [X]
 ?   Press OK to log in
      [   OK   ]    [  Cancel  ]
```

NOTE   **Applying Login Info.**

After setting the login data, the OfficeServ Softphone program must be restarted to apply the login data to the program.

CHECK   **OfficeServ Softphone License Check**

Check the license of the OfficeServ Softphone program from the OfficeServ system when you log into OfficeServ Softphone. If a license error occurs, you cannot log into OfficeServ Softphone properly. In such a case, contact the OfficeServ system administrator.
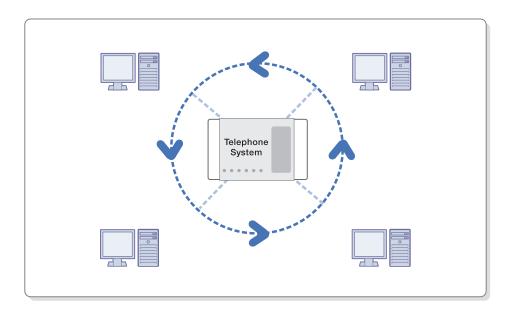
THINGS YOU SHOULD KNOW

Introduction to the OfficeServ Softphone

Intercom Calls
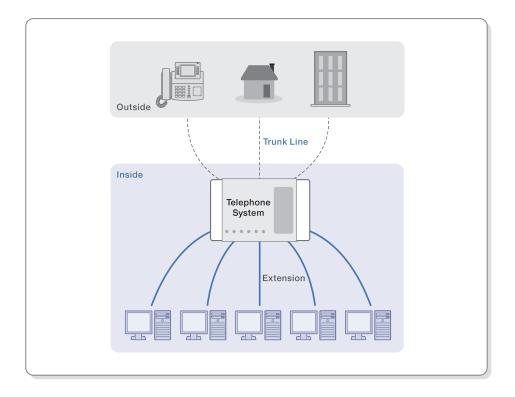
Making an intercom call means that the OfficeServ Softphone user who is connected to the phone system at the user's office makes a call to another internal OfficeServ Softphone(or keyphone) user.

External Calls
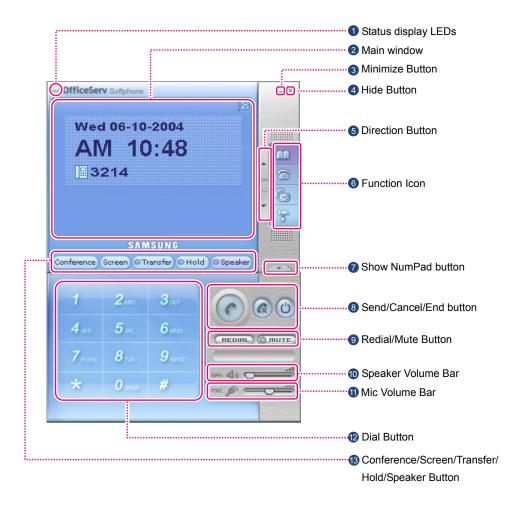
Making an external call means that the user makes a call to outside places(e.g., home) or answers a call from outside places by using the OfficeServ Softphone(or keyphone) directly connected to the PBX of the central office.

Windows of OfficeServ Softphone

Initial Window of OfficeServ Softphone

❶ Status display LEDs

❷ Main window

❸ Minimize Button

❹ Hide Button

❺ Direction Button

❻ Function Icon

❼ Show NumPad button

❽ Send/Cancel/End button

❾ Redial/Mute Button

❿ Speaker Volume Bar

⓫ Mic Volume Bar

⓬ Dial Button

⓭ Conference/Screen/Transfer/
Hold/Speaker Button

Part Name and Features

❶ Status Display LED

This LED displays the OfficeServ Softphone status(e.g., busy, station ring) as colors.
For detailed information, refer to the 'Status Display LED' of 'Things you should know'.

❷ Main window

The main window displays available menus, call processing status, various messages,
and icons indicating the function setting status.

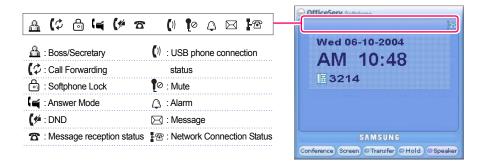| Icon		Icon	
🔒 : Boss/Secretary		(᛫)) : USB phone connection	
↻ : Call Forwarding		status	
🔒 : Softphone Lock		🔇 : Mute	
📢 : Answer Mode		🔔 : Alarm	
✪ : DND		✉ : Message	
☎ : Message reception status		☎ : Network Connection Status	

OfficeServ Softphone

Wed 06-10-2004
AM 10:48
3214

SAMSUNG

Conference Screen Transfer Hold Speaker

❸ Minimize Button

This button is used to minimize the OfficeServ Softphone program window.

❹ Hide Button

This button is used to hide the OfficeServ Softphone program window and to display
the program as an icon in the taskbar.

❺ Direction Button

This button is used to move each menu when MMC function codes are set.

❻ Function Icon

- [Directory]: Uses the Directory menu.
- [Device Config.]: Sets personal information on OfficeServ Softphone users, wakeup
  call, alarms, and ringing sound.
- [Message]: Uses the Message or Call Log menu.
- [Option Config.]: Sets environments for using OfficeServ Softphone.

❼ Show NumPad button

This button is used to show or hide the NumPad window.

❽ [Send] / [Cancel] / [End]

- [Send]: 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.
- [End]: This button is used to end a call or to cancel a selected function.

❾ [Redial] / [Mute]

- [Redial]: This button is used to dial the most recently dialed number.
- [Mute]: This button is used to block sound(from the caller) during a call.

❿ Speaker Volume Bar

This bar is used for adjusting the speaker volume. The output level of the speaker is displayed in a graph during a call.

⓫ MIC Volume Bar

This bar is used for adjusting the volume of the microphone. The output level of the microphone is displayed in a graph during a call.

⓬ Dial Button

- Number Button: This button is used to enter a phone number or a function index.
- [*], [#]: This button is used to enter '*' and '#' or to find a function index.

⓭ [Conference] / [Screen] / [Transfer] / [Hold]

- [Conference]: This button is used for 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 set a function code.
- [Hold]: This button is used to briefly hold a connected call.
- [Speaker]: This button is used to make or to answer a call.

AOM Window

The AOM window displays functions of the OfficeServ system as if displaying speed dial buttons. Users can use a function by clicking the corresponding button.

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**
>
> Items are displayed in the AOM window according to the functions set at the OfficeServ system.

Using the AOM Window

Users can use functions conveniently by clicking the button of the corresponding function from the AOM window.

1. Click (Screen) while in standby state or during a call to display the AOM window.

2. Select a function button from the AOM window.

Soft menu Window

The Soft window displays convenient features of OfficeServ Softphone as menus. Click a menu to use a specific function.

Soft Menu Window in a standby state

The figure below is an example of a Soft window displayed by right clicking the main window while in standby 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
```

Soft Menu Window in a Busy Status

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

OfficeServ Softphone

Wed 06 Oct 11:34   3214

3210:Ringing

CALLBACK   MESSAGE

SAMSUNG

Conference Screen Transfer Hold Speaker

Using the Soft Window

Select and use a function from the displayed Soft window.

Boss Status Display Window

This window is displayed only for Softphone where the Boss/Secretary function is set.
Secretaries can conveniently manage the absent status of the Boss.

This window can be opened by clicking [BOSS/SECR] of a OfficeServ Softphone
where the Boss/Secretary function is configured.

Status Display LED

This LED displays the status of OfficeServ Softphone according to the operating status.

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

LEDs equipped on [Transfer], [Hold], [speaker], and [Mute]s display the operating status.

Icon	Description
Transfer	Red light on: Call forward has been set., or another station user has set call forward to your station.
Hold	Red light flashes: CO line has been locked. Red light on: OfficeServ Softphone has been entirely locked.
Speaker	Red light on: A number has been entered, or [Send] or [Speaker] has been selected.
MUTE	Red light on: Mute button was pressed during a call.

Taskbar Icon Menus

Right click the Windows OfficeServ Softphone icon( ) at the taskbar to display a popup menu as shown below:

```
Softphone Open  (F)

Directory       (D)
Message         (M)

Forward         (F)
Device Config.  (C)
System Config.  (S)
Option          (O)

Softphone Exit  (X)
```

| Item	Description
Softphone Open(F)	To activate a deactivated OfficeServ Softphone program window.
Directory(A)	To use the Directory menu. For detailed information, refer to the 'Directory' of 'Menus'.
Message(M)	To use the message box or call history menu. For detailed information, refer to the 'Message/Call Log' of 'Menus'.
Forward(T)	To set a station number to which arriving calls will be transferred when you cannot answer calls or while not using the Softphone. For detailed information, refer to the 'Call Forward Tab' section of 'OfficeServ Softphone Option Settings' of 'Things you should know'.
Device Config.(P)	To set personal info, wakeup call, alarm, skin, and bell. For detailed information, refer to the 'Device Config. Tab' section of 'OfficeServ Softphone Option Settings' of 'Things you should know'.
System Config.(S)	To set various options of the system. For detailed information, refer to the 'System Config. Tab' section of 'OfficeServ Softphone Option Settings' of 'Things you should know'.
Option(O)	To set general options of the OfficeServ Softphone program. For detailed information, refer to the 'Option Tab' section of 'OfficeServ Softphone Option Settings' of 'Things you should know'.
Softphone Exit(X)	To close the OfficeServ Softphone program.

OfficeServ Softphone Option Settings
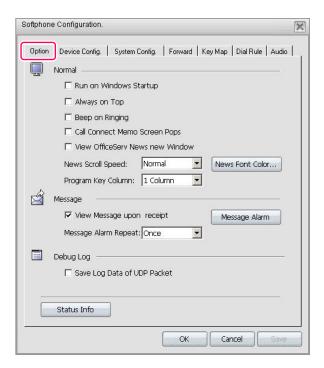
Option Tab

The [Option] tab allows you to set regular options required for using OfficeServ Softphone.

