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OfficeServ Operator User Guide

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INTRODUCTION

Introduction

This document is intended for the users of the OfficeServ Operator, which is a telephony application. This manual describes the major and detailed functions of the OfficeServ Operator, installation method, service settings, and method of using the OfficeServ Operator.

Document Content and Organization

This document consists of six chapters and two annexes as follows:

CHAPTER 1. Introduction

This chapter provides an overview of the OfficeServ Operator and describes its functions and system requirements.

CHAPTER 2. OfficeServ Operator Installation

This chapter describes preparations before the OfficeServ Operator installation and procedures for installing the OfficeServ Operator.

CHAPTER 3. Description of the OfficeServ Operator

This chapter describes the menus and windows of the OfficeServ Operator.

CHAPTER 4. OfficeServ Operator Settings

This chapter describes the method of changing phone lines, setting various options, processing messages, and adding an originating BLF group by using the OfficeServ Operator.

CHAPTER 5. Call Control

This chapter describes the method of using the general and additional system functions by using the call control buttons, mouse, keyboard, or popup menus.

CHAPTER 6. Troubleshooting

This chapter describes causes for and troubleshooting problems that occur while installing or using the OfficeServ Operator.

ANNEX A. Retrieving the Call Log

This chapter describes the method of viewing a call log provided by the OfficeServ Operator.

ANNEX B. Importing/Exporting Excel Files

This chapter describes

- Method of importing Excel data into a phone book.
- Method of exporting phone book data into an Excel file.

Conventions

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



CHECKPOINT

Provides the operator with checkpoints for stable system operation.



NOTE

Indicates additional information as a reference.

References

OfficeServ 500/iDCS 500 General Description Guide

The OfficeServ 500/iDCS 500 General Description Guide describes the main functions of the systems, product descriptions, cabinet configuration, board description.

OfficeServ 500/iDCS 500 Installation Manual

The OfficeServ 500/iDCS 500 Installation Manual describes system hardware and installation method.

OfficeServ 500/iDCS 500 Programming Manual

The OfficeServ 500/iDCS 500 Programming Manual describes MMC list and how to set MMC.

OfficeServ Link User Guide

The OfficeServ Link User Guide describes the functions of the OfficeServ Link and method of installing or using the OfficeServ Link.

Revision History

EDITION	DATE OF ISSUE	REMARKS
00	January, 2004	Original
01	May, 2004	Add and modify V1.3 contents



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B~O 133
R~V 134



CHAPTER 1. Introduction to the OfficeServ Operator

This chapter provides an overview of the OfficeServ Operator and describes its functions and system requirements.

OfficeServ Operator

This is a PC-based console, which is a telephony application that inter-works with the OfficeServ or iDCS 500 system. Once the operator receives a request for call operation from the OfficeServ system (or iDCS 500 system), the operator connects or transfers the call through the OfficeServ Operator.

OfficeServ Link

This OfficeServ Link transfers a variety of events between the OfficeServ system(or iDCS 500 system) and OfficeServ Operator and exchanges messages between the OfficeServ Operator systems.

Functions of the OfficeServ Operator

Use the call control button, mouse, keyboard, or popup menus to make use of various functions provided by the OfficeServ Operator.

The major functions of the OfficeServ Operator include call processing, call status processing, station status processing, OfficeServ system information display, message exchange, and call log.

Overview

Introduction to the OfficeServ Operator

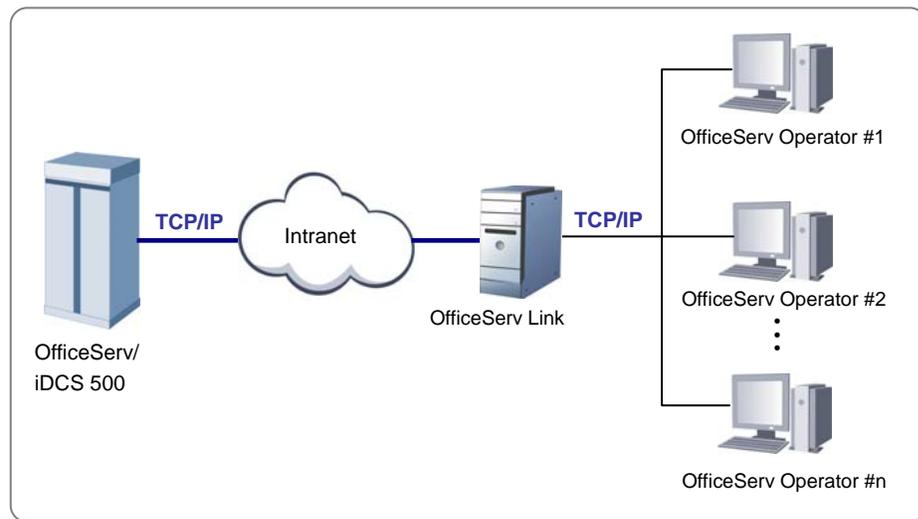
The OfficeServ Operator is a PC-based console, which is a telephony application that inter-works with the OfficeServ or iDCS 500 systems. Once the operator receives a request for call operation from the OfficeServ system(or iDCS 500 system), the operator connects or transfers the call through the OfficeServ Operator.

For instance, when a caller dials a business phone, the operator answers the call, and transfers it to the requested number through the OfficeServ system(or iDCS 500 system).

The OfficeServ system(or iDCS 500 system), OfficeServ Link, or OfficeServ Operator is used for Intranet as shown in the figure below, and transfers/receives data in the TCP/IP protocol.

The OfficeServ Link transfers events between the OfficeServ system(or iDCS 500 system) and OfficeServ Operator, and exchanges messages between the OfficeServ Operator systems.

The network configuration diagram of the OfficeServ Operator is shown below:



System Requirements

The OfficeServ Operator inter-works with the OfficeServ system(or iDCS 500 system). The PC where the OfficeServ Operator will be installed should meet the requirements below:

Category	Specifications
Operating System	Windows 2000 Series (Professional, Server, and Advanced Server), Windows XP Professional
Processor(CPU)	Pentium 4 / 1 GHz or higher (A dual Pentium processor is recommended for the system with more than 300 devices.)
Memory	256 MBytes or higher
Monitor Resolution	1024x768 or higher
Network Interface Card	100/10 Base-T

Functions of the OfficeServ Operator

The OfficeServ Operator performs the functions described below:

Call Processing by Using the Keyboard/Mouse

The user can use the keyboard or mouse to operate calls. If the operator answers a call by lifting the handset, the operator can use the OfficeServ Operator and phone by turns when required.

Drag-and-Drop Call Processing

The operator can drag and drop a call on the station icon to transfer the call. For detailed information about the drag and drop, refer to the sections about drag-and-drop call processing in this manual.

Call Processing by Call Status

Calls are displayed in the <Incoming Calls> window, <Active Calls> window, and <Held Calls> window depending on call status. Caller information such as a caller ID is displayed in each window. Particularly in the <Active Calls> window, the caller information stored in the database is also displayed.

Real-time Display of Station Status

The station status registered with Busy Lamp Field(BLF) is displayed in the format of icons in real-time so that the user can easily check station status such as busy, dialing, and Do Not Disturb(DND).

Display of the OfficeServ System Information

Direct Inward Dialing(DID), Calling Line Identification Presentation(CLIP), station groups, speed dial numbers, and the Direct Trunk/Direct Station(DT/DS) button information of an operator station, which are set in the OfficeServ system, are displayed. The DID information is displayed in the DID list. The station groups, speed dial numbers, and DT/DS information are displayed in the BLF list.

Online Support and Message Exchange

The <Information> window of the OfficeServ Operator gives the user useful information to help the user acquire knowledge of the OfficeServ Operator application. The OfficeServ Operator allows the user to exchange messages with another OfficeServ Operator user or an OfficeServ Call user.

Call Log

The call logs of the OfficeServ Operator are maintained for all the incoming/outgoing calls made while operating the application. A call log includes the Notes field where data on a specific call are recorded. Use the log view to view a call log and search the log by categories.



CHAPTER 2. OfficeServ Operator Installation

This chapter describes preparations before the OfficeServ Operator installation and procedures for installing the OfficeServ Operator.

Preparations Before the OfficeServ Operator Installation

To install the OfficeServ Operator.

- The user should be aware of an available license number to enable the OfficeServ Operator to operate properly.
- The user should be aware of the IP address of the PC where the OfficeServ Link connected with installed OfficeServ Operator .
- The user should be aware of the specifications(e.g. operating system, processor, and memory) of the PC where the OfficeServ Operator will be installed.

OfficeServ Operator Installation

Using the installation CD included in the OfficeServ Operator package or obtaining the OfficeServ Operator program from the reseller, run 'OfficeServOperator.exe' and install the program.

Preparations Before Installation

Preparations before installing the OfficeServ Operator are described below:

Registering the Valid License Number of the OfficeServ Operator

To operate the OfficeServ Operator properly, an available license number should be registered. The license number is granted by the reseller of the OfficeServ Operator or a Samsung reseller and should be entered into the PC that operates the OfficeServ Link. If any license number is not registered, the OfficeServ Operator will not operate properly.

IP Address of the OfficeServ Link

The user needs to know the IP address of the PC where the OfficeServ Link connected with the OfficeServ system(or iDCS 500 system) is installed before installing the OfficeServ Operator. Contact the OfficeServ Link or OfficeServ system(or iDCS 500 system) administrator to check the IP address of the OfficeServ Link first.

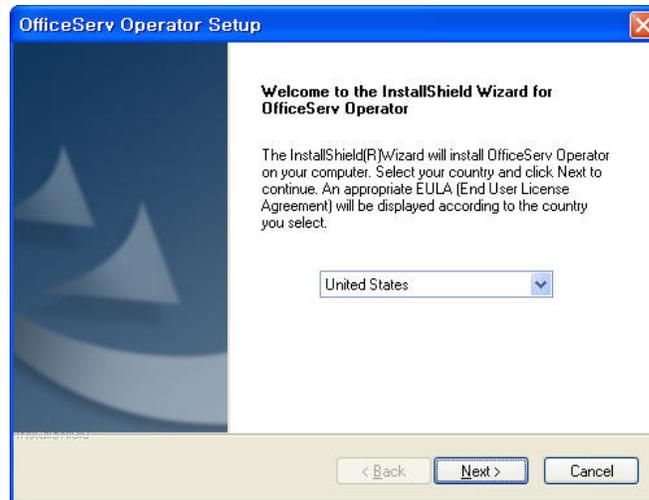
Checking the Specifications of the PC where the OfficeServ Operator will be Installed

Typically, the OfficeServ Operator can be installed into a PC. Check the type of the PC where the program will be installed and operating system, processor, and memory of the PC. For detailed information about the system requirements, refer to 'System Requirements' of 'CHAPTER 1. Introduction to the OfficeServ Operator'.

Procedures for Installing the OfficeServ Operator

Follow the steps below to set up the OfficeServ Operator:

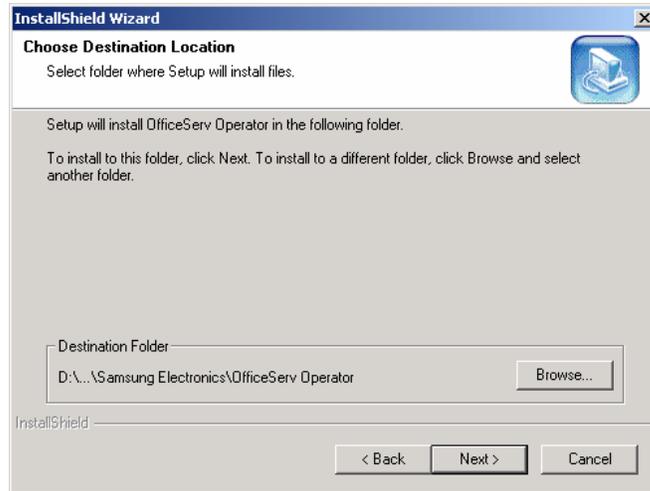
- 1 Double-click the execution file of OfficeServ Operator installation CD, or downloaded OfficeServOperator.exe to see the installation screen below:



- 2 Select your country and Click [Next>].
- 3 Read the Software License Agreement from the window below carefully, and click [Yes]:

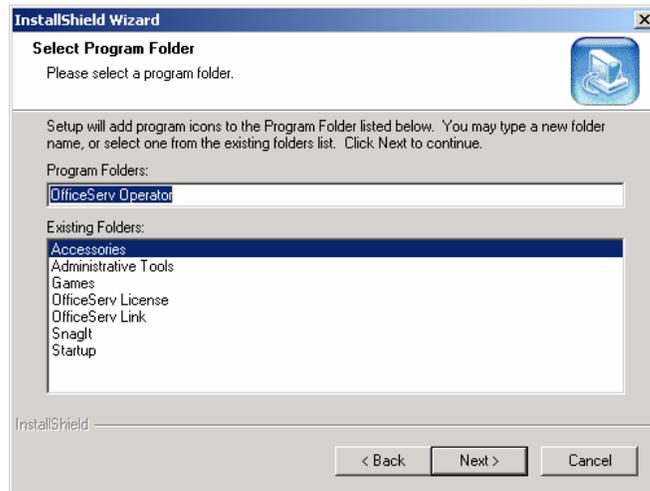


- 4** Select the destination folder for the OfficeServ Operator installation, and click [Next>].

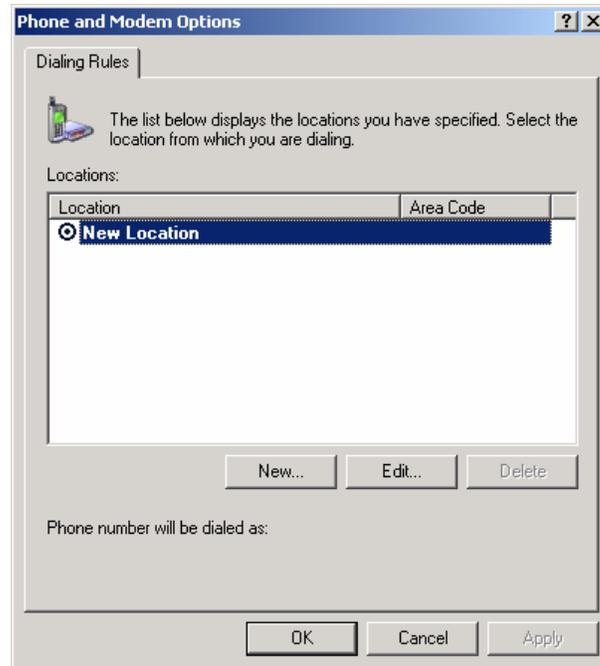


By default, the folder for the program installation is 'D:\..\Samsung Electronics\OfficeServ Operator'. If the user wants to install the program in another folder, click [Browse...] to select a folder.

- 5** Enter the name of the program folder (e.g. OfficeServ Operator) in the window below, and click [Next>].



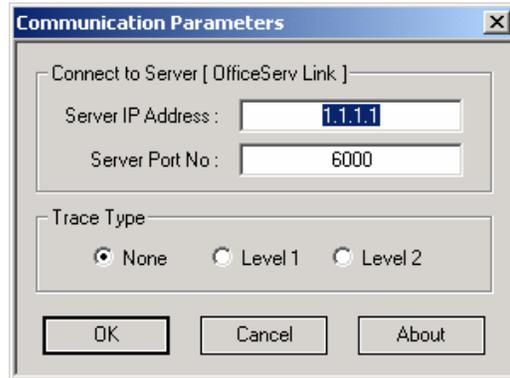
- 6** Once the window below appears, click [Edit...] to modify the information about phone numbers or modem options: The window that displays phone numbers and modem options depends on the user's operating system.



- 7** Once the window below appears, fill out each field and click [OK].

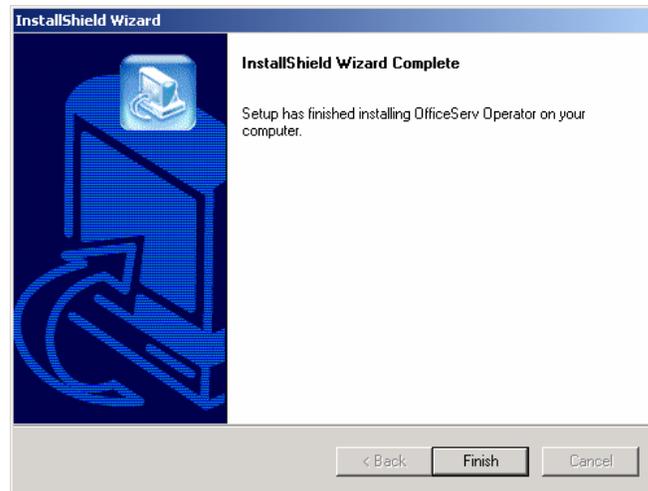
Parameter	Description
General	Allows the user to select the country that is using the OfficeServ Operator.
Area Code Rules	Allows the user to enter an area code except for '0'. E.g.) Melbourne : 3, Sydney : 2 The user must enter the numbers set in the OfficeServ system(or iDCS 500 system).
Calling Card	Select one of tone dialing and pulse dialing.

- 8** Once the window below appears, enter the IP address of the OfficeServ Link in [Server IP Address] and click [OK]. If an invalid IP address is entered, the OfficeServ Operator can be connected with the OfficeServ Link. As for [Server Port No] and [Trace Type], maintain the default settings. For detailed information about each parameter, refer to the 'OfficeServ Link User Guide'.

