



Enterprise IP Solutions
OfficeServ

Softphone User Guide

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INTRODUCTION

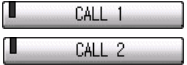
Conventions

 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

<p>AOM</p> 	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 users 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



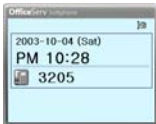
This function allows the user to deliver an announcement to both OfficeServ Softphone(or keyphone) users and external users at the same time.

Boss/Secretary



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

Caller ID Check



This function allows users to check the caller number and name from the main screen 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 to the user's 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	10/100 Base-T
Sound Card	Bi-directional sound card
Others	Headset(or microphone and speaker)

Checkpoints

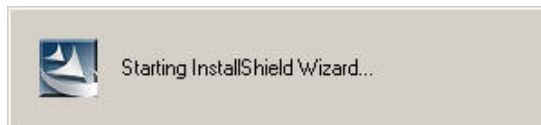
Check the following items before installing the OfficeServ Softphone program.

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.

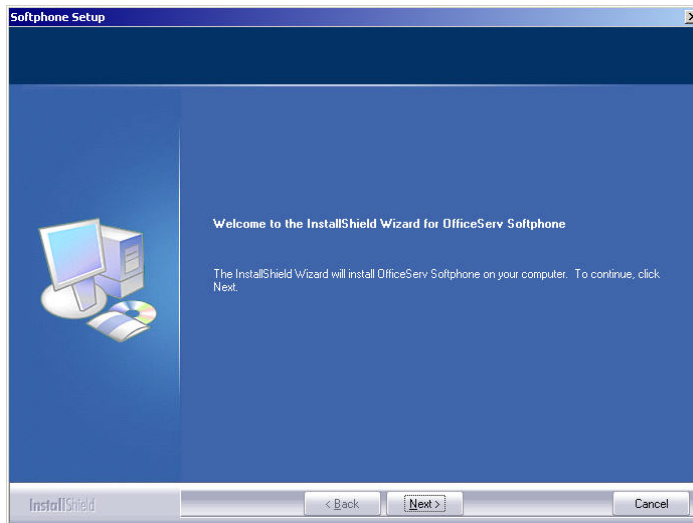
OfficeServ Softphone Program Installation

After checking the preparations for installation, follow the steps described below and install the OfficeServ Softphone program.

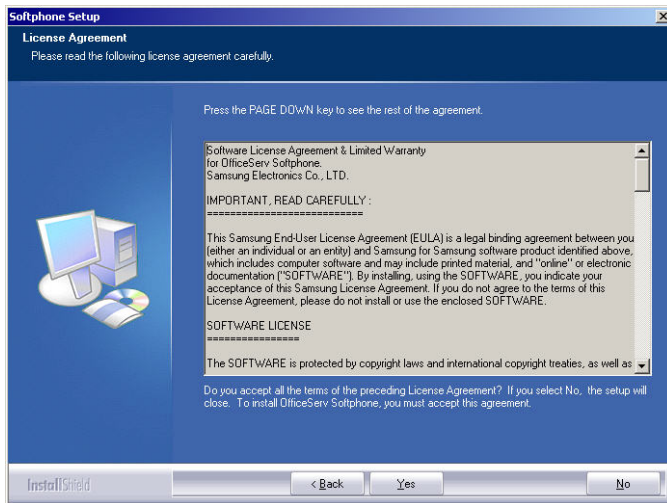
1. Download the OfficeServ Softphone installation program from the web site that provides the OfficeServ system.
2. Double click the 'OfficeServ Softphone Install_version.exe' file to start the InstallShield Wizard.



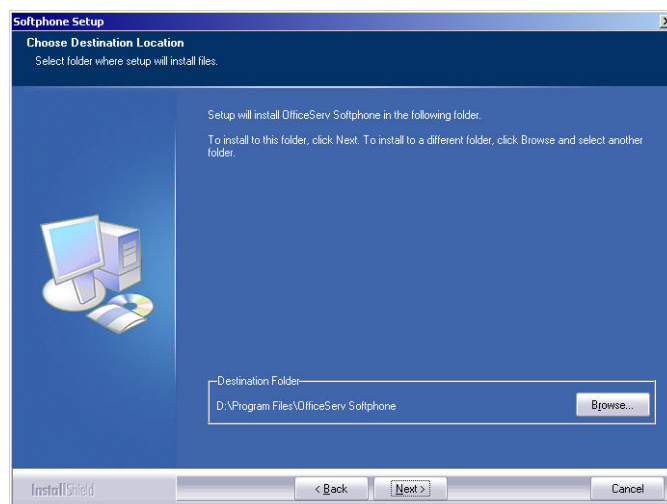
3. Click [Next>] and start the installation or click [Cancel] to abort.



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



5. Designate the installation folder and click [Next>].

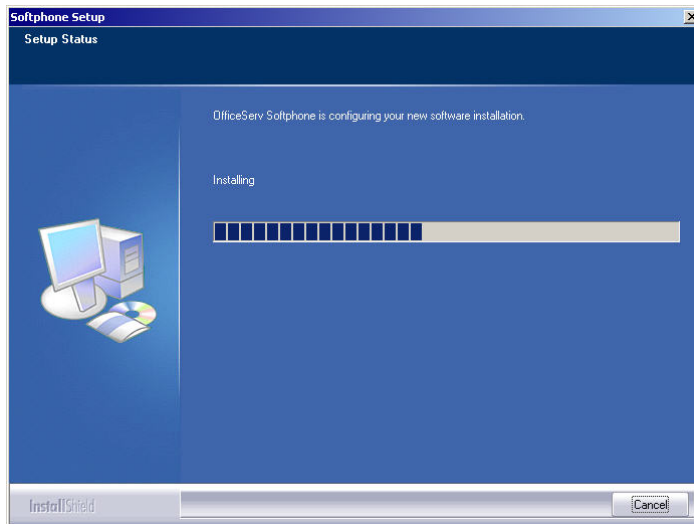


NOTE

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>].

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



7. Enter the IP address of the license server that will check the license of the OfficeServ Softphone, and click **[OK]**.



Click **[Ping Test]** to check whether the proper IP address was entered, or click the **[Cancel]** not to check the license or if the IP address is unknown.

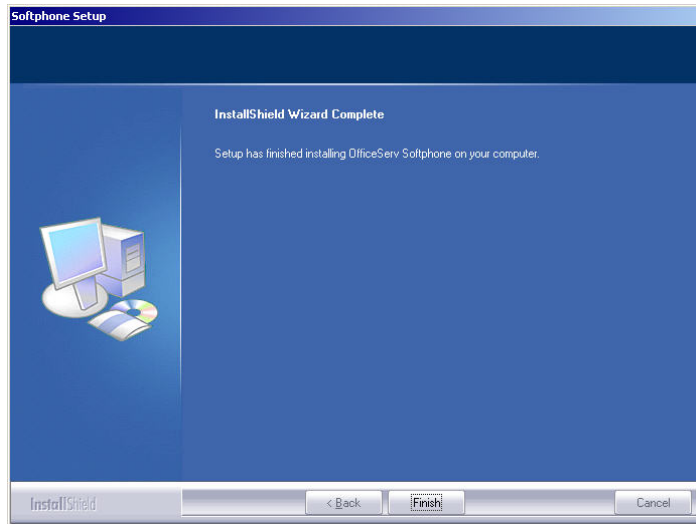


NOTE

OfficeServ Softphone License Check

License is checked when the program is executed. If a license error occurs, the voice call is disabled. However, users can still use functions other than voice call.

8. 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)] → [OfficeServ Softphone] → [OfficeServ Softphone].



NOTE

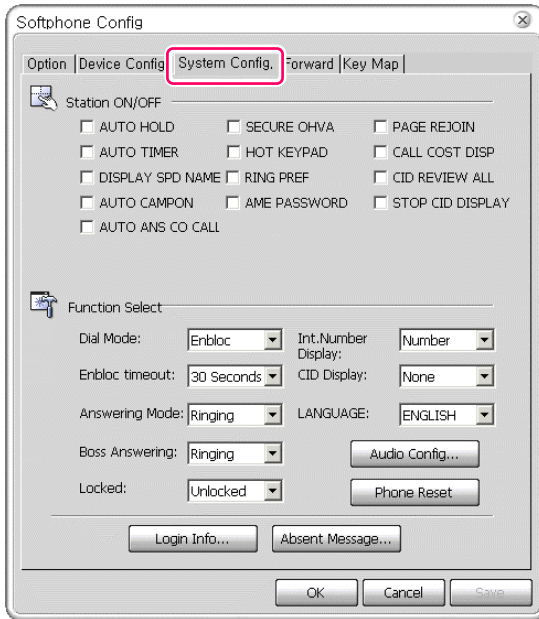
Initial Configuration of OfficeServ Softphone

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

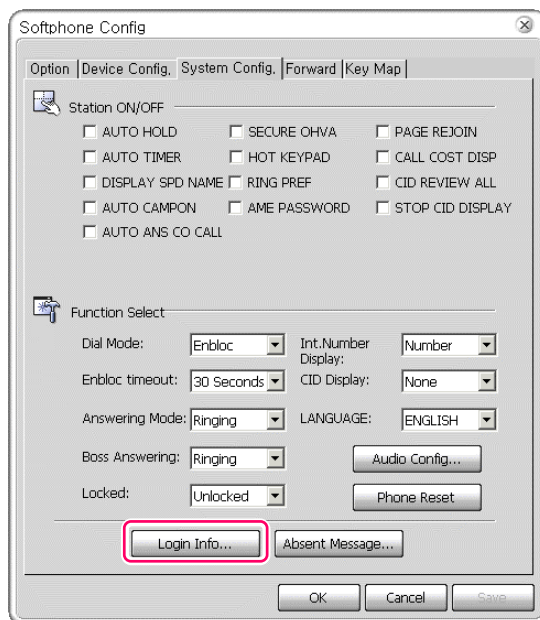
2. Click [Option Config.] icon() from the starting window of OfficeServ Softphone.



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



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



5. Set the Login info. of OfficeServ Softphone.

System MCP IP

MCP IP Address of System. 165 . 213 . 109 . 206

Device Number

Set Device Number 3205

IP Station Password

Set IP Station Password ****

License Server

IP Address of License Server.

OK Cancel

- **System MCP IP:** Enter the MCP IP of the OfficeServ system to which the Softphone will be connected.
- **Device Number:** Enter the station number for the OfficeServ Softphone.
- **IP Station Password:** Enter the password for the Softphone IP Station.
- **License Server:** The IP address entered during installation appears. This IP address is the IP address of the server that will check the license of the OfficeServ Softphone. Enter another IP address to change address.



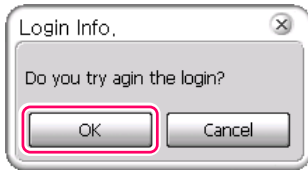
NOTE

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.

6. Click [].

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



NOTE

Applying Login Info.

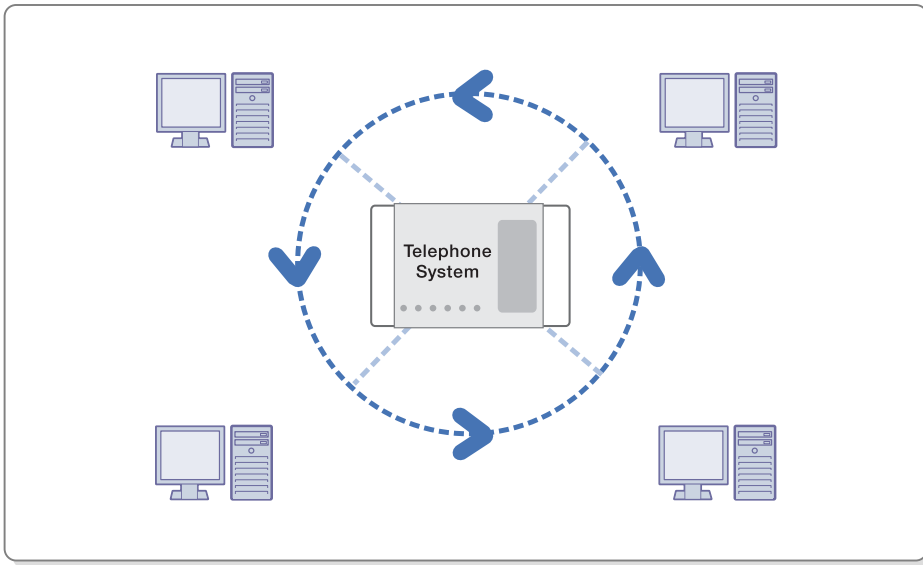
After setting the login data, the OfficeServ Softphone program must be restarted to apply the login data to the program.

THINGS YOU SHOULD KNOW

Introduction to the OfficeServ Softphone

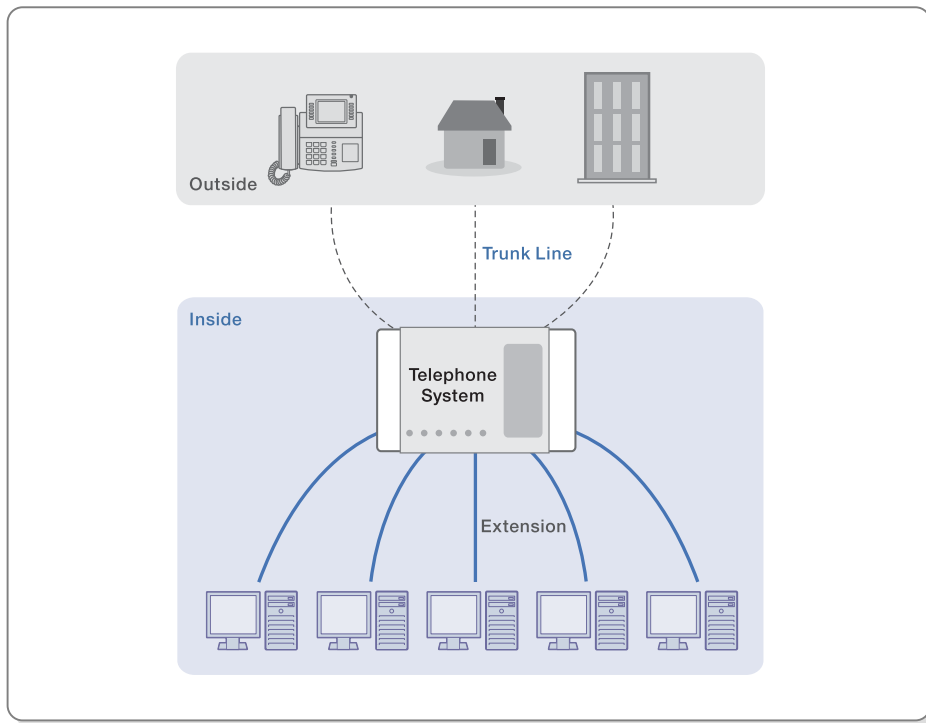
Intercom Calls

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



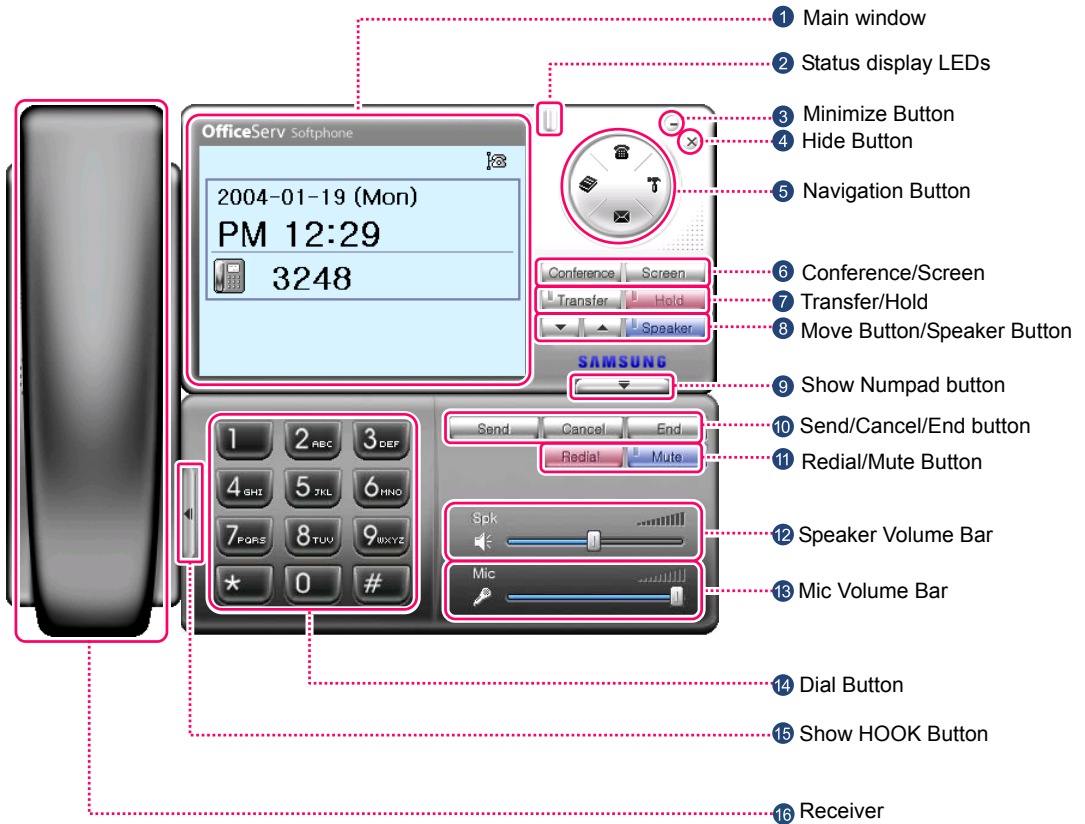
External Calls

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 Softphone (or keyphone) directly connected to the PBX of the central office.