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

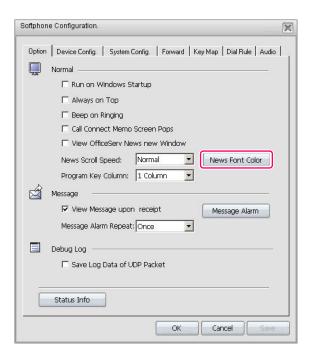*2.* Select **[Option] tab** of the Softphone Configuration window.

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 a beep sound, which is a speaker sound from the PC, when a call is connected or a new message arrives. This option allows you to use the call pickup function because you can hear a new call easily.
	Call Connect Memo Screen Pops	Automatically displays the Memo window when a call is connected.
	View OfficeServ News new Window	Users can view news through the OfficeServ News window. This function is provided only when [NEWS/CALL+] item is set at the AOM window. - News Scroll Speed: Allows you to set a news scroll speed(Slow/Normal/Fast) in the Spot News window. - News Font Color: Allows you to set a news scroll color in the Spot News window.
	Program Key Column	Allows you to set button layout(1 Column/2 Columns/3 Columns) in the AOM window.
Message	View Message Upon receipt	Enables a message to be displayed when the message is received. - Message Alarm: Allows you to set a sound used for notifying message arrival.
	Message Alarm Repeat	Allows you to set the cycle of an alarm when a message is received. - Once: An alarm rings only once when a message is received. - Every 2 Min.: An alarm rings every two minutes until you check a message. - No Tone: An alarm does not ring even when a message arrives.
Debug Log	Save Log Data of UDP Packet	If problems occur continuously between OfficeServ Softphone and the system, the exchanged messages are saved as log files. Log files are created in the 'C:\Temp' directory. The files are later used for analyzing the problems.

News Font Color
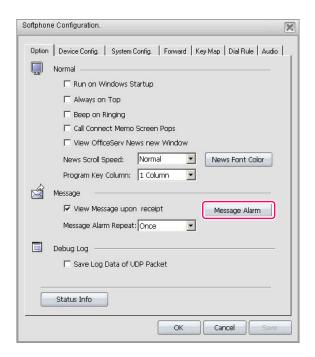
1. Click **[News Font Color]** of [Option] tab window.

2. Select one of the basic colors or select **[Define Custom Colors >>]** to customize the color.

3. Click ☐ OK ☐

Message Alarm

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

2. Select a wave file to be used as a message alarm from the default message alarms. Or, click [Search] to select another wave file.
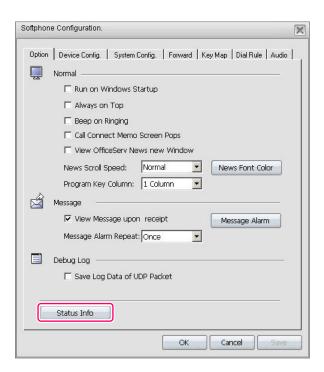

3. Click $\boxed{>>}$ to listen to the wav file beforehand.

4. Click $\boxed{\text{OK}}$.

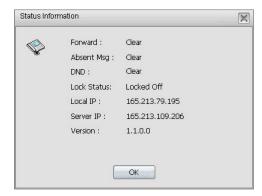## Status Info

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

2. Verify the OfficeServ Softphone setting and registration status.
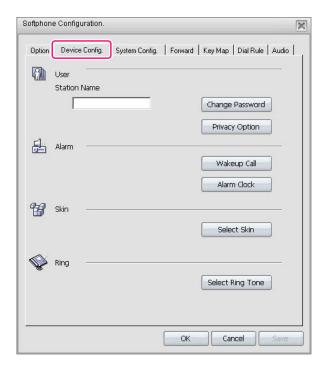

3. Click [OK].

Device Config. Tab

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

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

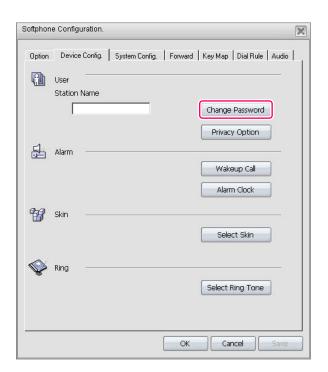*2.* Select **[Device Config.] tab** of the Softphone Configuration window.

Preference	Option	Description
User	Station Name	Allows you to set a name to be displayed in the recipient's Softphone when making a call.
	Change Password	Allows you to change a password that enables privacy and phone initialization.
	Privacy Option	Allows you to set options to prevent other users from using the user's profile and set the privacy function in the Directory, message box, and calling history check.
Alarm	Wakeup Call	Allows you to set a wakeup call.
	Alarm Clock	Allows you to set two alarms.
Skin	Select Skin	Allows you to change the skin of OfficeServ Softphone.
Ring	Select Ring Tone	Allows you to change a phone sound.

Change Password

1. Click **[Change Password]** of [Device Config.] tab window.

2. Enter the previous password and the new password.

Change Password	
Password	****
New Password	****
Re-type Password	****
	OK Cancel

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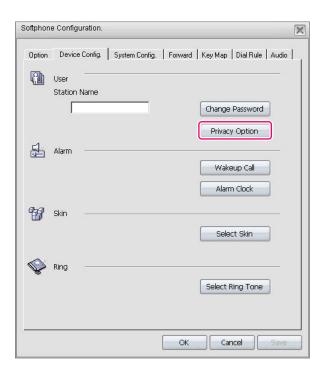- Re-type Password: Re-enter and confirm the new password.

3. Click OK .

NOTE **When you forgot your password**

If you forget your password, enter a new password in 'password' of [Option Config.] → [System Config.] → [Login Info] to register the password.

Privacy Option

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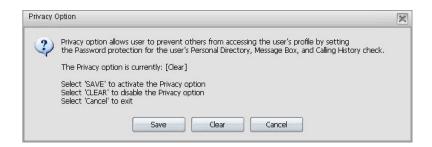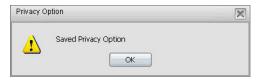

2. Enter the password and click **[OK]**.

NOTE	**Entering Password for Privacy Option**
	The password for privacy option should be entered accurately. Otherwise, the privacy function cannot be used.

3. Click **[Save]** to configure the privacy function or click **[Clear]** to clear the privacy function.
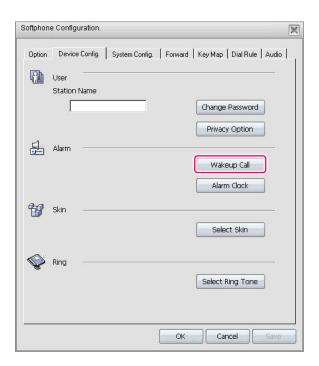

4. Click **[OK]**.

> NOTE **Setting Privacy Function**
>
> In order to set the privacy function, the password must be entered when using [Option Config.], [Directory], [Message] menu and recent call log.

Wakeup Call

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

2. Configure the wakeup call function.

- Repeat: Set the wakeup call interval.
    - No: The wakeup call function is deactivated.
    - Everyday: The wakeup call function is performed every day at a set time.
    - Mon.~Fri.: The wakeup call function is performed only during Mondays through Fridays.
    - Mon.~Sat.: The wakeup call function is performed only during Mondays through Saturdays.
- Time: Set the time of the wakeup call.
- Ring: Set the ringing sound of the wakeup call.

3. Click [Search] to select a wave file to be used as a wakeup call sound.

4. Click [>>] to listen to the wav file beforehand.
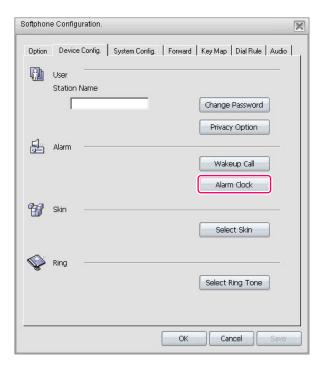
5. Click [OK].

> 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 **[Alarm Clock]** of [Device Config.] tab window.

2. Configure the alarm function.

- Time: Set the time of the alarm.
- Repeat: Set the alarm interval.
    - No: The alarm function is deactivated.
    - Everyday: The alarm rings everyday at the set time.
    - Once: The alarm rings only once at the set time.
- Ring: Set the ringing sound of the alarm.

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

4. Click >> to listen to the wav file beforehand.

5. Click OK .

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 at the set time.

Select Skin

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

2. Select a skin for OfficeServ Softphone.

NOTE **What is Skin?**

A skin is a graphic file used to change the appearance of the user interface in the OfficeServ Softphone program. If only a skin is changed, only appearance of the user interface will be changed and program functions will not be changed.

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3. Click **[OK]**. The skin window is displayed as shown below:

Default Skin Starting Window

IP Phone Skin Starting Window

Phone Skin Starting Window

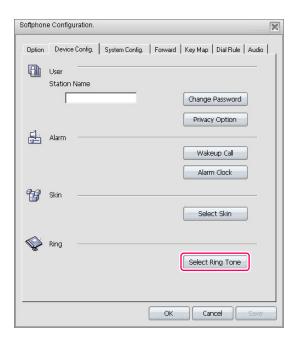### Simple Skin Starting window

> NOTE **Skin Settings**
>
> Changes in the skin are not applied until OfficeServ Softphone is restarted.

Select Ring Tone

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

2. Select a wav file among the basic ringing sounds or click **[Search]** to select another wav file.

3. Click $\boxed{>>}$ to listen to the wav file beforehand.
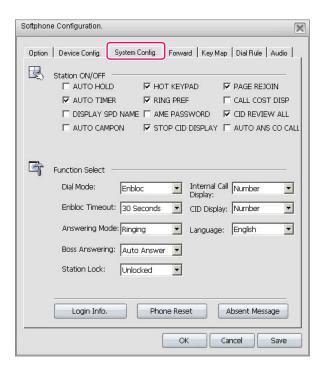
4. Click $\boxed{\text{OK}}$.

System Config. Tab

The [System Config.] tab allows you to set options for the system.

