

Enterprise IP Solutions OfficeServ

OfficeServ Link User Manual

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Chapter 1

Introduction

Overview of OfficeServ Link

OfficeServ Link is an application gateway that provides system level OAI (Open Architecture Interface) to the OfficeServ family of CTI products. OfficeServ Link connects to properly equipped iDCS 100 and iDCS 500 Key Telephone System using TCP/IP and a LAN connection.

OfficeServ Link allows multiple OfficeServ CTI applications and clients to connect to the iDCS 100 and iDCS 500 simultaneously without the need for multiple system level OAI (Open Architecture Interface) ports and complicated hardware interface modules. Unlike previous CTI integration methods the OfficeServ Link can simultaneously connect multiple OfficeServ Operator clients, OfficeServ Call clients for screen pops and call control along with any custom developed CTI application supported by the OfficeServ Open Telephony Server Provider (TSP) client.

OfficeServ Link combined with OpenTSP provides an industry standard developer interface building upon the TAPI 2.x specification.

The OfficeServ Link application gateway provides a consolidated software licensing module for all OfficeServ CTI products. This consolidated module allows Samsung to use a customer friendly licensing key without having to use any type of hardware dongles or other hardware based solutions that are difficult to use and can easily become damaged or lost.

The OfficeServ Link application gateway is currently required for the following products.

- OfficeServ Call
- OfficeServ Operator
- OfficeServ OpenTSP
- OfficeServ EasySet
- Future OfficeServ CTI applications

Installation of OfficeServ Link

Preparation for installing OfficeServ Link

30 DAY FREE TRIAL PERIOD

At this time of this publication Samsung Telecommunications America Inc., (STA) distributes its OfficeServ Suite of CTI Applications on a single CD with a 30 day free trial period. Installing the OfficeServ Link and any other application will start the 30 day period.

Failure to enter a valid license key <u>(see Chapter 3, Installing the License)</u> before the 30 day period expires will cause the OfficeServ Link to stop communicating with the telephone system. This renders the associated application useless.

A valid license key will be required to start the link working again.

Before installing the OfficeServ Link software, the following system requirements are needed.

The PC used for OfficeServ Link must be dedicated for OfficeServ CTI use only and meet the following minimum requirements:

- Microsoft Windows 2000 (Service Pack 2 or higher), Windows XP (Service Pack 1 or higher) operating system software
- Pentium 4 1.6Ghz (or higher) microprocessor
- 512Mb (or higher) RAM
- 20Gb (or larger) hard disk drive
- CD-ROM
- 10/100 Network Interface Card (NIC)
- Standard VGA monitor, keyboard, and mouse
- TCP/IP configuration

iDCS Key Telephone Requirements

The following table identifies the minimum connection and software requirements needed to connect the OfficeServ Link to the iDCS family of Key Telephone Systems

iDCS System	Minimum Software Version	Connection Type
iDCS 100/500 R1, iDCS 100 LE	Not Supported	Not supported
iDCS 500 R2	2.4x or higher	MCP2 LAN Interface
iDCS 100 R2	2.4x or higher	SMCP1 LAN Interface

Configuration Environment

The following figure shows the connections between the OfficeServ Link-installed computer and the iDCS Key telephone system, and relations among the CTI applications-installed computers.



Connections among OfficeServ Link, iDCS Key telephone system, and user applications

As shown in the figure above, OfficeServ Link supports TCP/IP connections over a LAN connection. In addition, the OfficeServ Link receives and manages connection requests from each user's computer using the LAN, as well as transmits and receives messages generated between the iDCS Key Telephone System and the CTI applications that are running on users' computers.

System Administration Requirements

Users must be logged on with Administrator privileges to install and run OfficeServ Link successfully.

Installation

To install the OfficeServ Link application gateway, insert the CD-ROM in the drive and run LinkSetup.exe.

Install the OfficeServ Link program as follows:

1. Execute OfficeServ LinkSetup.exe, and then the following dialog box will appear on the screen.



Click on the [Next] button.

2. **License Agreement** dialog box appears on the screen. Read the text of License Agreement, and click on the [Next] button if you agree to its contents. If you do not agree, the OfficeServ Link installation program exits automatically.

OfficeServ Link Setup
License Agreement Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
Software License Agreement & Limited Warranty For OfficeServ Link for iDCS Keyphone Series. Samsung Telecommunications America, L.P. IMPORTANT, READ CAREFULLY:
This Samsung End-User License Agreement (EULA) is a legal binding agreement between you (either an individual or an entity) and Samsung for Samsung software product identified above, which includes computer software and may include printed material, and
Do you accept all the terms of the preceding License Agreement? If you select No, the setup will close. To install OfficeServ Link, you must accept this agreement.
Kalonielo Kack Yes No

3. User and Company Registration box appears on the screen. Enter your user name and company name and then click on the [Next] button.

