

OfficeServ Application Suite

Introduction to the standard package

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

The suite is supplied as standard with all OfficeServ systems and consists of the following applications.

- OfficeServ Link
- OfficeServ EasySet
- OfficeServ Call
- OfficeServ Call Plus
- OfficeServ Manager

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

OfficeServ Link

The Link application provides a logical link between the OfficeServ telephone system and a Windows 2000 computer acting as an applications server. This Link provides the basis of the communications between the OfficeServ 500 and the LAN and provides the communications structure for the other applications.

OfficeServ EasySet

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

OfficeServ Call

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

OfficeServ Call Plus

This application working together with a common OfficeServ Call database enables information about incoming callers to be displayed on the users' telephone display, thereby providing a screen popping facility without the need for a local PC.

OfficeServ Manager

This is a software application used by engineers and system managers to configure all of the parameters within the telephone system. It can also be used for remote programming and diagnostics over a modem or IP link.

OfficeServ application suite - typical installation

The OfficeServ Link application suite is installed on a Windows 2000 PC connected to the local area network. This PC then acts as an application server for the whole range of OfficeServ applications.

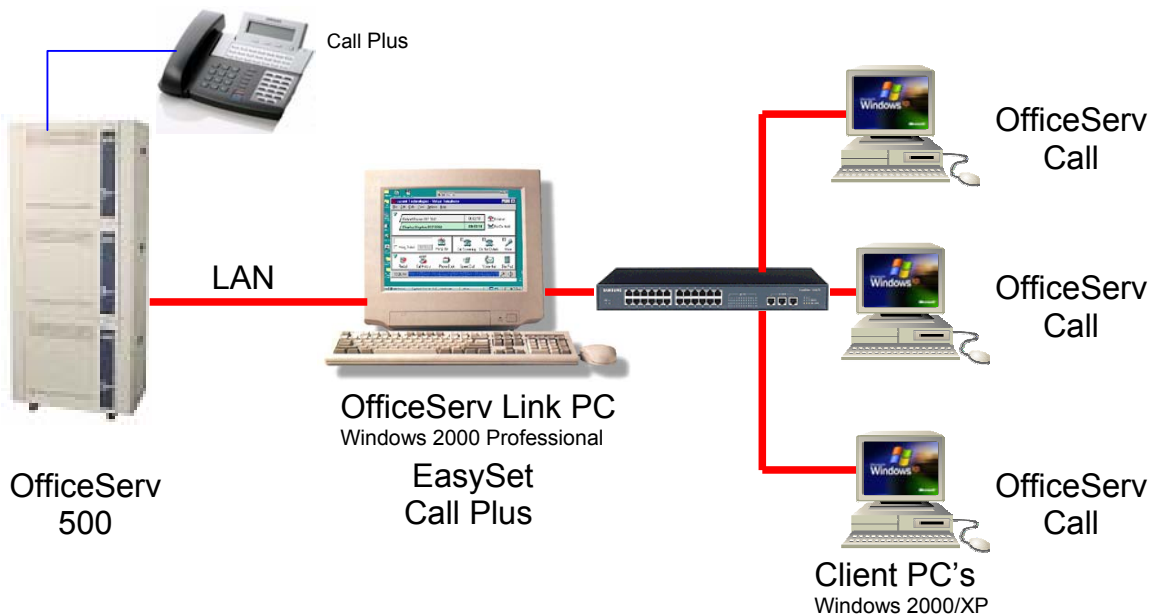
A typical installation is shown in the drawing below.

In this case OfficeServ Link, Easyset and OfficeServ Call Plus are all installed on the application server. The OfficeServ Call application is installed on the client PC's., extension users equipped with a display telephone can take advantage of the OfficeServ Call Plus application to receive calling party information.

Enterprise IP Solutions

OfficeServ Application Suite - Standard

Standard Configuration – OfficeServ Link, EasySet, Call and Call Plus
Software supplied as standard with each OfficeServ 500



The individual applications are described on the following individual sheets.

OfficeServ Link – general description.

