

# OfficeServ ACD — RAD User's Guide

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# CHAPTER 1. INTRODUCTION

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## **Purpose**

This document introduces the RAD and describes how to operate RAD.

## **Document Content and Organization**

This document contains two chapters.

### ***Chapter 1. Introduction***

This chapter introduces the RAD application.

### ***Chapter 2. Recorded Announcement Device***

This chapter describes the Recorded Announcement Device (RAD) module.

### ***ABBREVIATION***

This chapter describes the frequently used acronyms.

## Conventions

The following special paragraphs are used to point out information that should be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.

	<p><b>NOTE</b> Indicates additional information as a reference.</p>
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## Console Screen Output

The lined box with 'Courier New' font will be used to distinguish between the main content and console output screen text.

'**Courier New**' font will indicate the value entered by the operator on the console screen.

## References

## Revision History

Edition No.	Date of Issue	Remarks
00	Oct 2007	Base document version 3.1
01	Sept 2008	Images changed with new GUI





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A.....	28
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## CHAPTER 2. Recorded Announcement Device

This chapter describes the RAD module.

### Overview

The OfficeServ RAD is an IP-based **Recorded Announcement Device (RAD)**, which works with the ACD Server for OfficeServ PBX system. ACD Server routes the call from the caller to RAD for playing greeting message before routing to the destination split. It also plays queued messages to the caller when the caller is waiting for the available agent.

The Operating System for RAD is Windows 2000/2003/XP.

### Starting up the RAD

To start the RAD:

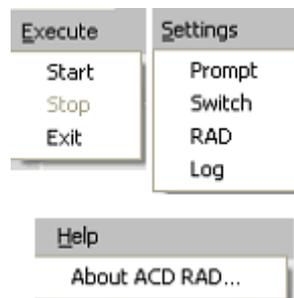
1. From the **Windows** desktop, click **Start** and choose **Programs » Samsung Electronics » OfficeServ ACD » RAD**.
2. The **RAD** screen is displayed.



## RAD Menu

The section presents the menu bar options. Detailed descriptions on menu bar operation will be following. The section describes the options available in RAD.

The menus of the RAD are the following:



## Execute Menu

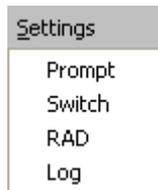
The [Execute] menu allows the user to start, stop a RAD or exit the application.



Menu	Shortcut	Description
Start		This option allows the user to start the RAD
Stop		This option allows the user to stop the RAD
Exit	-	This option allows the user to close the RAD application.

## Settings Menu

The [Settings] menu allows the user to view the settings and set the Prompt, Switch, RAD and Log options.



Menu	Shortcut	Description
Prompt		This option allows the user to set a list of prompts for a particular Message ID/Queue ID
Switch		This option allows the user to Add/Edit/Delete switch information.
RAD		This option allows the user to set the RAD settings
Log		This option allows the user to change the Log settings for RAD module.

## Help Menu

The [**H**elp] menu presents the version and copyright information.



Menu	Shortcut	Description
About ACD RAD		This option displays the RAD version and copyright information.

