



Enterprise IP Solutions

OfficeServ

OfficeServ EasySet User Manual

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Chapter 1

Introduction

Overview of OfficeServ EasySet

OfficeServ EasySet is a web enabled management tool designed to give iDCS key telephone users a simple and friendly way to configure the features and button assignments of their Samsung iDCS digital or IP keyset

The application itself resides on an IIS web server, which in turn is connected to the iDCS key telephone system via the OfficeServ Link.

OfficeServ EasySet allows a user to customize the features and operation of their iDCS digital or IP keyset using Microsoft Internet Explorer. Many of the configurable options available include:

- Change name, password and lock status
- Set call forwards and speed dial numbers
- Change volume settings
- Change time and date display format
- Create and save a personal time schedule
- Set alarm calls and absent messages
- Review local call logs
- Change phone answer options
- Send short messages to other users

Chapter 2

Installation of OfficeServ EasySet

Installation Environment

The OfficeServ Link application must be installed and configured before installing EasySet. (See the separate OfficeServ Link Manual)

OfficeServ EasySet may be installed on the same PC as the OfficeServ Link, or another PC communicating with OfficeServ Link. However, the PC used must be dedicated for OfficeServ CTI applications. The OfficeServ EasySet software then provides information to the 'clients' via a web server (Microsoft IIS) on the OfficeServ EasySet PC and Windows Internet Explorer Web browser on the 'client' PCs.

OfficeServ EasySet must be installed on a PC that has an operating system of Microsoft Windows 2000 Professional or later, and with IIS Web Service Installed.

To install and operate the OfficeServ EasySet, the minimum requirement specifications for the system are given below:

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

Installation of OfficeServ EasySet

The installation procedures for OfficeServ EasySet are as follows:

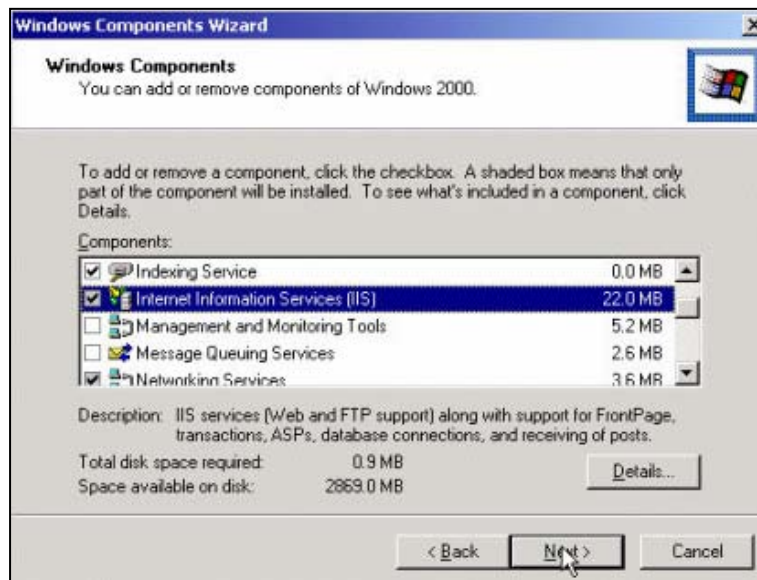
1. Installation of the Web Service Program (IIS)
2. Installation of the OfficeServ EasySet
3. If the OS for the OfficeServ EasySet server is MS Windows XP and the file system has been formatted as NTFS, some security options will have to be changed.

Installation of the Web Service Program (IIS)

The installation procedures for the Web Service Program (IIS) are as follows:

The IIS setup program is included on the Windows Operating System CD.

1. In the taskbar, click [Start] > [Settings] > [Control Panel].
Select the [Add/Remove Programs] icon.
2. From the add/remove Programs window, click the [Add/Remove Windows Components] button in the left-hand frame of the window. Then the Windows Components Wizard window will be displayed. After selecting the 'Internet Information Server (IIS)', click the [Next] button.



Windows Components

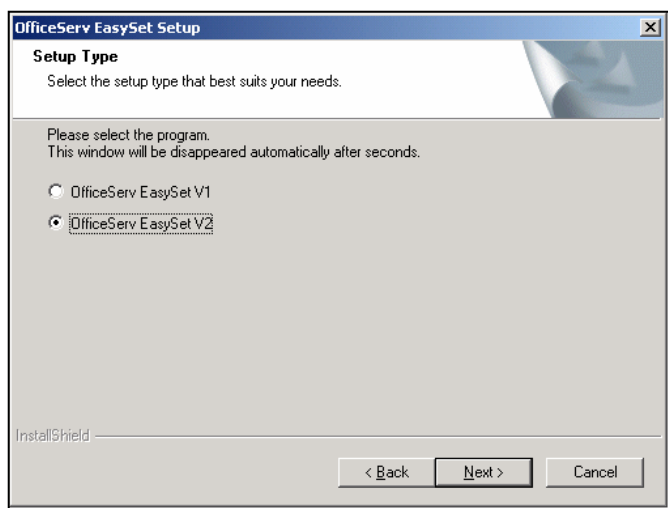
3. If an 'Insert Disk' message appears during the installation, insert the Windows CD and click [OK]. Then click the [Browse] button and select the 'i386' folder.
4. The installation will proceed as the program files are copied to the system. Click the [Finish] button when the installation has completed.

Installation of OfficeServ EasySet

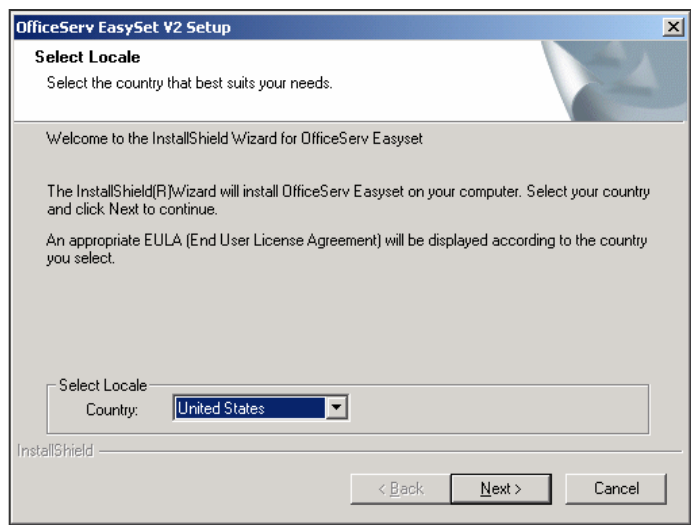
After installing windows IIS you are now ready to install the OfficeServ EasySet application.

Install the OfficeServ EasySet by following the steps as shown below:

1. Insert the OfficeServ CTI Applications CD and choose the OfficeServ EasySet installation from the software install section.
2. When the window as shown below is activated, select a program.
 - For iDCS 500 Release 2 and the iDCS 100 Release 2 select [OfficeServ EasySet V2].
 - And click the [Next] button.