**CHECK****Connection Settings Between the OfficeServ Operator and OfficeServ Link**

To properly connect the OfficeServ Operator with the OfficeServ Link, the IP address of the OfficeServ Link must be entered accurately.

- 9** Click [Finish] from the window below to terminate the OfficeServ Operator setup.



 **NOTE** | **Troubleshooting Installation Errors**
If the OfficeServ Operator does not operate properly even after the OfficeServ Operator is installed, refer to 'CHAPTER 6. Troubleshooting'.

Once the OfficeServ Operator setup is completed, the shortcut icon for the OfficeServ Operator is created on the desktop of the PC.



CHAPTER 3. Description of the OfficeServ Operator

This chapter describes the menus and windows of the OfficeServ Operator.

OfficeServ Operator Menus

The OfficeServ Operator menus include File, Call, Tools, View, and Help.

- File : Allows the user to start or exit the OfficeServ Operator application.
- Call : Allows the user to make a call.
- Tools : Allows the user to use message functions through the OfficeServ Link or create a phone book by using an Excel file, retrieve the call log, or set the options of the OfficeServ Operator.
- View : Displays the status of calls in the <Active Calls> window, <Incoming Calls> window, <Held Calls> window, <Information> window, or Status Line.
- Help : Displays Help for using the OfficeServ Operator application and version information of the OfficeServ Operator.

Each Window of the OfficeServ Operator Main Window

The main window of the OfficeServ Operator consists of the <Information> window, <Incoming Calls> window, <Active Calls> window, <Held Calls> window, <Call Button> window, <DID> window, <BLF> Window, and Status Line.

Starting the OfficeServ Operator

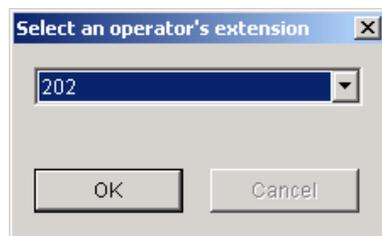
Follow the steps below to start the OfficeServ Operator.

- 1 Double-click the 'OfficeServ Operator shortcut icon' on the desktop where the OfficeServ Operator is installed or select [Start]→[Programs(P)]→[OfficeServ Operator] to see the initialization screen below:



When running the OfficeServ Operator for the first time after setting up the OfficeServ Operator, the window that allows the user to set a station number during initialization appears as shown below:

- 2 Select an extension number to be used from the OfficeServ Operator and click [OK].



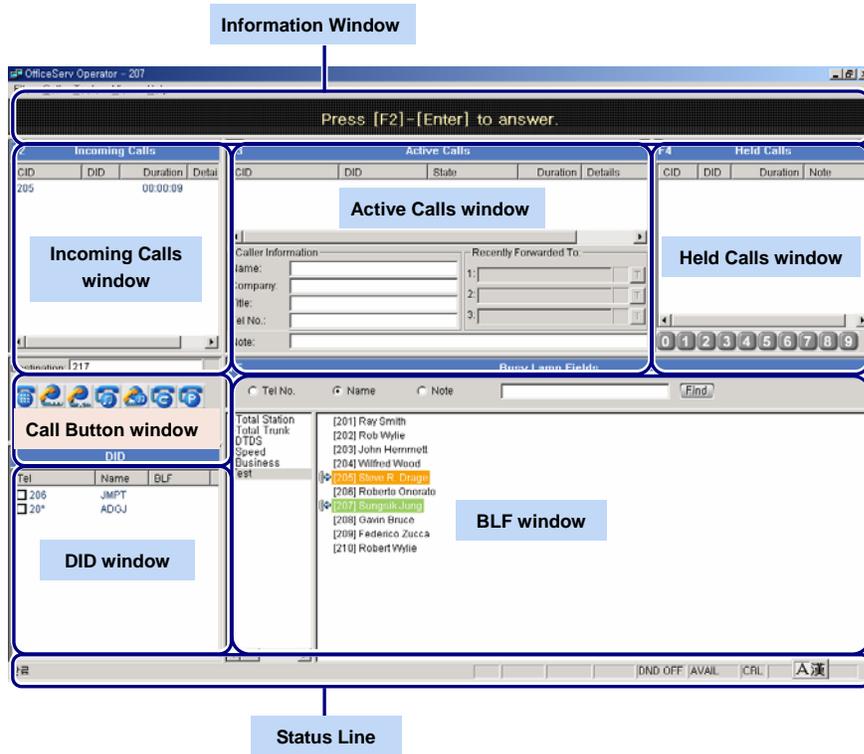
NOTE

Initialization Process

The initialization process means that the OfficeServ Operator downloads the data required to operate the OfficeServ Operator from the OfficeServ system (or iDCS 500 system) through the OfficeServ Link. It takes 1 to 5 minutes to download the data depending on the size of the system.

Main Window

Once the initialization ends, the <OfficeServ Operator> main window is displayed as shown below:



Each window of the <OfficeServ Operator> main window is described below:

Window	Function
Information	Helps the OfficeServ Operator users learn the OfficeServ Operator by displaying context sensitive prompts. This window also, displays text messages received from other station subscribers.
Incoming Calls	Displays the calls ringing at the OfficeServ Operator extension in sequence.
Active Calls	Displays the call currently connected to the operator. Also, displays the customer name, company, title, phone number, and information about recent calls from the stored customer database. The user can also add call notes in the appropriate field.
Held Calls	Displays all calls currently on hold in a sequential list.
Call Button	This window includes the call control buttons required to operate the OfficeServ Operator and the input field for a dialled destination number. The user can adjust the displayed buttons.
DID	Displays the DID information set in the OfficeServ system (or iDCS 500 system). The DID information is displayed in the <Incoming Calls> window, <Active Calls> window, and <Held Calls> window as well ; thus, this information can be used for supporting multiple companies or departments.
BLF	<p>Displays the devices of the OfficeServ Operator in the three possible views, card, list or Number only. This window will show the current status of system devices as follows:.</p> <ul style="list-style-type: none"> - Station port of the OfficeServ system (or iDCS 500 system) - C.O.line port of the OfficeServ system (or iDCS 500 system) - Members of station groups - The system Speed dial numbers of the operator station - The DT/DS buttons programmed for the operator station - User defined groups of stations can be created and displayed.
Status Line	Displays the current status of the operators station such as the number of voice messages , whether voice recording is active or not., Do Not Disturb (DND) status, message list (list of stations where messages are left), call back (busy station where a call is reserved), and ring plan setting status

Menus

The menus of the OfficeServ Operator are described below:

Main Menu	Submenu	Description
File	Restart	Restarts the OfficeServ Operator.
	Exit	Terminates the OfficeServ Operator.
Call	Dial-Page	Controls calls. For details, refer to 'CHAPTER 5. Call Control'.
	De-allocate the disconnected calls on the operator line	Deletes all the disconnected calls from the operator lines.
	De-allocate All Calls on operator line	Initializes the operator lines used by the OfficeServ Operator. Even if the operator lines are initialized, the actual port status of the operator lines is not changed.
	De-allocate disconnected Calls of all lines	Deletes all the disconnected calls from all the lines.
	De-allocate All Calls lines	Initializes all the lines (station and C.O.Line). Even if all the lines are initialized, the port status of the OfficeServ system (or iDCS 500 system) is not changed.
Tools	Message Login	Logs into the OfficeServ Operator to send/receive messages to/from the OfficeServ Link.
	Send Message	Sends messages to another station. For details, refer to 'Message Processing' of 'CHAPTER 4. OfficeServ Operator Settings'.
	Import/Export Excel Files	Imports or exports an Excel file to be used by a phone book. For details, refer to 'Annex B. Importing/Exporting Excel Files'.
	Add Outgoing BLF Group	Imports a phone number from a phone book and adds the number to the incoming BLF group.
	Log Viewer	Allows the user to view the call log. For details, refer to 'Annex A. Retrieving the Call Log'.
	Open EasySet	Runs the EasySet application.
	Phone Lines	Selects a line to be used by the OfficeServ Operator.
	Options	Sets the options of the OfficeServ Operator. For details, refer to 'CHAPTER 4. OfficeServ Operator Settings'.

Main Menu	Submenu	Description
View	Refresh Active View	Refreshes and displays the status of calls displayed in the <Active Calls> window.
	Refresh Incoming View	Refreshes and displays the status of calls displayed in the <Incoming Calls> window.
	Refresh Held Calls	Refreshes and displays the status of calls displayed in the <Held Calls> window.
	Clear Info View	Clear the messages displayed in the <Information> window.
	BLF Tooltip	Put the mouse on the BLF device to see the phone numbers, names, and notes in the format of balloon help.
	Status Bar	Displays the status of the operator station. For details, refer to 'Status Bar' of the 'CHAPTER 3. Description of the OfficeServ Operator'.
Help	Contents and Index	Displays the OfficeServ Operator Help.
	User's Guide	Displays the OfficeServ Operator user manual.
	About	Displays the version information of the OfficeServ Operator.

Information Window

The information window gives the OfficeServ Operator users context sensitive prompts so that the users can learn the OfficeServ Operator. Also, this window displays text messages received from another station subscriber.

The figure below shows the example of the information, which is displayed in the <Information> window when a new call is connected.

Press [F2]-[Enter] to answer.

Incoming Calls Window

The figure below shows the calls connected to the OfficeServ Operator in sequence.

F2 Incoming Calls			
CID	DID	Duration	Detail
205		00:14:40	
701	20* ADGJ	00:00:14	

The columns displayed in the <Incoming Calls> window are described below:

Column	Description
CID	Caller Identification. Phone number and name of the caller
DID	Phone number and name of an incoming Direct Inward Dial call
Duration	Elapsed time since call connection
Details	Other information



NOTE

Display of Columns in Each Window

The columns displayed in each window can be set in [Tools]→[Options]→[Columns].

Active Calls Window

Once the calls displayed in the <Incoming Calls> window are answered or outgoing calls are connected, the connected calls (except for forwarded calls or calls on hold) are displayed in the <Active Calls> window as shown below: The <Active Calls> window imports the customer information stored in the customer database and displays the name, company, title, and representative phone number of the caller. The recently forwarded section displays the delivery destination of the last three calls from that caller.

The user can manually add a note to a call with the [Note] field. These notes can be viewed when calls are on hold and also in the operator log viewer.

The screenshot shows a window titled 'F3 Active Calls'. It contains a table with columns: CID, DID, State, Duration, and Details. The first row shows a call from '205 Steve R. Drage' in a 'Connected' state with a duration of '00:00:47' and 'Xfer Recall: 204'. Below the table is a scroll bar. Underneath, there are two sections: 'Caller Information' and 'Recently Forwarded To:'. The 'Caller Information' section includes fields for Name (Steve R. Drage), Company (Samsung Electronics), Title (Technical Manager), and Tel No. (82-31-2795000). The 'Recently Forwarded To:' section has three numbered entries, with the first being '[204] Wilfred Wood' and the others empty.

The columns displayed in the <Active Calls> window are described below:

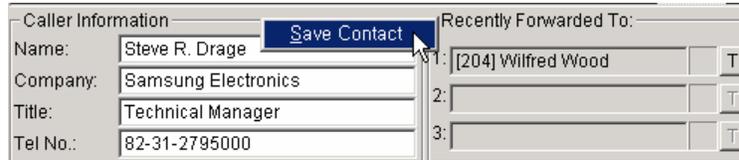
Column	Description
CID	Phone number and name of the caller
DID	Phone number and name of an incoming Direct Inward Dial call
State	Call status
Duration	Elapsed time since call connection
Details	Other information
Caller Information	Information about the caller
Recently Forwarded To	Recently forwarded phone number(up to 3)

 **NOTE** **Using the caller information and recently forwarded phone number**

To use the caller information and recently forwarded phone number, select [Contact Info.] of [Active Calls] from the [Columns] tab of [Options].

Modifying the Caller Information

Right-click on the <Active Calls> window and select [Save Contact] to save or modify the caller information.



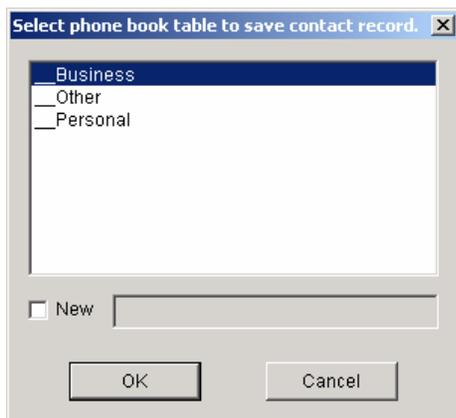
The screenshot shows a software window titled "Caller Information" with a right-click context menu open. The menu has a blue highlight on the "Save Contact" option. The window contains the following fields:

Caller Information		Recently Forwarded To:	
Name:	Steve R. Drage	1:	[204] Wilfred Wood
Company:	Samsung Electronics	2:	
Title:	Technical Manager	3:	
Tel No.:	82-31-2795000		

The [Save Contact] menu will only be enabled if the <Active Calls> window is in a conversation phase and information exists in the [Name] and [Tel No.] fields,

Saving New Customer Information

To save new customer information, while in conversation with the caller, enter an extension number or external phone number in [Tel No.]. Select the [Save Contact] menu to see the window below:



Select the table to save and click [OK]. Create a new table. Select the checkbox of [New], enter the table name, and click [OK] to save the information in the table.



NOTE

Separator of the Phone Number

When entering an external phone number, all of the country code-area code-phone number (e.g. : 82-31-1234567) must be entered. Separate the country code from the area code by using '-'.

When entering a number of less than four digits without '-', the number is saved in [Extension Number]. An external phone number is saved in [Business Phone]. If the saved number is the same as the number of an incoming/outgoing call, the external phone number saved in [Business Phone] will be displayed in [Phone Number].

If only an extension number is saved, 'Country Code-Area Code-' will be displayed in [Phone Number].

Using the Recently Forwarded Number

The list of the recently forwarded numbers shows the delivery destination of the last three numbers whose forwarding has been attempted. Also, if the recently forwarded number is an extension number, the station status will be displayed in the format of an icon. The icon for status display is the same as the one in the <BLF> window.

Select a number of the list of the recently forwarded numbers and click the [T] button at the right of the window to forward a call to the number.

F3 Active Calls				
CID	DID	State	Duration	Details
205 Steve R. Drage		Connected	00:05:38	Xfer Recall: 204

Caller Information		Recently Forwarded To:	
Name:	Steve R. Drage	1:	[204] Wilfred Wood [T]
Company:	Samsung Electronics	2:	[T]
Title:	Technical Manager	3:	[T]
Tel No.:	82-31-2795000		
Note:			



NOTE

Using the Recently Forwarded Number

To use the recently forwarded number, the caller information must be displayed.

If caller information does not exist in the database, the recently forwarded number will not be saved in the database and cannot be used.

Call Features

Right-click on the <Active Calls> window and select [Drop] to release a connected call.



Only if the <Active Calls> window is in a conversation phase, the call features menu such as [Drop] will be enabled. Available call features are Drop, Complete Transfer, Callback, Leave Message, Camp On and OHVA.

Held Calls Window

When an active call is on hold, the call will be displayed in the <Held Calls> window.

F4 Held Calls			
CID	DID	Duration	Note
205 Steve R. Drage		00:00:14	

The columns displayed in the <Held Calls> window are described below:

Column	Description
CID	Phone number and name of the caller
DID	Phone number and name of the incoming Direct Inward Dial call
Duration	Elapsed time since call hold
Note	Notes on call hold

Call Button Window

This window displays the input field for the destination number and call buttons required to control calls in the OfficeServ Operator.



Press a number of the keyboard without putting the mouse cursor on [Destination] to see the number entered in the [Destination].

The call buttons are described below:

Button	Description
	Dial
	Answer
	Drop
	Hold
	Unhold
	Transfer, Toggle
	Station Park
	Orbit Park
	Conference
	Page
	Camp On
	Transfer to Voice Mail

Button	Description
	Call Recording with Voice Mail
	Callback
	Leave Message
	Redirect
	OHVA
	Complete Transfer
	Redial
	Reestablish

DID Window

The <DID> window imports and displays the DID information set in the OfficeServ system (or iDCS 500 system). Only the DID numbers that are selected with the “Tick” box will be displayed and delivered to the operator. Other calls (not selected) are forwarded to the ‘DID call forwarding number not being serviced’ destination configured in the option menu..

The DID information will also appear in the DID column of the <Active Calls> window.

If a BLF group is set in the DID windows, the <BLF> window will be automatically changed to display the selected BLF.

DID		
Tel	Name	BLF
<input type="checkbox"/> 206	JMPT	
<input checked="" type="checkbox"/> 20*	ADGJ	

The columns are described below:

Column	Description
Tel	DID number set in the system
Name	DID name set in the system
BLF	BLF group name that inter-works with the DID



NOTE

Use of the Queue List

The Queue list is used for the operator program of the call center. Currently, the list is not supported.

DID Inter-Working BLF Group Settings

Click the BLF column of the DID windows to set the DID inter-working BLF group. A combo box that allows the user to select a BLF group appears as shown in the figure below:

DID		
Tel	Name	BLF
<input type="checkbox"/> 206	JMPT	[Combo Box]
<input checked="" type="checkbox"/> 20*	ADGJ	[Combo Box]

Click [▼] of the combo box to select a BLF group.

