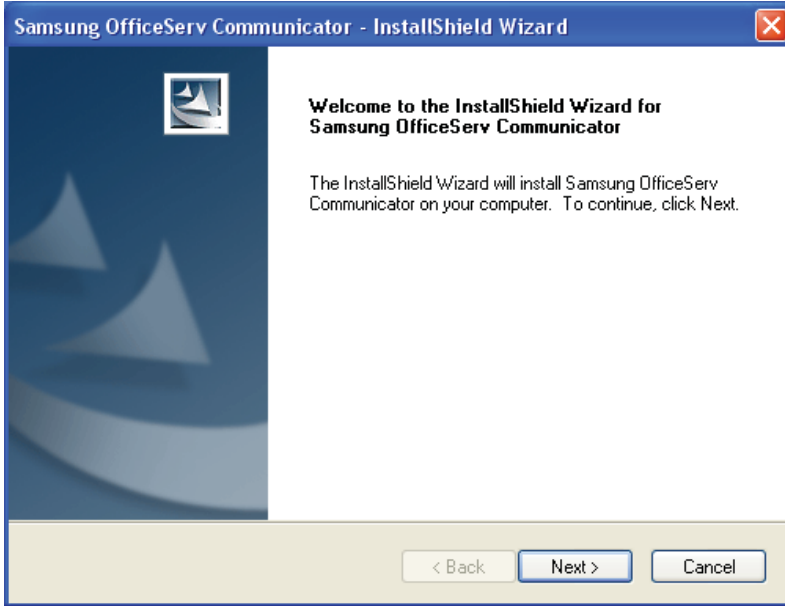**SAMSUNG**

Enterprise IP Solutions

OfficeServ

Communicator Installation Manual

2. Installation

2.1 Running the Setup File

Run the OSC setup file (Samsung OfficeServ Communicator.exe).
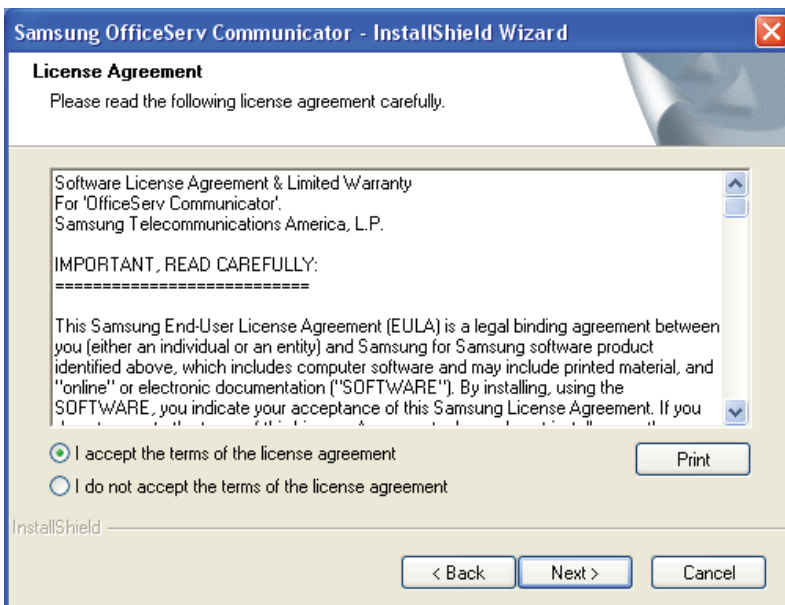The Samsung OfficeServ Communicator Setup screen is displayed, as shown in the figure below.

Click Next.

2.2 Accepting the License Agreement

The License Agreement screen is displayed.
Select the "I agree to the terms of this license agreement" option and click Next.

2.3 Setting User Information

In the User Information screen, enter your name and company name and click Next.

Samsung OfficeServ Communicator - InstallShield Wizard

Customer Information
Please enter your information.

Please enter your name and the name of the company for which you work.

User Name:

test

Company Name:

sec

InstallShield

< Back   Next >   Cancel

2.4 Selecting the Language to Use

Select English and click Next.

Samsung OfficeServ Communicator - InstallShield Wizard

Setup Type
Select the setup type that best suits your needs.