# Execute Operations

## Start

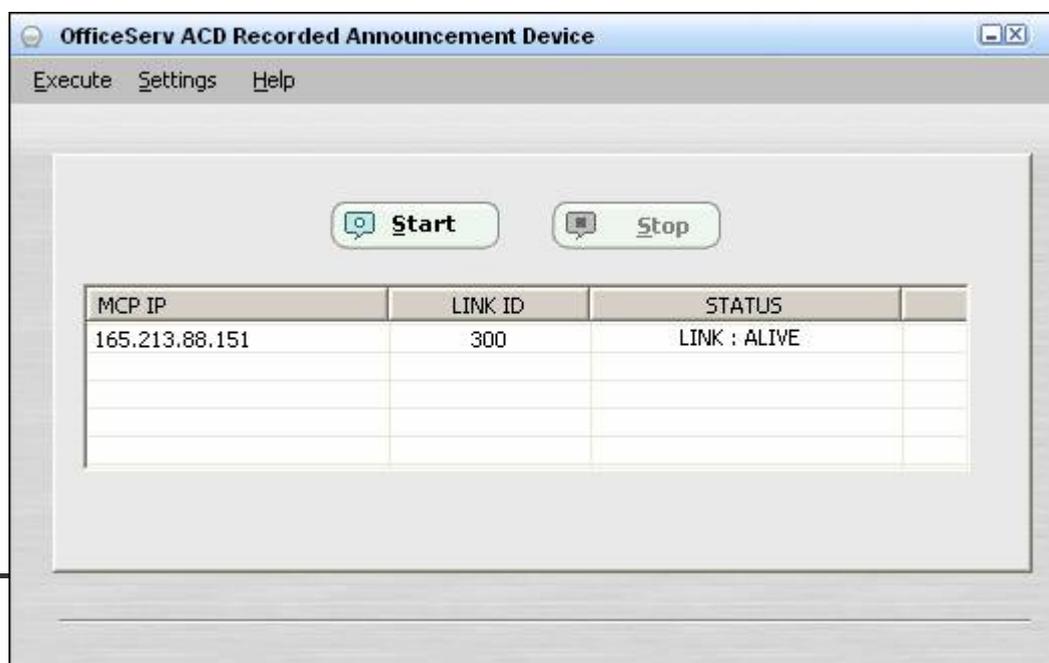
The [Start] menu allows the user to start the RAD.

1. Follow the steps in [Overview](#)
2. [The OfficeServ RAD](#) is an IP-based **Recorded Announcement Device (RAD)**, which works with the ACD Server for OfficeServ PBX system. ACD Server routes the call from the caller to RAD for playing greeting message before routing to the destination split. It also plays queued messages to the caller when the caller is waiting for the available agent. The Operating System for RAD is Windows 2000/2003/XP.
3. Starting up the RAD.
4. Select **Execute » Start**.

 **NOTE** **Start**  
 Before running the RAD, the user has to set the Prompt, Switch, RAD & Log Settings. Refer **Settings Operations** section for more details.

OR

5. Click **Start** button on the RAD Application.
6. If **Status** is:
  - **LINK : CONNECTING** — The RAD is connecting to the switch.
  - **LINK : ALIVE** — The RAD is connected to switch.
  - **LINK : FAILED** — The RAD connection to switch failed.



## Stop

The [**Stop**] menu allows the user to stop the RAD.

1. Follow the steps in [Overview](#)
2. [The OfficeServ RAD](#) is an IP-based **Recorded Announcement Device (RAD)**, which works with the ACD Server for OfficeServ PBX system. ACD Server routes the call from the caller to RAD for playing greeting message before routing to the destination split. It also plays queued messages to the caller when the caller is waiting for the available agent. The Operating System for RAD is Windows 2000/2003/XP.

3. Starting up the RAD.

4. Select **Execute » Stop**.

OR

5. Click **Stop** button on the RAD Application

6. The **Status** changes to **STOPPED** for the available switch.

## Exit

The [**Exit**] menu allows the user to close the RAD application.

1. Select **File » Exit**.
2. The **RAD** application is closed.

# Settings Operations

## Prompt Settings

The [**Prompt**] menu allows the user to set a list of prompts for a particular message ID/Queue ID.