Windows of OfficeServ Softphone

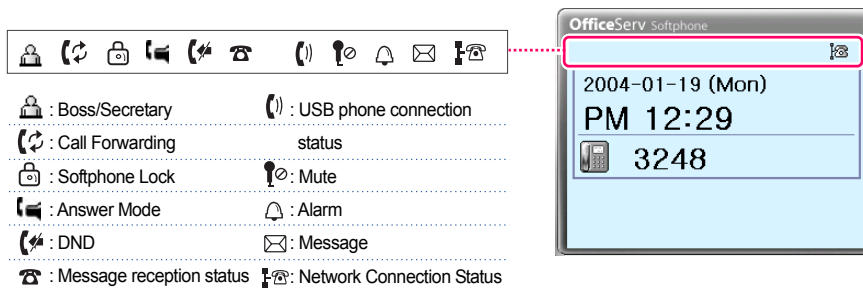
Starting Window of OfficeServ Softphone



Part Name and Features

1 Main window

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



2 Status Display LED

This LED displays the Softphone status(e.g., busy, station ring) as colors.

3 Minimize Button

This button is used to minimize the Softphone program window.

4 Hide Button

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

5 Navigation Button

This button is used to manage phonebook and messages or to set personal info and Softphone options.

6 [Conference] / [Screen]

- [Conference]: This button is used for conference calls.
- [Screen]: This button is used to select AOM window.

7 [Transfer] / [Hold]

- [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.

8 Move Button / [Speaker]

- Move Button: This button is used to move upward or downward while using MMC.
- [Speaker]: This button is used to make or to answer a call.

9 Show HOOK Button

This button is used to show or hide the number pad window.

10 [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.

11 [Redial] / [Mute]

- [Redial]: This button is used to dial the most recently dialed number.
- [Mute]: This button is used to block voice transmission during a call.

12 Speaker Volume Bar

This bar is used for adjusting the speaker volume.

13 MIC Volume Bar

This bar is used for adjusting the volume of the microphone.

14 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.

15 Show HOOK Button



This button is used to show or hide the receiver.

16 Receiver

The receiver is used to make or to receive 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 [] while in standby state or during a call. Click [] at the upper right section of the window to close the AOM window.




NOTE

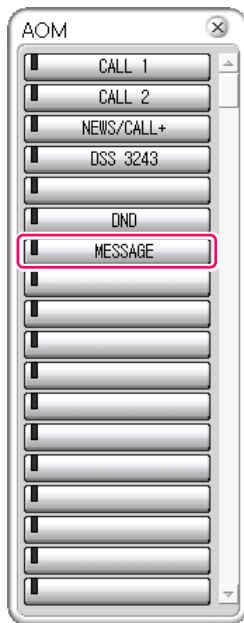
Items Displayed in the AOM Window

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 [] while in standby state or during a call to display the AOM window.
2. Select a function button from the AOM window.

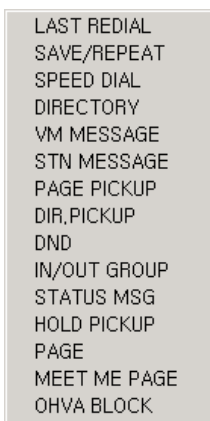


Soft menu Window

The Soft window displays convenient features of the 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:



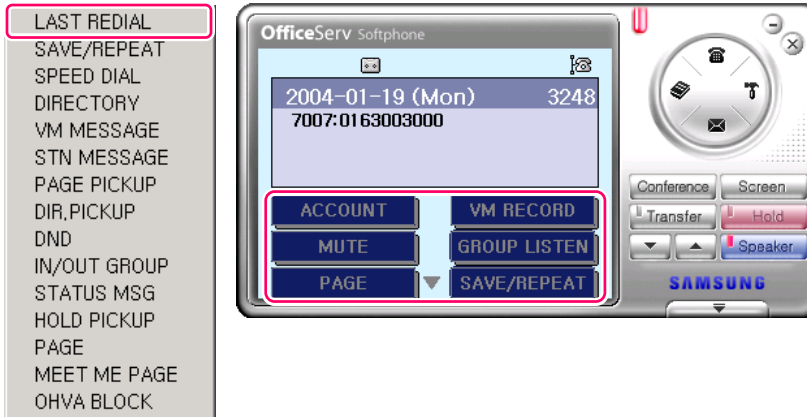
Soft Menu Window in a Busy Status

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



Using the Soft Window

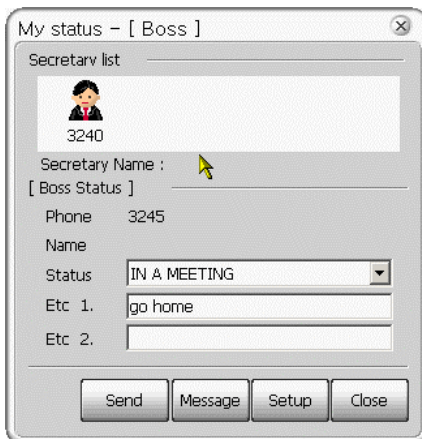
Select and use a function from the displayed Soft window.



Boss Status Display Window

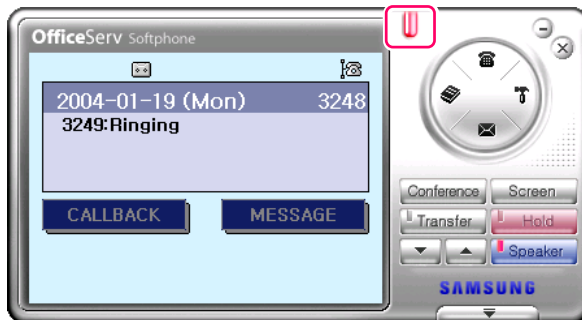
This window is displayed only for Softphones where the Boss/Secretary function is set, Secretaries can conveniently manage the absent status of the Boss.

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



Status Display LED


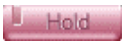


This LED displays the status of the Softphone according to the operating status.



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

Taskbar Icon Menus

Right click the Windows 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)

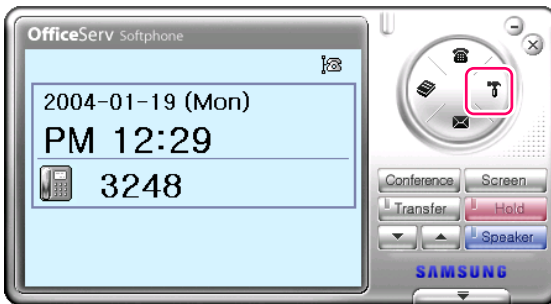
Item	Description
Softphone Open(F)	To activate a deactivated Softphone program window.
Directory(A)	To use the phonebook menu.
Message(M)	To use the message box or call history menu
Forward(T)	To set a station number to which arriving calls will be transferred when you cannot answer calls or while not 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.
System Config.(S)	To set various options of the system.
Option(O)	To set general options of the OfficeServ Softphone program.
Softphone Exit(X)	To close the OfficeServ Softphone program.

OfficeServ Softphone Option Settings

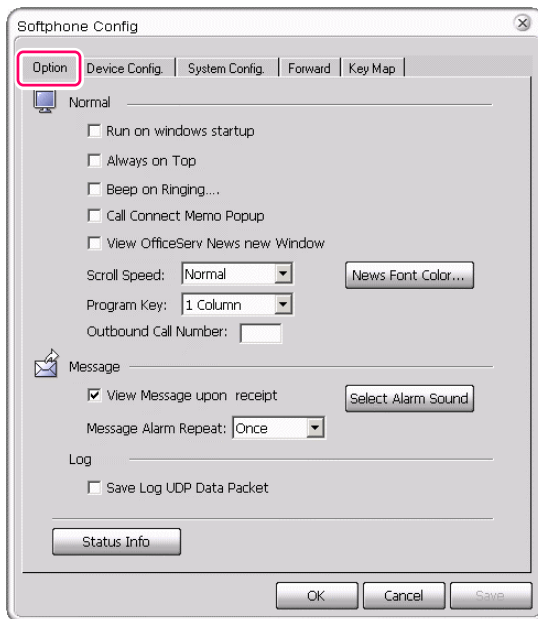
Option Tab

[Option] tab allows users to set regular options required for using the OfficeServ Softphone.

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



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

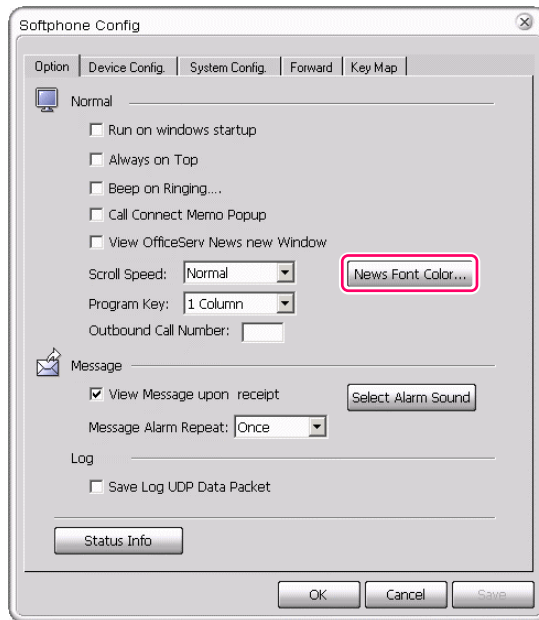


THINGS YOU SHOULD KNOW

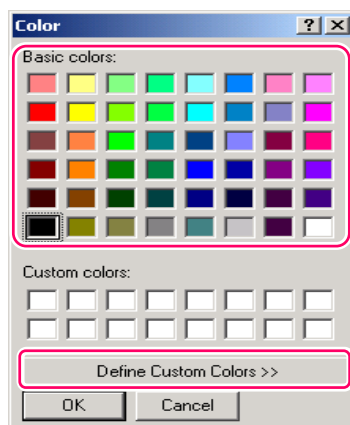
Item	Option	Description
Normal	Run on Start up windows	Enables the OfficeServ Softphone to run automatically when starting Windows.
	Always on top	Enables the OfficeServ Softphone window to be always located above other programs.
	Beep on Ringing...	Allows users to be notified by a beep sound, which is a speaker sound from the PC, when a call is connected or a new message arrives. This option allows users to use the call pickup function because the user can hear a new call easily.
	Call Connect Memo Popup	Automatically displays the Memo window when a call is connected.
	View OfficeServ News 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. - Scroll Speed: Allows users to set a news scroll speed(Slow/Normal/Fast) in the Spot News window. - News Font Color...: Allows users to set a news scroll color in the Spot News window.
	Program Key	Allows users to set button layout(1 Column/2 Columns) in the AOM window. Restart the OfficeServ Softphone to apply the setting.
	Outbound Call Number	Enter a CO line connection number to be when making an outbound call using the phonebook. If a CO line connection number is assigned, the system inquires whether to prefix the number to the selected number when you make an outbound call using the phonebook.
Message	View Message on Received	Enables a message to be displayed when the message is received. - Select Alarm Sound...: Allows users to set a sound used for notifying message arrival.
	Message Alarm Repeat	Allows users 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 the user checks a message. - No Tone: An alarm does not ring even when a message arrives.
Log	Save Log UDP Data Packet	If problems occur continuously between the 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.



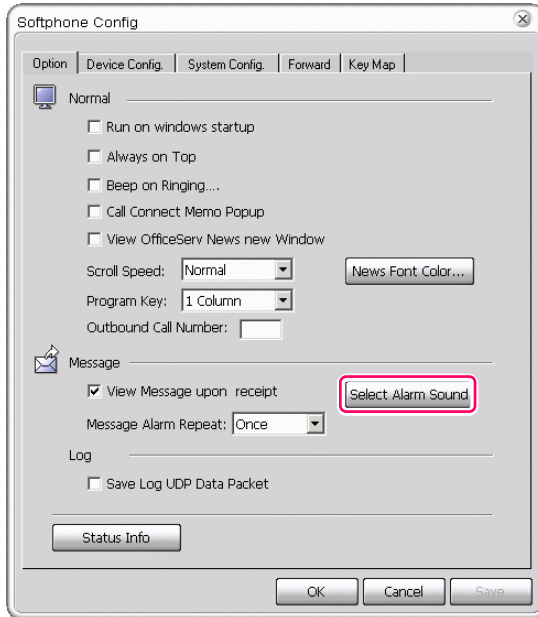
2. Select one of the basic colors or select [**Define Custom Colors >>**] to customize the color.



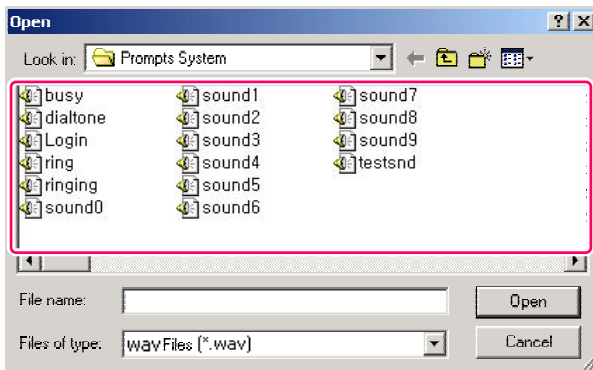
3. Click [**OK**].

Select Alarm Sound

1. Click [**Select Alarm Sound...**] of [Option] tab window.



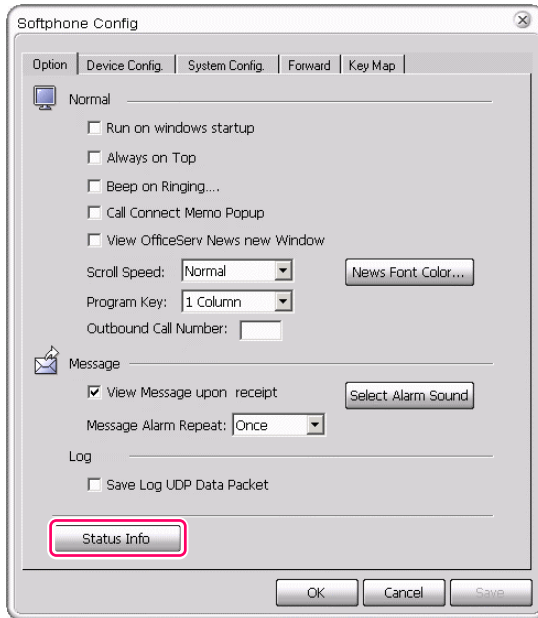
2. Select a wav file to be used as the alarm sound.



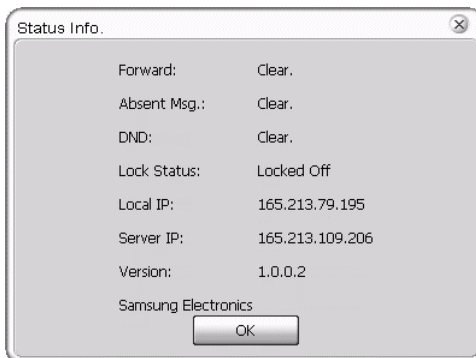
3. Click [**Open**].

Status Info

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




2. Verify the Softphone setting and registration status.

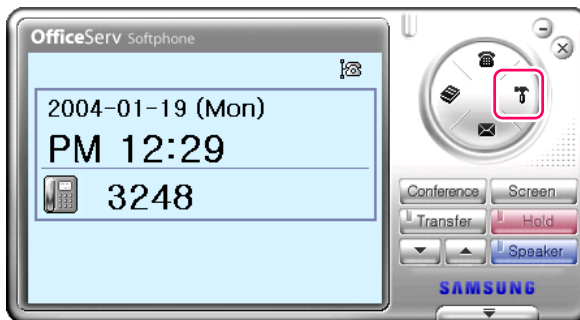


3. Click **[OK]**.

Device Config. Tab

[Device Config.] tab allows users to set user profiles, wakeup calls, alarms, skins, or ring sounds.

