2600-00DLJXGAN Ver. 2.0

Samsung Communicator

User Guide

SAMSUNG ELECTRONICS

2600-00DLJXGAN Ver. 2.0

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This guide should be read and used as a guideline for properly installing and operating the product.

All reasonable care has been made to ensure that this document is accurate. If you have any comments on this manual, please contact our documentation centre at the following address:

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INTRODUCTION

Purpose

This guide provides an overview of the Samsung Communicator and describes how to install and use it.

Document Content and Organization

This guide is consist of 8 Chapters, 2 Annexes, and Abbreviations.

CHAPTER 1. Overview and Installation

Introduces Samsung Communicator and describes how to install it.

CHAPTER 2. What the User Needs to Know in Advance

Describes items that are helpful to know in advance, before using the Samsung Communicator.

CHAPTER 3. Dialing/Answering Calls

Describes how to make and answer a phone call on the Samsung communicator.

CHAPTER 4. Convenient Functions

Describes convenient functions of the Samsung Communicator.

CHAPTER 5. Menus

Describes how to use the main menus of the Samsung Communicator.

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CHAPTER 6. Supplementary Functions

Describes how to use the supplementary functions of the Samsung Communicator.

CHAPTER 7. Desk Phone Mode Functions

Describes desk phone mode functions of the Samsung Communicator.

CHAPTER 8. Troubleshooting

Describes how to troubleshoot problems when using Samsung Communicator.

ANNEX A. Additional Informations

Describes additional configuration information for the Samsung Communicator.

ANNEX B. Q & A

Q & A information for the Samsung Communicator.

ABBREVIATION

Abbreviations frequently used in this document are described.

Conventions

The following types of paragraphs contain special information that must be carefully read and thoroughly understood. Such information may or may not be enclosed in a rectangular box, separating it from the main text, but is always preceded by an icon and/or a bold title.

CHECKPOINT

Provides the operator with checkpoints for stable system operation.

NOTE

Indicates additional information as a reference.

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Console Screen Output

- The lined box with '`Courier New`' font will be used to distinguish between the main content and console output screen text.
- '**`Bold Courier New`**' font will indicate the value entered by the operator on the console screen.

Revision History

VERSION	DATE OF ISSUE	REMARKS
2.0	01. 2013.	- Updated ・CHAPTER 2. What the User Needs to Know in Advance ・CHAPTER 5. Menus ・CHAPTER 6. Supplementary Functions - Deleted ・CHAPTER 7. Messenger-Only Mode
1.0	12. 2011.	First version

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TABLE OF CONTENTS

INTRODUCTION 3

Purpose ... 3
Document Content and Organization ... 3
Conventions ... 4
Console Screen Output ... 5
Reference ... 오류! 책갈피가 정의되어 있지 않습니다.
Relevance ... 오류! 책갈피가 정의되어 있지 않습니다.
Related Document ... 오류! 책갈피가 정의되어 있지 않습니다.
Revision History ... 5

CHAPTER 1. Overview and Installation 13

Major Functions ... 13

Installing ... 15

Preparations before Installation ... 15
Installing ... 18
Setting Up the Initial Configuration ... 22

CHAPTER 2. What the User Needs to Know in Advance 27

About Extension and Trunk Lines ... 27

Samsung Communicator Phone Modes ... 29

Major Screens ... 30

Side Bar ... 30
Main Screen ... 31
The Three Forms of Main Screen ... 36
Video Screen ... 37
Program Keys Screen ... 38
Soft Menu Screen ... 40

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Windows System Tray Icon Menu **41**

Configuration **43**

Option 43
Phone 46
System Service 47
Call Forward/DND 48
Login Info 50
Audio 52
Video 53
Etc. 54
Dialing Rule 55
Hot Key 56
DDE 57

CHAPTER 3. Dialing/Answering Calls **59**

Dialing Methods **59**

Answering Methods **61**

CHAPTER 4. Convenient Functions **63**

Functions Available During Calls **63**

Call Hold 63
Call Transfer 64

Video Calls **65**

PIP Function 65
Block Video Function 66

Microsoft Outlook Add-in Functions **67**

Microsoft Outlook Add-in Screen 67
Dialing in Microsoft Outlook 67
Ending Calls in Microsoft Outlook 68
Transferring Calls in Microsoft Outlook 68
Outlook CID Pop-up 69
Outlook Mask 70

Drag & Drop Call/Message Functions **74**

Drag & Drop Call Function 74
Drag & Drop Message Function 75

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CHAPTER 5. Menus 77

Incoming CID Pop-up 77

Message 78

Viewing Recordings 79

Sending Phone Content 80

Wallpaper 81
Converting an Image 83
Phonebook Image 85
Screensaver 85
Ringtone Management 86

Schedule 87

Adding a Schedule 89
Viewing a Schedule 90
Modifying a Schedule 91
Deleting a Schedule 91
Data Synchronization 92

DDE 94

Connecting to DDE 94
Disconnecting DDE 96

CHAPTER 6. Supplementary Functions 97

Phonebook 97

Adding a Contact 98
Modifying a Contact 99
Deleting a Contact 100
Adding a Contact Group 101
Deleting a Contact Group 102
Dialing from a Phonebook 103
Finding a Contact 105
Phonebook Pop-up Menu 106
Synchronizing Contacts 107

Send Logs 124

Send Logs Pop-up Menu 124
Searching Send Logs 125
Sending Messages 126

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Printing 127
Refreshing 127
Draft Phrases 128
Pop-up Menu for Outgoing Calls History 130
Pop-up Menu for Outgoing SMS Messages 131
Pop-up Menu for Outgoing Extension Messages History 132
Saving Numbers from Send Logs 133
Deleting Numbers from Send Logs 134

Receive Logs 135

Receive Logs Pop-Up Menu 135
Searching Receive Logs 136
Sending Messages 137
Printing 138
Refreshing 138
Draft Phrases 139
Pop-Up Menu for Incoming Calls History 141
Pop-Up Menu for Incoming SMS Messages 142
Pop-Up Menu for Incoming Extension Messages History 143
Saving Numbers from Receive Logs 144
Deleting Numbers from Receive Logs 145

Voice Mail 146

Voice Mail Pop-Up Menu 147
Inbox 148
Sent 153
Sending New Voice Mails 155
Configuration 157

CHAPTER 7. Desk Phone Mode Functions 165

Dispatch Conference 165

Major Functions 168

CHAPTER 8. Troubleshooting 173

Logging in to Samsung Communicator 173

Troubleshooting during Operation 174

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ANNEX A. Additional Informations 175

Speaker and Microphone Settings (PC Configuration) 175

Speaker Settings 175

Microphone Settings 179

Firewall Configuration (PC/Security Solution Configuration) 182

About Firewall 182

Windows Firewall Settings 183

AhnLab V3 Internet Security 8.0 Personal Firewall Settings 185

Phone and Modem Settings 192

Administrator Privilege Settings 193

ANNEX B. Q & A 195

ABBREVIATION 199

C ~ S 199

T ~ U 200

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CHAPTER 1. Overview and Installation

Major Functions

Hot Key

You can save frequently used phone numbers as speed dial numbers, allowing you to make a call just by entering the speed dial number.

Call Pickup

Answer incoming calls for other subscribers by having the calls forwarded to your phone.

Auto Redial

When the number you are calling is busy, use the Auto Redial Call Back and Call Waiting functions to reach the number when it is free.

Call Hold

If you must interrupt a call, you can put the call on hold or transfer it to another person using the Call Hold or Call Forwarding function.

Conference

The Samsung Communicator allows you to hold multiparty conference calls.

Call Forwarding

When you are unavailable to answer incoming calls, you can forward calls to another extension.

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Do Not Disturb

If you cannot answer calls, use this function to reject all incoming calls.

Broadcast

When you need to make an announcement to multiple people, broadcast it to Samsung Communicator (or IP phone) users and external users all at once.

Caller Identification Display (CID)

When a call is received, the phone number and name of its caller are displayed on the main screen so that you can know who has sent it.

Video Call

Provides the Inter-station Video Call function when the Call mode of the phone is set to Video.

Viewing Recordings

Allows you to view the list of video call recordings and play them.
This function is not supported when the user environment of the Samsung Communicator is set to Desk Phone mode.

NOTE

Samsung Communicator User Manual Version

This Samsung Communicator User Manual is written based on the products working with SCME and operating in Professional mode.

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Installing

Preparations before Installation

The following items should be checked before installing the Samsung Communicator.

System Requirements

Before installing the Samsung Communicator on your PC, make sure your PC meets the following system requirements.

Category	Specification
Operating System	- Windows XP Professional SP2 or later - Windows7 Professional - Windows 2008 Series (Professional, Server, Advanced Server)
Processor (CPU)	Dual Core 2 GHz or higher
Memory	- 2 GB or higher (when using Audio mode only) - 3 GB or higher (when using Video mode)
HDD	500 MB or more free disk space
Network interface card	10/100 BASE-T
Sound card	A full-duplex sound card
Graphic card	128 MB or more graphic memory (when using video mode)
Video camera	A video camera for the PC (when using Camera mode)
Others	A headset (or a microphone and speaker)

Installing the Webcam Driver

To make a video call using the Samsung Communicator Video Call function while you are talking, a camera driver must be installed into your operating system. If you install the camera driver while the Samsung Communicator is running, an error occurs. Install a camera driver after exiting the Samsung Communicator. Make sure to use it after checking whether it operates normally.

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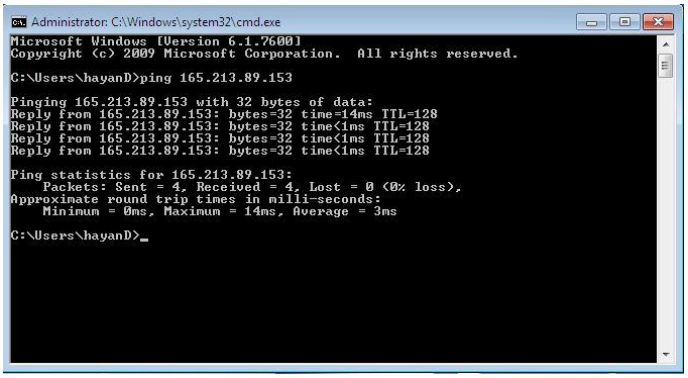
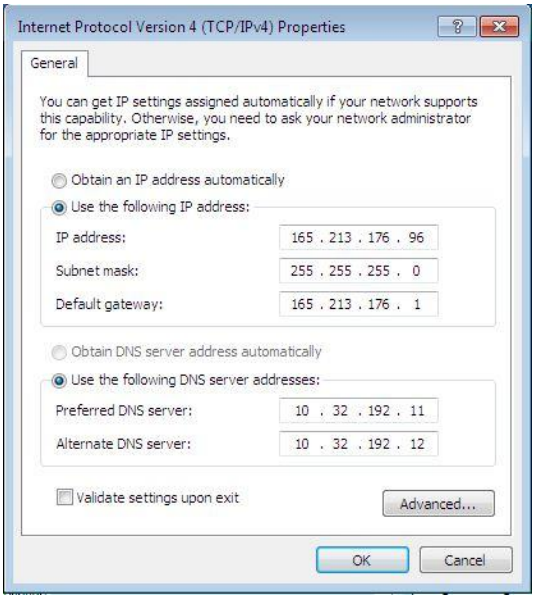
Checking Whether the UC Phone Is Running Normally

In Windows XP SP2 or later, network functions may be restricted by firewall settings or an antivirus program. Before installing the Samsung Communicator, click Start > Run, run cmd.exe, then execute 'ping <phone's IP address>' to check whether the UC phone is running and the network connection is normal.



Checking Whether the LAN Cards Are Running Normally

If two or more LAN cards (hereafter, NIC) are installed, the NIC with the same gateway as the UC phone must be set as the default NIC for network connections to be processed normally. If the Phone IP Address Setting function of the Samsung Communicator configuration functions is not working properly, check the TCP/IP properties.



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Checkpoint

After installing the Samsung Communicator program, you need the MCP IP address of the SCME system server to connect the Samsung Communicator to the SCME system and the station ID and password to run the Samsung Communicator. You also need the IP address of the SSO server and the SSO login ID and the password.

NOTE

Checking Samsung Communicator Login Types

The Samsung Communicator supports three phone configurations.
- Soft phone/UC phone/Desk phone Mode

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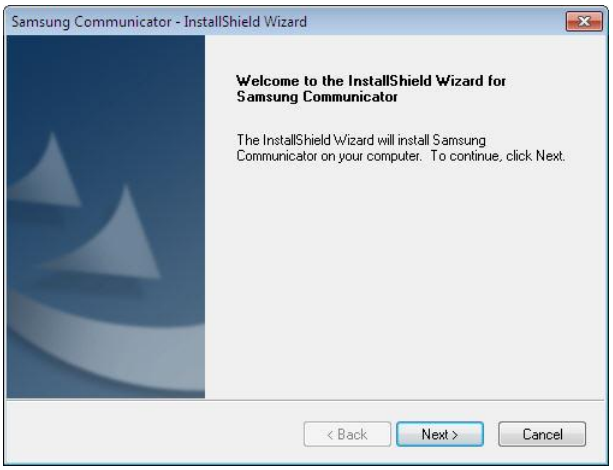
Installing

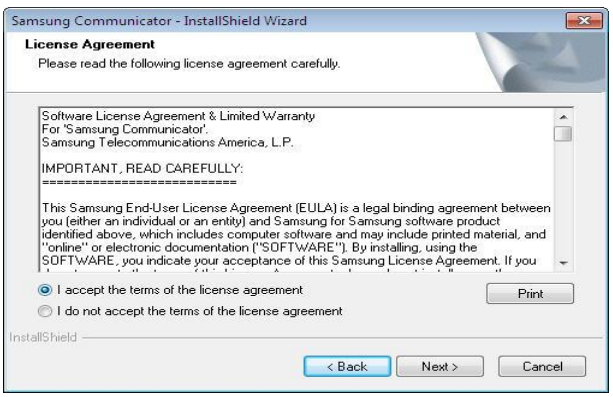
Check the requirements before installing the Samsung Communicator program, then follow the installation procedure.

1. Double-click the Samsung Communicator_{version}.exe file to run the InstallShield Wizard.

2. When the InstallShield Wizard appears, click **[Next>]** button to proceed. To cancel the installation, click the **[Cancel]** button.



3. After the setup start-up screen, the Samsung Communicator License Agreement appears.



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4. After accepting the terms of the license agreement, click the **[Next>]** button to start installing the program. To cancel the installation, click the **[Cancel]** button.

5. Select the language to use. Select English, then click the **[Next>]** button. Click the **[Cancel]** button to cancel the installation.

6. Select the phone type supported by the Samsung Communicator. Select the type of phones supported, then click the **[Next>]** button. Click the **[Cancel]** button to cancel the installation.

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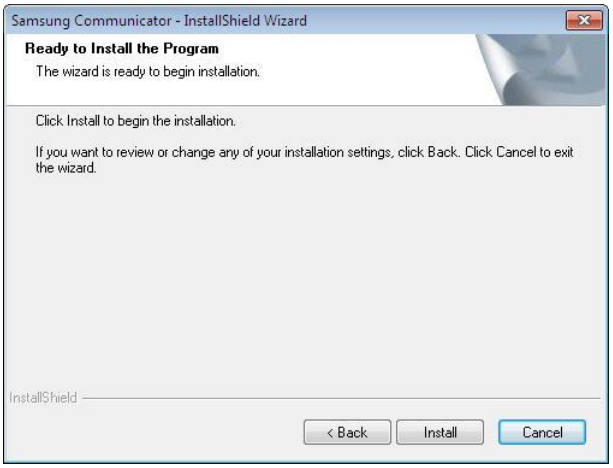
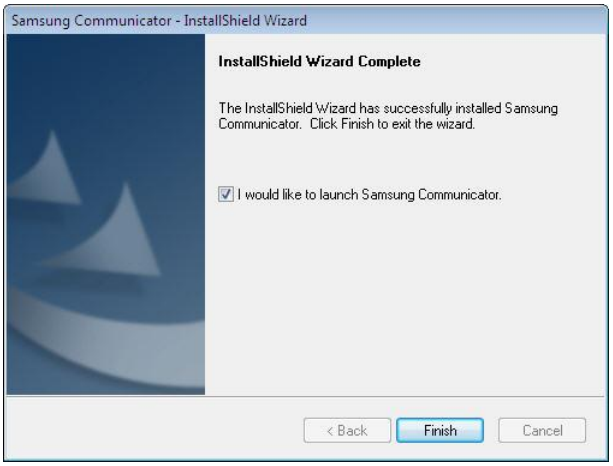
7. Click the **[Install]** button to start the installation.



8. You see the following screen if the program is installed successfully.



Click the **[Finish]** button to complete the Samsung Communicator installation.

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Samsung Communicator Installation Folder

The default path of the installed program is as follows.

- 32 bit OS: C:Program Files\Samsung Electronics\Samsung Communicator
- 64 bit OS: C:Program Files (x86)\Samsung Electronics\Samsung Communicator

Samsung Communicator Shortcut Icon

If the Samsung Communicator is successfully installed, the Samsung Communicator shortcut icon is created on the Windows desktop.

Setting Phone and Modem

The program may not function properly when making external calls from Outlook if no phone or modem is set up. At least one phone and one modem must be set up. (Refer to ‘Phone and Modem Settings’ in the Annex. Additional Information.)

Administrator Privilege Settings

You must run the Setup Wizard with administrator privileges to use dial rules properly. (Refer to ‘Administrator Privilege Settings’ in Annex A. Additional Information.)

Firewall Configuration

You must register its executable files to the firewall to use the Samsung Communicator properly. (Refer to ‘Windows Firewall Settings’ in Annex A. Additional Information.)

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Setting Up the Initial Configuration

This section describes how to configure the login information when you use the Samsung Communicator for the first time after installation.

1. Double-click the Samsung Communicator shortcut icon on the Windows desktop, which was created when you installed the Samsung Communicator program, or click **[Start]** → **[Programs]** → **[Samsung Electronics]** → **[Samsung Communicator]** → **[Samsung Communicator]**.

2. When you run the Samsung Communicator for the first time after installation, the Login Information Message dialog, which allows you to configure login information, is displayed.

CHECK

Setting Up the Initial Configuration of the Samsung Communicator

- When you run the Samsung Communicator for the first time after installation, you must first configure the login information to use the various functions provided by the Samsung Communicator.
- To configure the login information, select **[Configuration]** → **[Connection]** in the Samsung Communicator start-up dialog.

If you have clicked the **[Cancel]** button on the Login Information Setup screen, right-click the Samsung Communicator icon in the Windows taskbar, then click the **[Configuration]** menu in the pop-up menu.

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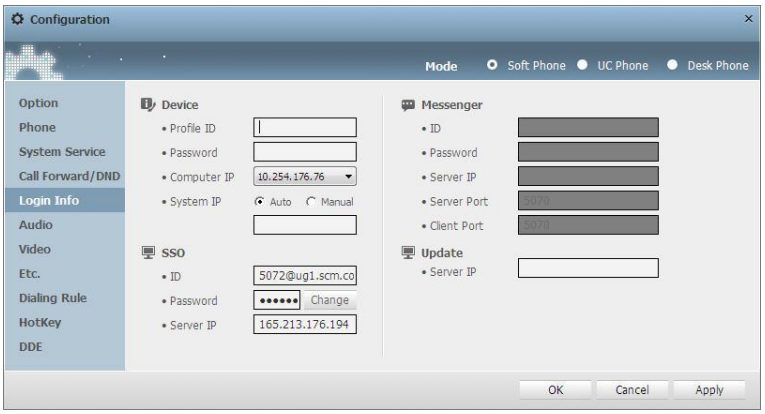
3. Select the **[Connection]** tab in the Samsung Communicator Configuration screen.

<SoftPhone Mode>



<UCPhone Mode>

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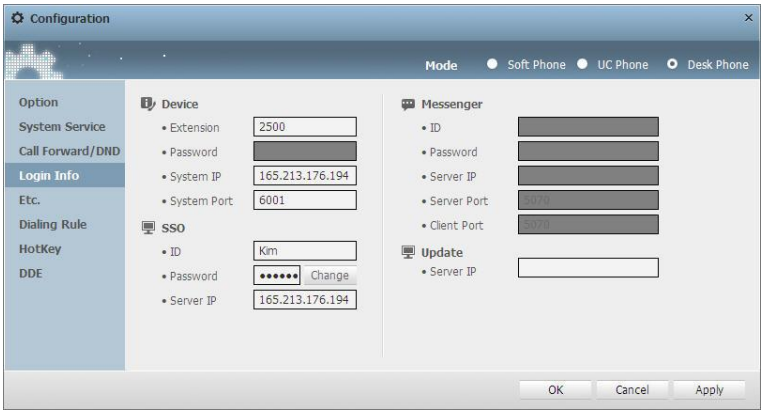
<Desk Phone Mode>



4. Configure the login information of the Samsung Communicator.

Select Soft Phone, UC Phone or Desk Phone in Mode.

- Configure the phone information. (Enter the required information such as profile ID, password, user IP address, and system IP address, etc. If Auto is selected, no system IP address is required.)
- Configure the SSO information. (Enter the ID, password, and server IP address.)

NOTE

Configuring the Samsung Communicator Login Information

You must enter the correct Samsung Communicator login information to run the Samsung Communicator properly.
If you do not know the login information, contact your SCME system administrator.

- SSO ID/Password: This login information is required to log in to the Samsung Communicator system. Once logged in to the system, you can use phone, messenger, voice mail, and other features.
- Phone IP: This is the IP address configured for the UCPhone. The phone IP address is required for logging in to the Samsung Communicator from a UCPhone.

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NOTE

Required Login Information for the SSO

<Soft Phone>

ID, password, and server IP address currently set in SSO

System IP must be set to Auto in Device to login to the SSO successfully. (When System IP is set to Manual, you must enter the system IP address to login to the SSO successfully.)

<UC Phone>

ID, password, and server IP address currently set in SSO

You must enter the profile ID, password, computer IP address, and phone IP address in Device to login to the SSO successfully.

<Desk Phone>

ID, password, and server IP address currently set in SSO

You must enter the extension, password, system IP address, and system port in Device to login to the SSO successfully. In this case, the default system port number is '6001'.

5. Click the **[OK]** button.

6. Log in to the Samsung Communicator.

NOTE

Applying the Samsung Communicator Login Information

You must restart your Samsung Communicator to apply the login information you configured.

Samsung Communicator License Check

Every time you log in to the Samsung Communicator, the SCME system checks the Samsung Communicator license. If a license error occurs, you cannot log in to your Samsung Communicator. In this case, contact your SCME system administrator.

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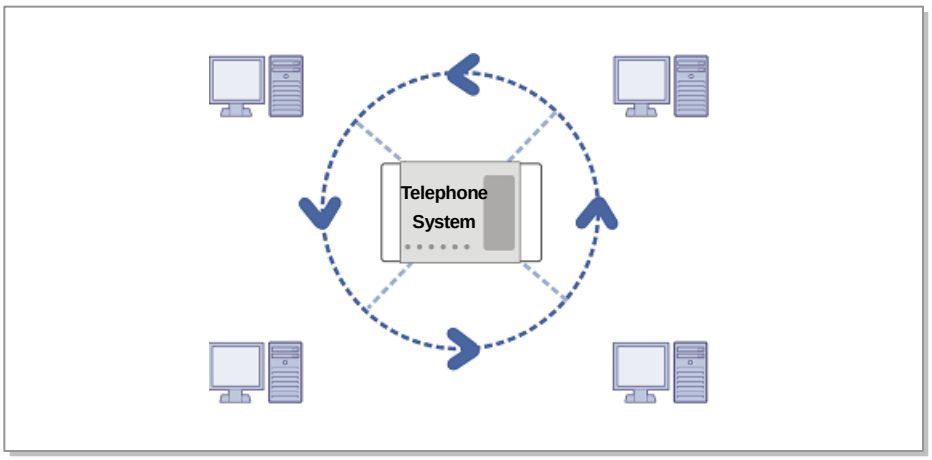
CHAPTER 2. What the User Needs to Know in Advance

About Extension and Trunk Lines

Extension

An extension line is the telephone line through which a Samsung Communicator user connected to the internal telephony system of the office can make a call to or receive a call from another internal Samsung Communicator (or IP phone) user connected to the same system.



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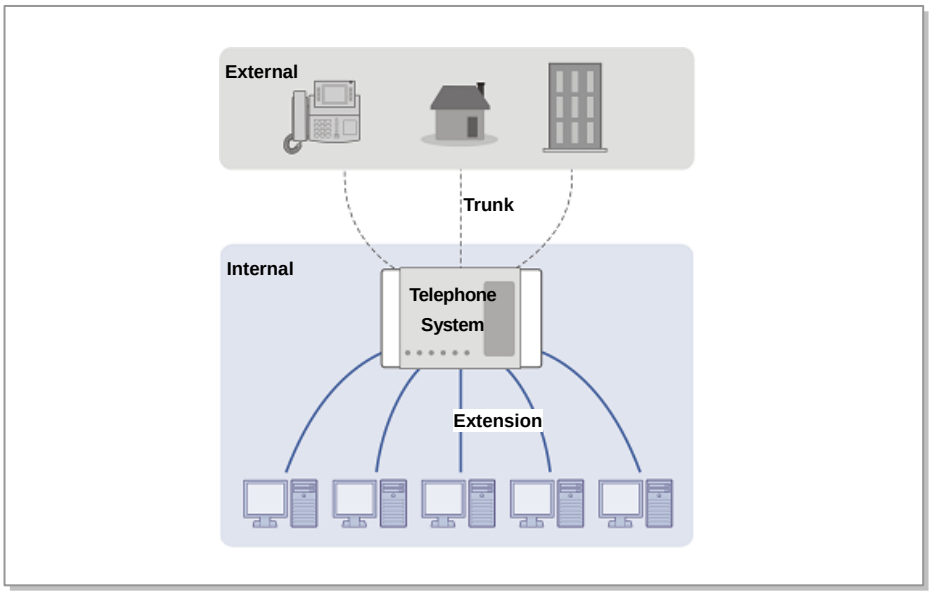
Trunk

A trunk line is the telephone line through which a Samsung Communicator (or IP phone) user connected to the PBX system installed in the office can make a call to or receive a call from a person outside the office (e.g. a home phone).



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Samsung Communicator Phone Modes

Softphone Mode

Softphone mode, also called PC Phone mode, provides Samsung softphone functions.

UC Phone Mode

In this mode, the Samsung Communicator interoperates directly with a phone, such as the SMT-i5243. In this mode, you cannot only use the Video Call function and record while talking, which the SMT-i5243 alone does not support, but you can also use the SMT-i5243 content registration and viewing functions, which require interoperation between the Samsung Communicator and your phone.
(This description is based on the SMT-i5243. For information on supported phone models, contact your vendor.)

Desk Phone Mode

In Desk Phone mode, the Samsung Communicator controls the call of your phone in interoperation with the PBX via CSTA I/F.

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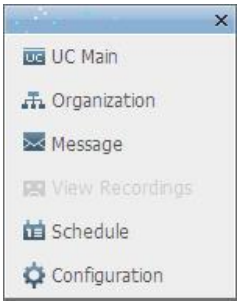
Major Screens

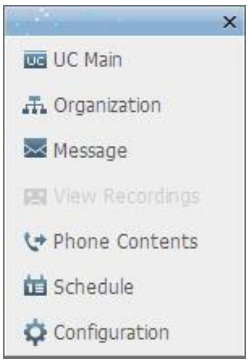
Side Bar

The Samsung Communicator side bar is displayed at the right of the PC's screen when login to the Samsung Communicator system is successful. Hover the mouse pointer over the side bar. Each menu expands as you move the pointer.

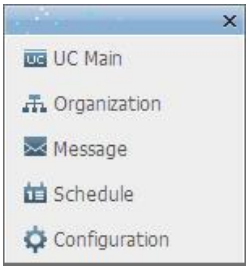
- Side bar in Softphone mode



- Side bar in UC Phone mode



- Side bar in Desk Phone mode



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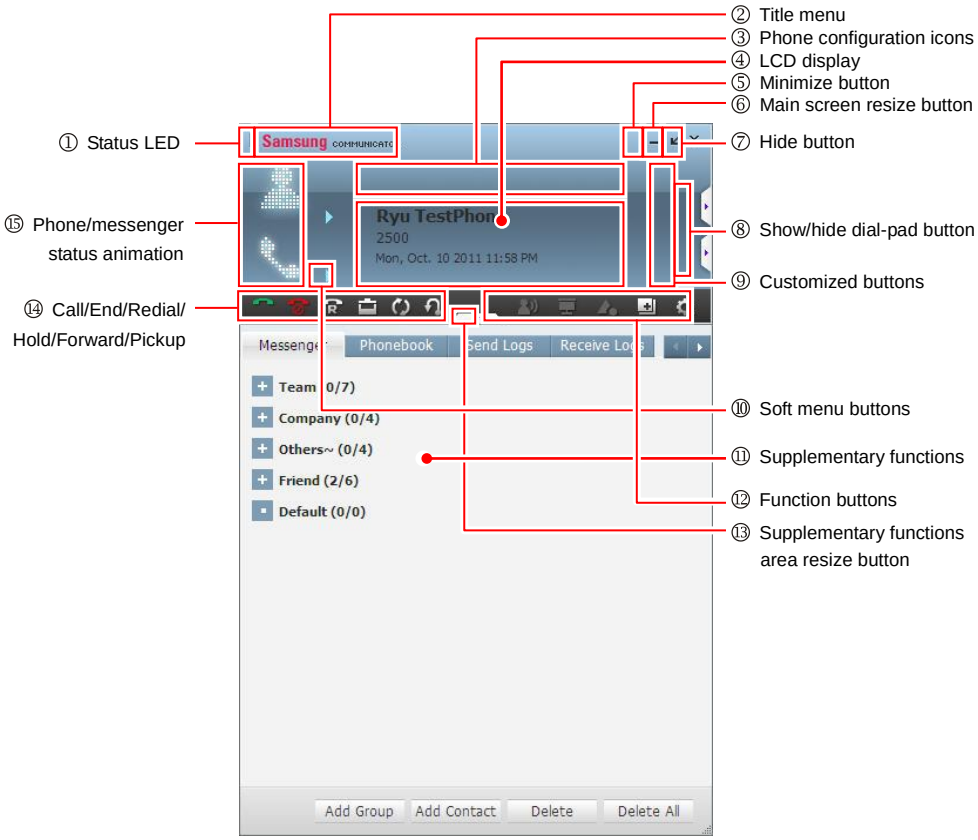
Main Screen



Parts Description

① **Status LED**

Displays the current status of the Samsung Communicator (busy, station ringing, etc.) using different LED colors.