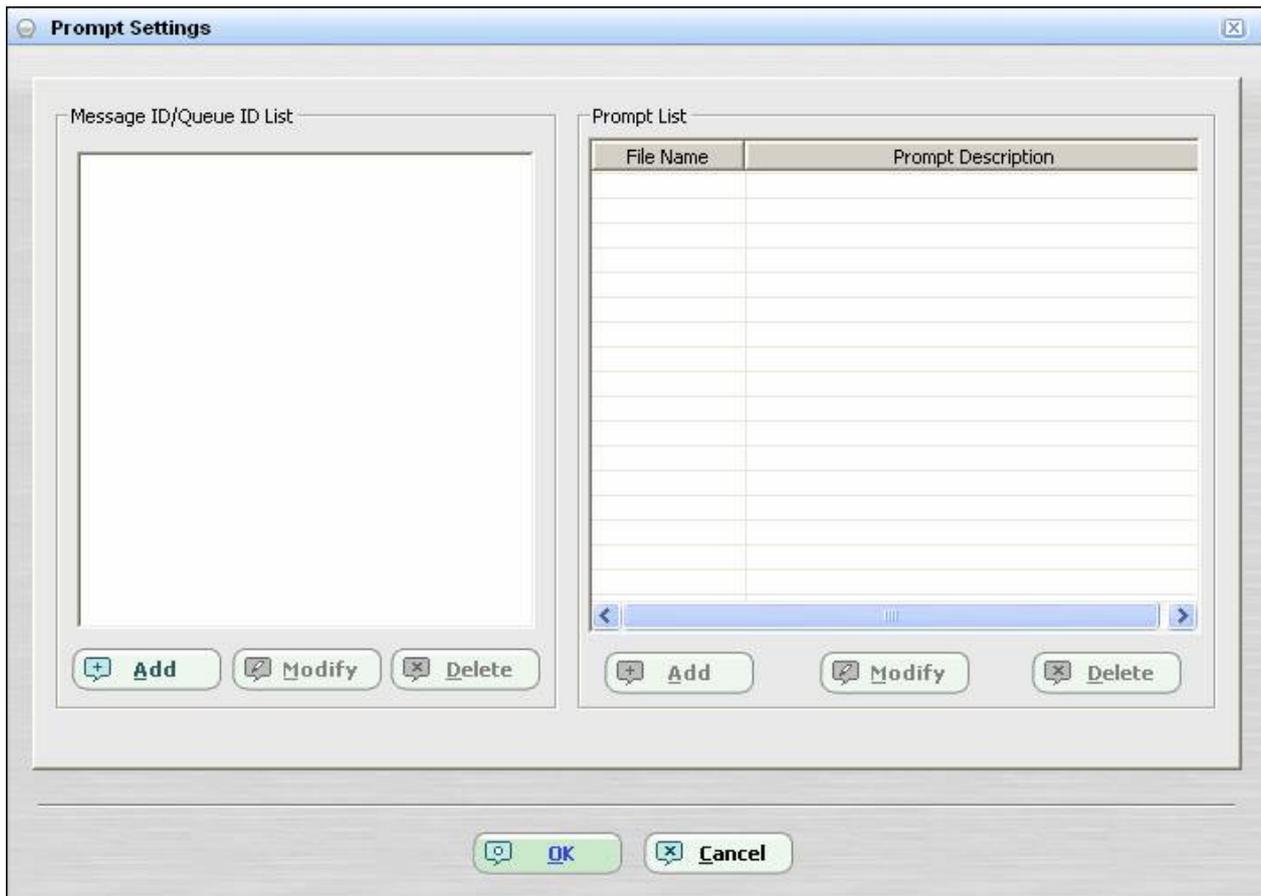
NOTE

Prompt

As and when the RAD application is closed, the prompt settings is not saved. So the user has to configure the prompt settings everytime he/she starts the application.

1. Follow the steps in [Overview](#)
2. [The OfficeServ RAD](#) is an IP-based **Recorded Announcement Device (RAD)**, which works with the ACD Server for OfficeServ PBX system. ACD Server routes the call from the caller to RAD for playing greeting message before routing to the destination split. It also plays queued messages to the caller when the caller is waiting for the available agent. The Operating System for RAD is Windows 2000/2003/XP.