OfficeServ Link Setup	
User and Company Registeration	No.
Please check your name and company name	
<u>U</u> ser Name:	
STA	
<u>C</u> ompany Name:	
SAMSUNG	
InstallShield	
	< Back Next > Cancel

4. Press [Yes] to confirm.

Confirm your name and company name		
You have provided the foll	owing registration information:	
Name:	STA	
Company:	SAMSUNG	
ls this registration informati	on correct?	
<u>Y</u> es		

5. The installation program requires you to specify the destination of the OfficeServ Link software. By default, the OfficeServ Link software is installed in "C:\Program Files\Samsung Electronics\OfficeServ Link." Click the [Browse] button if you want to install the software in a different location.

OfficeServ Link Setup
Choose Destination Location Select folder where setup will install files.
Setup will install OfficeServ Link in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Samsung Electronics\OfficeServ Link Browse
InstallShield
< <u>Back</u> Next> Cancel

After you specified the installed destination of the OfficeServ Link software, click on the [Next] button to continue.

6. The installation program allows you to enter a unique folder name for the OfficeServ Link programs. The default folder is "OfficeServ Link". Click on the [Next] button.

OfficeServ Link Setup	×
Select Program Folder	
Please select a program folder.	
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click Next to continue.	
<u>P</u> rogram Folder:	
OfficeServ Link	
Existing Folders:	
Accessories Administrative Tools	
AhnLab	
Autodesk	
Cisco Systems VPN Client	
eTIMEsheet	
Fasoo.com	
Games	
nstallShield	-
< Back Next > Cancel]

7. Please specify the computer's Windows OS that you are installing the OfficeServ Link software on. Choose the Windows OS and click the [Next] button. (Note: OfficeServ Link is supported on Windows 2000 or higher)

OfficeServ Link Setup			
Select your Windows OS Type			R.
You have to select your Windows OS Type.			
Windows 98, Me, 2000 Series, XP Series			
◯ Windows NT Series (Server,Workstation)			
InstallShield			
	< <u>B</u> ack	<u>N</u> ext >	Cancel

IMPORTANT NOTICE

OfficeServ Link will not operate correctly with Windows 98 and Windows ME in the United States. This option is reserved for other countries.

8. OfficeServ Link software supports two languages, English and Korean. Choose a language and click the [Next] button.

OfficeServ Link Setup			X
Select the OfficeServ Link Language Type			K
You can select the Language Type according to y Choose the language listed below which you would	our OS Type. d like to install.		
◯ Korean			
English			
InstallChield			
	< <u>B</u> ack	<u>N</u> ext >	Cancel

9. The installation program can automatically add a link to the "Startup Folder".



10. Installation has successfully completed. Click on the [Finish] button to exit the installation program.

OfficeServ Link Setup	
Z	OfficeServ Link Setup Complete
	The InstallShield Wizard has successfully installed OfficeServ Link. Click Finish to exit the wizard.
	< <u>B</u> ack Finish Cancel

Post Installation

Once the OfficeServ Link software has been successfully installed, you need to verify that the following programs have been installed on your computer.

Checking the "OfficeServ Link Program Group"

- Icense Tools
 OfficeServ Link
 SMDR-UCD Message Monitor
 Switch Message Monitor
- OfficeServ Link: Execute the OfficeServ Link application gateway
- License Tools : License and Registration Tools
- Switch Message Monitor: Message monitoring between the switch and the OfficeServ Link server
- SMDR-UCD Message Monitor: SMDR-UCD message monitoring program

NOTE: For further details on each program, see Chapter 3.

License Registration

This chapter describes the license installation and update procedure with the license tools. To use any OfficeServ CTI application with OfficeServ link, you must first install a valid license key using the License Tools program.

The OfficeServ Link License Tools are used to install a valid license key for use by OfficeServ Link.

Running the License Tools

2	OfficeServ Link
28	SMDR-UCD Message Monitor
۲	Switch Message Monitor
14	License Tools

Launch the License Tools Application

After launching the License Tools program, the following dialog box will appears on the screen.

It License Tools		
License Registration Status		
Registered License		
	Unregistered	
License Type	Allowed Software Status	
Unknown	Product Name	User Count Li
Allowed MAC Type	OfficeServ Call OfficeServ OpenTSP	0
Unknown	OfficeServ Operator OfficeServ ACD	0 Not Use
License Allowed MAC Address	OfficeServ EasySet OfficeServ News	Not Use Not Use
Unknown		>
MAC Information		
Computer MAC Address	Switch MAC Address	
	009027CC4BBC	Refresh
Add License		
Enter License		
#LEMNCEC-FYEHAGKC-JEN	BWENS-NWQJYQCI-EJYEUQKC-M	ENNINEAL
		Register

License Tools Window

- **Registered License**: Displays the currently installed license key.
- License Type: iDCS key telephone system type.
- Allowed MAC Type: Currently we only support the Switch MAC Address
- License Allowed MAC Address: MAC Address to be allowed by the license key
- Allowed Software Status: Licensed clients and license counts.
- MAC Information: Computer MAC Address (Not Supported) Switch MAC Address (MAC address of the iDCS LAN Port)

Installing the License

Enter a valid license key into the "Enter License" field of the "Add License" section, and then click the [Register] button.