LED Status	Description
Turned on	When busy
Blinking	When an extension rings
	When a station line rings
	When a call received rings again

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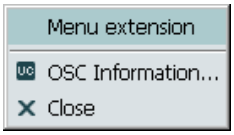
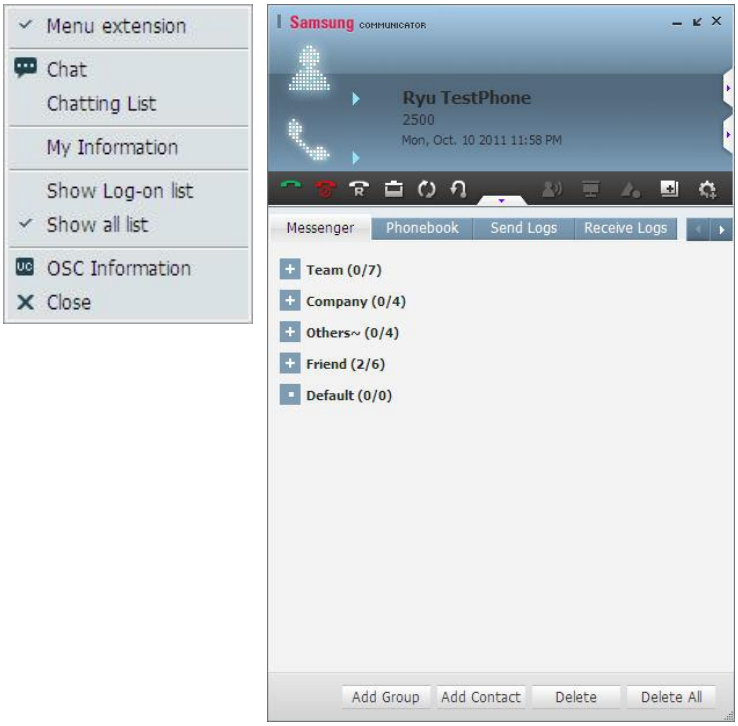
② **Title menu**

Right-click the title menu to open the Title menu.



Select **[Menu extension]** to expand the main screen to the Soft Menu area, or select Supplementary Functions to expand the main screen to the Supplementary Functions area.

Screen After Selecting Menu Extension



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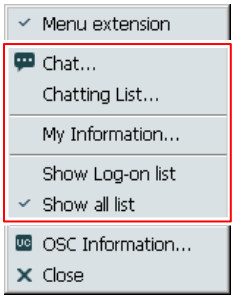
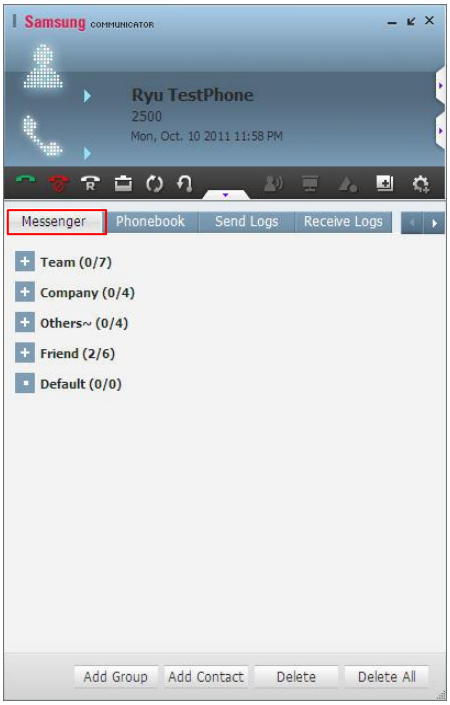
Screen After Selecting Supplementary Functions Only



Additional menu items are available in the Supplementary Functions area depending on the selected tab.



③ **Phone configuration icons**

Displays the icons indicating how the terminal functions are currently configured.

Icon	Description
	Auto Answer state or Broadcasting Answer state in the Answer mode
	There is at least one station message.
	There is a new voice mail (in Softphone/UC Phone mode)
	Mute state
	Calling is locked.
	Both calling and receiving are locked.
	There is at least one unread SMS message.
	The absence message function is enabled.
	Video mode state

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(Continued)

Icon	Description
	Video mode state but the video clips are blocked.
	The DND function is enabled.
	The call forwarding function is enabled.
	There is an unread note.

④ **LCD display**
The LCD display shows the call processing status and the various messages.

⑤ **Minimize button**
Minimizes the Samsung Communicator window.

⑥ **Main screen resize button**
Reduces the size of the Samsung Communicator main screen.

⑦ **Hide button**
Hides the Samsung Communicator window and displays an icon in the Windows system tray.

⑧ **Show/Hide dial-pad button**
Shows or hides the Dialpad screen of the Samsung Communicator.

⑨ **Customized buttons**
You can customize menu items in Samsung Communicator **Configuration → Etc.**

- **[Organizations]** ( ): Allows access to the Organizations menu.
- **[Schedule]** ( ): Allows access to the Schedule menu.
- **[View Recordings]** ( ): Allows access to the View Recordings menu.
- **[Send Phone Content]** ( ): Allows access to the Send Phone Content menu (available only in UC Phone mode).

⑩ **Soft menu buttons**
Shows list of menu items for phone functions.

⑪ **Supplementary functions**
Shows buddy list, phonebook, outgoing history, and incoming history in tabs.

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⑫ **Function buttons**

- **[Video Screen]** ( ): Allows a video call to be made.
- **[Conference]** ( ): Allows access to the Open Voice Conference function.
- **[Option Menu]** ( ): Allows the Option menu to be used during a call.
- **[Program Key]** ( ): Displays the Program Keys screen.
- **[Tab Menu]** ( ): When the Show Supplementary Functions Area option is selected, the menu for the function selected in the Supplementary Functions area is displayed.

⑬ **Supplementary Functions Area Resize button**
Use this to resize the Supplementary Functions area.

⑭ **[Call]/[End]/[Redial]/[Hold]/[Forward]/[Pickup] buttons**

- **[Call]** ( ): Allows a call to be made or received.
- **[End]** ( ): Allows a call to end.
- **[Redial]** ( ): Allows a call to be repeated, calling the most recently dialed number.
- **[Hold]** ( ): Allows the user to hold a call or release another held call during one call.
- **[Forward]** ( ): Allows a call to be forwarded to other person during a call.
- **[Pickup]** ( ): Allows a call which is ringing on other person's phone to be answered.

⑮ **Phone/Messenger status animation**
Displays the phone and messenger status with animated icons.
The phone status animation shows the soft menu items in Softphone mode.
The messenger status animation shows the menu for changing the user status.

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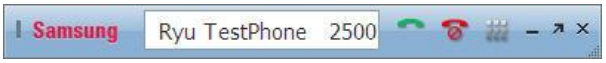
The Three Forms of Main Screen

The Samsung Communicator provides the main screen in three different sizes.
To shrink the size of the currently displayed main screen, click the button at the upper right of the main screen. To enlarge the reduced screen, click the button at the upper right of the main screen.
The pictures below show examples of the three forms of the main screen.

Main screen default size (maximum size)

Main screen reduced in size by one step



Main screen reduced in size by two steps (minimum size)

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Video Screen

The Video screen refers to the window displayed during a video call.

The Video screen is displayed when you click the button during a video call or automatically when you make or receive a video call. To close the Video screen, click the button located at the upper right.

NOTE

Video Call

To use the Video Call function, the Call mode must be set to **[Video Mode]**. For more information on Call mode, refer to the Video Settings section of the Configuring the Samsung Communicator Options section.

NOTE

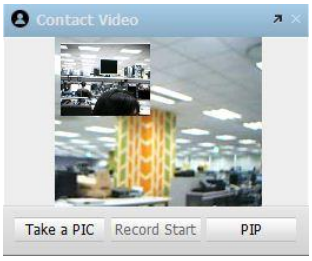
Sending Video Screen Images

To send video screen images to the opposite party successfully in UC Phone mode, the connected phone must support video calls. (e.g. SMT-i5243 phone)

NOTE

Picture In Picture (PIP)

The PIP screen refers to a small screen displayed on top of the Video screen during a video call. The large screen displayed during a call shows the scenes being received from the opposite party. The small screen, displayed on top of the large screen, shows the scenes being sent to the opposite party.



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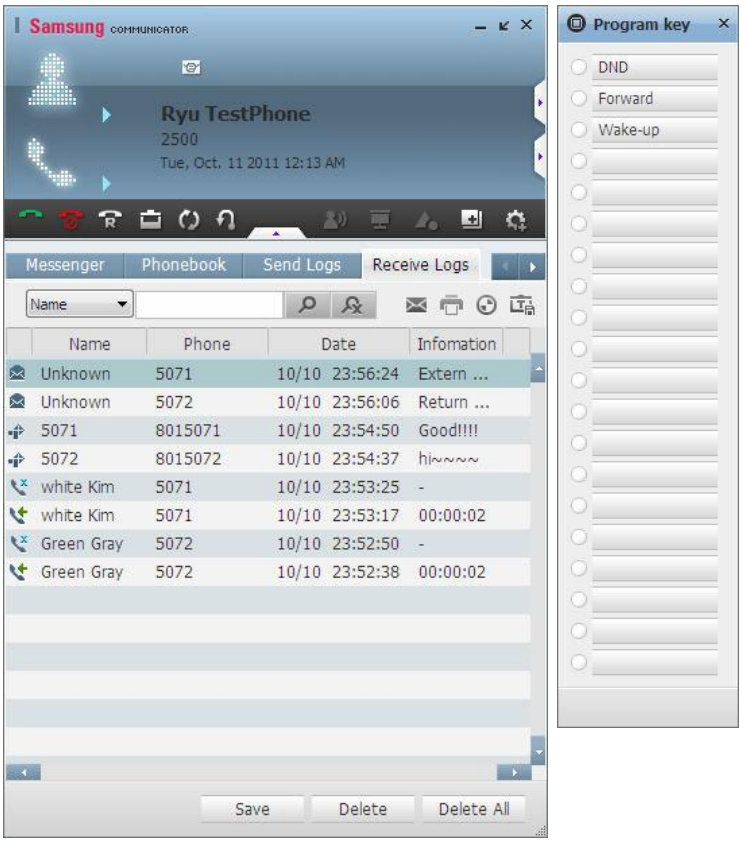
Program Keys Screen

The Program Keys screen displays various functions provided by the SCME system as shortcut buttons. A function can be run by clicking the corresponding button. However, this function is not supported in Desk Phone mode.

To show the Program Keys screen in standby or during a call, click the button.

To close the Program Keys screen, click the button located at the upper side.



NOTE

Items Displayed in the Program Keys Screen

The items displayed in the Program Keys screen differ depending on the functions enabled in the SCME system.

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Using Program Keys Screen

Click function buttons on the Program Keys screen to quickly access various functions.

1. Click the button when on hold or busy to view the Program Keys screen.

2. On the Program Keys screen, click the button for a desired function.

Restriction on the Program Keys Screen Function

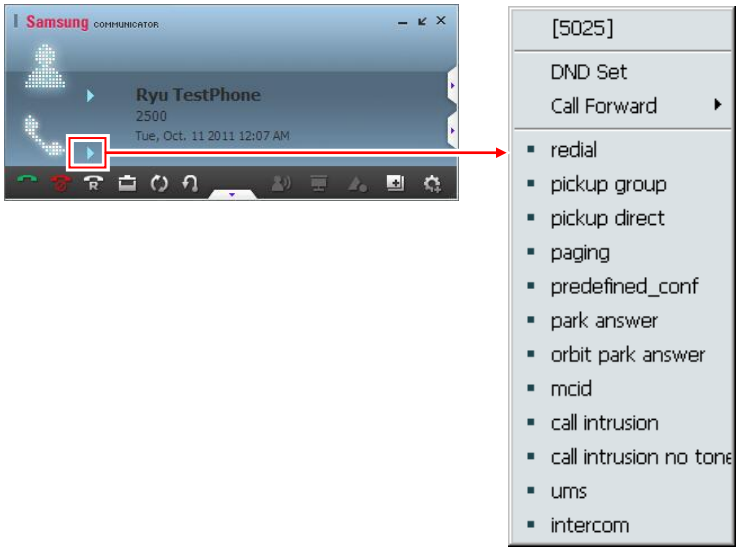
The Program Keys Screen function is not supported in Desk Phone mode.

Soft Menu Screen

The soft menu shows various call-related functions of the phone.
Select a menu item to access its function.
The soft menu items display the text strings as received from the system.

Using Soft Menu

You can use various call-related functions provided in the soft menu.



NOTE

Items Displayed on the Soft Menu

The functions displayed on the Soft menu differ depending on the mode in use (Soft Phone, UC phone, or Desk Phone mode).

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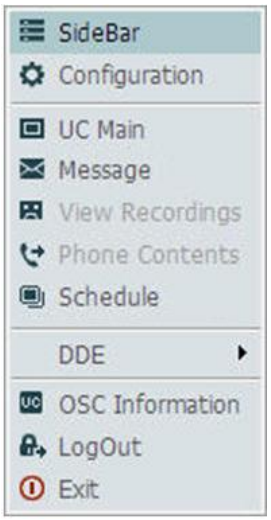
Windows System Tray Icon Menu

If you right-click the Samsung Communicator icon ( ) in the Windows system tray, the following context menu is displayed. (The figure below shows the context menu displayed in UC Phone mode.)



Item	Description
Side bar	Activates the Sidebar when the Samsung Communicator side bar screen is closed.
Configuration	Allows you to configure various Samsung Communicator options. For more information, refer to the General Tab section of the Configuring the Samsung Communicator Options section.
UC Main	Activates the main program screen when the Samsung Communicator main program screen is closed.
Message	Activates the Send Message screen. For more information, refer to the Sending Messages section.
Viewing Recordings	Activates the View Recordings screen during a call. For more information, refer to the ‘View Recordings’ section of the ‘Menu Functions’ chapter.

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(Continued)

Item	Description
Phone Contents	Synchronizes data between the Samsung Communicator and interoperating UC phones. For more information, refer to the Sending Phone Content section of UC Phone Mode Functions. This is not available in Softphone mode. It is only available in phones that support sending phone content in UC Phone mode.
Schedule	Allows access to the Schedule menu. For more information, refer to the 'Schedule' section of the 'Menu Functions' chapter.
DDE	Establishes or terminates a connection to the DDE program.
OSC Information	Displays Communicator information, such as version number and IP address.
Logout	Logs out of the Communicator.
Exit	Exits the Samsung Communicator.

Items Displayed on Icon Menu in the Windows System Tray

The items displayed on icon menu in the Windows system tray may differ depending on the mode in use.

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Configuration

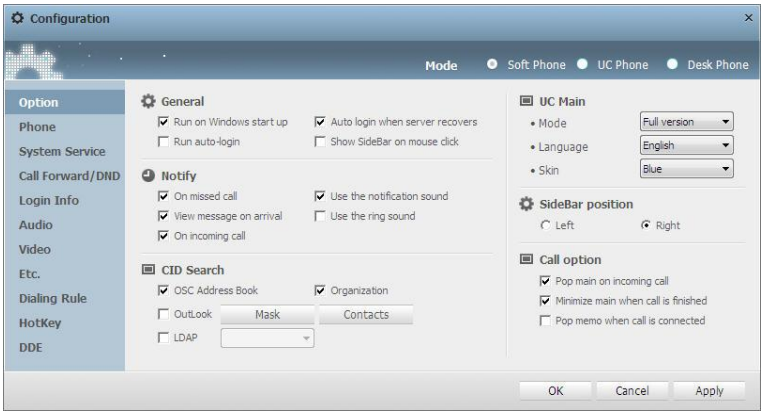
Option

In the **[Option]** tab, you can configure the general options needed to use the Samsung Communicator.

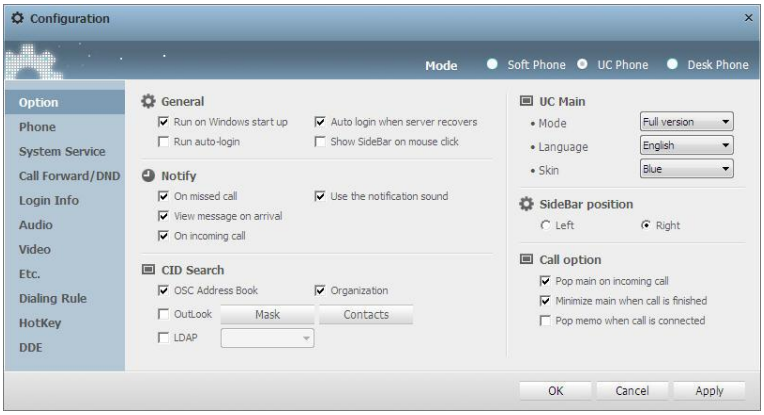
1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[Option]** tab in the Communicator Configuration screen.

<SoftPhone Mode>



<UCPhone Mode>



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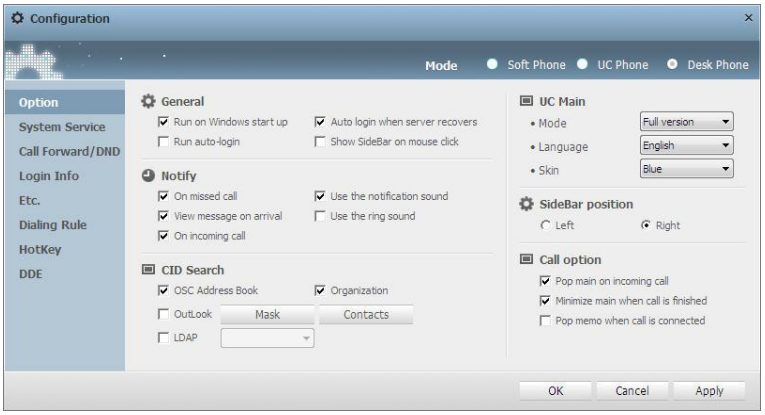
<Desk Phone Mode>



Item	Option	Description
General	Run on Windows Start-up	When checked, the Samsung Communicator is run automatically when the computer starts.
	Auto Login when Server Recovers	Automatically retries to login when the buddy list or system login fails.
	Run Auto-login	Automatically attempts to log in when running the Samsung Communicator program.
	Show Side bar on Mouse Click	Clicking the side bar slides the side bar.
Notify	On missed call	A notification is displayed on the screen when there is a missed call.
	Use the notification sound	Uses the notification sound when notification is displayed on the screen.
	View message on arrival	A notification is displayed on the screen when there is a new SMS message.
	Use ringtone	Uses the ringtone for incoming calls. - This function is available in Softphone mode but not in UC Phone mode.
	On incoming call	A notification is displayed on the screen when there is an incoming call.
CID Search	Samsung Communicator Phonebook	Allows you to use the internal phonebook when searching for CID information. Outlook masks are used for searching the internal phonebook.
	Organization	Allows you to use the organizational chart when searching for CID information.

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(Continued)

Item	Option	Description
CID Search	Outlook	Allows you to use Outlook when searching for CID information.
	LDAP	Allows you to use the LDAP when searching for CID information.
UC Main	Initial mode	Sets the initial mode of the main screen.
	Language	Select the desired language for the Samsung Communicator. - Korean: Sets Korean as the language to use with the Samsung Communicator. - English: Sets English as the language to use with the Samsung Communicator.
	Skin	Select the skin mode. - Black: Sets the Communicator skin mode to black. - Blue: Sets the Communicator skin mode to blue.
Side bar position	Position	Select the side bar position. - Left: Puts the side bar on the left. - Right: Puts the side bar on the right.
Call Option	Pop main on incoming call	The main screen pops up when there is an incoming call.
	Minimize main when call is finished	The main screen is minimized when a call ends.
	Pop memo when call is connected	The call memo screen is displayed when a call is connected.

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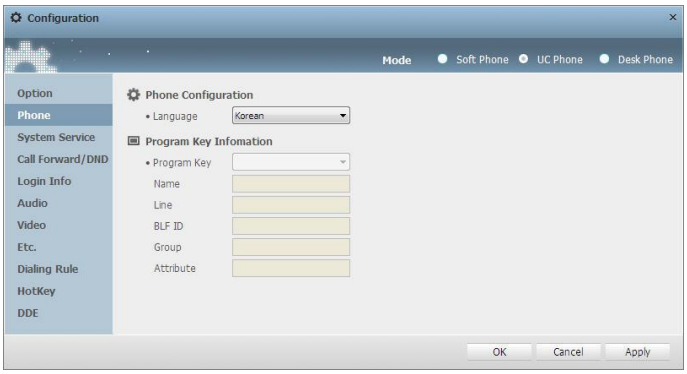
Phone

In the **[Phone]** tab, you can configure the options related to the Samsung Communicator phone functions.

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[Phone]** tab in the Communicator Configuration screen.



Item	Option	Description
Phone Configuration	Language	Select the system language - Korean: Sets Korean as the language to use with the system. - English: Sets English as the language to use with the system.
Program Key Information	Program Key	Displays program key information configured for the system. - This function is not supported in Desk Phone mode.

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System Service

In the **[System Service]** tab, configure the various options related to the system.

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[System Service]** tab in the Communicator Configuration screen.

Item	Option	Description
Line	Change Line	Select a phone line to change its options.
System Service	Auto Answer	Enable/disable auto answer for the line.
	Absentee Service	Enable/disable absentee service for the line.
	Call Restriction	Enable/disable call restriction for the line. - Enter the phone password when using this service.
	Wakeup Call	Enable/disable wakeup call service for the line. - Enter the time when using this service.

NOTE

System Service Configuration

In Desk Phone mode, only the Auto Answer function is displayed and able to be set.

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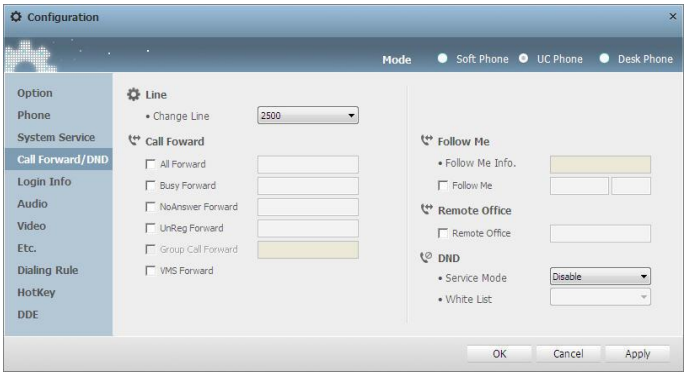
Call Forward/DND

In the **[Call Forward/DND]** tab, you can configure call forwarding and DND for the system.

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[Call Forward/DND]** tab in the Communicator Configuration screen.



Item	Option	Description
Line	Change Line	Select a phone line to change its options.
Call Forward	All Forward	Enable/disable all forwarding for the line. - Enter a phone number.
	Busy Forward	Enable/disable busy forward for the line. - Enter a phone number.
	No Answer Forward	Enable/disable no answer forward for the line. - Enter a phone number.
	UnReg Forward	Enable/disable unregistered forward for the line. - Enter a phone number.
	Group Call Forward	Enable/disable group call forward for the line. The phone number is shown here.
	VMS Forward	Enable/disable VMS forward for the line.

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(Continued)

Item	Option	Description
Follow Me	Follow Me Info.	Shows the follow me phone number for your phone number.
	Follow Me	Enable/disable follow me for the line. - Enter the phone number and the phone password for this service.
Remote Office	Remote Office	Enable/disable remote office for the line. - Enter a phone number.
DND	Service Mode	Enable/disable the Do Not Disturb service for the line.
	White List	Shows a list of phone numbers excluded from DND for the line.

It may take a while for changes in forwarding settings to be applied throughout the system.

Call Forwarding/DND Settings

In Desk Phone mode, only some of the Call Forward/DND functions are supported.

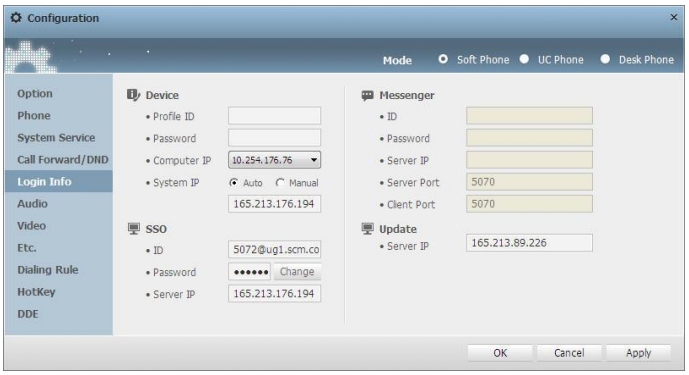
Login Info

In the **[Login Info]** tab, configure the various environmental settings related to connecting your Samsung Communicator to a server.

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[Login Info]** tab in the Communicator Configuration screen.

<Softphone>



<UC phone>

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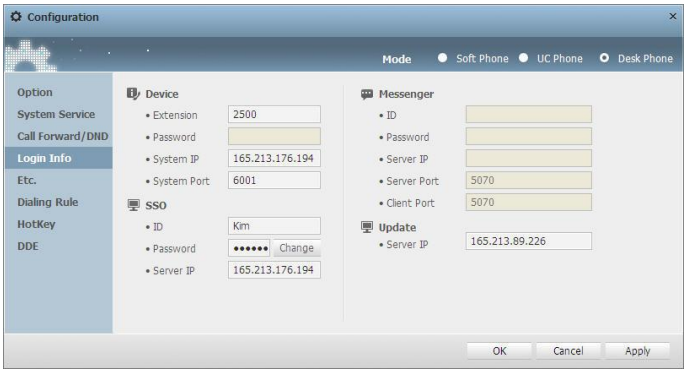
<Desk phone>



Item	Option	Description
Device	Profile ID	The profile ID to be used by the Samsung Communicator.
	Password	The password corresponding to the profile ID of the Samsung Communicator.
	System IP	The IP address of the SCME link server.
	Computer IP	The IP address of the user.
	Phone IP	The IP address of the UC phone.
SSO	ID	The Samsung SSO login ID.
	Password	The password for the Samsung SSO login ID.
	Server IP	The IP address of the Samsung SSO server.
Messenger	ID	The login ID for the Samsung Messenger server. - The login ID is automatically set when logging in to SSO.
	Password	The password to be used when logging in to the Samsung Messenger server. - The password is automatically set when logging in to SSO.
	Server IP	The IP address of the Samsung Messenger server. - The Messenger server IP address is automatically set when logging in to SSO.
	Server Port	The port of the Samsung Messenger server. - The default value is 5070.
	Client Port	The client port on the Communicator for exchanging data with the Samsung Messenger server. - The default value is 5070.
Update	Server IP	The IP address of the update server.

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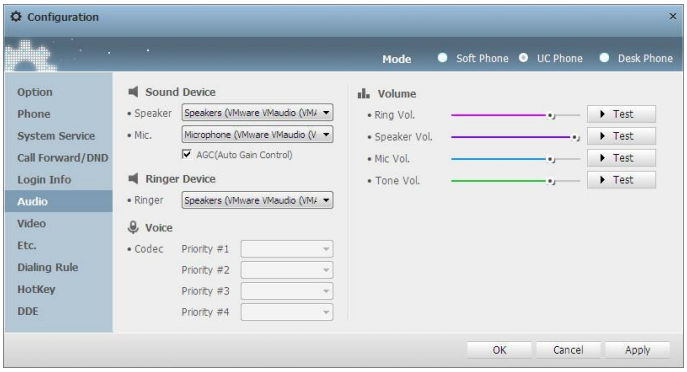
Audio

In the **[Audio]** tab, you can configure the devices to use on the PC where your Samsung Communicator is installed and set the various sound volumes. (This function is not supported in Desk Phone mode.)

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[Audio]** tab in the Communicator Configuration screen.



Item	Option	Description
Sound Device	Speaker	Select the audio output device (speaker) to be used by the Samsung Communicator.
	Mic.	Select the audio input device (microphone) to be used by the Samsung Communicator.
	AGC (Auto Gain Control)	When checked, the Auto Gain Control function is enabled.
Ringer Device	Ringer	Select a device for playing the ringtone for incoming calls.
Voice	Codec	Select priorities for codecs to use for calls.
Volume	Ring Vol.	Adjust the ringtone volume.
	Speaker Vol.	Adjust the speaker volume to use while you are talking. The speaker volume control displayed on the start-up screen is the same as this speaker volume control.
	Mic Vol.	Adjust the microphone volume.
	Tone Vol.	Adjust the volume of the system tones, such as hold tone and DND tone.

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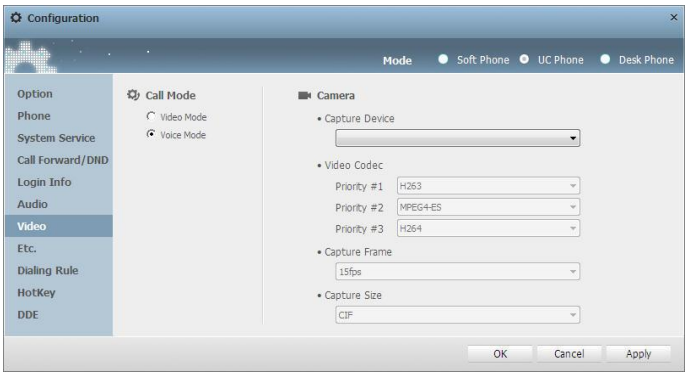
Video

In the **[Video]** tab, you can configure the video call environment for the PC where your Samsung Communicator is installed. (This function is not supported in Desk Phone mode.)

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[Video]** tab in the Communicator Configuration screen.



Item	Option	Description
Call Mode	Video Mode	The Communicator only uses the Video Call function for extensions.
	Voice Mode	The Communicator only uses the Voice Call function for extensions.
Camera	Capture Device	Shows a list of installed cameras.
	Video Codec	Select priorities for the video codecs to use for incoming video calls. - The H.264 codec is only applied to the video calls between Samsung Communicators.
	Capture Frame	Set the capture frame rate of the camera for video calls. - By default, the capture frame rate is adjusted automatically based on the CPU load rate.
	Capture Size	Set the capture size of the camera for video calls.

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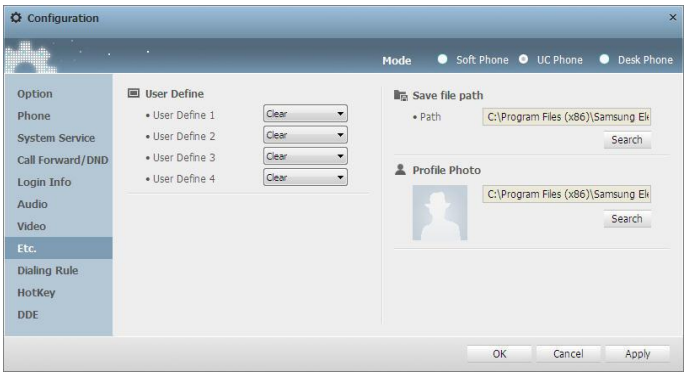
Etc.

In the **[Etc.]** tab, you can set your avatar and configure other environmental settings for your Samsung Communicator.

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[Etc.]** tab in the Communicator Configuration screen.



Item	Description
User Define	Set the custom buttons. Select a function to assign to each button. (e.g. User Define 1: Organizations)
Save file path	Set the path Samsung Communicator uses to save files when it receives files or captures screens for video calls.
Profile Photo	Set the profile photo to show to the other party during video calls or text chat.

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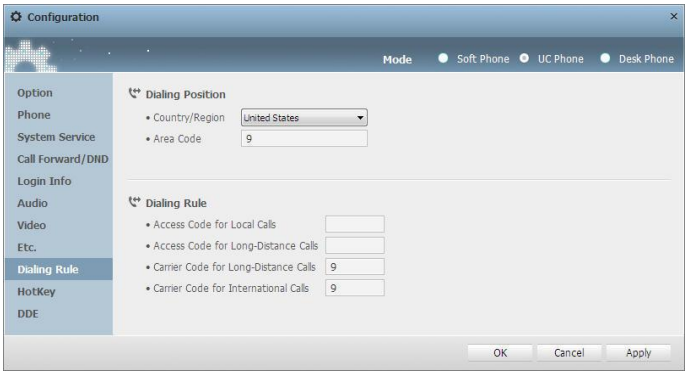
Dialing Rule

In the **[Dialing Rule]** tab, set rules for access codes, area codes, and country codes when making calls from your Communicator. In Windows 7, you must install and run the Communicator with administrator privileges to configure dialing rules.