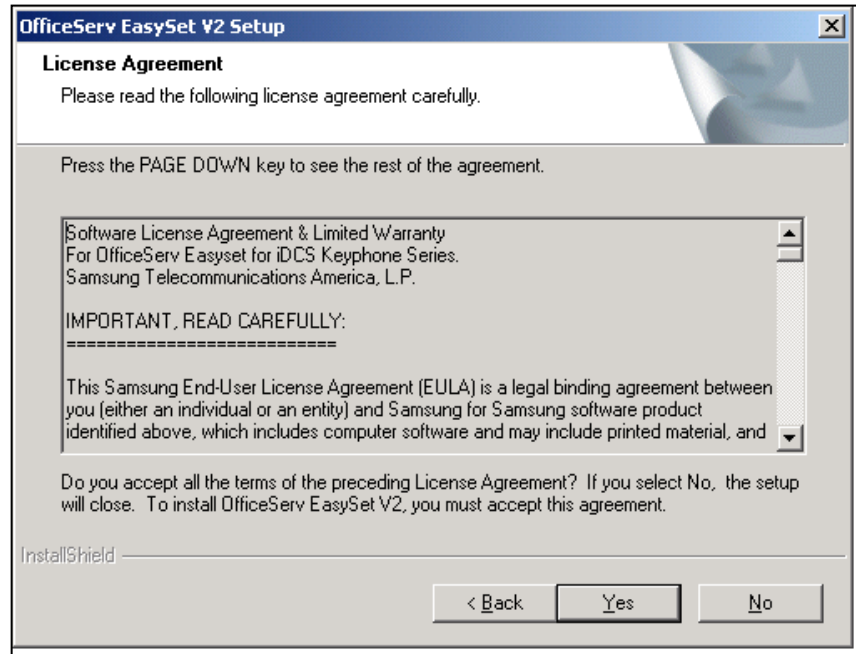


3. When the window as shown below is displayed, select the country and click Next to continue. An appropriate End User License Agreement will be displayed according to the country selected.



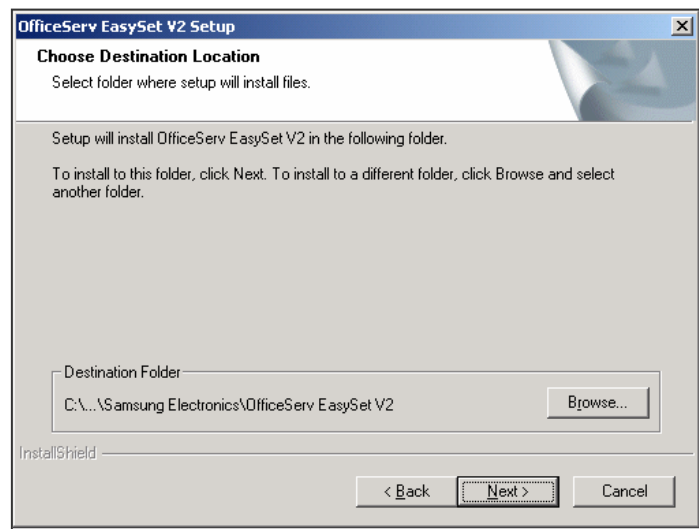
InstallShield Wizard

- When the window as shown below is activated, click the [Yes] button to accept the Licence Agreement conditions.



License Agreement

- When the window as shown below is activated, click the [Next] button to accept the default location for the program folder.



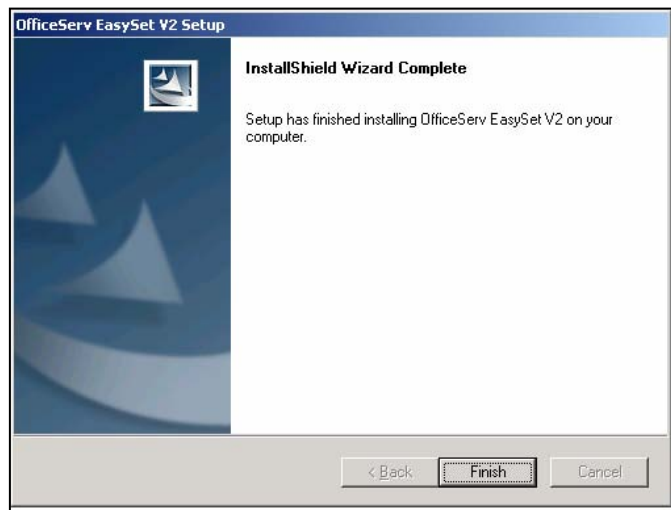
Choose Destination Location

6. After the installation of OfficeServ EasySet, the EasySet web login URL address will be indicated by the following information screen.



SetupVirtualDIR

7. Click the [Finish] button, when the installation has completed as shown below.

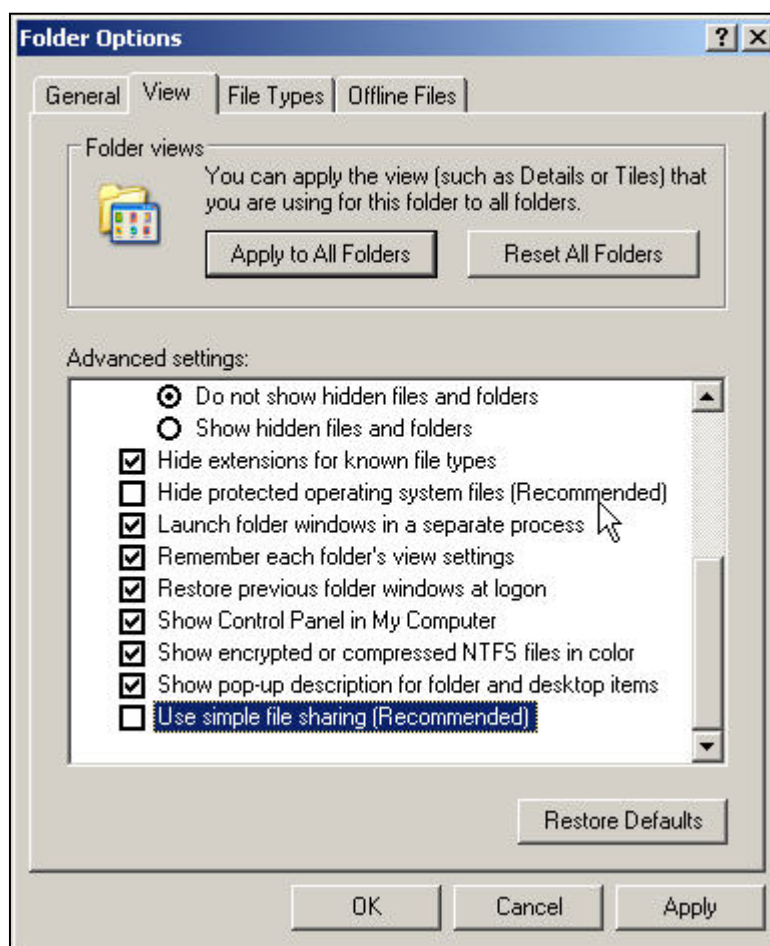


For Installations with Windows XP and the NTFS File System

If the Operating System of the OfficeServ EasySet server is MS Windows XP and the file system is NTFS, some security options have to be changed as shown below:

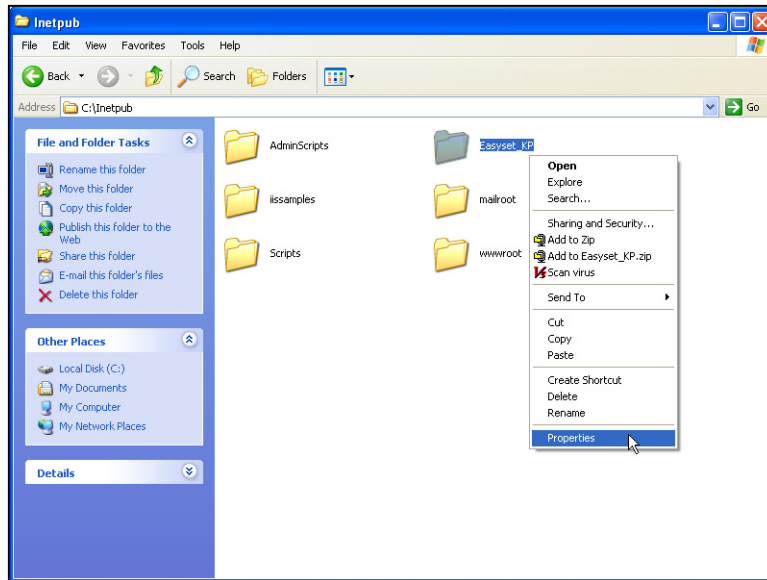
1. Login to the PC using an Administrator ID, allowing full access rights.
2. Open Windows Explorer and select [Tools] from the menu bar, then select [Folder Options].