H License Tools	X
License Registration Status	
Registered License	
	Unregistered
License Type	Allowed Software Status
Unknown	Product Name User Count Li
Allowed MAC Type	OfficeServ OpenTSP 0 OfficeServ OpenTSP 0
Unknown	OfficeServ ACD Not Use
License Allowed MAC Address	OfficeServ EasySet Not Use OfficeServ News Not Use
Unknown	<
Add License	009027CC4BBC Refresh
Enter License	
WLEMNCEC-FYEHAGKC-JEN	BWERS-HWGJYGCI-EJYEOGRC-MFNNNPXI
	Register
	<u>.</u>
License Tools	
The entered License is successfully registered to the officeServ Link,	ne OfficeServ Link, You have to restart OfficeServ Link to apply this

After installing a valid license key, the license tool will show the registered license information.

Checking the License Status

After registering the valid license key, you will see the following dialog box that includes the valid license information whenever you execute the link.

Samsung OfficeS (Version 2.1.1.3)	erv Link for DCS	Keyphone Serie	25	OK
Copyright (c) Sam	sung Electronics	Co., Ltd. 2002	- 2004. Al	right reserved.
Warning: This computer progra Unauthorized reproduction or d servere civil and criminal penalt under the law.	m is protected by istribution of this ies, and will be p	v copyright law a program, or any rosecuted to the	and interna portion of e maximur	ational treaties. it, may result in n extent possible
This computer software is licens	ed to the followi	ng user.		
User Name		Company Nan	ne	
STA			SAMS	UNG
		,		
Switch MAC Address				
			ED	
SW	TICH SYSTEM I	NUT CONNECT	ED.	
SW	TICH SYSTEM		ED.	
icense Information Register License Number LANFWPGF-JJQDJE2 License Type	ZH-HYFXJWIB-F	YAHUHMK-CAI	TMXLA-Y Allowed	'PGRNYWD MAC Address
icense Information Register License Number LANFWPGF-JJQDJE2 License Type	ZH-HYFXJWIB-F MAC Address T		TMXLA-Y Allowed	PGRNYWD MAC Address
SW icense Information Register License Number LANFWPGF-JJQDJE2 License Type New Type	ZH-HYFXJWIB-F MAC Address T Use Swi	YAHUHMK-CA ype ich MAC	TMXLA-Y Allowed	PGRNYWD MAC Address 10C0A8FEFF64
icense Information Register License Number LANFWPGF-JJQDJE2 License Type New Type	ZH-HYFXJWIB-F MAC Address T Use Swit	YAHUHMK-CAI ype ich MAC	TMXLA-Y Allowed	'PGRNYWD MAC Address IOC0A8FEFF64
SW icense Information Register License Number LANFWPGF-JJQDJE2 License Type New Type	ZH-HYFXJWIB-F MAC Address T Use Swit Software Lic	YAHUHMK-CA ype ich MAC xense Count	TMXLA-Y Allowed	PGRNYWD MAC Address IOCOA8FEFF64
Sw icense Information Register License Number LANFWPGF-JJQDJEZ License Type New Type Product Name	ZH-HYFXJWIB-F MAC Address T Use Swit Software Lic	YAHUHMK-CA ype ich MAC :ense Count <u>User Cou</u>	TMXLA-Y Allowed	PGRNYWD MAC Address IOCOA8FEFF64 Current User
Sw icense Information Register License Number LANFWPGF-JJQDJE2 License Type New Type Product Name OfficeServ Call (include Cal	ZH-HYFXJWIB-F MAC Address T Use Swit Software Lic	YAHUHMK-CA ype ich MAC sense Count User Cou 30	TMXLA-Y Allowed	PGRNYWD MAC Address IOCOA8FEFF64 Current User
Sw icense Information Register License Number LANFWPGF-JJQDJE2 License Type New Type Product Name OfficeServ Call (include Cal OfficeServ Call (include Cal	ZH-HYFXJWIB-F MAC Address T Use Swit Software Lic	YAHUHMK-CA ype tch MAC tense Count User Cou 30 1	TMXLA-Y Allowed	PGRNYWD MAC Address 00C0A8FEFF64 Current User 0 0
Sw icense Information Register License Number LANFWPGF-JJQDJEZ License Type New Type Product Name OfficeServ Call (include Cal OfficeServ Call (include Cal OfficeServ Derator OfficeServ EasySet	ZH-HYFXJWIB-F MAC Address T Use Swit Software Lic	YAHUHMK-CA ype ich MAC iense Count User Cou 1 Use	TMXLA-Y Allowed	PGRNYWD MAC Address IOCOA8FEFF64 Current User 0 0 Not Use
Sw icense Information Register License Number LANFWPGF-JJQDJE2 License Type New Type Product Name OfficeServ Call (include Cal OfficeServ Derator OfficeServ EasySet	ZH-HYFXJWIB-F MAC Address T Use Swi Software Lic	YAHUHMK-CAI ype cch MAC cense Count User Cou 30 1 Use	TMXLA-Y Allowed	PGRNYWD MAC Address I0C0A8FEFF64 Current User 0 0 Not Use
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You can also view the license registration information anytime by clicking the "About Samsung OfficeServ Link" in the control box menu of OfficeServ Link.