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[Dialing Rule]** tab in the Communicator Configuration screen.



Item	Option	Description
Dialing Position	Country/Region	Set your country/region.
	Area Code	Set your area code.
Dialing Rule	Access Code for Local Calls	Set your access code for local calls.
	Access Code for Long-Distance Calls	Set your access code for long-distance calls.
	Carrier Code for Long-Distance Calls	Set your carrier code for long-distance calls.
	Carrier Code for International Calls	Set your carrier code for international calls.

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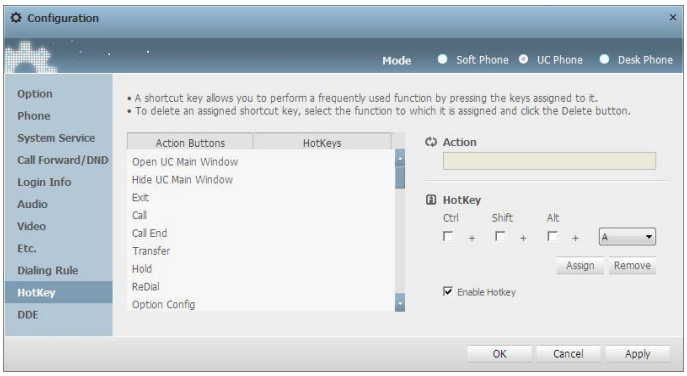
Hot Key

In the **[Hot Key]** tab, you can register or delete the hot keys used in your Samsung Communicator.

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[Hot Key]** tab in the Communicator Configuration screen.



Item	Option	Description
Hot Key	Assign	Register the specified hot key.
	Remove	Delete the specified hot key.
	Enable Hot Key	Specify whether to use the hot key.

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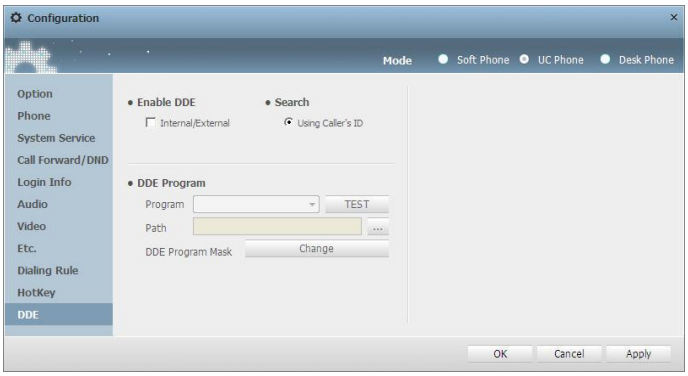
DDE

In the **[DDE]** tab, you can configure the DDE (Dynamic Data Exchange) program.

1. Select **[Configuration]** in the side bar, or select **[Configuration]** from icon menu in the Windows system tray.

2. Select the **[DDE]** tab in the Communicator Configuration screen.



Item	Option	Description
Enable DDE	Internal/External	Select whether to use internal/external lines for DDE. - If Internal/External is selected, **[DDE Program]** cannot be modified.
Search	-	Set the item to search for.
DDE Program	Program	Select a DDE program to use. - Click the **[TEST]** button to run the selected DDE program.
	Path	Set the path for running the selected DDE program. Once the path is set, the **[TEST]** button is activated.
	DDE Program Mask	Set the phone mask.

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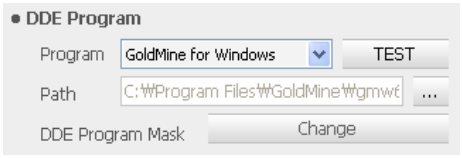
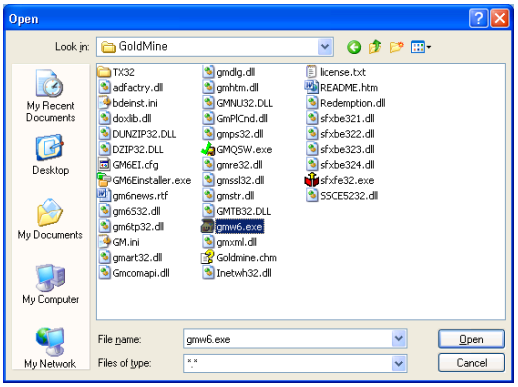
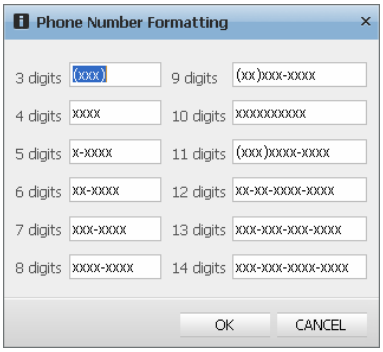
You can select Goldmine or Other for the DDE program.



If you select Goldmine as the DDE program, you can click the **[…]** button next to the Location field to set the path of the selected program so that it can run automatically when DDE initialization is performed.



You can set phone number formats by clicking the **[Change]** button next to the DDE Program Mask field. To set a phone number format, enter the mask 'x' for each phone number digit. An 'x' denotes a digit.



For example, assume that a 7-digit phone number is saved in the xxx-xxxx format in the Goldmine program. Since the Samsung Communicator program transmits a CID in the xxxxxxx format, it can only transmit a phone number to the Goldmine program after converting the number into the xxx-xxxx format so Goldmine can display the user information.
Therefore, in the Phone Number Formatting window, you must set the mask xxx-xxxx that matches seven digits, then click the **[OK]** button.

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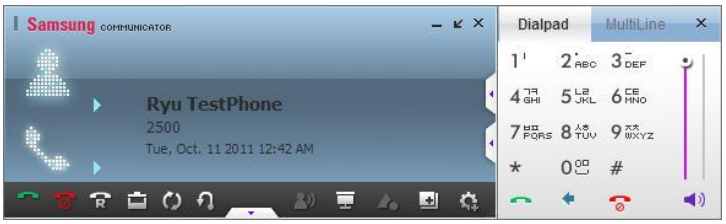
CHAPTER 3. Dialing/Answering Calls

Dialing Methods

The Samsung Communicator supports the following dialing methods.
This manual mainly describes how to dial in the **[Batch mode]** using the button and the button.

Dialing with [Call], [Speaker], and [End] Buttons

When idle, use the button to dial a number. Click the button to end the call.



Dialing with the Keyboard

1. When idle, use the keyboard to enter the phone number you want to dial.
2. Press the **[Enter]** key on the keyboard, or click the button to dial.
3. Press the **[Esc]** key on the keyboard, or click the button to end the call.

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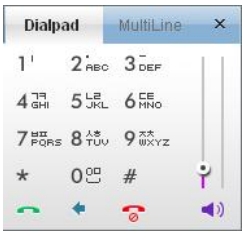
Dialing with the Dialpad

The Communicator has the same dialpad as the IP phone.

1. When idle, use the dialpad to enter a phone number.
   If the dialpad is hidden, click the **[Dialpad]** button to show the dialpad.



2. Click the button to dial.

Dialing from the recent call history

1. When idle, click the **[Send Logs]** or **[Receive Logs]** button in the Supplementary Functions area to bring up the Recent Call History screen.

2. Right-click a phone number to dial from the Recent Outgoing Calls record or the Recent Incoming Calls record, then select **[Call]** in the menu.

NOTE

Dialing from Call Lists

For more information on how to make a call from the Dialed Call List/Received Call List, refer to the Call History section of the Menu Functions chapter.

NOTE

Saving Phone Numbers

To save a phone number from the recent call history, select a history entry, then click the Save Number button.

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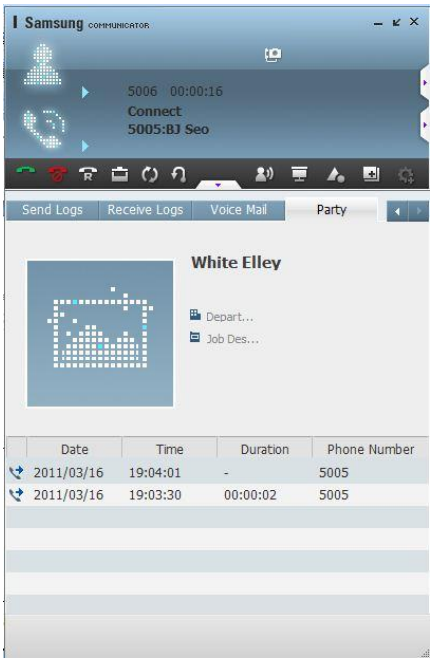
Answering Methods

The Samsung Communicator supports the following answering methods.

Answering with the [Call], [Speaker], and [End] Buttons

When there is an incoming call, you can use the button to answer the call. Click the button to end the call.



Answering from the Incoming Call Notification Screen

When the Samsung Communicator screen is hidden, the Incoming Call Notification screen is displayed to notify you that there is an incoming call. To support this function, the checkbox for on incoming call must be selected in the **[Configuration]** → **[Option]** → **[Notify]** → **[On Incoming Call]**.

1. When there is an incoming call, the Incoming Call Notification screen is displayed.

2. When there is an incoming call, the **[Caller Information]** tab is displayed in the Supplementary Functions area. Clicking this button reveals the caller information and the recent call history for the number.

3. Click **[Accept]** button to answer the call.

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CHAPTER 4. Convenient Functions

Functions Available During Calls

This section describes the functions available during extension or trunk calls in your Samsung Communicator.

Call Hold

If you must interrupt a call or another call is received during the call, you can put the current call on hold then reconnect when you are ready to continue the call.

Holding a Station Call

1. To hold a station call while you are talking on it, click the button.

2. The 'HOLD ON' message is displayed on the main screen.
   - If the station number is registered in the Program Keys screen, the corresponding station number button blinks. Agent Application

3. To connect to the call again, click the button again.

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Call Transfer

While on a call, if the other party wants to speak with another person, you can transfer the call.

Call Transfer

1. Click the button during a station call.
2. Enter a number to transfer the call to.
3. When the transferred call is answered by the new party, click the button to end the call.

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Video Calls

This section describes the functions available during video calls in your Samsung Communicator.

PIP Function

You can check and change the position of the PIP screen displaying you during a call.

1. Click the **[PIP]** button in the Video Call screen.

2. Clicking the **[PIP]** button, the position of the PIP screen is changed in the following order: lower right, upper right, top left, lower left, and no display.

NOTE

PIP Function

To use the PIP function during a call, the size of Video Call screen must be the CIF size (352 × 288). Otherwise it cannot be activated. You can change the incoming video size during a video call.

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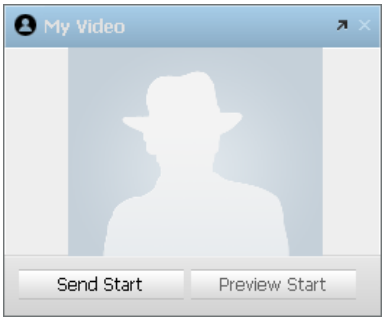
Block Video Function

You can make your scenes not to be sent to the opposite party.

1. Click the **[Send Stop]** button before making a call or during a call.

2. To have images display on the phone of the opposite party, click the **[Start Send]** button again.
   - If the **[Send Stop]** button is pressed during a call, the Block Video function is applied to that call only. If the **[Send Stop]** button is pressed while in the Standby screen, the Block Video function is enabled for all calls by default. Click the **[Send Start]** button in the idle screen to release the Send Stop setting.
   - In UC Phone mode, the **[Send Stop]** button is enabled only during a call, and the Block Video function is applied to that call only, that is, you cannot enable it for all calls.
   - When the Block Video function is enabled or applied, the Video Call icon is hidden in the Communicator LCD screen.



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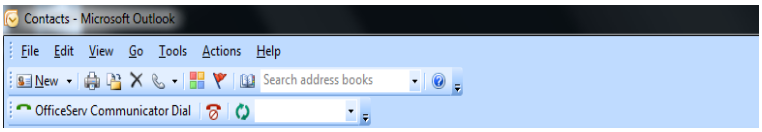
Microsoft Outlook Add-in Functions

This section describes the functions you can use in Microsoft Outlook with your Samsung Communicator.

Microsoft Outlook Add-in Screen

If you installed the Samsung Communicator on a PC with Microsoft Outlook, you see the Samsung Communicator menu on your Outlook screen.



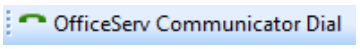
Dialing in Microsoft Outlook

You can dial calls using the Samsung Communicator in Microsoft Outlook.

Dialing with the Samsung Communicator Toolbar

1. In the Samsung Communicator toolbar, enter a phone number into the Phone Number combo box, then press the **[Enter]** key, or select a previously entered phone number.

2. Click the **[Samsung Communicator Dial] b**utton in the Samsung Communicator toolbar.
   - Since Outlook only stores phone numbers, access codes, area codes and country codes must be configured correctly in the Dialing Rule tab in the Communicator Configuration screen to dial calls successfully. You can also configure the dial rules from the Phone and Modem Options in Control Panel.



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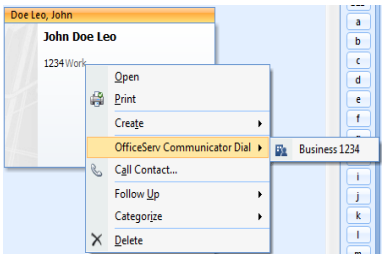
Dialing with Contacts

1. Right-click a contact entry, then select **[Samsung Communicator Dial]** in the pop-up menu.



2. Select a phone number from the displayed sub menu to which you want to make a call.

Ending Calls in Microsoft Outlook

You can end a call using the Samsung Communicator in Microsoft Outlook.

Click the button in the Samsung Communicator toolbar.

Transferring Calls in Microsoft Outlook

You can transfer a call using the Samsung Communicator in Microsoft Outlook.

1. During a call using your Samsung Communicator, use the Samsung Communicator toolbar in Microsoft Outlook to enter a phone number into the Phone Number combo box, then press the **[Enter]** key, or select a previously entered phone number.

2. Click the button in the Samsung Communicator toolbar.

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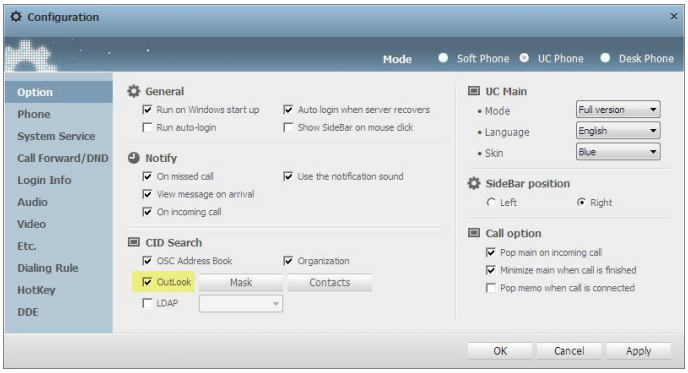
Outlook CID Pop-up

The Outlook CID pop-up function allows you to view the Outlook contact information for incoming and outgoing calls. (Note that this function requires that Microsoft Outlook is installed.)
Since each user may use a different method for registering contacts, a configuration window is provided for the user to define patterns along with the function for registering the contacts folder list for Outlook CID pop-up.

Enabling Outlook CID Pop-up

To enable the Outlook CID pop-up, select **[Configuration]** → **[Option]** → **[CID Search]** → **[Outlook]**.



Outlook Mask

If the contact information is not displayed normally, each user sets masks. The frequently used masks are provided by default (called built-in masks). Other masks are in the available Masks list.
For other masks, each user can set them using the corresponding configuration window.

Masks

A mask is a pattern used to analyze phone numbers.
For example, when a call is received from '0234591234' and '(02) 3459-1234' is stored in Outlook Contacts, a user can specify the mask (XX) XXXX-XXXX to display the contact information.
(Where the letter 'X' is recognized as an incoming phone number and 'D' is excluded from the phone number.)

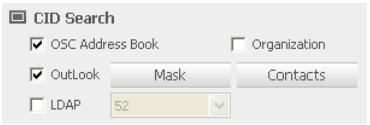
Built-in Masks

Below are the built-in masks defined in the system.

```
"XXX" "XXXX" "(XXX) XXX XXXX" "(XXX) XXX-XXXX" "+X (XXX) XXX
XXXX" "+XX (X) XXXXXXX" "+XX (X) XXX XXXX" "+XX (XXXX)
XXXXXXX" "+XX (XXXXX) XXXXXX"
"+XX (X) XXXX-XXXX" "+XX (X) XXXX XXXX" "+XX (X) XXXXXXXX"
"DD(X) XXXX-XXXX" "DD(X) XXXX XXXX" "DD(X) XXXXXXXX"
```

Setting User Masks

In the **[Configuration]** → **[Option]** → **[CID Search]** section, click the Mask button next to the **[Outlook]** checkbox.



Enter a mask into the mask input field, then click the Add button.
When entering a pattern, use 'X' for a phone number digit and 'D' for an excluded phone number digit.

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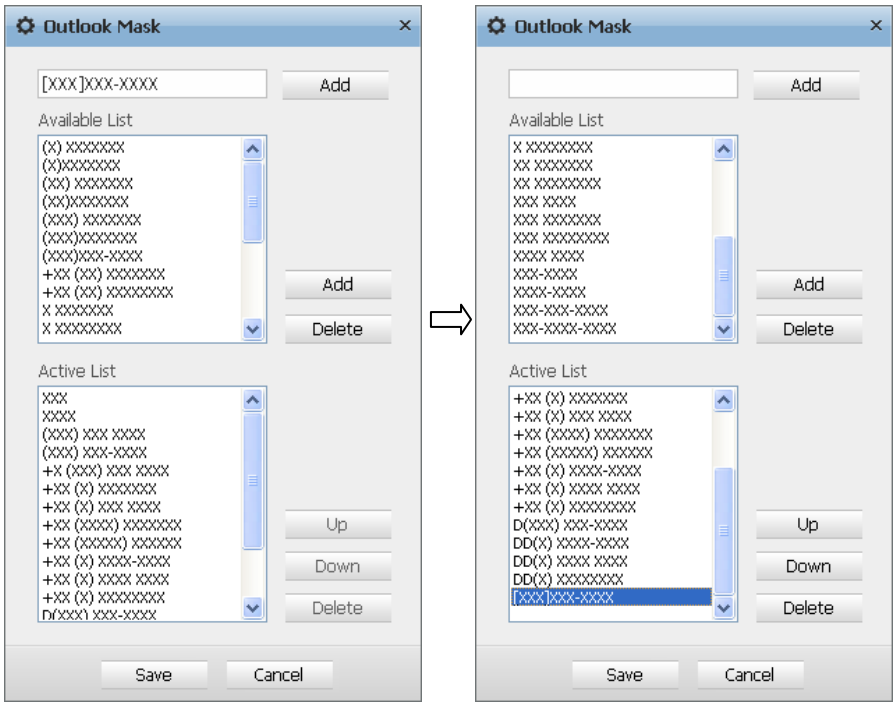

[Before adding a mask] **[After adding a mask]**

After creating a mask, click the **[Add]** button to add it to the Available list, then click the **[Add]** button in the Available list to add it to the Active list. When the mask shown above is entered, the Outlook contacts with the phone number format [010]222-3333 can be searched.

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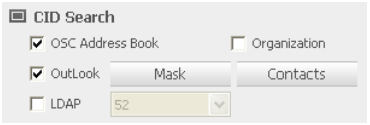
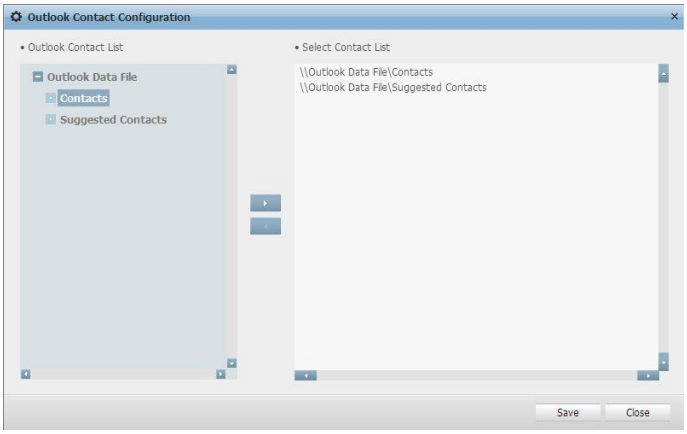
Registering Outlook Contact List for CID Pop-up

You can add contact lists for Outlook CID pop-up.
In the **[Configuration]** → **[Option]** → **[CID Search]** section, click the **[Contacts]** button.





Select contacts to use for Outlook CID pop-up, then click the button to add the contacts to the list on the right. To remove a contact, select a contact to remove from the Contacts list on the right, then click **[Remove Contact]** in the pop-up menu or click the button. Click the **[Save]** button to save the contacts list for Outlook CID pop-up.

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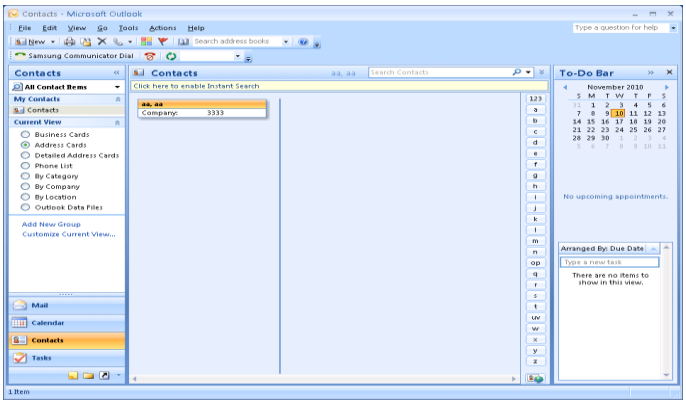
Adding an Outlook Contact

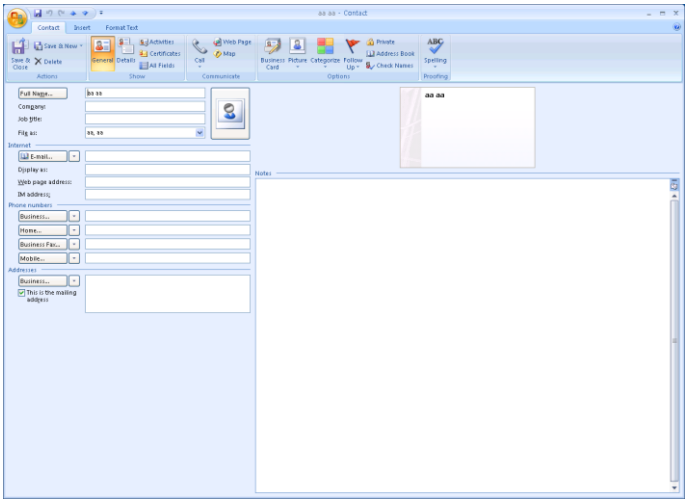
Enter the contact information for the contact in the Outlook CID pop-up.



Checking the Outlook CID Pop-up

Enter a contact to display in the Contact pane, then make a call to that contact.

When the call is made, the contact information is displayed as shown in the figure below.

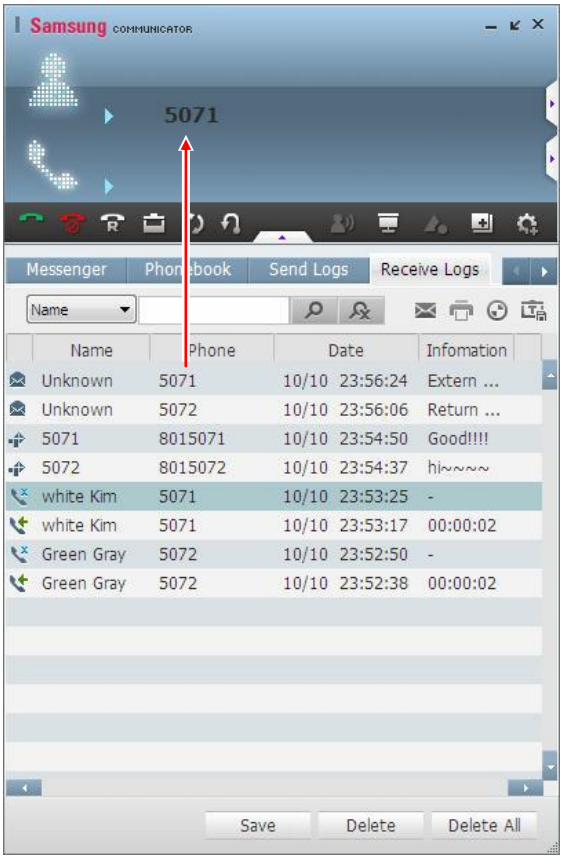


Drag & Drop Call/Message Functions

This section describes the Drag & Drop Call/Message functions of the Samsung Communicator.

Drag & Drop Call Function

If you drag and drop a number selected from the buddy list, phonebook, send logs, receive logs, or the organizational chart to the main window or the phone number input box of a Create New Voice Conference window, the phone number is displayed in the main window or the Create New Voice Conference window. Click the button in the main window to dial the number.



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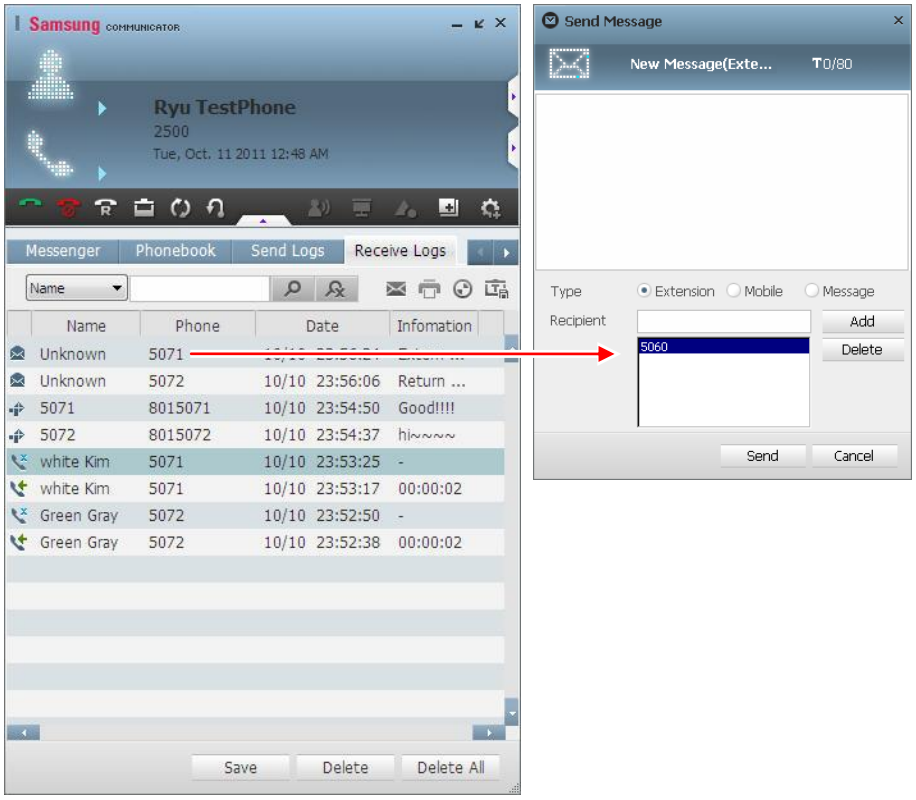
Drag & Drop Message Function

If you drag and drop a number selected from the buddy list, phonebook, send logs, receive logs, or the organizational chart to the Recipients list of the Send Message window, the phone number is displayed in the list.
Click the **[Send]** button to send a message to the list.
The Drag & Drop function is not supported for user-entered items in the Send Logs tab, Receive Logs tab, or Phonebook tab.



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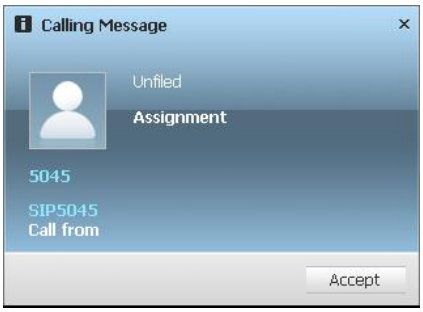
CHAPTER 5. Menus

This chapter describes how to use CID Pop-up, Messages, View Recordings, Schedule, Send Phone Content, and Configuration menus.

Incoming CID Pop-up

When there is an incoming call from a phone number, the member information is displayed in the Notification window.



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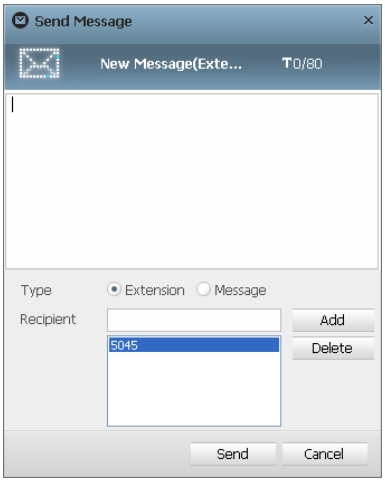
Message

Select **[Message]** in the side bar, or select **[Message]** from icon menu in the Windows system tray.
The message window is displayed as shown below.



- **Extension**: Send a message (80 characters maximum) via the SCME. Users can see and reply for the message with a communicator or on the phone. To add a recipient, input a extension number and click **[Add]** button.

NOTE

Sending a Message to selected users

After selecting users in the buddylist, phonebook, dialed call list, and received call list, you can send them a message by clicking ✉ button.

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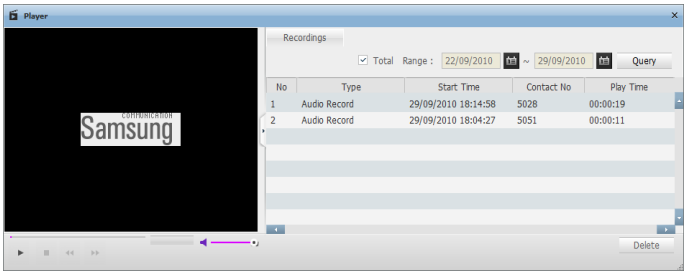
Viewing Recordings

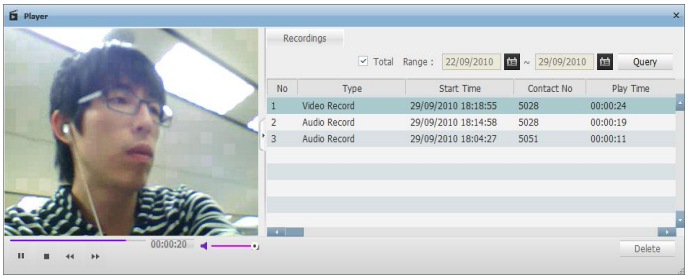
Using the **[View Recordings]** menu in the menu bar, you can view the recordings made while you were talking on the Samsung Communicator. If your phone does not support audio/video recording, the View Recordings menu may not be available.

1. Click **[View Recordings]** in the Samsung Communicator side bar or in the system tray menu. The following screen is displayed.