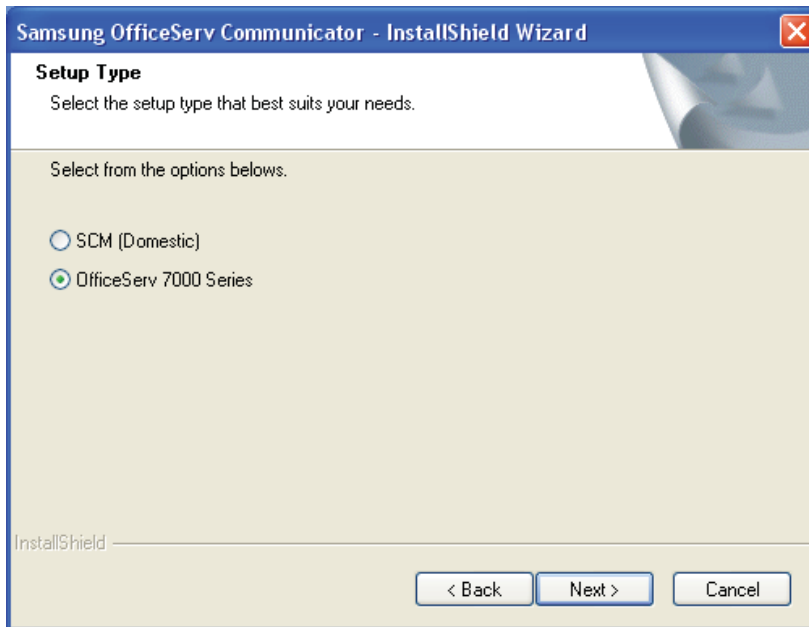Select from the options belows.

⦿ English
○ Korean

InstallShield

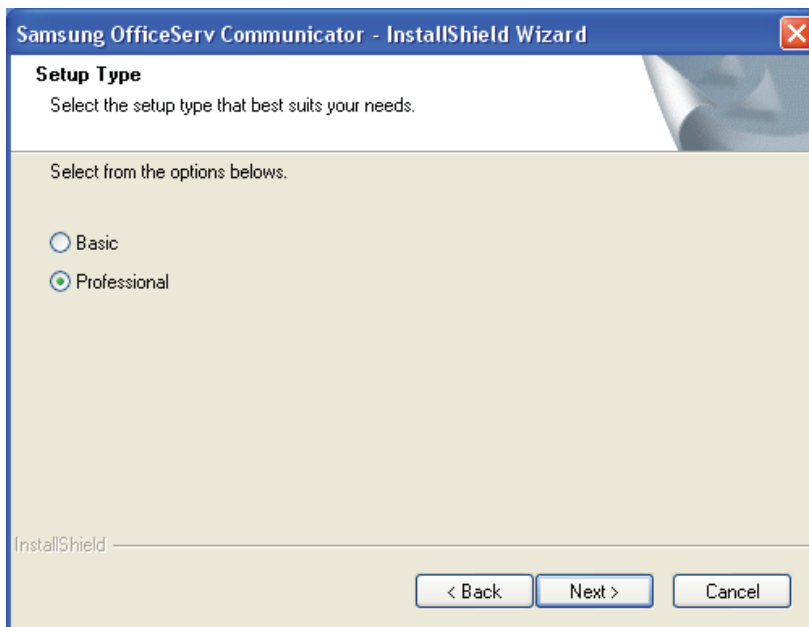< Back   Next >   Cancel

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2.5 Setting the PBX System Type

In the Installation Type screen, select OfficeServ 7000 Series and click Next.