2	OfficeServ Link					
8	Restore		1			Configuration
	Size		User Type	Connect State	Connect Time	Configuration
L_	Minimize					Option
	Maximize					
-	Class	AltaEd				Connect
<u>~</u>	Close	AILHT4				
_	About Samsung Office	Serv Link(A)				
		.0				
						End
	<				>	
Γ	Notification Message V	iew				Monitor Opt.
	Time	Information				
	🕒 Mar 16, 2005 09	Samsung OfficeServ Link	Version for DCS Ke	eyphone System Series		I SW MSG
						S/U MSG
						l⊻ Send S/U
	<				>	
	,					
[Conn Type TCP/IP	Link State Disconnected	d Used License	0 Tota	I License 32	
	, , , , , , , , , , , , , , , , , , ,	,,	1		,	

Chapter 4

OfficeServ Link Settings

Executing OfficeServ Link

Proceed to [Start] -> [Programs] -> [OfficeServ Link] and click on the OfficeServ Link icon. As soon as OfficeServ Link starts running, the following information screen will appear on the screen. Click the "**OK**" button to continue the OfficeServ Link startup process.

Samsung OfficeServ Link for DCS Keyphone Series (Version 2.1.1.3) Copyright (c) Samsung Electronics Co., Ltd. 2002 - 2004. All right reserved. Warning: This computer program is protected by copyright law and international treaties, by copyright law and international treaties. Warning: This computer program or distribution of this program, or any portion of it, may result in providen of distribution of this program. Inhubitorized reproduction of distribution of this program.or any portion of it, may result in providen of it, may result in providen of it. Inhubitorized reproduction of distribution of this program.or any portion of it, may result in providen of it. Inhubitorized reproduction of distribution of this program.or any portion of it. Inhis computer software is licensed to the following user. Iser Name Company Name STA SAMSUNG which MAC Address SWITCH SYSTEM NOT CONNECTED. which MAC Address SWITCH SYSTEM NOT CONNECTED. which MAC Address Type LANFWPGFJUQDJEZH-HYFXJWIB-FYAHUHMK-CAITMXLA-YPGRNYWD icense Type MAC Address Type New Type Use Switch MAC 000C0A8FEFF64 Content License Count Current User OfficeServ Call (include CallPlus) 30 0 OfficeServ EasySet Use Not Use Use No	eServ Link Informatior	1			
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Warning: This computer program is protected by copyright law and international treaties. Jnauthorized reproduction or distribution of this program, or any portion of it, may result in servere civil and criminal penalties, and will be prosecuted to the maximum extent possible inder the law. This computer software is licensed to the following user. Iser Name Company Name STA SAMSUNG iwitch MAC Address SWITCH SYSTEM NOT CONNECTED. Sense Information tegister License Number LANFWPGF-JJQDJEZH-HYFXJWIB-FYAHUHMK-CAITMXLA-YPGRNYWD icense Type MAC Address Type Allowed MAC Address New Type Use Switch MAC 000C0A8FEFF64 Product Name User Count Current User OfficeServ Call (include CallPlus) 30 0 OfficeServ Call (include CallPlus) 10 OfficeServ EasySet Use Not Use Not Use	Copyright (c) Sar	msung Electronics	Co., Ltd. 2002	- 2004. A	All right reserved.
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Software License Count Product Name User Count Current User OfficeServ Call (include CallPlus) 30 0 OfficeServ Call (include CallPlus) 30 0 OfficeServ Call (include CallPlus) 30 0 OfficeServ EasySet Use Not Use	St ense Information legister License Number LANFWPGF-JJQDJE icense Type	WITCH SYSTEM EZH-HYFXJWIB-F MAC Address T	YAHUHMK-CAI	TMXLA-	YPGRNYWD I MAC Address
Product Name User Count Current User OfficeServ Call (include CallPlus) 30 0 OfficeServ Operator 1 0 OfficeServ EasySet Use Not Use	Si cense Information legister License Number LANFWPGF-JJQDJE icense Type New Type	WITCH SYSTEM EZH-HYFXJWIB-F MAC Address T Use Swi	NOT CONNECT YAHUHMK-CAI ype tch MAC	TMXLA-	YPGRNYWD I MAC Address 00C0A8FEFF64
OfficeServ Call (include CallPlus) 30 0 OfficeServ Operator 1 0 OfficeServ EasySet Use Not Use	Si cense Information Register License Number LANFWPGF-JJQDJ8 icense Type New Type	WITCH SYSTEM EZH-HYFXJWIB-F MAC Address T Use Swi Software Lid	NOT CONNECT YAHUHMK-CAI ype tch MAC	TMXLA-	YPGRNYWD I MAC Address 00C0A8FEFF64
OfficeServ Operator 1 0 OfficeServ EasySet Use Not Use	Si ense Information legister License Number LANFWPGF-JJQDJf icense Type New Type Product Name	WITCH SYSTEM EZH-HYFXJWIB-F MAC Address T Use Swi Software Lic	NOT CONNECT YAHUHMK-CAI ype tch MAC cense Count User Cou	TMXLA-	YPGRNYWD J MAC Address 00C0A8FEFF64 Current User
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	St cense Information Register License Number LANFWPGF-JJQDJE icense Type New Type Product Name OfficeServ Call (include C OfficeServ Call (include C OfficeServ Call Strater OfficeServ EasySet	WITCH SYSTEM EZH-HYFXJWIB-F MAC Address T Use Swi Software Lic allPlus)	YAHUHMK-CAI ype tch MAC cense Count User Cou 30 1 Use	TMXLA-	YPGRNYWD J MAC Address 00C0A8FEFF64 0 Current User 0 0 Not Use