3. Starting up the RAD.
4. Click **Settings » Prompt**.
5. Click **Prompt Settings** dialog box is displayed.



6. Click **OK** to store the modified prompt information.

 **NOTE** | **OK**

This button is used to save the information, once the user has added/modified/deleted prompt information. Refer below section for more details.

OR

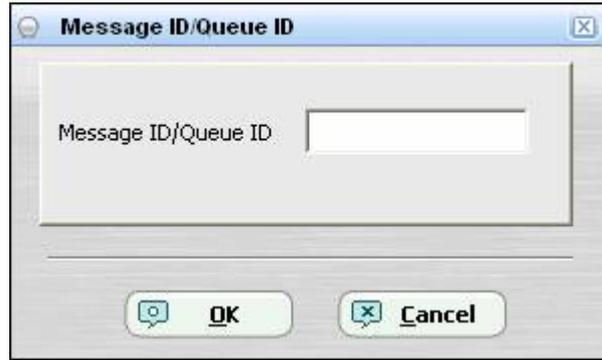
7. Click **Cancel** to cancel the changes.

## Message ID/Queue ID List

### Add

The [**Add**] option allows the user to add a unique Message ID/Queue ID.

1. Follow the 1 to 3 step in [Prompt Settings](#).
2. Click **Add** under **Message ID/Queue ID** list.
3. The **Message ID/Queue ID** dialog box is displayed.
4. Enter the ID and click **OK** button.



5. The newly added Message ID/Queue ID is displayed in the **Message ID/Queue ID** list.

 **NOTE** | **Message ID/Queue ID**  
Message ID and Queue ID can be acquired from the ACD Supervisor.  
For more information, see ACD Supervisor User Manual.

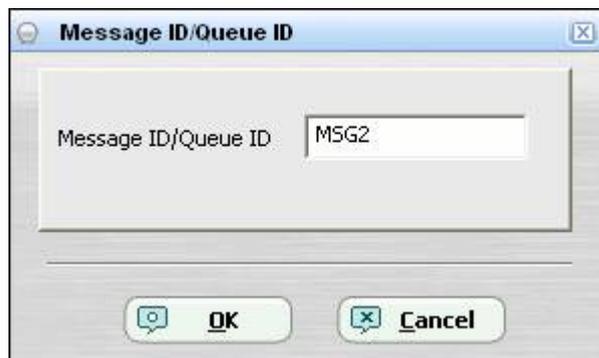
6.

7. Follow the 4 & 5 step in [Prompt Settings](#) to save or cancel the **Message ID/Queue ID** details.

### Modify

The [**Modify**] option allows the user to modify the selected **Message ID/Queue ID**.

1. Follow the 1 to 3 step in [Prompt Settings](#).
2. Select the **Message ID/Queue ID** to be modified.
3. Click **Modify** under **Message ID/Queue ID** list.
4. The **Message ID/Queue ID** dialog box is displayed.



5. Enter the required changes.
6. Click **OK** to modify the Message ID/Queue ID details.

OR

7. Click **Cancel** to cancel the modification of Message ID/Queue ID details.
8. Follow the 4 & 5 step in [Prompt Settings](#) to save or cancel the **Message ID/Queue ID** details.

### Delete

The [**Delete**] option allows the user to delete the selected Message ID/Queue ID.

1. Follow the 1 to 3 step in [Prompt Settings](#).
2. Select the **Message ID/Queue ID** to be deleted.
3. Click **Delete** under **Message ID/Queue ID** list.
4. A warning message, “**Do you want to delete Message ID/Queue ID**” is displayed.
5. Click **Yes** to delete.

OR

6. Click **No** to cancel the deletion.
7. Follow the 4 & 5 step in [Prompt Settings](#) to save or cancel the **Message ID/Queue ID** details.