2.6 Setting the OSC Operation Mode

In the Installation Type screen, select Professional and click Next.
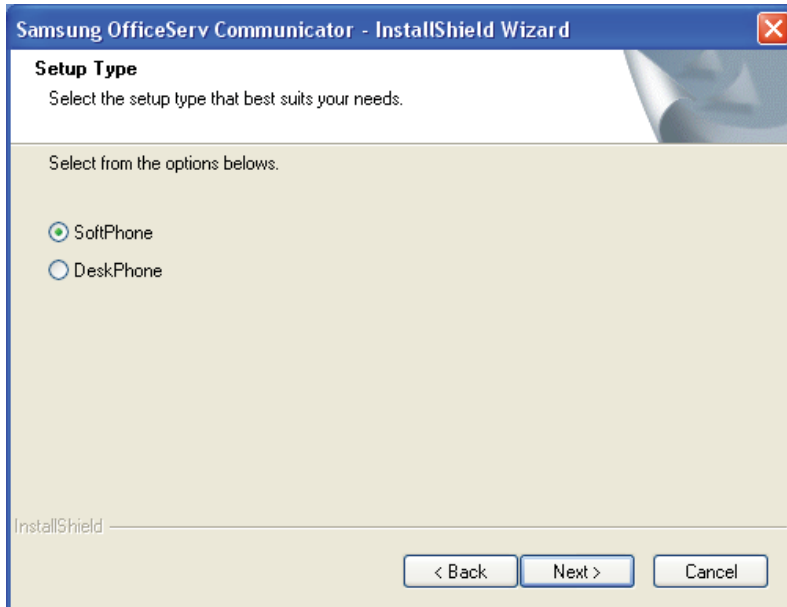

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2.7 Setting the Phone Type

In the Installation Type screen, select the item that matches the phone you want to use and click Next.
- For a UC phone (SMT-i5243), select "UC Phone".
- For a softphone, select "Softphone".
- For a digiphone, select "Deskphone".

2.8 Setting the Auto Update Information

In the Set Auto Update Information screen, enter the URL of the update server and the location in which the version information file and setup file downloaded from the update server will be saved.
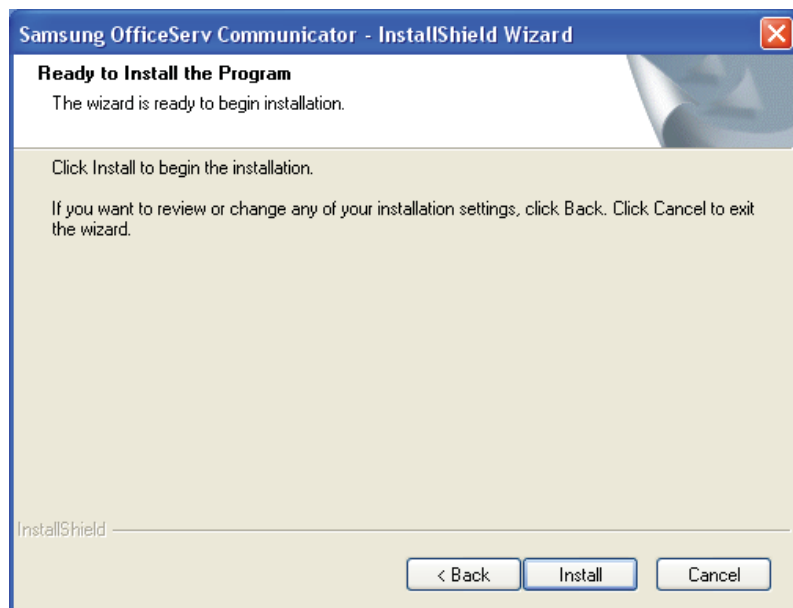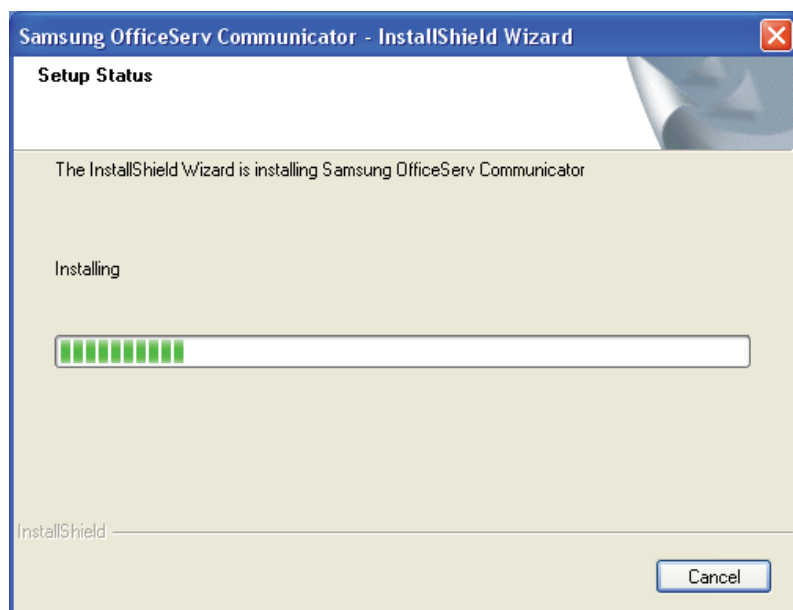Click Next.
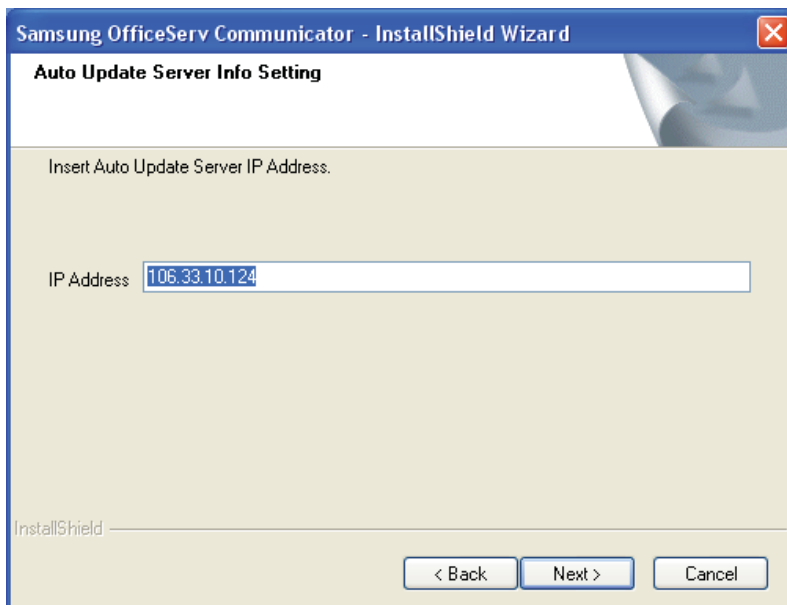
2.9 Start Installation Screen