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



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



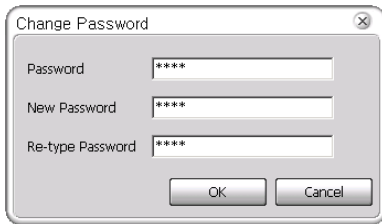
Preference	Option	Description
User	Enter My Name	Allows users to set a name to be displayed in the called party's Softphone when making a call.
	Change Password...	Allows users to change a password that enables privacy and phone initialization.
	Privacy Option...	Allows users to set options to prevent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



- 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 [].



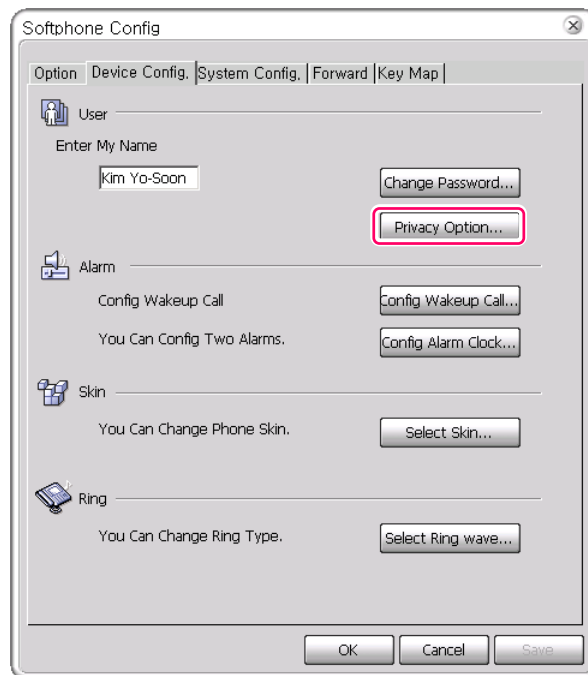
NOTE

When you lose your password

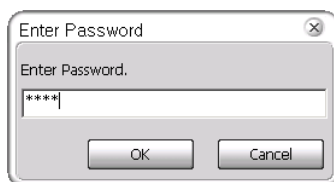
If you have lost your password, re-configure the 'Login Info'. While re-setting the login information, enter a new password into [IP Station Password] field.

Privacy Option

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



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

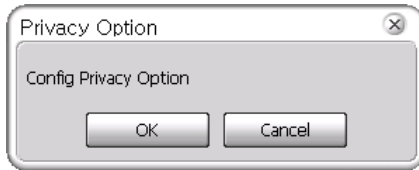


NOTE

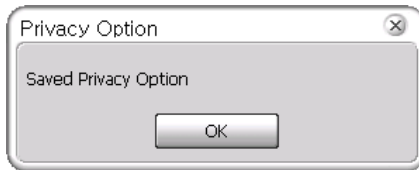
Entering Password for Privacy Option

The password for privacy option should be entered accurately. Otherwise, the privacy function cannot be used.

3. Click **[OK]** to configure the privacy function or click **[Cancel]** to clear the privacy function.



4. Click **[OK]**.



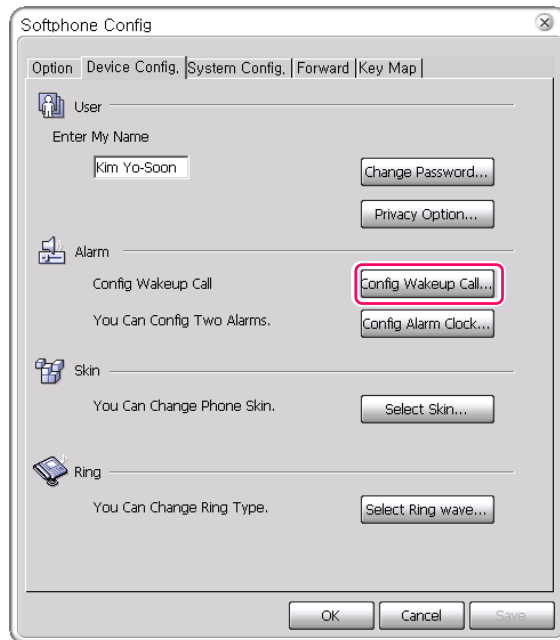
NOTE

Setting Privacy Function

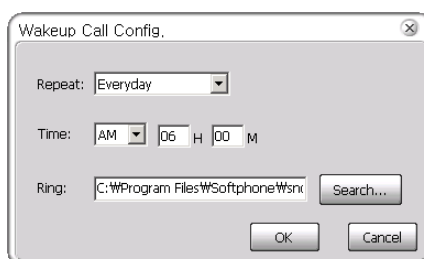
In order to set the privacy function, the password must be entered when using [Option Config.], [Directory], and [Message].

Config Wakeup Call

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



2. Configure the wakeup call function.



- **Repeat:** Set the wakeup call interval.
 - No use: 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 bell sound of the wakeup call.

3. Click [].



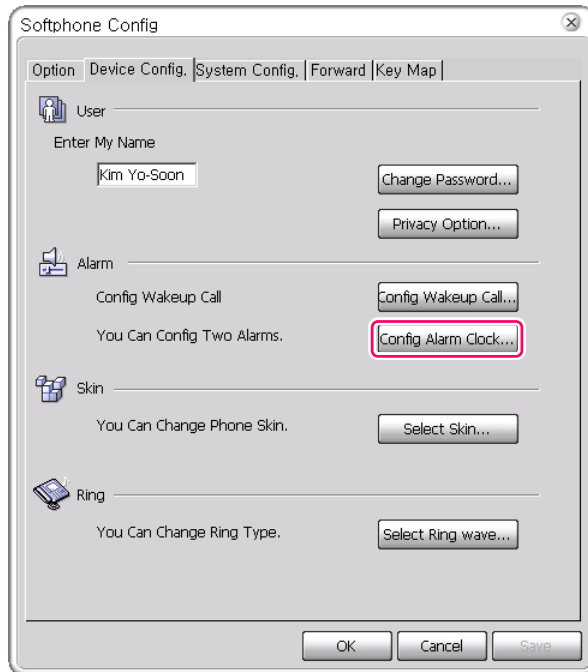
NOTE

Setting a Wakeup Call

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

Config Alarm Clock

1. Click [**Config 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 use: 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 bell sound of the alarm.

3. Click [].



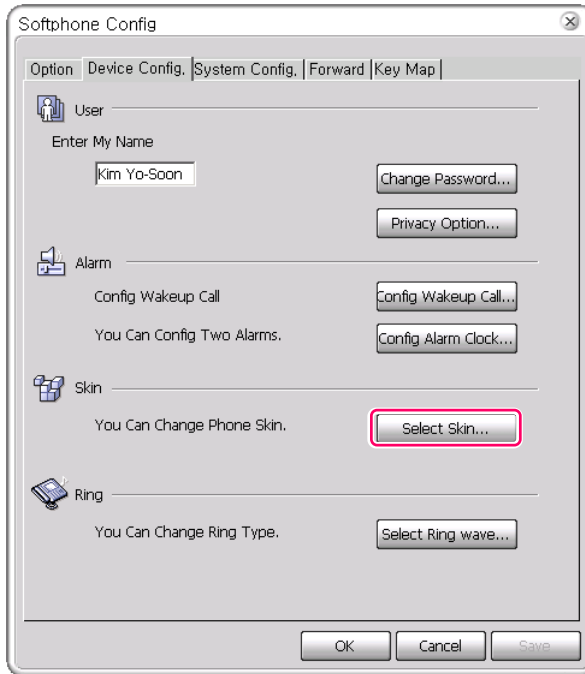
NOTE

Setting Alarm

If an alarm timer set, an alarm rings and a message is displayed at the set time. If the bell 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 the OfficeServ Softphone.

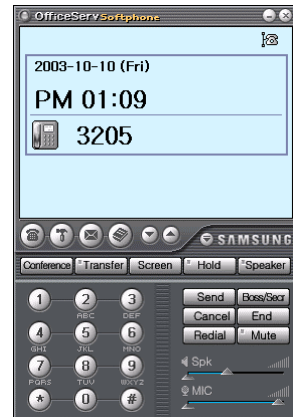


3. Click [OK]. The skin window is displayed as shown below:

Phone Skin Starting Window

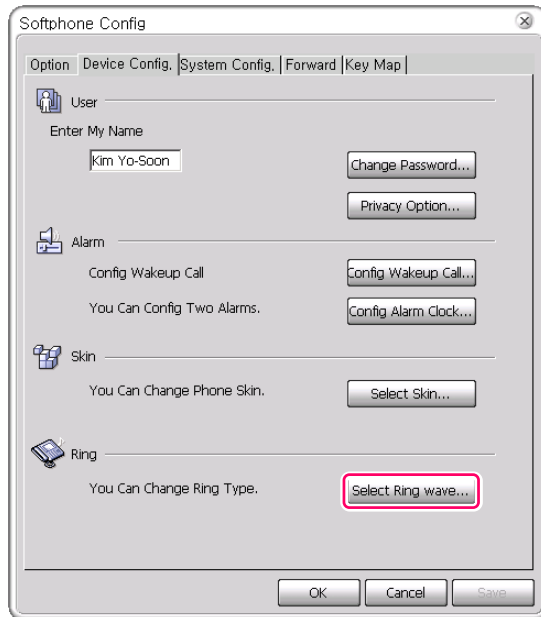


Simple Skin Starting window



Select Ring wave

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



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



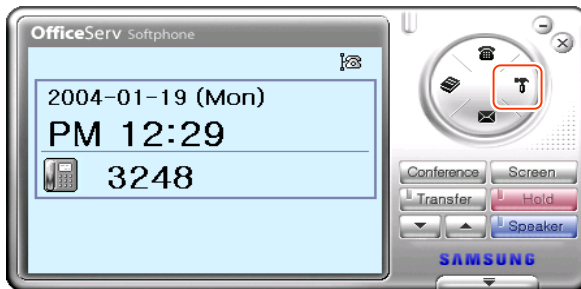
3. Click [>>] to listen to the wav file beforehand.

4. Click [OK].

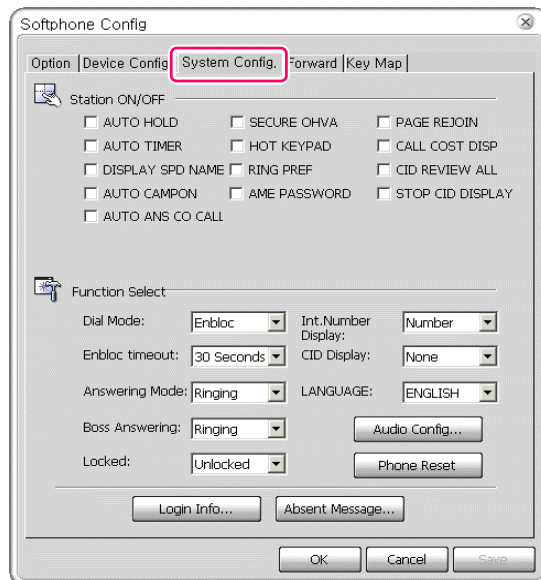
System Config. Tab

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

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



2. Select [System Config.] from Softphone Config.



- [Station ON/OFF] of [System Config.] tab allows users to set specific functions to be used.
- [Function Select] of [System Config.] tab allows users to specify whether a specific function will be used for each station.

THINGS YOU SHOULD KNOW

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.
	AUTO ANS CO CALL	Allows users to answer an external call automatically.
	SECURE OHVA	Allows users to select the tool of OHVA. - ON: Page using a headset - OFF: Page using a speaker
	HOT KEYPAD	Allows users to use a shortcut key set in a function.
	RING PREF	Allows users to answer an incoming call by clicking [Send] while a phone is ringing. Set to 'OFF'. Click [Send] when a phone rings. Then, the user can hear a dial tone ring. Click the blinking button on the AOM window to answer the call.
	AME PASSWORD	Allows users to type a password when changing the AME status.
	PAGE REJOIN	Allows users to hear page automatically when a busy station is in a camp on status during page.
	CALL COST DISP	Allows users to display a toll for the calling duration while calling.
	DIS REVIEW ALL	Allows users to store caller IDs. - ON: Allows users to store caller IDs for all calls. - OFF: Allows users to store caller IDs for unanswered calls.
	STOP CID DISPLAY	Allows users to stop the function of displaying the information on the caller in the window while a call is being connected.

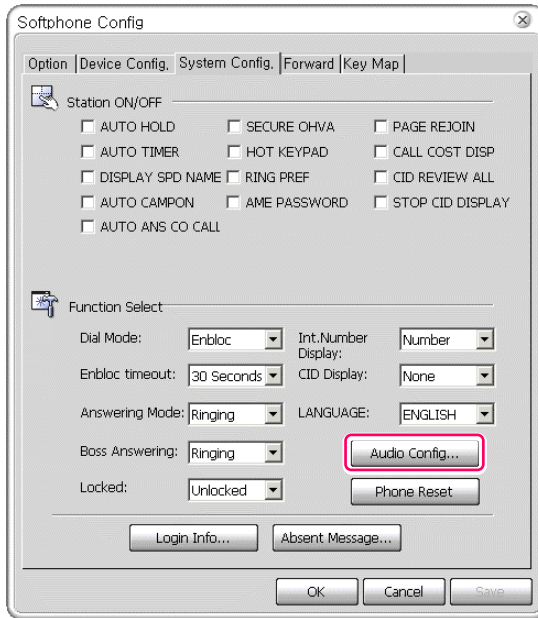
Preference	Option	Description
Function Select	Dial Mode	<p>Allows users to select a dial mode(Enbloc/Overlap).</p> <ul style="list-style-type: none"> - Enbloc: This is a mode set in the Softphone by default. Press a phone number and then, click [Send] to connect a call when making a call. If the user presses an invalid phone number, the user 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 users to set valid duration(30 seconds/ 1 minute/3 minutes) from pressing a phone number to pressing [Send] in Enbloc mode.
	Answer Mode	<p>Allows users to set an answer mode of the Softphone when a call is connected.</p> <ul style="list-style-type: none"> - 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 users 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 called party. 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 users to set the boss answering mode. Set the Auto Answer Mode or Voice Announce mode to answer a call even when absent.
	Locked	<p>Allows users to set the Locked All function to prevent other users from the Softphone.</p> <ul style="list-style-type: none"> - Unlocked: Disables the lock function. - Locked Out: Enables the origination function. - Locked All: Disables the origination/receipt function.
	Int.Number Display	<p>Allows users to set the display in the station buttons of the AOM window.</p> <ul style="list-style-type: none"> - Number: Enables station numbers to be displayed in the AOM window. - Name: Enables names to be displayed in the AOM window.

THINGS YOU SHOULD KNOW

Preference	Option	Description
Function Select	CID Display	Allows users to set a type of displaying caller IDs in the 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 users to select a language to be used in the Softphone. - KOREAN: Allows users to set the Softphone language to Korean. - ENGLISH: Allows users to set the Softphone language to English.
	Audio Config...	Allows users to set a sound device, microphone volume, speaker volume(while calling), off-hook volume(tone button sound), ring volume, or page volume.
	Phone Reset	Allows users to delete user data such as phonebooks, message boxes, calling histories, and passwords.
	Login Info...	Allows users to set Softphone login information. For details, refer to 'Initial Settings for the OfficeServ Softphone'.
	Absent Message...	Allows users to set or release a message to be displayed in the Softphone of the caller while the user is absent.

Audio Config

Click **[Audio Config...]** from [System Config.] of Softphone Config.

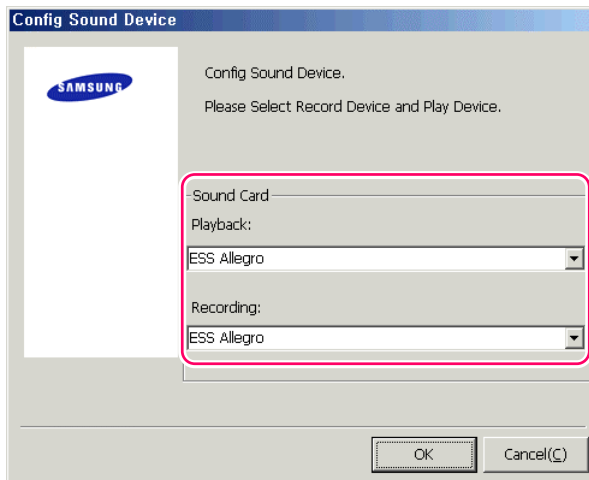


Device Config

1. Click **[Device Config...]** from Audio Config.



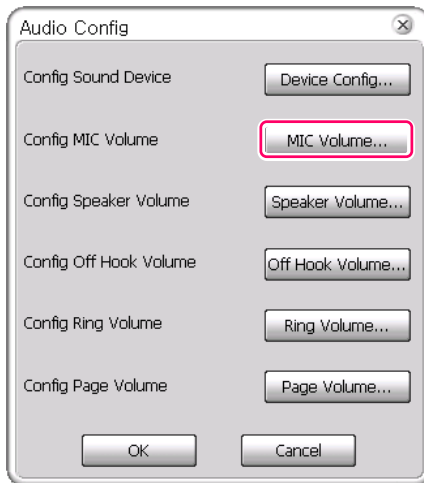
2. Select sound devices of the PC where the OfficeServ Softphone program is installed.