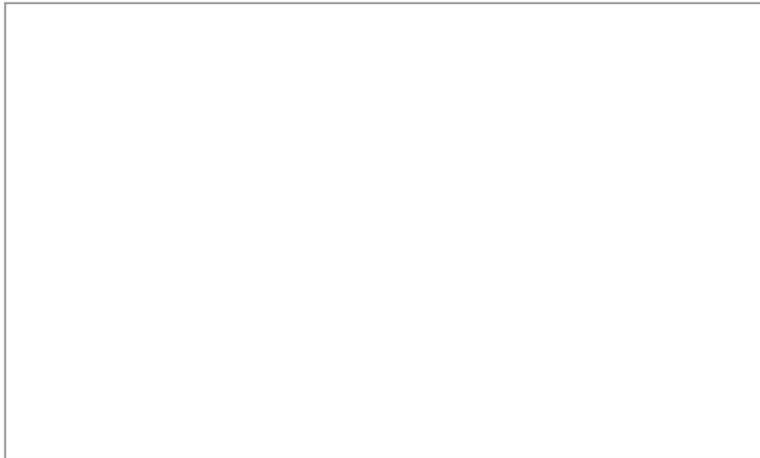
DID		
Tel	Name	BLF
<input type="checkbox"/> 206	JMPT	[▼] *Total Station *Total Trunk *DTDS *Speed ^Business Sales Group Test
<input checked="" type="checkbox"/> 20*	ADGJ	[▼] *Total Station *Total Trunk *DTDS *Speed ^Business Sales Group Test

BLF Window

The <BLF> window shows that the device is being used. Also, this window displays the status of the office users who use the OfficeServ system (or iDCS 500 system). The OfficeServ Operator users can create the desired BLF group by using the device information received from the system. The users can set an environment for use by changing the names displayed in each device.

The BLF device can be displayed in card, list, or number views. Icons are displayed on the left of the phone number depending on the device status. If the selected BLF group has more than 100 devices, the device will only be displayed in list or number view..

The BLF device card view displays the status of absent messages or voice messages and notes. The device can be searched based on phone number, name, or note. The BLF device list view displays the device status, phone numbers, and names.



The devices for the OfficeServ Operator consist of multiple groups. ‘*’ is displayed at the left of the BLF group created by default.

Group	Description
*Total Station	Entire system station
*Total Trunk	Entire system C.O.line
*DTDS	DT/DS button set in the operator station
*Speed	Speed dial button set in the operator station
*Station Group Number/Name	Station group selected optionally from the station groups of the system

The user can add or modify a BLF group or device.

Searching a BLF Group

The user can search a BLF group based on phone number, name, or note. When pressing [F5] of the keyboard, the [Find] text field next to <Note> is selected in the window. Enter the phone number, name, or note of the BLF the user wants to search and click the [Find] button or [Enter] key to search the BLF.

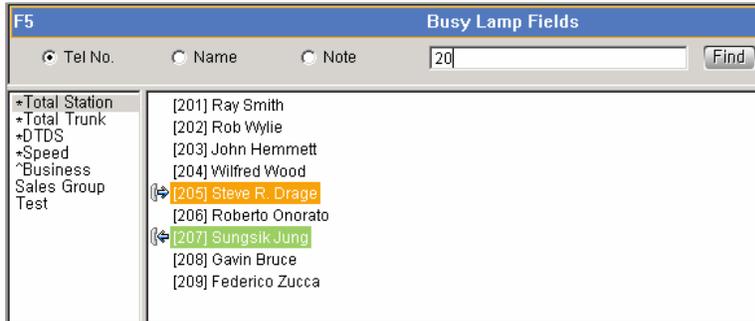
Searching by Phone Number

Press [F5] of the keyboard and enter 0 to 9. Then, a phone number will be automatically selected and a BLF device starting with the number will be searched and displayed. The method of searching the '201' device is described below:

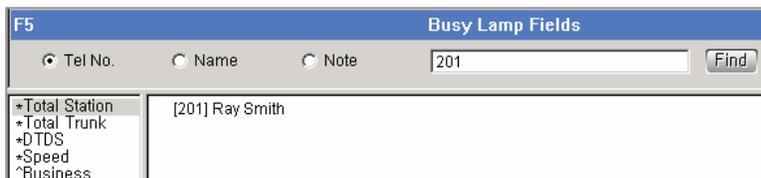
Enter '2'. Then, a phone number is automatically selected and only the BLF device starting with '2' is displayed.



Enter '0'. Only the BLF device starting with '20' is displayed.



Enter '1'. Only the BLF device starting with '201' is displayed.



When clicking the [Find] button or [Enter] key, the window focus moves to BLF '201' and '201' is entered in the destination box.



If multiple search destinations exist, use arrow keys.

Searching by Name

When pressing [F5] and entering characters except for 0 to 9, a name is automatically selected and the BLF device starting with the character is searched and displayed. The method of searching a name, 'Rob Wylie' is described below:

Enter 'R'. Automatically, a name is selected and the BLF device with a name starting with 'R' will be displayed.

F5 Busy Lamp Fields	
<input type="radio"/> Tel No.	<input checked="" type="radio"/> Name
<input type="radio"/> Note	<input type="text" value="R"/> <input type="button" value="Find"/>
*Total Station	[201] Ray Smith
*Total Trunk	[202] Rob Wylie
*DTDS	[206] Roberto Onorato
*Speed	[210] Robert Wylie
*Business	
Sales Group	
Test	

Next, 'Ro'. The BLF device with a name starting with 'Ro' will be displayed.

F5 Busy Lamp Fields	
<input type="radio"/> Tel No.	<input checked="" type="radio"/> Name
<input type="radio"/> Note	<input type="text" value="Ro"/> <input type="button" value="Find"/>
*Total Station	[202] Rob Wylie
*Total Trunk	[206] Roberto Onorato
*DTDS	[210] Robert Wylie
*Speed	
*Business	
Sales Group	

Enter 'Rob'. The BLF device with a name starting with 'Rob' will be displayed.

F5 Busy Lamp Fields	
<input type="radio"/> Tel No.	<input checked="" type="radio"/> Name
<input type="radio"/> Note	<input type="text" value="Rob"/> <input type="button" value="Find"/>
*Total Station	[202] Rob Wylie
*Total Trunk	[206] Roberto Onorato
*DTDS	[210] Robert Wylie
*Speed	
*Business	
Sales Group	

Click the [Find] button or [Enter] key. Then, the window focus moves to the BLF device with a name of 'Rob Wylie'. '202', which is the phone number of 'Rob Wylie', is entered in the destination field of the call button window.

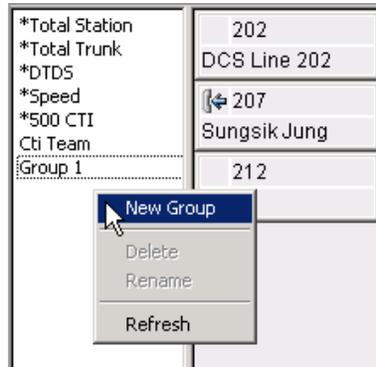


If multiple search destinations exist, use arrow keys.

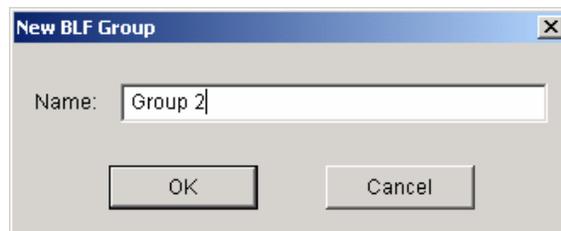
BLF Group Management

Creating the BLF Group

Put the mouse cursor and right-click on the list box of the <BLF> window and select the [New Group] menu.

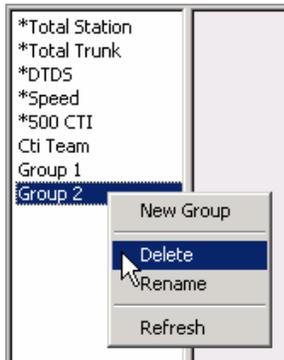


Enter the name of the BLF group to be created in the window below and click [OK] to create a new group.

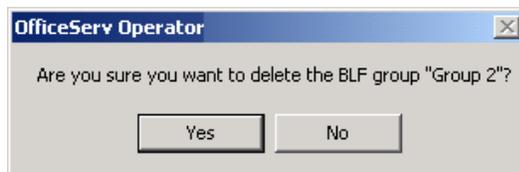


Deleting the BLF Group

Select a BLF group to be deleted from the list box of the <BLF> window and right-click on the group to select the [Delete] menu.

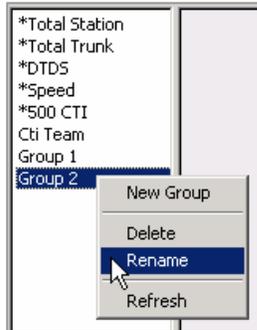


Once the window that prompts the user to delete the group appears, click [Yes] to delete the selected BLF group.

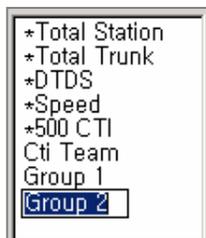


Changing the BLF Group Name

Select the BLF group whose name will be changed from the list box of the <BLF> window. Right-click and select the [Rename] menu. Otherwise, press the selected group by using the mouse to change the name.

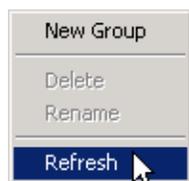


Enter the new name of the group. The name of the default group marked as '*' cannot be changed.



Refreshing the BLF Group

Right-click on the list box of the <BLF> window and select [Refresh] to change the list of the BLF group to the recent data.



NOTE

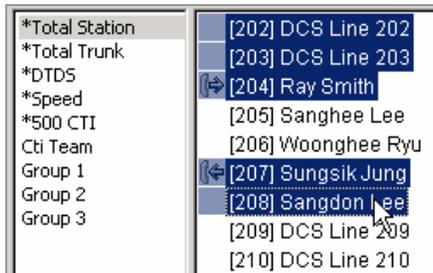
Selecting the Refresh Menu

Select a BLF group from the <BLF> window and [Refresh] to import and display the list of the devices included in the selected group. To import the group data newly, select the blank from the group list of the <BLF> window and [Refresh].

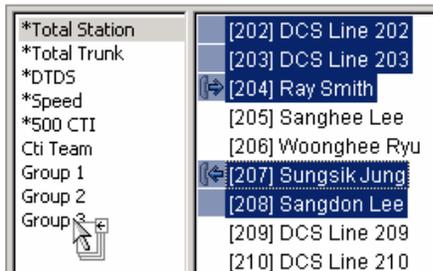
Adding the Existing Device to the BLF Group

The method of adding the devices included in the existing BLF group such as ‘*Total Station’ to another BLF group is described below:

Select a device(s) to be added while pressing [Ctrl] in the BLF group. The user can select a device list only from the list view.



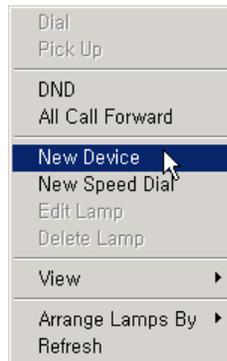
Drag and drop the selected device(s) on a new BLF group (Group 3) by using the mouse. Then, the selected device(s) will be added to the group.



Device Management

Adding a Device

Right-click on the BLF group and click [New Device] to add a system device to the BLF group.



Select a device to be added from [Number] in the window below and fill out [Name] and [Note].

A dialog box titled "New Lamp" is shown. It contains three input fields: "Number:" with a dropdown menu showing "212", "Name:" with a text box containing "Tom", and "Note:" with a text area containing "New employee". At the bottom are "OK" and "Cancel" buttons.

Click [OK] to add the newly created device to the BLF group.

212
Tom
New employee

Adding a Speed Dial Number

Right-click on the BLF group and select [New Speed Dial] to add a number including a trunk line access number (e.g. mobile phone, external phone) to a speed dial number.



Enter a speed dial number to be added in [Number] in the window below and fill out [Name] and [Note] : If the user wants to dial an external phone number, enter the trunk line access number first.



Click [OK] to add the newly created device to the BLF group.

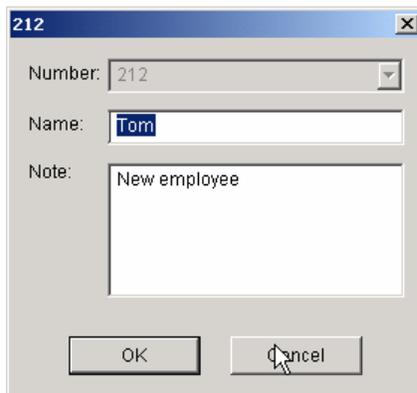


Modifying the Device

Select and right-click the BLF device to be modified. Then, select [Edit Lamp].



Modify [Name] and [Note] in the window below and click [OK].

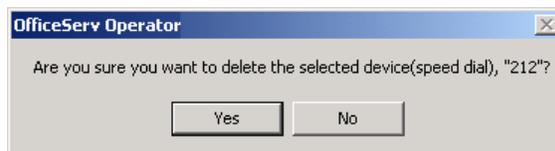


Deleting the Device

Select and right-click the BLF device to be deleted. Then, select [Delete Lamp].



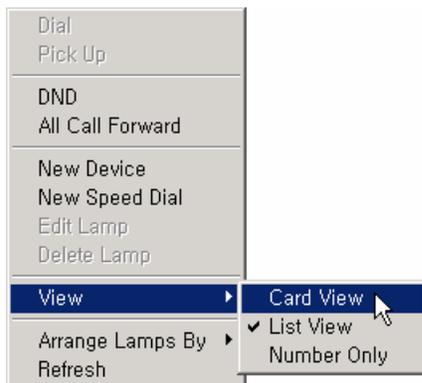
Once the window that prompts the user to delete the device appears, click [Yes] to delete the selected device.



Device View Type

The device view types in the BLF area include Card View, List View, and Number View.

Right-click on the BLF area and select the desired view type from [View] to select a device view type.



Sorting out Devices

The BLF devices are sorted in the sequence of number or name. Right-click on the BLF area and select the desired sorting method (number or name) from the [Arrange Lamps By] menu to change the device sorting method.



Refreshing the Device

Right-click on the BLF area and select [Refresh] to change the status of the BLF device to new data.



NOTE

Selecting the Refresh Menu

Select a BLF device from the <BLF> window and [Refresh] to import and display the status of the selected device. Select [Refresh] without selecting a device to import and display the status of all the devices included in the current group.

Adjusting Device Size

The user can adjust the size of the BLF device in [Card View]. When putting the mouse cursor to the corner of the first device as shown below, the arrow that allows the user to adjust device size appears.

204	205
225	226
 9208	

Drag the arrow to change the device to the desired size. Then, drop the mouse.

204 Ray Smith	205 Sanghee Lee
208 Sangdon Lee	225 Loop back 701

**NOTE****Applying Device Size**

The changed device size is applied to other BLF groups the same.

Calling Functions

Dialing

Select and right-click a device to dial and select or double-click [Dial].



Pickup

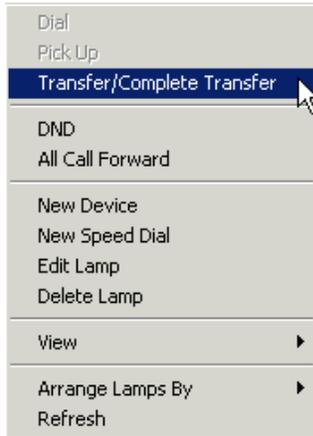
Select and right-click a BLF device that is being connected and can be picked up and click or double-click [Pick Up].

☎ [206] Roberto Onorato



Transfer / Complete Transfer

Select and right-click a BLF device and click or double-click [Transfer / Complete Transfer] to start a transfer, press [Transfer / Complete Transfer] a second time to complete the transfer.



Setting/Releasing Do Not Disturb (DND)

Select and right-click a station device the user wants to set or release DND and click [DND].

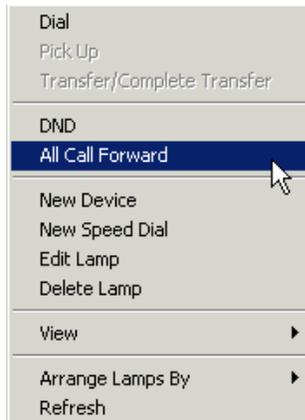


Setting Call Forwarding Unconditional

Enter the called number by using the keyboard to set call forwarding unconditional.

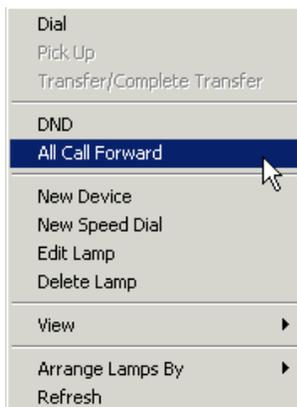


Right-click on the station device for call forwarding unconditional and select [All Call Forward].



Releasing Call Forwarding Unconditional

Select and right-click on the station device where call forwarding unconditional has been set and select [All Call Forward].



Icons for Status Display

Device status is displayed at the left of the BLF device numbers.

