



Enterprise IP Solutions  
**OfficeServ**

## Softphone Quick Reference Guide

www.samsungnetwork.com

## **Introduction**

The Samsung OfficeServ Softphone transforms a PC into a powerful communication tool with the full range of Samsung's telephony functions. Samsung Softphone allows you to place and receive phone calls from your laptop or PC through its simple graphical user interface and contact directories.

This QUICK REFERENCE GUIDE is designed to familiarize you with the basic operation of your Samsung OfficeServ Softphone. For detailed information about how to install and use your OfficeServ Softphone, refer to the OfficeServ Softphone User Guide.

## **System Requirements**

Check the following system requirements before installing the OfficeServ Softphone.


<b>Category</b>	<b>Specification</b>
Operating System	Windows XP Windows 2000 Series(Professional, Server, and Advanced Server)
Processor(CPU)	Pentium 3, 600 MHz or higher
Memory	More than 256 Mbytes
HDD	More than 300 Mbytes of free hard drive space
Network Interface Card	10/100 Base-T
Sound Card	Bi-directional sound card
Others	Headset(or microphone and speaker)

## Installation and Setup

Before you begin, obtain the following information from your network or system administrator:

- The MCP IP address
- Your Softphone's Device ID and Password on the Samsung system

### Procedure


1. Download the OfficeServ Softphone installation program from the web site that introduces the OfficeServ system or insert the OfficeServ Softphone installation CD-ROM to start the installation.
2. Double click the 'OfficeServ Softphone Install\_version.exe' file to start the InstallShield Wizard.
3. Choose the country where you want to use the Softphone from the drop-down menu and click [Next].
4. Click [Yes] after reading the OfficeServ Softphone license agreement.
5. Choose the installation folder and click [Next].
6. Follow the instructions on the screen.
7. Upon successful installation, click [Finish] to complete the installation.
8. Double click the 'Softphone Shortcut Icon' from the Windows desktop.
9. Select [Login Info] and follow the steps for Softphone registration.
10. Enter the System MCP IP address, Device ID, and Password in the Login information screen and click [OK].
11. The login message appears; click [OK] to apply the login data.
12. Configure the Audio for Softphone by clicking on [Option Config.] icon (  ) from the starting window, and select [Audio] tab and enter the Voice and Ringer settings.

### How to Start Samsung Softphone

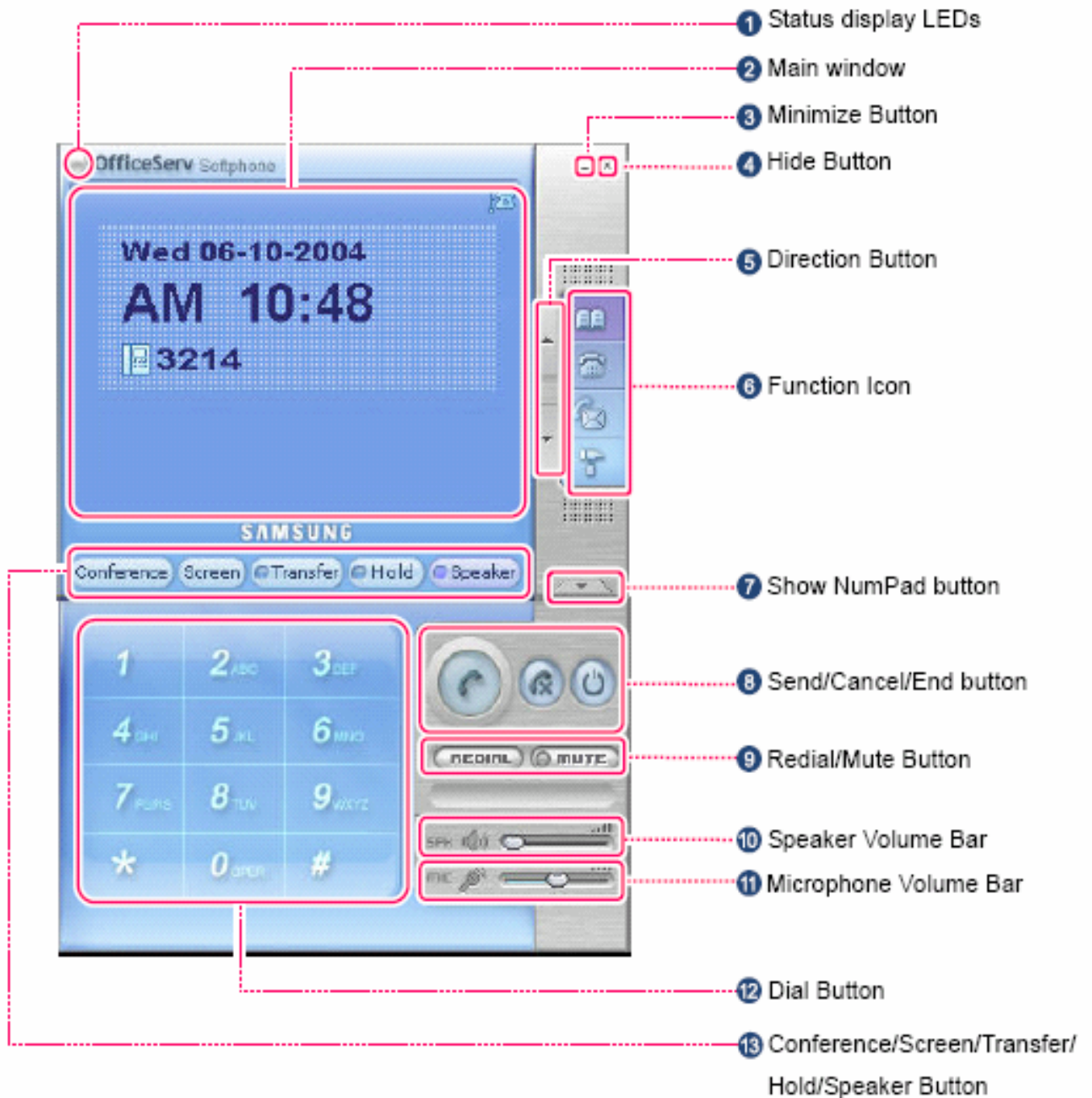
**IMPORTANT:** If you are using VPN software, be sure to launch it and verify that it is working before you start Samsung Softphone