## Prompt List

### Add

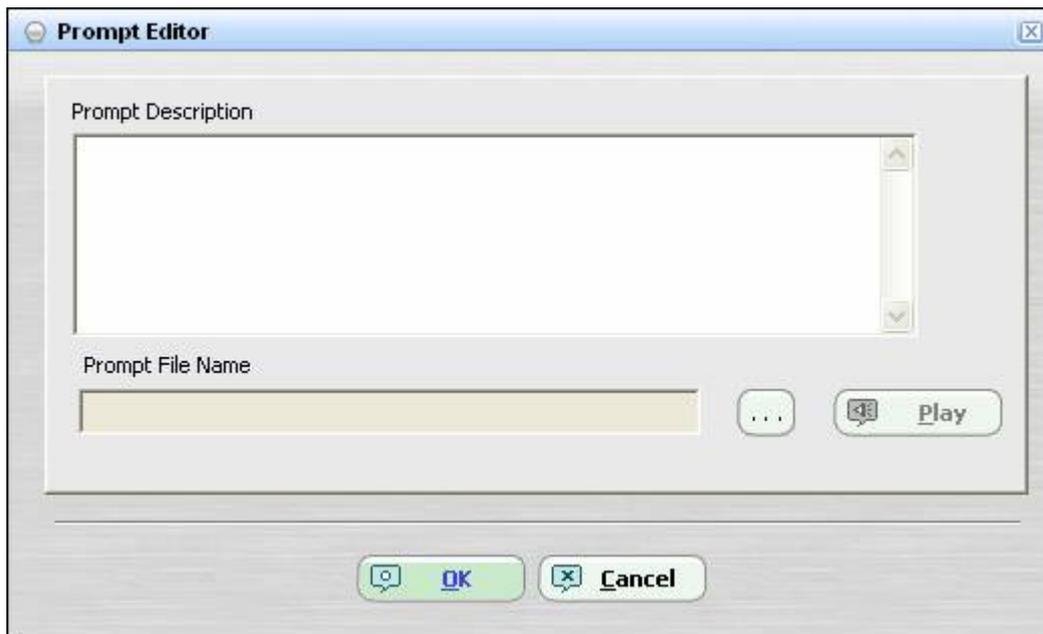
The [**Add**] option allows the user to add a set of prompts to the selected Message ID/Queue ID.

1. Follow the 1 to 3 step in [Prompt Settings](#).
2. Select Message ID/Queue ID from **Message ID/Queue ID** list.
3. Click **Add** under **Prompt List**.
4. The **Prompt Editor** dialog box is displayed.
5. **Prompt Description** — Enter the description for the prompt.