In the [View] tab, remove the check in the checkbox for the [Use simple file sharing (Recommended)].

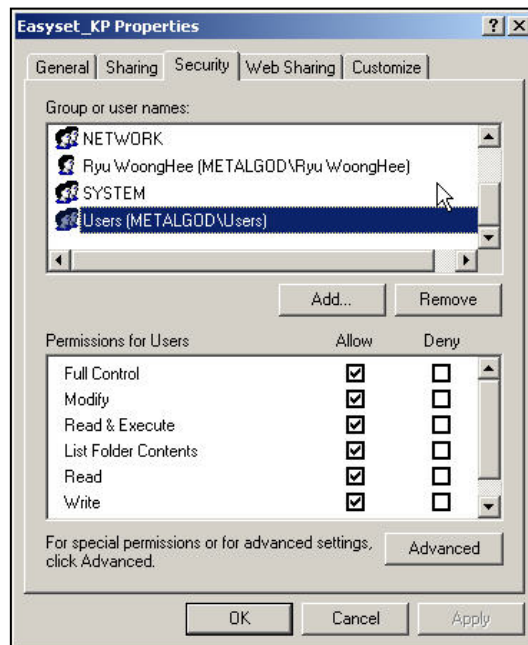


Folder Options

- From Windows Explorer open the c:\inetpub folder, right click on the EasySet_KP folder and click the [properties] settings



- In the [Security] tab, allow Users to 'Write' and 'Modify' as in the example below:



Easyset_KP Properties

5. Then restart the IIS Server from the Command Prompt or restart the PC.

```
F:\>iisreset

Attempting stop
Internet services successfully stopped
Attempting start
Internet services successfully restarted

F:\>
```

OfficeServ EasySet Environment Settings

This section discusses how to start OfficeServ EasySet

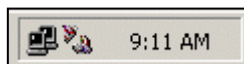
Setting the Environment for OfficeServ Link

To start the OfficeServ EasySet application, OfficeServ Link must first be installed and running.

Setting the Environment for OfficeServ EasySet

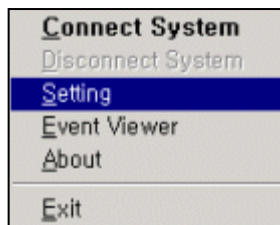
The environment setup procedures for OfficeServ EasySet are set as follows:

1. Launch the OfficeServ EasySet by double clicking the EasySet icon on the desktop.
2. To set the IP Address of the PC running OfficeServ Link, click the right-hand mouse button on the Tray Icon as shown below.



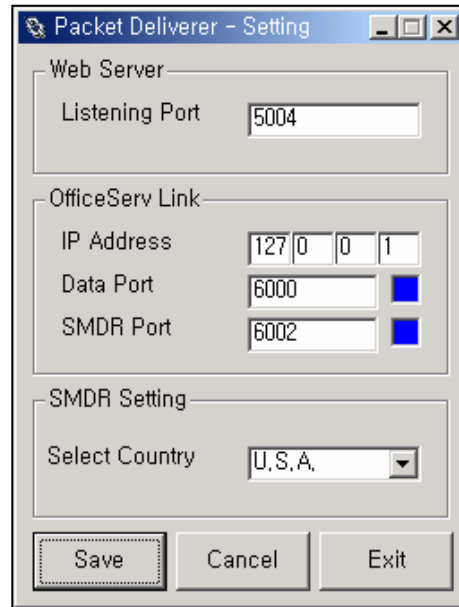
The OfficeServ EasySet Tray Icon

3. Select [Setting] from the drop-down menu.



Select [Setting]

- Set the required IP address in the Setting Panel. This is the IP address of the PC running the OfficeServ Link application. The default ports should be retained unless there is a compelling reason to alter them.



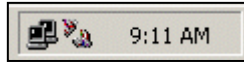
Packet Deliverer-Setting

Frame	Item	Description
Web Server	Listening Port	Listening Port No. is used for connecting with the Web Server (See OfficeServ Link→Configuration Button→Listen Port No for Client Connections to verify)
OfficeServ Link	IP Address	IP Address of the OfficeServ Link
	Data Port	Listen Port No of the OfficeServ Link
	SMDR Port	SMDR Port No of the OfficeServ Link (See OfficeServ Link→Option Button→Message Monitor/Save Option→Use SMDR/UCD Msg Monitor→Port No. to verify)
SMDR Setting	Select Country	Select your Country for the SMDR

- Click [Save] then [Exit] to save the setting and exiting.

Starting OfficeServ EasySet

1. Double click the EasySet icon on the desktop and then the EasySet Tray Icon is created as shown below.



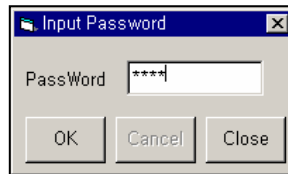
The OfficeServ EasySet Tray Icon

2. Click the right-hand button of the mouse on the tray icon and select the [Connect System] option.



Connect System

3. Input the password and click the [OK] button.



Input Password

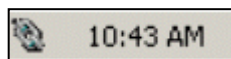


OfficeServ EasySet Password

The password for OfficeServ EasySet is the “EasySet Option” password as set in the MMC 841 of an iDCS 100 Release 2 or an iDCS 500 Release 2 systems. The default password is 1234.

The EasySet option password is not available on the iDCS 100 or 500 systems and the connect system password box will not be displayed when EasySet V1 is used.

4. If the Tray Icon is displayed as shown below (with joined chain links), then the OfficeServ EasySet service has started successfully.



The OfficeServ EasySet Tray Icon_ joined chain links

Chapter 3

Using OfficeServ EasySet

Logging into OfficeServ EasySet

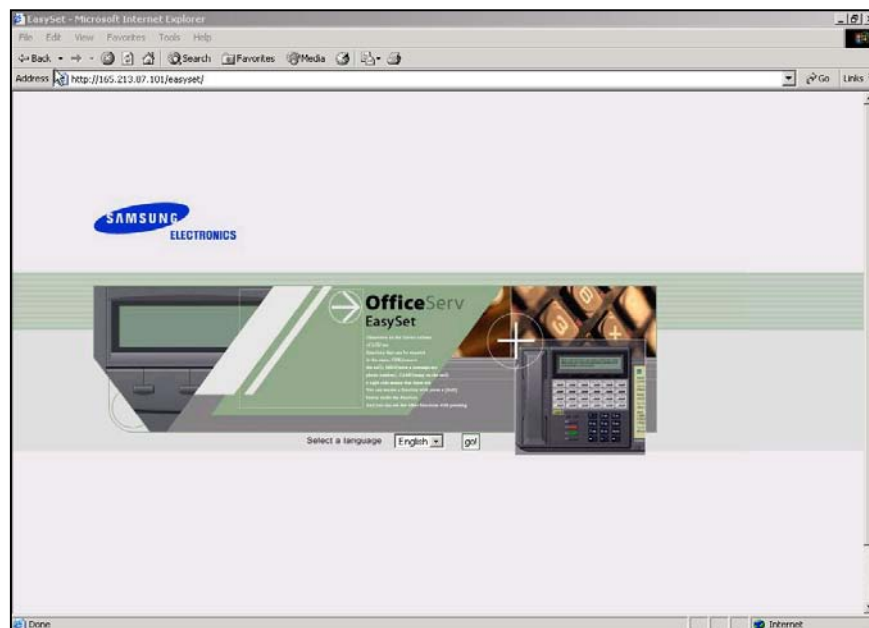
The login procedure for the OfficeServ EasySet is as follows:

1. Launch Microsoft's Internet Explorer so that it can be used as the user interface for the login and configuration.
2. After starting the web browser, the address of the OfficeServ EasySet Server will need to be entered. This can be done by either entering the server's IP address or the server name. You will need to get these from your System Administrator or IT Department before connecting to the server.