From the Windows desktop, double click the 'Softphone Shortcut Icon' or from the Windows Start menu, select [Start] -> [Program] -> [OfficeServ Softphone] -> [Samsung OfficeServ Softphone].

### How to Exit Samsung Softphone

On the Windows system tray, right click on the Softphone icon (  ) and select Softphone Exit to close the Softphone program.

## Main OfficeServ Softphone Window



## Customize Your Softphone

Softphone offers features to allow users to customize the Softphone settings in the <Softphone Configuration> windows.

- Always on Top: under the [Option] tab, the Softphone always appears on top of any application.
- Call Connect Memo Screen Pops: under the [Option] tab, the Memo window is automatically displayed when a call is connected.
- Select Skin: under the [Device Config.] tab, user could change the appearance of the user interface from the followings:

Default Skin Starting Window



IP Phone Skin Starting Window



Phone Skin Starting Window



Simple Skin Starting window



## **Placing Calls**

IMPORTANT: The default dialing mode is **Enbloc**, which means you must always press the SEND button after dialing the digits to send the call. You can change it to **OVERLAP MODE** by selecting [Option Config.]->[System Config.] and then select **DIAL MODE**, change it to **OVERLAP**.

Samsung Softphone provides a handy dial pad to quickly dial alphanumeric numbers for calls. You can dial directly from clicking the number on the dial pad or by entering the numbers directly from your keyboard.

If your Softphone is set in Enbloc dialing mode, after you have completely entered the number, click the **Send** button, or press **ENTER** on your keyboard to initiate the call.

## **Answering a Call**

To answer an incoming call, you simply press the [Send], or [Speaker] Button, or click and lift the handset if a skin with a handset window is used. If the Softphone program window is minimize or hidden, the <call alert> window will appear. Clicking on the <call alert> window will connect you to the calling party.

## **Placing a Call On Hold**

While you are on a call in progress, you can place a call on hold by pressing the [Hold] button. The call will flash green at the <AOM> window. You can show or hide the <AOM> window by selecting the [Screen] button. To retrieve the call, press the flashing green button on the <AOM> window.

## **Ending a Call**

To end calls simply click the [End] button or replace the handset.

## **Transferring a Call**

If you are on an active call, the call may be transferred to another station. To initiate the transfer, simply click the [Transfer] button and then dial the number you wish to transfer to, then click [End] button and hang up the phone to transfer the call immediately.

## **Call Conferencing**

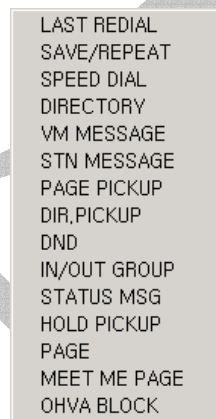
To make a conference call while engage in a conversation,

1. Click the [Conference] button,
2. Enter a phone number to be added to a conference call
3. If the other party answers a call, click the [Conference] button again to join all parties
4. To add party continuously, click [Conference] button and then enter a phone number. You may conference up to five parties (you and four others)
5. To leave the conference, just [End] to hang up


### **Listening to Voice Messages**

If there are new messages in your mailbox, the Status Display LED on the Softphone, or the [VM Message] key on the <AOM> window will be flashing. You can access your mailbox in the following ways:


1. Dial the voice mail Access Number, or
2. Click the [Screen] button to display the <AOM> window, and select the [VM Message] key. Or
3. Right click the Softphone main window while in a standby state, select the [VM Message] from the <Soft Menu> as shown below:



### **Directory**

Samsung Softphone provides a convenient phone book in which you can store and edit your various contacts. The Directory also supports importing from or exporting to Microsoft Outlook Address Book. The Directory is launched by clicking the [Directory] icon (  ) from the initial window of OfficeServ Softphone.

### **Message Box/Call Log**

The message box, one of the navigation menus, allows Softphone users to exchange messages between each other and record all the recent call logs both outgoing and incoming calls. The Message is launched by clicking the [Message] icon (  ) from the initial window of OfficeServ Softphone.

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