6. Select the prompt file by clicking on .

7. The user can play the prompt file by clicking on .

8. Click **OK** to add the prompt

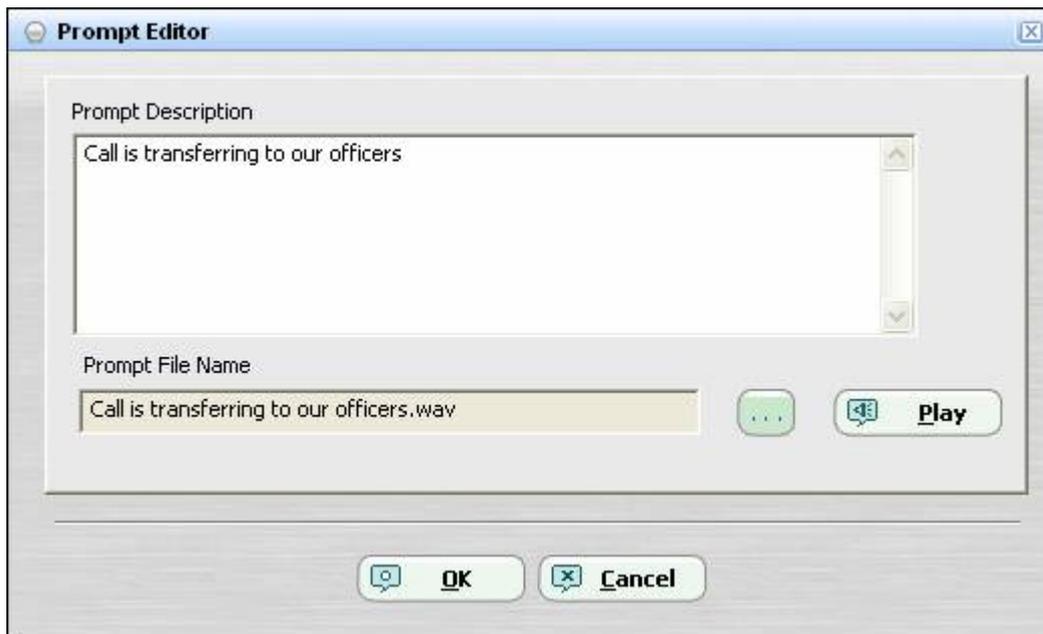


9. The newly added prompt is displayed in the **Prompt** list.
10. Follow the 4 & 5 step in [Prompt Settings](#) to save or cancel the **Prompt** details.

### **Modify**

The [**Modify**] option allows the user to modify the selected **Prompt**.

1. Follow the 1 to 3 step in [Prompt Settings](#).
2. Select the **Prompt** to be modified.
3. Click **Modify** under **Prompt** list.
4. The **Prompt Editor** dialog box is displayed.



5. Enter the required changes.
  6. Click **OK** to modify the Prompt details.
- OR
7. Click **Cancel** to cancel the modification of Prompt details.
  8. Follow the 4 & 5 step in [Prompt Settings](#) to save or cancel the **Prompt** details.

### Delete

The [**Delete**] option allows the user to delete the selected **Prompt**.

1. Follow the 1 to 3 step in [Prompt Settings](#).
2. Select the **Prompt** to be deleted.
3. Click **Delete** under **Prompt** list.
4. A warning message, “**Do you want to delete Prompt Info**” is displayed.
5. Click **Yes** to delete.

OR

6. Click **No** to cancel the deletion.
7. Follow the 4 & 5 step in [Prompt Settings](#) to save or cancel the **Prompt** details.

## Switch Settings

The [**Switch Settings**] menu allows the user to modify Switch settings.

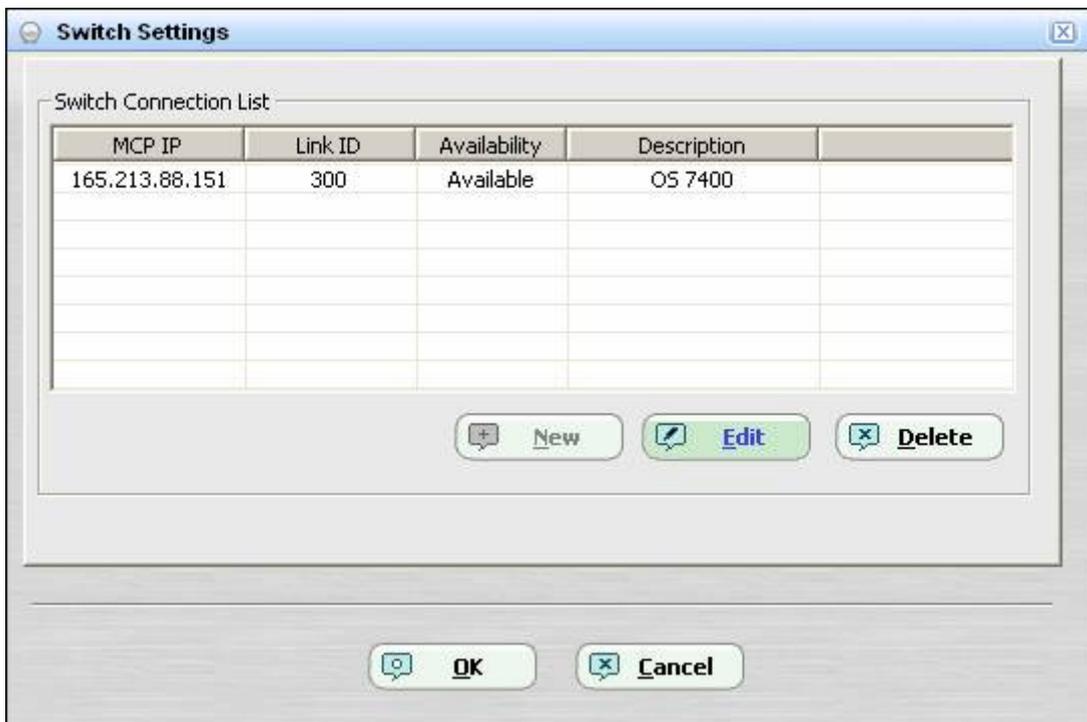
1. Follow the steps in [Overview](#)
2. [The OfficeServ RAD](#) is an IP-based **Recorded Announcement Device (RAD)**, which works with the ACD Server for OfficeServ PBX system. ACD Server routes the call from the caller to RAD for playing greeting message before routing to the destination split. It also plays queued messages to the caller when the caller is waiting for the available agent. The Operating System for RAD is Windows 2000/2003/XP.
3. Starting up the RAD.