From Internet Explorer enter the URL address of the installed program into the URL input field and press the [Enter] key.

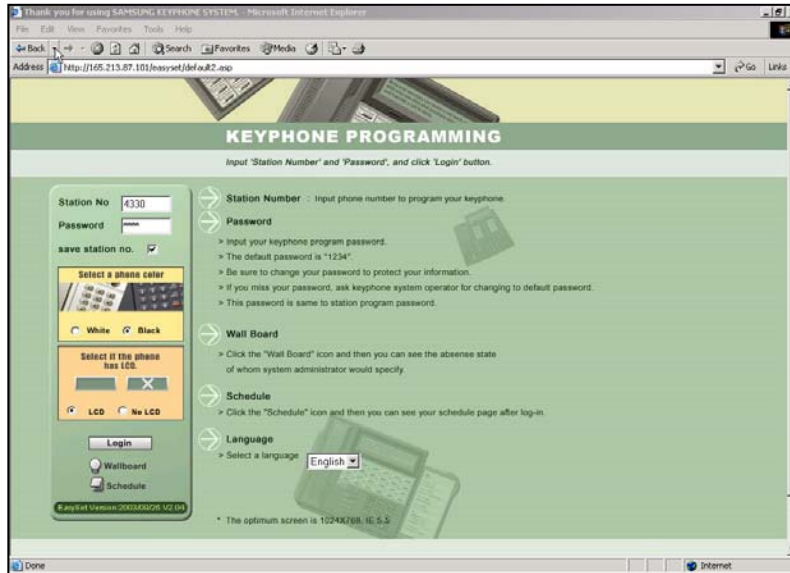
(e.g.) <http://localhost/EasySet> OR <http://<Server IP address>/EasySet>

3. When successfully connected to the OfficeServ EasySet, the default page will be appeared as below:



OfficeServ EasySet

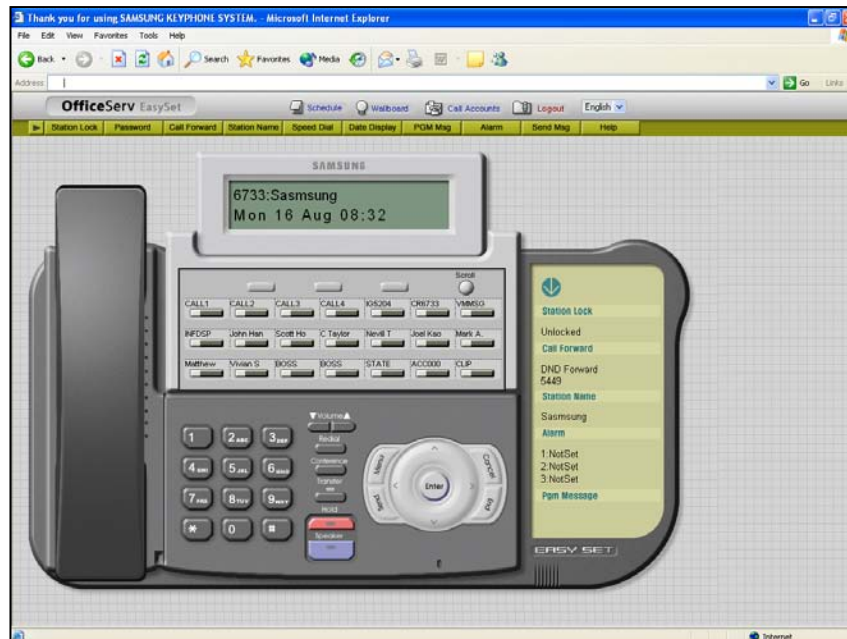
- Select the required language via the dropdown box and press the [Go!] button. The login page will be activated as below:




- Enter your Station Number and your password (default is 1234). Select the parameters relating to your phone-color, LCD or no LCD, and then click on the [Login] button.

Note: ITP Phones will automatically be set to the last device type that was logged in using that Station ID.

- The following main page will be displayed. The type of Keypad in the browser panel will correspond to the Keypad used at your station.



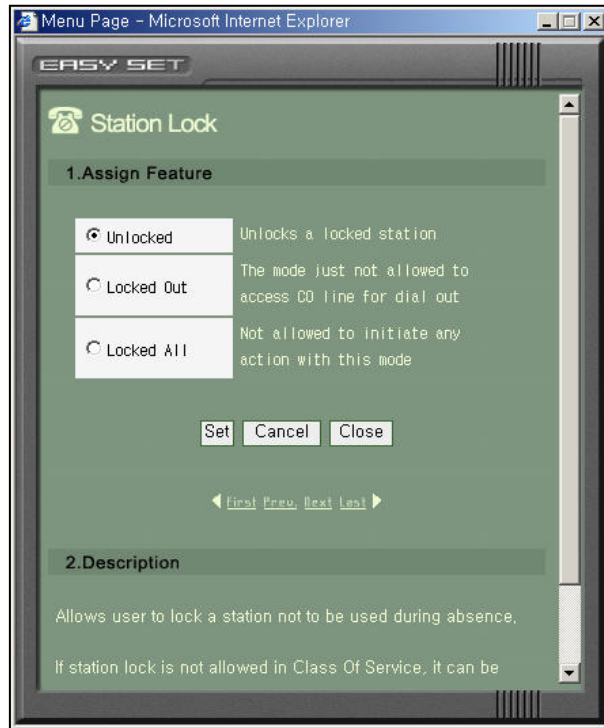
Main Page

Click the  button then the following additional menus will be displayed.



Using the OfficeServ EasySet

Station Lock



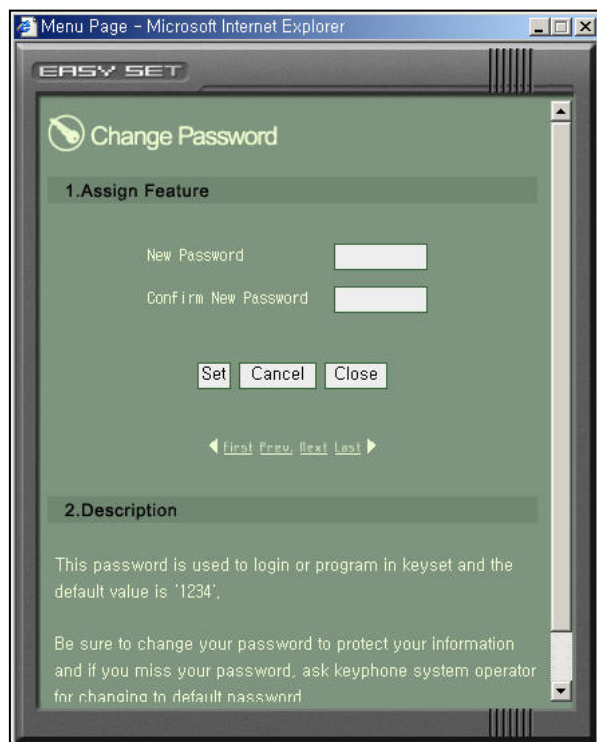
This feature allows you to lock your station against unauthorized use. The three options are as follows:

UNLOCKED: Unlocks a locked station.

LOCKED OUTGOING: The keyset cannot make calls outside the system. It can however make and receive intercom calls and receive incoming C.O. calls. When in this mode the HOLD key of a DCS or ITP keyset will flash slow RED.

LOCKED ALL CALLS: The keyset cannot make or receive any calls. When in this mode the HOLD key of a DCS or ITP keyset will light steady RED.