Icon	Description
Blank	Shows an available status
	Busy
	The other extension is busy
	Shows an unavailable status
	In conference
	Shows a status where a dial tone can be heard
	Shows that a disconnected call remains
	Do Not Disturb
	On hold
	Station lock
	A phone is ringing
	A call is being made
	Shows that all forwarding has been set
	Outgoing speed dial number created from the database
	Speed dial number set by the user
	Speed dial number set in the operator station and system
	Unknown status

Status Bar

When a variety of station functions supported by the OfficeServ system (or iDCS 500 system) are set, the station status such as DND, callback, or messages is displayed in the status bar as shown below:

REC CBK(1) MSG(1) VM(3) DND OFF AVAIL RP3 CAP NUM SCRL

Status displayed in the status bar is described below:

Status	Description
REC	Shows that a call is being recorded.
CBK(X)	Number(X) of callback that have been set.
MSG(X)	Number(X) of the messages left in the user's station.
VM(X)	Number(X) of the voice messages saved in the user's voice mailbox.
DND ON/OFF	Shows whether the station of the operator is in a DND state or not. Double-click DND ON to release DND. Double-click DND OFF to set DND.
AVAIL/UNAVAIL	Shows whether the OfficeServ Operator is used or not. When double-clicking AVAIL, UNAVAIL(unavailable) is displayed. A call connected to the user's station in an UNAVAIL(unavailable) status is transferred to the destination number for transfer when busy.
CRL/ RP1~RP6	Allows the user to select either day or night mode. When double-clicking CRL(Clear)/RP1~RP6, the window that prompts the user to select a Ring Plan(RP) is displayed. The OfficeServ Operator runs depending on selected RPs.
CAP	Shows that the <Caps Lock> key is set.
NUM	Shows that the <Num Lock> key is set.
SCRL	Shows that the <Scroll Lock> key is set.



CHAPTER 4. OfficeServ Operator Settings

This chapter describes the procedures for setting various options through the OfficeServ Operator.

Changing Telephone Line

This section describes the procedures for changing the telephone lines of the OfficeServ Operator.

Option Settings

This section describes the procedures for setting functions such as General, Key Telephone, Columns, Display, Toolbar, Station Group, Contact Information, Call Control, Blocked CIDs, and Urgent/VIP CIDs.

Message Handling

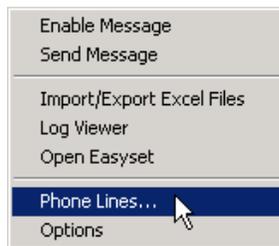
This section describes the procedures for connecting to the OfficeServ Link and for transmitting messages.

Adding Outgoing Call Information to the BLF Group

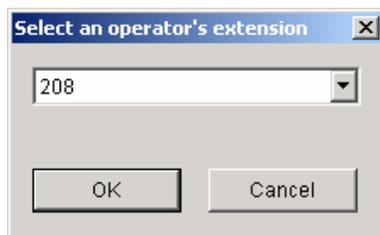
This section describes the procedures for adding the outgoing call information saved in the phonebook to the BLF group.

Changing Telephone Line

Select [Phone Lines] from the [Tools] menu to change the telephone line of the OfficeServ Operator.

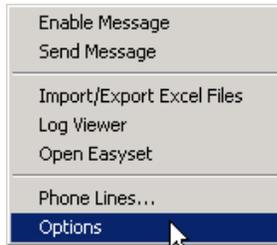


Select an extension to be used by the OfficeServ Operator and click the [OK] button.



Option Settings

Select [Options] from the [Tools] menu to set various options for using the OfficeServ Operator.

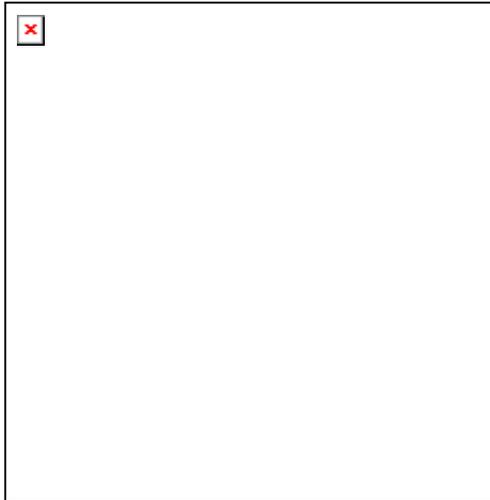


The [Options] window is composed of many tabs as described below:

Tab	Description
General	Sets general option values.
Key Telephone	Selects the information to be downloaded from the OfficeServ system.
Columns	Determines the options to be displayed in the windows.
Display	Selects display format.
Toolbar	Selects buttons for controlling calls.
Station Group	Selects a station group to be used for the BLF group.
Contact Information	Selects customer information to be displayed.
Call Control	Sets options for the call control.
Blocked CIDs	Sets blocked CIDs.
Urgent/VIP CIDs	Sets an urgent or VIP CID.
Colour	Sets the colour options for the operator screens.
Advanced	Set a password to prevent unauthorised users from changing the option settings.
Function Key	Sets the function keys for call control.

General

This tab enables the user to set general option values of the OfficeServ Operator.



Parameters of the [General] tab are described below:

Parameter	Description
Extension Passcode	Enter the passcode of the extension phone.(default : 1234)
OfficeServ Link IP Addr.	Enter the IP address of the OfficeServ Link connected to the OfficeServ system.
OfficeServ Link Port	Enter the port number of the OfficeServ Link.(default : 6000)
Calls with out of Service DID Redirect to	Enter the number of the station to which incoming calls connected to the unselected DID number are transferred. If this value is not entered, the incoming calls above will be connected to the OfficeServ Operator.
On Unavail Redirect to	Enter the extension number to which incoming calls are transferred when the OfficeServ Operator is not available. Or, Double-click AVAIL/UNAVAIL from the status bar to select an extension number.

Parameter	Description
Blocked Calls Redirect to	Enter the extension number to which blocked calls are transferred. If 'Automatic Drop' is selected, a blocked call is transferred to the entered extension number and is dropped automatically. In this case, a virtual port of the system can be conveniently used.
Default Page Zone	Enter a value for the default page zone. If a user makes a page without designating a zone while the default page zone is not set, the page will be made to Zone 0.
EasySet URL	Enter the URL address of the EasySet PC.



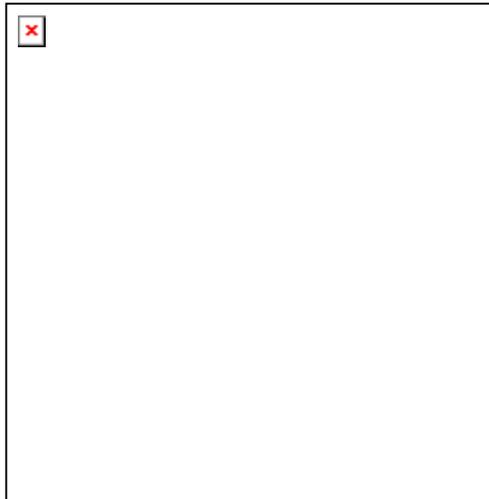
NOTE

Recommendations when 'Automatic Drop' is selected

If 'Automatic Drop' is selected while an extension number is set for transferring blocked calls, all incoming calls to the extension number will be dropped and making a call from the extension number will be limited. Thus, It is recommended that a virtual port be used when 'Automatic Drop' is set.

Key Telephone

This tab enables the user to select information to be retrieved from the switch whenever the user starts the OfficeServ Operator.



Parameters of the [Key Telephone] tab are described below:

Parameter	Description
Station Setup	Retrieves information such as DND or Lock set in the station of the OfficeServ system(or iDCS 500 system). (DND Do Not Disturb, Forward : Automatic Transfer, Lock : Station Lock)
DT, DS Buttons on the Operator Extension	Retrieves information on the DT/DS button set in the operator's phone.
DID Groups	Retrieves the DID group information of the OfficeServ system (or iDCS 500 system).
CLI Names	Retrieves the CLI information of the OfficeServ system (or iDCS 500 system).
Station Speed Dials	Retrieves the speed dial information set in the operator's phone.
Reflect the configuration changes of the switch in real time except DT/DS buttons and Station Speed Dials	Sets whether to apply in real time the changes in system information, such as the DID table, CLIP table or station group setup.



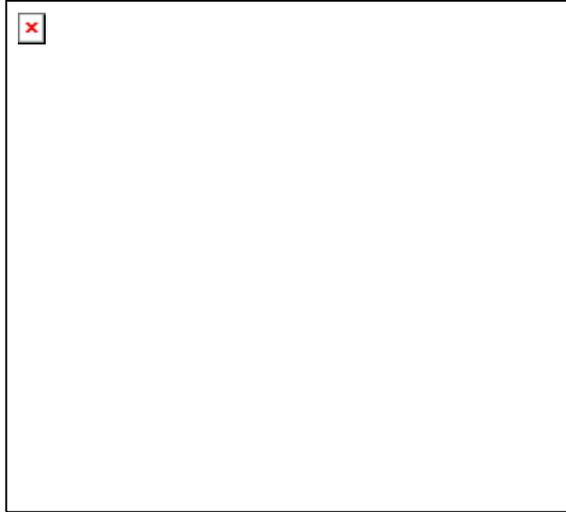
NOTE

Number of Set Parameters

Selecting more parameters will extend the initialization time since more information must be retrieved from the system.

Columns

This tab enables the user to select the information to be displayed on the Incoming Calls, Active Calls, and Held Calls windows.

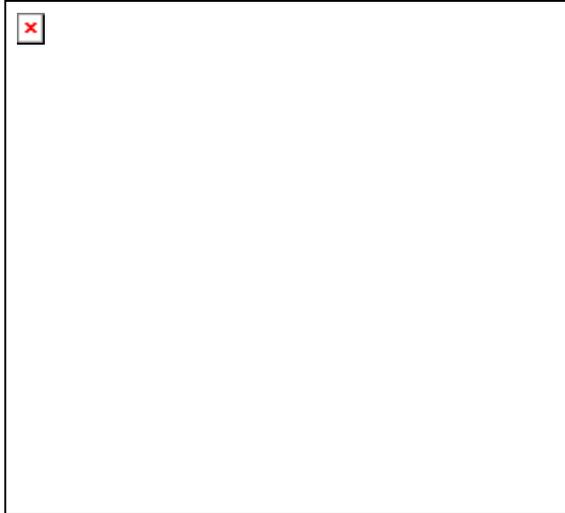


Parameters of the [Columns] tab are described below:

Category	Parameter	Description
Incoming Calls	CID	Telephone number and name of the other party
	DID	DID number and name
Active Calls	Duration	Time elapsed since the call was displayed on the list
Held Calls	Detail	Additional information such as re-termination or transfer
Active Calls	State	Status of the call
	Contact Info.	Displays the CID and the number most recently transferred
Held Calls	Note	Call-related notes entered by the operator
	Orbit Park	Displays the [Orbit Park] button

Display

This tab enables the user to select the display format.

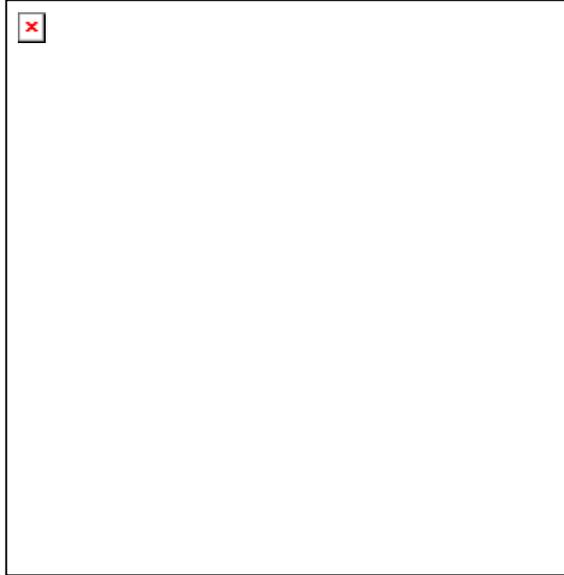


Parameters of the [Display] tab are described below:

Category	Parameter	Description
Information Window	Display messages	Determines the number of messages to be displayed, which are received from OfficeServ Operator or OfficeServ Call.
	Display help appropriate for the situation	Determines whether to display instructions for effectively using the OfficeServ Operator.
DID	DID, Queue	Selects information to be displayed on the DID/Queue list. Queue is reserved for future use.
Busy Lamp Field	Card View, List View, Number Only	Determines the display type for the BLF window.
	Hide 'Total Station' Group	Does not display the 'Total Station' group on the <Busy Lamp Field> window.
	Hide 'Total Trunk' Group	Does not display the 'Total Trunk' group on the <Busy Lamp Field> window.

Toolbar

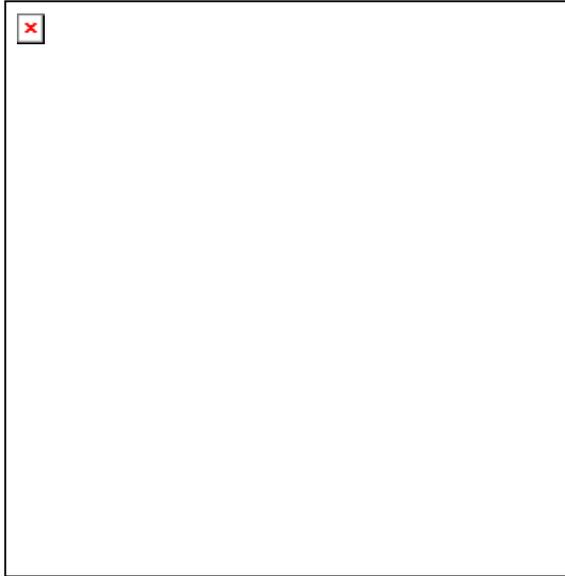
This submenu enables the user to select the [Call Control] buttons to be used in the <OfficeServ Operator> main window. Seven call control buttons, 'Dial', 'Answer', 'Drop', 'Hold', 'Retrieve a held call', 'Transfer', and 'Park', are initially selected by default.



After selecting target call control buttons, click the [OK] button. Click the [Discard Change] button to return to the original settings or click the [Restore Initial Setup] button to load the default values.

Station Group

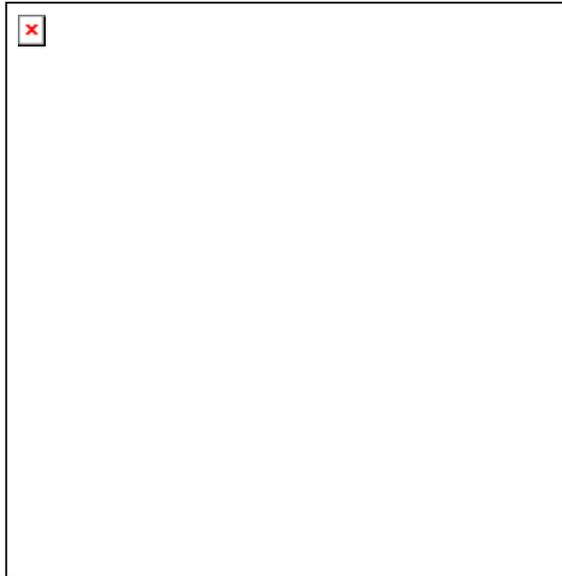
This tab enables the user to select a station group from the station groups set in the OfficeServ system (iDCS 500 system). The selected station group(s) will be displayed on the BLF group list of the OfficeServ Operator.



After selecting a station group(s) to be displayed in the BLF group list, click the [OK] button.

Contact Information

This tab enables the user to set whether to display the CID of an incoming station call, incoming external line calls, or an outgoing call on the Active Calls window.

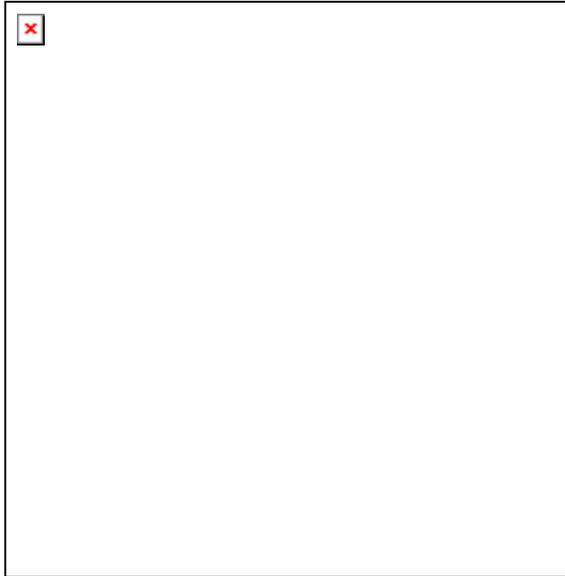


Parameters of the [Contact Information] tab are described below:

Parameter	Description
Internal Inbound Calls	If an intercom call arrives, the system retrieves the CID data from the DB.
External Inbound Calls	If an external call arrives, the system retrieves the CID data from the DB. - Search CLI Table for external calls, if a match has not found in the Smart Console phonebook: If the CID is not found on the DB, the system attempts to retrieve the information from the CLI data of the OfficeServ system (or iDCS 500 system).
Outbound Calls	If the call was originated from an operator, the system retrieves the CID data from the DB.

Call Control

This tab is used to determine how the OfficeServ Operator should handle the current call when a new call or a reverted held call arrives while the user is busy.