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

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

- [Station ON/OFF] of the [System Config.] tab allows you to set specific functions to be used. This function operates properly only when this function is enabled as a system function in the OfficeServ system.
- [Function Select] of the [System Config.] tab allows you to specify whether a specific function will be used for each station.

Preference	Option	Description
Station ON/OFF	AUTO HOLD	When selecting another CO line during an external call, this option enables the CO line to be on hold automatically.
	AUTO TIMER	Enables calling duration to be automatically displayed in a certain time while making an external call.
	DISPLAY SPD NAME	Enables the name of a speed dial to be displayed when making a call by using the speed dial.
	AUTO CAMPON	Enables an incoming call to wait automatically without making the caller hear the 'busy' sound when another external call is connected while making an external call.
	HOT KEYPAD	Allows you to use a shortcut key set in a function.
	RING PREF	Allows you to answer an incoming call by clicking [Send] while a phone is ringing. Set to 'OFF'. Click [Send] when a phone rings. Then, you can hear a dial tone ring. Click the blinking button on the AOM window to answer the call.
	AME PASSWORD	Allows you to type a password when changing the AME status.
	STOP CID DISPLAY	Allows you to stop the function of displaying the information on the caller in the window while a call is being connected.
	PAGE REJOIN	Allows you to hear page automatically when a busy station is in a camp on status during page.
	CALL COST DISP	Allows you to display a toll for the calling duration while calling.
	CID REVIEW ALL	Allows you to store caller IDs. - ON: Allows you to store caller IDs for all calls. - OFF: Allows you to store caller IDs for unanswered calls.
	AUTO ANS CO CALL	Allows you to answer an external call automatically.

| Preference	Option	Description
Function Select	Dial Mode	Allows you to select a dial mode(Enbloc/Overlap). - Enbloc: This is a mode set in the Softphone by default. Press a phone number and then, click [Send] to connect a call when making a call. If you press an invalid phone number, you can delete the phone number and enter the number again. - Overlap: When pressing a phone number, the call is connected immediately. If an invalid phone number is pressed, click [End] to hang up the phone and enter the phone number again.
	Enbloc Timeout	Allows you to set valid duration(30 seconds/1 minute/ 3 minutes) from pressing a phone number to pressing [Send] in Enbloc mode.
	Answering Mode	Allows you to set an answer mode of the Softphone when a call is connected. - Ringing: Enables the phone to ring when a call is made. - Auto Answer Mode: Enables a call to be connected when the call is made. - Voice Announce Mode: Allows you to hear the voice of the caller while a speaker turn on when a call is made. The caller cannot hear the voice of the recipient. Click the receiver or [Speaker] to speak to the caller.
	Boss Answering	This option can be set in only the Softphone where the boss/secretary function is set and allows you to set the boss answering mode.
	Station Lock	Allows you to set the Locked All function to prevent other users from OfficeServ Softphone. - Unlocked: Disables the lock function. - Locked Outgoing: Disables outgoing. - Locked All Calls: Disables outgoing or incoming.
	Internal Call Display	Allows you to set the display in the station buttons of the AOM window. - Number: Enables station numbers to be displayed in the AOM window. - Name: Enables names to be displayed in the AOM window.
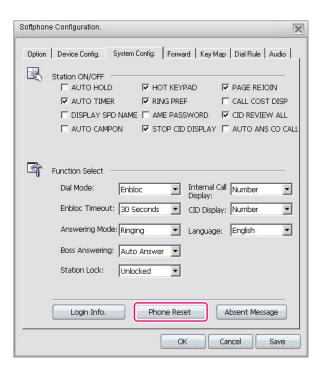
Preference	Option	Description
Function Select	CID Display	Allows you to set a type of displaying caller IDs in the OfficeServ Softphone window. - None: Enables caller IDs not to be displayed. - Number: Enables caller IDs to be displayed as numbers. - Name: Enables caller IDs to be displayed as names.
	Language	Allows you to select a language to be used in OfficeServ Softphone. - Korean: Allows you to set the Softphone language to Korean. - English: Allows you to set the Softphone language to English.
	Login Info.	Allows you to set Softphone login information. For details, refer to 'Initial Settings for OfficeServ Softphone'.
	Phone Reset	Allows you to delete user data such as directory, message boxes, calling histories
	Absent Message	Allows you to set or release a message to be displayed in the Softphone of the caller while you are absent.

Phone Reset

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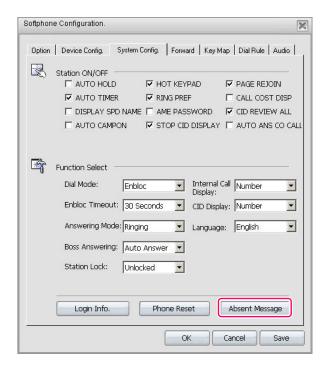

2. Enter the password.

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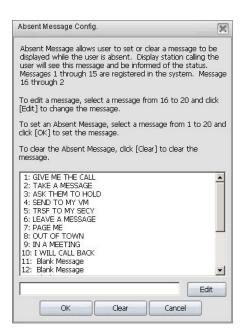
4. Click **[OK]** to initialize OfficeServ Softphone.

Absent Message

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

2. Select an absence message to be used.

Absent Message Config.

Absent Message allows user to set or clear a message to be displayed while the user is absent. Display station calling the user will see this message and be informed of the status. Messages 1 through 15 are registered in the system. Message 16 through 2

To edit a message, select a message from 16 to 20 and click [Edit] to change the message.

To set an Absent Message, select a message from 1 to 20 and click [OK] to set the message.

To clear the Absent Message, click [Clear] to clear the message.

```
1: GIVE ME THE CALL
2: TAKE A MESSAGE
3: ASK THEM TO HOLD
4: SEND TO MY VM
5: TRSF TO MY SECY
6: LEAVE A MESSAGE
7: PAGE ME
8: OUT OF TOWN
9: IN A MEETING
10: I WILL CALL BACK
11:  Blank Message
12:  Blank Message
```

Edit

OK   Clear   Cancel

3. Click [OK].

4. Click [Clear] to clear an absence message.

> NOTE
>
> **Absent Message**
>
> Absent Messages: Messages 1 through 15 are registered in the system. Messages 16 through 20 can be edited and used by OfficeServ Softphone users. Select a message among the messages from 16 to 20 and click [Edit] to change an absence message.
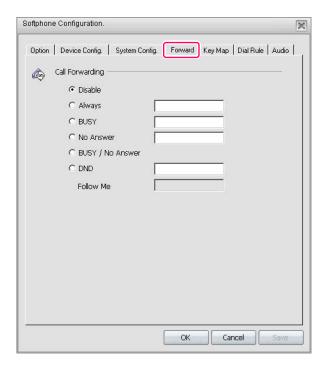
Forward Tab

The [Forward] tab allows you to set a station number to which an incoming call will be transferred when you do not use OfficeServ Softphone or cannot answer a call.

1. Click **[Option Config.] icon(** 📞 **)** of the OfficeServ Softphone starting window.
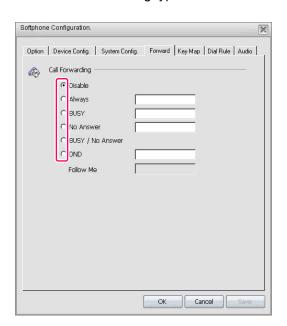
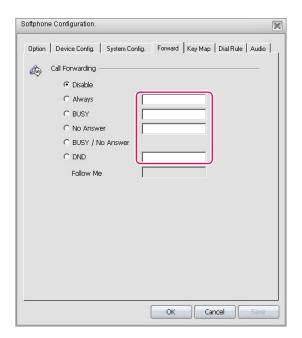*2.* Select **[Forward]** of the Softphone Configuration window.

Preference	Option	Description
Call Forwarding	Disable	Allows you to release call forwarding.
	Always	Allows you to enter a station number to which all incoming calls will be transferred.
	BUSY	Allows you to enter a station number to which an incoming call will be transferred when you are on the phone.
	No Answer	Allows you to enter a station number to which an incoming call will be transferred when you cannot answer the call.
	BUSY/No Answer	Allows you to enter a station number to which an incoming call will be transferred when you are on the phone or cannot answer the call.
	DND	Allows you to enter a station number to which an incoming call will be transferred when you do not want to answer the call.
	Follow Me	If another Softphone(or phone) user sets call forwarding in Softphone of the user, the phone number of the user will be displayed.

3. Select a call forwarding type.

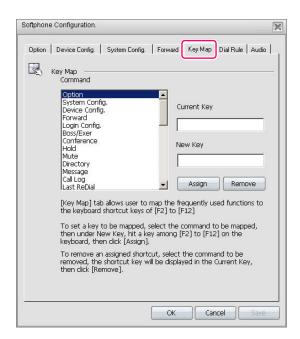*4.* Enter a call forwarding number.

5. Click [OK].

Key Map Tab

The [Key Map] tab allows you to set the frequently used functions of the Softphone as the shortcut keys of [F2] to [F12].

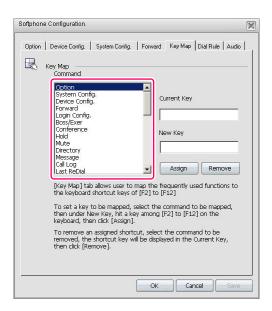*1.* Click **[Option Config.] icon( ) ** of the OfficeServ Softphone starting window.

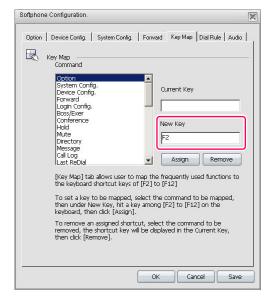*2.* Click **[Key Map]** of the Softphone Configuration window.