Password



Your station password is used to login to the OfficeServ EasySet and change the various program settings for your station. The default value is '1234'. Be sure to change your password to protect your program settings. If you forget your password, ask your System Administrator to reset your password to the default password.

Call Forward

Call Forward Type	Tel No
<input checked="" type="radio"/> Forward Cancel	
<input type="radio"/> All Call Forward	
<input type="radio"/> Busy Forward	
<input type="radio"/> No Answer Forward	
<input type="radio"/> Busy/NoAnswer Forward	
<input type="radio"/> Do Not Disturb Forward	

This feature allows you to redirect (forward) incoming calls. The calls can be redirected to the attendant, a station group, voice mail, external number or another station user

Forward Cancel : This option will cancel any call forwarding set.

All Call Forward: This option, when set, will forward all calls to the programmed destination. If the programmed destination is a station then that station can call the forwarded station to put calls through.

Busy Forward: This option, when set, will forward calls to the programmed destination when the forwarded keyset is busy.

No Answer Forward: This option, when set, will forward calls to the programmed destination if the forwarded station does not answer a call before the forward no answer timer in MMC 502 expires.

Busy/No Answer Forward: This option will activate both the BUSY option and the NO ANSWER option at the same time.

Do Not Disturb Forward: This option will forward all calls to the programmed destination whenever the forwarded station goes into DND.

Station Name

The screenshot shows a web browser window titled 'Menu Page - Microsoft Internet Explorer' displaying the 'EASY SET' interface. The page is titled 'Station Name' and features a telephone icon. It is divided into two sections: '1. Assign Feature' and '2. Description'. In the '1. Assign Feature' section, there is a 'Name' label followed by a text input field. Below the input field are three buttons: 'Set', 'Cancel', and 'Close'. At the bottom of this section are navigation links: '< First Prev Next Last >'. The '2. Description' section contains the following text: 'This allows user to enter an 11-character name to identify and it is displayed to the other party.' and 'The maximum length is 11-digits in English(5-digits in Korean).'

This allows you to enter an 11-character string name for display to an internal party calling from an LCD station.

Speed Dial

The screenshot shows a web browser window titled 'Menu Page - Microsoft Internet Explorer' displaying the 'EASY SET' interface. The page is titled 'Speed Dial' and features a speed dial icon. It is divided into two sections: '1. Assign Feature' and '2. Description'. In the '1. Assign Feature' section, there is a table with two columns: 'Speed Name' and 'Tel No'. The table has 10 rows, numbered 0 through 9. Each row contains two text input fields. Below the table are three buttons: 'Set', 'Cancel', and 'Close'.

Speed Name	Tel No
0	
1	
2	
3	
4	
5	
6	
7	
8	
9	

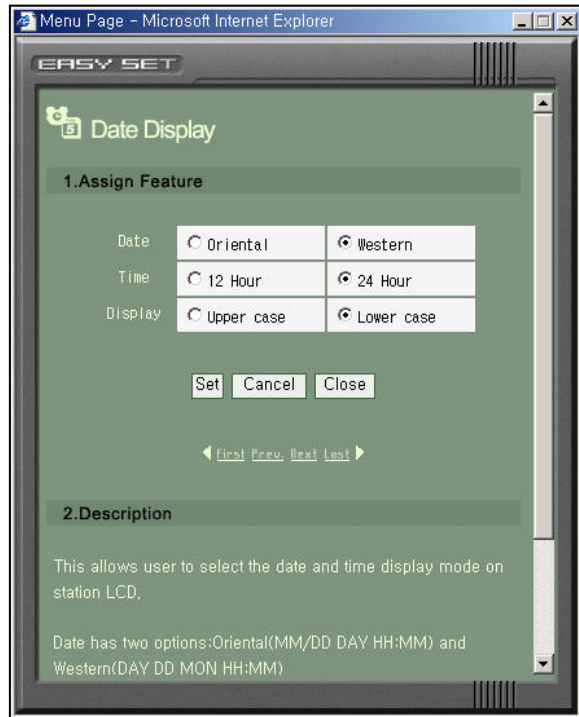
This allows you to program personal speed dial locations for your station.

Each station may have up to 50 locations (or bins) assigned to it - these speed dial bins are numbered 0~49.

Each speed dial number consists of a trunk or trunk group access code and up to 24 digits to be dialed. These dialed digits may consist of 0~9, * and #.

You can also program an 11 character string name for each speed dial number.

Date Display



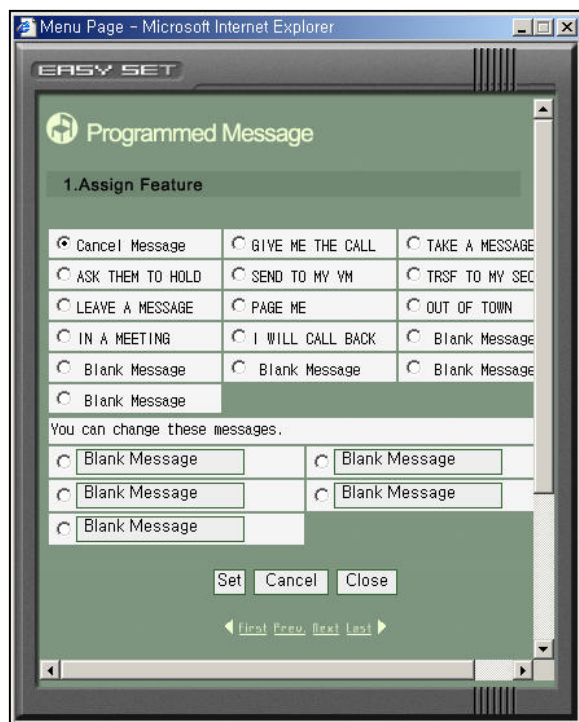
This allows you to select the date and time display mode on your telephones LCD.

There are two option formats for the Date: Oriental (MM/DD DAY HH:MM), and Western (DAY DD MON HH:MM)

There are also two option formats for the Time: 12 Hour and 24 Hour.

The character format can be either Upper Case or Lower Case.

PGM Message

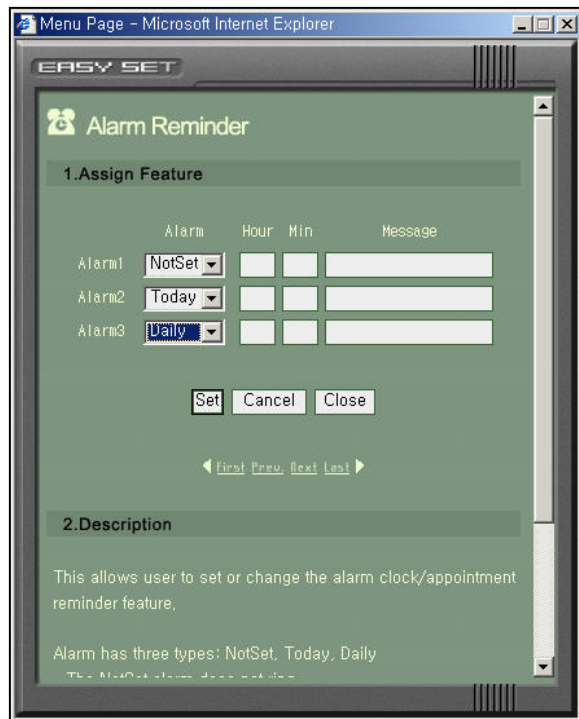


This allows you to set or cancel a programmed message.

Programmed messages can be used to advise of your status to internal callers to your station. The programmed message will appear on their telephones LCD.

Up to 15-programmed messages are available system wide and 5 personal messages can be programmed. Each message can be a maximum of 16 characters.

Alarm Reminder



This allows you to set or change the alarm clock/appointment reminder feature. Up to 3 different alarms are available.