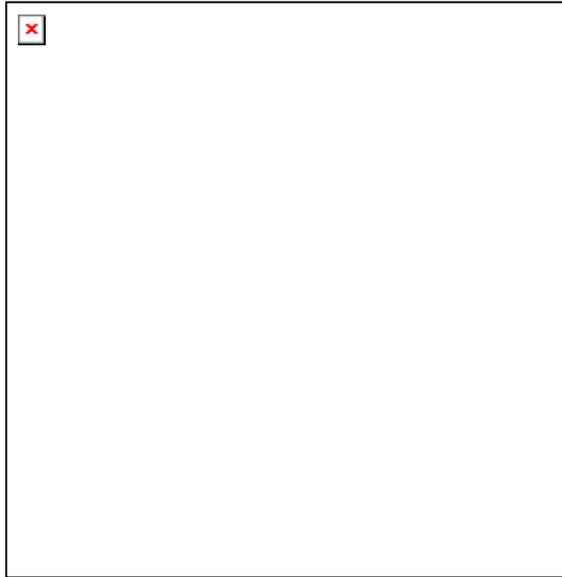


Parameters of the [Call Control] tab are described below:

Parameter	Description
Hang up the connected call	Hangs up the current call and answers the new call.
Hold the connected call	Automatically holds the current call and answers the new call.
Do not allow to answer other calls when a call exists	Any newly incoming calls will be rejected when the user is busy.

Blocked CIDs

This tab enables the user to block undesired calls. Calls from the phone numbers registered to the block list are automatically transferred to the station set in the [Blocked Calls Redirect to] tab of the [General] menu.

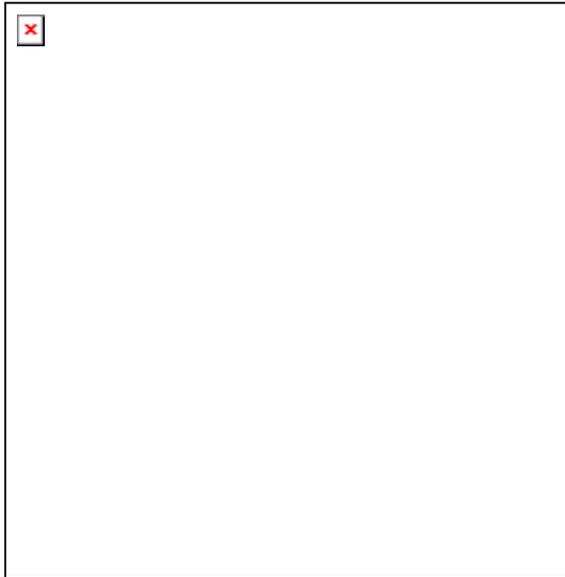


Parameters of the [Blocked CIDs] tab are described below:

Parameter	Description
Type a CID	Enter a phone number and click [Add] to register the number to the block list. If '2*' is entered, all calls from numbers starting with 2 are blocked. If '21#' is entered, all calls from numbers ranging from 210 to 219 are blocked. The external numbers should be entered in a format as same as that of the CLIP table.
Block List	Displays the registered block list. Select a phone number from the block list and click [Delete]. Then, the number will be deleted from the list. Up to ten phone numbers can be registered to the block list.

Urgent/VIP CIDs

This tab enables the user to set an urgent or important call. Since calls from the phone numbers registered to the Urgent/VIP CIDs list are displayed red on the Incoming Calls window, the calls can be easily recognized.



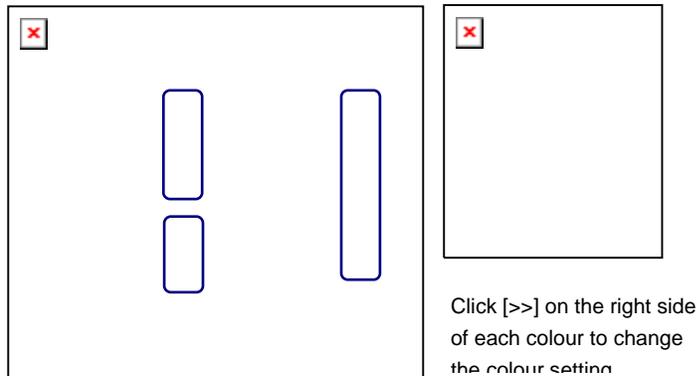
Parameters of the [Urgent/VIP CIDs] tab are described below:

Parameter	Description
Type a CID	<p>Enter a phone number and click [Add] to register the number to the urgent/VIP list.</p> <p>If '2*' is entered, all numbers starting with 2 are registered to the urgent/VIP list.</p> <p>If '21#' is entered, the numbers ranging from 210 to 219 are registered to the urgent/VIP list.</p> <p>The external phone number should be entered in a format as same as that of the CLIP table.</p>
Urgent/VIP List	<p>Displays the registered urgent/VIP list.</p> <p>Select a phone number from the urgent/VIP list and click [Delete]. Then, the number will be deleted from the list. Up to ten phone numbers can be registered to the urgent/VIP list.</p>

Colour

This tab enables the user to change the colour of the title bar and the color of trunk calls and the colours for BLF status in the <Incoming Calls> window , <Active Calls> window and <Held Calls> window.

Select a basic colour or click [Define Custom Colour>>] to select a desired colour and click [OK].

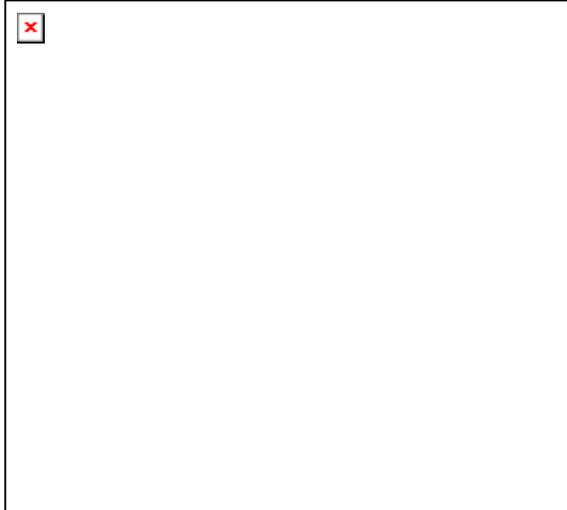


The options are described below:

Category	Parameter	Description
Choose the title bar colours	Background	Background colour of the title bar
	Text	Text colour for the incoming calls, active calls, or held calls
	Focused	Colour of the border that surrounds the title bar when the user presses the [F2], [F3], or [F4] key
Choose trunk call colours	Inbound	Background colour for external inbound calls displayed on the <Incoming Calls> window and the <Held Calls> window
	outbound	Background colour for outbound calls displayed on the <Incoming Calls> window and the <Held Calls> window
Choose the BLF Status colours	DND/Locked	Colour indicating that BLF station is set to DND/Locked
	Forward All	Colour indicating that all BLF stations are set to Locked
	Offering	Colour indicating that the BLF device is set to 'Offering'
	On Held	Color indicating that the BLF device is set to 'On Hold'
	Busy	Color indicating that the BLF device is set to 'Busy'
	External Connection	Colour indicating that the BLF device is set to 'External Connected'
Common	Restore Initial Colour	Sets to default colour.

Advanced

This tab enables the user to set a password that inhibits unauthorised users from changing the current options.



Parameters of the [Advanced] tab are described below:

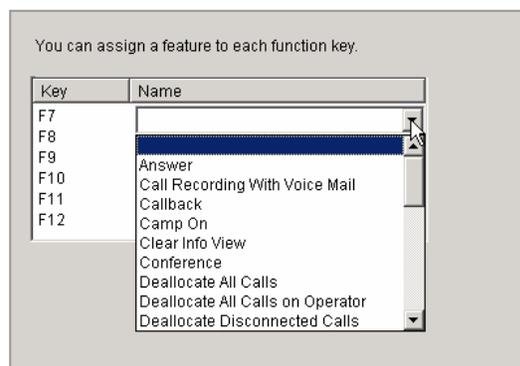
Parameter	Description
Limit Option Setting	If this check box is checked, users must enter a password into a window that appears by selecting [Options] from the [Tools] menu to open the <Option Setting> window. The <Option Setting> window appears only when the password matches the password entered in this tab.
Password	Enter the password to be used for opening the <Option Setting> window. This field is enabled only when the [Limit Option Setting] check box is selected.

Function Key

This tab enables the user to set the function keys from [F7] to [F12], which are used for call control.



Click a function key.



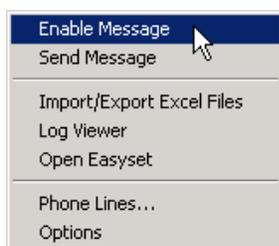
After assigning a function to the selected key, press the selected key to execute the assigned function.

Message Handling

This function enables the user to exchange messages with another OfficeServ Operator user or with other Samsung Computer Telephony Interface (CTI) applications, such as the OfficeServ Call, which supports message functions.

Enable Message

This menu enables the user to login to the OfficeServ Link, which serves as a message server, and exchange messages. However, messages can be exchanged only while the user is logged in to the OfficeServ Link. Select [Enable Message] from the [Tools] menu.



If the user selects this menu when the menu is not checked, a login message is sent to the OfficeServ Link. This menu will be checked if the login is successful.

If the user selects this menu when the menu is checked, a logout message is sent to the OfficeServ Link. This menu will be unchecked if the logout is successful.

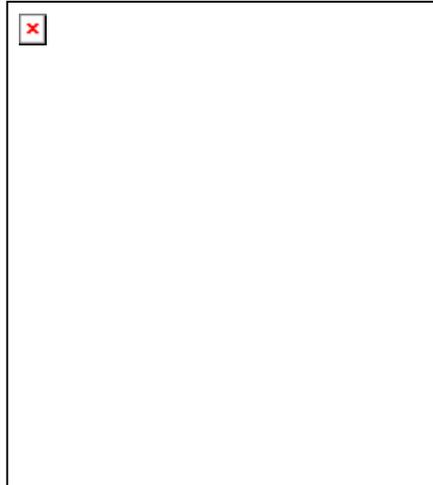
Send Message

This menu enables the user to send messages to a user logged in to the OfficeServ Link.

Select [Send Message] from the [Tools] menu to send messages.



If the user is logged in to the OfficeServ Link, the <Send Message> window will be displayed as shown below: If the user is not logged in to the OfficeServ Link, the user can automatically login to the OfficeServ Link by selecting the [Send Message] menu.



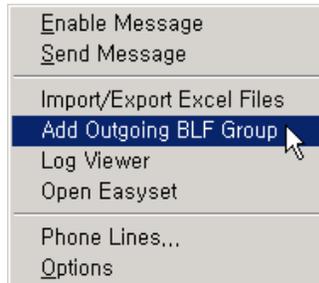
Enter the extension number of the recipient in the [To] text box at the upper section of the window. Separate numbers with semi-colons(;) when entering multiple numbers(e.g. 202;203;204). Clicking the [Send] button without specifying a destination in the [To] text box will send the message to all logged-in stations.

My messages and messages received from the other stations while this window is open are displayed in the text box on the center of the window. Messages that arrive while the message window is closed are displayed on the <Information> window.

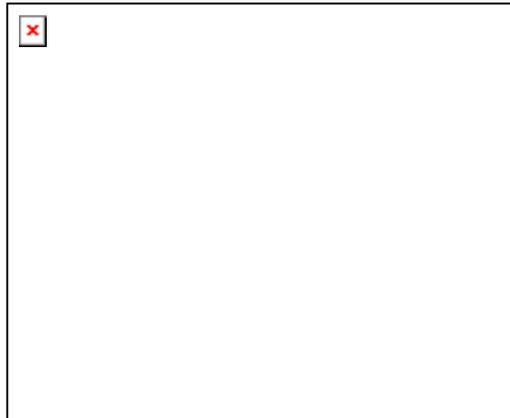
Enter the message to be sent in the text box at the bottom section of the <Send Message> window. Then, click the [Send] button or press the [Enter] key to send the message.

Add Outgoing BLF Group

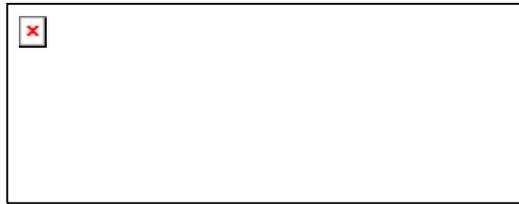
Select [Add Outgoing BLF Group] from the [Tools] menu to retrieve the outgoing call information from the phonebook and to add the information to the BLF group.



Select the table to be added, and click the [Run] button.



If a valid external outbound call information exists in the selected table, the <Outgoing BLF> window is displayed as shown below:



Click the [OK] button to register the outgoing BLF group with the '^Business' name to the BLF group window. The outgoing group is automatically displayed with the '^' prefixed to the group name.





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CHAPTER 5. Call Control

This chapter describes the procedures for using the general functions and additional functions of the system through the call control buttons, mouse, keyboard, and popup menu.

The progress of a call is displayed accordingly on the <Incoming Calls> window, <Active Calls> window, or <Held Calls> window. OfficeServ Operator users can control calls by using call control buttons or the **[Call]** menu.

General Functions

This section describes the procedures for executing general functions such as <Dial>, <Answer>, <Drop>, <Hold>, <Transfer>, <Park>, and <Conference Call> from the <Incoming Calls> window, <Active Calls> window, or <Held Calls> window.

Additional Functions

This section describes the procedures for executing additional functions such as <Hold with a Note>, <Target Hold>, <Orbit Park>, <Leave Message>, <Camp On>, and <OHVA>.

The call control buttons and [Call] menu are described below:

Button	Call Menu	Description
	Dial	Make a call
	Answer	Answer incoming call.
	Drop	Release the currently active call.
	Hold	Put a call on hold.
	Unhold	Take a call of hold
	Transfer, Toggle	Start a call transfer, Toggle between calls.
	Station Park	Park a call on a busy extension.
	Orbit Park	Parks a call by using orbit park feature. (10 park orbits available) or retrieves the parked call.
	Conference	Make a conference call.
	Page	Make a broadcast page.
	Camp On	Camp a call on a busy extension.
	Transfer to Voice Mail	Transfers a call to a voice mailbox.
	Call Recording to Voice Mail	Starts / stops recording a call with Samsung Voice mail system.
	Callback	Set a callback to a busy / unanswered station.
	Leave Message	Leaves a message to a busy / unanswered station.
	Redirect	Transfers without answering an incoming call.
	OHVA	Off Hook Voice announce (Urgent notification)
	Complete Transfer	Complete Transfer of call.
	Redial	Redial.
	Reestablish	Repeat last action for that call.

General Functions

Dial

Dialing methods provided by the system are as follows:

Dialing a Call by using the Call Control Button

Enter a phone number, and click the [Dial] button (📞). Then, the status of the corresponding call will be displayed as 'Ringback' as shown below:

F3 Active Calls				
CID	DID	State	Duration	Details
↔ 500		Ringback	00:00:15	

Dialing a Call by using the [Enter] Key

Enter a phone number. And then press the [Enter] key.

Dialing a Call by Double-Clicking

Select and double-click a device from the <BLF> window to make a call to the selected device.

Dialing a Call by using the Popup Menu

Select and right-click a device from the <BLF> window. And then select the [Dial] menu.



NOTE

Entering Numbers and Special Characters from a Keyboard

The OfficeServ Operator enables the user to conveniently enter the numbers from 0 to 9 and special characters such as # and * using the keyboard without putting the cursor on the text box. However, other special characters cannot be entered.

Answer

Once a call is connected to the operator's station, the connected call is displayed on the <Incoming Calls> window. If more than two incoming calls are connected, the user can select a call to answer. The first connected call is displayed on the top of the list.

The [F2] key is used for selecting the first call listed on the <Incoming Calls> window.

F2 Incoming Calls			
CID	DID	Duration	Detail
205 Steve R. Drage		00:00:05	

Answering a Call by using the Call Control Button

Select a call to answer, and click the [Answer] button().

F3 Active Calls				
CID	DID	State	Duration	Details
 205 Steve R. Drage		Connected	00:00:03	

Answering a Call by using the [Enter] Key

Select a call and press the [Enter] key to answer the call.

Answering a Call by Double-clicking

Double click an incoming call from the <Incoming Calls> window to answer the call.

Answering a Call by Drag and Drop

Drag an incoming call from the <Incoming Calls> window and drop the call on the <Active Calls> window to answer the call.

Answering a Call by using the [+] Key

Press the [+] key to answer the first call listed on the incoming call list.

Drop

The [F3] key is used for selecting the first call on list of the <Active Calls> window.

F3 Active Calls				
CID	DID	State	Duration	Details
205 Steve R. Drage		Connected	00:00:03	

Disconnecting a Call by using the Call Control Button

Select a call and click the [Drop] button() to disconnect the call.

Disconnecting a Call by using the [-] Key

Select a call and press the [-] key to disconnect the call.

Disconnecting a Call by using the Popup Menu

Right-click a device from the <Active> window. And then select the [Drop] menu.



NOTE

Selecting the Call on the Top of the <Active Calls> Window

Press the [F3] key to select the first call on the list of the <Active Calls> window.

Press the [F4] key to select the first call on the list of the <Held Calls> window.

Hold

The [F3] key is used for selecting the first call on list of the <Active Calls> window.

F3 Active Calls				
CID	DID	State	Duration	Details
205 Steve R. Drage		Connected	00:00:03	

Holding a call by using the Call Control Button

Select a call from the <Active Calls> window, and click the [Hold] button  to hold the call. Then the <Held Calls> window will be displayed as shown below:

F4 Held Calls			
CID	DID	Duration	Note
205 Steve R. Drage		00:00:15	

Holding a Call by using the [/] Key

Select a call from the <Active Calls> window and press the [/] key to hold the call.