NOTE: If the Office Link application gateway has been set to connect automatically this information screen will no longer appear on startup.

Description of OfficeServ Link Main Window

🚸 OfficeServ Link X Connected User List View Configuration IP Address Port No User Type Connect State Connect Time Option Connect End < > Notification Message View Monitor Opt. Information Time SW MSG 🗜 Mar 16, 2005 09... Samsung OfficeServ Link Version for DCS Keyphone System Series S/U MSG Send S/U < > Conn Type TCP/IP Link State Disconnected Used License 0 Total License 32

The main window of OfficeServ Link consists of several panes as follows:

Configuration of OfficeServ Link Main Window

Connected User List View

This area shows information on each user who has connected to the OfficeServ Link gateway. This pane also shows the state of the user that has currently linked to the OfficeServ Link in real time.

Notification Message View

This area indicates the current working state of OfficeServ Link. This pane also shows the last connection state to the iDCS key telephone system, users, and any error information that occurs.

 Function Buttons (Located on the right hand side of the OfficeServ Link Main Screen) These buttons are related to the environment settings and the operation of the OfficeServ Link application gateway. Some features are not available when the OfficeServ Link is connected to an iDCS key telephone system.

Communication Environment Setup

In-order to connect the OfficeServ Link application gateway to an iDCS key telephone system you must first program the TCP/IP address of the iDCS LAN connection in the following window.

Choose the "Configuration" button to open the configuration screen.

Communication Environment				
Select Switch Connection Type				
C Using SIM				
C Using Serial Cable				
Using TCP / IP				
SIM / Serial Cable Parameters				
Com Port : COM1 💌				
Baud Rate : 9600 💌				
Data Size : 8 🗨				
Stop Bits : 1				
TCP / IP Parameters				
IP Address : 1.1.1.1				
Port No : 5002				
Switch Type				
C Normal Type 💿 OfficeServ Type				
Listen Port No for Client Connections				
Port No : 6000				
Password for System Information				
Password : ****				
OK Cancel				

NOTE: The use of serial port communication will not be supported on the iDCS 100 and iDCS 500 key telephone systems.

Switch Connection Type

Although OfficeServ Link provides three connection modes, the Samsung iDCS Key telephone system is only supported using the TCP/IP Connection type.

• TCP/IP connection mode: Uses LAN-based TCP/IP to connect

SIM / Serial Cable Parameters

This function is currently not supported

TCP/IP Parameters

The iDCS 100/R2 and iDCS 500/R2 Key telephone systems support LAN-based TCP/IP communications. The environment settings for TCP/IP connections are as follows:

- TCP/IP Address: Enter the LAN interface IP address of iDCS Key telephone system (See MMC 830 setting on the iDCS system)
- Port No.: This setting is not configurable in the iDCS 100/R2 or iDCS 500/R2 at this time and should not be changed. The default value is 5002.

Switch Type

Select the appropriate switch type

- The "Normal Type" option is currently not being used.
- Select OfficeServ Type when operating with the iDCS 500 Release 2 and iDCS 100 Release 2 key telephone system.