2. Select the period of time during which the recordings you want to view were made, then click the **[View]** button.

3. To play an entry in the list, select it, then click the **[Play]** button.



4. Select an item to delete, then click the **[Delete]** button to delete it.

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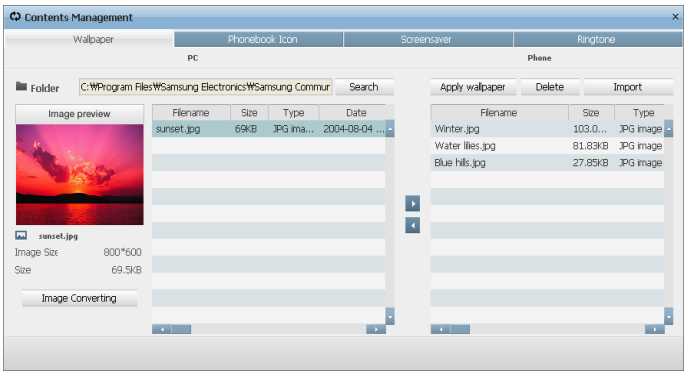
Sending Phone Content

This function operates only in the Basic/Professional UC Phone mode. (This description is based on the SMT-i5243. For information on supported phone models, contact your vendor.)
Click the **[Phone Contents]** icon in the Samsung Communicator menu bar or in the system tray menu. The following screen is displayed.



The main screen consists of the following four sections:

- Wallpaper
- Phonebook Icon
- Screensaver
- Ringtone

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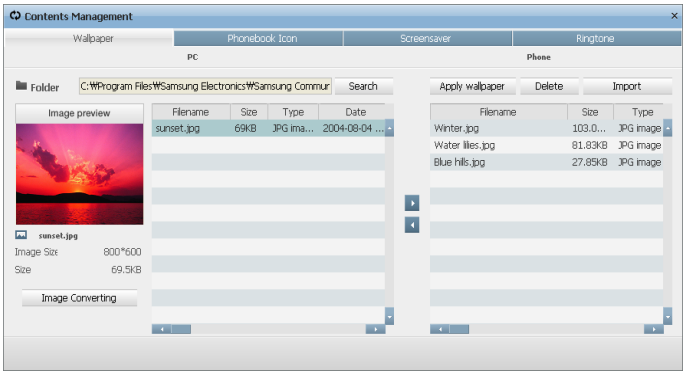
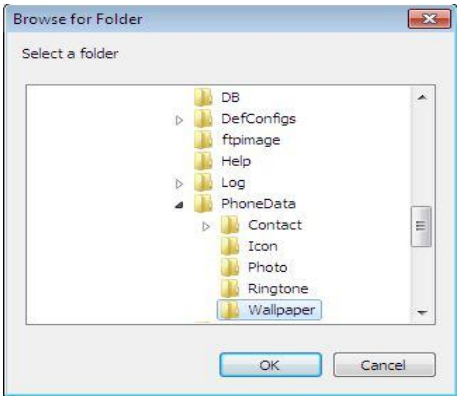
Wallpaper

The **[Wallpaper]** tab displays a list of the wallpaper images saved to the computer and phone.



Folder Location

Click the **[Search]** button. The **[Browse Folder]** window is displayed for you to change the currently specified default folder for the wallpaper image.



Select a folder other than the current default folder, then click **[OK]** button. The default folder is changed to the selected folder. The selected folder is used as the default folder until you change it. If you click the **[Cancel]** button, the **[Browse for Folder]** window is closed and the current default folder does not change.

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Importing a List

Click the **[Import]** button to load a list of wallpapers saved to the phone. The summarized information on the loaded images is displayed in a pop-up window for about three seconds; it is also displayed in the Phone pane. The summary consists of the following three pieces of information.

- Total number and size of images
- Used number and size of images
- Available number and size of images

Deleting

Select an item to delete from the Phone pane, then click the **[Delete]** button. The selected item is deleted from the phone. The delete confirmation pop-up window appears and the Phone pane reflects the deletion.

Applying an Image as Wallpaper

In the Phone pane, select an image to use as wallpaper, then click the **[Apply wallpaper]** button. The selected image is displayed as the wallpaper of the phone screen.

Importing an Image from PC to Phone

In the PC pane list, select the image you want to import to the phone, then click the button. The selected image is copied to the phone.
Before importing an image to the phone, it must be processed by image conversion so that a correct image can be copied to the phone.

Exporting an Image from Phone to PC

In the Phone pane list, select the image you want to export to the phone, then click the button. The selected image is copied to the PC.

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Converting an Image

If you select an image in the PC pane, the selected image is displayed in the Image Preview area. Click the **[Image Converting]** button to open the Image Convert window.

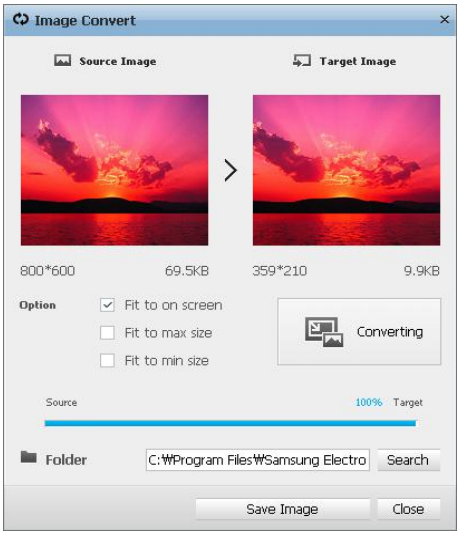
Setting the Conversion Option

There are the following three conversion options.

- Fit to screen
- Fit to max size
- Fit to min size

Converting an Image

After selecting the conversion option, click the **[Image Converting]** button. The selected image is converted in accordance with the selected conversion option.



Specifying the Saving Folder

To specify the folder where you want to save the converted image, click the **[Search]** button next to the Folder Location field.

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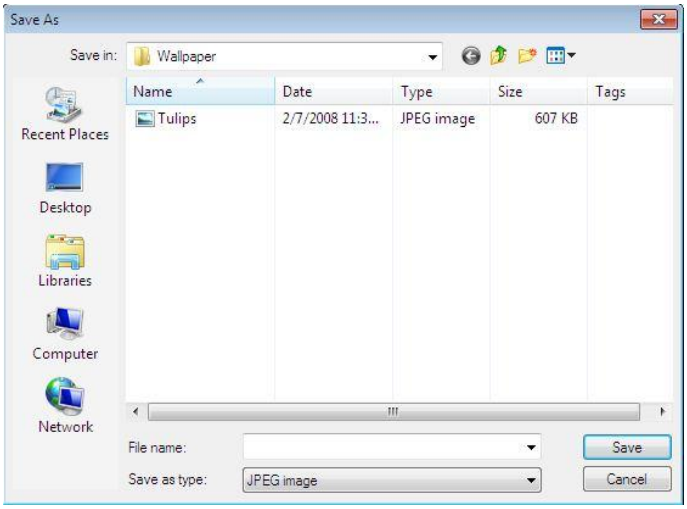
Saving the Converted Image

To save the converted image, click the **[Save Image]** button. The Save As window is displayed. Enter a filename, then click the **[Save]** button. The converted image is saved as the specified file.



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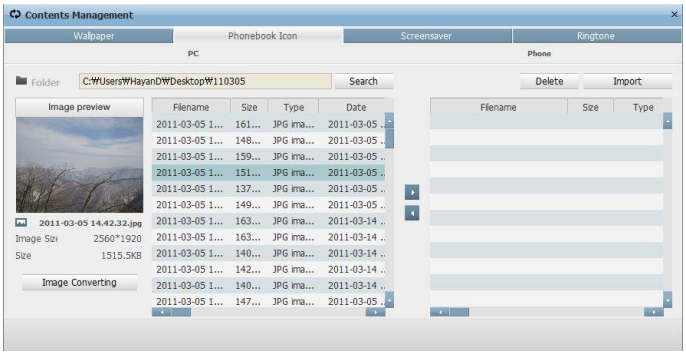
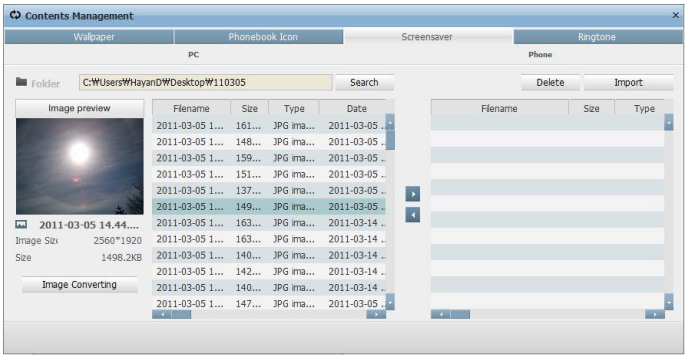
Phonebook Image

The **[Phonebook Icon]** tab displays a list of the phonebook images saved in the computer and phone.
There is a difference in the image size and the total size of images that can be saved in the phone; other functions are the same as in the **[Wallpaper]** tab.



Screensaver

The **[Screensaver]** tab displays a list of the screensaver images saved in the computer and phone.
There is a difference in the image size and the total size of images that can be saved in the phone; other functions are the same as in the **[Background Image]** tab.



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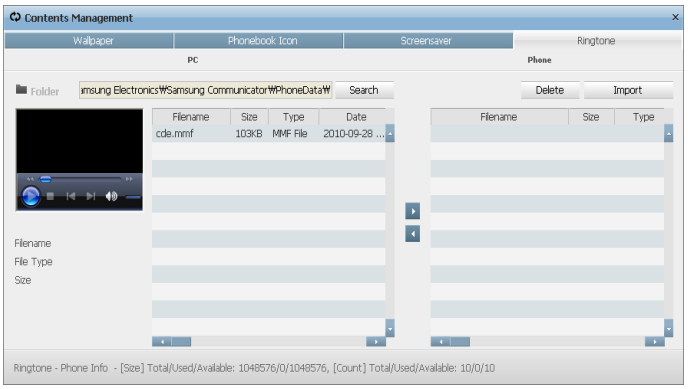
Ringtone Management

The **[Ringtone]** tab displays a list of the ringtone files saved in the computer and phone.



Listening to Ringtones

To preview a ringtone, click a ringtone file in the PC pane list, then click the Play button. You can hear the selected ringtone from the speaker connected to your PC.

Other functions are the same as in the **[Wallpaper]** tab.

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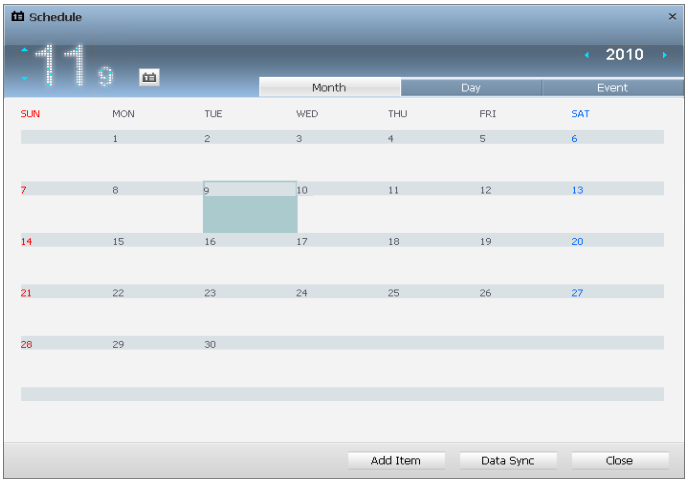
Schedule

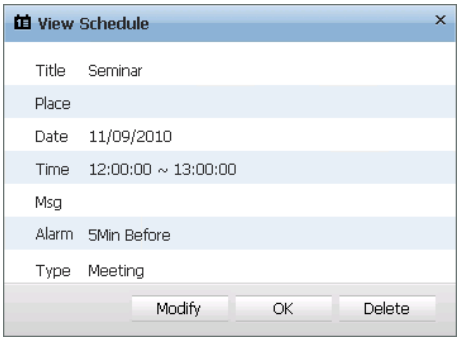
You can use the Schedule functions of the Samsung Communicator in the Schedule menu. Select the **[Schedule]** menu in the side bar, or select **[Schedule]** from icon menu in the Windows system tray.

Viewing the Monthly Schedule

The **[Month]** tab shows your monthly schedules. While the **[Month]** tab is selected, if you move your mouse pointer over a schedule entry, its details are displayed.



If you double-click a schedule entry, the View Schedule window is displayed so that you can modify or delete the schedule.



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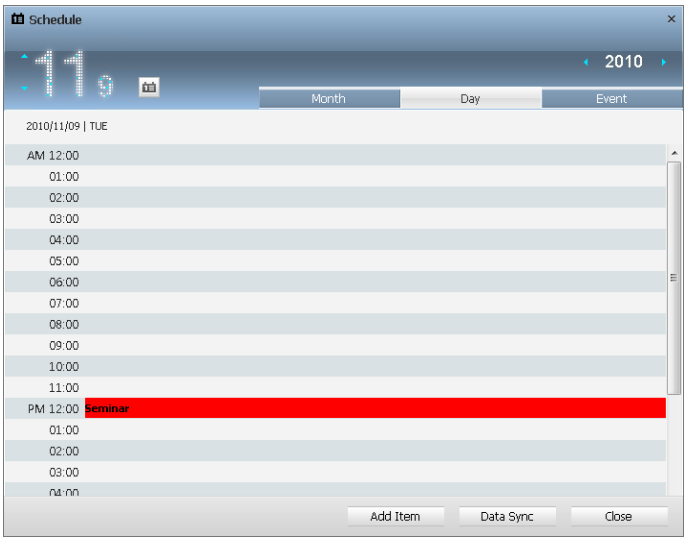
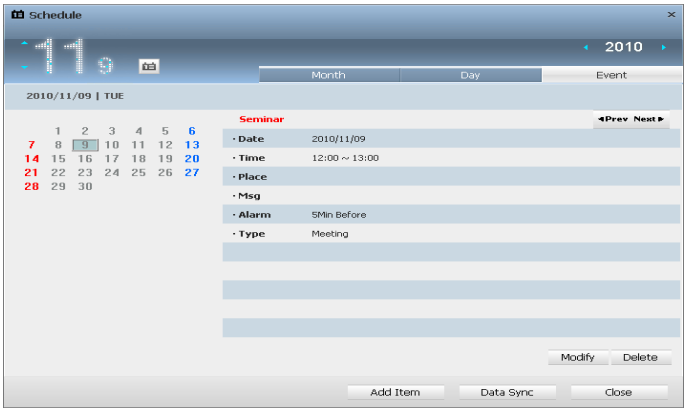
Viewing the Daily Schedule

Today's schedules are displayed by hour.



View Schedule

Select the **[Event]** tab in the Schedule screen. The following screen is displayed. Today's date is displayed and selected in the calendar.
You can view the schedules registered for today in chronological order.
To view the previous or next schedule, click the **[Prev]** or **[Next]** button respectively.
To modify or delete the schedule, click **[Modify]** or **[Delete]** button.



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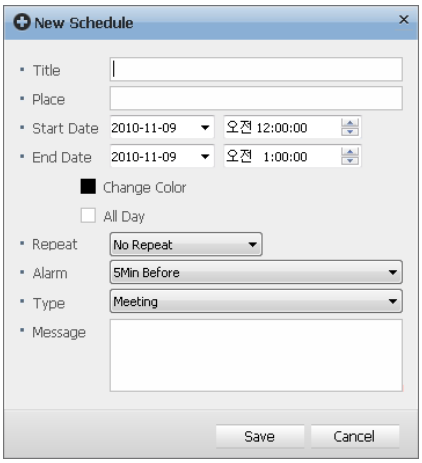
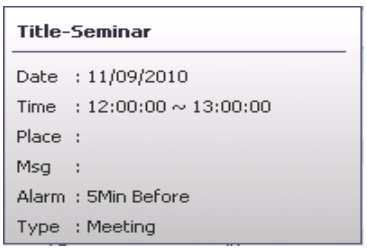
Adding a Schedule

Click the **[Add Item]** button in the Schedule screen. The following screen is displayed.
Click the **[Save]** button to save the new schedule in your computer.
Click the **[Cancel]** button to close the window without saving the new schedule.

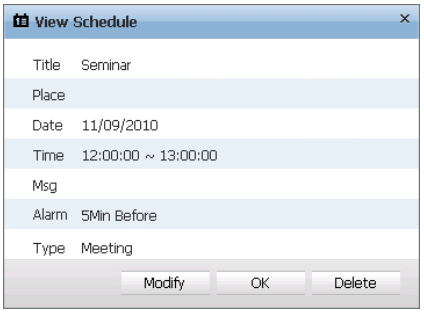


Viewing a Schedule

While the **[Monthly Schedule]** tab is selected, if you move your mouse pointer over a schedule entry, a tooltip is displayed to show the details of it, as shown in the figure below.



To display the <View Schedule> window, double-click a schedule entry.
The <View Schedule> window shows the details of the selected schedule.



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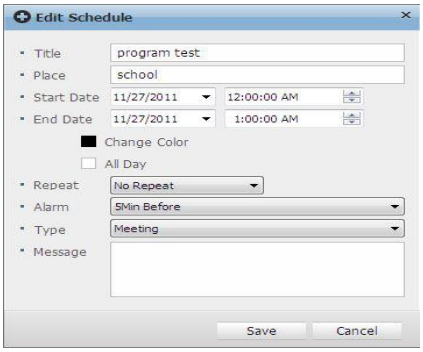
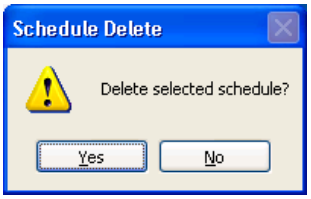
Modifying a Schedule

Click the **[Modify]** button in <Schedule Details> window.
The <Modify Schedule> window is displayed.
You can change the details of the selected schedule and save the changes in your computer.



Deleting a Schedule

Click the **[Delete]** button in the <View Schedule> window to delete the selected schedule. The <Schedule Delete> window is displayed asking you whether to delete the selected schedule. Click **[Yes]** to delete the selected schedule.



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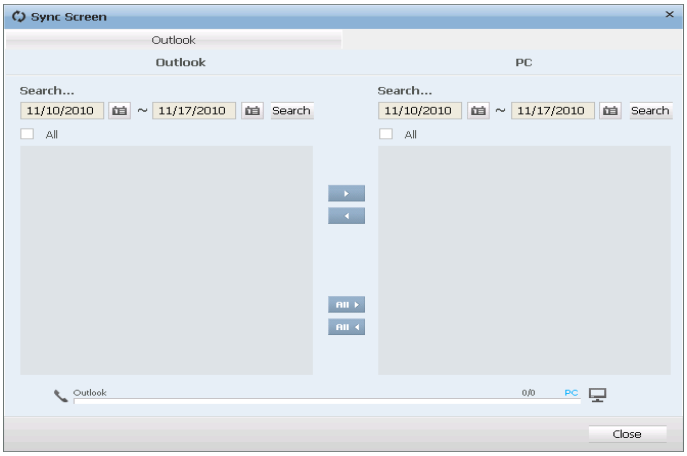
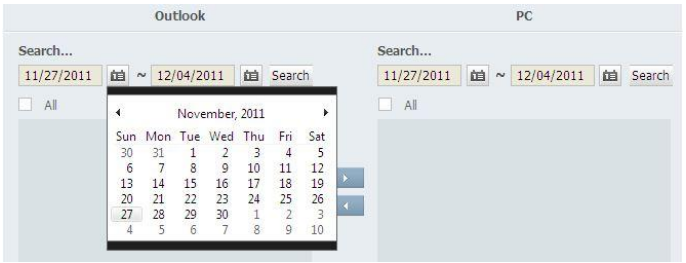
Data Synchronization

1. Click the **[Data Sync]** button at the bottom of the Schedule screen. The following window is displayed.



2. Set a period, then click the **[Search]** button. The schedules are displayed in two lists. To set a period, click the **[Set Start Date]**/ **[Set End Date]** ( ) button. The <Calendar> window is displayed, as shown in the figure below, so that you can select a date.



To display all schedules of the entire period, select the **[All]** checkbox (All), then click the **[Search]** button.

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3. Select an item in the <Outlook> list, then click the button to save the selected item to the PC.
Select dates in the <Outlook> list, then click the button to save the items for the selected dates to the PC.
Specify a <PC> search period, then click the **[Search]** button to view a list of changes for the searched period.

4. Select an item in the <PC> list, then click the button to save the selected item to Outlook.
Select dates in the <PC> list, then click the button to save the items for the selected dates to Outlook.
Specify an <Outlook> search period, then click the **[Search]** button to view a list of changes for the searched period.

5. To save all entries in the <Outlook> pane to your computer, then click the All button.
While the entries are being moved, the movement progression is displayed in the progress bar. When the movement operation has finished, the progression is displayed as 100 %.

6. To save all entries in the <PC> pane list to your Microsoft Outlook, click the All button.
While the entries are being moved, the movement progression is displayed in the progress bar. When the movement operation has finished, the progression is displayed as 100 %.

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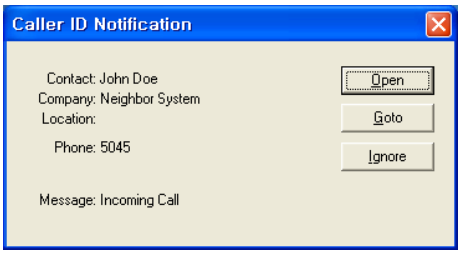
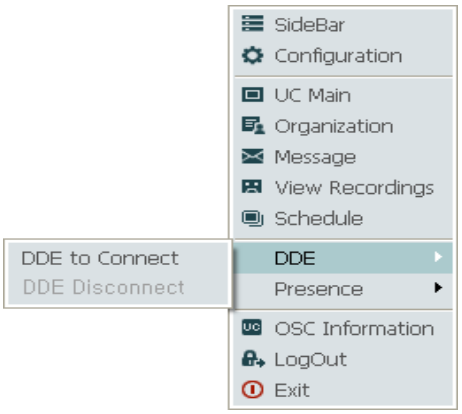
DDE

When the Samsung Communicator receives a call, the DDE program (e.g. Goldmine) that interoperates with it displays the information of the received phone number to the user.
When the received call number is registered in the DDE program, its detailed information is displayed on the screen.



Connecting to DDE

1. Select **[DDE]** → **[DDE to Connect]** in the system tray menu.



2. A configuration window where the user can enter the information required for DDE initialization is displayed. However, the information that must be entered differs according to the program type (‘Goldmine’ or ‘Other’) selected in the DDE program section of the Configuration menu screen.

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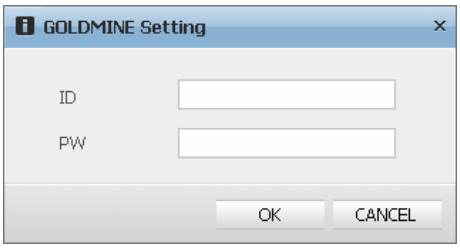
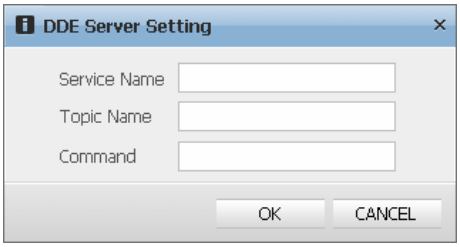
You must enter the ID and password registered when installing the Goldmine program.



When set to 'Goldmine'

Enter the service name, topic name, and command.



When set to 'Other'

NOTE

When set DDE to 'Other'

The service name, topic name, and command differ according to the DDE program. Therefore, to configure these settings, refer to the DDE program user manual.

3. Click the **[OK]** button to initialize the DDE function with the settings you entered. (Note that if the currently selected DDE program is Goldmine, it will automatically run.)

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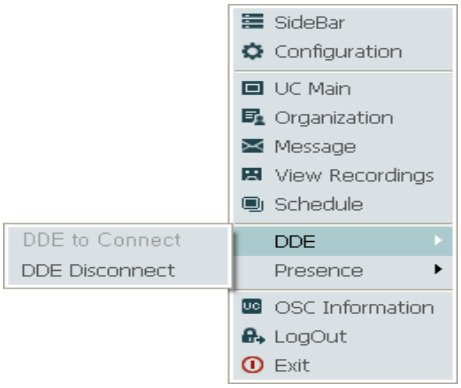
Disconnecting DDE

1. Select DDE → Disconnect DDE in the system tray menu.



2. The DDE function stops.

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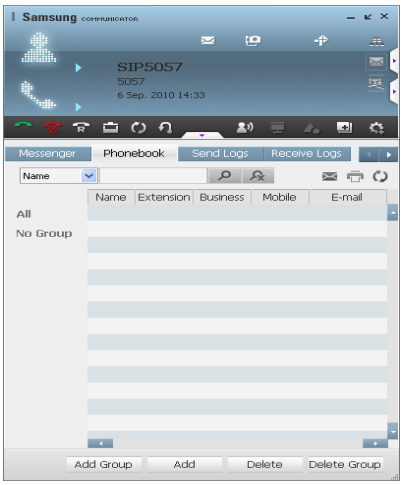
CHAPTER 6. Supplementary Functions

This chapter describes the supplementary functions.

Phonebook

Select the Phonebook tab, as illustrated below.



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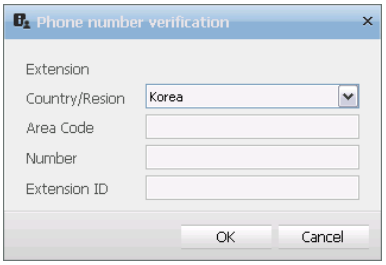
Adding a Contact

You can add a contact to the phonebook. You can register the home, cell, and office phone numbers for a contact. You can also register personal info, such as fax number, e-mail address, and company name.

1. In the Phonebook screen, click the **[Add]** button.

2. Enter the information on the user whose contact you want to add.

3. Click a Phone Number button, such as Extension, then enter a phone number.



4. Click the **[Save]** button, the contact is added.

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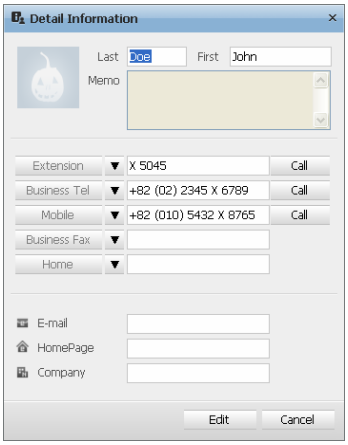
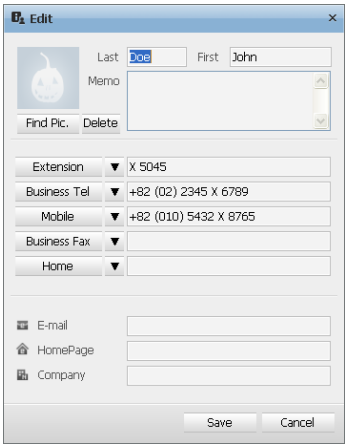
Modifying a Contact

You can modify a contact registered in the phonebook.

1. In the Phonebook screen, double-click the name of the contact you want modify. The Detailed Information window is displayed, as shown in the figure below. The detailed information for the selected contact is shown in this.



2. Click the **[Edit]** button. The Modify Contact window is displayed, as shown in the figure below. You can modify the information for the contact. If a photo is registered, the **[Delete]** button is displayed.



3. Click the **[Save]** button to apply the changes made.

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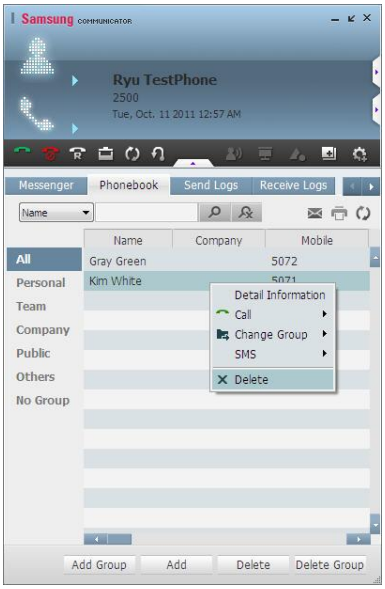
Deleting a Contact

You can delete a contact from the phonebook.

1. Select a contact to delete.



2. Click the **[Delete]** button.

3. Confirm the deletion.

NOTE

You Cannot Recover a Deleted Contact

Once a contact is deleted from the phonebook, it cannot be recovered. Therefore, take care not to delete a contact that contains important data.

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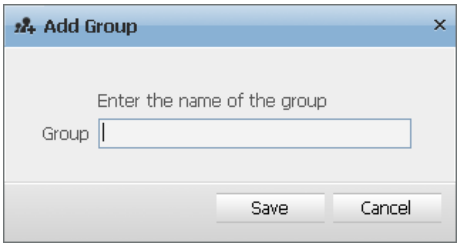
Adding a Contact Group

You can create a contact group where you can add contacts later.

1. Click the **[Add Group]** button.



2. Enter the name of the new contact group to add.

3. Click the **[Save]** button to add the new contact group to the phonebook.

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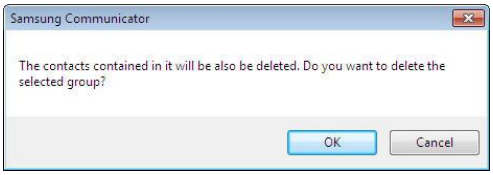
Deleting a Contact Group

You can delete a selected contact or group.

1. Select a contact group to delete.

2. Click the **[Delete Group]** button to delete the selected contact group. (Note that all the contacts contained in it are also deleted.)
If the group you want to delete contains one or more contacts, a confirmation dialog box is displayed.



NOTE

Deleting All the Contacts and Contact Groups

To delete all the contacts and contact groups from the phonebook, select All from the Phonebook menu. Then click the **[Delete Group]** button.

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Dialing from a Phonebook

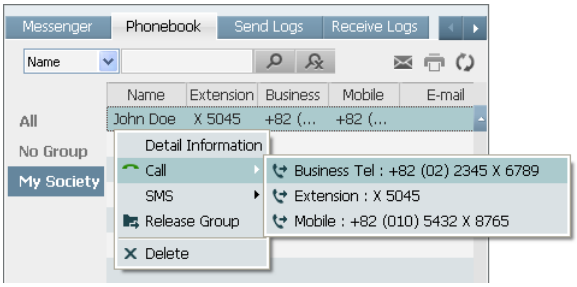
You can dial a number directly from the phonebook.

Dialing by Double-clicking a Contact

Double-click a contact you want to call on the Phonebook.

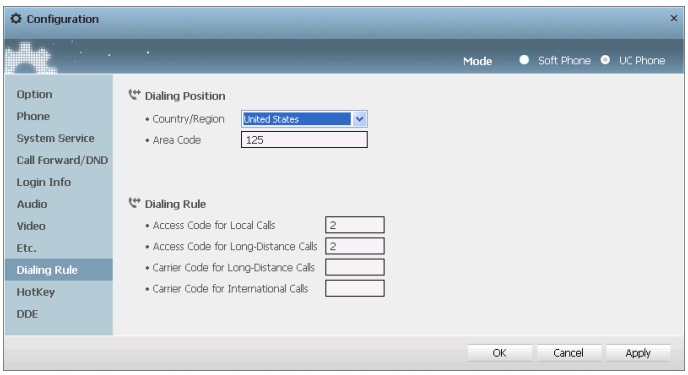
Dialing from Context Menu

1. In the Phonebook screen, right-click the contact you want to call.



2. Select **[Call]** in the context menu, then select a phone number in the selection menu.

3. To dial mobile phones, you must configure dial rules in Communicator Configuration and trunk call settings in the PBX system. You can also configure dial rules in the Phone and Modem Options in Control Panel.