Key Mapping Setting

1. Select an item to which a key will be mapped.
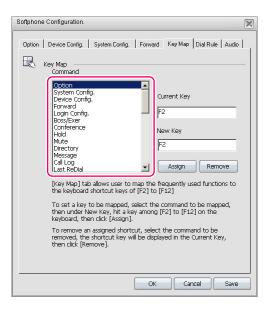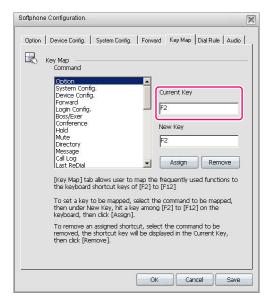

2. Set a key to be mapped.

3. Click [Assign].
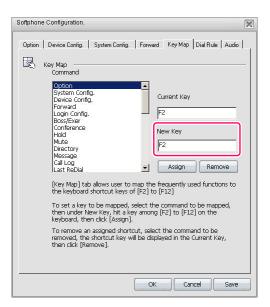
Key Mapping Change

1. Select an item to be changed.

2. Check the current key.

3. Set a new key to be mapped.
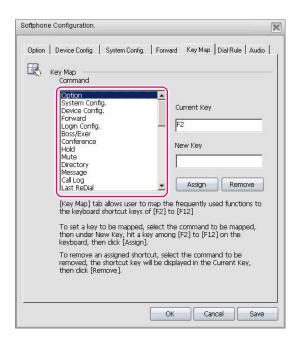
4. Click [Assign].

Key Mapping Deletion

1. Select an item to be deleted.

2. Click [Remove].

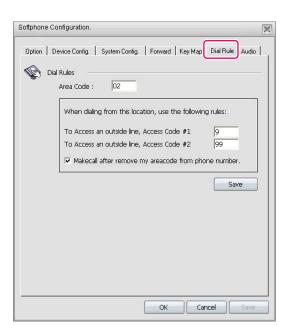| NOTE	**Key Mapping Setting Item Application**
	Click [Save] or [OK] and close the Softphone Config window to apply the key mapping item that was set, changed, or deleted.

Dial Rule Tab

The [Dial Rule] tab allows you to set required dialing rule information by using the phone book of OfficeServ Softphone. If required dialing rule information is not set, you can dial only a phone number that includes a local code or an external line number properly by using the phone book.

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

2. Click **[Dial Rule]** of the Softphone Configuration window.

| Option	Description
Area Code	Allows you to enter the local code of the area where Softphone is used.
To Access an Outside line, Access Code #1/#2	Allows you to enter an external call number to be prefixed to all phone numbers when making a call to an external phone number by using the phone book.
Makecall after remove my areacode from phone number.	Allows you to dial a phone number that starts with the same local code as you by deleting the local code automatically by using the phone book.

Audio Tab
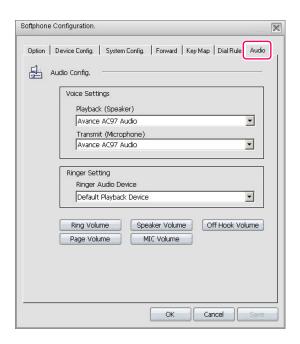
The [Audio] tab allows you to set required devices and volumes in a PC where OfficeServ Softphone is installed.

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

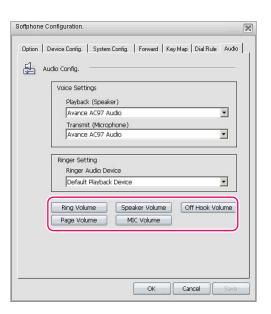*2.* Click **[Audio]** of the Softphone Configuration window.

Preference	Option	Description
Voice Settings	Playback(Speaker)	Allows you to select a required playback device(e.g., speaker) in OfficeServ Softphone.
	Transmit(Microphone)	Allows you to select a required transmission device(e.g., microphone) in OfficeServ Softphone.
Ringer Settings	Ringer Audio Device	If one or more audio devices are configured in a PC where OfficeServ Softphone is used, you can select a ringer audio device in Softphone. For instance, if a receiver is used, a ringing sound can be set in an external speaker again. Select 'Default Playback Device' to set the same devices in Voice Settings.

3. Adjust volumes in OfficeServ Softphone.

Preference	Description
Ring Volume	Allows you to adjust ringing sound volume.
Speaker Volume	Allows you to adjust speaker volume during a call. Speaker Volume Bar of the initial window displays speaker volume during a call.
Off Hook Volume	Allows you to adjust off-hook(DTMF tone) volume. The DTMF tone volume are changed as off-hook volume is adjusted.
Page Volume	Allows you to adjust page volume.
MIC Volume	Allows you to adjust microphone volume.
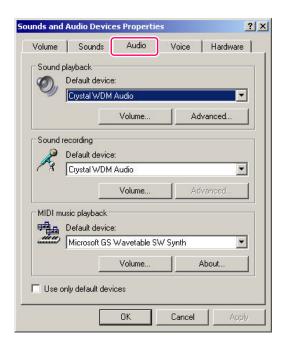
Speaker and Microphone Setting (System Setting)

Users of OfficeServ Softphone can make or answer calls in a Windows environment by setting the speaker and microphone status.
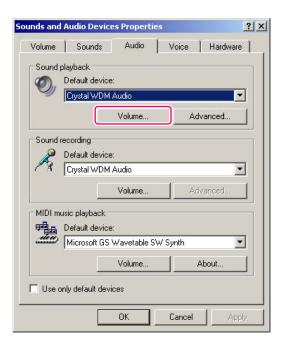
Speaker Setting

1. Click [Start] → [Settings(S)] → [Control Panel(C)] → [Sounds and Audio Devices] from the Windows desktop.

2. Select **[Audio]** from Sound and Multimedia Properties.
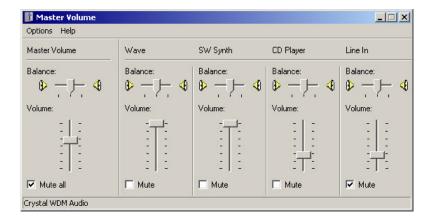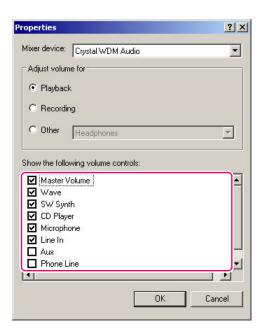
3. Click **[Volume...]** from Play Sound.
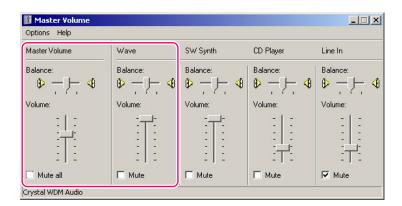
4. Select [Options] → **[Registration Info(R)]** from Volume Control.

5. Check if the **'Master Volume'**, **'Wave'**, and **'Microphone'** items of Volume
Control in the Registration Info window are marked. If not, mark the items.

6. Click .

7. Clear the Mute options checked for **'Volume Control'** and **'Wave'**, and set the
Volumes.
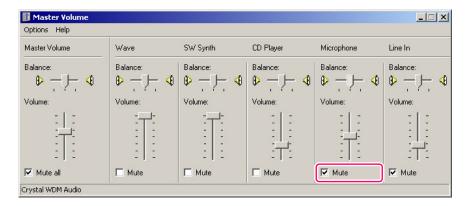
> **NOTE**
>
> ### Speaker Volume Control
>
> Volume Control allows you to set the speaker volume of OfficeServ Softphone in the 'Master Volume ' and 'Wave' items. Set the volumes of the items to the maximum.

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

9. Select **[Exit(X)]** from [Options(P)].
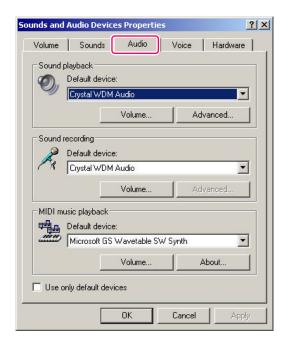
> **NOTE**
>
> ### Microphone Mute Setting
>
> If the 'Mute' of 'Microphone' is not marked, your voice can be heard through a speaker when you speak.

Microphone Setting
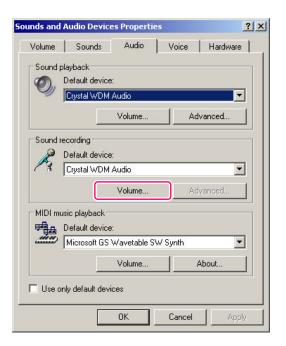
1. Click [Start] → [Settings(S)] → [Control Panel(C)] → [Sounds and Audio Devices] in the Windows2000 desktop.

*2.* Select **[Audio]** from Sound and Multimedia Properties.
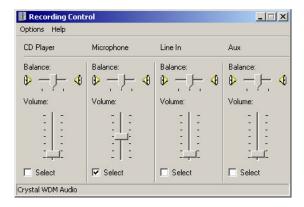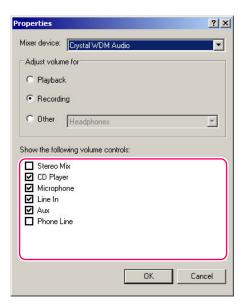
3. Click **[Volume…]** from Sound recording.
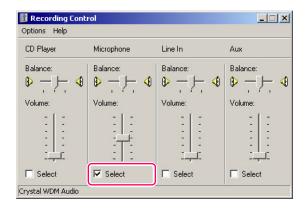
4. Select [Options(P)] → [Registration Info(R)] from Record Control.

5. Check if **'Microphone'** among the Volume Control items is marked. If not, mark the item.

6. Click [OK].

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

8. Select **[Exit(X)] from** [Options].

MAKING A CALL

Before Making a Call

This section describes the functions used for making calls. For information on each function, refer to each function description section.