Listen Port No. for Client Connections

As soon as a connection has been successfully established with the iDCS Key telephone system, the OfficeServ Link starts a process used to receive requests from client connections. This value is used to define the TCP/IP port number that will be used to listen for client requests. The value of this setting is set to TCP/IP port "6000" by default. You can specify any TCP/IP port higher than 1024 if necessary. TCP/IP ports 0 to 1023 have already been reserved in the OfficeServ Link.

Password for System Information

This field should match the EasySet option password set using MMC 841. The default value for this field is "1234".

Option Settings

The OfficeServ Link has option settings that allow you to control various operations. Choose the function of setting options, and then the following dialog box will appear on the screen.

Option 🛛 🗙
Normal Option
Use User Connection Limit Opt. 32 connections enabled
This value will be assigned automatically according to the License Key.
▼ Use Message Auto Clear Opt. 500 lines enabled
(Valid Range : 100 ~ 9999)
Use Automatic Switch Connection Option
Message Monitor / Save Option
▼ Use SW Msg Monitor Port No 6001 Password
Use SDMR / UCD Msg Monitor Port No 6002
SDMR / UCD Msg External Send Option
Send Msg to the TCP/IP Port Port No 6003
Send SMDR / UCD Message to the external application.
OfficeServ Call+ Option
☐ Use OfficeServ Call+
Use this option according to your Keyphone System Type.
OfficeServ Link Status Message Print Option
Use Status Message Print Option (Debug Message Print)
🔲 Use Status Message Save Option (Debug Msg Save)
OfficeServ Link Language Option
English
Switch Link Recovery Try Count Recovery Try Time Period (Min)
30 1
OK Cancel

Normal Options

Connections Enabled

This value will be set automatically when a valid license key has been activated. This indicates the maximum number of simultaneous client connections to OfficeServ Link.

Use Message Auto Clear Option

The OfficeServ Link shows various status messages in the Notification Message View pane, these messages indicate switch connection status, user connection and disconnection status. When the "Use Message Auto Clear Opt." is selected, OfficeServ Link will delete these messages on a "first in first out" bases, based on the number of lines enabled.

NOTE: Use of this feature can severely degrade the overall performance of the OfficeServ Link applications gateway. We recommend using the lowest number possible for normal operations.

Use Automatic Switch Connection Option

When this option is used, OfficeServ Link will automatically connect to the iDCS key telephone system upon activation.

Message Monitor / Save Option

The OfficeServ Link provides a function of transmitting the internally processed messages to the external monitoring program. The monitoring program is installed with the OfficeServ Link software. In addition, if you install the additionally provided monitoring program, you can monitor the messages that are currently processed via LAN on the other computers as well.

Use SW Message Monitor Option

A switch message means a call-processing message that is transmitted and received between the OfficeServ Link and the iDCS Key telephone system. The OfficeServ Link transmits the switch message to the switch message-monitoring program, and the monitoring program shows you the received message.



Switch Message Monitor program

For communications to the switch message-monitoring program, port number '6001' is specified by default.

Use SMDR-UCD Message Monitor Option

SMDR messages or UCD messages can be transmitted to the OfficeServ Link from the iDCS Key telephone system. The SMDR / UCD messages provide call or groups related information through the SMDR-UCD Message Monitor program.

3	OfficeServ Link
*	SMDR-UCD Message Monitor
۲	Switch Message Monitor
11	License Tools

SMDR / UCD message monitoring program

For communications to the SMDR-UCD message-monitoring program, port number '6002' is specified by default.

SMDR / UCD Message External Send Option

The OfficeServ Link provides a port capable of transmitting SMDR or UCD messages to an external application. The external application receives SMDR or UCD messages from the OfficeServ Link using port 6003 by default.

OfficeServ Call + Function Support Option

This function is currently not supported and is provided for future development only.

OfficeServ Link Status Message Print Option

Use of this option is reserved for troubleshooting when instructed by a Samsung Support Engineer and should not be selected during normal operation.

OfficeServ Link Language Option

The OfficeServ Link supports English and Korean language,

Switch Link Recovery Try Count

In the event that OS Link loses connection to the iDCS system, this counter will determine how many times OS Link will reattempt to connect to the iDCS system.

Recovery Try Time Period (Min 1-255)

The recovery time will determine how long OS Link will wait between the connection attempts to the iDCS system. By default OS Link will retry every 1 Minute until the "Switch Link Recovery Try" counter is exceeded.

Using OfficeServ Link

Connecting OfficeServ Link

Click on the [CONNECT] button after you have completed the configuration to connect the OfficeServ Link application gateway to the iDCS key telephone system.

NOTE: Ensure the iDCS key telephone system IP Address has been specified in MMC 830. This IP address should be the same IP Address entered in the communication environment of OfficeServ Link.

Clicking on the [CONNECT] button will generate the following dialog box on the screen.



Click on the [OK] button, the OfficeServ Link will now attempt to connect to the iDCS key telephone system using the established communication environment.