Holding a Call by Drag and Drop

Drag a call from the <Active Calls> window and drop the call on the <Held Calls> window to hold the call.

Unhold

The [F4] key is used for selecting the first call on list of the <Held Calls> window.

F4 Held Calls			
CID	DID	Duration	Note
205 Steve		00:00:04	
R. Drage			

Answering a Held Call by using the Call Control Button

Select a held call and click the [Unhold] button() to answer the held call.

Answering a Held Call by using the [Enter] Key

Select a held call and press the [Enter] key to answer the held call.

Answering a Held Call by Double-clicking

Double-click a held call to answer the held call.

Answering a Held Call by Drag and Drop

Drag a held call from the <Held Calls> window and drop the call on the <Active Calls> window to answer the held call.

Transfer

The OfficeServ Operator provides two types of call transfer, the Blind Transfer and Consultation Transfer. The OfficeServ Operator uses Consultation Transfer by default. Blind Transfer is applied when a call is transferred by dragging and dropping the call to the BLF.

- Blind Transfer: Transfers a call regardless of the recipient's will.
- Consultation Transfer: Transfers a call under the agreement of the recipient

F3 Active Calls				
CID	DID	State	Duration	Details
205 Steve R. Drage		Connected	00:00:03	

Transferring a Call by using the Call Control Button

Enter an extension number, and click the [Transfer] button ()

Transferring a Call by using the [Enter] Key

Enter an extension number, and press the [Enter] key.

Transferring a Call by Dragging and Dropping

Press the [Ctrl] key and drag-and-drop a call from the <Active Calls> window to the target device on the BLF window.

Canceling Call Transfer by using the [-] Key

The extension number of the caller and the extension number of the final recipient are displayed in <Active Calls> window when the call transfer is attempted. Press the [-] key to cancel the call transfer.

Canceling Call Transfer by using the Popup Menu

The extension number of the caller and the extension number of the final recipient are displayed in <Active Calls> window when the call transfer is attempted. Right-click a device and then select the [Drop] menu to cancel the call transfer.

Blind Transfer by using the [Enter] Key

The extension number of the caller and the extension number of the final recipient are displayed in <Active Calls> window when the call transfer is attempted. Press the [Enter] key to complete the call transfer.

Blind Transfer by using the Popup Menu

The extension number of the caller and the extension number of the final recipient are displayed in <Active Calls> window when the call transfer is attempted. Right-click a device and then select the [Complete Transfer] menu to complete the call transfer.

Blind Transfer by Drag and Drop

Drag a call from the <Active Calls> window and drop the call on the target device displayed on the <BLF> window.



NOTE

Troubleshooting when call transfer fails

If the recipient is absent or does not answer the transferred call, the call will be returned to the operator. In such cases, a 'Reconnected' message is displayed as detail information.

Consultation Transfer

This menu is used to transfer calls under the consent of the recipient. When the recipient answers the call, the call state will be displayed as below.

F3 Active Calls				
CID	DID	State	Duration	Details
204		Connected	00:00:05	
205		On Transfer	00:00:20	Transferred From :

The operator can toggle a call between a 'Connected' station and a station 'On Transfer', or complete the call transfer.

Toggling a Call by using the Call Control Button

Once the [Transfer] button changes to the [Toggle] button, press the [Toggle] button ().

F3 Active Calls				
CID	DID	State	Duration	Details
205		Connected	00:02:17	Transferred From :
204		On Transfer	00:02:02	

Completing Consultation Transfer by using the [Enter] Key

Press the [Enter] key to complete the consultation transfer. When the consultation transfer is completed, the call is deleted from the <Active Calls> window.

Canceling Consultation Transfer by using the [-] Key

Press the [-] key to cancel the consultation transfer and to connect the call to the original recipient.

Station Park

The operator can park a call on a station connected to an external call. In such cases, the external(C.O. line) call becomes a held call. However, if the station is idle, a blind transfer is performed for the call.

F3 Active Calls				
CID	DID	State	Duration	Details
 205 Steve R. Drage		Connected	00:00:03	

Parking a Call by using the Call Control Button

Enter the target extension number, and click the [Station Park] button (). When the station park is completed, the call is deleted from the <Active Calls> window.

Parking a Call through Drag-and-Drop

Drag a call from the <Active Calls> window and drop the call on a busy station in the <BLF> window to park the call on the busy station.

Parking a Call on an Available Station through Drag-and-Drop

Press the [Alt] key and drag a call from the <Active Calls> window, and drop the call on an available station in the <BLF> window.

Attempt/Cancel a Conference

This menu enables multiple users to join a conference call.

F3 Active Calls				
CID	DID	State	Duration	Details
205 Steve R. Drage		Connected	00:00:03	

Attempting a Conference Call by using the Call Control Button

Enter a number to add to the conference call and press the [Conference button] ().

The window below shows that a conference call is being attempted to Station 204 while making a call to Station 701.

F3 Active Calls				
CID	DID	State	Duration	Details
204		Ringback	00:00:01	
Conference Call		On Hold(Conf)	00:00:01	
701	20* ADGJ	Conference	00:00:13	

If the recipient answers the conference call, the <Active Calls> window will be displayed as shown below:

F3 Active Calls				
CID	DID	State	Duration	Details
204		Connected	00:00:22	
Conference Call		On Hold(Conf)	00:00:39	
701	20* ADGJ	Conference	00:00:51	

Canceling a Conference Call through the Call Control Button

Click the [Drop] button () before the recipient answers the call.

Canceling a Conference Call through the [-] Key before

Press the [-] key before the recipient answers the call.

Attempting a Conference Call using the Call Control Button

Press the [Conference] button after the recipient answers the call to start a conference call. Once the conference call is connected, the <Active Calls> window is displayed as shown below:

F3 Active Calls				
CID	DID	State	Duration	Details
Conference Call		Connected	00:01:10	
204		Conference	00:00:53	
701	20* ADGJ	Conference	00:01:22	

Add/Remove Participants or Leave a Conference Call

This section describes the procedures for adding and removing participants of a conference call, and leaving the conference call. The OfficeServ system supports up to five participants for a conference.

Adding Participants

Participants can be added during a conference call as described in the ‘Attempt/Cancel a Conference Call’ section.

Removing Participants by Using the Call Control Button

Select a participant and click the [Drop] button () to remove the participant from the conference call.

Removing Participants by Using the [-] Key

Select a participant and press the [-] key to remove the participant from the conference call.

Leaving a Conference Call by Using the Call Control Button

Click the [Drop] button () to leave the conference call.

Leaving a Conference Call by Using the [-] Key

Press the [-] button to leave the conference call.

Page

Paging within the Default Page Zone

Click the [Page] button() in order to page the default page zone set by [Option].

Paging in a Zone other than the Default Page Zone

Enter a target zone and click the [Page] button()

**NOTE****When not using a headset**

A user who does not use a headset must lift the handset before paging.

Additional Functions

Hold with Note

If a user holds a call after leaving a note in the [Note] column of the <Active Calls> window, the note is displayed on the memo column of the <Held Calls> window. This note is also saved in the Call Log database after the call is completed and can be verified through the 'Log Viewer'.

F3 Active Calls				
CID	DID	State	Duration	Details
701	20* ADGJ	Connected	00:12:06	

Caller Information		Recently Forwarded To:	
Name:	<input type="text"/>	1:	<input type="text"/>
Company:	<input type="text"/>	2:	<input type="text"/>
Title:	<input type="text"/>	3:	<input type="text"/>
Tel No.:	<input type="text"/>		
Note:	<input type="text" value="Leave a note here"/>		



NOTE

'Hold with Note' function of the OfficeServ Operator

This is one of the main functions of the OfficeServ Operator. This function allows users to check the reason why a call was held when the user answers and handles the held calls.

Holding a Call with a Note by Using the Call Control Button

Enter a note in the [Note] column of the <Active Calls> window, and click [Hold] button () to display the content of the note in the <Held Calls> window as shown below:

F4 Held Calls		
CID	Duration	Note
701	00:00:12	Leave a note here

Holding a Call with a Note by Using the [/] Key

Enter a note in [Note] of the <Active Calls> window, and press [F3] and [/]. The call will be held with the note.

Holding a Call with a Note by Drag and Drop

Enter a note in [Note] of the <Active Calls> window. Drag the call from the <Active Calls> window and drop the call on the <Held Calls> window to hold the call with the note.

Target Hold (Transfer Reservation)

If the user wishes to transfer a call to a busy station, the user can reserve the transfer by setting the other station as the target. When the target station turns idle, the held call is automatically transferred to the target station.



NOTE

'Target Hold' function of the OfficeServ Operator

This is one of the main functions of the OfficeServ Operator. This function enables the user to hold a call, monitor the state of the target station, answer the held call, and transfer the call at the same time.

Executing the 'Target Hold' Function by using the Call Control Button.

Enter the target extension number and click the [Hold] button . The extension number will be displayed in [Note] of the <Held Calls> window.

F4 Held Calls			
CID	DID	Duration	Note
701	20* ADGJ	00:00:08	T:204

Executing the 'Target Hold' Function by using the [/] key.

Enter the target extension number and press the [/] key to execute the 'Target Hold' function.

Executing the 'Target Hold' Function by Drag and Drop

Enter the target extension number and drag the call from the <Active Calls> window and drop the call on the <Held Calls> window to execute the 'Target Hold' function.

Executing the 'Target Hold' function with a Note

If the 'Target Hold' function is executed while a note is saved in [Note] of the <Active Calls> window, the target extension number and contents of the note will be displayed in [Note] of the <Held Calls> window. The note will also be saved in the call log database and can be verified through the 'Log Viewer'.



NOTE

When a recall time is set

If the call connected to the target station is not disconnected until the held call recall time set in the system elapses, the held call will be automatically recalled to the OfficeServ Operator. It is recommended that the held recall time of the system be lengthened to efficiently use the 'Target Hold' function.

Orbit Park

If a station is connected to an external call, the call can be saved in one of the keys from 0 to 9 and can be reconnected later.

F3 Active Calls				
CID	DID	State	Duration	Details
 205 Steve R. Drage		Connected	00:00:03	

Holding Calls

Saving a Call by using the Call Control Button.

Select one of the number keys from 0 to 9 and click the [Orbit Park] button().

Saving a Call by using the Number Button

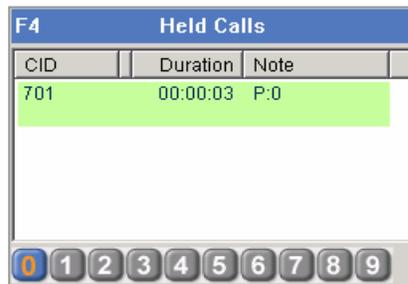
Click one of the number buttons from 0 to 9 to save a call.

Saving a Call by using the [Tab] Key

Press [F4] to open the <Held Calls> window, and press the [Tab] key to select number 0. Then, the number 0 button will be displayed blue.



Press the [Enter] key to save the call in number 0. After the call is saved, 'P:0' is displayed in the [Note] column and the number 0 button is displayed in yellow as shown below. The user can toggle between numbers to select a saved call by pressing the [Tab] key.

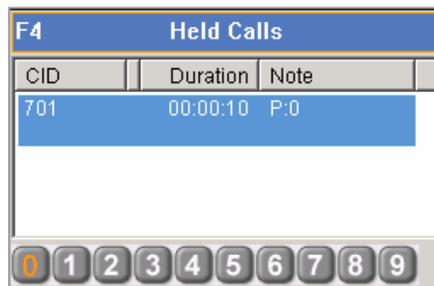


Reanswering Calls

Reanswering a Call by using the Call Control Button

Enter a target number where and click the [Orbit Park] button () to reanswer the call saved in the corresponding number.

Or, press [F4] to open the <Held Calls> window and select a target held call displayed as 'P:#', and click the [Answer] button () to reanswer the call.



Reanswering a Call by using the Number Button

Click the number where the call is saved.

Reanswering a Call by using the [Tab] Key

Press [F4] to open the <Held Calls> window, press the [Tab] key to select the target number displayed in yellow, and press the [Enter] key to reanswer the call saved in the selected number.

Reanswering a Call by using the [Enter] Key

Press [F4] to open the <Held Calls> window. Select a target held call displayed as 'P: #' in [Note], and press the [Enter] key to reanswer the target held call.

Reanswering a Call by Double-clicking

Double click a target held call displayed as 'P: #' in [Note] of the <Held Calls> window to reanswer the target held call.

Reanswering a Call by Drag and Drop

Drag a target held call displayed as 'P: #' in [Note] of the <Held Calls> window, and drop the call on the <Active Calls> window to reanswer the target held call.

 NOTE	Executing the <Orbit Park> function Select [Columns] from [Options], and select 'Orbit Park' from [Held Call].
--	--

Call Back

If a call is connected to a busy or unanswered station, the caller can use the 'Call Back' function, which connects the caller to the target station when the line becomes available.

F3 Active Calls				
CID	DID	State	Duration	Details
→ 500		Ringback	00:00:15	

Setting the 'Call Back' Function by using the Call Control Button

If the target station is busy or does not answer, click the [Call Back] button () to set the 'Call Back' function.

Setting the 'Call Back' Function by using the Popup Menu

If the target station is busy or does not answer, right-click a device from the <Active> window and then select the [Callback] menu to set the 'Call Back' function.

Leave Message

If the target station is busy or does not answer, the caller can leave a message.

F3 Active Calls				
CID	DID	State	Duration	Details
→ 500		Ringback	00:00:15	

Leaving a Message by using the Call Control Button

After dialing the station, click the [Message] button () to leave a message.

Leaving a Message by using the Popup Menu

After dialing the station, right-click a device from the <Active> window and then select the [Leave Message] menu.

Camp On

When the user transfers a call to a busy station, the user can set the 'Camp On' function.

F3 Active Calls				
CID	DID	State	Duration	Details
 204		Busy	00:00:02	
 205 Steve R. Drage		On Transfer	00:00:43	

Setting the 'Camp On' Function by using the Call Control Button

When transferring a call to a busy station, click the [Camp On] button() to set the 'Camp On' function.

Setting the 'Camp On' Function by using the Popup Menu

When transferring a call to a busy station, right-click a device from the <Active> window and then select the [Camp On] menu to set the 'Camp On' function.

Setting the 'Camp On' & 'Drop' Functions by using the [Enter] Key

When transferring a call to a busy station, press the [Enter] key to set the 'Camp On' and 'Drop' functions.

Setting the 'Camp On' & 'Drop' Function by using the Popup Menu

When transferring a call to a busy station, right-click a device from the <Active> window and then select the [Complete Transfer] menu to set the 'Camp On' and 'Drop' functions.

OHVA

When the user makes or transfers a call to a busy station, the user can set the 'OHVA' function.

F3 Active Calls				
CID	DID	State	Duration	Details
 204		Busy	00:00:02	
 205 Steve R. Drage		On Transfer	00:00:43	

Setting the 'OHVA' Function by using the Call Control Button

When making or transferring a call to a busy station, click the [OHVA] button () to set the 'OHVA' function.

Setting the 'OHVA' Function by using the Popup Menu

When making or transferring a call to a busy station, right-click a device from the <Active> window and then select the [OHVA] menu to set the 'OHVA' function.

	NOTE	<p>When DND is set to the station</p> <p>If DND is set on the target station, the 'OHVA' function cannot be set.</p>
--	-------------	---

Connect to Voice Mailbox

The user can check messages saved in the voice mailbox by selecting [My Voice Mail] from the [Call] menu.

This menu enables digital/IP phone users to automatically make a call through a speaker. For regular phones, lift the handset first before attempting the connection to the voice mailbox.



NOTE

Checkpoint

The SVMi-8/SVMi-16 card should be mounted on the system and operated properly to use My Voice Mail.

Leave Voice Message

The user can leave a message to another subscriber's voice mailbox by selecting [Leave Voice Message] from the [Call] menu.

After entering the extension number in [Destination] of the <OfficeServ Operator> main window, select [Leave Voice Message] from the [Call] menu.

Transfer to a Voice Mailbox

If a call is connected or transferred to a busy or unanswered station, the user can transfer the call to the voice mailbox of the recipient.

Enter the extension number of the recipient, and click the [Transfer to a Voice Mailbox] button ().

Record Voice Messages

Click the [Record] button () to record messages in the voice mailbox.

The recorded messages are automatically saved in the voice mailbox of the OfficeServ Operator user. While recording messages, 'REC' is displayed on the status bar.

Redirect

This function allows the user to transfer incoming calls to another station.

Incoming Call Transfer by Pressing the Call Control Buttons

Press the [F2] key to highlight the call at the top of the list of incoming calls.

F2 Incoming Calls			
CID	DID	Duration	Detail
205 Steve R. Drage		00:00:05	

Select an incoming call to transfer from the <Incoming Calls> window, and enter the extension number to which the incoming call will be transferred. Click the <Redirect> button .

Incoming Call Transfer by Drag and Drop

Select an incoming call to transfer, and drag and drop the call to the targeted station of the <BLF> window.

Pickup

If the connected station does not answer the call, another OfficeServ Operator user can pick up the call.

Call Pickup by Double Clicking

Double-click the station that will pick up a call from the <BLF> window. The icon below is displayed when a call is connected to a station of the <BLF> window:



Call Pickup by Using the Popup Menus

Select a station that will pick up a call from the <BLF> window. Right-click and select the <Pick Up> menu.



Repeating the Last Action Once a Call is Reconnected

When a call is reconnected after holding, target holding, orbit parking or transferring, the user can repeat the last action.