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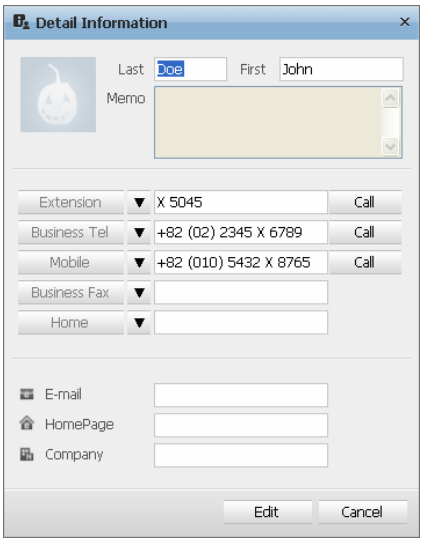
Dialing in the Detailed Information Window

1. In the Phonebook screen, double-click a contact to call.
The Detailed Information window is displayed.



2. Click the **[Call]** button next to a phone number to call.

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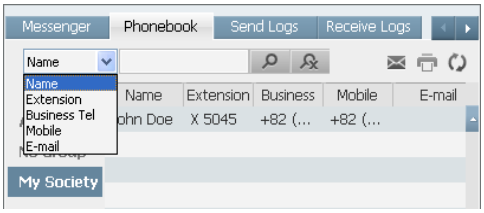
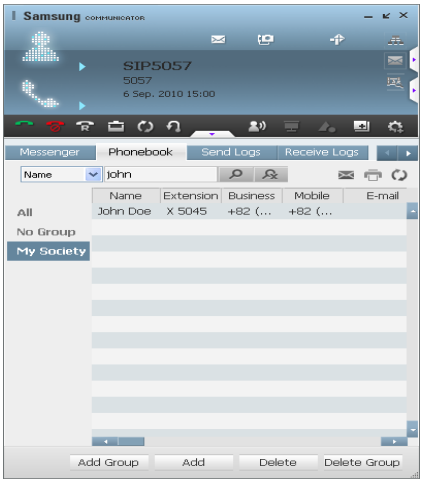
Finding a Contact

1. In the Phonebook screen, select the item you want to search for.



2. Enter a part or the whole of the name or keyword to find.
For example, if you want to find John Doe, you can just enter ‘John’.



3. After entering the name to find, click the **[ ]** button or press the **[Enter]** key without leaving the input box. All matched contacts are listed in the Phonebook screen.

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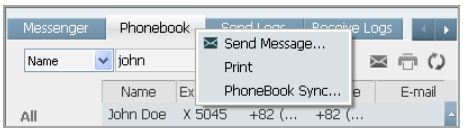
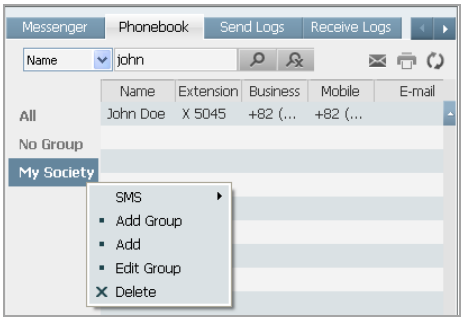
Phonebook Pop-up Menu

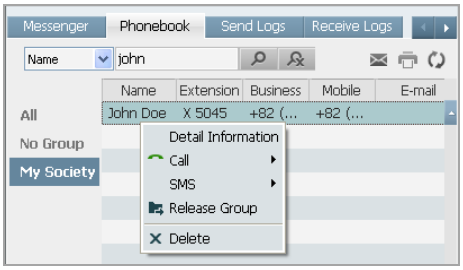
Right-click the **[Phonebook]** tab to use menu for Send Message, Print, and PhoneBook Sync.



Right-click a phonebook group to use menu for SMS, Add Group, Add Contact, Edit Group, and Delete Group.
However, you cannot delete the default group.



Right-click an item to use menu for Detailed Information, Call, SMS, Release Group, and Delete.



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Synchronizing Contacts

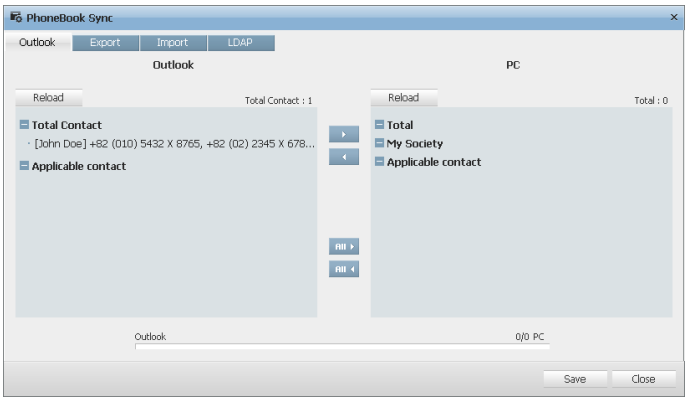
You can synchronize the contacts in the phonebook of your Samsung Communicator with an external program, such as Microsoft Outlook and Excel.

NOTE

Contacts Compatible with Microsoft Outlook

To use the Samsung Communicator contacts compatible with Microsoft Outlook, Microsoft Outlook must be installed in the PC where the Samsung Communicator is installed and must be configured so that the Samsung Communicator can use Microsoft Outlook.

Click the button in the Phonebook screen. The Synchronize Contacts window is displayed.



- **[Outlook] tab**: Synchronize the phonebook with Microsoft Outlook.
- **[Export] tab**: Save the current phonebook to your Samsung Communicator in a format compatible with external programs.
- **[Import] tab**: Import contacts from an external program.
- **[LDAP] tab**: Import contacts from an LDAP server.
- **[Phone] tab**: This tab is visible when logged in with a UC phone. You can synchronize your contacts with the SMT-i5243 IP phone.

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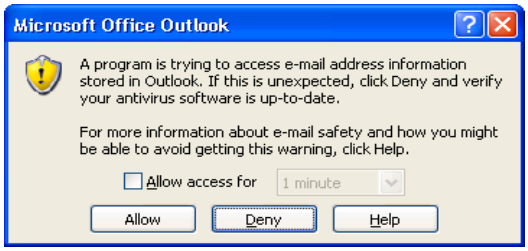
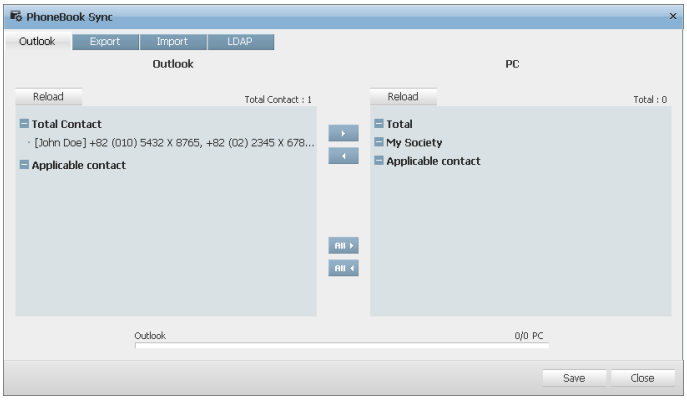
Importing Contacts from Microsoft Outlook

1. Select the **[Outlook]** tab, then click the **[Load]** button in the Outlook pane. The permission prompt, as illustrated below, may appear when interoperating with Outlook. In this case, you must specify the time permitted for access, then select Allow.



2. When connected to Microsoft Outlook successfully, the contacts stored in Microsoft Outlook are displayed under the All Contacts item in the list of the Outlook pane.



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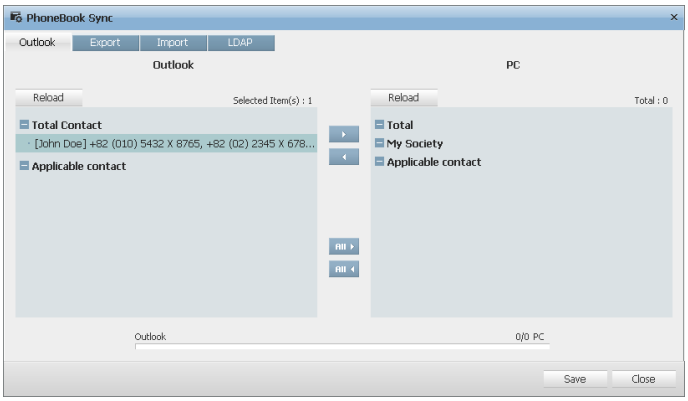
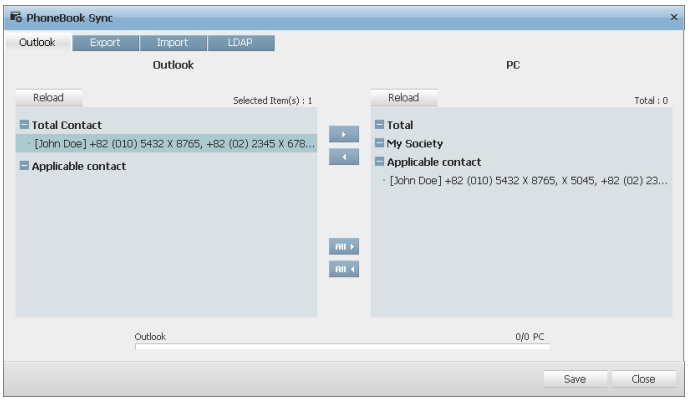
3. Select the contacts wanted to import from Microsoft Outlook. You can use the Ctrl key to select specific contacts.



4. To import the selected contacts, click the button.

To import all contacts, click the button.

Check that the selected or all contacts are added to the Contacts to Apply item in the list of the PC pane, as shown in the figure below.



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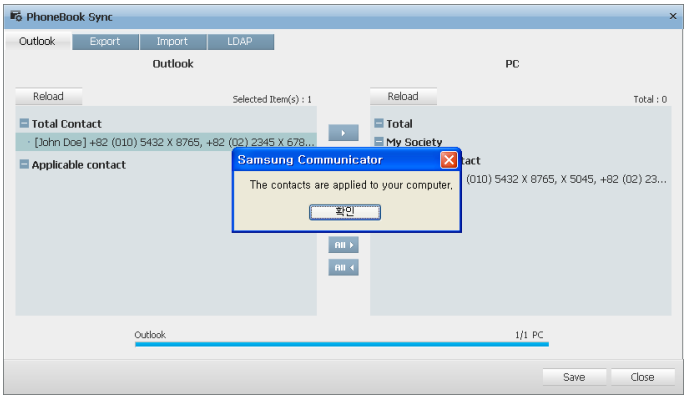
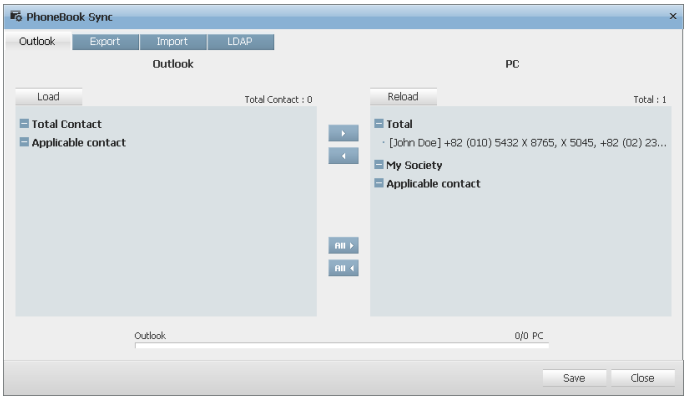
5. Click **[Save]** button to save the contacts.

Once saved correctly, a progress bar appears and the Notification window is displayed, as illustrated below.



Exporting Contacts to Microsoft Outlook

1. Select the **[Outlook]** tab.



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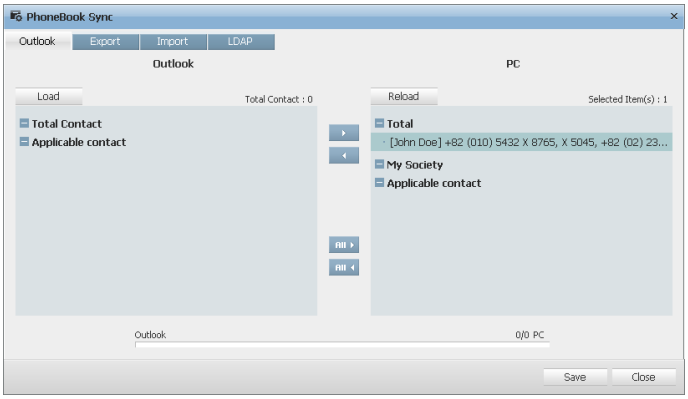
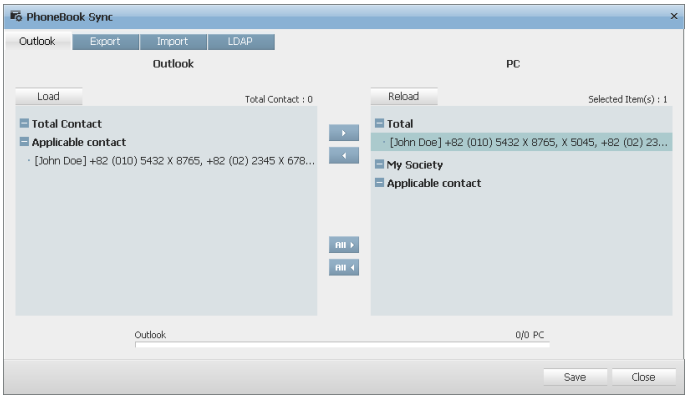
2. Select the contacts to export to Microsoft Outlook.
You can use the Ctrl key to select specific contacts.

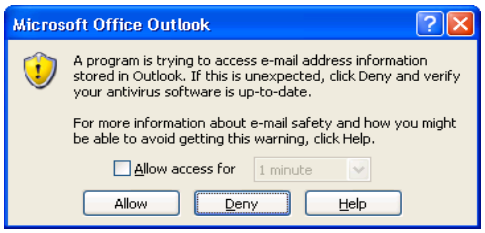


3. To export the selected contacts, click the button.
To export all contacts, click the button.
When performing normally, the selected/all contacts are displayed in the list of the Outlook pane.



4. Click **[Save]** button to save the contacts.

You can be prompted with a message box asking you to confirm the access to the contacts of Microsoft Outlook, as shown in the figure below. In this case, you must check the **[Allow Access For]** checkbox, specify a period, then click Yes.



5. When the contacts are exported to Microsoft Outlook successfully, a message box appears, as shown in the figure below.

CHECK

If the message 'Microsoft Outlook is not installed or is not configured properly after installed.' is displayed

If the message above is displayed when you try to import or export contacts to or from Microsoft Outlook, check whether it is installed normally and configured properly.

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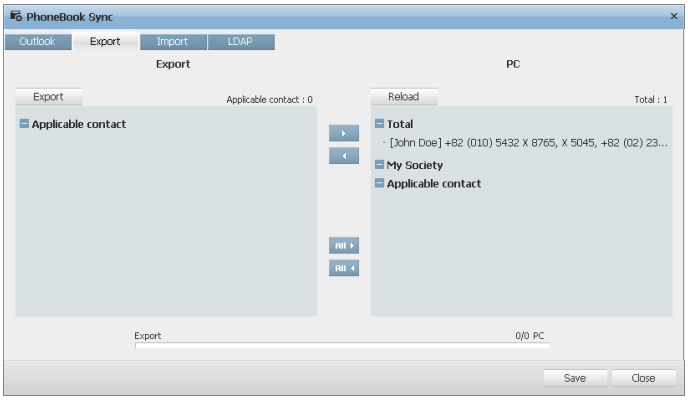
Exporting Contacts to an Excel/MDB File

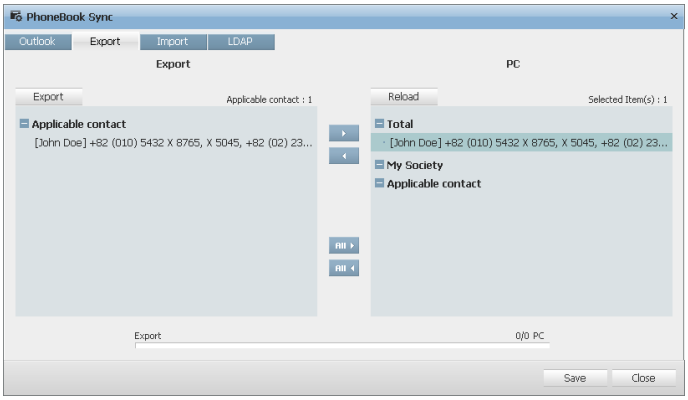
1. Select the Export tab.



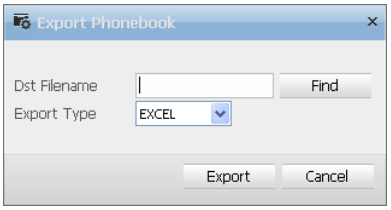
2. To export the selected contacts, click the button.

To export all contacts, click the All button.

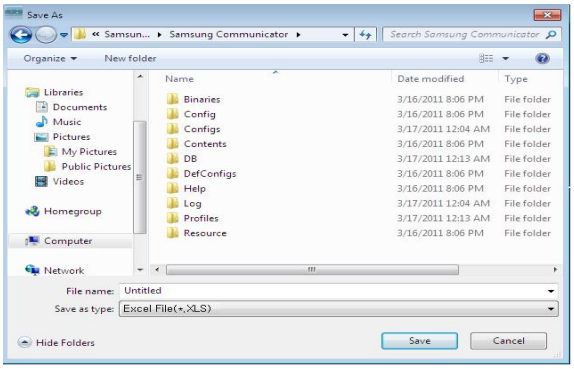
You can use the Ctrl key to select specific contacts.



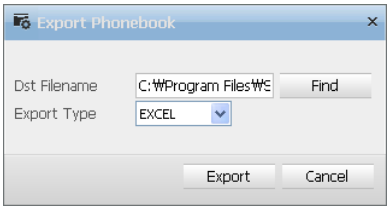
3. Click the **[Export]** button to open the Export Phonebook window.



4. Specify the name and type of file to which the contacts are to be exported.



5. Click the **[Export]** button.



6. Once saved correctly, the Notification window is displayed, as illustrated below.

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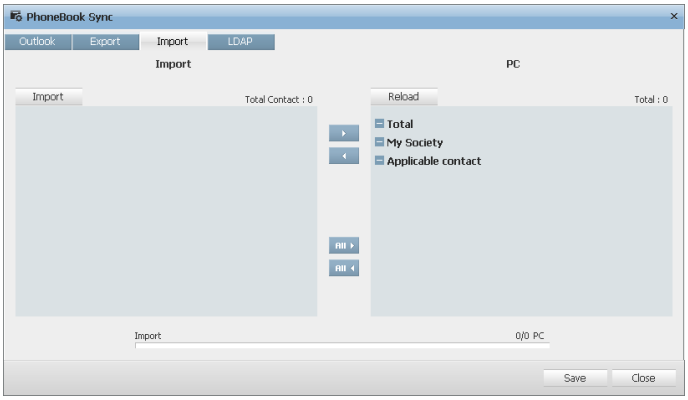
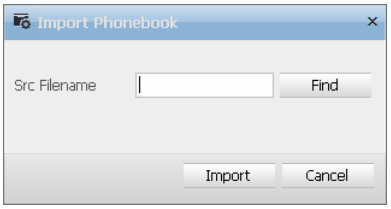
Importing Contacts from an Excel/MDB File

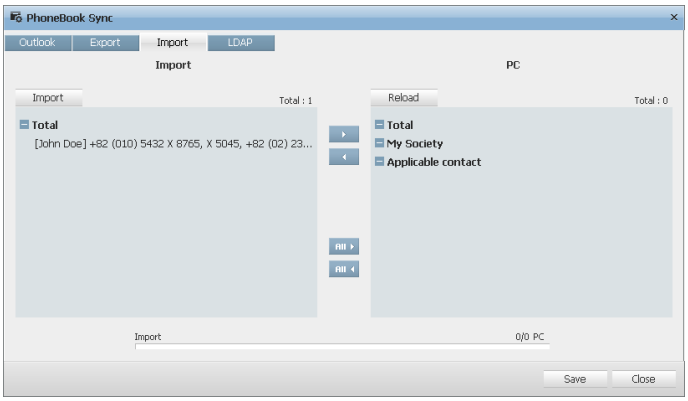
1. Select the **[Import]** tab.



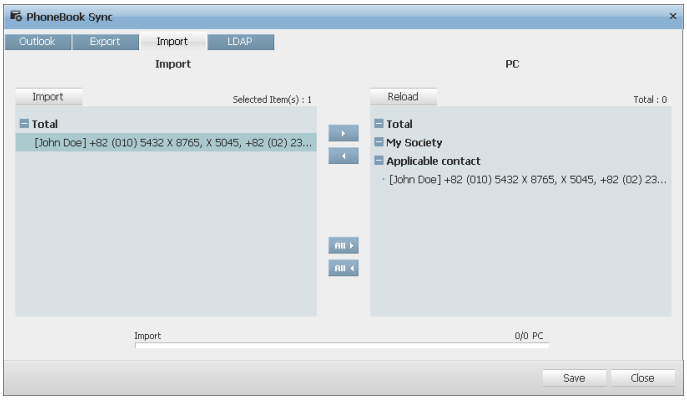
2. Select a file, then click the **[Import]** button in the Import Contacts window.



3. When the contacts stored in the file are read successfully, they are displayed as a list in the Import pane, as shown in the figure below.



4. To import the selected contacts, click the button.
To import all contacts, click the button.
You can use the Ctrl key to select specific contacts.



5. Click **[Save]** to save the contacts.

CHECK

Creating an Excel Contacts File

To import contacts from an Excel file, you must enter contacts in an Excel file which was created initially using the Export Contacts function. Furthermore, the field values of each contact must be entered in Text format to be imported by the Samsung Communicator.

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Importing Contacts from the LDAP

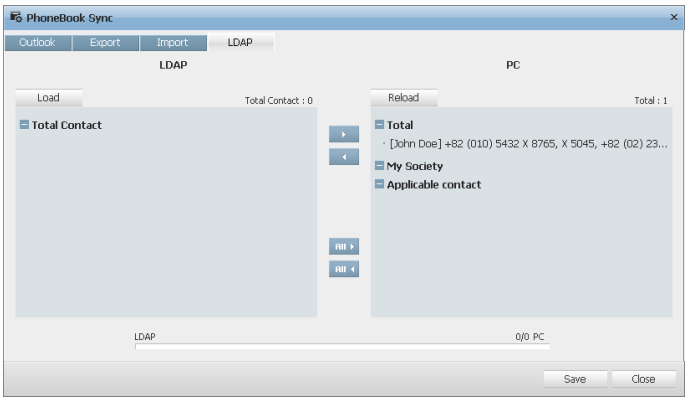
NOTE

Interoperation with the LDAP Contacts

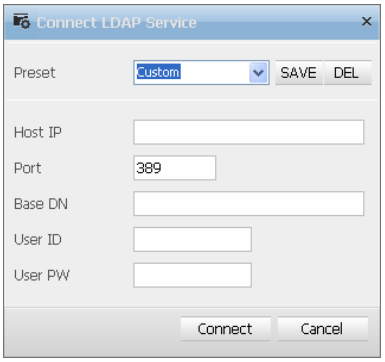
To use the Samsung Communicator and LDAP Contacts Interoperation function, the LDAP server environments that have contacts must have been configured.

This function is only supported by the MicroSoft ActiveDirectory LDAP.

1. Select the **[LDAP]** tab.



2. Click the **[Load]** button. The Connect LDAP Service window is displayed.



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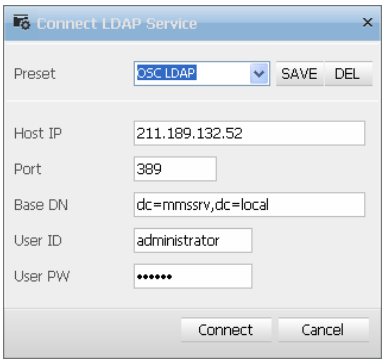
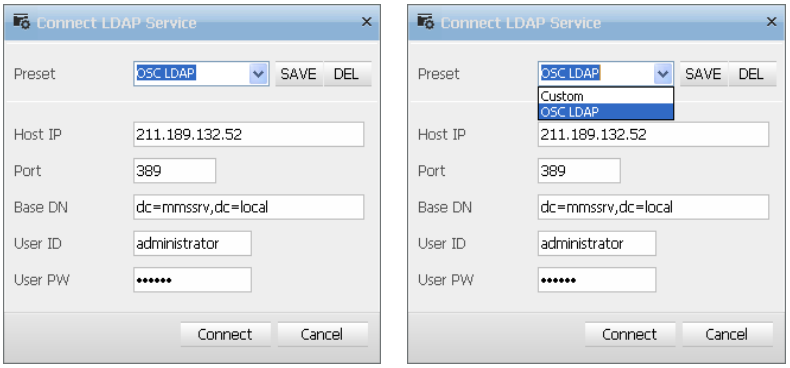
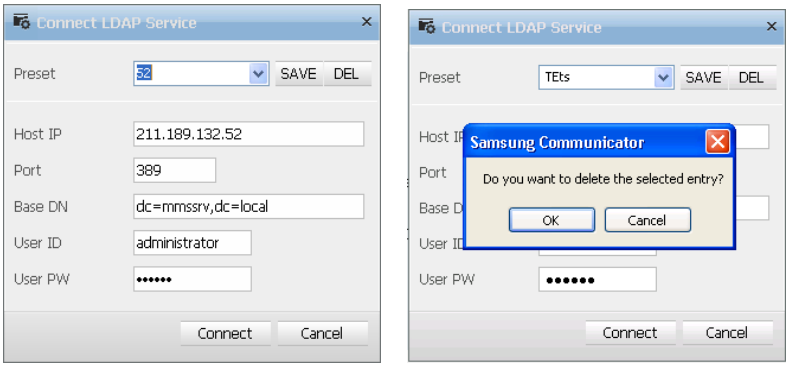
3. Enter the connection information for the LDAP from which contacts are imported, then click the **[Connect]** button.



- To save a frequently used LDAP connection entry as a preset, click the **[Save]** button.



- To delete an unused preset, select it, then click the **[Del]** button.



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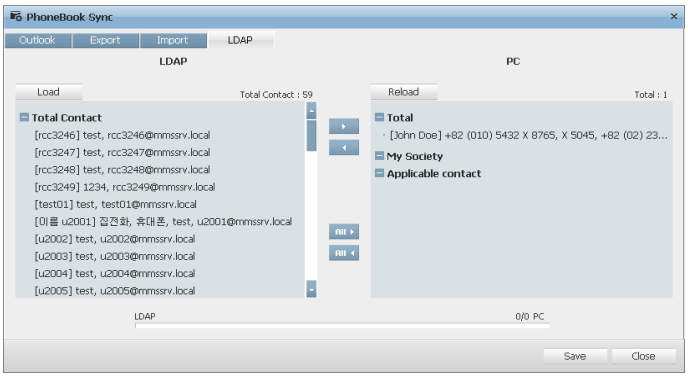
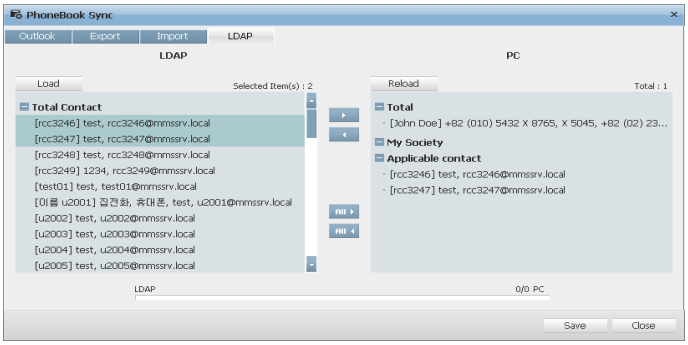
4. When the contacts are read successfully, they are displayed in the list in the LDAP pane, as shown in the figure below.



5. To import the selected contacts, click the button.

To import all contacts, click the All button.

You can use the Ctrl key to select specific contacts.



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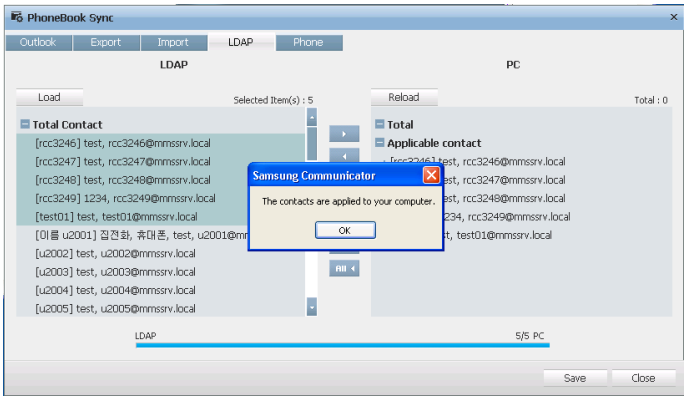
6. You must click the **[Save]** button to import the contacts to your Samsung Communicator.



Importing Contacts from Phone

This function is not available in the Soft Phone and Desk Phone mode. The Phone tab is enabled only for the phones that support contacts synchronization in the UC Phone mode.

1. Click the **[Phone]** tab.

If the SMT-i5243 is successfully connected, contacts stored in the SMT-i5243 are displayed, as illustrated below.

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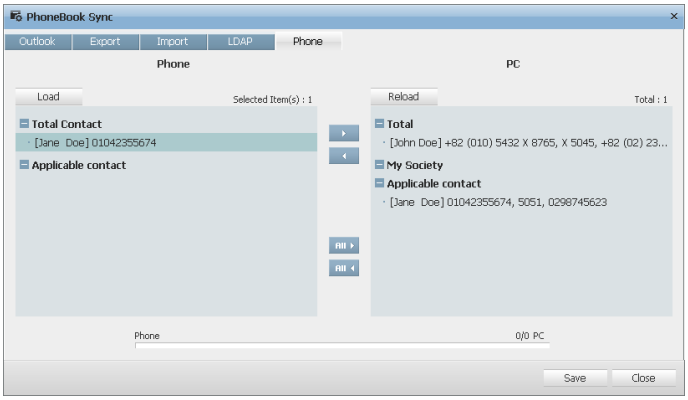
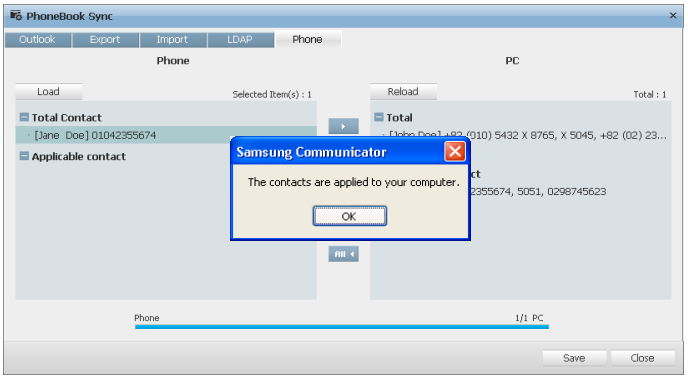
2. To import the selected contacts, click the button.

To import all contacts, click the button.

You can use the Ctrl key to select specific contacts.



3. You must click the **[Save]** button to import the contacts to your Samsung Communicator.



NOTE

Interoperation with Phone Contacts

To use the contacts interoperation function between the Samsung Communicator and the SMT-i5243, you must log in to the Communicator in UC Phone mode.