As soon as the connection process to the iDCS key telephone system has successfully completed, the following status messages will appear on the screen.

-Notification Message V	ïew	
Time	Information	
🗜 Jul 21 2003 10:14	Initializing the switch connection	
📳 Jul 21 2003 10:14,	Switch Connection Success, [Switch IP Address - 165,213,88,168, Port No - 5002]	
🕘 Jul 21 2003 10:14	Downloading the switch configuration information, please wait,	
🛛 🕘 Jul 21 2003 10:14	The client connection manager is running successfully,	
🛛 🕘 Jul 21 2003 10:14	Switch Connection Success!!!	
🕘 Jul 21 2003 10:14	All services are running successfully,	•
•		•

Example - Progress messages connecting to an iDCS key telephone system

The connection state of OfficeServ Link is indicated as follows Link State Connected..., and the AVI picture [] in the lower right hand corner begins to move. This indicates the currently connected state is normal. If the animated AVI picture stops moving this indicates that the connection has stopped running or there is an error

NOTE: If there is an error in the connection between OfficeServ Link and iDCS key telephone system, error information is displayed in the message pane. The error information of each state is displayed in the status message pane and has a status icon associated to the error type.



If an error occurs in the connection process, the OfficeServ Link performs an automatic recovery
process until the error is corrected (or up to the internally limited time). If OfficeServ Link cannot
perform the automatic recovery, it notifies administrators that an error has occurred through the
status message pane.

Tiroo	
Time	mormation
🕒 Jul 27 2002 10:4	The client connection manager is running successfully,
Jul 27 2002 10:4	Switch Connection Success!!!
Jul 27 2002 10:4	All services are running successfully,
🛛 🔀 Jul 27 2002 11:47:6	Disconnected the switch connection, check the link,
🛛 🔀 Jul 27 2002 11:47:6	Entering the switch connection automatic recovery procedure, at this time, all client
Jul 27 2002 11:47:6	1 th(nd) link recovery procedure is executed,
Ĩ	

Disconnecting OfficeServ Link

NOTE: Disconnecting the OfficeServ Link from the iDCS key telephone system will terminate all client application connected to the OfficeServ Link application.

1. Click on the [Disconnect] button to disconnect OfficeServ Link from the iDCS key telephone system. The following dialog box appears on the screen



Verify Disconnect

Click on the [OK] button to disconnect.

Disconnection process in progress

Successfully disconnecting the OfficeServ Link from the iDCS key telephone system changes the connection state of OfficeServ Link and indicates it as Link State Disconnected, it also changes the [Disconnect] button from [Disconnect] .to [CONNECT].

Viewing OfficeServ Link Status

	Port No	User Type	Connect State	Connect Time	Conngaradi
					Option
					Connect
					E.d.
<				>	End
otification Message	View				Monitor Op
Inne DMar 16, 2005 09	Samsung OfficeServ	Link Version for DCS K	eyphone System Series		🗵 SW MS
					🔽 S/U MS
					🗹 Send S

OfficeServ Link running in inactive mode of user management

Connected User List View

The following is the information shown in the Connected User List View window:

- IP Address: Indicates the IP address of connected client computer.
- **Port No.:** Indicates the TCP/IP port number in use for the connected client computer.
- User Type: Indicates the type of client connected. Example "EasySet"
- **Connection State:** Indicates the connection state. Normal client operations are indicated as "Connected".
- Connected Time: This field indicates the Time and Date the client connected to OS Link.

Chapter 6

Message Monitoring

Under various conditions it may be necessary to monitor call-processing messages used by OfficeServ Link; two message-monitoring applications are installed when OfficeServ Link is installed.

- 1. Switch Message Monitor
- 2. SMDR /UCD Message Monitor

To monitor such messages, the OfficeServ Link provides two kinds of monitoring programs.

- Call processing message-monitoring program: **SCMonitor.exe** by default this application is installed in [\Program Files\Samsung Electronics\OfficeServ Link].
- SMDR / UCD message monitoring program: SUMonitor.exe by default this application is installed in [\Program Files\Samsung Electronics\OfficeServ Link].

Switch Message Monitor Program

Many kinds of messages are transmitted and received between OfficeServ Link and the iDCS key telephone system. OfficeServ Link and other applications such as **OfficeServ EasySet**, **OfficeServ Call, and OfficeServ Operator** are running on individual user's computer. The switch message-monitoring program allows you to monitor the call processing messages of each application that is currently connected to the OfficeServ Link.

Running the Switch Message Monitor (SCMonitor.exe)

*	OfficeServ Link
\$	SMDR-UCD Message Monitor
۲	Switch Message Monitor
11	License Tools

Running the Switch Message Monitor Program

After launching the Switch Message Monitor program (SCMonitor.exe), the following dialog box appears on the screen.