Pressing the [Insert] Key to Hold a Reconnected Call on Hold Again

When a call on hold is reconnected and 'Hold Recall' is displayed at the [Details] field of the <Active Calls> window, Press the [Insert] key to hold the reconnected call. If a call on hold is reconnected, the <Active Calls> window will be displayed as shown below:

F3 Active Calls				
CID	DID	State	Duration	Details
204		Connected	00:00:48	Hold Recall

Pressing the [Insert] Key to Hold the Targeted Reconnected Call on Hold Again

When a targeted call on hold is reconnected and 'Hold Recall: extension number' is displayed at the [Details] field of the <Active Calls> window, Press the [Insert] key to do a target hold.

Pressing the [Insert] Key to do an Orbit Park the Reconnected Call on Orbit Park Again

When a call on orbit park is reconnected and 'Park Recall: Zone number' is displayed at the [Details] field of the <Active Calls> window, Press the [Insert] key to do an orbit park.

Pressing the [Insert] Key to Transfer a Transferred Reconnected Call Again

When a transferred call is reconnected and 'Xfer Recall: extension number' is displayed at the [Details] field of the <Active Calls> window, Press the [Insert] key to transfer the reconnected call.



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CHAPTER 6. Troubleshooting

This chapter describes causes for and troubleshooting the problems that occur while installing or operating the OfficeServ Operator.

Problems that Occur While Installing the OfficeServ Operator

This chapter describes the problems that occur when the shared file required to operate the OfficeServ Operator is already installed into the PC where the OfficeServ Operator will be installed.

Problems that Occur While Operating the OfficeServ Operator

This chapter describes the problems that occur while operating the OfficeServ Operator. The problems are as follows:

- A station authentication error message is displayed while initializing the OfficeServ Operator.
- The OfficeServ Operator is not connected with the OfficeServ Link.
- The <Modify the OfficeServ Link IP Address> window is displayed continuously.
- It takes long to initialize the OfficeServ Operator.
- A telephone circuit is disconnected.
- The User's Guide is not displayed.
- Excel files cannot be imported/exported.
- Errors occur in the ODBC version.

Problems that Occur While Operating the OfficeServ Operator

When a Station Authentication Error Message Is Displayed During Initialization

Problem

The dialog below is displayed while initializing the OfficeServ Operator.



Cause (s)

The OfficeServ system(or iDCS 500 system) does not support the EasySet 2.0. Or, the password of the user station is invalid.

Troubleshooting

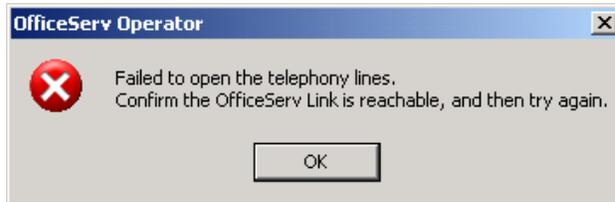
- If the OfficeServ system(or the iDCS 500 system) does not support the EasySet 2.0, select the checkbox. Then, the dialog will not appear.
- If the OfficeServ system(or the iDCS 500 system) supports the EasySet 2.0, correct the station password in the <Options> menu of the OfficeServ Operator.

 NOTE	<p>Password of the User Station</p> <p>The user station should be authenticated to use the EasySet 2.0 in the system that supports the EasySet 2.0. To do this, the station password should be the same as that of the extension phone in the OfficeServ Operator. The default password is 1234.</p>
--	---

When the OfficeServ Operator is not Connected with the OfficeServ Link

Problem

The dialog below is displayed when the OfficeServ Operator attempts to connect with the OfficeServ Link.

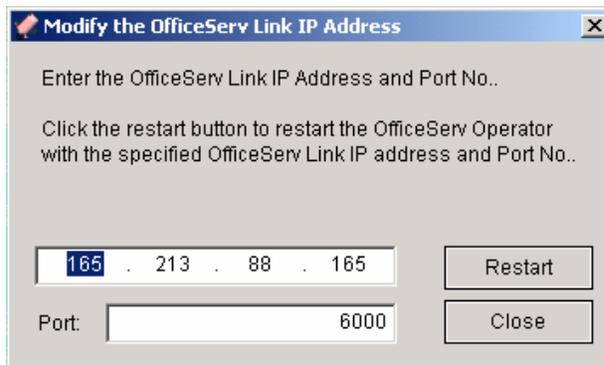


Cause (s)

The OfficeServ Operator is not connected with the OfficeServ Link.

Troubleshooting

Click the [OK] button, and enter the IP address and Port No. of the OfficeServ Link correctly in the window below:

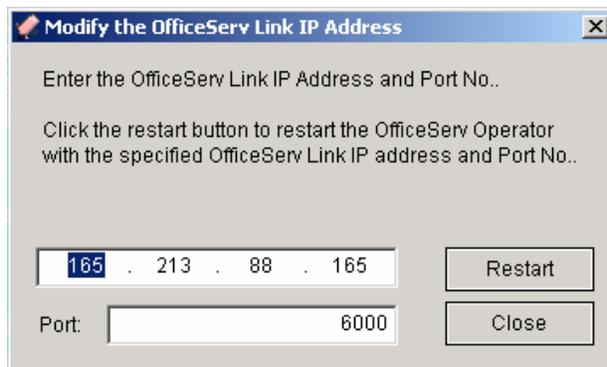


Click the [Restart] button to restart the OfficeServ Operator. If the error recurs, contact the OfficeServ Link administrator.

When the IP Address Setting Window of the OfficeServ Link is Displayed Continuously

Problem

The setting window below is continuously displayed even if the user enters the correct IP address and Port No. of the OfficeServ Link, which is connected to the OfficeServ system and is operating properly.



Cause (s)

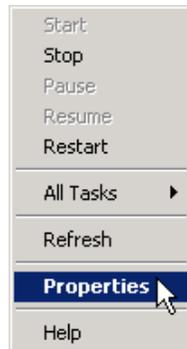
When the status of both of the Remote Access Auto Connection Manager and Remote Access Connection Manager is 'Started', the telephony service does not operate the SCTSP32.TSP driver depending on PC environments.

Troubleshooting

Troubleshooting procedures are described below:

- 1** Select the <Start>, <Control Panel>, <Administrative Tools>, and <Services> from the Windows desktop to check if the status of the Remote Access Auto Connection Manager and Remote Access Connection Manager is 'Started'.

- 2** Select the [Remote Access Auto Connection Manager] in the window above, and right-click and select the <Properties> menu.



3 In the [General] tab below, select 'Disabled' from the <Startup type> field and click the <OK> button.

4 Apply the above steps 1 to 3 to the Remote Access Connection Manager, and reboot the system.

When It Takes Long to Initialize the OfficeServ Operator

Problem

It takes long to initialize the OfficeServ Operator while operating the OfficeServ Operator.

Cause (s)

If the OfficeServ system(or the iDCS 500 system) has many devices, much information is imported from the system.

Troubleshooting

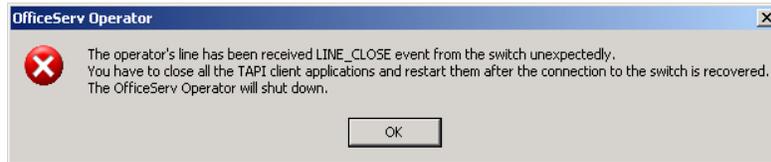
Troubleshooting procedures are as follows:

- 1** Check the connection between the OfficeServ system(or the iDCS 500 system) and the OfficeServ Link.
- 2** Refer to 'Key Telephone Tab' of 'CHAPTER 4. OfficeServ Operator Settings' to select items, which will be downloaded from the Key Telephone system when starting the OfficeServ Operator.

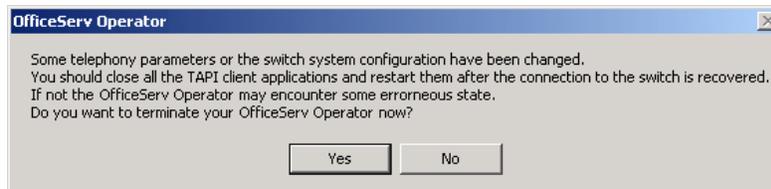
When the Telephone Circuit is Disconnected

Problem

The dialog below is displayed while operating the OfficeServ Operator.



Or



Cause (s)

The telephone circuit is unexpectedly disconnected. The settings of the OfficeServ system(or the iDCS 500 system) are changed by using the Man Machine Command(MMC). Or, the OfficeServ system(or the iDCS 500 system) is disconnected with the OfficeServ Link.

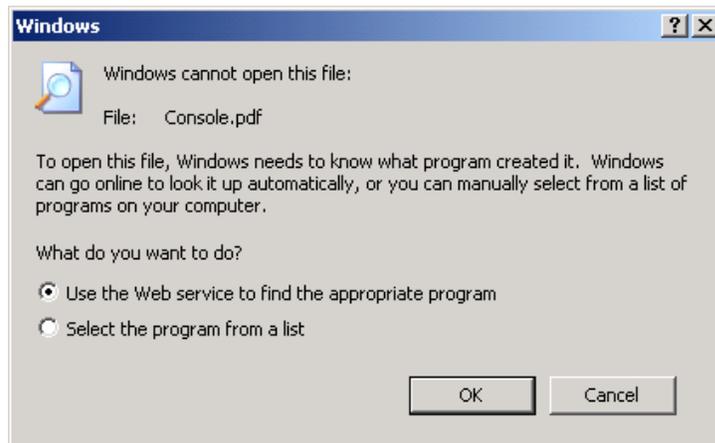
Troubleshooting

If the connection between the OfficeServ system(or the iDCS 500 system) and the OfficeServ Link is properly established, restart the OfficeServ Operator. If the problem is not resolved, contact the OfficeServ Operator administrator.

When the User Guide is Not Displayed

Problem

When selecting the <User's Guide> menu from the [Help(H)] of the OfficeServ Operator or selecting the [Start]→[Programs]→[OfficeServ Operator]→[User's Guide] from the Windows desktop, the User's Guide is not displayed and the error window is displayed as shown below: The error window depends on the users' operating systems.



Cause (s)

The Acrobat Reader is not installed in the user's PC.

Troubleshooting

Visit the Adobe site(<http://www.adobe.com/products/acrobat/readstep2.html>) to download the latest version of the Acrobat Reader. Install the program into the PC.

When an Excel File Cannot be Imported/Exported

Problem

When selecting the [Import/Export Excel Files] from the [Tools(T)] from the OfficeServ Operator main window or selecting the [Start]→[Programs]→[Excel to Pbook] from the Windows desktop, the <Excel Import/Export Wizard> window is not displayed and the error window below is displayed:



Cause (s)

The Excel program is not installed in the user's PC, or the installed Excel program does not run properly.

Troubleshooting

Install the Excel program in the user's PC, and check if the program runs properly. Then, execute the [Import/Export Excel Files].

When an Error Occurs in the ODBC Version

Problem

An error message about the Open Database Connectivity(ODBC) version is displayed.

Cause (s)

The OfficeServ Operator is required to use the Microsoft Access Driver(*.mdb) 4.0 or higher. When the OfficeServ Operator is installed, the Microsoft Access Driver 4.0 for the ODBC is automatically installed as well. However, the Microsoft Access Driver cannot be installed into some PCs.

Troubleshooting

Visit the Microsoft site, and download the latest version of the Microsoft Jet Driver. After installing the program into the PC, restart the OfficeServ Operator.



ANNEX A. Retrieving the Call Log

This chapter describes the procedures for retrieving the call log in the OfficeServ Operator.

Log Viewer Start

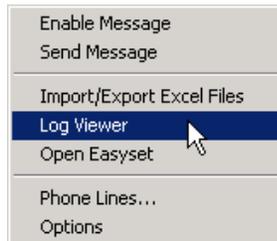
Select the **[View Logs]** menu from the **[Tools]** menu of the OfficeServ Operator, and execute the Log Viewer to retrieve the call log.

Log Viewer Menus

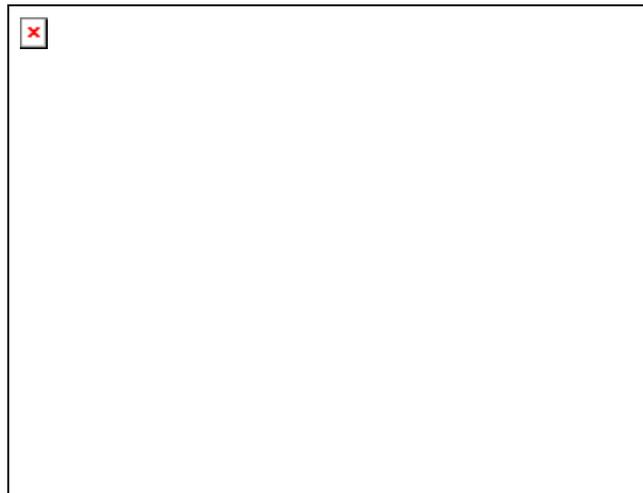
Examples of the logs that can be retrieved in the Log Viewer include statistical data, all calls, inbound/outbound calls, station/trunk calls, and call logs based on DID numbers/names/called parties/the numbers to which the calls are transferred.

Log Viewer Start

Select the [View Logs] from the [Tools] of the OfficeServ Operator, or select [Start]→[Programs]→[OfficeServ Operator]→[Log Viewer] from the Windows desktop to view the call log.



Once the Log Viewer is executed, the window below is displayed:



Log Viewer Menus

The OfficeServ Operator allows the user to store the logs of both incoming and outgoing calls in the database. The <Run> menu consists of submenus as shown below:

Category	Description
Statistics	Displays simple statistical data.
Total Log	Displays detailed information on all calls.
Inbound Calls Log	Displays detailed information on incoming calls.
Outbound Calls Log	Displays detailed information on outgoing calls.
Trunk Calls Log	Displays detailed information on trunk calls.
Station Calls Log	Displays detailed information on station calls.
DID Log	Displays detailed information on calls retrieved based on DID number/name.
CID Log	Displays detailed information on calls with specific called parties.
Transferred Destination Log	Displays detailed information on calls transferred to specific numbers.

Columns of each log window are described as follows:

Column	Description
Incoming/Outgoing	Incoming calls are displayed as '→'. Outgoing calls are displayed as '←'.
Name	Displays the names of the called parties.
Phone Number	Displays phone numbers.
Date	Displays call dates.
Time	Displays call duration on a second basis.
Status	Calling status is as follows: - Ringback : When making a call to a station, the called party does not answer the call. - Offering : When a call is connected to a station, the called party does not answer the call. - Connected : A call is connected. - Busy : The called station is busy.
DID Number	Displays DID numbers.
DID Name	Displays DID names.
Note	Displays notes.

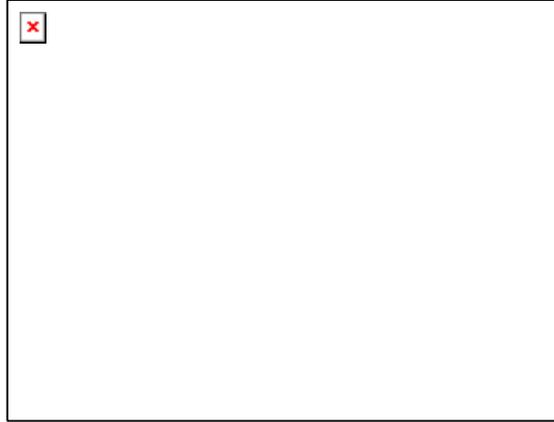
Typically, all logs are displayed in a descending order. When clicking a column header in a specific row of each log screen, the logs are sorted in an ascending or descending order.

Retrieving Logs

Retrieving Statistical Logs

Follow the steps below to retrieve statistical logs.

- 1 Select the [Statistics] menu from the [Run] to see the <Statistics> window.



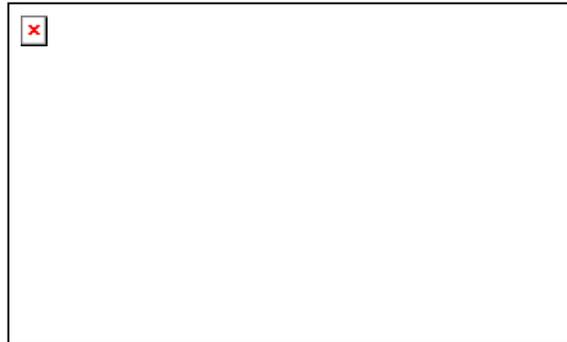
- 2 Enter the start time and end time for retrieving logs. Click [Run] to see the search results within the time period.



Retrieving All Logs

Follows the steps below to retrieve all logs.

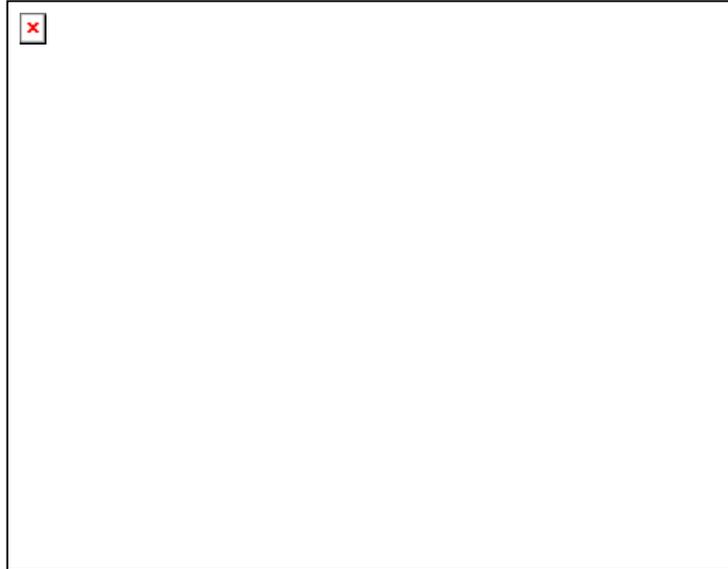
- 1 Select the [Total Log] menu from the [Run] to see the <Total Log> window.