The **[Phone]** tab is enabled only when the Samsung Communicator is logged in with UC Phone mode and the UC phone supports contacts synchronization.

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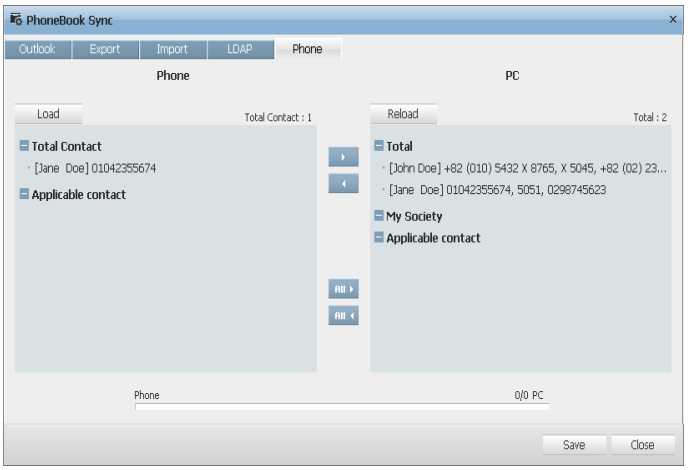
Exporting Contacts to Phone

This function is not available in Softphone mode. The Phone tab is available for phones that support contacts synchronization in UC Phone mode.

1. Click the **[Phone]** tab.

If the SMT-i5243 is successfully connected, contacts stored in the SMT-i5243 are displayed, as illustrated below.



2. To export the selected contacts, click the button.

To export all contacts, click the All button.

You can use the Ctrl key to select specific contacts.

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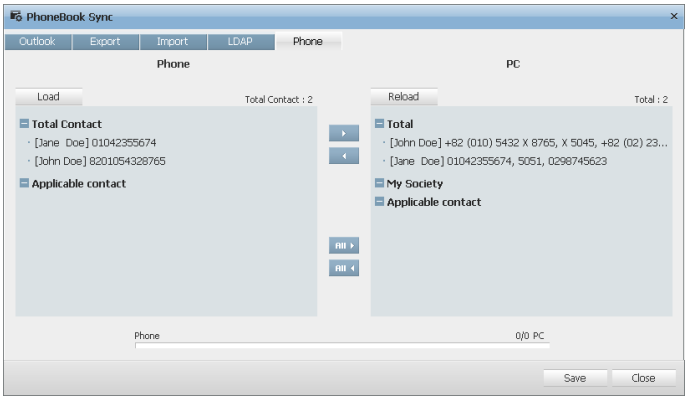
3. Click **[Save]** button to save the contacts.



NOTE

Interoperation with Phone Contacts

To use the contacts interoperation function between the Samsung Communicator and the SMT-i5243, you must log in to the Communicator in UC Phone mode.

The **[Phone]** tab is enabled only when the Samsung Communicator is logged in with UC Phone mode and the UC phone supports contacts synchronization.

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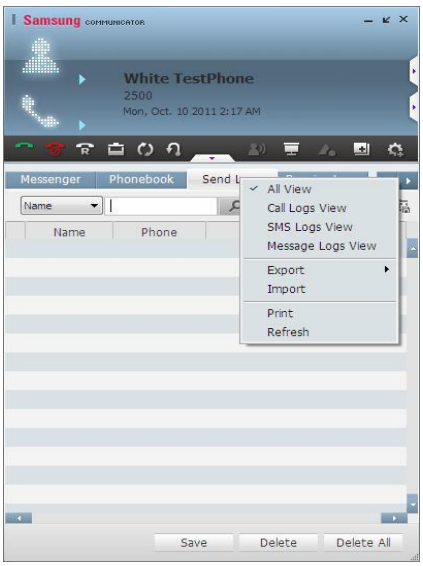
Send Logs

Select **[Send Logs]** to view the list of recent calls sent **[ ]**/SMSs **[ ]**/ messages **[ ]**.

Send Logs Pop-up Menu

The pop-up menu appears when you click the **[Send Logs]** tab.



- **[Call Logs View]**: only the outgoing calls.
- **[SMS Logs View]**: only the outgoing SMS messages.
- **[Message Logs View]**: only the outgoing extension messages.
- **[Export]**: Saves the current list as a file.
- **[Import]**: Imports a list of outgoing calls, SMSs and messages from a file and shows them.
- **[Print]**: print the current list.
- **[Refresh]**: refresh the current list with the latest information.

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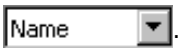
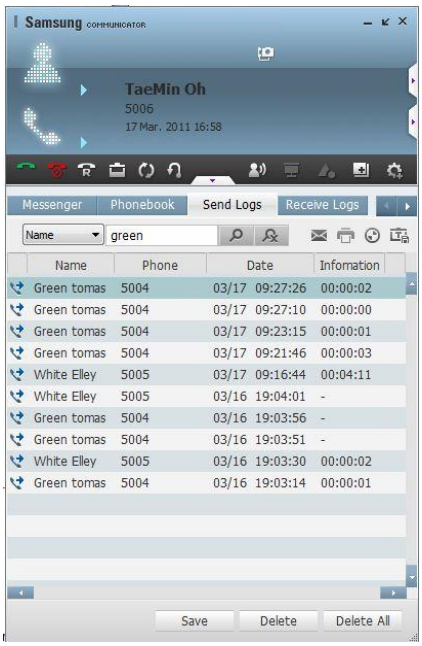
Searching Send Logs

1. To search the send logs, select a search type in 

.

2. Enter a search string into the search input field, then click the button.



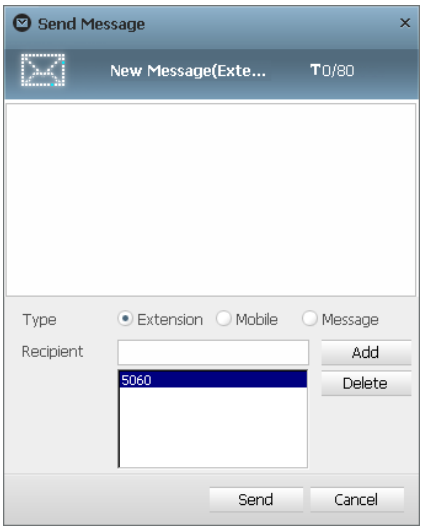
3. To view all items again, click the button.

Sending Messages

1. Select a user to send a message to in the Send Logs list.

2. In the Send Logs screen, click the button.

3. Write your message.



4. Select Extension or Message for the transmission method.

5. Enter a recipient's extension number into the Recipient field, then click the **[Add]** button to add the extension number to the list below.
   To delete an extension number from the list, select an extension number in the list, then click the **[Delete]** button.

6. Click the **[Send]** button to send the message.

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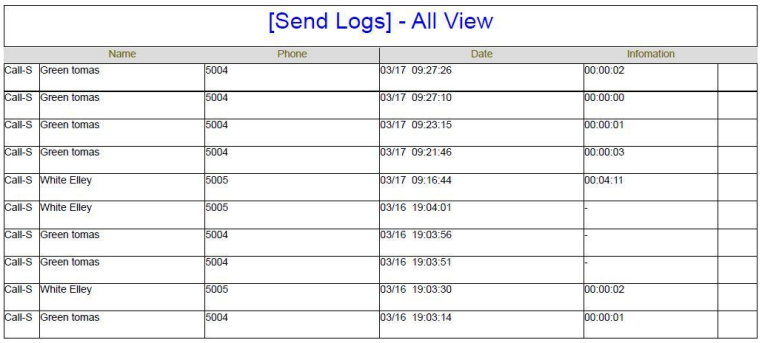
Printing

In the Send Logs screen, click the button. The entire Send Log list is printed. The following information is printed.



[Send Logs] - All View

	Name	Phone	Date	Infomation	
Call-S	Green tomas	5004	03/17 09:27:26	00:00:02	
Call-S	Green tomas	5004	03/17 09:27:10	00:00:00	
Call-S	Green tomas	5004	03/17 09:23:15	00:00:01	
Call-S	Green tomas	5004	03/17 09:21:46	00:00:03	
Call-S	White Elley	5005	03/17 09:16:44	00:04:11	
Call-S	White Elley	5005	03/16 19:04:01	-	
Call-S	Green tomas	5004	03/16 19:03:56	-	
Call-S	Green tomas	5004	03/16 19:03:51	-	
Call-S	White Elley	5005	03/16 19:03:30	00:00:02	
Call-S	Green tomas	5004	03/16 19:03:14	00:00:01	

- **Call-S**: Outgoing calls
- **SMS-S**: Outgoing SMS messages
- **NOTE_S**: Outgoing extension messages

Refreshing

In the Send Logs screen, click the button. The send logs are refreshed with the latest information.

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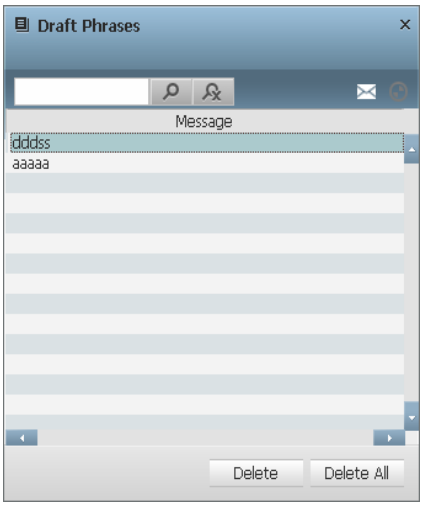
Draft Phrases

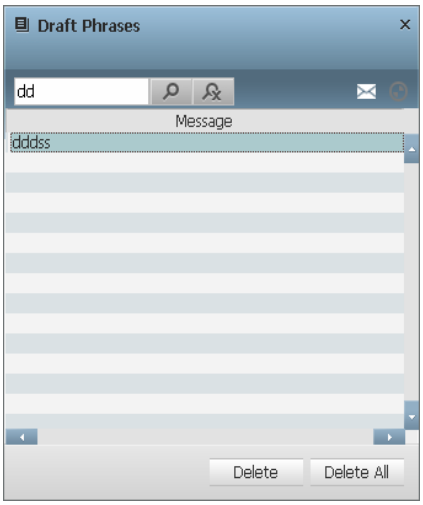
In the Send Logs screen, click the button. Draft Phrases is displayed.



Click the button in the screen to go to the Send Message window.
Click the button in the screen to refresh the draft phrases list.
To delete a phrase, select the phrase and click **[Delete]** button. To delete all phrases, click **[Delete All]** button.

Searching a Phrase

Enter a phrase into the search input field, then click the button to view the messages that include the selected phrase.



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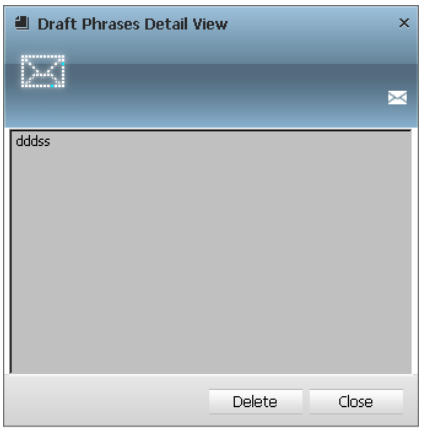
View Details for Draft Phrases

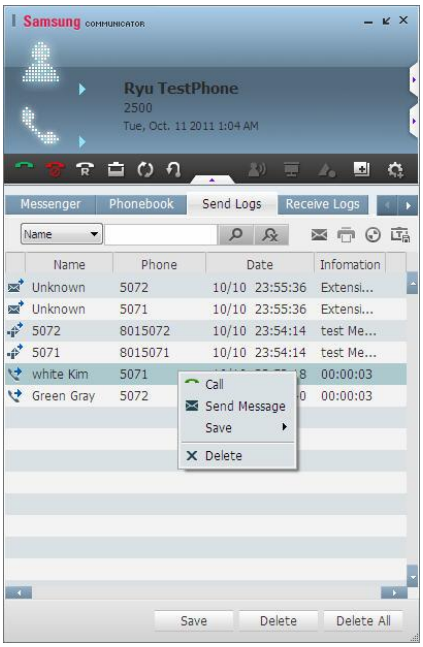
Double-click an entry to view it in the View Details window for a sentence.



Click the button in the current screen to go to the Send Message window.
Click the **[Delete]** button in the current window to delete the phrase.

Pop-up Menu for Outgoing Calls History

Right-click an outgoing call entry in the send logs.



- **[Call]**: dial the extension number of the selected entry.
- **[Send Message]**: sending a message to the extension number of the selected entry.
- **[Save]**: saving the phone number of the selected entry
- **[Delete]**: delete the selected entry.

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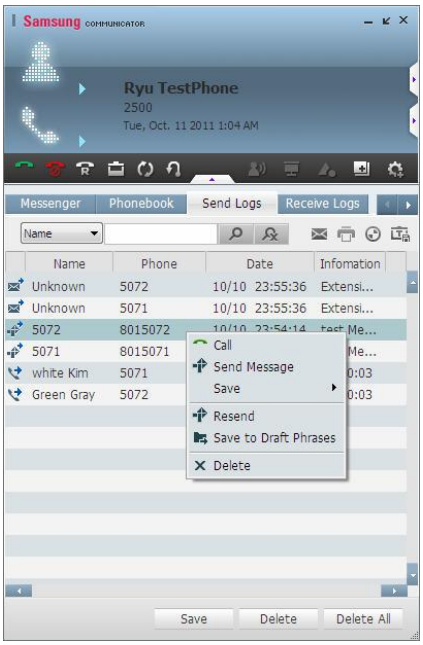
Pop-up Menu for Outgoing SMS Messages

Right-click an outgoing SMS message entry in the send logs.



- **[Call]**: dial the extension number of the selected entry.
- **[Send Message]**: sending a message to the extension number of the selected entry.
- **[Save]**: saving the phone number of the selected entry.
- **[Resend]**: Sends the sent message again.
- **[Save to Draft Phrases]**: save the selected message.
- **[Delete]**: delete the selected entry.

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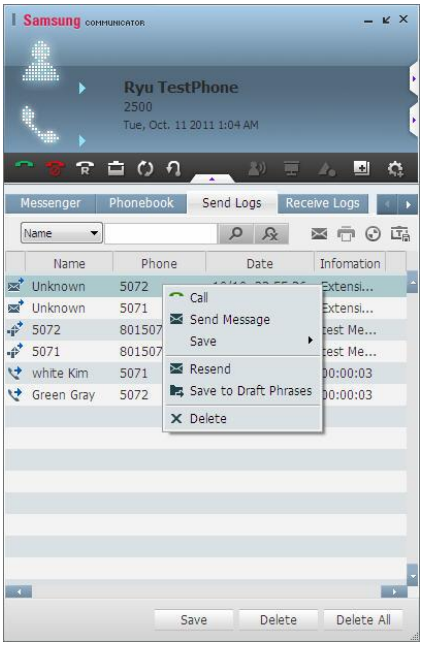
Pop-up Menu for Outgoing Extension Messages History

Right-click an outgoing extension message entry in the send logs.



- **[Call]**: dial the extension number of the selected entry.
- **[Send Message]**: sending a message to the extension number of the selected entry.
- **[Save]**: saving the phone number of the selected entry.
- **[Resend]**: Sends the sent message again.
- **[Save to Draft Phrases]**: save the selected message.
- **[Delete]**: delete the selected entry.

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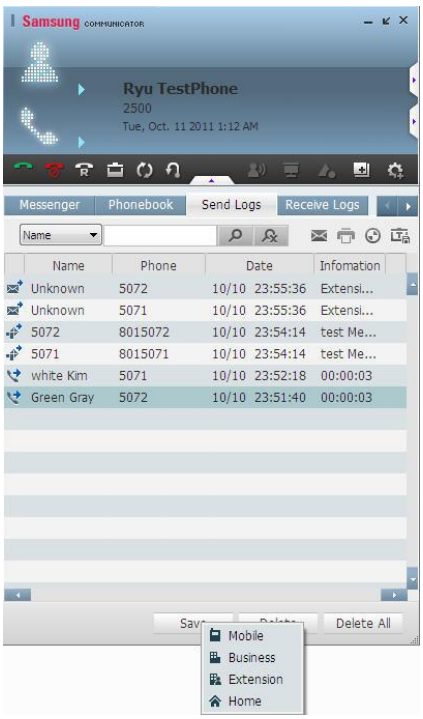
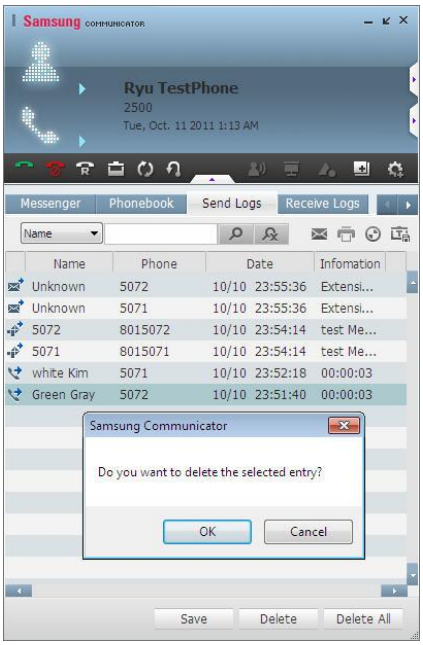
Saving Numbers from Send Logs

Select an entry in the send logs to save its phone number, then click the **[Save]** button. Select **[Mobile]**, **[Business]**, **[Extension]**, or **[Home]** to open the window for saving the phone number.



Deleting Numbers from Send Logs

To delete an item sent, select the item from the list of sent items and click **[Delete]** button. To delete all sent items, click the **[Delete All]** button.



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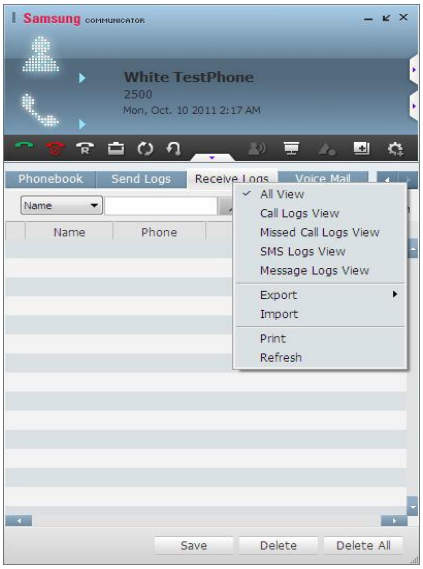
Receive Logs

Select **[Receive Logs]** to view the list of recent calls received **[ ]**/missed calls **[ ]**/SMSs **[ ]**/Messages **[ ]**.

Receive Logs Pop-Up Menu

The pop-up menu appears when you click the **[Receive Logs]** tab.



- **[Call Logs View]**: view only the incoming calls.
- **[Missed Call Logs View]**: view only the missed calls.
- **[SMS Logs View]**: view only the incoming SMS.
- **[Message Logs View]**: view only the incoming messages.
- **[Export]**: Saves the current list as a file.
- **[Import]**: Imports a list of incoming calls, missed calls, SMSs and messages from a file and shows them.
- **[Print]**: print the current list.
- **[Refresh]**: refresh the current list with the latest information.

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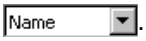
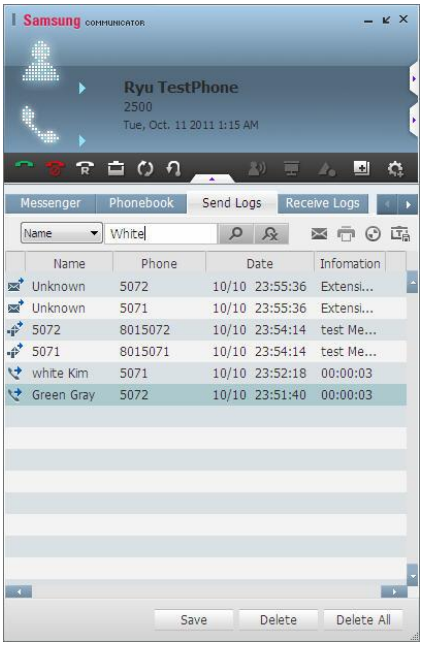
Searching Receive Logs

1. To search the receive logs, select a search type in 

.

2. Enter a search string into the search input field, then click the button.



3. To view all items again, click the button.

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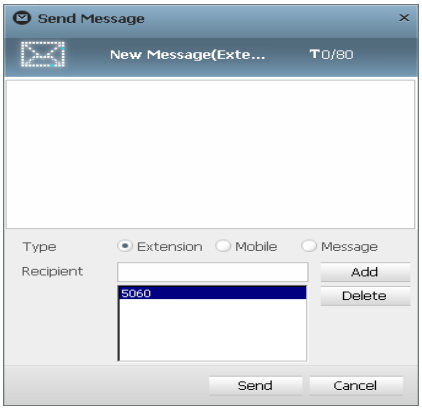
Sending Messages

1. Select a user to send a message to in the Receive Logs list.
2. In the Receive Logs screen, click the button.
3. Write your message.



4. Select Extension or Message for the transmission method.
5. Enter a recipient's extension number into the Recipient field, then click the **[Add]** button to add the extension number to the list below.
   To delete an extension number from the list, select an extension number in the list, then click the **[Delete]** button.
6. Click the **[Send]** button to send the message.

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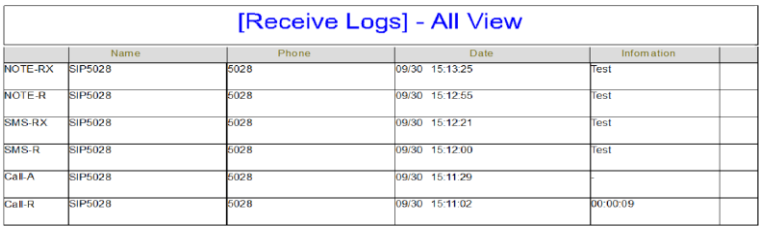
Printing

In the Receive Logs screen, click the button. The Receive Logs list is printed, as illustrated below.
The following information is printed.



[Receive Logs] - All View

	Name	Phone	Date	Infomation
NOTE-RX	SIP5028	5028	09/30 15:13:25	Test
NOTE-R	SIP5028	5028	09/30 15:12:55	Test
SMS-RX	SIP5028	5028	09/30 15:12:21	Test
SMS-R	SIP5028	5028	09/30 15:12:00	Test
Call-A	SIP5028	5028	09/30 15:11:29	-
Call-R	SIP5028	5028	09/30 15:11:02	00:00:09

- **Call-R**: Incoming calls
- **Call-A**: Missed calls
- **SMS-R**: Incoming SMS messages
- **SMS-RX**: Unread SMS messages
- **NOTE-R**: Incoming extension messages
- **NOTE-RX**: Unread extension messages

Refreshing

In the Receive Logs screen, click the button. The receive logs are refreshed with the latest information.

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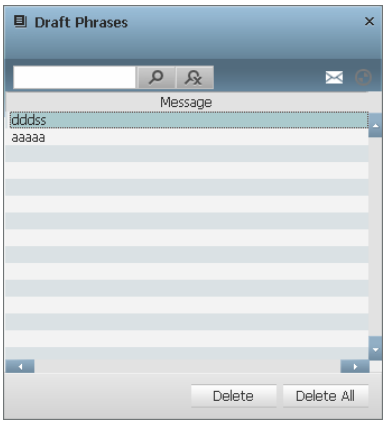
Draft Phrases

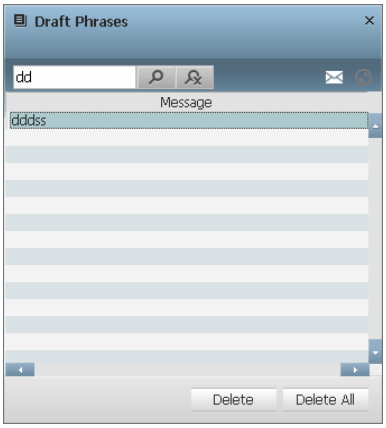
In the Receive Logs screen, click the button. Draft Phrases is displayed.



Click the button in the current screen to go to the Send Message window. Click the button in the current screen to refresh the draft phrases. Select an item, then click the **[Delete]** button to delete the selected phrase. Click the **[Delete All]** button to delete all phrases.

Searching a Phrase

Enter a phrase into the search input field, then click the button to view the messages that include the selected phrase.



To view all phrases again, click the button.

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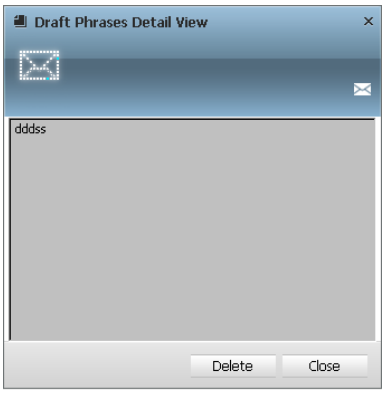
View Details for Draft Phrases

Double-click an entry to view it in the View Details window for a sentence.



Click the button in the current screen to go to the Send Message window. Click the **[Delete]** button in the current window to delete the phrase.

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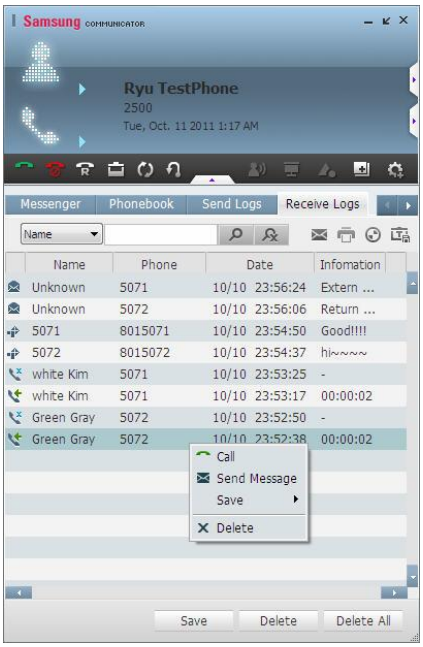
Pop-Up Menu for Incoming Calls History

Right-click an incoming call entry in the receive logs.



- **[Call]**: dial the extension number of the selected entry.
- **[Send Message]**: sending a message to the extension number of the selected entry.
- **[Save]**: saving the phone number of the selected entry.
- **[Delete]**: delete the selected entry.

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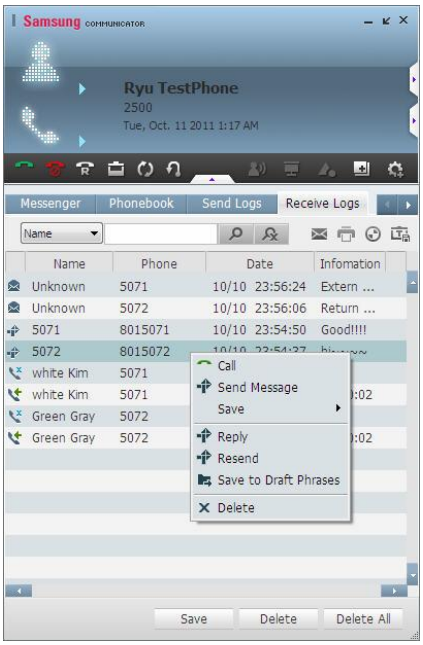
Pop-Up Menu for Incoming SMS Messages

Right-click an incoming message entry in the receive logs.



- **[Call]**: dial the extension number of the selected entry.
- **[Send Message]**: sending a message to the extension number of the selected entry.
- **[Save]**: saving the phone number of the selected entry.
- **[Reply]**: replying to the extension number of the selected entry.
- **[Resend]**: Sends the sent message again.
- **[Save to Draft Phrases]**: save the selected message.
- **[Delete]**: delete the selected entry.

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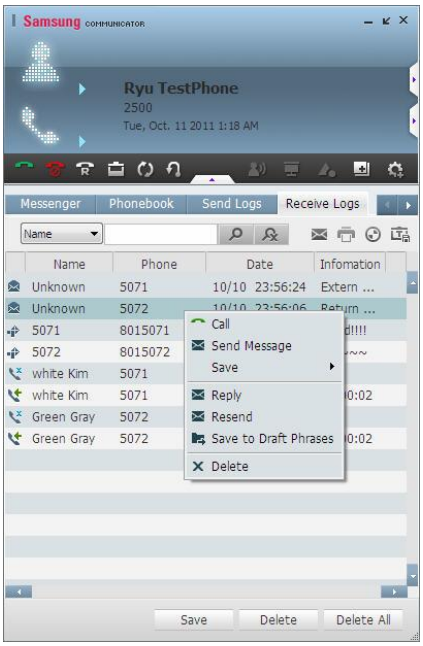
Pop-Up Menu for Incoming Extension Messages History

Right-click an incoming note entry in the receive logs.



- **[Call]**: dial the extension number of the selected entry.
- **[Send Message]**: sending a message to the extension number of the selected entry.
- **[Save]**: saving the phone number of the selected entry.
- **[Reply]**: replying to the extension number of the selected entry.
- **[Resend]**: Sends the sent message again.
- **[Save to Draft Phrases]**: save the selected message.
- **[Delete]**: delete the selected entry.

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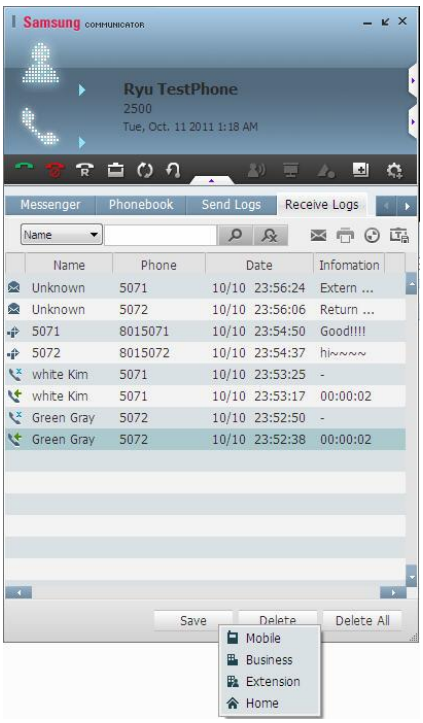
Saving Numbers from Receive Logs

Select an entry in the receive logs to save its phone number, then click the **[Save]** button. Select **[Mobile]**, **[Business]**, **[Extension]**, or **[Home]** to open the window for saving the phone number.



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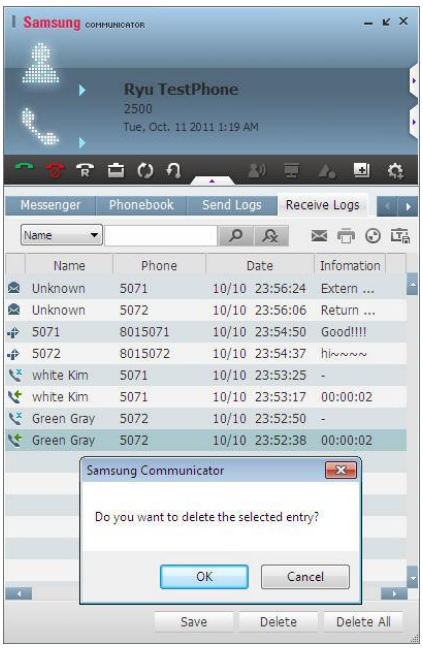
Deleting Numbers from Receive Logs

Select an entry to delete from the receive logs, then click the **[Delete]** button.
The selected receive log entry is deleted.
To delete all received items, click **[Delete All]**.