Each alarm can have a message of up to 16 characters. The alarm message is displayed on the Keyset LCD when an alarm rings.

There are three Alarm settings: NotSet, Today, and Daily.

Send MSG



This allows you to send a message to another station user. The maximum length of a message is 80-characters.

There are four menus in the [Send MSG] menu: Message, Inbox, Outbox, and Depository.

Message

Select the [Send MSG] menu from the main page. After inputting the internal station number and message, click the [Send] button. If the INF DSP key of the received phone is set to 'ON', the latest receive message will be displayed on the LCD of the phone.

You can assign an INF DSP key to the key extender by clicking the extend button in EasySet. The assigned INF DSP key is a toggle button.

Inbox



Select [Send MSG]→[Inbox] from the main page, then the <Inbox> window will be displayed.

You can see up to twenty received messages in the Inbox.

To delete messages, check the relevant message boxes and click the [Delete] button.

To save a message in the Depository, click the [Dep] button corresponding to the message.

Outbox



Select [Send MSG]→[Outbox] from the main page.

You can see up to ten sent messages in the Outbox.

To delete messages, click on the relevant message box and then click the [Delete] button.

To keep a message in the Depository, click the [Dep] button corresponding to the message.

To cancel a sent message, click the corresponding [Off] button of the message.

Depository (Saved MSG)



From the main page, select [Send MSG]→[Depository].

You can view up to ten saved messages in the Depository.

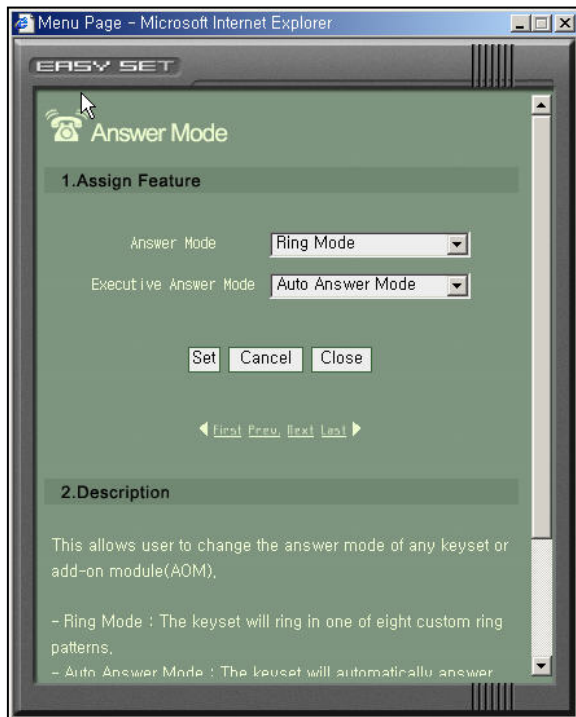
To delete messages, click on the relevant message box and then click the [Delete] button.

To add a message to the Depository, input the message and click the [Add] button.

To modify a message, edit the message and click the corresponding [Mod] button.

To send a saved message to someone, click the corresponding [Msg] button.

Answer Mode



This allows you to change the answer mode for intercom calls to your station.

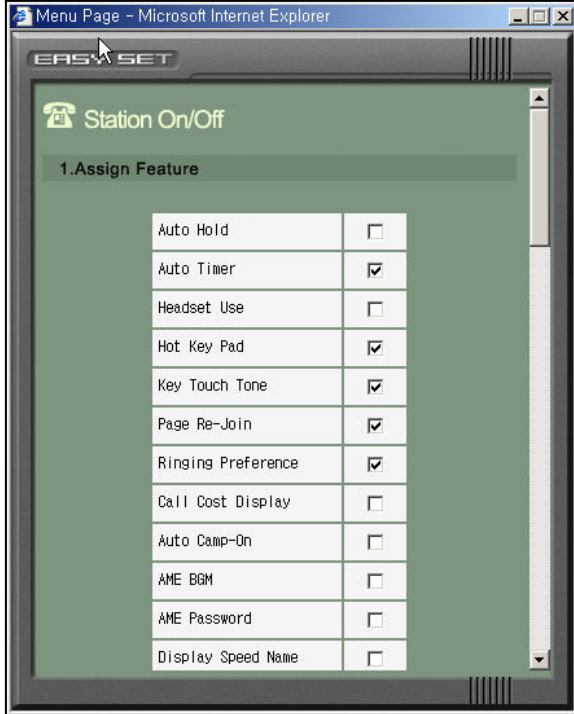
Set to one of the following options:

Ring Mode: The keyset will ring in one of eight custom ring patterns. Calls are answered by pressing the ANS/RLS key or by lifting the handset.

Auto Answer Mode: After giving a short attention tone, the keyset will automatically answer calls on the speakerphone. When a C.O. line is transferred to a keyset in Auto Answer, the screened portion of the call will be Auto Answer, but the keyset or AOM will ring when the transfer is complete if the user has not pressed the ANS/RLS key or lifted the handset.

Voice Announce Mode: The Keypad will not ring. After a short attention tone, callers can make an announcement but the ANS/RLS key or handset must be used to answer calls.

Station On/Off



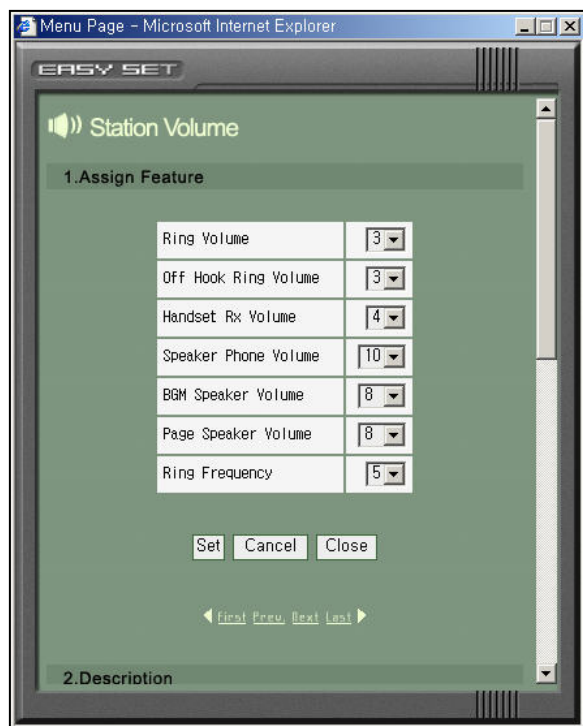
This allows you to set any of the following station features:

- Auto Hold
- Auto Timer
- Headset Use
- Hot Keypad
- Key Touch Tone
- Page Rejoin
- Ringing Preference
- Auto Camp-On
- AME Password
- Display Speed Name
- CID Review All
- Secure OHVA
- Auto Answer Trunk
- Enblock 2LCD

Assign Feature	Description
AUTO HOLD	Automatically places an existing external call on hold if a CALL button, trunk key or trunk route key is pressed during that call.
AUTO TIMER	Automatically starts the stopwatch timer during an external call.
HEADSET USE	When on, this feature disables the hook switch, allowing a headset user to answer all calls by pressing the ANS/RLS button.
HOT KEYPAD	When on, this feature allows the user to dial numbers without having to first lift the handset or press the SPK button.
KEY TOUCH TONE	Allows you to hear a tone when pressing buttons on your station.
PAGE REJOIN	Allows you to hear the latter part of page announcements if you become free during a page.
RINGING PREFERENCE	When off, you must press the fast flashing button, after lifting the handset, to answer a ringing call.
AUTO CAMPON	When on, allows you to automatically camp on to busy stations by remaining off-hook, without needing to press a CAMP-ON key.