Click the Install button to start the installation.

2.10 Installation Progress Screen

During the installation, files are copied to the specified location.

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2.11 TSP Driver Setup Screen (Phone and modem options)

A setup screen is displayed to install the TSP driver so that the system can use the TSP driver functions. Check and modify your location information and click OK.
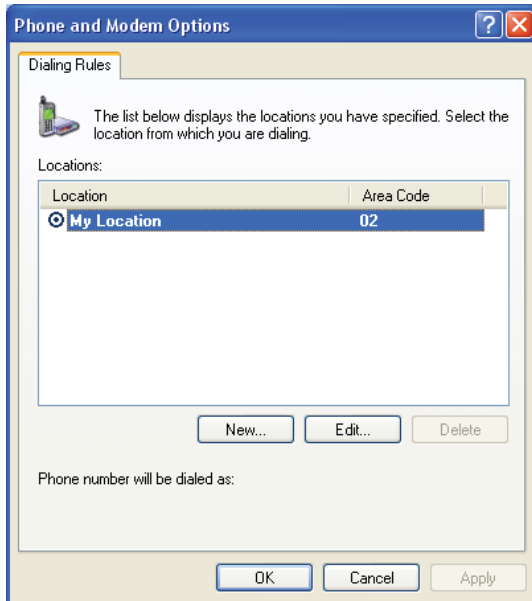
2.12 TSP Driver Setup Screen (Set Comm and LOG)

Enter the IP address of the OfficeServ Link in the IP address item of the Set LAN section. Click OK.

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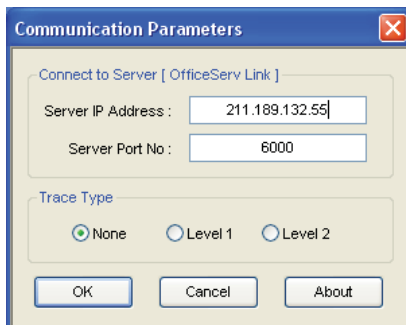
2.13 OSC Installation Complete Screen

Click Finish to complete the OSC installation.

3. Items to Check after Installation

3.1 Running the OSC

After an installation has been completed successfully,
double-click the following shortcut icon on Windows desktop to run the OSC.