The OfficeServ Link application is a software application that links the OfficeServ telephone system to a Windows based computer.

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

These additional capabilities include:

- Complete call control of incoming and outgoing calls via Microsoft-TAPI based computer telephony applications such as

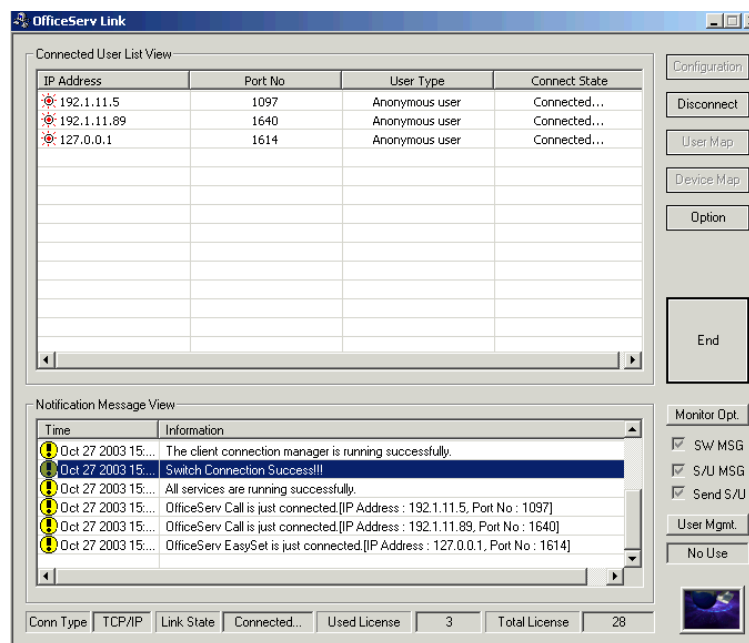
OfficeServ Call and Call Plus.

- The ability to configure the system from a PC connected to the network, using OfficeServ Manager for system manager level changes and EasySet to allow users to configure their individual keysets in an easy and intuitive way.

- An easy-to-use messaging system to allow users to send text messages from their PC to the display of system digital keysets.

- The Link application includes a licensing module which can be used to register and authorize applications running on the system.

OfficeServ Link.



OfficeServ EasySet – general description.

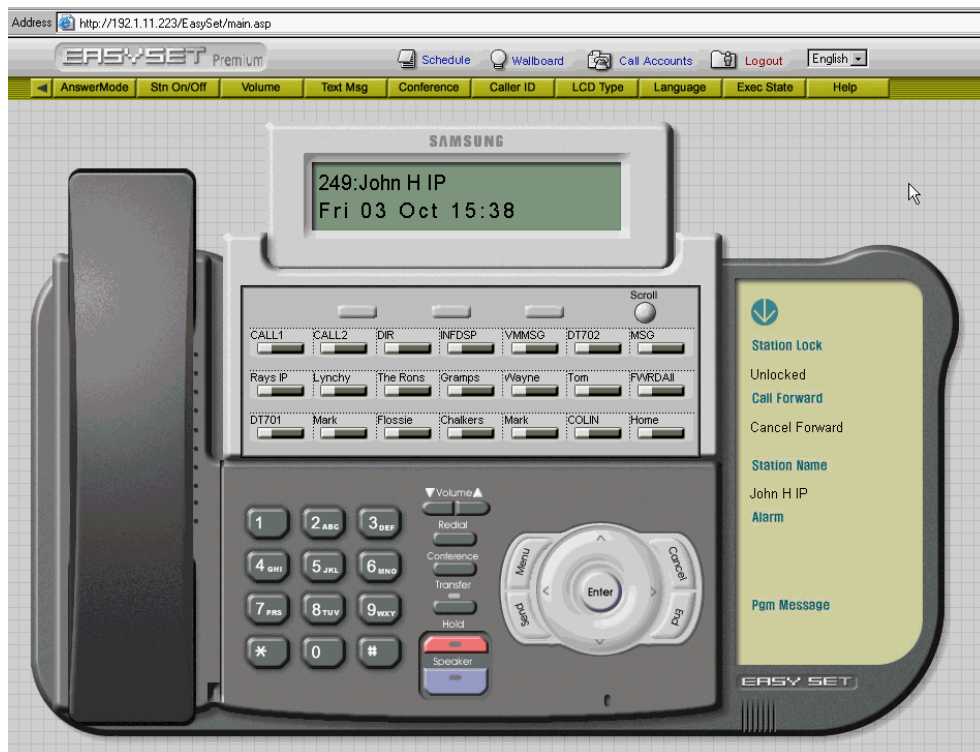
The OfficeServ EasySet application is a management tool designed to give OfficeServ users a simple and friendly way to configure the features of their Samsung OfficeServ digital telephone