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Voice Mail

This function sends and receives voice mails by interoperating with the IP-UMS.

On the main screen, select the **[Voice Mail]** tab. The Inbox screen appears

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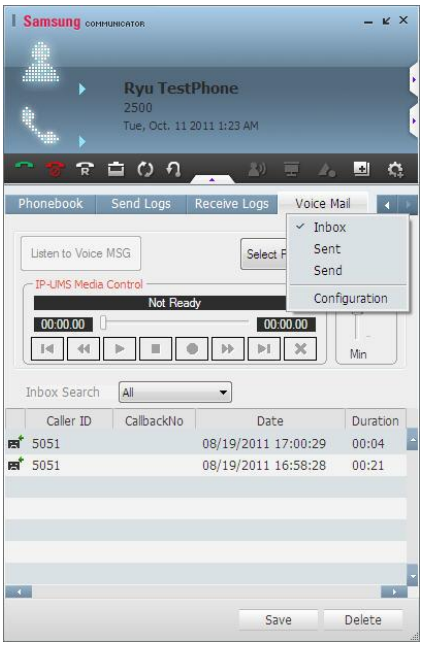
Voice Mail Pop-Up Menu

1. Right-click the **[Voice Mail]** tab to open the pop-up menu.



- **[Inbox]**: view the Voice Mail Inbox.
- **[Sent]**: view the Voice Mail Sent box.
- **[Send]**: sending voice mails.
- **[Configuration]**: Voice Mail Configuration.

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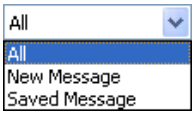
Inbox

You can view information on and listen to voice mails.

1. Select a search option for Inbox Search.



2. To listen to a voice mail, select a voice mail in the list, then click the Start button ( ) in the voice mail player.

(If automatic playback is enabled, the voice mail is played as soon as it is selected in the list.)

When a new voice mail is received, it is added to the Inbox and the icon is displayed in the phone configuration icons section at the top of the main screen. (The icon is visible only when the main screen is not minimized and when there is no extension message.)

NOTE

Phone Configuration Icon-Voice Mail

The icon for new voice mails is visible only if WMI is enabled for the inbox in the IP-IMS server configuration.

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Pop-Up Menu for Inbox

Right-click a voice mail in Inbox.

Reply

You can reply a sender with a voice mail.

1. Select **[Reply]** on the Inbox pop-up menu.
The Voice Mail tab changes to **[Send Voice Mail]** reply mode.

2. Click the [ ] button to start recording.
Click the [ ] button to finish recording.

3. click the **[Save]** button to send the voice mail
The Voice Mail tab changes to **[Inbox]**.
The sent voice mail automatically appears in the Sent box.

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Resend

This forwards a received voice mail to another person.

1. Select **[Resend]** on the Inbox pop-up menu.

The Voice Mail tab changes to **[Send Voice Mail]** resend mode.

2. Enter an extension number to forward the message to, then click the **[Add]** button to add it to the Recipients list.

You can also search the phonebook and add the contact by selecting a search option (name or extension number), entering a search string, then clicking the button.

3. Click the button to start recording.

Click the button to finish recording.

If not recording a new message, the received voice mail is forwarded.
If recording a new message, the newly recorded voice mail and the received voice mail are forwarded.

4. click the **[Save]** button to send the voice mail.

The Voice Mail tab changes to **[Inbox]**.

The sent voice mail automatically appears in the Sent box.

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Download

You can save received voice mails to your PC.

1. Select **[Download]** in the Inbox pop-up menu.
2. The Save File dialog box is displayed.
3. Enter the location and name for the voice mail you want to save, then click the **[Save]** button.
4. The voice mail is saved in the **[name entered]**.wav format.

Save

This saves the messages received in your Inbox to the IP-UMS server.

1. Select **[Save]** in the Inbox pop-up menu.
2. The icon for the message changes from Inbox to Saved.
   The message now appears only when the search option for Inbox Search is **[Saved Messages]**.

Delete

This deletes the messages received in your Inbox from the IP-UMS server.

1. Select **[Delete]** in the Inbox pop-up menu.
2. The selected messages are deleted from Inbox.

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Sent

To view a list of sent voice mails, select **[Sent]** from the Voice Mail context menu.

Playing Voice Mail

You can play sent voice mails.

1. Select the item you want to play in the list of sent voice mails and click the ▶ button.

2. Windows Media Player will start and play the selected voice mail.

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Pop-Up Menu for Sent

Right-click a voice mail in Sent.

Delete

This deletes the messages in your Sent box from the IP-UMS server.

1. Select **[Delete]** in the Sent pop-up menu.

2. The selected messages are deleted from Sent.

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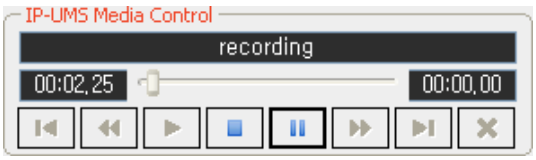
Sending New Voice Mails

1. Select **[Send]** in the Voice Mail context menu.
   The Voice Mail tab changes to the **[Send Voice Mail]** New Message mode.

2. Enter an extension number to forward the message to, then click the **[Add]** button to add it to the Recipients list. You can also search the phonebook and add the contact by selecting a search option (name or extension number), entering a search string, then clicking the button.

3. Click the button to start recording with the PC microphone.
   Click the button to finish recording



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4. click the Send button to send the voice mail.
The sent voice mail automatically appears in the Sent box.

> **NOTE**
>
> **Multiple Voice Mail Recipients**
>
> You can add up to 10 recipients for a single message.

Recording with Phone

Record voice mails with your phone

1. Enter the extension number to use in the , then click the **[Select Phone]** button.

2. Recording Mode of **[Samsung IP-UMS Media Control]** changes to Phone Mode.

3. Click the button to call the extension number entered.

4. Answer the call of the extension number entered to start recording through the phone.

5. End the call of the extension number entered to finish recording.

> **NOTE**
>
> **Recording Voice Mails with Phone**
>
> To use the voice mail recording function with phones, the codec for the IP-UMS server must be set to G.711a.

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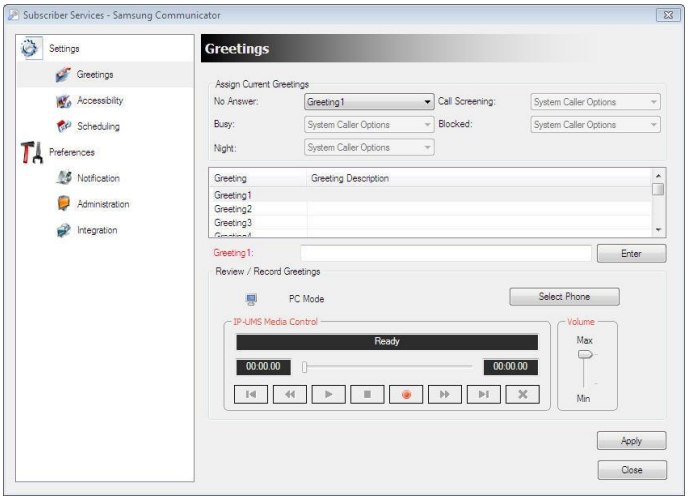
Configuration

You can view and set the configuration information for the voice mail.
The following contents are based on the IP-UMS user manual.
For more information, contact the UMS administrator.

Settings

Greetings

You can edit you greetings and configure the relevant settings. You can edit up to 9 greetings (Greeting 1 to Greeting 9) and assign a greeting to be used for each of the No Answer, Busy, Night, Call Screening and Blocked calls.
To edit a greeting, use the media control in Review/Record Greetings.



- **[Assign Current Greetings]**: You can change the personal greetings currently assigned. You can assign one of 9 available greetings for each type of call. The greetings and name are used when the caller accesses the menu to leave a voice mail in your voice mail inbox or you want your name played to the caller.
  - No Answer: This greeting is played to the caller when the call is not answered for a specified period of time.
  - Busy: This greeting is played to the caller when you are busy.

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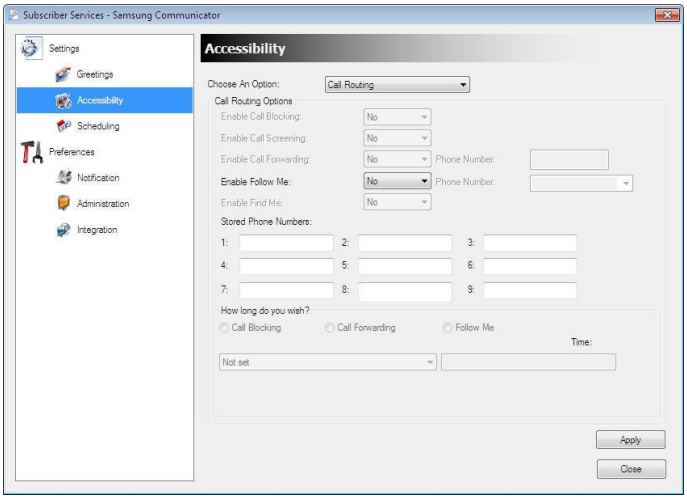
- Night: This greeting is played to the caller if the call is received after the business hours.
- Call Screening: This greeting is played to the caller if you enable the call screening function. This function is used to receive phone calls from selected callers only.
- Block: This greeting is played to the caller if you block all incoming calls.

- **[Review/Record Greetings]**: You can make or change a recording for greetings, mailbox greetings, and names. You can use the control at the bottom to record. Click the Save button to save any changes.

Accessibility

You can set call routing and phone numbers or view caller selection options. By using call routing, you can route incoming calls differently.



- **[Call Routing]**: Allows you to handle the incoming calls differently based on various settings.
  - Enable Call Blocking: Blocks all incoming calls. The caller is connected to the voice mailbox where messages can be recorded. If you have set a greeting for the blocked calls, the greeting for the blocked calls will be played to the caller.

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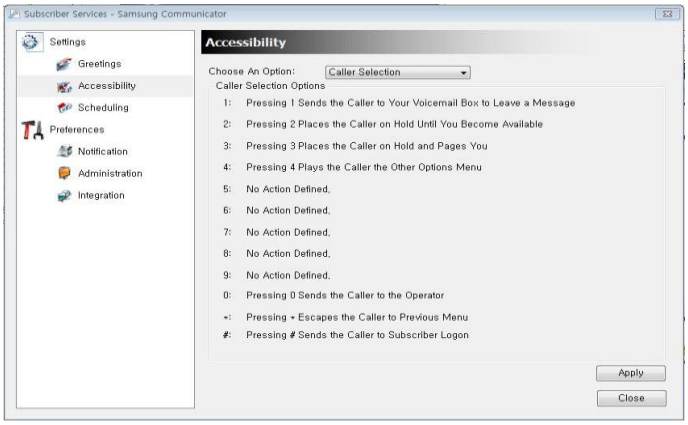
- Enable Call Screening: Answers incoming calls with discretion. On IP-UMS, the caller is requested to record his or her message before getting connected to you. Then, you can listen to the message recorded and decide to answer or decline the call. If you have set a greeting for the call screening, the greeting will be played to the caller.
- Enable Call Forwarding: Forwards a call to an extension number. Call forwarding can be set by entering an extension number in the phone number field or by setting an extension number using the **[Access Admin]**-**[4]** menu after logging into the phone mailbox.
- Enable Follow Me: Forwards the incoming calls not to the user's extension number but to another number (including trunk line). Similar to Enable Call Screening, you can answer the calls with discretion.
- Enable Find Me: By registering multiple phone numbers, incoming calls are routed to the specified number in a sequence. Similar to Enable Call Screening, you can answer the calls with discretion.
- Stored Phone Numbers: Registers the phone number used in the user settings. These phone numbers are used for the Find Me, Follow Me and notification functions.
- How long do you wish?: Sets how long the Call Blocking, Call Forwarding, and Follow Me functions will remain enabled.



- **[Caller Selection]**: You can view the options which can be selected by your callers. In other words, these are the descriptions for the actions the callers can select when they are reaching the user's mailbox. These options can only be set by the administrator and only retrieval of these options can be possible in the Microsoft Outlook.

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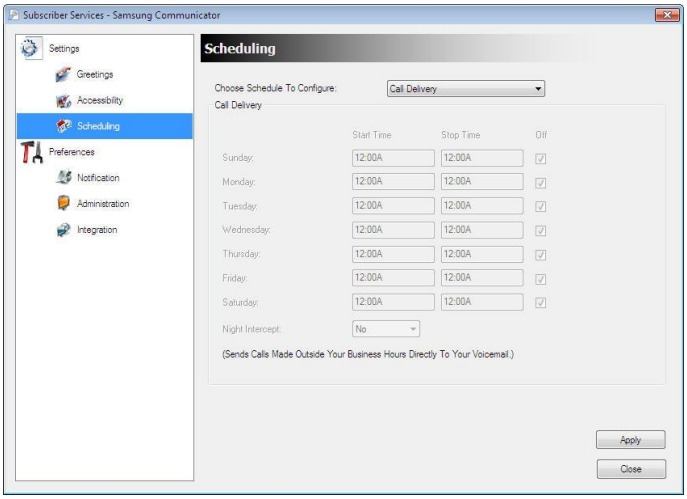
Scheduling

You can manage weekly schedules for calls, messages, fax mails, and pager calls. You can set the start time and the end time, or select Off to turn scheduling off.



- **[Call Delivery]**: You can set schedules to process incoming calls. Inside the time specified is your work hours and outside the time specified is your non-work hours. If 'Night Intercept' is enabled and the night greeting is set, the night greeting will be played for calls received outside the working hours.
- **[Fax Delivery]**: You can set notification schedules for fax mails.
- **[Message Notification]**: You can set notification schedules for messages.
- **[Pager Notification]**: You can set notification schedules for pager calls.

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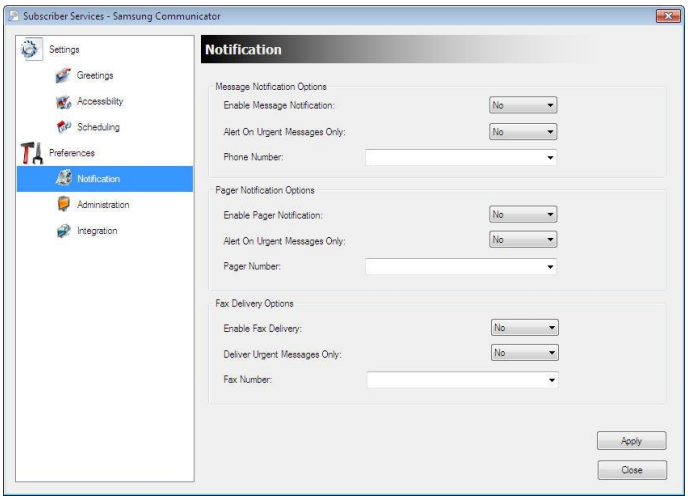
Preferences

Notification

You can configure the notification settings for messages, fax mails, and pager calls.



- **[Message Notification Options]**: Sets the notification to a phone on or off when a message is received and selects the phone number to receive the notification.
- **[Pager Notification Options]**: Sets the notification to a pager on or off when a message is received and selects the pager number to receive the notification.
- **[Fax Delivery Options]**: Sets the notification to a fax on or off when a message is received and selects the fax number to receive the notification.

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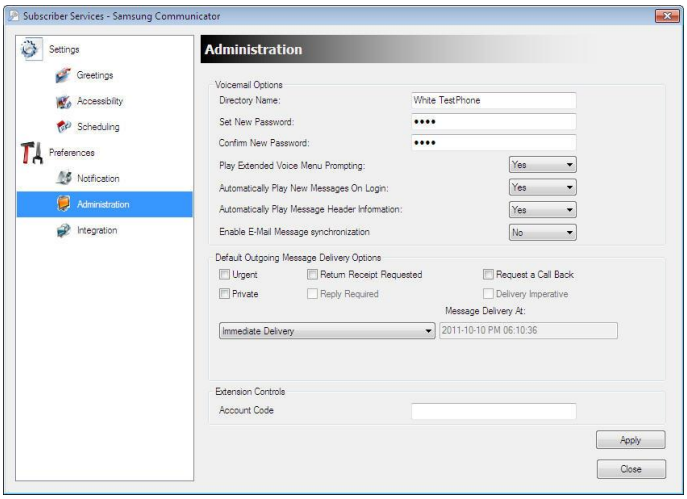
Administration

You can enter the personal information, such as your directory name and password, and select the outgoing message delivery options.



- **[Voicemail Options]**: Sets the options for listening to voice mails.
  The password here is the password used when you login in to the phone.
  - Play Extended Voice Menu Prompting: You can set whether all menu items will be played or only some menu items will be played when logging in to the phone.
  - Automatically Play New Messages On Login: You can set whether to listen to new messages first or listen to messages by selecting menus when logging in to the phone. If auto play of messages is enabled when receiving voice mails in Microsoft Outlook, the voice mails will be played as soon as they are opened.
  - Automatically Play Message Header Information: You can set to listen to information on the callers and the call times of the received message.
- **[Default Outgoing Message Delivery Options]**: You can set the default outgoing message to be delivered in accordance with the settings you configure.
  - Urgent: Sends the message as an urgent message.
  - Return Receipt Requested: A receipt is returned to the caller when the recipient listens to the message.
  - Request a Call Back: The recipient is notified that a call back is requested for the message.
  - Private: When the recipient receives a private message, the message cannot be forwarded.

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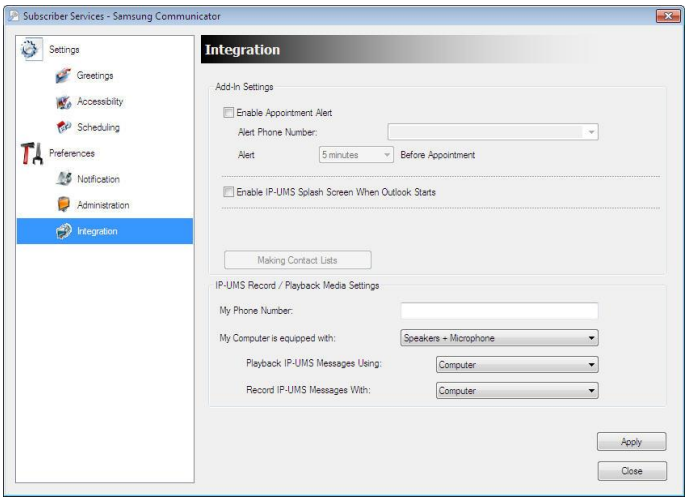
- Reply Requested: The message is sent with a request for a reply.
- Imperative: The message is sent with mandatory requirement for a reply.
- Immediate Delivery: The message is sent immediately without options for scheduled delivery.
- Next xx Hours: You can select between 1 and 9 hours to send the message after the selected number of hours.
- End of Today: The message is sent at the end of the business hours according to the sender's schedule. If the schedule is set to 'All day', the message is sent at 6 pm.
- Start of Next day: The message is sent at the beginning of the business hour next day according to the sender's schedule.
- Weekday: The message is sent on the selected day of the week and at the selected time. If today is selected, the message will be sent on the same day of the week in the following week.
- Date/time Selection: The message is sent on the selected date and at the selected time.

Settings for the Outlook/Media

You can set the configuration for interoperation with the Microsoft Outlook's appointment function, contacts management, and media control.



- **[Add-In Settings]**: This function interoperates the Microsoft Outlook's appointment function with the UMS function. When this function is enabled, appointments are managed using messages in accordance with the UMS settings so that they are notified at the specified time.

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- Enable Appointment Alert: Enables the Outlook appointment interoperation function.
- Alert Phone Number: The phone number to which appointment alerts will be sent.
- Alert Before Appointment: Sets the time for the appointment alert in minutes.
- Enable IP-UMS Splash Screen When Outlook Starts: When selected, the IP-UMS splash screen is displayed when Microsoft Outlook starts.

- **[Making Contact Lists]**: Creates contacts of IP-UMS subscribers in Microsoft Outlook to send voice mails.

- **[IP-UMS Record/Playback Media Settings]**: Configures the settings for the IP-UMS media control used in Microsoft Outlook.
  - My Phone Number: You can enter a phone number to dial when the control is in Phone Mode.
  - My Computer is equipped with: You can select one of the three options below.
    1) Speakers + Microphone: You can playback and record with the PC.
    2) Speakers only: You can record only using the phone.
    3) Do not use PC: You can playback and record only using the phone.
  - Playback IP-UMS Message Using: Sets the default device used to play messages. When the control is loaded, the device selected here is configured its default device.
  - Record IP-UMS Messages With: Sets the default device used to record messages. When the control is loaded, the device selected here is configured its default device.

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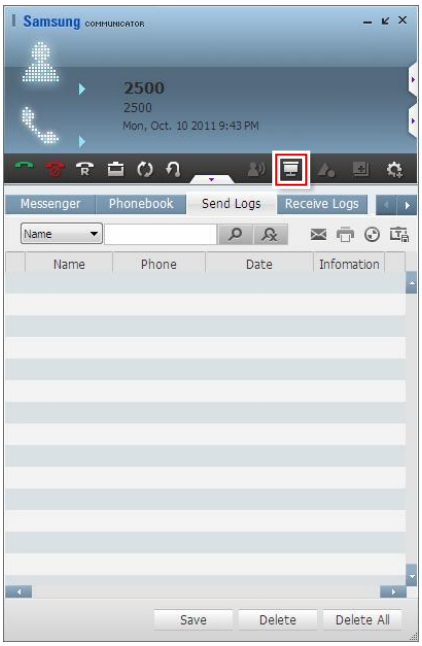
CHAPTER 7. Desk Phone Mode Functions

This chapter describes the Dispatch Conference function, one of the Samsung Communicator functions that can be used in Desk Phone mode.

Dispatch Conference

1. Click button in the standby state.



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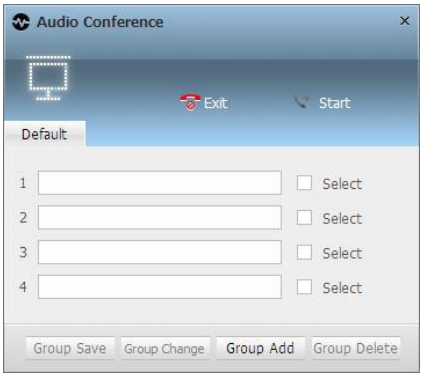
2. The Audio Conference window is displayed.



3. Enter numbers and select them. Then click **[Start]** ( ).

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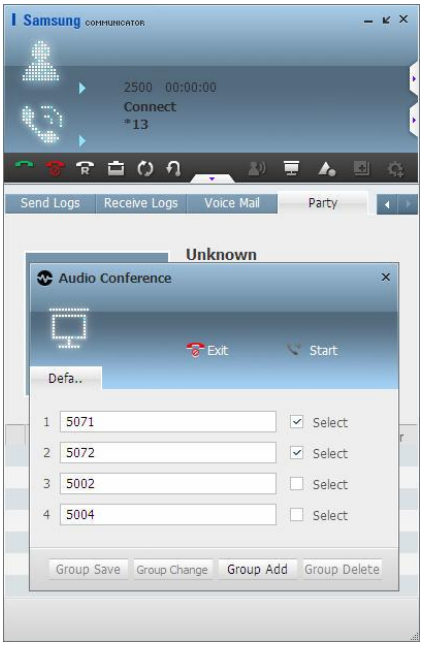
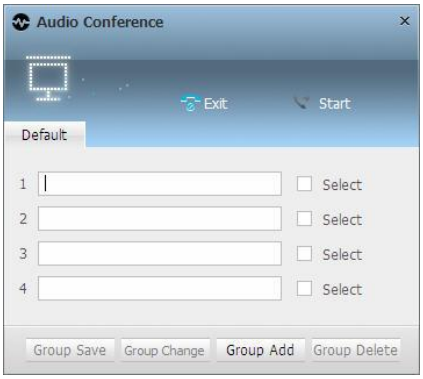
4. The dispatch conference is started.



Major Functions

Dispatching a Conference to the Default Group

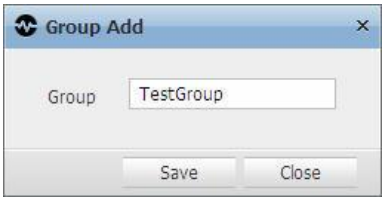
If you click the **[Conference]** button in the standby state, the Audio Conference window displayed as shown below.



You can make the dispatch conference call to a maximum of 4 people.

Adding a Group

To add a dispatch conference group, click the **[Group Add]** button.



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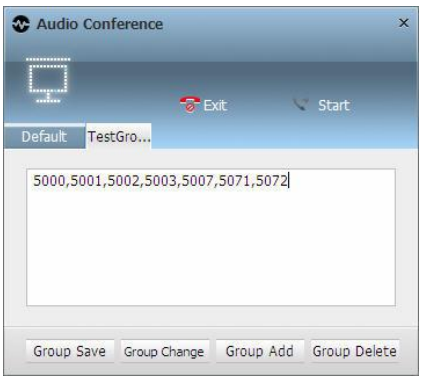
Enter a group name and click **[Save]** button. The group named the entered text is created. (The letters after the first 7 characters in the name are represented as '…'.) You can create up to 5 dispatch conference groups.

Saving Member Numbers in a Group

You can enter the member phone numbers in a created group and click the **[Group Save]** button. They are saved in the group. **Comma** (,) is used as the separator between numbers.



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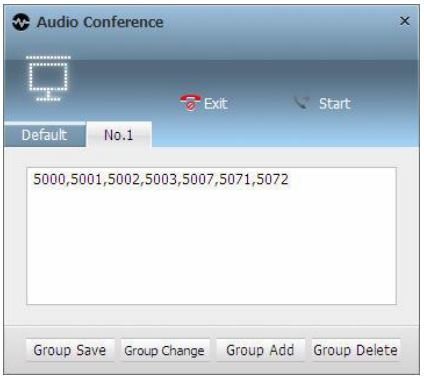
Renaming a Group

To rename the selected group, click the **[Group Change]** button.



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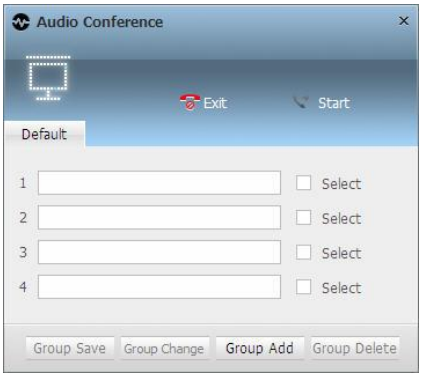
Deleting a Group

To delete the selected group, click the **[Group Delete]** button.



NOTE

Limitation of Attendees in the Dispatch Conference

The maximum number of attendees in a dispatch conference is limited to 32.

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CHAPTER 8. Troubleshooting

Logging in to Samsung Communicator

Symptom or Error Message	Cause and Workaround
SSO login failure	- SSO server login information is incorrect : Check SSO login ID, SSO login password, and SSO server IP address in Configuration → Login Info.
UC Phone mode login failure	- UC phone login information is incorrect : Check UC phone station ID, password, user IP address, and phone IP address in Configuration → Login Info. - UC phone is not connected : Check that the UC phone is operational.
Call initialization failure	- When the phone number is not a correct number registered in the system : Check whether the phone number is a number that can be used in the system.
Messenger login failure	In Professional mode, this error may occur in one of the following cases: - The Messenger server or the messenger ID is not registered. To use the IM function, the system must be configured for it. Contact your system administrator to verify the SSO server settings for messenger functions.

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Troubleshooting during Operation

Symptom or Error Message	Cause and Workaround
The Buddy List menu is disabled in the side bar	- If using the buddy list function in Professional mode : Check that the Messenger server is operational.
DND failure	- When the corresponding service is disabled in the system (SCM Administrator → Service → Feature Service class of Service)
Forward failure	- When the corresponding service is disabled in the system (SCM Administrator → Service → Feature Service class of Service)
Absent message setting failure	- When the corresponding service is disabled in the system (SCM Administrator → Service → Feature Service class of Service)
Page failure	- No member is assigned to the page area : At least one member must be assigned to a page area of the system. - When the receiver is not picked up : You must pick up the receiver before making an announcement.
Voice-mail-related functions do not work	- When the SVMi card is not installed : Install an SVMi card into the system, then perform the function again.
The side bar is hidden from the Windows desktop.	Select Side bar from the system tray menu.
Cannot make video calls	When you can hear only sound without video - Select Configuration → Video tab. Check whether the Video Mode checkbox is selected. - Check whether a video camera is installed in your computer. Moreover, select Configuration → Video tab. Then check whether the camera information is set correctly.

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ANNEX A. Additional Informations

Speaker and Microphone Settings (PC Configuration)

Configure the speaker and microphone settings in the Windows PC where your Samsung Communicator program is installed in order to use various call functions with a headset.

Speaker Settings

1. In Windows, select **[Start]** → **[Control Panel]** → **[Sound and Audio Device]**.

2. In the Sound and Audio Device screen, select the **[Audio] tab**.

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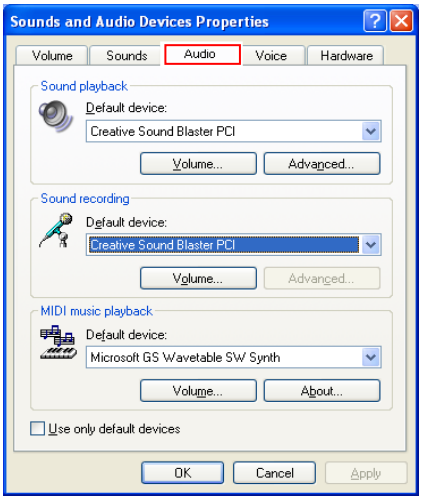
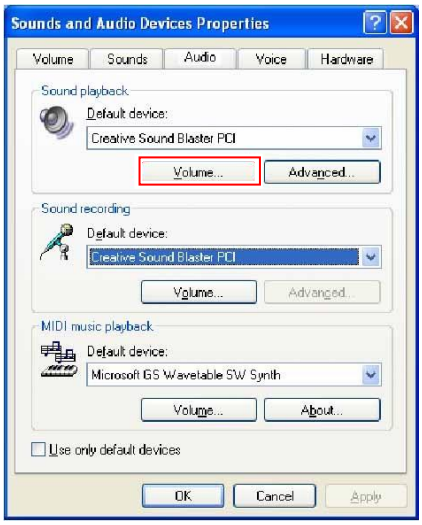


3. Click the **[Volume...]** button in the Sound Playback section.



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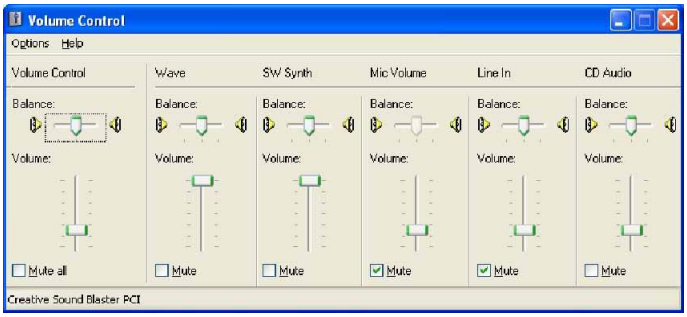
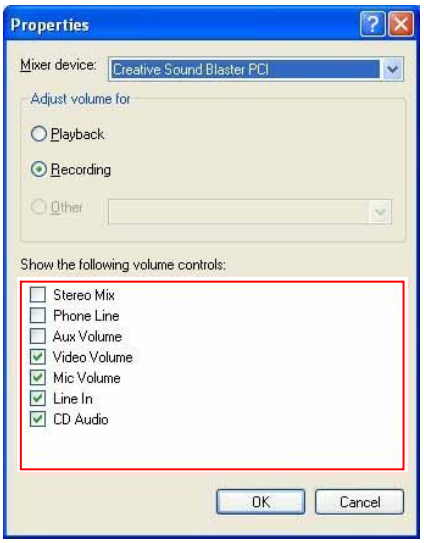
4. In the Volume Control screen, select **[Options]** → **[Properties]**.