**NOTE | Switch**

Only one switch settings can be added.

4. Click **Settings » Switch**.
5. Click **Switch Settings** dialog box is displayed.



6. Click **OK** to store the modified switch information.



**NOTE | OK**

This button is used to save the information, once the user has added/modified/deleted switch information. Refer below section for more details.

OR

7. Click **Cancel** to cancel the changes.

## New

The [New] option allows the user to add the switch.

1. Follow the 1 to 3 steps in [Switch Settings](#).
2. Click **New** on the **Switch Settings**.
3. The **Switch Edit** dialog box is displayed.

4. Enter the required values in the following fields:
  - MCP IP Address or DNS Name — Enter the Switch MCP IP address or DNS name.
  - System Link ID

 **NOTE** | **LINK ID**  
The Link ID is a unique 1-12 digit string which is used for uniquely identifying the switch.

- Switch Description — Enter the description for the switch
- Allow connections to this switch

 **NOTE** | **Allow connections to this switch**  
On selection of this option, the switch is available for the user to start the RAD Application.

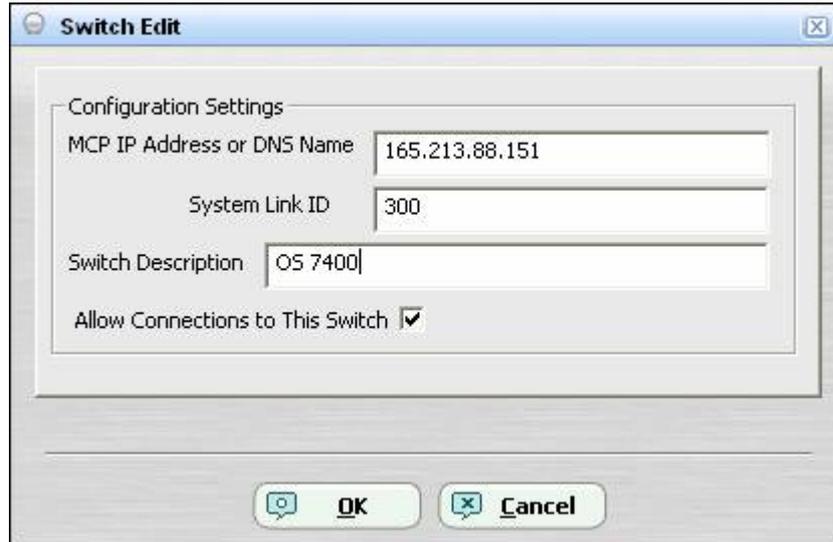
5. Click **OK** to add the switch information.
- OR

6. Click **Cancel** to cancel.
7. Follow the 4 & 5 steps in [Switch Settings](#) to save or cancel the **Switch** details.