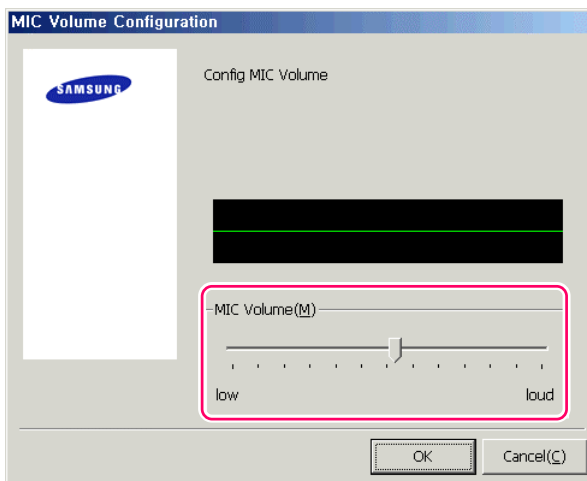
3. Click **[OK]**.

MIC Volume

1. Click **[MIC Volume...]** from Audio Config.



2. Set microphone volume.



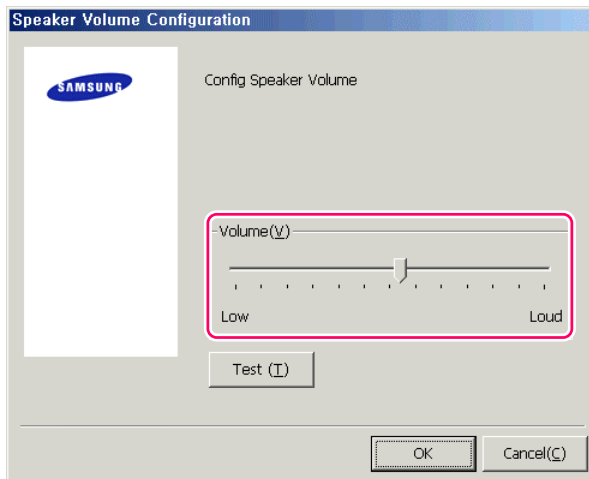
3. Click **[OK]**.

Speaker Volume

1. Click [**Speaker Volume...**] from Audio Config.



2. Set speaker volume.



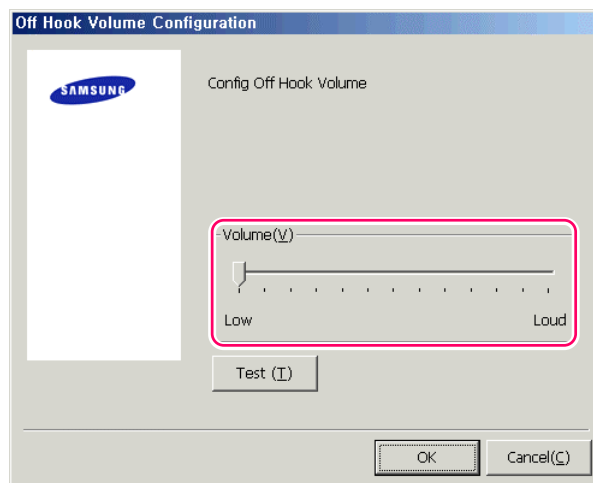
3. Click [**Test (I)**] to check the volume.
4. Click [**OK**].

Off Hook Volume

1. Click [**Off Hook Volume...**] from Audio Config.



2. Set off hook volume(tone button sound).



3. Click [**Test (I)**] to check the volume.

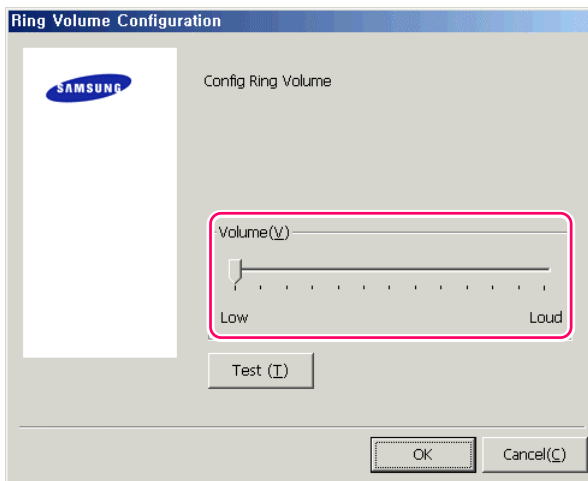
4. Click [**OK**].

Ring Volume

1. Click [**Ring Volume...**] from Audio Config.



2. Set ring volume.

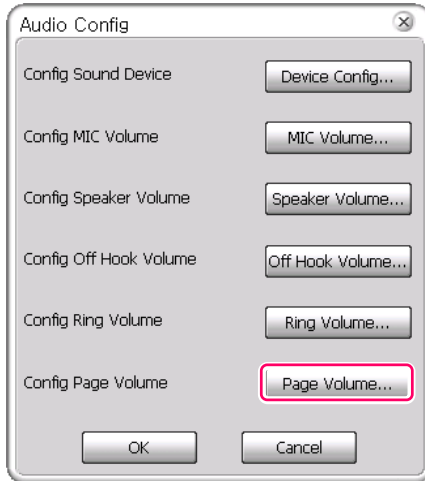


3. Click [**Test (I)**] to check the volume.

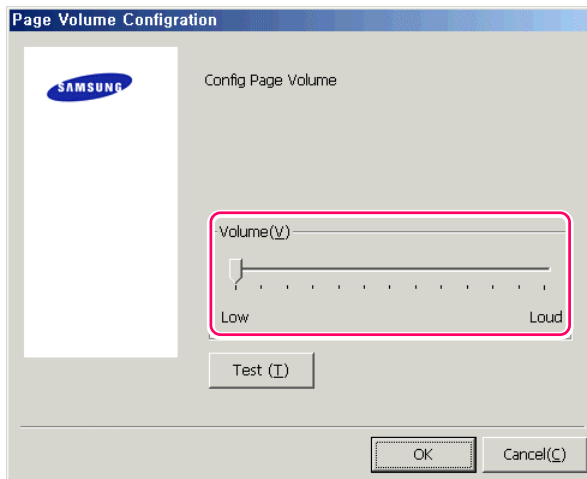
4. Click [**OK**].

Page Volume

1. Click **[Page Volume...]** from Audio Config.



2. Set page volume.

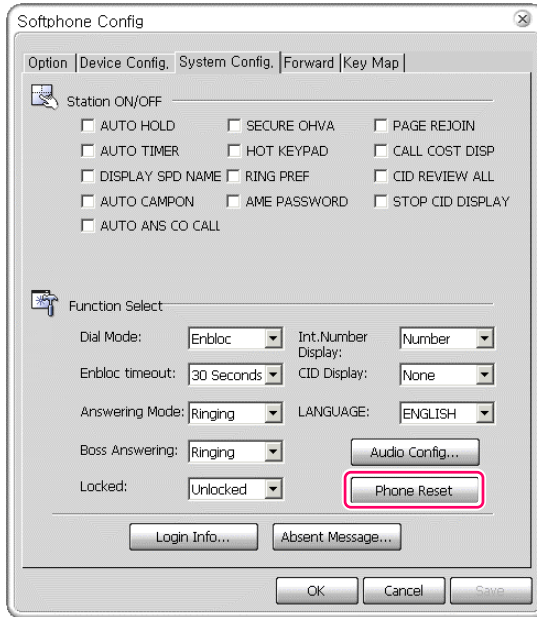


3. Click **[Test (I)]** to check the volume.

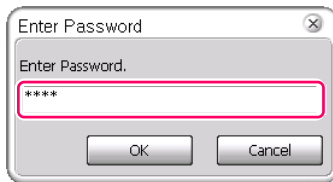
4. Click **[OK]**.

Phone Reset

1. Click **[Phone Reset...]** from **[System Config.]** of Softphone Config.



2. Enter the password.



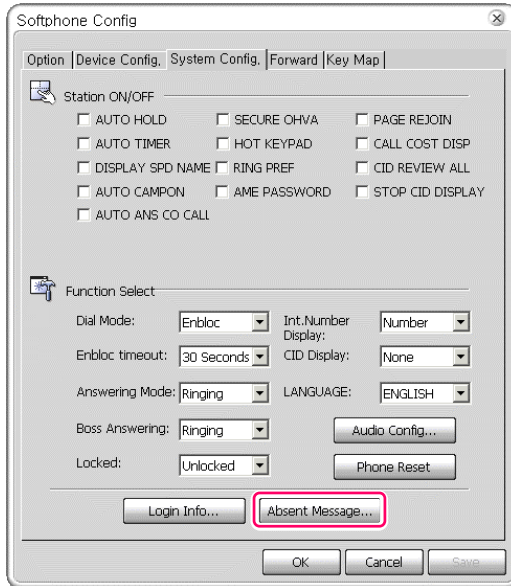
3. Click **[OK]**.



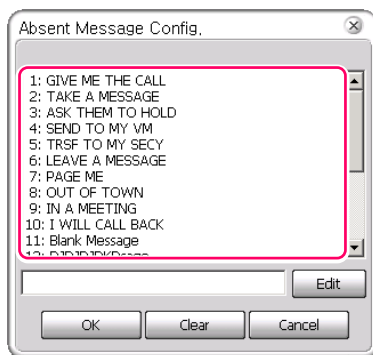
4. Click **[OK]** to initialize the OfficeServ Softphone.

Absent Message

1. Click **[Absent Message...]** from **[System Config.]** of Softphone Config.




2. Select an absence message to be used.



- **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.

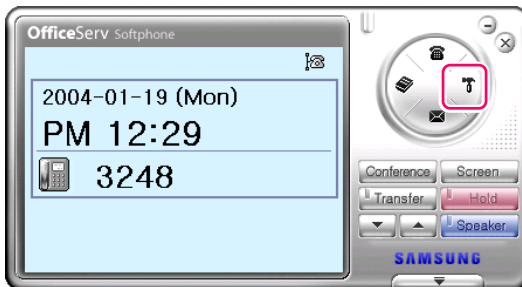
3. Click **[]**.

4. Click [] to clear an absence message.

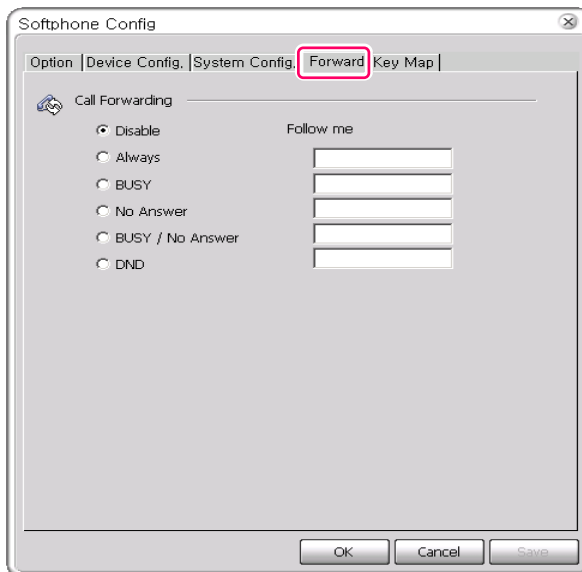
Forward Tab

[Forward] tab allows users to set a station number to which an incoming call will be transferred when the user does not use the Softphone or cannot answer a call.

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

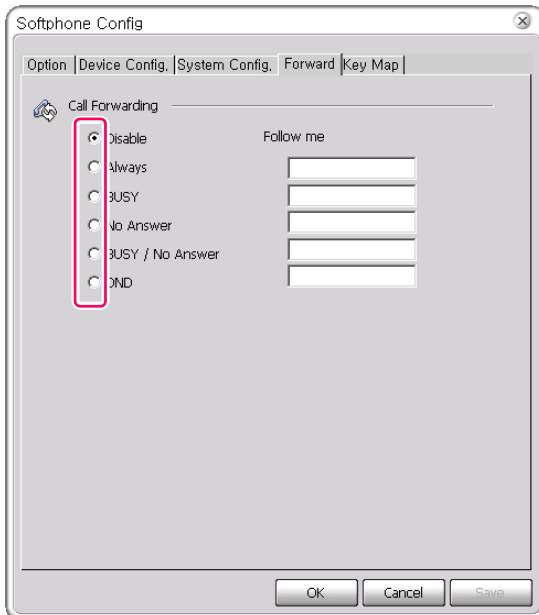


2. Select [Forward] from Softphone Config.

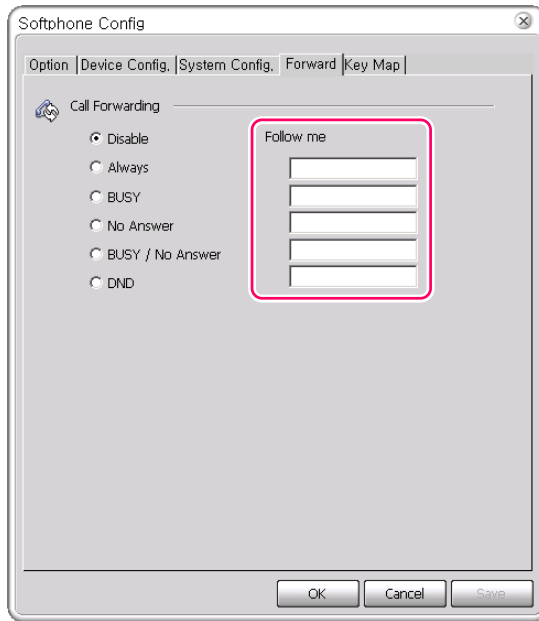


Preference	Option	Description
Call Forwarding	Disable	Allows users to release call forwarding.
	Always	Allows users to enter a station number to which all incoming calls will be transferred.
	BUSY	Allows users to enter a station number to which an incoming call will be transferred when the user is on the phone.
	No Answer	Allows users to enter a station number to which an incoming call will be transferred when the user cannot the call.
	BUSY/No Answer	Allows users to enter a station number to which an incoming call will be transferred when the user is on the phone or cannot answer the call.
	DND	Allows users to enter a station number to which an incoming call will be transferred when the user does not want to answer the call.

3. Select a call forwarding type.



4. Enter a call forwarding number.

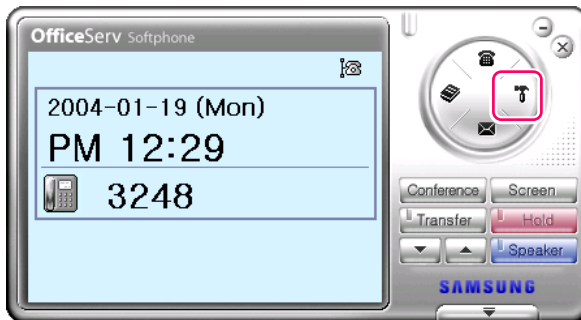


5. Click [].

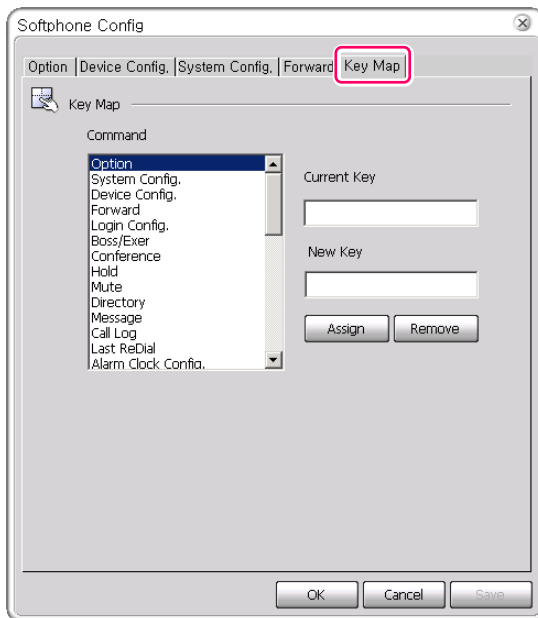
Key Map Tab

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

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

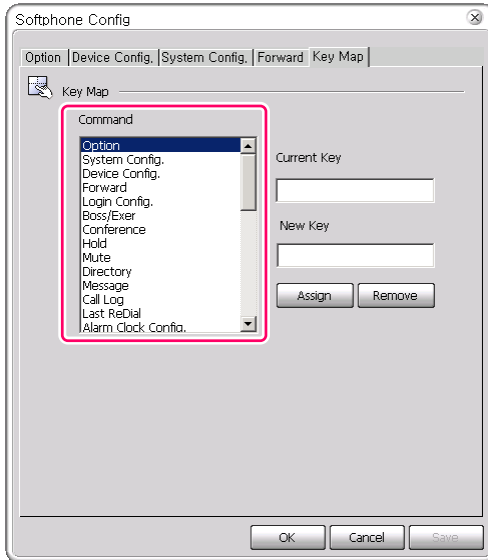


2. Click [Key Map] from Softphone Config.

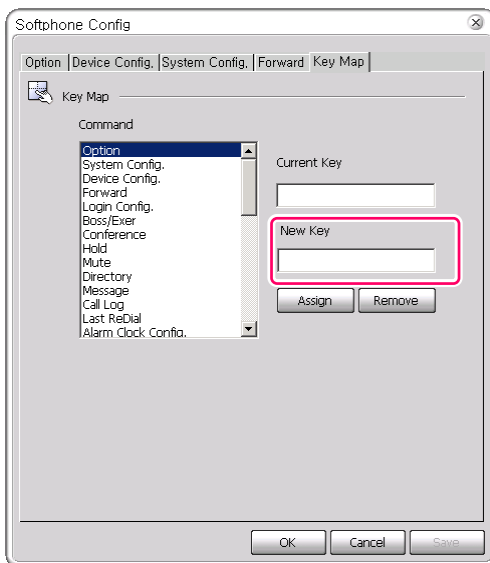


Key Mapping Setting

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



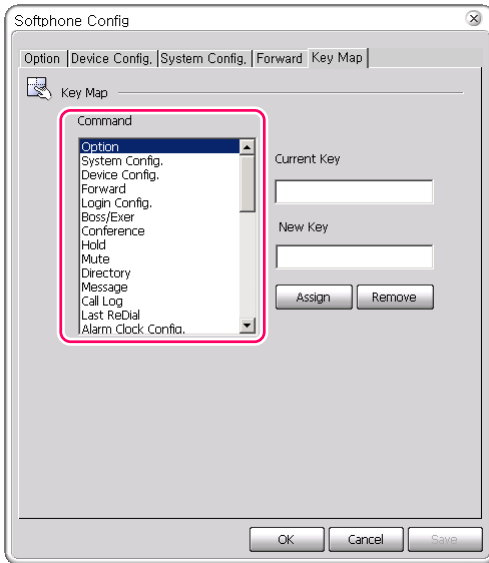
2. Set a key to be mapped.