Category	Intercom Call	External Call
Functions	- Making an Intercom Call - Busy Station Callback - Camp On - Connecting to an Operator	- Making an External call - Redial - Redial - Busy CO line Callback - Redialing a CO line - Parking Orbit - Saving Phone Numbers - Making a Call to the Saved Phone Number
	- Dialing the Most Recently Called Number - Making a call using the Recent Call Log - Making a call using a system speed dial number - Making a call using Personal directory dial number - Making a Call Using a Directory Name	

Making Calls

This section describes the functions for making calls using OfficeServ Softphone.
This user guide describes how to make a call in the [Enbloc] mode by using the [Send] or [End] button.
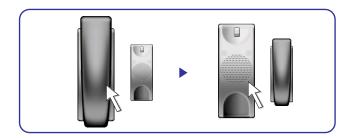
Making Calls by Using the [Send], [Speaker], or [End] Button

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

Making Calls by Using the Receiver

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

Making Calls by Using the Keyboard

1. Enter a phone number in a wait state by using the keyboard.

2. Press the [Enter] key in the keyboard or click the [Send] button to make a call.

3. After a call is completed, press the [Esc] key in the keyboard or click the [End] button.

Making Calls by Using the Dial Buttons on the Numpad
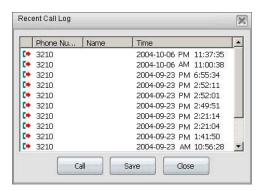
1. Enter a phone number in a wait state by using the dial buttons on the numpad.

• If the numpad window is not displayed, click the [Show Numpad] button to display the numpad window.

2. Click the [Send] button to make a call.

Making Calls by Using Recent Call Log

1. Click the [Send] button in a wait state to display the recent call log.

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

Making Calls by 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 window of OfficeServ Softphone.

Making an Intercom Call

This function allows you to make an intercom call.

Making an Intercom Call

Follow the steps below to make an intercom call:

1. Enter the target station number while in standby state.

2. Click [Send]. The ring-back tone rings.

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

Hello~

> NOTE
>
> **Dial Mode**
>
> – When the 'Enbloc mode' is set in OfficeServ Softphone, press a phone number and click [Send] to make a call. When the 'Overlap mode' is set, only press the phone number to make a call. This user guide mainly describes cases where the dial mode is 'Enbloc'.
>
> – For details on the dial mode, refer to [System Config.] tab of 'OfficeServ Softphone Option Settings'.

Busy Station Callback

This function allows you to call back to the station of the recipient when you make a call to a busy station.

1. If a busy tone rings and the busy message is displayed in the window, select **[CALLBACK].**

2. A call back message is displayed.

3. Once the recipient ends a call, your Softphone will ring and the 'callback ○ ○ ○ ○' message will be displayed.

4. Click **[Send].** Then, the station of the recipient rings.

Camp On

This function allows you to urgently speak to the recipient when you make a call to a busy station.

1. If a busy tone rings and the busy message is displayed in the window when making a call, select **[CAMP ON]**.

2. A tone rings every few seconds to notify the recipient that an urgent call has arrived.

3. Wait until the recipient answers the call.

Connecting to an Operator

This function allows you to connect a call to an in-house operator or operator group.

1. Click **[0]** and **[Send]** in sequence to connect a call to an in-house operator or operator group.

2. Enter the station number of an operator to make a call to a specific operator.

> NOTE **Connecting to an Operator**
>
> Click [0] and [Send]s in sequence to connect a call to a standby operator. If there are multiple standby operators, enter the station number of a specific operator.

Making an External call

This function allows you to make an external call.

Making an External call

Follow the steps below to make an external call:

1. Enter the target phone number of the recipient including the external calling number in a wait state.

2. Click **[Send]**. The ring-back tone rings.

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

Redial

This function allows you to make an external call to the most recently called number.

LAST REDIAL

1. Select **[LAST REDIAL]** from the Soft Menu window while in standby state.

- Or, enter the function codes for redial, [1] [9], and click [Send].

2. A ring-back tone rings. Speak to the recipient when the recipient answers the call.

NOTE **Overlap Dial Mode**

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

Auto Redial

When you make an external call and the recipient is on the phone, this function allows you to automatically redial the recipient. This function allows you to redial up to 99 times at a specified interval.
The auto redial function is useful for the places(e.g., service centers, call centers) where much traffic flows.

1. Select **[RETRY]** from the Soft Menu window if a busy tone rings when making an external call.

2. The system memorizes the external call number and automatically redials the number.

- While the system is automatically redialing the number, you can hear a call connection sound and the microphone is blocked.

- Click [End] to cancel auto redial.

3. Once the recipient answers the call, click **[Send]** to speak to the recipient.

- A call is disconnected if the recipient answers the call through auto redial and the caller does not respond to the recipient within 10 seconds.

Busy CO line Callback

This function allows you to call back when all CO lines are busy. When any busy line becomes available, the caller is notified through a phone ring.

1. Select **[CALLBACK]** from the Soft Menu window if a busy tone rings when an external caller ID is entered.

2. Click **[End]** once a confirmation tone rings.

3. If a CO line becomes available, the caller station will ring.

- If the caller does not answer a call within 30 seconds after the caller's station rings, the busy CO line callback will be disabled.

4. Enter the target CO line number, and click **[Send]**.

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

Parking Orbit

This function allows you to park an external call in the 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.

AOM

PARK

1. Select **[PARK]** from the AOM window while your station is busy or your are waiting a call.

- If the AOM window is not displayed, click [Screen]. Then, the window below appears.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 OPER	#

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

AOM

PARK

3. The user notified of the orbit number should select **[PARK]** from the AOM window, and then select 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 allows you to save the phone number to which you have just made a call for future use.

Select **[SAVE/REPEAT]** from the window before terminating a call.

- Only a phone number can be saved and the saved number is maintained in the memory until another phone number is saved.

Making a Call to the Saved Phone Number

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

SAVE/REPEAT

1. Select **[SAVE/REPEAT]** from the Soft Menu window while in standby state.

- Or, enter the function code, [1] [7] and click [Send].

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

Hello~

Making an Intercom / External call

This section describes the functions used for making both of an intercom call and external call.

Dialing the Most Recently Called Number

This function allows you to dial the most recently called number.

1. Click **[Redial]** while in standby state.

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

Hello~

NOTE

Overlap dial mode
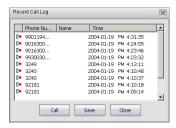
In overlap dial mode, click [Speaker] and select [LAST REDIAL] to use this function.

Making a Call Using the Recent Call Log
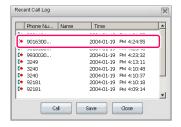
This function allows you to make a call using the recent call log.

1. Click **[Send]** while in standby state.

2. Up to 60 recent call logs such as sent call logs and received call logs are sorted and displayed by time.

3. Double-click a call log, press **[Call]**, or press **[Enter]** key with the call log selected. Then, a call is made.

NOTE

Making a Call Using the Call Log

For information on how to make a call using the recent call log/sent call log/received call log, refer to 'Call Log' of 'Menus'.

Saving a Phone Number

Select a phone number and click [Save] to save a phone number from the recent call log.

Making a Call Using a Common Speed Dial

This function allows you to make a call using common speed dials for frequently used phone numbers.

1. Select **[SPEED DIAL]** from the Soft Menu window while in standby state.

2. Enter a system speed dial number.

3. Then, the phone number registered to the speed dial number will be dialed.

Making a Call Using Personal directory Dial Number

This function allows you to make a call using speed dials for frequently used phone numbers.

1. Press the speed dial button of the target phone number for a long time in a keyboard while in standby state.

- If the speed dial has two digits, press the first dial for a short time and press the second dial for a long time.

2. Then, the phone number registered to the speed dial number will be dialed.

NOTE **Registering a Speed Dial**

For information on registering a speed dial, refer to 'Directory' of 'Menus'.

Making a Call Using a Directory Name

A directory refers to an on-line phonebook where extension or speed dial numbers are saved by names. This function allows you to search an extension or speed dial number from the directory name list.

1. Select **[DIRECTORY]** from the Soft Menu window while in standby state.

2. Select a directory menu(e.g., [STATION DIR.], [SYSTEM DIR.]) from the window.

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

4. Select the name. Then, select **[SEND]** from the Soft Menu window to make a call.

ANSWERING A CALL

Before Answering a Call

This section describes functions for answering calls. For information on each function, refer to each function description section.

Category	Intercom Call	External call
Functions	- Answering an Intercom Call - Answering a Call in Auto Answer Mode - Answering a Call in Page Answer 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. This user guide mainly describes how to make a call using [Send] or [End].
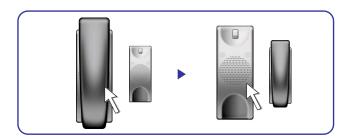
Answering Calls by Using the [Send], [Speaker], or [End] Button

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

Answering Calls by Using the Receiver
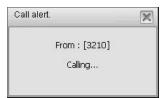
If a skin that has a receiver window is used, click and lift the receiver to answer a call. Click the place where the receiver should be placed and replace the receiver to end the call.

Answering Calls by Using the Call Alert Window

If the OfficeServ Softphone program window is minimized or hidden, the call alert window will be displayed to notify you of a call connection.

1. If a call is connected, the call alert window will appear:

2. Upon clicking the call alert window, a call is connected to the caller. If a phone number is registered in the phone book, the caller ID will be displayed in the window.

> **NOTE** **Caller ID Display**
>
> Only a caller ID is displayed by default. If a caller ID is registered with the phone book, the name, e-mail address, facsimile number, and phone number registration date will be displayed as well.

Answering an Intercom Call

This function allows you to answer the call from an intercom.

Answering an Intercom Call

This function allows you to answer the call from an intercom.

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

- If the ring volume is set to minimum, OfficeServ Softphone will display only a message.

2. Click **[Send]** to answer the call.

- Click [Speaker] or receiver to answer the call.

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

- I f the call was answered by clicking the receiver, click the receiver again to end the call.

Answering a Call in Auto Answer Mode

This function allows you to answer an intercom call by using a phone in auto answer mode.

1. When a call is made, the call is automatically connected to you.

2. Click **[End]** to end the call.
- Or, click [Speaker].

Answering a Call in Page Answer Mode

This function allows you to answer an intercom call by using a phone in page answer mode.