Assign Feature	Description
AME PASSWORD	If this option is set to YES, you must enter your station password to set the Answer Machine Emulation on your station.
DISPLAY SPEED NAME	When on, the speed dial name associated with a speed dial number is displayed on your station's LCD display when using the speed dial. Available only on iDCS500-L.
CID REVIEW ALL	When on, saves information on all calls that ring at an extension. When OFF, saves information only on calls that were not answered at the extension or by the voice mail. Available only on iDCS500 or OfficeServ-L systems.
SECURE OHVA	When on, an OHVA announcement from another station will only be heard when you are using the handset. When off, OHVA announcements will only be heard over the station speaker. Available only on the iDCS500 and OfficeServ-L systems.
AUTO ANSWER TRUNK	Automatically answers an incoming external call.
ENBLOCK 2LCD	<i>For ITP Phones with 2 Line Display</i> Set to ON will require user to press SEND button to make a call, it works like a cell phone.

Volume



This allows you to set the volume and the ring tone heard at your station. You can use the Volume Up/Down buttons to vary the volume levels during a call.

From the main page, select the [Volume] menu. Then the <Station Volume> window will be displayed. After selecting the required volume of each assign feature, click the [Set] button.

You can adjust the station volume for the following assign features:

- Ring Volume
- Off Hook Ring Volume
- Handset RX Volume
- Speaker Phone Volume
- BGM Speaker Volume
- Page Speaker Volume
- Ring Frequency

Assign Feature	Description
RING VOLUME	This is the volume setting for the station ringer. There are eight volume levels: level 1 is the lowest and level 8 the highest.
OFF HOOK RING VOLUME	This is the volume of the alert tone that tells you there is a call camped on to your station. There are eight volume levels.
HANDSET RX VOLUME	This is the volume level received by you from the other party during conversations on the handset receiver. There are eight volume levels.
SPEAKER PHONE VOLUME	This is the volume level received by you from the other party during conversations on the station's speaker. There are 16 volume levels: level 1 is the lowest and level 16 the highest.
BGM SPEAKER VOLUME	This is the volume of the background music heard over the station speaker when your station is idle and BGM is turned on. There are 16 volume levels.
PAGE SPEAKER VOLUME	This is the volume you will hear when an internal page call is made over the station speaker when your station is idle and the PAGE is turned on. There are 16 volume levels.
RING FREQUENCY	This is the ring tone heard at your station to alert you to incoming calls.

Text Messaging



This allows you to set or change text messages for use during an OHVA call to your station.

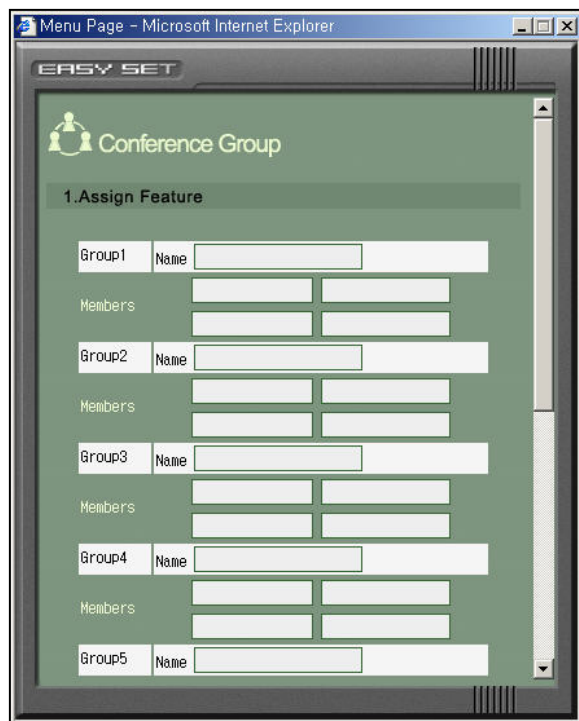
This feature must be enabled for you by the System Administrator.

The System Administrator can establish the internal stations in the 'MMC611 TEXT MSG STN'.

From the main page, select the [Text Msg] menu. After inputting a text message, click the [Set] button.

A maximum of 10 Text Messages are allowed per station. Each can be 16 characters long.

Conference Groups



This feature is only available for the ITP 5012L Keyset.

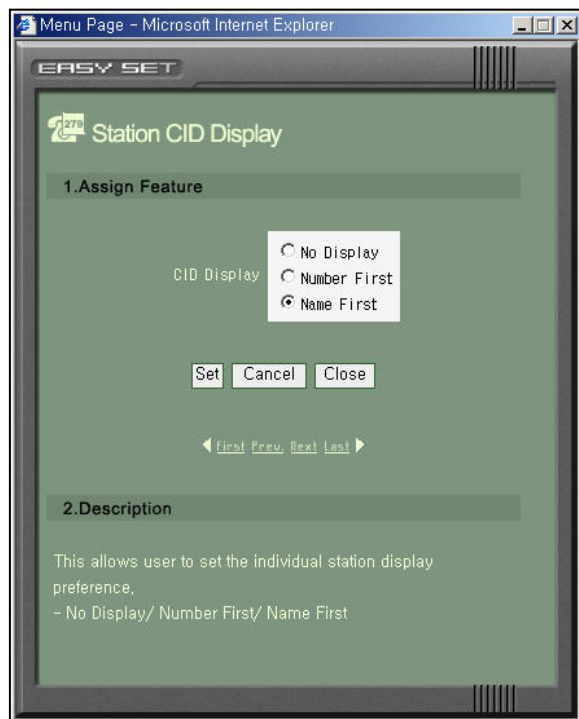
This allows you to set or change the conference group's assignments. Only users designated by your System Administrator can use this function. The System Administrator can establish the internal stations in the 'MMC612 GRP CONF STN'.

Once programmed, you can establish a conference call with the available members of the group automatically. Refer to your Station User guide for details on how to make the group conference call.

From the main page, select the [Conference] menu.

Each group can have an associated 11 character name and up to 4 members. You can have a maximum of 5 Conference Groups.

Caller ID



This allows you to set your preference for the way Caller ID is displayed on your station LCD.

From the main page, select the [Caller ID] menu. After selecting one of the CID Display radio button options, click the [Set] button.

Refer to your System Administrator to check whether the Caller ID is available on your system.

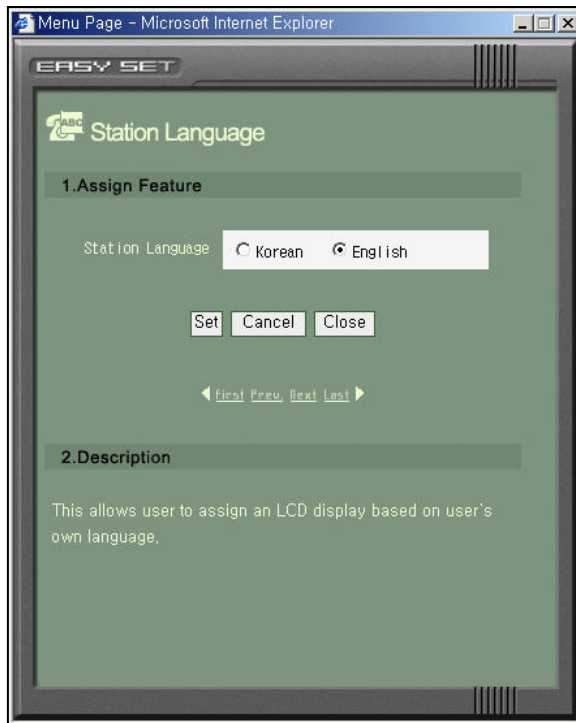
LCD Display



If your station has a large LCD, this function allows you to set or change the LCD screen type while in an idle state

From the main page, select the [LCD Display] menu. After selecting the idle screen type and DSS key display radio buttons, click the [Set] button.