Environment Configuration				
Server IP Address :	1.1.1.1			
Server Port No :	6001			
Access Password :				
🔽 Use Message Auto Clear Option				
1000 lines	will be displayed			
🔽 Use Message File Save Option				
Language Option				
English				
Cancel				

Environment Setup of Switch Message Monitor Program

Environment Configuration

Server IP Address:

Enter the TCP/IP address of the computer that OfficeServ Link is installed on.

Server Port No.:

Enter the TCP/IP port number specified in the "Use switch message monitoring Port No." field found in the Message Monitor / Save option setting of the OfficeServ link Option setup. The default port number is **6001**

Access Password:

Enter the OS Link Message Monitor password. This password is set in OS Link under the configuration options.

Use Message Auto Clear Option:

If you activate this option, you will need to specify the maximum number of lines (messages) that will be held in memory before invoking the first in first out process.

Use Message File Save Option

This option allows you to save the monitored messages to a text file for future reference.

Language Option

The monitoring programs support two languages: English and Korean.

CTI Message Mo	nitor	
Switch Message Vie	Message Contents	Config
		Start Monitor
		Stop Monitor
		End
		Clear View
Server IP	1.1.1.1 Port No 6001 Link Disconnected Auto Clear On File Save On	SAM SUH C

Main Window of Switch Message Monitor

Switch Message View

Shows all call processing messages received by the OfficeServ Link. All call processing messages are indicated by those messages being received from the client applications to the iDCS key telephone system and those being transmitted from the iDCS key telephone system to the client applications.

To Start a Monitoring Session

The [**Start Monitor**] button starts the monitoring of messages between the OfficeServ Link and the iDCS key telephone system.

To Stop a Monitoring Session

Click on the [Stop Monitor] button to stop the monitoring session.

Click on the [**Clear View**] button to delete all messages that are currently being displayed in the "Switch Message View" pane. This action has no impact on the "Use Message File Save Option".

SMDR / UCD Message Monitoring Program

The iDCS Key telephone system can provide SMDR messages and UCD messages for collection and processing by an external application. From time to time it may be necessary to monitor these messages by running the SMDR/UCD Message Monitoring Program.

Running the SMDR / UCD Message Monitor (SUMonitor.exe)

3	OfficeServ Link
*	SMDR-UCD Message Monitor
۲	Switch Message Monitor
1	License Tools

Executing the SMDR / UCD Message Monitor

After launching the SMDR / UCD Message Monitor Program, the following dialog box appears on the screen.

Environment Configuration			
Server IP Address : 1.1.1.1			
Server Port No : 6002			
Server Password :			
🔽 Use Message Auto Clear Option			
1000 lines will be displayed			
Use SMDR Message File Save Option			
🔽 Use UCD Message File Save Option			
Language Option			
English			
OK Cancel			

Setup of SMDR / UCD Message Monitor Environment

After completion of the environment configuration setup, click the [OK] button to show the main window of the SMDR / UCD Message Monitor (SUMonitor.exe).

Environment Configuration

• Server IP Address:

Enter the TCP/IP address of the computer that OfficeServ Link is installed on.

• Server Port No.:

Enter the TCP/IP port number specified in the "Use SMDR/UCD message monitoring Port No." field found in the Message Monitor / Save option setting of the OfficeServ link Option setup. The default port number is **6002**

• Server Password:

Enter the OS Link Message Monitor password. This password is set in OS Link under the configuration options

Use Message Auto Clear Option

If you activate this option, you will need to specify the maximum number of lines (messages) that will be held in memory before invoking the first in first out process.

Use SMDR Message File Save Option

This option allows you to save the monitored messages to a text file for future reference.

Use UCD Message File Save Option

This option allows you to save the monitored messages to a text file for future reference.

Language Option

The monitoring programs support two languages: English and Korean.

*	* SMDR / UCD Message Monitor					
	SMDR Message View					
	Time	Message Contents	Config			
			Start Monitor			
			Stop Monitor			
	<		Clear SMDR			
	UCD Message View					
	Time	Message Contents	Clear UCD			
			End			
	<		SAMEUNE			
Γ	Server IP 1.1.1.1	Port No 6002 Link Disconnected Auto Clear On Save SMDR On	Save UCD On			

Main Window of SMDR / UCD Message Monitor

SMDR Message View

This window indicates the current SMDR messages.

UCD Message View

This window indicates the current UCD messages.

To Start a Monitoring Session

The [**Start Monitor**] button starts the monitoring of SMDR/UCD messages between the OfficeServ Link and the iDCS key telephone system.

Click on the [Stop Monitor] button to stop the monitoring session.

Click on the [Clear SMDR] or [Clear UCD] buttons to delete all messages that are currently being displayed in the "Message View" panes. This action has no impact on the "Use Message File Save Option".



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For OfficeServ CTI Applications for iDCS Keyphone Series

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