1. When a call is connected to you, you can hear the caller's voice.
- However, the caller cannot hear your voice.

2. Click **[Send]** to 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 allows you to answer the call from an external.

Answering an External call

This function allows you to answer the call from an external.

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

   - If the ring volume is set to minimum, OfficeServ Softphone will display only a message.

2. Click **[Send]** to answer the call.

   - Click [Speaker] or receiver to answer the call.

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

   - If answering a call after clicking the receiver, click the place where the receiver is placed.

Answering an External Call Using a Night Service Bell

This function allows another Softphone user to answer an external call when the user is away at night and cannot answer the call. This function is not available for intercom calls.

1. If an external call is made at night, OfficeServ Softphone rings through an external page speaker.

AOM

UNI ANSWER

2. Select **[UNI ANSWER]** from the AOM window while in standby state.

AOM

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

NOTE | **Night Mode Setting Time**

For information on night mode setting time, contact the system administrator.

Answering an Intercom / External call

This function allows you to answer the call from an Intercom/external.

Call Pickup

This function allows you to pick up the call made to another Softphone user.

1. Another user's Softphone rings.

2. Click **[Send]**, and enter the function code for call pickup, **[6]**▶**[5]**.

- Or, click [Speaker], and enter the function code for call pickup, [6][5].

3. Enter the station number of the Softphone to which a call is made. Answer the call once the call is connected to your Softphone.

Group Call Pickup

This function allows the station user of a specific group to pick up the call made to another group user.

1. A station of the same group rings.

2. Click **[Send]**, and enter the function code for group call pickup, **[6]▶[6]**.

- Or, click [Speak], and enter the function code for group call pickup, [6][6].

3. Enter a group number(01~20). Answer the call once the call is connected.

Answering a Waiting Call

If an intercom or external call is while in standby state, your Softphone rings and the button for the waiting call blinks in the AOM window. This function allows you to answer the waiting call.

1. Click **[Screen]** to display the AOM window.

2. Click a blinking station or CO line number from the AOM window.

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

4. If another call arrives during a call, click **[Hold]** and then, click the blinking number from the AOM window.

CONVENIENT FEATURES

Features Used During a Call

This section describes features of OfficeServ Softphone that can be used while being connected to an intercom or external call.

Call Hold

If an urgent matter comes up or if another call arrives while calling, you can put the other party on hold and resume the conversation after a short while.

Holding an Intercom Call

1. Press **[Hold]** while calling to put an intercom call on hold.

2. The 'On ex-hold' message is displayed in the window.

- If the station number is registered to the AOM window, the button for the station number blinks.

3. Select **[Hold]** or [CALL1] of the AOM window to reconnect to the call on hold.

Holding an External call

1. Press **[Hold]** while calling to put an external call on hold.

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

- If the CO line number is registered to the AOM window, the button for the CO line number blinks.

3. Select **[Hold]** or the blinking button for the CO line number of the AOM window to reconnect to the call on hold.

Call Transfer

This function allows you to transfer an external call when the other party of the call requests connection to another party.

Unconditional Call Transfer

1. Click **[Transfer]** during an external call.

2. Enter the station number or CO line number to be transferred.

3. While the transfer bell is ringing, click **[End]** and hang up the phone to transfer the call immediately.

- Click [Speaker] or the receiver.

Conditional Call Transfer

1.   Click **[Transfer]** during an external call.

2.   Enter the target station number or CO line number, and wait until the other party answers the call.

3.   Once the party to be transferred answers the call, speak to the person and click **[End]** to hang up the phone.

- Click [Speaker] or the receiver.

NOTE   **Transferring an incoming call directly to a voice mailbox**

Select [Voice Mail Box] from the AOM window and enter the voice mailbox number to transfer an incoming call to a voice mailbox. Note that the Samsung SMVi card should be installed in the phone system and that the system administrator should already set the voice mailbox function by using the MMC program.

Mute (Blocking Sound to the Caller)

This function allows you to hear the voice of the caller but to prevent the caller from hearing your voice during a call.

1. Click [Mute] or select **[MUTE]** from the Soft Menu window while calling.

2. Click [Mute] again or select **[mute(off)]** from the Soft Menu window to disable the mute function.
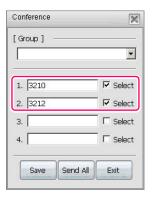
Conference Call

This function allows you to hold a conference call with up to five people(connected to stations or C.O.lines) including you simultaneously.

In Enbloc Dial Mode

1.   Click **[Conference]** in a standby state.
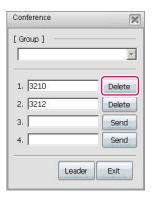
2.   After entering the target numbers, select the [Select] checkbox.

- If a group is already registered, you can select the group.

3.   Click **[Send All]** to connect to the entered numbers.

4.   Once the call is connected to the entered numbers, start holding a conference call.

5. To release a call during a conference, click [Delete] next to the corresponding number.

6. Enter the number to be connected in the vacant field and click [Send] to connect an additional call.

7. Click **[Exit]** to end a conference call.

In Overlap Mode

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

2. Enter a phone number to be added to a conference call.

3. If the other party answers a call, click the **[Conference]** button again to make a conference call.

- To add phone numbers continuously, click the [Conference] button, and then enter a phone number.

Call Forwarding

This function allows you to forward a call to a specific station when you cannot answer a call because you are transferred to another seat or absent for a long time. The following describes how to enable call forwarding by using function codes:

> **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 allows you to forward all calls made to you to another number.

1. Enter the function code for forwarding all calls, **[6]▶[0]▶[1]**, in a standby state and click **[Send]**.

2. Enter the target numbers, and click **[FORWARD ALL]**.

Forwarding All Calls While Calling

This function allows you to forward all calls to another station while calling.

1. Enter the function code for forwarding all calls while calling, **[6]▶[0]▶[2]**, in a standby state and click **[Send]**.

2. Enter the target numbers, and click **[FORWARD BUSY]**.

Forwarding No Answer

This function allows you to forward a call to another phone number when you cannot answer a call for a certain period of time.

1. Enter the function code for forwarding no answer, **[6]▶[0]▶[3]**, in a standby state and click **[Send]**.

2. Enter the target number, and click **[FORWARD NANS]**.

• Or, enter the target number, and select a transfer method.

Forwarding Busy / No Answer

This function allows you to forward a call to another phone number when you are on the phone or no one answers the call for a certain period of time.

1. Enter the function code for forwarding busy/no answer, **[6]▶[0]▶[4]**, in a standby state and click **[Send]**.

2. Enter the target number, and click **[FORWARD B/NA]**.

- Or, enter the target number, and select a transfer method.

Clearing Call Forwarding

This function allows you to clear call forwarding set in your Softphone.

1. Enter the function code for clearing call forwarding, **[6]▶[0]▶[0]**, in a standby state and click **[Send]**.

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

Changing Call Forwarding

This function allows you to answer a call connected to your Softphone or another station number when you are at a conference room or another office for a long period of time.

1. Enter the function code for changing call forwarding, **[6]▶[0]▶[6]**, in a Softphone(or a phone) at another place in a standby state, and click **[Send]**.

2. Enter the target number, and click **[FOLLOW ME]**.

Do Not Disturb (DND)

This function prevents you from answering incoming calls.

Setting DND Function

Follow the steps below to set the DND function:

1. Click the [Screen] button in a wait state to display the AOM window.

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

3. A message, 'DO NOT DISTURB', is displayed in the main window.

- If DND is enabled, the status display LED will blink red.

Clearing DND function

Follow the steps below to clear the DND function:

1. Click the [Screen] button in a wait state to display the AOM window.

AOM

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

- If DND is enabled, the status display LED on the [DND] button will turn red.

3. A message, 'DND is cancelled', is displayed in the main window.

- If DND is disabled, the red LED will turn off.

Page

This function allows you to deliver messages to people in an internal or external area.

Internal Page

This function allows you to make an internal page.

AOM

PAGE

1. Select **[PAGE]** from the Soft Menu window or AOM window in a standby state.

- Or, enter the function code for page, 55, and click [Send].

2. Select an internal paging area([0], [1], [2], [3], or [4]) and make a page.

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

External Page

This function allows you to make an external page to wide areas such as large offices or factories.

1. Select **[PAGE]** from the Soft Menu window or AOM window in a standby state.

- Or, enter the function code for page, 55, and click [Send].

2. Select an external paging area([5], [6], [7], [8], or [9]) and make a page.

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

Internal / External Page

This function allows you to make an internal or external page.

AOM

PAGE

1. Select **[PAGE]** from the Soft Menu window or AOM window in a standby state.

- Or, enter the function code for page, 55, and click [Send].

2. Click **[*]** and make a page once a ring tone rings.

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

Meet Me Page

This function allows you to contact a person who should be answering a transferred call by making a page.

MEET ME PAGE

1. Select [MEET ME PAGE] from the Soft Menu window in a standby state.

- Or, enter the function code for meet me page, 54, and click [Send].

2. Enter a paging area(between [0] and [9]) and tell the person who should be answering a transferred call to enter [5] and [6].

3. If the 'Please click ANSWER WAIT.' message is displayed in the window, click [ANSWER WAIT] from the Soft Menu window.

4. If the 'Please wait until the recipient responds.' message is displayed in the Soft Menu window, wait until the person enters the function code for page answer, **[5]▶[6]**.

5. If the code is entered, the person will automatically be available for answering the transferred call.

Page After Camping On

This function allows you to hold the current call and make a page to transfer an external call to another user. This function is useful when you are not aware of the destination to which an external call will be transferred at a factory or a large office.

1. Select **[PAGE]** from the [Soft Menu] window during a CO line call. Then, the call will be automatically in a camp on state.

2. After entering the number of the page area where the recipient is located, make a page.

- During paging, speak to the recipient's station or C.O.line number in a Camp On Busy(COB) state.

3. Click **[End]** to end the page. Then, the external call in a COB state is connected.

> **NOTE**
>
> **Making a Transferred External Call Again**
>
> If the person who should be answering a transferred call does not answer an external call in a COB state for the certain period of time set by the system, call the person who has transferred the call again. Note that an intercom call cannot be paged or camped on.