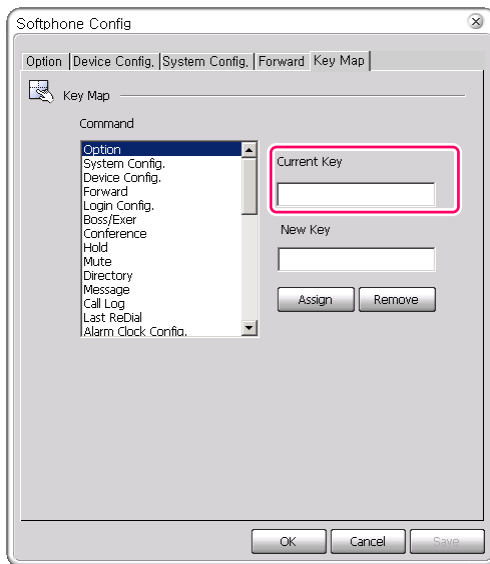
3. Click [].

Key Mapping Change

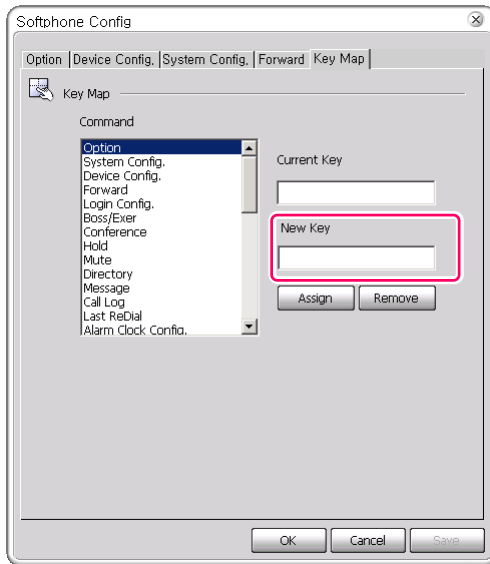
1. Select an item to be changed.



2. Check the current key.



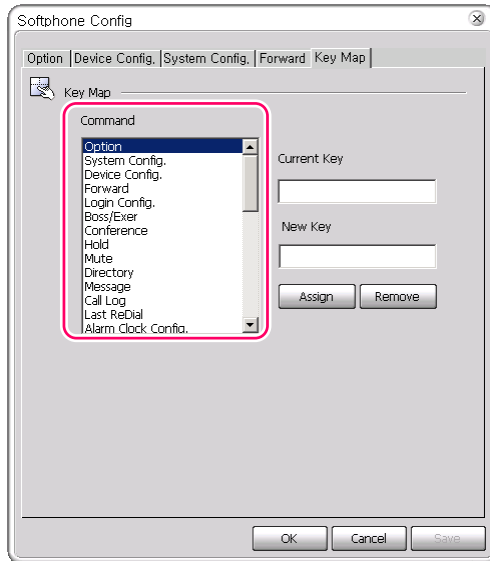
3. Set a new key to be mapped.



4. Click [Assign].

Key Mapping Deletion

1. Select an item to be deleted.



2. Click [].



NOTE

Key Mapping Setting Item Application

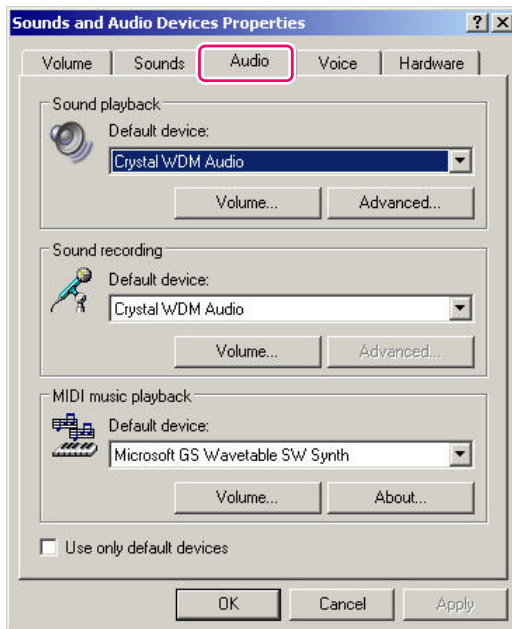
Click [Save] or [OK] and close the Softphone Config window to apply the key mapping item that was set, changed, or deleted.

Speaker and Microphone Setting

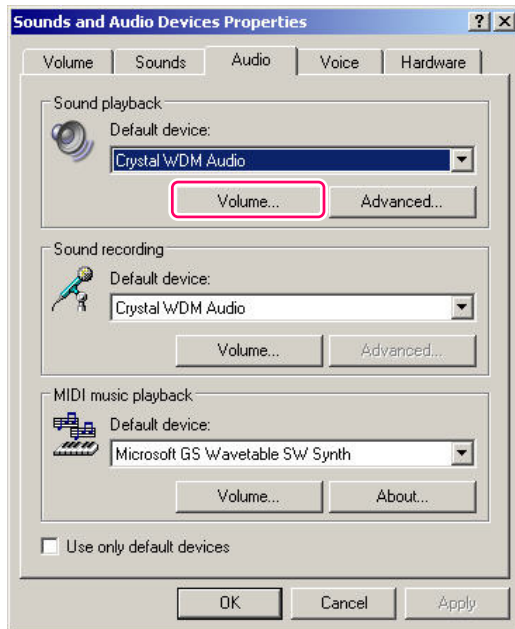
Users of OfficeServ Softphone can make or answer calls in a Windows environment by setting the speaker and microphone status.

Speaker Setting

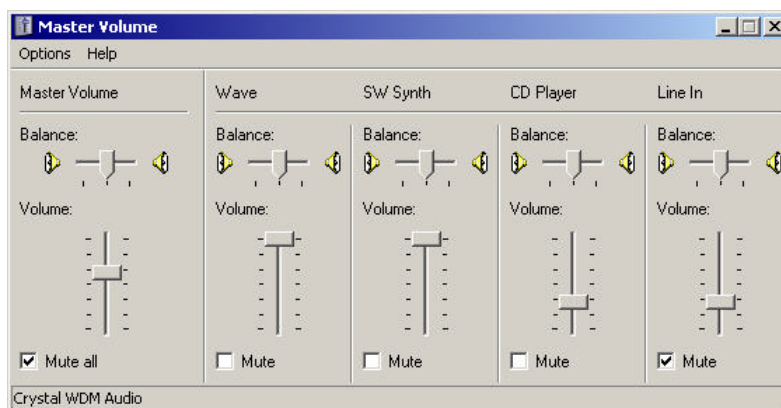
1. Click [Start] → [Control Panel(C)] → [Sounds and Audio Devices] from the Windows desktop.
2. Select [**Audio**] from Sound and Multimedia Properties.



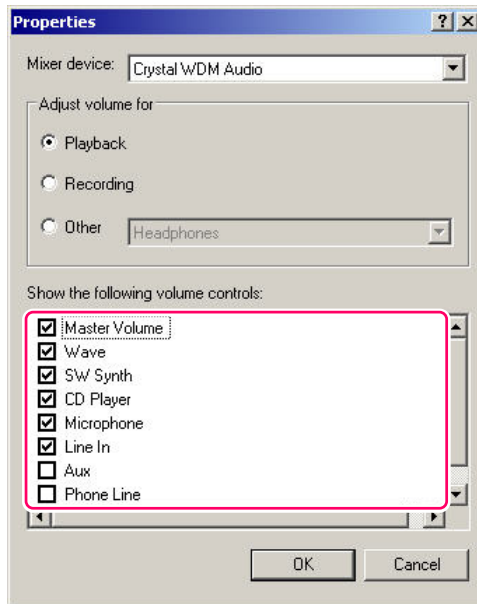
3. Click **[Volume...]** from Play Sound.



4. Select **[Options]** → **[Registration Info(R)]** from Volume Control.

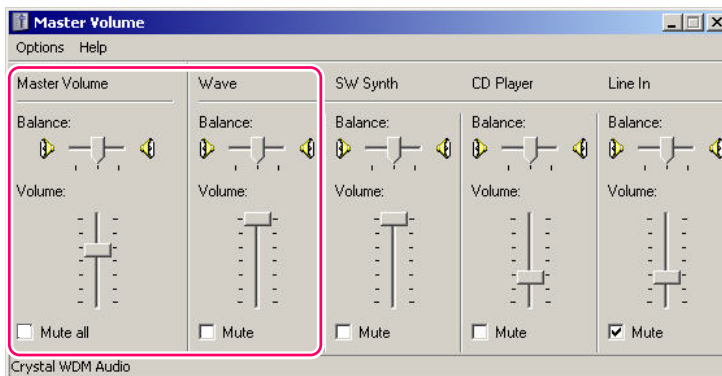


5. Check if the **'Master Volume'**, **'Wave'**, and **'Microphone'** items of Volume Control in the Registration Info window are marked. If not, mark the items.



6. Click [].

7. Clear the Mute options checked for **'Volume Control'** and **'Wave'**, and set the Volumes.

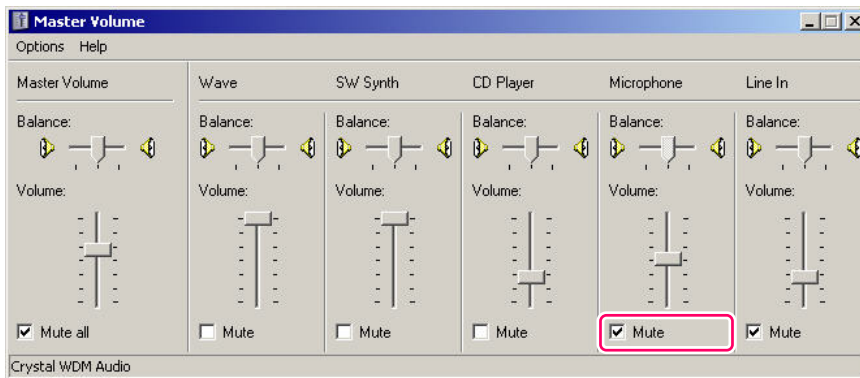




NOTE

Speaker Volume Control

Volume Control allows users 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

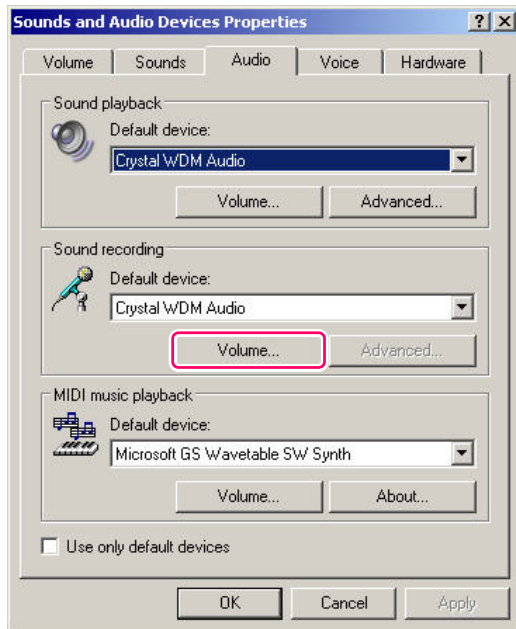
If the 'Mute' of 'Microphone' is not marked, the user voice can be heard through a speaker when the user speaks.

Microphone Setting

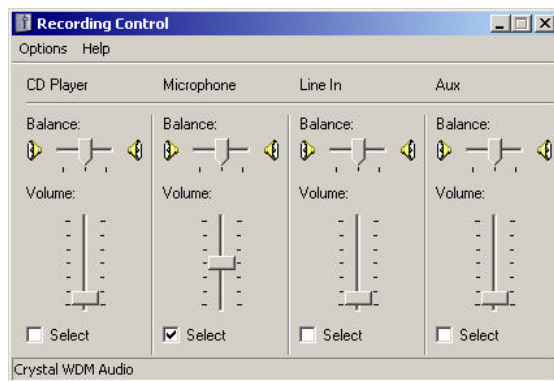
1. Click [Start] → [Control Panel(C)] → [Sounds and Audio Devices] in the Windows2000 desktop.
2. Select **[Audio]** from Sound and Multimedia Properties.



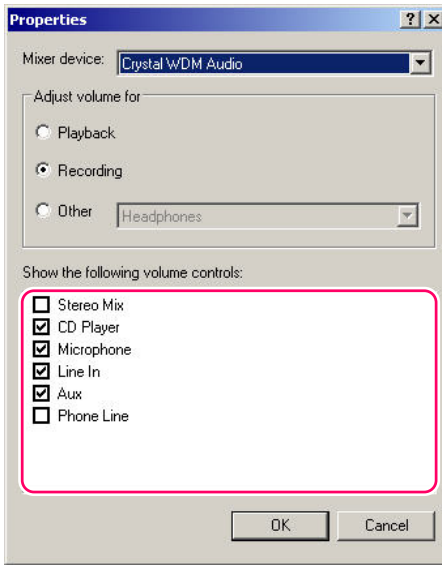
3. Click [Volume...] from Sound recording.



4. Select [Options(P)] → [Registration Info(R)] from Record Control.

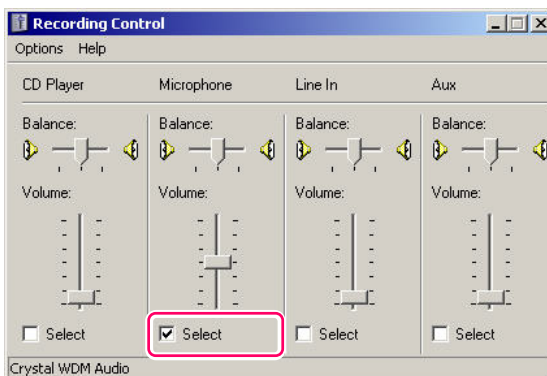


5. Check if **'Microphone'** among the Volume Control items is marked. If not, mark the item.



6. Click [].

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



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

MAKING A CALL

Before Making a Call

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

Category	Intercom Call	External Call
Functions	<ul style="list-style-type: none">- Making an Intercom Call- Busy Station Callback- Camp On- Connecting to an Operator	<ul style="list-style-type: none">- 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
	<ul style="list-style-type: none">- Dialing the Most Recently Called Number- Making a call using a system speed dial number- Making a call using phone book dial number- Making a Call Using a Directory Name	

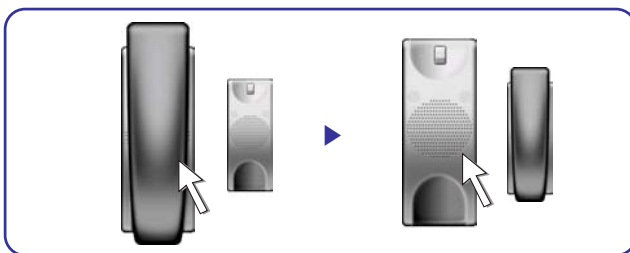
Making Calls

This section describes the functions for making calls using the OfficeServ Softphone. This user guide mainly describes how to make a call using [Send] or [End].