The application uses a Windows browser to display a representation of the users' telephone. Using a set of intuitive actions the user can configure many of the options available.

Including:

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

EasySet Screen



OfficeServ Call – general description.

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

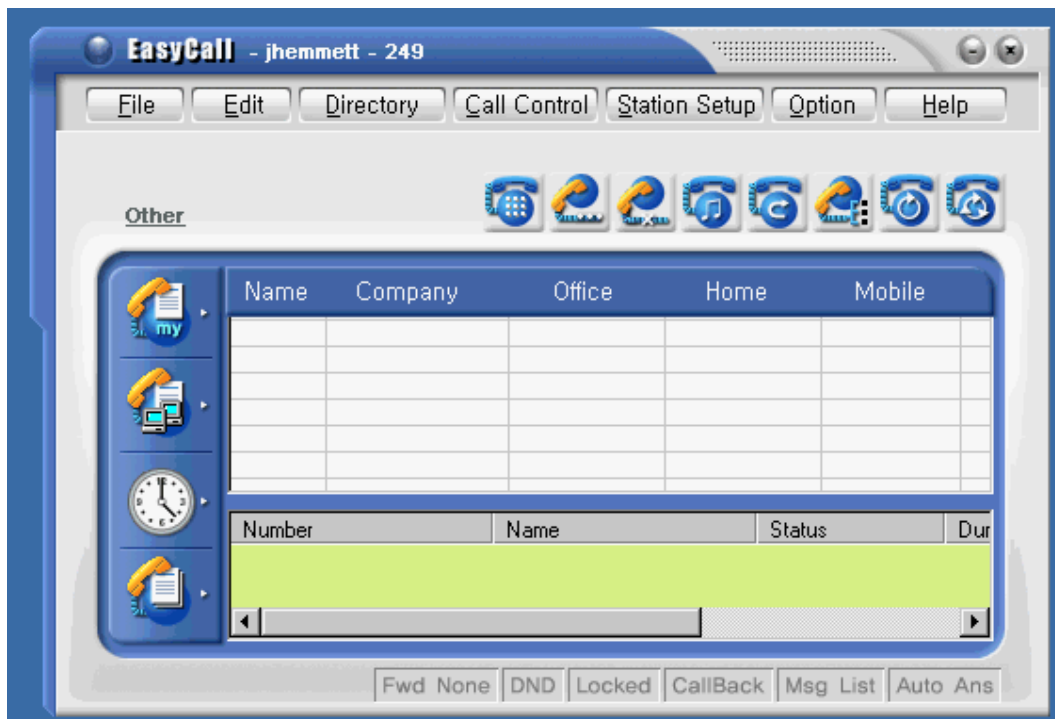
It is designed to provide OfficeServ users with a simple way to manage incoming and outgoing calls. It offers the ability to link to personal databases to store contact names and details as well as personal call history.

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

The key features are:

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

OfficeServ Call Screen



OfficeServ Call plus – general description.

OfficeServ Call Plus is an additional module to the OfficeServ Call product.

In this product, the calling line identity (CLI) of in-coming calls to the system is compared with the contents of the OfficeServ Call contact database.