## Modify

The [**Modify**] option allows the user to modify the switch information.

1. Follow the 1 to 3 steps in [Switch Settings](#)
2. Click **Edit** on **Switch Settings**.
3. The **Switch Edit** dialog box is displayed.



4. Enter the required changes.
  5. Click **OK** to modify the Switch details.
- OR
6. Click **Cancel** to cancel the modification of Switch details.
  7. Follow the 4 & 5 step in [Switch Settings](#) to save or cancel the **Switch** details.

## Delete

The [**Delete**] option allows the user to delete the Switch.

1. Follow the 1 to 3 steps in [Switch Settings](#)
  2. Click **Delete** on **Switch Settings**.
  3. A warning message “**Do you want to delete the Switch Info?**” is displayed.
  4. Click **Yes** to delete.
- OR
5. Click **No** to cancel the deletion.

6. Follow the 4 & 5 step in [Switch Settings](#) to save or cancel the **Switch** details

## RAD Settings

The [RAD] menu allows the user to set the ACD options, Prompt folder and codec settings.

1. Follow the steps in [Overview](#)
2. **The OfficeServ RAD** is an IP-based **Recorded Announcement Device (RAD)**, which works with the ACD Server for OfficeServ PBX system. ACD Server routes the call from the caller to RAD for playing greeting message before routing to the destination split. It also plays queued messages to the caller when the caller is waiting for the available agent. The Operating System for RAD is Windows 2000/2003/XP.
3. Starting up the RAD.
4. Click **Settings » RAD**.
5. The **RAD Settings** dialog box is displayed.



6. **ACD Server IP Address or DNS name** — Enter IP address/DNS name where ACD Server is running.
  7. **Select Folder to Store Voice Prompt**— By clicking on , select the path where the prompts are available.
  8. Click **OK** to save the changes.
- OR
9. Click **Cancel** to cancel the modified settings.

## Log Settings

The [Log] menu allows the user to change the Log Settings of RAD module.

1. Follow the steps in [Overview](#)

2. **The OfficeServ RAD** is an IP-based **Recorded Announcement Device (RAD)**, which works with the ACD Server for OfficeServ PBX system. ACD Server routes the call from the caller to RAD for playing greeting message before routing to the destination split. It also plays queued messages to the caller when the caller is waiting for the available agent. The Operating System for RAD is Windows 2000/2003/XP.

3. Starting up the RAD.

4. Click **Settings** » **Log**.

5. The **Log Settings** dialog box is displayed.



6. Enter the required changes in the following fields.

- Level

 **NOTE** | **Level**

The log level **0** logs no information. The log level **1** logs critical errors and important information. The log level **2** logs Low-level logs and message exchanges between processes. The log level **3** logs Medium-level logs, all errors and useful information. The log level **4** logs Medium-High-level logs, and general information. The log level **5** logs all errors and information in details for debugging purpose.

- Size

 **NOTE** | **Size**

Log file size varies between 5 and 10 MB.

- Removal Interval

 **NOTE** | **Interval**

Automatic log file removal interval is between 1 and 48 hours.

- Folder — select the default folder to save the log file by clicking on .

7. Click **OK** to save the settings.

OR

8. Click **Cancel** to cancel the modification.

---

# ABBREVIATION

---

**A**

ACD      Automatic Call Distribution

**I**

IP        Internet Protocol

**M**

MCP     Main Control Processor

**P**

PBX     Private Branch Exchange

**R**

RAD     Recorded Announcement Device

**T**

TCP     Transmission Control Protocol

**U**

UMS     Unified Messaging System

URL     Uniform Resource Locator

**V**

VoIP    Voice over IP

**OfficeServ ACD RAD**  
User's Guide

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