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



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.



Entering Phone Numbers

Methods for entering a phone number are as follows:

- Click the dial buttons from the initial window of the Softphone.
- Enter a station number by using the keyboard.

Making an Intercom Call

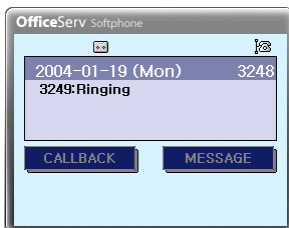
This function allows users to make an intercom call.

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 called party when the called party answers the call.



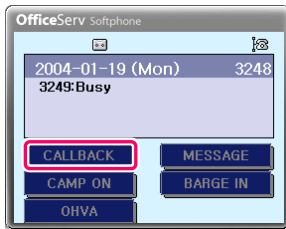
NOTE

Dial Mode

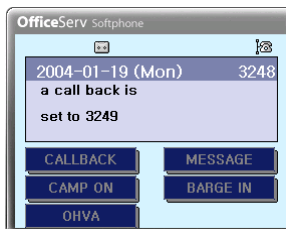
- When the 'Enbloc mode' is set in the OfficeServ Softphone, press a phone number and click [Send] to make a call. When the 'Overlap mode' is set, only press the phone number to make a call. This user guide mainly describes cases where the dial mode is 'Enbloc'.
- For details on the dial mode, refer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

Busy Station Callback

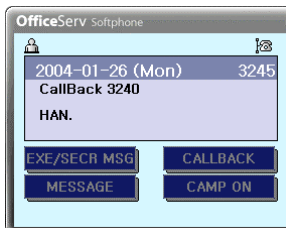
This function allows users to call back to the station of the called party when the user makes a call to a busy station.



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



2. A call back message is displayed.



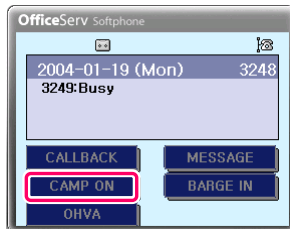
3. Once the called party ends a call, the user's Softphone will ring and the 'CallBack ○○○○' message will be displayed.



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

Camp On

This function allows users to urgently speak to the called party when the user makes 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]**.



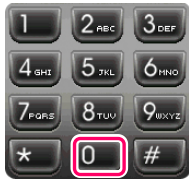
2. A tone rings every few seconds to notify the called party that an urgent call has arrived.



3. Wait until the called party answers the call.

Connecting to an Operator

This function allows users 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 users 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 called party including the external calling number in a wait state.



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



3. Speak to the called party after the called party answers the call.

Redial

This function allows users 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 called party when the called party answers the call.



NOTE

Overlap Dial Mode

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

Auto Redial

When the user makes an external call and the called party is on the phone, This function allows users to automatically redial the called party. This function allows users 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, the user can hear a call connection sound and the microphone is blocked.
- Click **[End]** to cancel auto redial.

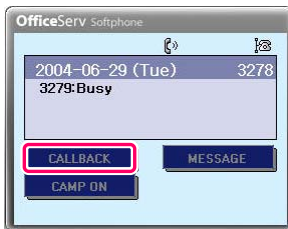


3. Once the called party answers the call, click **[Send]** to speak to the called party.

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

Busy CO line Callback

This function allows users 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 making an external call.



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.



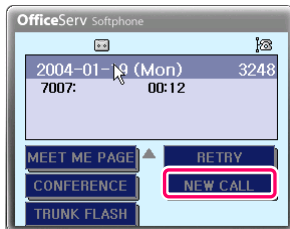
4. Enter the target CO line number, and click **[Send]**.



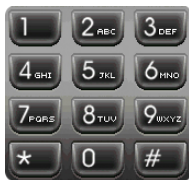
5. Speak to the called party when the called party answers the call.

Redialing a CO line

This function allows users to immediately make another external call to another CO line number after terminating an external call.



1. After terminating an external call, select **[NEW CALL]** from the Soft Menu window.



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

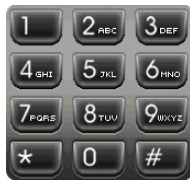
Parking Orbit

This function allows users 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.



1. Select **[PARK]** from the AOM window while the user's station is busy or the user is waiting a call.

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



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.



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.



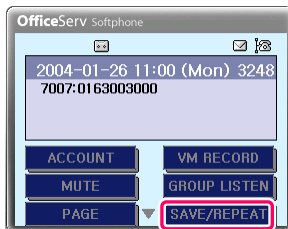
NOTE

'Call Park' and 'Orbit'

'Call Park' allows users 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. The user notifies 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 users to save the phone number to which the user 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 users to make a call to the saved phone number.



1. Select [**SAVE/REPEAT**] from the Soft Menu window while in standby state.
 - Or, enter the function code, [1] [7] and click [Send].



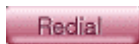
2. Speak to the called party when the called party answers the call.

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 users to dial the most recently called number.



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



2. Speak to the called party when the called party answers the call.



NOTE

Overlap dial mode

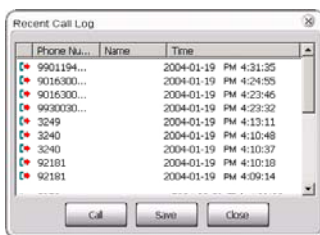
In overlap dial mode, click **[Speaker]** and select **[LAST REDIAL]** to use this function.

Make a Call Using the Recent Call Log

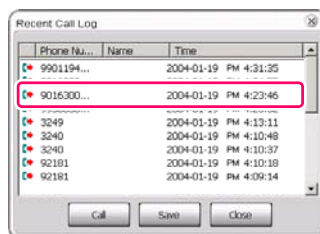
This function allows users to make a call using the recent call log.



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

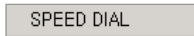
For information on how to make a call using the recent call log/sent call log/received call log, refer to 'Call Log' of 'Navigation Menu'.

Saving a Phone Number

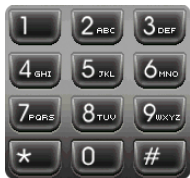
Select a phone number and click **[Save]** to save a phone number from the recent call log.

Making a Call Using a Common Speed Dial

This function allows users 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, a call is made to the phone number registered to the speed dial number.

Making a Call Using Phone Book Dial

This function allows users 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 second dial for a long time.



2. Then, a call is made to the phone number registered to the speed dial number.



NOTE

Registering a Speed Dial

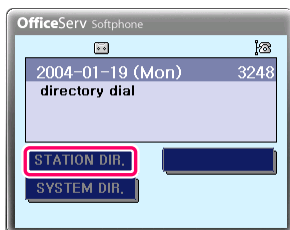
For information on registering a speed dial, refer to 'Phonebook' of 'Navigation Menu'.

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 users 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	<ul style="list-style-type: none"> - Answering an Intercom Call - Answering a Call in Auto Answer Mode - Answering a Call in Page Answer Mode 	<ul style="list-style-type: none"> - Answering an External call - Answering an External Call Using a Night Service Bell
	<ul style="list-style-type: none"> - Call pickup - Group call pickup - Answering a camp on call 	

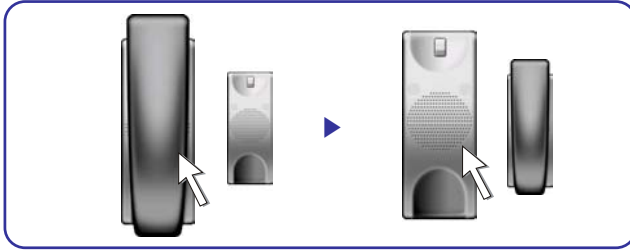
Answering Calls

This section describes the functions for answering calls using the OfficeServ Softphone. This user guide mainly describes how to make a call using [Send] or [End].

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



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 an Intercom Call

This function allows users to answer an intercom call.

Answering an Intercom Call

Follow the steps below to answer an intercom call:



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

- If the ring volume is set to minimum, the 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 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 users 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 the user.



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

Answering a Call in Page Answer Mode

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



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



2. Click **[Send]** to speak to the caller.



NOTE

Setting an Answer Mode

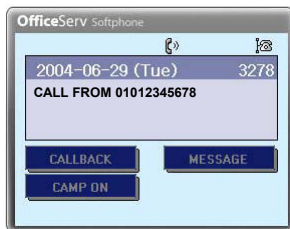
An answer mode can be set in [System Config.] tab of [Option Config.]. For details, refer to 'OfficeServ Softphone Option Settings' of 'Things you should know'.

Answering an External call

This section describes functions used for answering external calls.

Answering an External call

Follow the steps below to answer an external call:



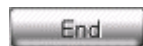
1. OfficeServ Softphone rings and displays a message notifying the user that a call has arrived.

- If the ring volume is set to minimum, the 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, the OfficeServ Softphone rings through an external page speaker.



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



3. Speak to the called party when the called party 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 section describes the functions used for answering both intercom calls and external calls.

Call Pickup

This function allows users 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 the user's Softphone.

Group Call Pickup

This function enables a 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]**.

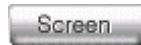
- Or, click **[Speak]**, and enter the function code for group call pickup, **[6][6]**.



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, the user's Softphone rings and the button for the waiting call blinks in the AOM window. This function allows users 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 called party when the called party 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

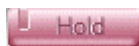
Features Used During a Call

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

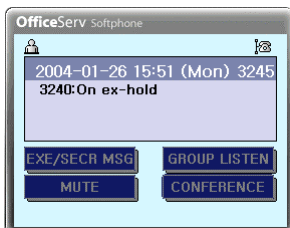
Call Hold

If an urgent matter comes up or if another call arrives while calling, the user 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.

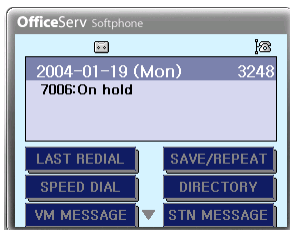


3. Select **[Hold]** or **[CALL1]** of the AOM window to reconnect to the call on hold.

Holding an External call

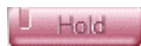


1. Press **[Hold]** while calling to put an external call on hold.



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 users 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.



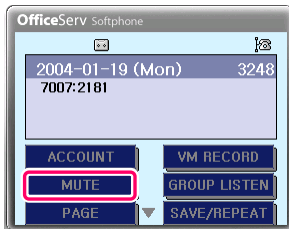
NOTE

Transferring an incoming call directly to a voice mailbox

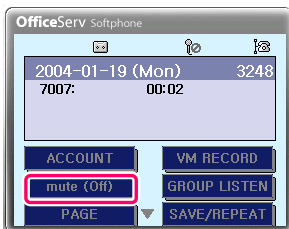
Select [Voice Mail Box] from the AOM window and enter the voice mailbox number to transfer an incoming call to a voice mailbox. Note that the Samsung SMVi card should be installed in the phone system and that the system administrator should already set the voice mailbox function by using the MMC program.

Mute

This function allows users to hear the voice of the other party but prevent the other party from hearing the user's voice while calling.



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



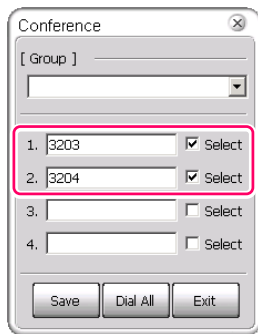
2. Click [Mute] again or select **[mute(off)]** from the Soft Menu window to disable the mute function.

Conference Call

This function allows users to hold a conference call with up to five people (connected to stations or CO lines) including the user simultaneously.



1. Click **[Conference]** in a standby state.



2. After entering the target numbers, select the **[Select]** checkbox.

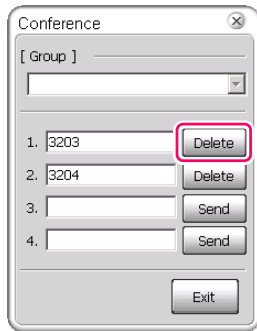
- If a group is already registered, the user can select the group.



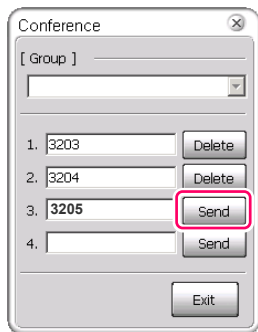
3. Click **[Dial All]** to connect to the entered numbers.



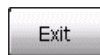
4. Once the call is connected to the entered numbers, start holding a conference call.



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.

Call Forwarding

This function allows users to forward a call to a specific station when the user cannot answer a call because the user is transferred to another seat or absent for a long time.

 **NOTE** | **Call Forwarding**

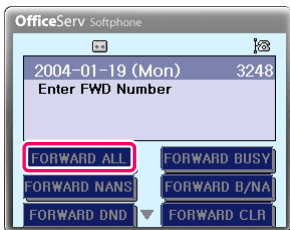
The [Forward] tab of [Option Config.] allows users to easily set or release the call forwarding function. For details, refer to 'Forward Tab' of 'OfficeServ Softphone Option Settings' in 'Things You Should Know'.

Forwarding All Calls

This function allows users to forward all calls made to the user to another number.



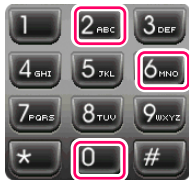
1. Enter the function code for forwarding all calls, **[6] ► [0] ► [1]**, in a standby state and click **[Send]**.



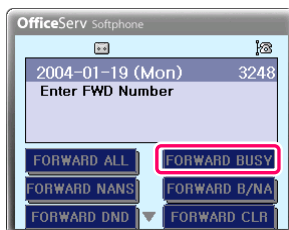
2. Enter the target numbers, and click **[FORWARD ALL]**.
 - Or, enter the target numbers, and select a transfer method.

Forwarding All Calls While Calling

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



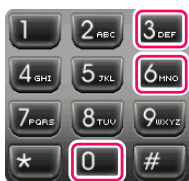
1. Enter the function code for forwarding all calls while calling, **[6] ► [0] ► [2]**, in a standby state and click **[Send]**.



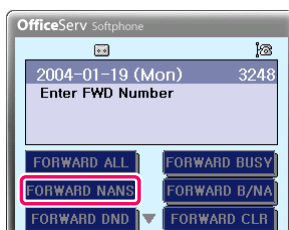
2. Enter the target numbers, and click **[FORWARD BUSY]**.
 - Or, enter the target numbers, and select a transfer method.

Forwarding No Answer

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



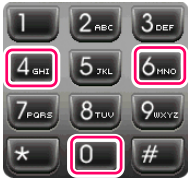
1. Enter the function code for forwarding no answer, **[6] ► [0] ► [3]**, in a standby state and click **[Send]**.



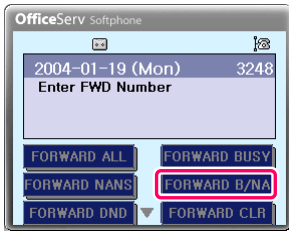
2. Enter the target number, and click **[FORWARD NANS]**.
 - Or, enter the target number, and select a transfer method.

Forwarding Busy / No Answer

This function allows users to forward a call to another phone number when the user is 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]**.



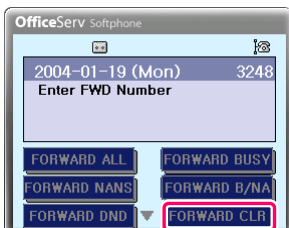
2. Enter the target number, and click **[FORWARD B/NA]**.
 - Or, enter the target number, and select a transfer method.

Clearing Call Forwarding

This function allows users to clear call forwarding set in the user's Softphone.



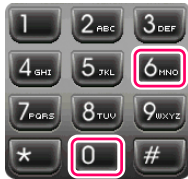
1. Enter the function code for clearing call forwarding, **[6] ► [0] ► [0]**, in a standby state and click **[Send]**.



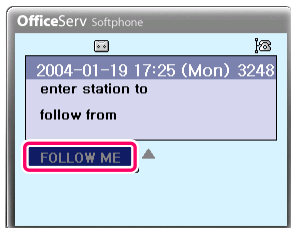
2. Click **[FORWARD CLR]**.

Changing Call Forwarding

When the user moves to another place or a conference room for a long time, the user can answer the phone in the place where the user is through the user's Softphone. This function allows users to transfer a call from the user's Softphone to another available phone or to transfer a call made to a specific station number to the user's Softphone.



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



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

Do Not Disturb (DND)

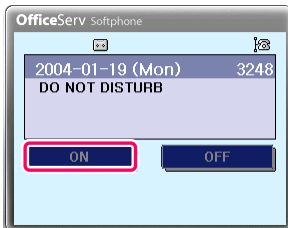
This function allows the user not to answer incoming calls.