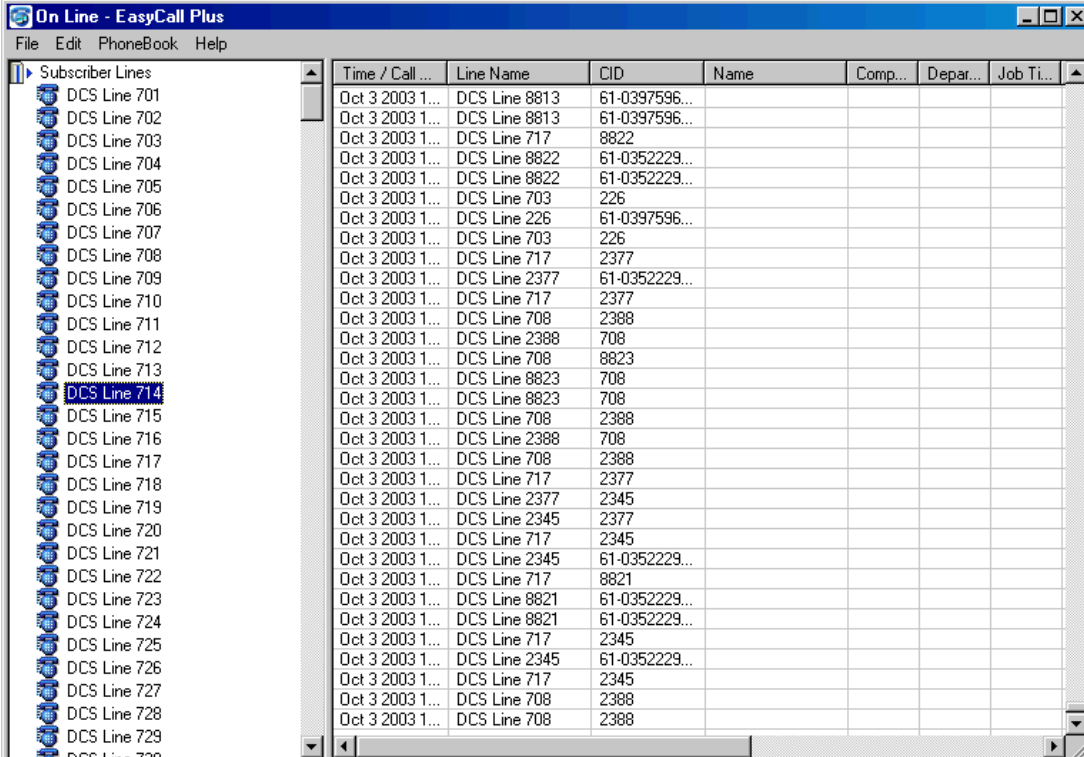
If a match is found the contact name and number of the calling party is displayed on the telephone display.

In this case the user does not need a computer to receive information about his incoming calls

The key features are:

- Calling party display on a digital telephone without the need for a local PC.
- One common database is used for all users in the system, allowing for easy management and control of contact information.
- The calling party name and number can be displayed on the digital telephone, and the user can choose if the name or the number is displayed first.

OfficeServ Call plus Screen



The screenshot shows a window titled "On Line - EasyCall Plus" with a menu bar (File, Edit, PhoneBook, Help). The main area is divided into two panes. The left pane, titled "Subscriber Lines", lists lines from DCS Line 701 to DCS Line 729, with "DCS Line 714" selected. The right pane is a table with columns: Time / Call..., Line Name, CID, Name, Comp..., Depart..., and Job Ti... The table contains call records for various DCS lines.