Page Pickup

This function allows you to answer the call in a camp on busy state after being notified by page.

AOM

PAGE PICKUP

1. Click [PAGE PICKUP] from the Soft Menu window or AOM window in a standby state.

- Or, enter the function code for page pickup, [1][0], and click [Send].

2. Enter the number notified by the page.

Hello~

3. Once the entered number is connected, speak to the recipient.

NOTE **Page**

The 'Page' function is applicable only to external calls.

Off Hook Page

When you make a call to a station and the recipient is on the phone, you can page separately. This function is useful when you urgently delivers messages. Note that an intercom call or transferred call is not available.

1. When a busy tone rings and the Busy message is displayed after making a call, click **[OHVA]** from the Soft Menu window.

2. Make a page.

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

NOTE
Off Hook Page is not Available

The off hook page function cannot be performed when the DND function is set in the station of the other party to which an off hook page will be made.

Rejecting Off Hook Page

This function allows you to reject an off hook page and resume conversation with the other party.

1. Click **[EXIT]** from the Soft Menu window during an off hook page to end the page.

2. You can resume conversation with the other party.

Ending Off Hook Page

This function allows you to end an off hook page and resume conversation with the other party on hold.

AOM

1. Once an off hook page starts, **[CALL2]** in the AOM window blinks.

AOM

2. When you clicks **[CALL2]**, the other party is on hold and the call is connected to the person who makes a page.

- [CALL1] in the AOM window blinks.

AOM

3. After ending the call, click **[CALL1]** to speak to the other party on hold.

Blocking Off Hook Page / Clearing the Block of Off Hook Page

This function allows you to block another user to make an off hook page to you or clear the block by using the urgent alarm block(off hook page block) function of the Softphone.

1. Select **[OHVA BLOCK]** from the Soft Menu window in a standby state.

2. Select **[ON]** from the window to disable an off hook page.

- Select [OFF] from the window to clear the disabling.

Message

This function allows you to leave a call request message when the recipient in a station is on the phone or cannot answer a call. Or, you can leave a message on the recipient's station when the recipient is absent.

Leaving a message

This function allows you to leave a call request message when the recipient in a station is on the phone or does not answer the call.

1. Make a call by clicking the receiver. If the recipient is busy or does not answer the call, select **[MESSAGE]** from the window.

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

Deleting a Message

This function allows you to delete your phone number left in another station or phone numbers left in your station.

Deleting Your Number Left in Another Station

1. Enter the function code for message deletion, **[4]▶[2]**.

2. Enter the target station number.

Deleting a Phone Number Left in Your Station

1. Enter the function code for message deletion, **[4]▶[2]**.

2. Enter your station number.

Checking / Answering / Deleting a Message

This function allows you to check/answer/delete the messages left in your Softphone. When any messages are left in your Softphone, the red LED blinks.

AOM

1. Click **[MESSAGE]** from the AOM window.

2. The most recently left message is displayed.

- REPLY: Allows you to make a call to the number of the station where a message is left. If the user who has left the message does not answer the call, the red LED blinks.

- NEXT: Allows you to check the next message.

- CLEAR: Allows you to clear the message.

Boss / Secretary

This function is available only in a Softphone where the Boss/Secretary function is enabled, and allows a secretary to check if the boss is absent or to set and use the frequently exchanged messages between the boss and secretary.

NOTE

Boss/Secretary Function

The Boss/Secretary function is available only if this function is enabled in the OfficeServ system. The [Boss/Secr] button is displayed on a Softphone where this function is enabled.

Transferring a Call From Secretary to Boss

This function allows a secretary to answer a call and then transfer the call to a boss.

1. If a call is connected, the secretary answers a call and checks a message from the caller.

2. Click **[Boss/Secr]** from the AOM window.

3. Select a boss to which a call will be transferred, and click the **[Send]** button.

4. Tell the caller's messages to the boss, and click the [End] button.

- Then, a call made to the secretary will be transferred to the boss.

Boss / Secretary Message

This function allows you to set messages frequently exchanged between a boss and secretary.

1. Click **[BOSS/SECR]** in a standby state.

2. Click **[Message]** from the Boss Status window.

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

4. Select a boss to which the message will be sent, and click **[Send]** to forward the message.

NOTE

Sending a message between a boss and secretary

Enter a message and click [Send] instead of [Save]. Then, the newly entered message is deleted and the previous one is sent.

Group

This function allows the users in the same group to listen to what you say so that your station can be included in a specific station group or excluded from the group.

Including / Excluding a Group

This function allows you to include your station in a specific group or exclude the station from a group.

Including a Group

IN/OUT GROUP

1.   Select **[IN/OUT GROUP]** from the Soft Menu window in a standby state.

2. Enter a group number to which your station will be included.

3. Click **[ON]** from the window.

Excluding a Group

IN/OUT GROUP

1. Select **[IN/OUT GROUP]** from the Soft Menu window in a standby state.

2. Click **[OFF]** from the window.

NOTE **When excluding a station from a specific group**

When your station is excluded from a specific group to which the station is included, you can answer a call connected to your station number, however cannot answer a call connected to the group number.

Caller ID Check

The system may be set so that a caller ID can be displayed in the Softphone window when a call is connected.

This function is a charged service provided by a telecommunications company, and is available for both ISDN and analog PSTN circuits.

Caller IDs cannot be checked in the following cases:
- A caller refuses to send the caller's phone number.
- A caller makes a call at an area where the caller cannot provide the caller ID(e.g., international calls).
- A caller makes a call with a public phone.
- The caller ID received from a communications company is damaged.
- A communications company does not provide a caller ID.

> **NOTE** **Caller ID Display Setting**
>
> For information on the setting the display type of the caller ID, refer to the [System Config.] tab of 'OfficeServ Softphone Option Settings' in 'Things You Should Know'.

Saving Caller IDs

This function allows you to save the caller ID when a call is connected.

If the caller ID is displayed when a call is connected, select **[SAVE/REPEAT]** from the Soft Menu window.

> **NOTE** **Saving Caller IDs**
>
> Only one caller ID can be saved, and is saved until another caller ID is saved. If another caller ID is saved, the previously saved caller ID will be deleted.

Making a Call to Saved Caller ID

This function allows you to make a call to the saved caller ID.

Enter a function code, **[1]** ▶ **[7]**, and click **[Send]** to make a call to the saved caller ID.

Saving Caller ID as Speed Dial

This function allows you to save the displayed caller ID as a personal speed dial. A single Softphone user can save up to 50 personal speed dials.

Click **[SAVE/STORE]** from the window to save the displayed caller ID as a speed dial.

• The speed dial number where the caller ID is saved is displayed in the window.
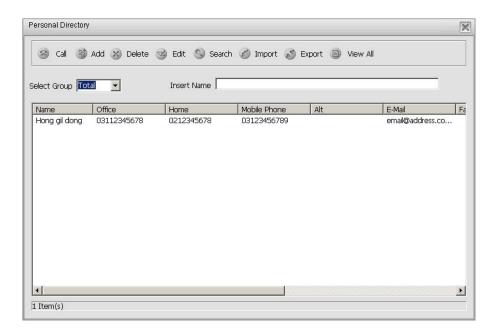
MENUS

This chapter describes how to use the Directory, Message, and Call Log menus of the function icons.

Directory

The Directory menu of the function icon allows you to perform various functions of OfficeServ Softphone.
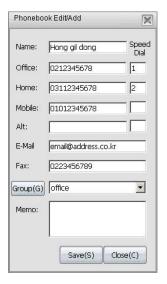
Click the **[Directory] icon(📖)** from the initial window of OfficeServ Softphone. Then, the window below appears:

Register Phone Numbers

This function allows you to save phone numbers. Up to four phone numbers(home, mobile, office, and Etc) per person can be saved. In addition, facsimile numbers, e-mail addresses, groups, and notes can be registered.

1. Click Add from the Personal Directory window.

2. Enter the information on a user to be registered. Speed dials or groups can be specified as well.

3. Enter the one of speed dial from 0 to 99 including 00~09 in the Speed Dial text box of the corresponding phone number to register the speed dial.

4. Click Group(G) to edit a group.

5. Enter the name of a new group to register the group.

6. Click [Add(A)] to register the group.

7. Select a group to be deleted.

8. Click [Delete(D)] to delete the group.

9. Click [×] to close the Group Add/Delete window. Then, click [Save(S)] of the Group Add/Delete window.

NOTE

Speed Dial Registration

Up to 110 speed dials from 0 to 99 including 00 to 09 can be registered. Duplicate speed dial numbers cannot be registered. A phone number can be searched by using the registered speed dial. The speed dial registered in the directory is available by dialing a dial number of the Personal directory. The speed dial is not available by dialing a system speed dial number.

Deleting Speed Dial

Delete the speed dial to delete the speed dial number assigned to the speed dial.

Making a Call to the Registered Speed Dial
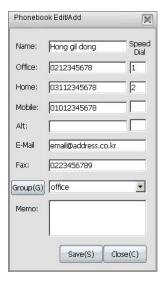
Click the last speed dial button for about two seconds by using the keyboard in enbloc mode to make a call to the registered phone number.

Modifying Phone Numbers

This function allows you to modify registered phone numbers.

1. Select a phone number to be modified from the Personal Directory window, and click 📧 Edit .

2. Enter the user profiles to be modified.

3. Click Save(S) to modify the user profiles.

Deleting Phone Numbers

This function allows you to delete the registered phone numbers.

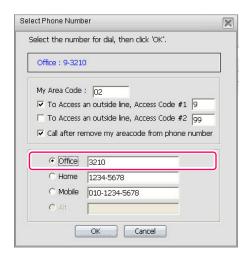Select a phone number to be deleted from the Personal Directory window, click
⊗ Delete .

NOTE	**Deleting a Phone Number From the Phonebook** Note that important data should not be deleted because phone numbers of the Phonebook cannot be recovered. If a phone number is deleted, the speed dial specified in the number will be deleted as well.