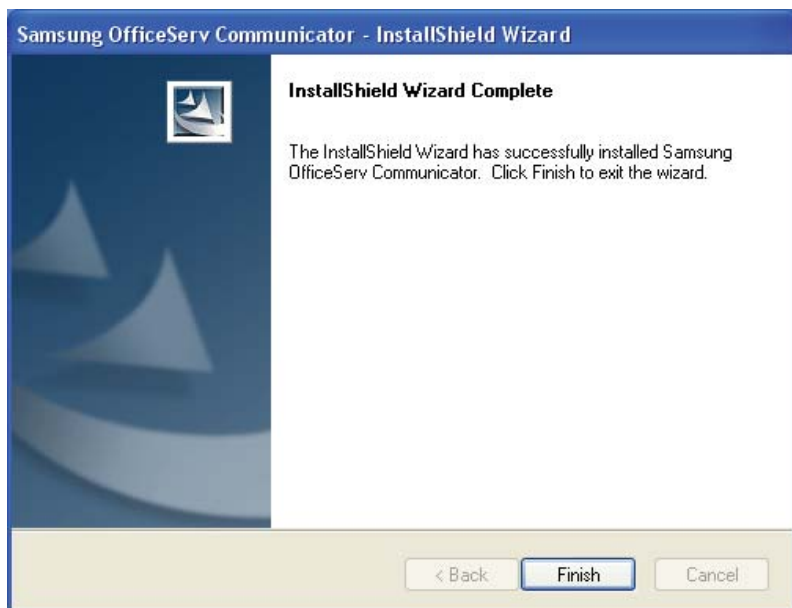Or, you can click Start -> All Programs -> Samsung Electronics -> OfficeServ Communicator -> Samsung
OfficeServ Communicator to run the OSC.

3.2 Configuring Environment (UC phone, Softphone, or Deskphone mode)

When you run the OSC for the first time, the Configuration screen is displayed, as shown in the figure below.

Enter the relevant information and click the "Apply" button to save it. If you click OK, the configuration finishes
and the Login screen is displayed.

1) For UC Phone Mode
A. Phone Information
- Station ID: Enter the phone number of your phone.
- Password: Enter the password already set.
- Local IP: Select Auto to enter the local IP address. If multiple LAN cards are installed in the system or there are
multiple IP addresses configured, a list of IP addresses is displayed in the combo box. Select the IP address you want
to use. If you cannot enter the IP address you want to use using the Auto method, select Manual and enter the IP
address directly.
- Phone IP: Select Auto to enter the IP address of the phone. If an antivirus program is installed in your computer,
the Blocking Warning window may be displayed, as shown in the figure below. Click "Apply" to allow access to the
network.

If access to the network is blocked, the following message box is displayed.
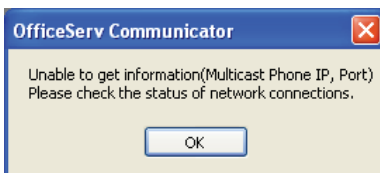
In this case, click OK to close the message box. Then, in the Phone IP item, select Manual and then select Auto
again. If the phone IP address can be retrieved successfully, it is displayed in the deactivated window. If an error
notification window is still displayed, check the UP phone status and try again, or select "Manual" and enter the IP
address of the phone directly.

B. Messenger

To use the messenger functions, enter the following:

- ID: Enter the messenger login ID.

- Password: Enter the messenger login password.

- Server IP: Enter the IP address of the messenger server.

- Server Port: Enter the number of the port of the messenger server.

- Local Port: Enter the number of the port used when logging in to the messenger server and using the messenger

functions.

2) For Softphone Mode

A. Phone Information

- Station ID: Enter the phone number of your phone.

- Password: Enter the password already set.

- System IP: Enter the IP address of the SCM system.