Setting DND Function

Follow the steps below to set the DND function:



1. Enter the function code for DND, [4] ► [0] ► [1], in a standby state and click [Send].



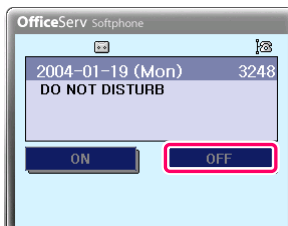
2. Click [ON] from the window to set the DND function.
 - Then, the red LED blinks notifying the user that DND mode has been set.

Clearing DND function

Follow the steps below to clear the DND function:



1. Enter the function code for DND, [4] ► [0] ► [1], in a standby state and click [Send].



2. Click [OFF] from the window to clear the DND function.
 - Once the DND function has been cleared, the red LED turns off.

Page

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

Internal Page

This function allows users to make an internal page.



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

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



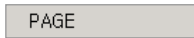
2. Select an internal paging area([0], [1], [2], [3], or [4]) and make a page.



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

External Page

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

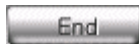


1. Select **[PAGE]** from the Soft Menu window in a standby state.

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



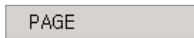
2. Select an external paging area([5], [6], [7], [8], or [9]) and make a page.



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

Internal / External Page

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

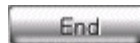


1. Select **[PAGE]** from the Soft Menu window in a standby state.

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



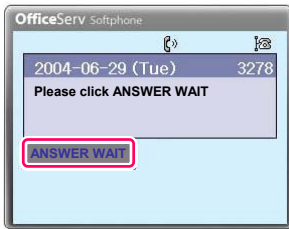
2. Click **[*]** and make a page once a ring tone rings.



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

Meet Me Page

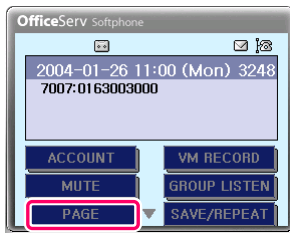
This function allows users to contact a person who should be answering a transferred call by making a page.



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 called party 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 users to hold the current call and make a page to transfer an external call to another user. This function is useful when the user is not aware of where the user to which an external call will be transferred is located at a factory or 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 called party is located, make a page.

- During paging, speak the user's station or CO 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 users to answer the call in a camp on busy state after being notified by page.

PAGE PICKUP



1. Click [PAGE PICKUP] from the Soft Menu 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.



3. Once the entered number is connected, speak to the called party.



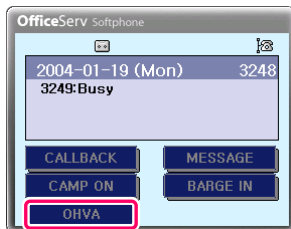
NOTE

Page

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

Off Hook Page

When the user makes a call to a station and the called party is on the phone, the user can page separately. This function is useful when the user 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]**.



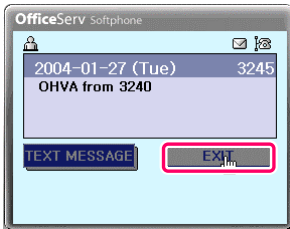
NOTE

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

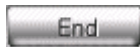
This function allows users to reject an off hook page and resume conversation with the other party.



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



2. The user can resume conversation with the other party.



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

Ending Off Hook Page

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



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



2. When the user 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.



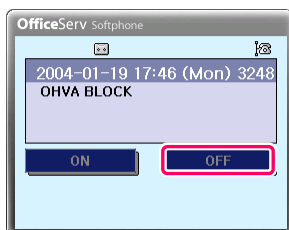
3. After ending the call, click **[CALL1]** to speak to the other party on hold.

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

This function allows users to block another user to make an off hook page to the user 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.



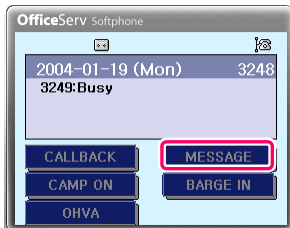
2. Select **[ON]** from the window to disable an off hook page.
 - Select **[OFF]** from the window to clear the disabling.

Message

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

Leaving a message

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



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



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

Setting / Clearing Messages for Absence

This function allows users to leave a message notifying the user's absence in his or her station. Then, this message is displayed to the calling party's station.



NOTE

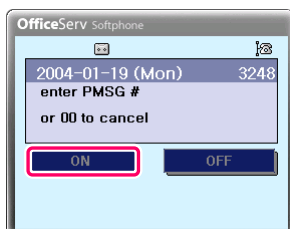
Setting a Message for Absence

Set a message for absence in the [System Config.] tab of 'OfficeServ Softphone Option Settings' in 'Things You Should Know'.

Setting a Message for Absence

STATUS MSG

1. Select **[STATUS MSG]** from the Soft Menu window in a standby state.



2. Enter the absence message code, and select **[ON]** from the window.

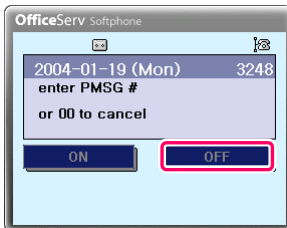
Functional Codes for Absence Messages

Message Code	Message Text	Message Code	Message Text
01	GIVE ME THE CALL	07	PAGE ME
02	TAKE A MESSAGE	08	OUT OF TOWN
03	ASK THEM TO HOLD	09	IN A MEETING
04	SEND TO MY VM	10	I WILL CALL BACK
05	TRSF TO MY SECY	11~15	Black Message
06	LEAVE A MESSAGE		

Canceling a Message for Absence

STATUS MSG

1. Select [**STATUS MSG**] from the Soft Menu window in a standby state.



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

Deleting a Message

This function allows users to delete the user's phone number left in another station or phone numbers left in the user's station.

Deleting the User's Number Left in Another Station



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

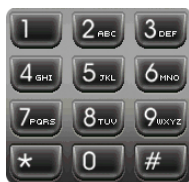


2. Enter the target station number.

Deleting a Phone Number Left in the User's Station



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



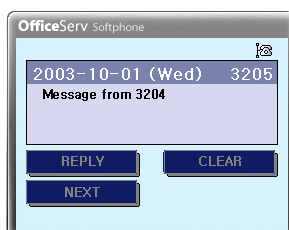
2. Enter the user's station number.

Checking / Answering / Deleting a Message

This function allows users to check/answer/delete the messages left in the user's Softphone. When messages are left in the user's Softphone, the red LED blinks.



1. Click [MESSAGE] from the AOM window.



2. The most recently left message is displayed.
 - REPLY: Allows users 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 users to check the next message.
 - CLEAR: Allows users to clear the message.

Boss / Secretary

This function allows users to display the absence of a boss or to set messages for communications between a boss and secretary. This function is available for only the Softphones where the boss/secretary function is set.

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 calling party.



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



3. Once the secretary delivers the message to the boss briefly and hangs up the call, click **[End]**.

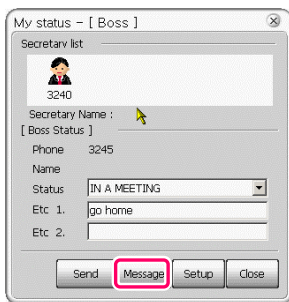
- Then, the call is transferred to the boss.

Boss / Secretary Message

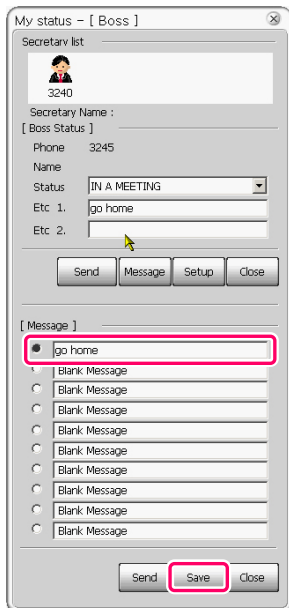
This function allows users to set messages frequently exchanged between a boss and secretary.



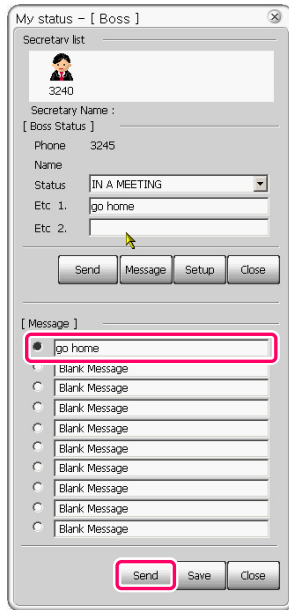
1. Click **[Boss/Secr]** in a standby state.



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



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



4. 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

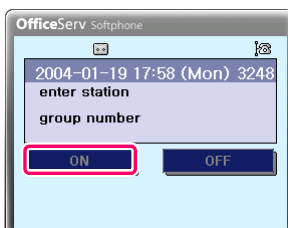
This function allows the users in the same group to listen to what the user says so that the user's station can be included in a specific station group or excluded from the group.

Including / Excluding a Group

This function allows users to include the user's station in a specific group or exclude the station from a group.

Including a Group

IN/OUT GROUP

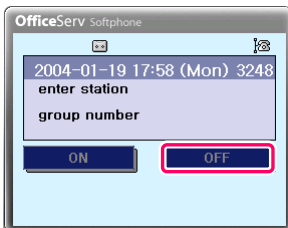


1. Select **[IN/OUT GROUP]** from the Soft Menu window in a standby state.
2. Enter a group number to which the user's station will be included.
3. Click **[ON]** from the window.

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 the user's station is excluded from a specific group to which the station is included, the user can answer a call connected to the user's 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.

The caller ID service is a charged service provided by phone companies, and is available to both ISDN and analog PSTN lines.

Caller IDs cannot be checked in the following cases:

- A caller refuses to send the user'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.



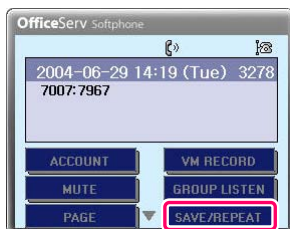
NOTE

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

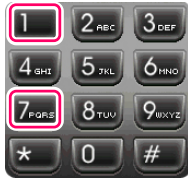
This function allows users to save the caller ID when a call is connected.



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

Making a Call to Saved Caller ID

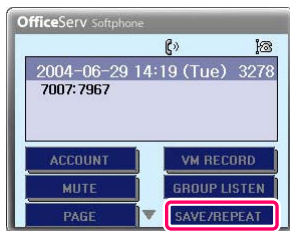
This function allows users to make a call to the saved caller ID.



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 users to save the displayed caller ID as a speed dial.



Click [SAVE/REPEAT] 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.

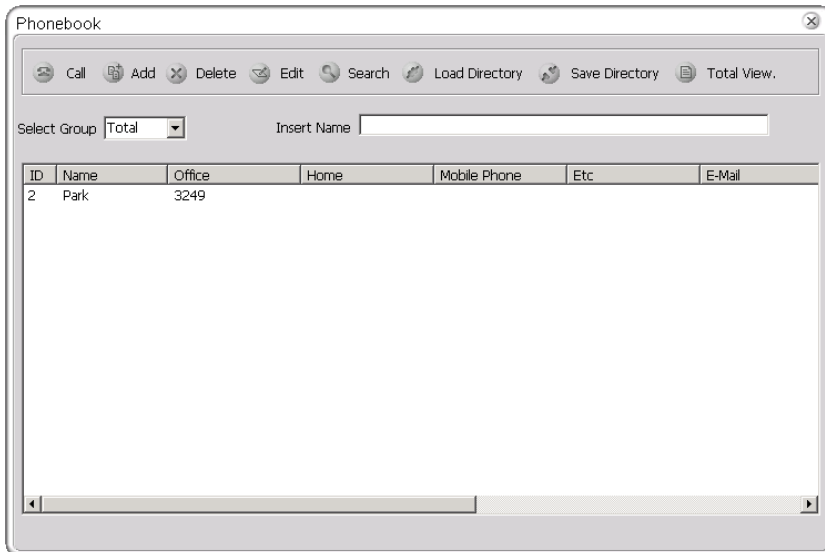
NAVIGATION MENUS

This chapter describes navigation buttons that enables the functions of the Softphone.

Phonebook


The Phonebook menu from the navigation menus allows users to use various functions

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




Register Phone Numbers

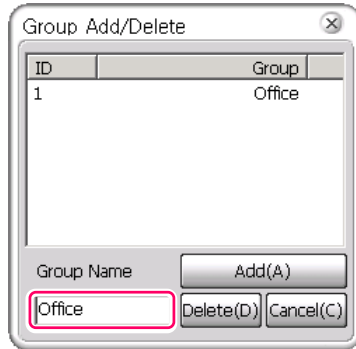
This function allows users to save phone numbers. Up to four phone numbers(home, mobile phone, office, and others) per person can be saved. In addition, facsimile numbers, e-mail addresses, groups, and notes can be registered.

1. Click [ Add] from the [Phonebook] window.
2. Enter the information on a user to be registered. Speed dials or groups can be specified as well.



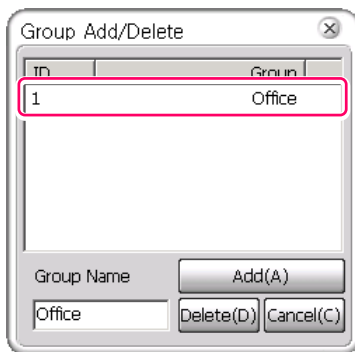
3. Enter a speed dial of 0 to 99 including 00~09 in the Speed Dial text box of the corresponding phone number to register the speed dial.
4. Click [] to edit a group.


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



6. Click [] to register the group.

7. Select a group to be deleted.



8. Click [] to delete the group.

9. Click [] to close the Group Add/Delete window. Then, click [] 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.

- 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 users to modify registered phone numbers.

1. Select a phone number to be modified from the Phonebook, and click [ Edit].
2. Enter the user profiles to be modified.

3. Click [] to modify the user profiles.

Deleting Phone Numbers

This function allows users to delete the registered phone numbers.

Select a phone number to be deleted from the Phonebook, click [ Delete].




NOTE

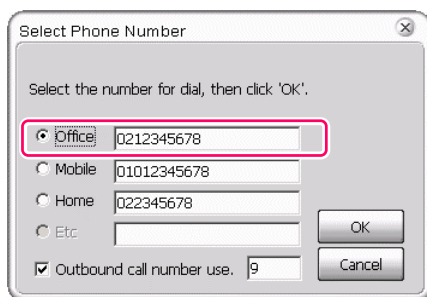
Deleting a Phone Number From the Phonebook

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 users to make a call using the Phonebook menu.

1. Select a target phone number from the Phonebook, 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. To make an external call, select the 'Outbound call number use.' checkbox.



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

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



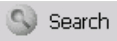
NOTE

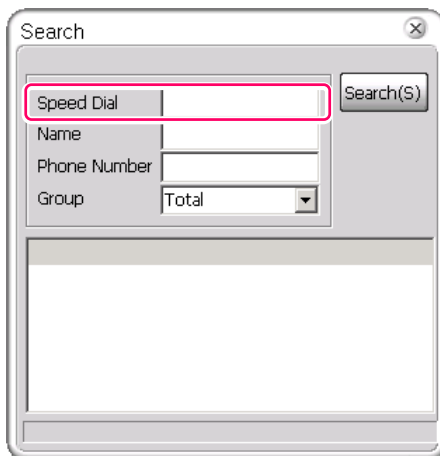
Modifying a Phone Number and Making a Call to the Modified Phone Number

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.

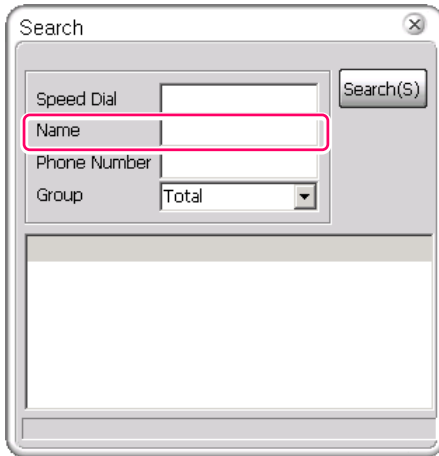
Search Phone Numbers

This function allows users 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 [] from the Phonebook 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.