Making a Call Using the Phonebook

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

1. Select a target phone number from the Personal Directory window, and click
☎ Call . Or, select a target phone number and drag and drop it to the main window. Then, the [Select Phone Number] window appears.

2. Select a target phone number from the Select Phone Number window. Select the 'To Access an outside line, Access Code #1' checkbox or the 'To Access an outside line, Access Code #2' checkbox to dial an external phone number.

3. To modify a phone number and make a call to the modified phone number, enter another phone number.

4. Click [OK] to make a call to the modified phone number.

> NOTE
>
> **Modifying a Phone Number and Making a Call to the Modified Phone Number**
>
> If a phone number is modified and a call is made to the modified phone number from the Select Phone Number window, the phone number registered to the Phonebook will not be modified.
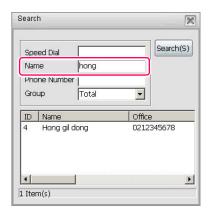

Search Phone Numbers

This function allows you to search the specific information stored in the Phonebook by speed dial/name/phone number/group in the [Search] window of the Phonebook menu.

1. Select [Search] from the Personal Directory window.

2. Enter a speed dial in [Speed Dial] to search the specific information stored in the Phonebook by using speed dials.

3. Enter the entire or part of a name into the **[Name]** field to search the Phonebook for data including the entered name.

4. Enter the entire or part of a phone number into the **[Phone Number]** field to search the Phonebook by for data including the entered number.

5. Select a group in **[Group]** to search the specific information stored in the Phonebook by using groups.

6. Click Search(S) to display the searched information on the phone number.

> NOTE
>
> **Searching Phone Numbers**
>
> If a speed dial, name, or phone number is not entered in the text boxes to search the phone number registered to the Phonebook, the information registered to each speed dial will be displayed.
>
> **Making a Call and Editing Information Using the Search Function**
>
> – Search a phone number by using the search function, and drag and drop the number to the main window or press ENTER key. Then, a call is made to the corresponding phone number.
>
> – Search a phone number by using the search function, and double-click the number. Then, the information on the phone number can be edited.

Microsoft Outlook Address Exchange

This function allows you to export the Phonebook of the Softphone to the address book of Microsoft Outlook, or to import the address book of the Microsoft Outlook from the Softphone.
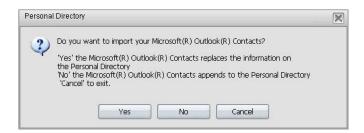

NOTE **Compatibility With Microsoft Outlook Address Book**

To take advantage of the compatibility between the Phonebook of OfficeServ Softphone and the address book of Microsoft Outlook, the Microsoft Outlook program should be installed on the PC where the Softphone is installed, and the PC should be configured to support Microsoft Outlook.
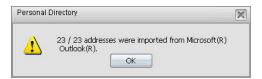
Importing the Address Book from Microsoft Outlook

1. Click **Load Directory** from the Personal Directory window.

2. Click **[Yes]** to import the address book from Microsoft Outlook.
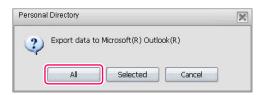

- [Yes]: Allows you to delete the entire address book data registered to the personal directory of OfficeServ Softphone or to register the address book data imported from Microsoft Outlook with the Softphone personal directory data.

- [No]: Allows you to register the address book data imported from Microsoft Outlook with the Softphone directory data by adding the address book data imported from Microsoft Outlook to the address book data registered to the personal directory of OfficeServ Softphone.

- [Cancel]: Allows you to cancel importing the Microsoft Outlook address book data.

---

3. If the address book is successfully imported, the window below appears:

Exporting the Address Book from the Softphone Phonebook to Microsoft Outlook

1. Click [Save Directory] from the Personal Directory window.

2. Click **[Yes]** to export the entire address book from the Softphone Phonebook to Microsoft Outlook.

- [All]: Allows you to export the entire OfficeServ Softphone Phonebook data to the address book data of Microsoft Outlook.

- [Selected]: Allows you to export only the selected Phonebook data to the Microsoft Outlook address book data.

> CHECK
> **When the 'MS Outlook is not install or not initialization for address after install.' message is displayed**
>
> If the message above is displayed when [Load Directory] or [Save Directory] is selected, check if Microsoft Outlook is properly installed and if the Microsoft Outlook is configured.

Message Box / Call Log

The message box, one of the navigation menus, provides various functions.

Click the **[Message] icon(** 🖂 **)** from the initial window of OfficeServ Softphone. Then, the window below appears:

Message Box

This function allows the users to exchange messages between each other.

Sending Message

1. Click [⊠ Send New Message] from the Message/Call Log window.

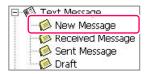*2.* Enter the station number of the recipient, and then enter message text.

3. Click [Invoke Msg(I)] to load the message stored in the message box.
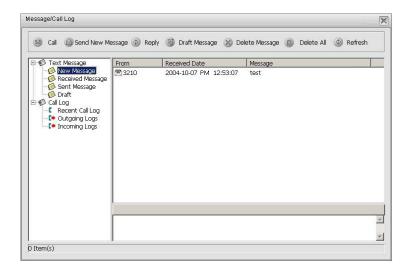
4. Select a message and click **[Load(L)]**.

5. Click [Send Msg(S)] to forward the message.

New Message

1. Select **[New Message]** of [Text Message] from the Message/Call Log window.

2. The list of the new messages is displayed.

- Select [Call] or the target message. Drag and drop the message to the LCD window to make a call to the user who has sent the message.

- Select [Reply] to send a reply to the user who has sent the message.

- Select [Delete Message] to delete the selected message. To delete all the received messages, select [Delete All]. Then, a message that prompts you to delete the message will appear.

- Select [Refresh] to receive new message data.

Received Message

1. Select **[Received Message]** of [Text Message] from the Message/Call Log window.

2. The list of the received messages is displayed.
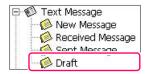
Sent Message

1. Select **[Sent Message]** of [Text Message] from the Message/Call Log window.

2. The list of the sent messages appears.

Draft

1. Select **[Draft]** of [Text Message] from the Message/Call Log window.

2. The list of the messages stored in the message box appears.

Saving Messages in the Message Box

1. Click [Draft Message] from the Message/Call Log window.

2. Enter the message text to be saved.

Draft Message [X]

Have a nice day!

Save(S)   Close(C)

3. Click [Save(S)] to save the message text in the message box.
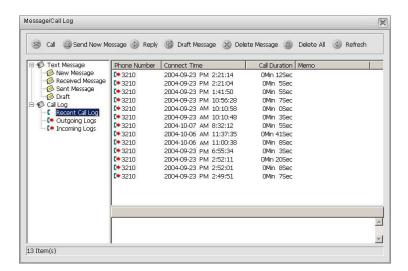
Call Log

This function allows you to check the call log.

Recent Call Log

1. Select **[Recent Call Log]** of [Call Log] from the Message/Call Log window.

2. The list of the recently Outgoing and Incoming calls appears as shown below:

- Select [Call] to dial a phone number selected from the call log.
- Select [Reply] to send a message to a user selected from the call log.
- Select [Delete Message] to delete a call log selected from the call log. To delete all recent call logs, select [Delete All]. Then, a message that prompts you to delete the message will appear.
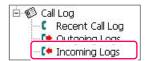- Click [Refresh] to receive a new call log.

Outgoing Logs

1. Select **[Outgoing Logs]** of [Call Log] from the Message/Call Log window.

2. The list of the outgoing call logs will appear.

Received Call Log

1. Select **[Incoming Logs]** of [Call Log] from the Message/Call Log window.

2. The list of the Incoming call logs will appear.

ANNEX

USB Receiver / Sound Card

This annex describes the installation procedure and function of USB receiver/soundcard supported by OfficeServ Softphone, and describes the functional relation between the USB receiver/soundcard and OfficeServ Softphone. The USB receiver/soundcard product supported by OfficeServ Softphone can be added or changed.
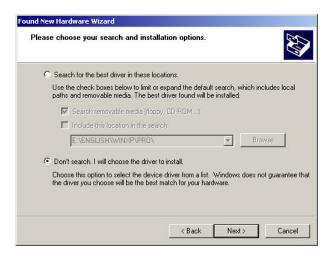
TMP-100 / TMP-200

Installation Procedure (Windows XP, TMP-100)

1. OfficeServ Softphone Ver1.0.0.2 or higher must be installed in advance 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>]**.
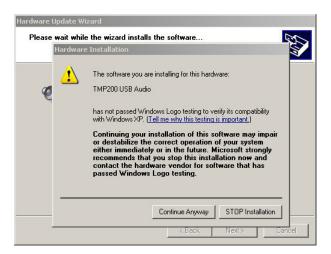

5. If the driver file matches properly, the list window will appear as shown below:

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

7. Once the window below appears, click **[Continue Anyway]** 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)
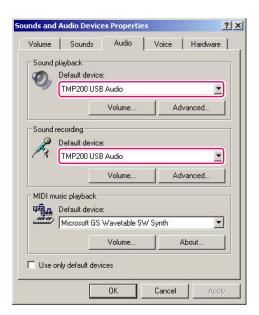
1. Upon successful installation of TMP-100 or TMP-200, restart OfficeServ Softphone. The icon circled below should appear on the main window if the installed TMP-100 or TMP-200 is properly connected.

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

3. From the Sounds and Audio Devices Properties window, check if the TMP-100 or TMP-200 is properly installed. The figure below is an example of when TMP-200 is installed.

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

Functional Relation Between TMP-100 (Phone Type) and Softphone (Key Pad mapping)

TMP-100	OfficeServ Softphone
Receiver(HOOK button)	Receiver
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.

Functional Relation between IPP100 and OfficeServ Softphone

IPP200	OfficeServ Softphone
Receiver(HOOK button)	Receiver(HOOK button)

Claritel i750

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

Functional Relation 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

OfficeServ

Softphone User Guide

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