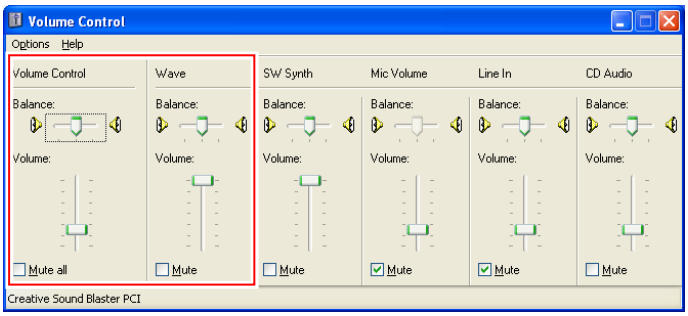


5. Check that **Volume Control**, **Wave**, and **Mic Volume** are selected in the 'Show the following volume controls' section of the Properties window. If not selected, check the boxes to select them.



6. Click the **[OK]** button.

7. Deselect Mute for **Volume Control** and Wave in the Volume Control window, and adjust the volumes.

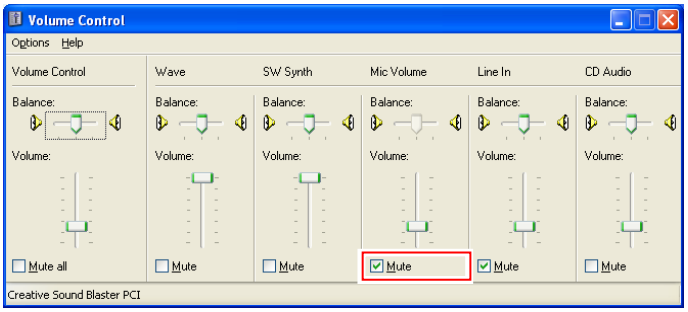


NOTE

Adjusting Speaker Volume

Since your Samsung Communicator's speaker volume level is limited by Volume Control and Wave volume levels in the Volume Control window, you should set both levels to maximum.

8. Select Mute for **Mic Volume** by checking the box.



9. Select **[Option]** → **[Exit]**.

NOTE

Muting Microphone in Volume Control

If you do not select Mute for Mic Volume in the Volume Control window, you hear your own voice through the speakers.

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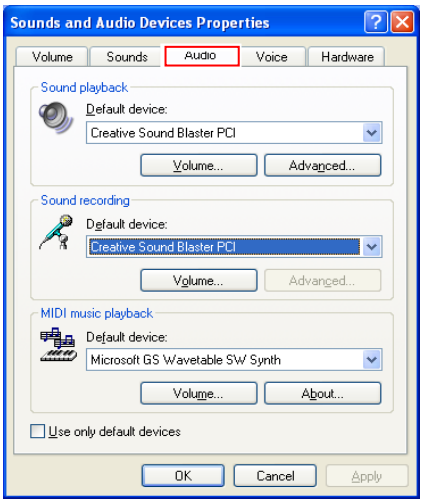
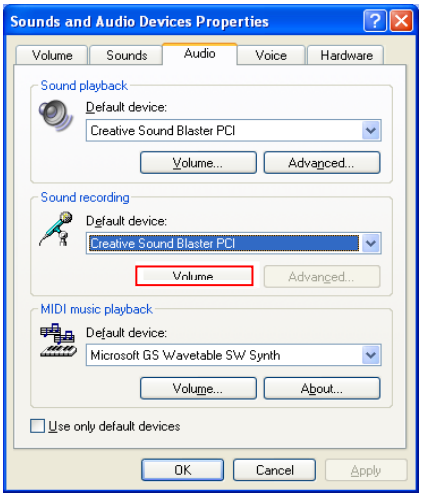
Microphone Settings

1. In Windows, select **[Start]** → **[Control Panel]** → **[Sound and Audio Device]**.

2. In the Sound and Multimedia Device screen, select the **[Audio] tab**.



3. Click the **[Volume]** button in the sound recording section.



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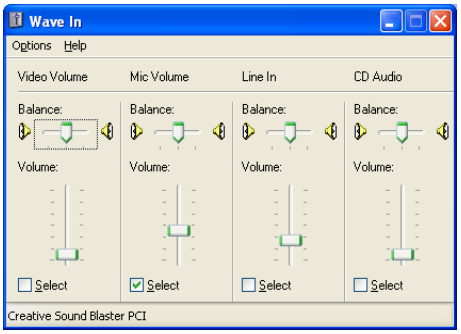
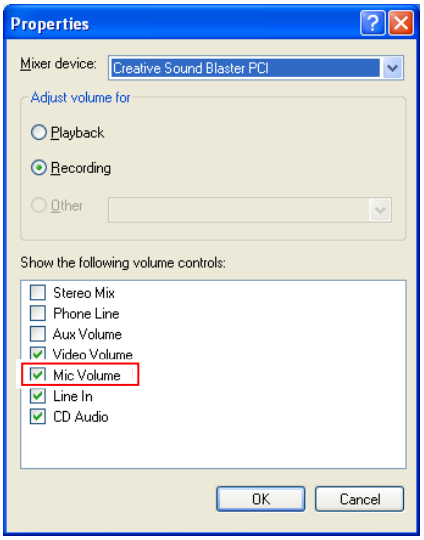
4. In the Wave In screen, select **[Options]** → **[Properties]**.



5. Check that **Mic Volume** is selected in the 'Show the following volume controls' section of the Properties window. If not selected, click the box to select it.



6. Click the **[OK]** button.

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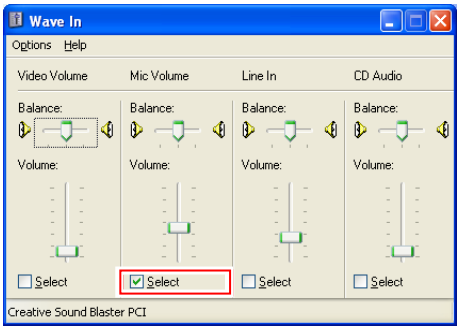
7. In the Wave In screen, select **Mic Volume** by clicking the box.



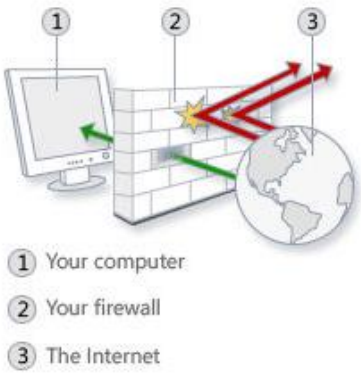
8. Select **[Option]** → **[Exit]**.

Firewall Configuration (PC/Security Solution Configuration)

Configure the Windows Firewall and firewall settings of your security solution in the Windows PC where your Samsung Communicator program is installed in order to ensure stable operation of the Samsung Communicator program.

About Firewall

A firewall is software or hardware that monitors incoming data from the Internet or a network and relays it to the computer or blocks it according to its settings.
A firewall ensures that hackers and malicious software (such as worms) do not access the user's computer from a network or the Internet. It can also prevent the spread of malicious software from the user's computer to others.
A firewall's operation is illustrated below.



Just as bricks are used for building a wall, a firewall acts as a barrier between the Internet and the computer.

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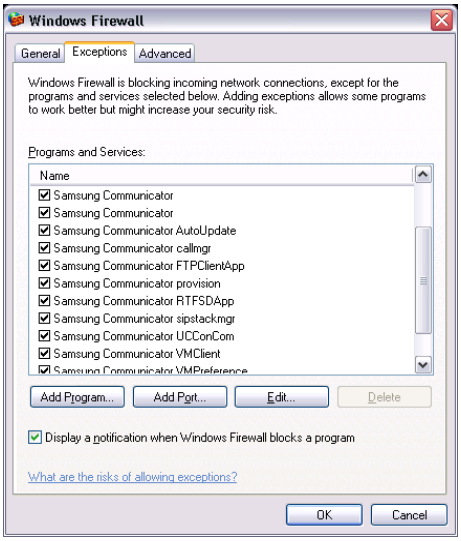
Windows Firewall Settings

When the Samsung Communicator program is successfully installed, the programs below are automatically added to the exceptions list (11 items).

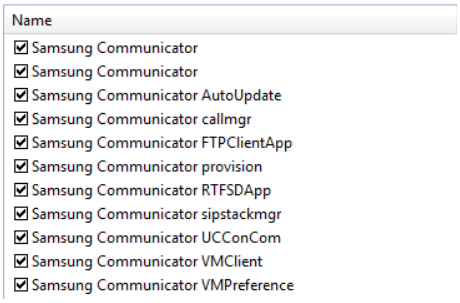
[Windows XP]

1. In Windows, select **[Start]** → **[Control Panel]** → **[Security Center]** → **[Windows Firewall]**.

2. In the Windows Firewall window, select the **[Exceptions] tab**.



3. Check the items added.



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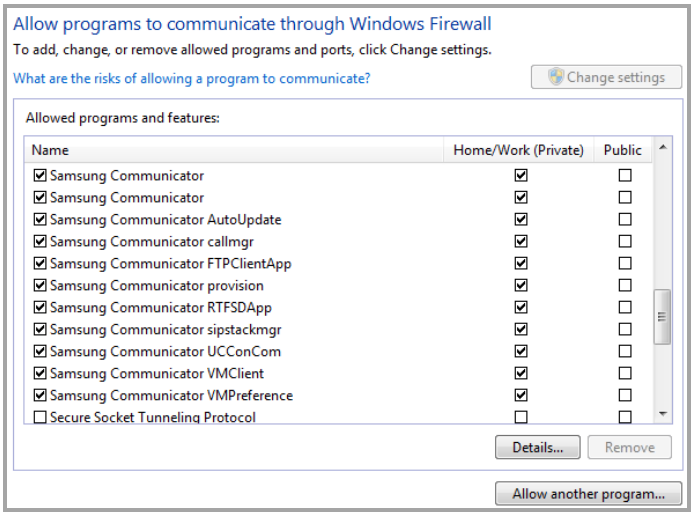
[Windows 7]

1. In Windows, select **[Start]** → **[Control Panel]** → **[System and Security]** → **[Windows Firewall]** → **[Allowed Programs]**.

2. Check the programs allowed to communicate through Windows Firewall.



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AhnLab V3 Internet Security 8.0 Personal Firewall Settings

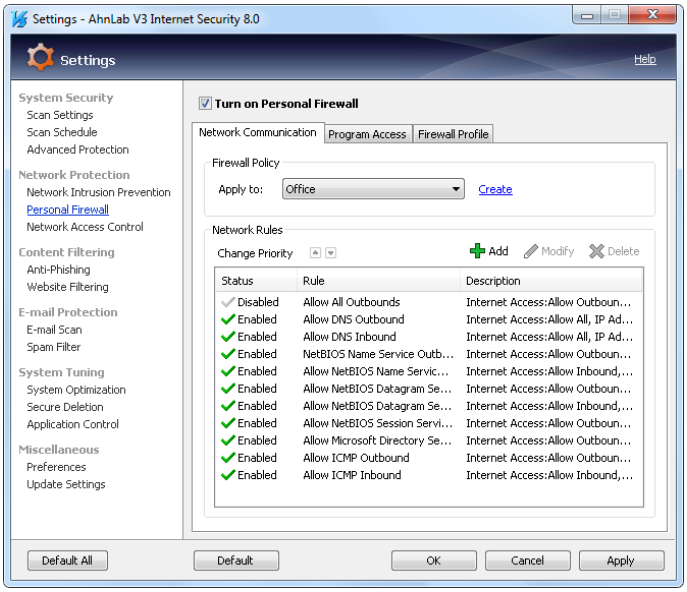
When a security solution such as V3 is running, you must add the Communicator's executive files to the exceptions list of the firewall.
This section describes the procedure for configuring the V3 Internet Security program.

[Manual Registration]

1. Open V3 Internet Security 8.0.

2. Select **[Settings]** → **[Network Protection]** → **[Personal Firewall]**.

3. Select a firewall policy to use in the **[Network Communication]** tab (example: Office).



4. If network rules are not correctly registered, you must register the following executive files manually.

Communicator executive file
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
SAMSUNG_COMMUNICATOR.EXE

Communicator executive file updater
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
OSCAUTOUPDATE.EXE

SSO login
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
UCCONCOM.EXE

Call Manager
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
CALLMGR.EXE
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
PROVISION.EXE
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
SIPSTACKMGR.EXE

Messenger (chat, whiteboard)
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
FTPCLIENTAPP.EXE
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
REALTIMEFILESHAREDUMMYAPP.EXE

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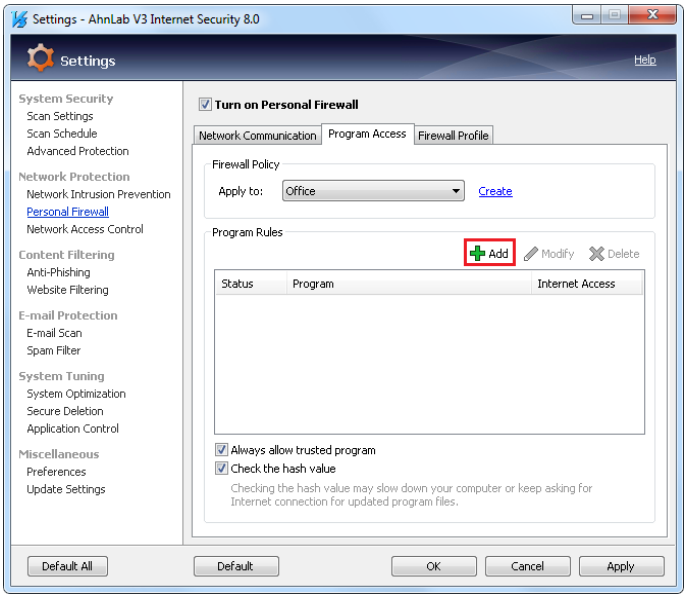
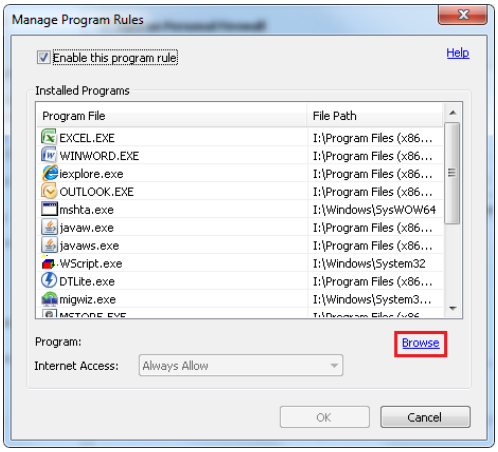
Voice mail
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
OSCVMCLIENT.EXE
C:\PROGRAM FILES\SAMSUNG ELECTRONICS\
SAMSUNG COMMUNICATOR\
OSCVMPREFERENCE.EXE

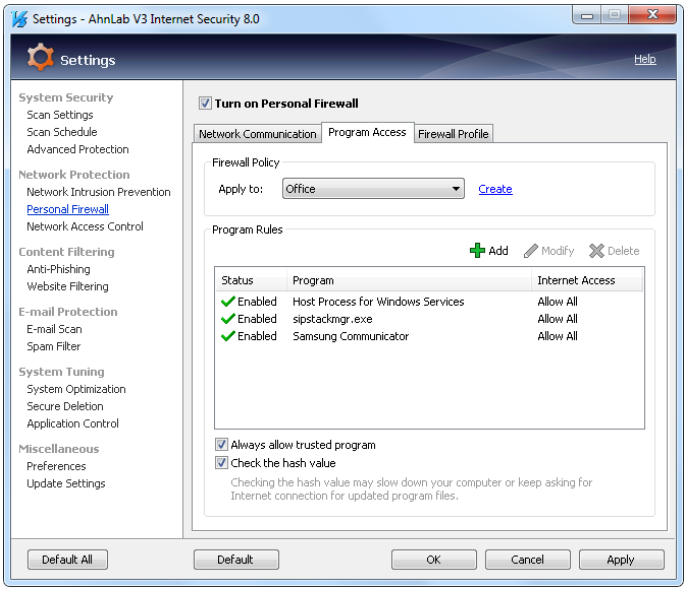
5. Click the Add button in the Program Rules section.



6. Click **Browse** in the **[Manage Program Rules]** window.



7. Check the items added to the **[Program Access]** tab.



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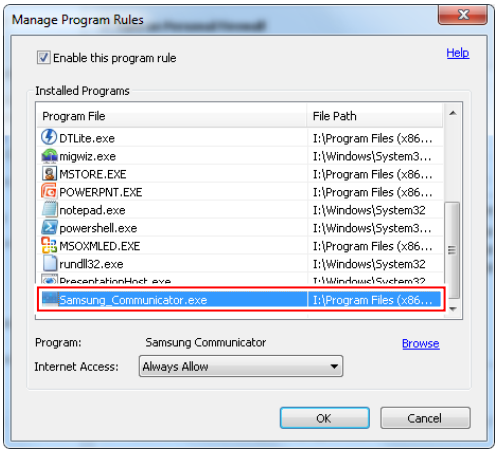
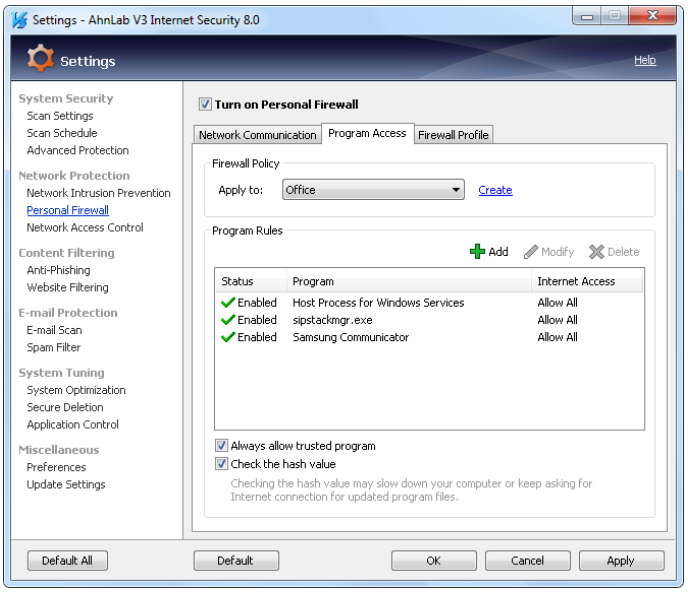
8. Navigate to the path of the program and register the program.



9. Click the **[OK]** button.

10. Check the items added to the **[Program Access] tab**.

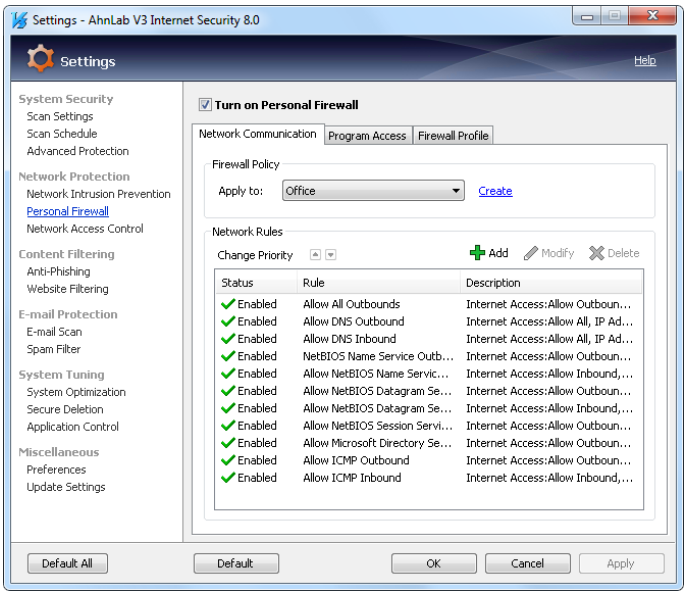


[Automatic Registration]

1. Open V3 Internet Security 8.0.

2. Select **[Settings]** → **[Network Protection]** → **[Personal Firewall]**.

3. Select a firewall policy to use in the **[Network Communication]** tab (Example: Office).



4. When you start the Samsung Communicator program, you see the alert window illustrated below.

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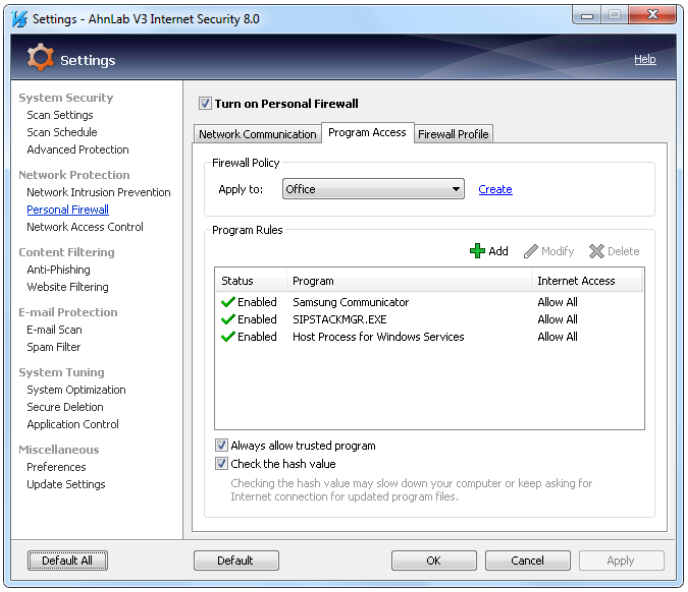
5. Click the **[Allow]** button.

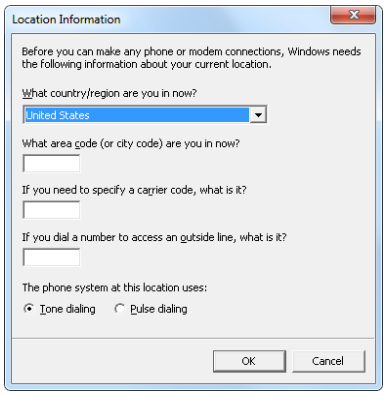
6. At the second alert window, click the **[Allow]** button.

7. Check the items added to the **[Program Access] tab**.



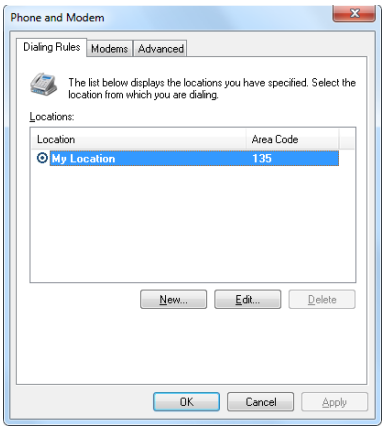
Phone and Modem Settings

Click Control Panel → Phone and Modem (Phone and Modem Options in Windows XP).

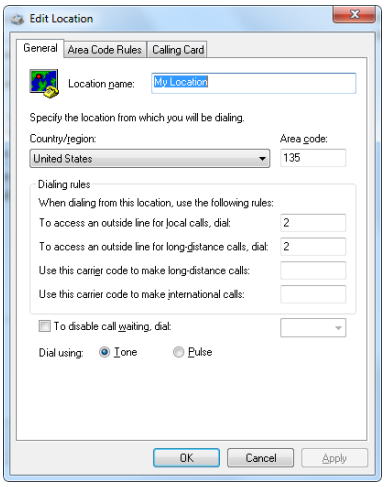


<No settings exist>

<No settings exist>



<Completing settings>



<Editing>

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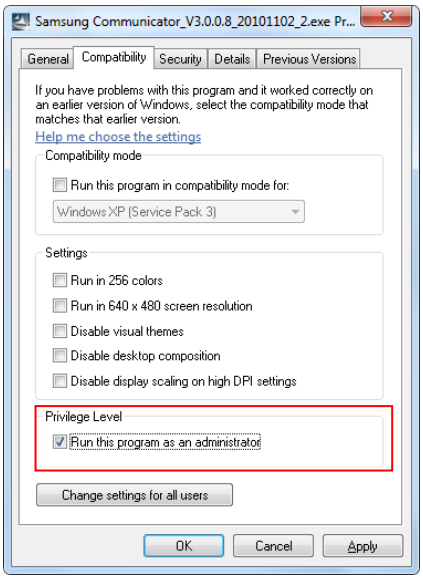
Administrator Privilege Settings

To correctly apply dial rules, the program installation file must be run with administrator privileges.
You can configure this in the following way.



Click Properties for the installation file → Open the Compatibility tab → Check **'Run this program as an administrator'** in the Privilege Level section → Click OK.

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ANNEX B. Q & A

Q1. During installation, the message ‘Unsupported OS Version’ is displayed.

A1. The Samsung Communicator runs on Windows XP SP2 or later. Therefore, if your operating system is Windows XP SP1 or earlier, the OSC cannot be installed.
In this case, upgrade it to Windows XP SP2 or later, then reinstall the OSC.

Q2. During installation, I configured system information or the Samsung Communicator operation type incorrectly.

A2. The provided functions are different depending on the system type or OSC operation type. To ensure that the OSC operates normally, check the correct system type and OSC operation type, then reinstall the OSC.

Q3. During installation, I selected the phone type incorrectly.

A3. You can change the phone type before logging in to the system using the Samsung Communicator. Follow these steps to change the phone type.

1) Start the Samsung Communicator.
2) Click **[Configuration]** from the system tray menu or in the side bar to display the Configuration screen.
3) Select the phone type you want to use in the Mode section in the upper-right corner of the Configuration screen.
4) The Login Info tab where you can set the login information is displayed.
5) Set the phone information, Samsung SSO information system, and so on according to the phone type you selected.

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Q4. The 'Cannot connect to the SSO server' error message appears in the tray icon when logging in.

A4. If the login SSO system cannot be accessed, check the following details.

1) Check that SSO ID, SSO Password, and SSO Server IP are correctly entered in the Configuration → Login Info tab.
2) Check the network connection status.
3) Contact the system administrator regarding the error message.

Q5. When logging in to the system in Softphone mode, a connection error message is displayed on the main screen.

A5. When the softphone connection information is set incorrectly or the system does not operate, you cannot log in to the system. Check the following items.

1) Check that Profile ID, Device Password, SSO ID, SSO Password, and SSO Server IP are correctly entered in the Configuration → Login Info tab.
2) Check the network connection status.
3) Consult your system administrator about the error message displayed on the main screen.

Q6. When logging in to the system in UC Phone mode, the message 'Connecting UC Phone' is displayed on the main screen.

A6. If the message continues to be displayed for more than 30 seconds, select the Logout or Exit menu to cancel the login, then check the following items.

1) Check the UC phone operation status. If the UC phone is set to busy, you cannot log in to the system and the related warning window is displayed.
2) If the same symptom occurs when logging in to the system while the UC phone is in Idle mode, reset the power or network connection of the UC phone, then try to log in to the system again.

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Q7. When logging in to the Messenger server, an error message is displayed.

A7. You cannot log in to the Messenger server if it is not operational.
Check the following according to the error message displayed.
Check Messenger server operation

1) Contact your administrator to check the operational status of the Messenger server.
2) Check the network connection status.
3) Click the Login Info tab in the Configuration screen.
4) Check Client Port in the Messenger section. Change it to a four-digit number between 5000 and 6000, excluding 5060.
Contact the administrator when making changes.
5) Log in to the Messenger server again.

Q8. The Memory Buffer Overrun warning is displayed while running the Samsung Communicator.

A8. During installation, run the antivirus program to scan for viruses.
If there is a virus on your PC, it may cause memory errors when running the Samsung Communicator.

Q9. My Video is not displayed on the screen during video calls.

A9. Scenes may not be displayed depending on the call mode and camera settings. Check the following items.

- Checking the phone mode
  1) Start the Samsung Communicator.
  2) Click **[Configuration]** from the system tray menu or in the side bar to display the Configuration screen.

- Checking the call mode
  1) Start the Samsung Communicator.
  2) Log in to the system.
  3) Click **[Configuration]** from the system tray menu or in the side bar to display the Configuration screen.
  4) Click the Video tab in the Configuration screen.
  5) Check that Video Mode is selected in the Call Mode section.
  If Voice Mode is selected, change it to Video Mode, then click OK or Apply in the lower-right corner of the Configuration window.
  6) Connect a call again and check the My Screen area.

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- Checking the camera settings
  1) Start the Samsung Communicator.
  2) Log in to the system.
  3) Click **[Configuration]** from the system tray menu or in the side bar to display the Configuration screen.
  4) Click the Video tab in the Configuration screen.
  5) Check whether a camera is selected in the Capture Camera combo box. If there is no camera selected, select a camera to use in the combo box, then click the OK or Apply button at the lower-right of the screen.
  6) If there is no camera listed in the combo box, check the installation status of your camera.
  7) After setting the camera, connect a call again and check the My Screen area.

Q10. No voice is heard during video calls. (Sound card setting error)

A10. Voice may not be heard depending on the phone mode and sound settings. Check the following items.

- Checking the phone mode
  1) Start the Samsung Communicator.
  2) Click **[Configuration]** from the system tray menu or in the side bar to display the Configuration screen.

- Checking the speaker settings
  1) Start the Samsung Communicator.
  2) Log in to the system.
  3) Click **[Configuration]** from the system tray menu or in the side bar to display the Configuration screen.
  4) Click the Login Info tab in the Configuration screen.
  5) Check whether a speaker device is selected in the Speaker combo box. If there is no speaker device selected, select a speaker device to use from the combo box.
  6) If there is no speaker device listed in the combo box, check the installation status of your sound card.
  7) After setting the speaker, click the Apply button at the lower-right of the Configuration screen.
  8) Check the sound playback status by clicking the Test buttons in the Volume Settings section to the right of the tab.

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ABBREVIATION

C

CID	Caller Identification

D

DDE	Dynamic Data Exchange

I

ID	Identifier
IP	Internet Protocol

L

LDAP	Lightweight Directory Access Protocol

N

NIC	Network Interface Card

P

PC	Personal Computer
PIP	Picture In Picture

S

SCME	Samsung Communication Manager Express
SMS	Short Message Service

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T

TCP	Transmission Control Protocol
TEPRI	T1, E1 and PRI

U

UC	Ubiquitous Communicator
UMS	Unified Messaging Service

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2600-00DLJXGAN Ver. 2.0

WEEE SYMBOL INFORMATION

Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

BATTERY SYMBOL INFORMATION

Correct disposal of batteries in this product

(Applicable in countries with separate collection systems.)

[The marking on the battery, manual or packaging indicates that the battery in this product should not be disposed of with other household waste. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66.

The battery incorporated in this product is not user replaceable. For information on its replacement, please contact your service provider. Do not attempt to remove the battery or dispose it in a fire. Do not disassemble, crush, or puncture the battery. If you intend to discard the product, the waste collection site will take the appropriate measures for the recycling and treatment of the product, including the battery.

Samsung Communicator

User Guide

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