Time / Call...	Line Name	CID	Name	Comp...	Depart...	Job Ti...
Oct 3 2003 1...	DCS Line 8813	61-0397596...				
Oct 3 2003 1...	DCS Line 8813	61-0397596...				
Oct 3 2003 1...	DCS Line 717	8822				
Oct 3 2003 1...	DCS Line 8822	61-0352229...				
Oct 3 2003 1...	DCS Line 8822	61-0352229...				
Oct 3 2003 1...	DCS Line 703	226				
Oct 3 2003 1...	DCS Line 226	61-0397596...				
Oct 3 2003 1...	DCS Line 703	226				
Oct 3 2003 1...	DCS Line 717	2377				
Oct 3 2003 1...	DCS Line 2377	61-0352229...				
Oct 3 2003 1...	DCS Line 717	2377				
Oct 3 2003 1...	DCS Line 708	2388				
Oct 3 2003 1...	DCS Line 2388	708				
Oct 3 2003 1...	DCS Line 708	8823				
Oct 3 2003 1...	DCS Line 8823	708				
Oct 3 2003 1...	DCS Line 8823	708				
Oct 3 2003 1...	DCS Line 708	2388				
Oct 3 2003 1...	DCS Line 2388	708				
Oct 3 2003 1...	DCS Line 708	2388				
Oct 3 2003 1...	DCS Line 717	2377				
Oct 3 2003 1...	DCS Line 2377	2345				
Oct 3 2003 1...	DCS Line 2345	2377				
Oct 3 2003 1...	DCS Line 717	2345				
Oct 3 2003 1...	DCS Line 2345	61-0352229...				
Oct 3 2003 1...	DCS Line 717	8821				
Oct 3 2003 1...	DCS Line 8821	61-0352229...				
Oct 3 2003 1...	DCS Line 8821	61-0352229...				
Oct 3 2003 1...	DCS Line 717	2345				
Oct 3 2003 1...	DCS Line 2345	61-0352229...				
Oct 3 2003 1...	DCS Line 717	2345				
Oct 3 2003 1...	DCS Line 708	2388				
Oct 3 2003 1...	DCS Line 708	2388				

OfficeServ Manager – general description.

The OfficeServ Manager application is the main configuration tool of the OfficeServ range of products. It has two modes; an administration mode and a supervisor mode.

Administration mode allows system managers or other authorized users to configure the elements of the system that directly affect users, such as station names, passwords, ring types and a range of other parameters.

The supervisor mode is used during installation and maintenance, and allows complete access to all of the system configuration details.

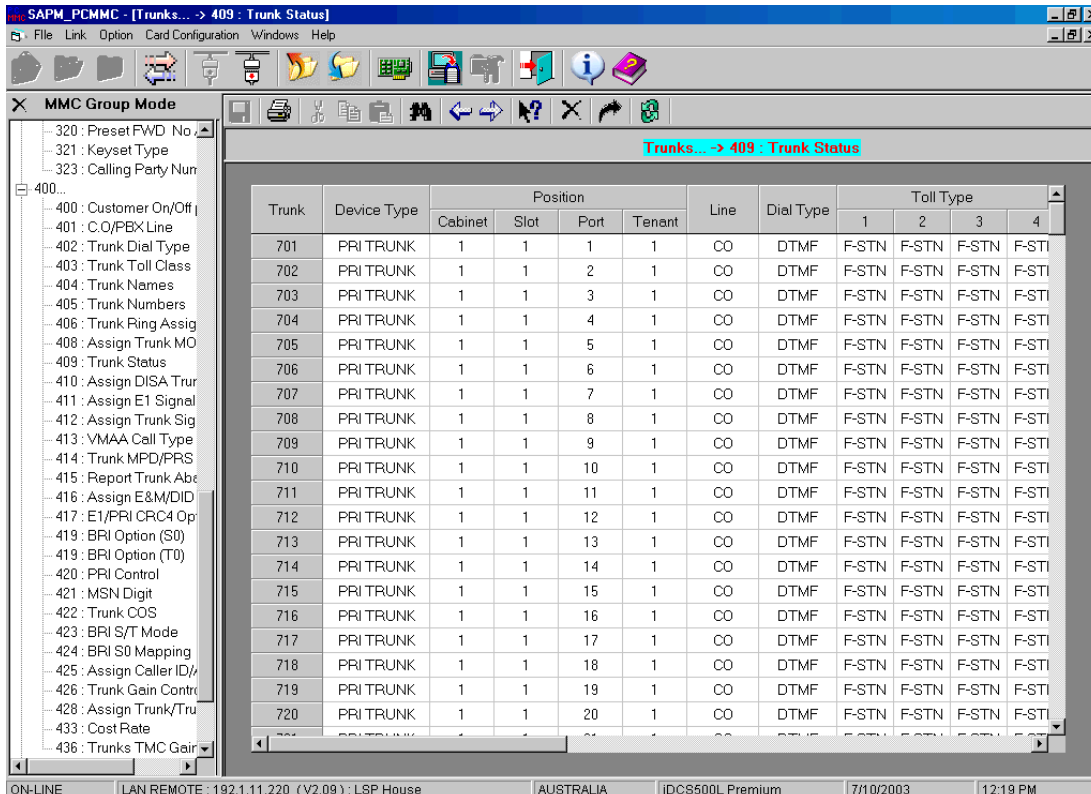
The key features are as follows:

OfficeServ Manager allows complete access to the configuration database of the OfficeServ System

It can be used as a tool to upgrade the software located on the systems flash memory card and can be used to make backups of the system configuration files.

The application can be used with a modem or IP link to provide a remote diagnostics and administration facility.

OfficeServ Manager Screen



The screenshot shows the 'MMC Group Mode' window with a tree view on the left and a main configuration table. The table is titled 'Trunks... -> 409 : Trunk Status' and contains the following data:

Trunk	Device Type	Position				Line	Dial Type	Toll Type			
		Cabinet	Slot	Port	Tenant			1	2	3	4
701	PRI TRUNK	1	1	1	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
702	PRI TRUNK	1	1	2	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
703	PRI TRUNK	1	1	3	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
704	PRI TRUNK	1	1	4	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
705	PRI TRUNK	1	1	5	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
706	PRI TRUNK	1	1	6	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
707	PRI TRUNK	1	1	7	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
708	PRI TRUNK	1	1	8	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
709	PRI TRUNK	1	1	9	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
710	PRI TRUNK	1	1	10	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
711	PRI TRUNK	1	1	11	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
712	PRI TRUNK	1	1	12	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
713	PRI TRUNK	1	1	13	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
714	PRI TRUNK	1	1	14	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
715	PRI TRUNK	1	1	15	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
716	PRI TRUNK	1	1	16	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
717	PRI TRUNK	1	1	17	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
718	PRI TRUNK	1	1	18	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
719	PRI TRUNK	1	1	19	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI
720	PRI TRUNK	1	1	20	1	CO	DTMF	F-STN	F-STN	F-STN	F-STI

The interface also shows a left-hand menu with various configuration options like '320: Preset FWD No.', '400: Customer On/Off', etc. The status bar at the bottom indicates 'ON-LINE', 'LAN REMOTE : 192.1.11.220 (V2.09) : LSP House', 'AUSTRALIA', 'IDCS500L Premium', '7/1 0/2003', and '12:19 PM'.

OfficeServ application suite - technical requirements

OfficeServ system

The Samsung OfficeServ application suite is designed to operate on a Samsung telephone system as specified below.

Model Number: OfficeServ 500
MCP Software version: V2.08 or later
SCP Software version: V2.03 or later

OfficeServ link PC

The Computer selected to run the OfficeServ Link application must be as follows:

Windows 2000 Professional (Service pack 4 or later)
Intel Pentium III 800Mhz or greater
512Mb Ram or greater
10Gb Hard Disk
Lan Card
Serial Port

OfficeServ Client PC

The computer selected to run the OfficeServ Client applications (OfficeServ EasySet, OfficeServ Call and Call Plus, and OfficeServ Manager) must be as follows:

Windows 98, ME, 2000 Professional, or XP Professional (to the latest Service pack available)
Intel Pentium III 800Mhz or greater
256Mb Ram or greater
10Gb Hard Disk
Lan Card
Serial Port

Licensing of OfficeServ Application Suite.

When any component of the OfficeServ suite is to be installed, the Link application must be installed first. All other applications must be registered with the Link during installation using a licence key supplied by your Samsung reseller. A key is required for each application in the suite. Refer to the documentation supplied with the software for a detailed licensing procedure.