- 2 Enter the start time and end time for retrieving logs. Click [Run] to see the search results within the time period.



- 3** Click the scroll button to see a specific calling list. Also, the user may view the list by maximizing the window. The window below shows the maximized <Total Log Viewer> window.



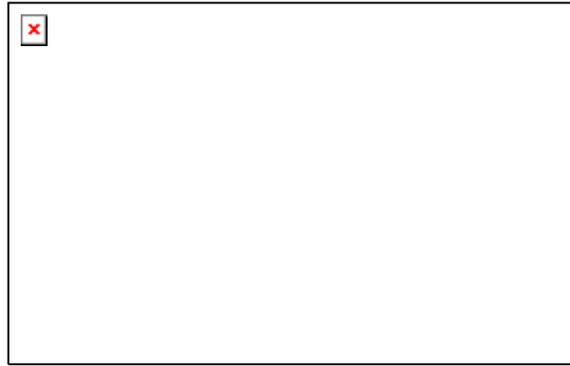
- 4** Sort out the calling list by column by clicking the headers of the list to retrieve the call log. The window below shows the example of sorting out the list by the phone number column.



Retrieving Inbound Calls Logs

Follow the steps below to retrieve inbound calls logs.

- 1 Select the [Inbound Calls Log] menu from the [Run] to see the <Inbound Calls Log> window.



- 2 Enter the start time and end time for retrieving logs. Click [Run] to see the search results within the time period.

Retrieving Outbound Calls Logs

Follow the steps below to retrieve outbound calls logs.

- 1 Select the [Outbound Calls Log] menu from the [Run] to see the <Outbound Calls Log> window.

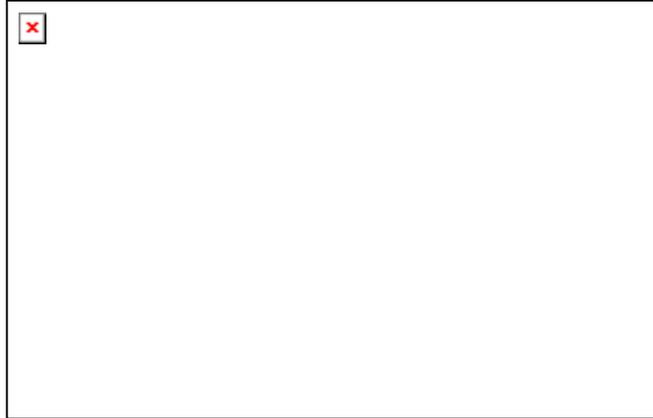


- 2 Enter the start time and end time for retrieving logs. Click [Run] to see the search results within the time period.

Retrieving Trunk Calls Logs

Follow the steps below to retrieve trunk calls logs:

- 1 Select the [Trunk Calls Log] menu from the [Run] to see the <Trunk Calls Log> window.

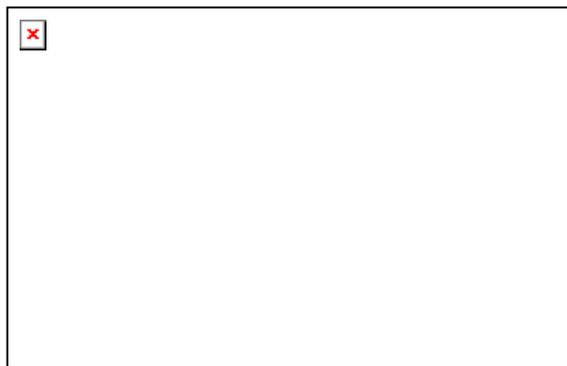


- 2 Enter the start time and end time for retrieving logs. Click [Run] to see the search results within the time period.

Retrieving Station Calls Logs

Follow the steps below to retrieve station calls logs.

- 1 Select the [Station Calls Log] menu from the [Run] to see the <Station Calls Log> window.



- 2 Enter the start time and end time for retrieving logs. Click [Run] to see the search results within the time period.

Retrieving DID Logs

Follow the steps to retrieve DID logs.

- 1 Select the [DID Log] menu from the [Run] to see the <DID Log> window.



- 2 Enter the start time and end time for retrieving logs and DID No./Name.
- 3 Click [Run] to see the log retrieval results for the DID No. or DID name within the time period.

Retrieving CID Logs

Follow the steps below to retrieve CID logs.

- 1 Select the [CID Log] menu from the [Run] to see the <CID Log> window.

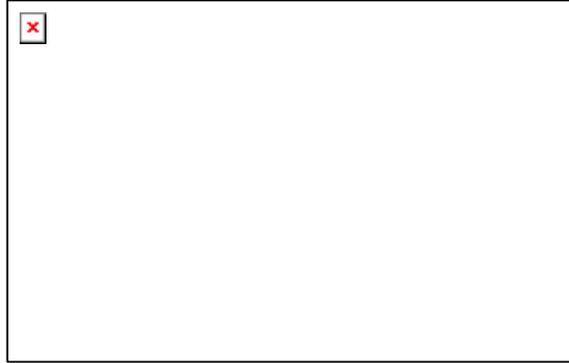


- 2 Enter the start time and end time for retrieving logs and DID No./Name.
- 3 Click [Run] to see the log retrieval results for the DID No. or DID name within the time period.

Retrieving Logs for Each Transfer Destination

Follow the steps below to retrieve logs for each transfer destination.

- 1 Select the <Transferred Destination Log> menu from the [Run] to see the <Transferred Destination Log> window.



- 2 Enter the start time and end time for retrieving logs and the transfer destination number to be retrieved.
- 3 Click [Run] to see the log retrieval results for the transfer destination number within the time period.



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ANNEX B. Importing/Exporting Excel Files

This Annex describes the procedures for importing the entered phone number data in an Excel file into the phone book of the OfficeServ Operator, or for exporting the phone book of the OfficeServ Operator to an Excel file.

Importing Excel Files

The OfficeServ Operator allows the user to import the phone number data in an Excel file format into a phone book of the OfficeServ Operator.

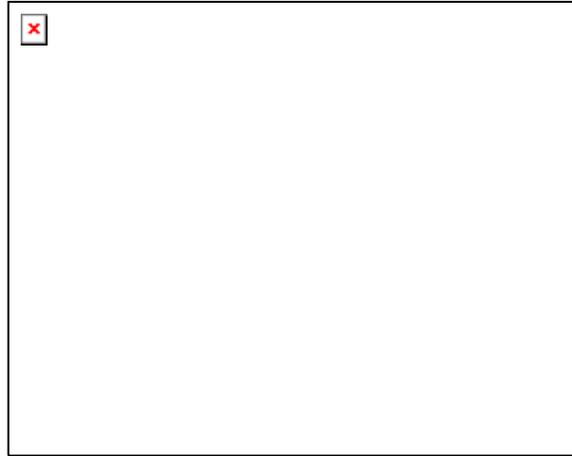
Exporting Excel Files

The OfficeServ Operator allows the user to export the phone book data of the OfficeServ Operator to an Excel file.

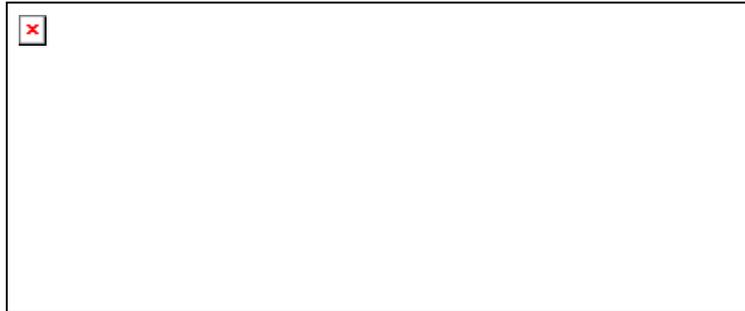
Importing Data in an Excel File Format Into a Phone Book

Follow the steps below to import data in an Excel file format into a phone book of the OfficeServ Operator.

- 1 Select the [Import/Export Excel Files] from the [Tools] in the main window of the OfficeServ Operator to see the <Excel Import/Export Wizard> window.



- 2 Select the Pbook.mdb file from phonebook files, and click the [Import] button. If the window below is displayed, click the [No] button if the imported telephone numbers do not follow the format below to correct the Excel file: If the imported telephone numbers follow the format, click [Yes].



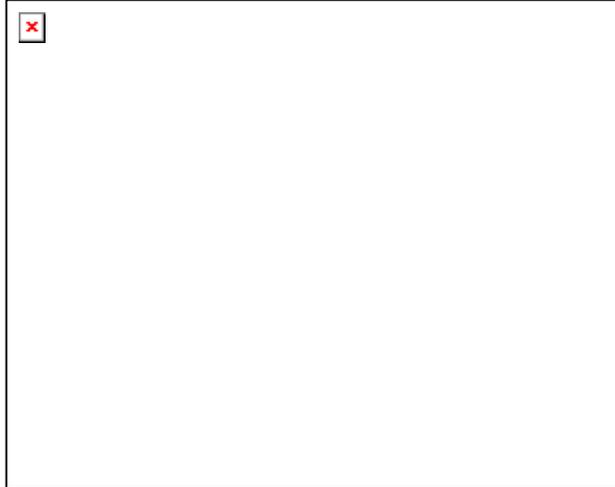
- 3** In the window below, click the [Index] button to select the Excel file to import.
Click the [Next>] button.



- 4** Select the worksheet to import from the window below, and click the [Next>] button. When selecting a worksheet, some data of the worksheet are displayed.



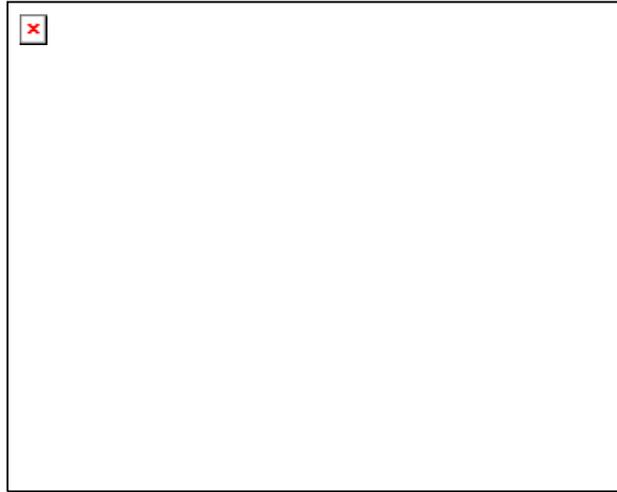
- 5** Select the range of the Excel Sheet to import, and click the [Next>] button. If the whole worksheet is required to import, select [Whole]. If the partial worksheet is required to import, select [Partial]. Then, set the range. The window below shows the range of a selected worksheet ranging from the 1st line of the A column to the 10th line of the K column.



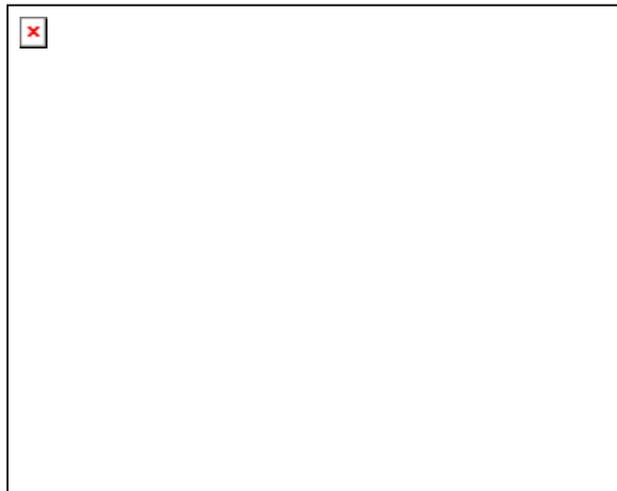
- 6** In the window below, select a column of the phone book to import. Select an item in the Phonebook Field and in the Excel Column, and click the [↔] button. Check the selected items in the list at the center of the dialog box. Either [Name] or [Company] must be selected. After selecting items to import, click the [Next>] button.



- 7** In the window below, select the phone book table where the imported data will be stored, and click the [Next>] button. When the user wants to store the data in a new table, check the New Table, and enter the name of the new table. When the user wants to store the data in the existing table, check the Existing Table, and select one from the list.



- 8** When the dialog box below prompts the user to confirm the selection, click the [Finish] button.



- 9 Once the import of the Excel data is successfully completed, the message below is displayed:



Exporting Phone Book Data to an Excel File

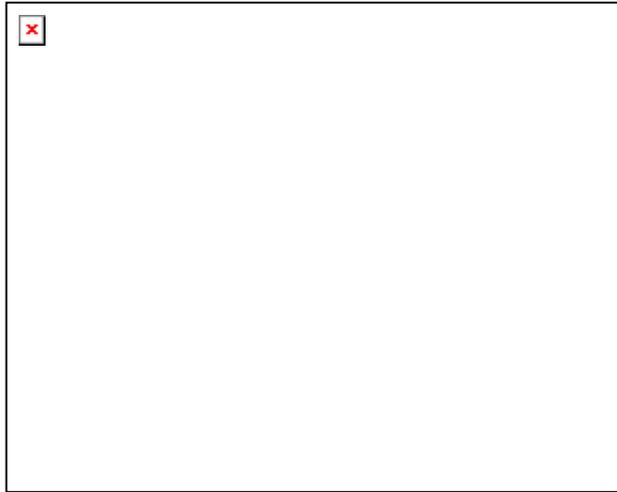
Follow the steps below to export phone book data to an Excel file.

- 1** Select the [Import/Export Excel Files] from the [Tools] in the main window of the OfficeServ Operator to see the [Excel Import/Export Wizard] window.

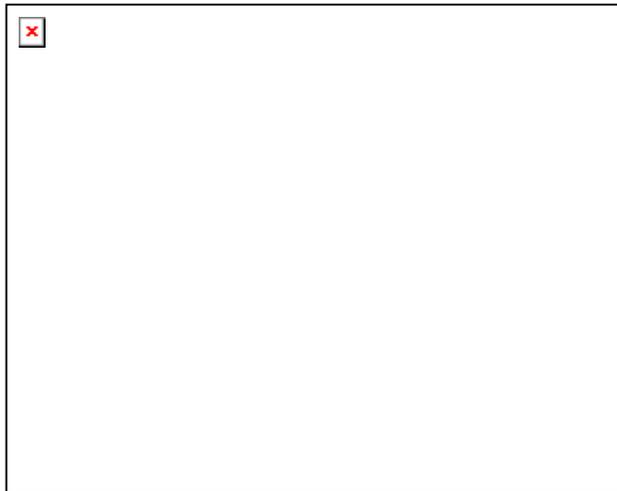


- 2** Select the PBook.mdb from the phone book files, and click the [Import] button.

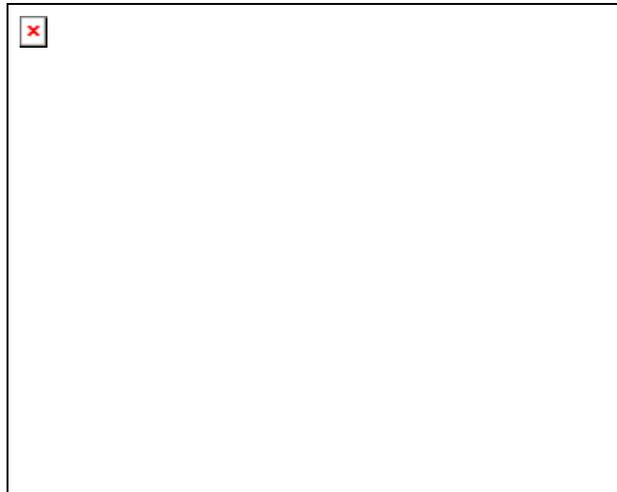
- 3 Select the table name to export, and click the [Next>] button. If the user wants to export all the tables, select all tables.



- 4 Select an Excel file where the selected phone book will be stored. When the user wants to create an Excel file, click the [New] button. When the user wants to store the phone book into the existing Excel file, click the [Browse] button. Select the selected phonebook table, and click the [Next>] button.



- 5** When the dialog box below prompts the user to confirm the selection, click the [Finish] button.



- 6** Once the import of the Excel data is successfully completed, the message below is displayed:





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ABBREVIATION

B

BLF Busy Lamp Field

C

CBK Call Back
CD Compact Disk
CID Caller Identification
CLIP Calling Line Identification Presentation
CPU Central Processor Unit
CRL Clear(Ring Plan)
CTI Computer Telephony Interface

D

DB Database
DID Direct Inward Dialing
DND Do Not Disturb
DS Direct Station
DT Direct Trunk

M

MMC Man Machine Command
MSG Message

O

ODBC Open Database Connectivity

Abbreviation

R

REC	Record
RP	Ring Plan

V

VM	Voice Mail
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OfficeServ Operator
User Guide

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