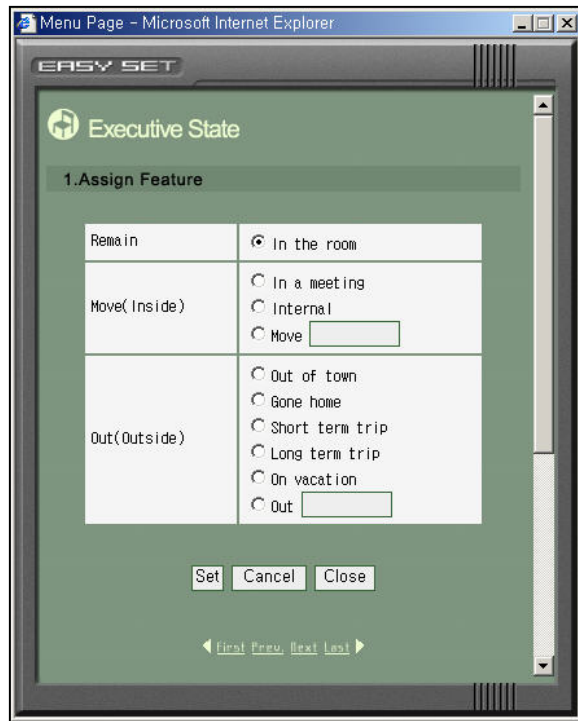
Language



This allows you to assign the language used on your station's LCD display.

From the main page, select the [Language] menu. After selecting the required station language, click the [Set] button.

Exec State



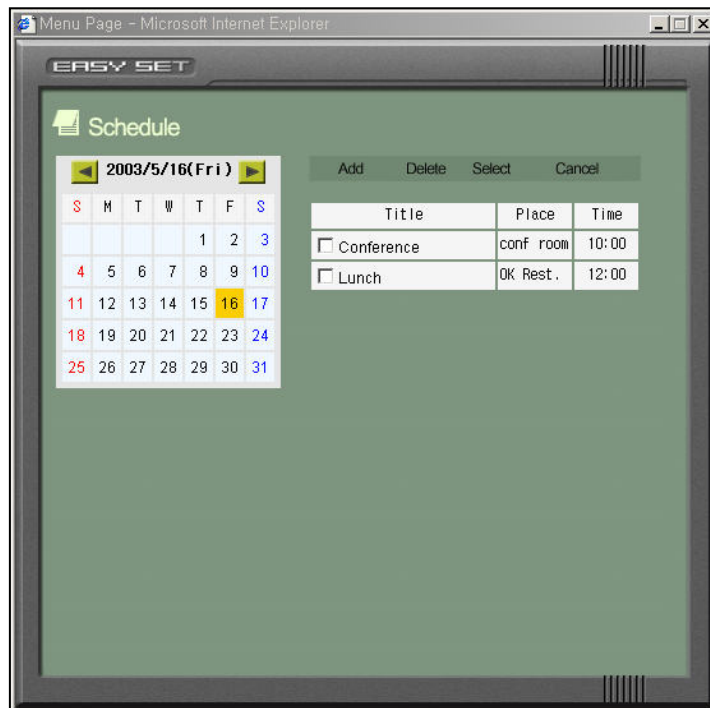
If your station is designated a 'Boss' station this feature allows you to set or change your status or to set a reason for your absence.

Only a 'Boss' station user can program this function. The System Administrator can establish the internal stations in the MMC303: Assign Executive/Secretary.

The status of each 'Boss' station is displayed in the Wallboard feature and is refreshed every minute.

From the main page, select the [Exec State] menu. After selecting one of the options, click the [Set] button.

Schedule



This allows you to set or modify scheduled events. A scheduled alarm will ring at your station based on the time set in the OfficeServ EasySet Server.

Add/Delete Schedule

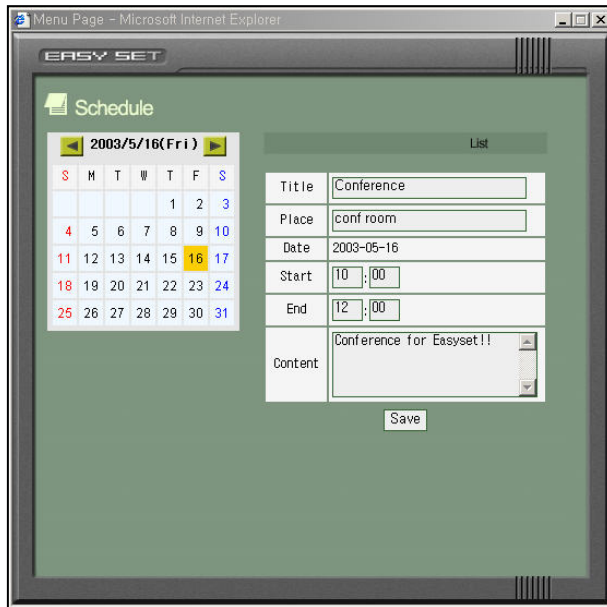
From the main page, select the [Schedule] menu. A maximum of 10 scheduled items can be programmed.

To add a schedule: Select a required date to add a schedule in and click the [Add] button.

To delete a schedule: Check the checkbox for the schedule to be deleted and click the [Delete] button.

To view a schedule: Select the required date and click the Schedule Title to view the details.

Edit a Schedule



To edit a schedule select the required date and click the Schedule Title to view the details. After editing, click on the [Save] button.

Wallboard



This allows you to view the status of the designated Boss stations. The function may not be programmed on your OfficeServ system. Please refer to your System Administrator.

From the main page, select the [Wallboard] menu.

You may also remove or include 'Boss' stations viewed with this feature. To remove a station from the viewed Boss group, click the [Show Group], then select the station you wish to remove and click on Group.

To return the station to the Boss group click [Show All], then select the station to be added and click on Group. This function is a view-only feature.

Call Accounts

	I/O	Tel No	Date	Start Time	Duration
1	In	4316	05/19	15:13:12	00:00:00
2	Out	4316	05/19	15:12:56	00:00:02
3	Out	4313	05/19	15:07:15	00:00:01

This allows you to view the details of your recent telephone calls, numbers, times, dates, durations, etc. Refer to your System Administrator to establish that this feature has been made available to you.

From the main page, select the [Call Accounts] menu.

It displays incoming calls with 'In' and outgoing calls with 'Out'.

User Key Assignment

This feature allows you to make changes to your user defined key associated to your Digital or IP Keyset. To program a user defined key click on the key to be programmed, a dialog box will appear. Choose the function you wish to assign.

With some functions an extender is required see the following table for details.

Assign Feature	Description	Extender
NONE	No assigned option	None
DP	Direct Pickup	Station or trunk Number
LNR	Redials the last number Dialed	None
SPD	Make a call with the speed number directly	00-49, 500-999
CHOICE	Currently not available	None
DS	Direct Station Select	Station Number
MSG	Enables you to leave a message indication at a keyset when the called party does not answer or you receive a busy signal	None
VMMSG	Connect to the voice mail system	None
CLIP	Show the caller ID during that call	None

Assign Feature	Description	Extender
FWRD	Forward incoming calls to forward destinations	0:Forward Cancel 1:All Call Forward 2:Busy Forward 3:No Answer Forward 4:Busy/NoAnswer Forward 5:Do Not Disturb Forward
NXT	Enables you to show the caller ID of calling party waiting for you during a call	None
CONF	Conference calls	None
IG	In/Out of Group	Station Group Number
PAGE	To make an announcement through the Keypad speakers	Zone number 0, 1, 2, 3 or 4
DND	Set or cancel Do Not Disturb state	None
INFDSP	Enable the OfficeServ News display on the LCD	None
SNR	Redial the saved number	None



Software License Agreement & Limited Warranty

For OfficeServ CTI Applications for iDCS Keyphone Series

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