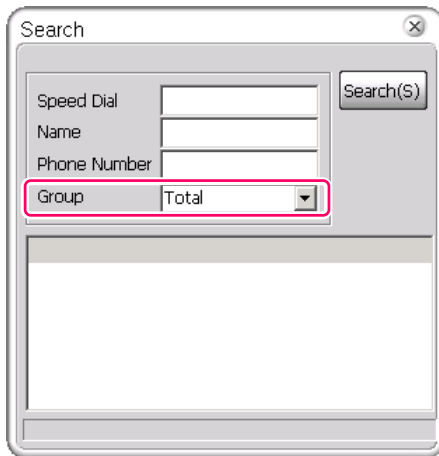
The screenshot shows a 'Search' dialog box with a close button (X) in the top right corner. It contains four input fields: 'Speed Dial', 'Name', 'Phone Number', and 'Group'. The 'Name' field is highlighted with a red rectangular border. To the right of the input fields is a 'Search(S)' button. Below the input fields is a large empty rectangular area, likely for displaying search results. The 'Group' field has a dropdown arrow and the text 'Total' next to it.

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.



The screenshot shows the same 'Search' dialog box as above. In this instance, the 'Phone Number' field is highlighted with a red rectangular border. All other elements, including the 'Name' field, 'Speed Dial' field, 'Group' dropdown, and 'Search(S)' button, remain the same. The large empty area below the input fields is also present.

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 users 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.




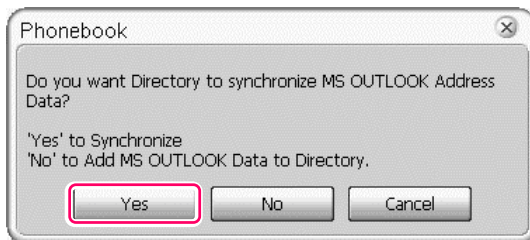
NOTE

Compatibility With Microsoft Outlook Address Book

To take advantage of the compatibility between the Phonebook of the 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 Phonebook.
2. Click [Yes] to import the address book from Microsoft Outlook.




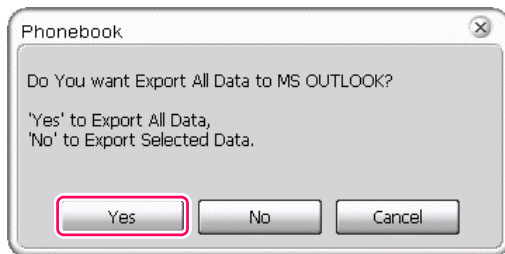
- [Yes]: Allows users to delete the entire address book data registered to the Phonebook of the OfficeServ Softphone or to register the address book data imported from Microsoft Outlook with the Softphone Phonebook data.
- [No]: Allows users to register the address book data imported from Microsoft Outlook with the Softphone address book data by adding the address book data imported from Microsoft Outlook to the address book data registered to the Phonebook of the OfficeServ Softphone.
- [Cancel]: Allows users 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 Phonebook window.
2. Click **[Yes]** to export the entire address book from the Softphone Phonebook to Microsoft Outlook.



- [Yes]: Allows users to export the entire OfficeServ Softphone Phonebook data to the address book data of Microsoft Outlook.
- [No]: Allows users to export only the selected Phonebook data to the Microsoft Outlook address book data.



CHECK

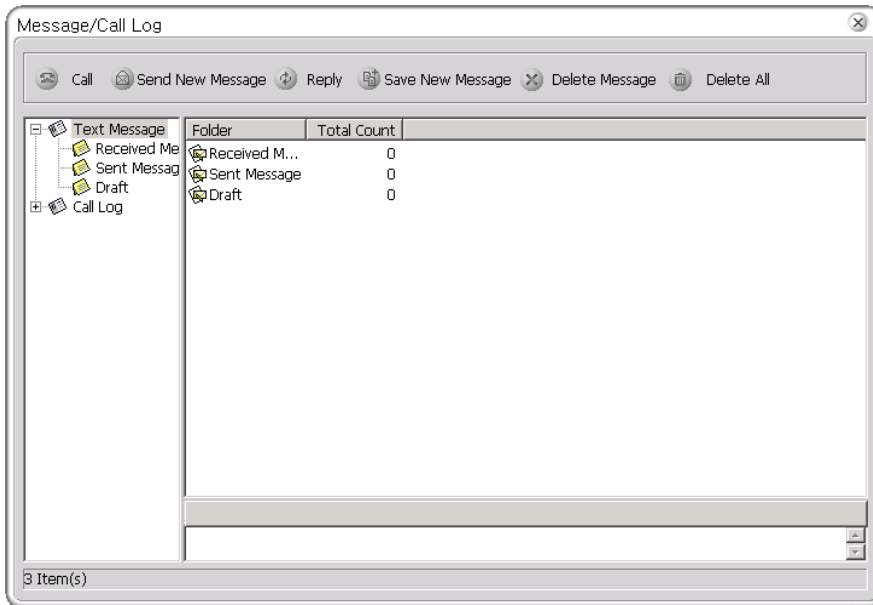
When the 'MS Outlook is not install or not initialization for address after install.' message is displayed

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 the OfficeServ Softphone. Then, the window below appears:



Message Box

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

Sending Message

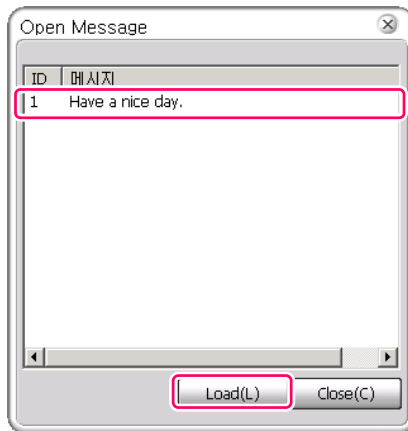
1. Click [ Send New Message] from the Message/Call Log window.

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.

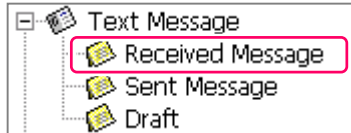
4. Select a message and click [Load(L)].



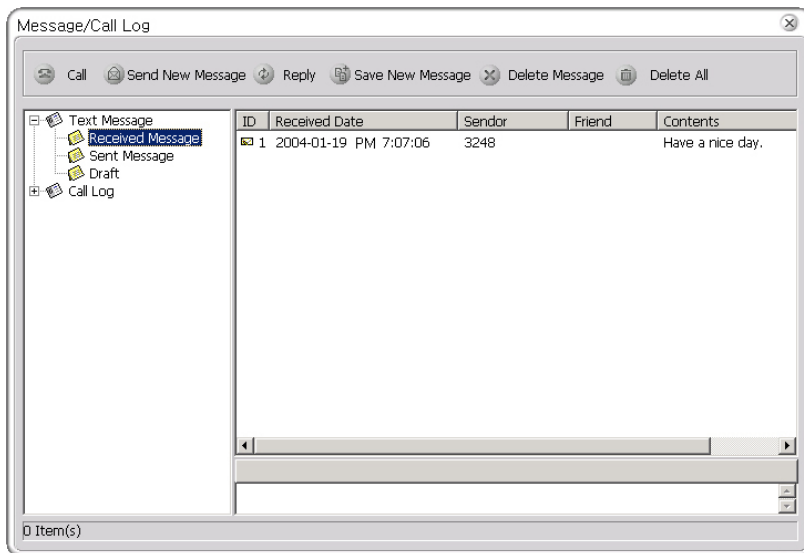
5. Click [Send Msg(S)] to forward the message.

Received Messages

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



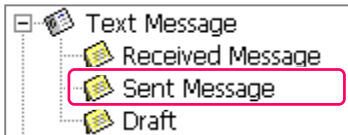
2. The list of the received messages is displayed.



- 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 the user to delete the message will appear.

Sent Messages

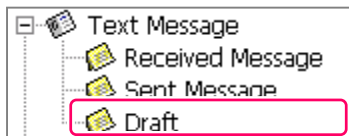
1. Select [**Sent Message**] of [Text Message] from the Message/Call Log window.
Then, the sent messages appear.



2. The list of the sent messages appears.


Message Box

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 [ Save Message] from the Message/Call Log window.
2. Enter the message text to be saved.



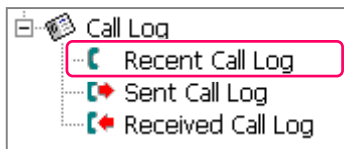
3. Click [] to save the message text in the message box.

Call Log

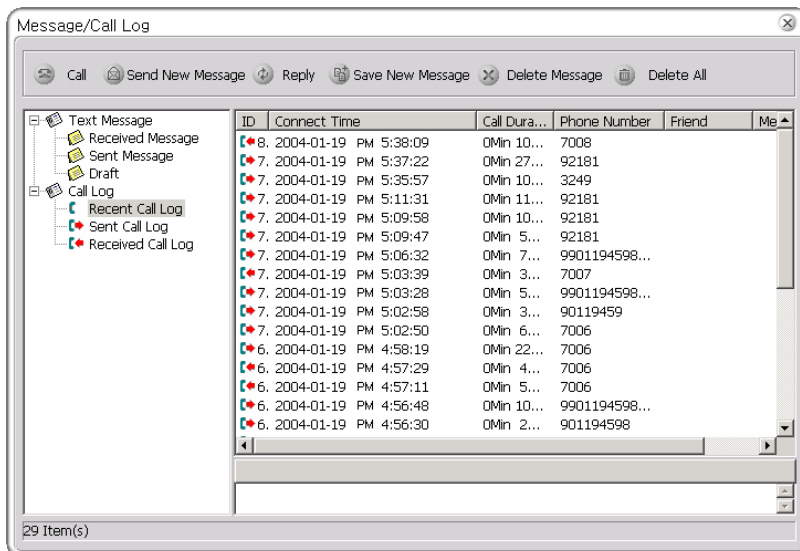
This function allows users to check the call log.

Recent Call Log

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



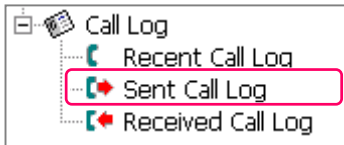
2. The list of the recently sent and received calls appears as shown below:



- Select **[Call]** to make a call to 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 the user to delete the message will appear.

Sent Call Log

Select [**Sent Call Log**] of [Call Log] from the Message/Call Log window. Then, the list of the sent calls will appear.



Received Call Log

Select [**Received Call Log**] of [Call Log] from the Message/Call Log window. Then, the list of the received calls will appear.



ANNEX

USB Handset / Sound Card

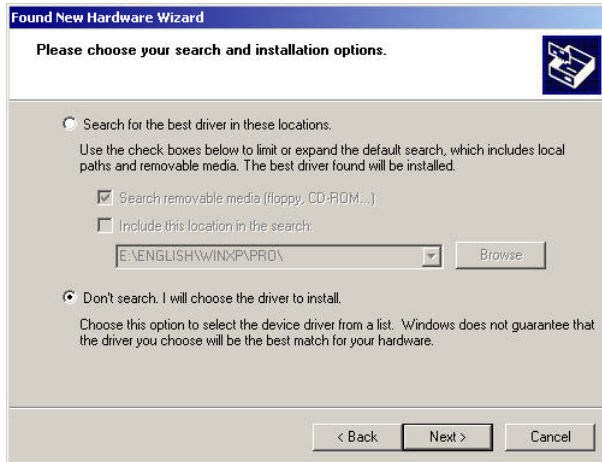
This section describes the installation procedure and function of USB handset/soundcard supported by the OfficeServ Softphone, and describes the functional relation between the USB handset/soundcard and the OfficeServ Softphone. The USB handset/soundcard product supported by the OfficeServ Softphone can be added or changed.

TMP-100/TMP-200 Installation Procedure (Windows XP)

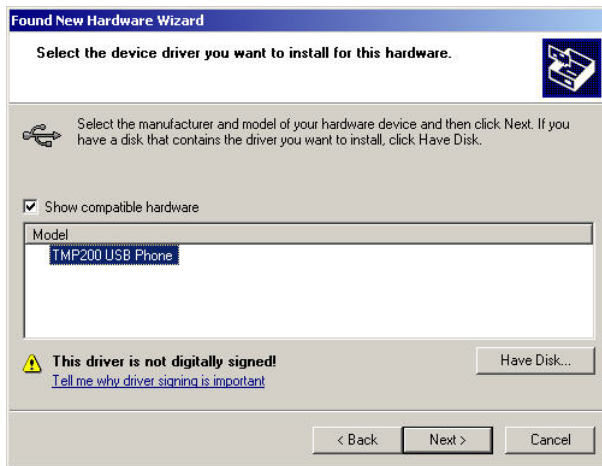
1. OfficeServ Softphone Ver1.0.0.2 or higher must be installed in advance before installing TMP-100 or TMP-200.
2. After installing the OfficeServ Softphone program, connect the TMP-100 or TMP-200 to the USB port of the PC.
3. Once the window below appears, select 'Install from a list or specific location(Advanced)'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



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

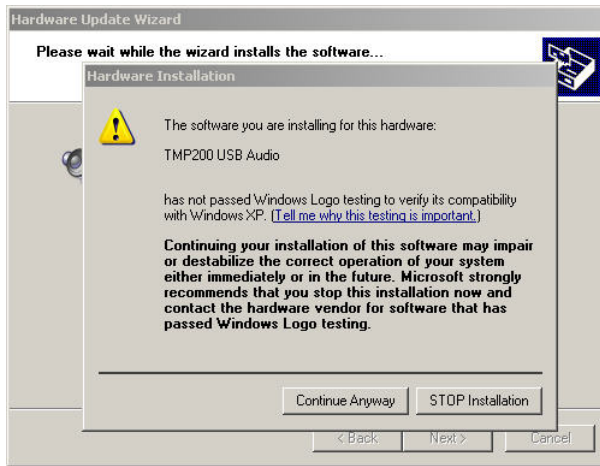


5. If the driver file matches properly, the list window will appear as shown below:



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

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



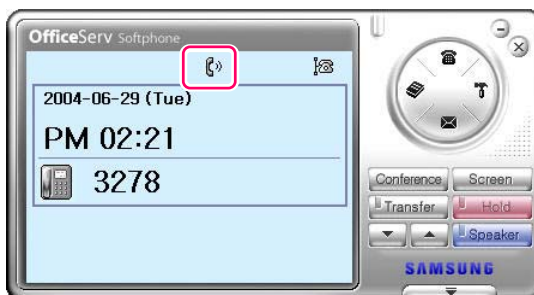
NOTE

TMP-200 Installation Procedure

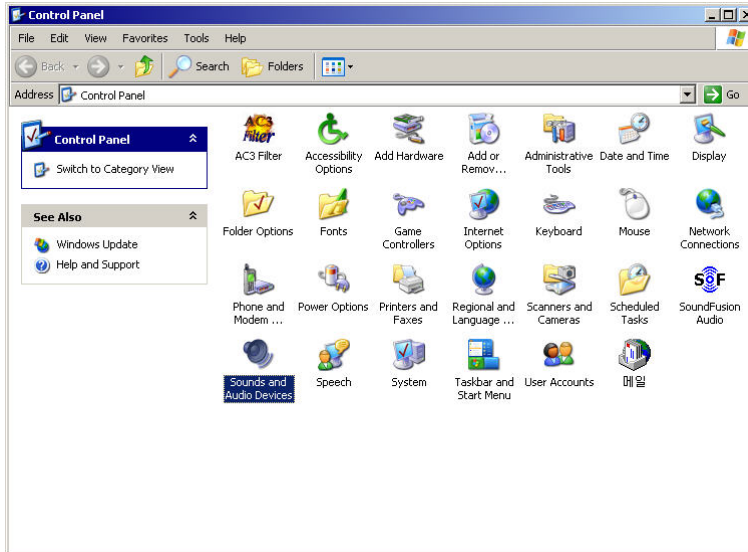
The installation procedure for TMP-200 is same as that for TMP-100.

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

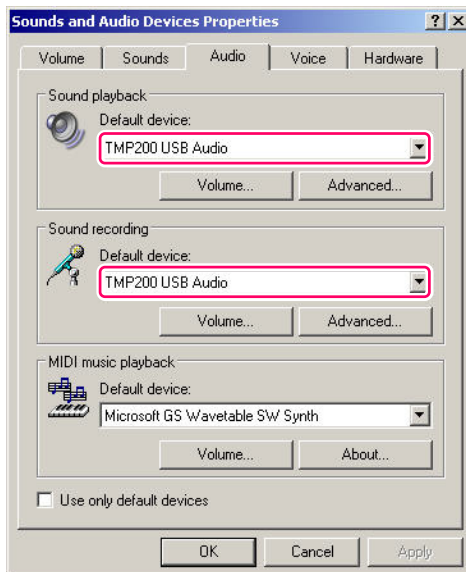
- Upon successful installation of TMP-100 or TMP-200, start the OfficeServ Softphone. The icon circled below should appear on the main window if the installed TMP-100 or TMP-200 is properly connected.



2. Select [Start] → [Control Panel] → [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

TMP-100	OfficeServ Softphone
Handset(HOOK button)	Handset
Key Pad(0~9, *, #)	Key Pad(0~9, *, #)
REDIAL	REDIAL
SEND	SEND
CLR	CLR
Acct	-
✉ Button	[Message] icon(✉)in the initial window

Enterprise IP Solutions

OfficeServ Softphone User Guide

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