- System Port: Enter the number of the port of the SCM system. This system port is set to 6000 by default.
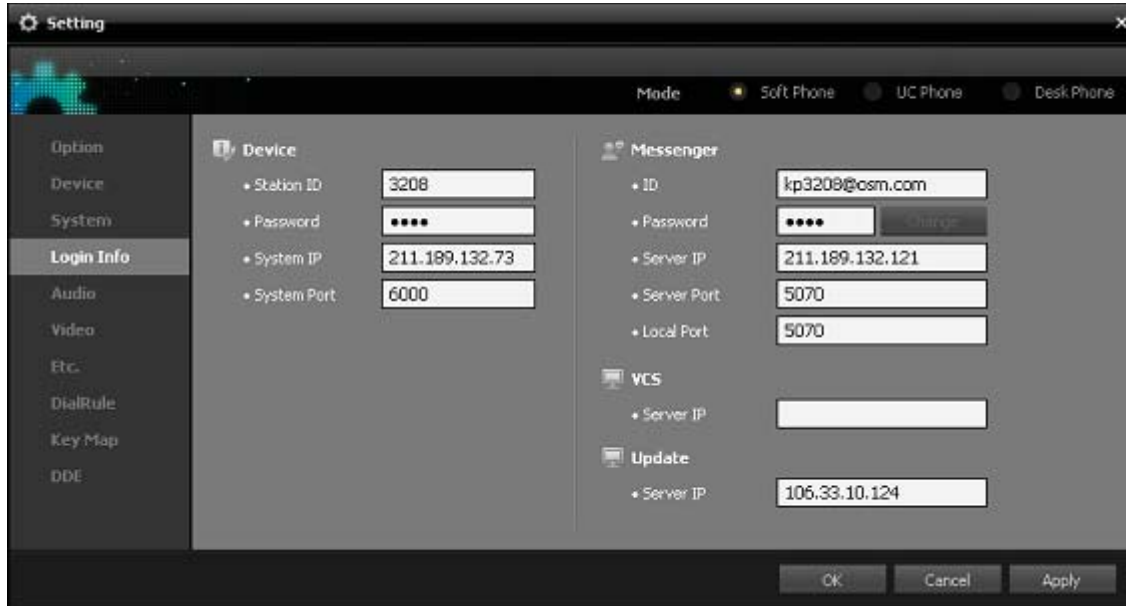
B. Messenger

To use the messenger functions, enter the following:

- ID: Enter the messenger login ID.

- Password: Enter the messenger login password.

- Server IP: Enter the IP address of the messenger server.

- Server Port: Enter the number of the port of the messenger server.

- Local Port: Enter the number of the port used when logging in to the messenger server and using the messenger

functions.

C. VCS

To use the VCS functions, enter the following:

- Server IP: Enter the IP address of the VCS server.

3) For Deskphone Mode

A. Phone Information

- Phone Number: Enter the phone number of your phone.
- Password: Enter the password already set.
- Link IP: The IP address of the OfficeServ Link entered during the installation is displayed. If the IP address of the OfficeServ Link is changed or is not displayed in the Link IP field, enter it directly.
- Link Port: Enter the number of the port of the OfficeServ Link. This link port is set to 5000 by default.

B. Messenger
To use the messenger functions, enter the following:
- ID: Enter the messenger login ID.
- Password: Enter the messenger login password.
- Server IP: Enter the IP address of the messenger server.
- Server Port: Enter the number of the port of the messenger server.
- Local Port: Enter the number of the port used when logging in to the messenger server and using the messenger functions.

3.3 Login

If you click OK when configuration is complete, the Login screen is displayed, as shown in the figure below.

Click the Login button to log in to the UC phone and messenger server.
- While login is progressing normally, the screen is displayed as shown in the figure below.
- When login is completed, the screen is displayed as shown in the figure below.
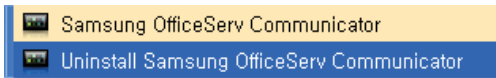
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Uninstallation

1. Beginning Uninstallation

To uninstall the OSC, you can select one of the following two methods.
- Click Start -> All Programs -> Samsung Electronics -> OfficeServ Communicator -> Uninstall Samsung OfficeServ Communicator.

- Or, click Start -> Control Panel -> Add/Remove Programs -> Samsung OfficeServ Communicator, and then click the "Remove" button.

2. Uninstallation Error

- If you attempt to uninstall the OSC while it is running, a warning message box is displayed, as shown in the figure below. Exit the OSC and then begin to uninstall it.

3. Uninstallation Confirmation

- The "uninstallation confirmation" window is displayed to confirm with you again that you want to uninstall the OSC. Click "Yes" to begin the uninstallation, or click No to cancel the uninstallation.

- The Setup program will remove the installed OSC, as shown in the figure below.
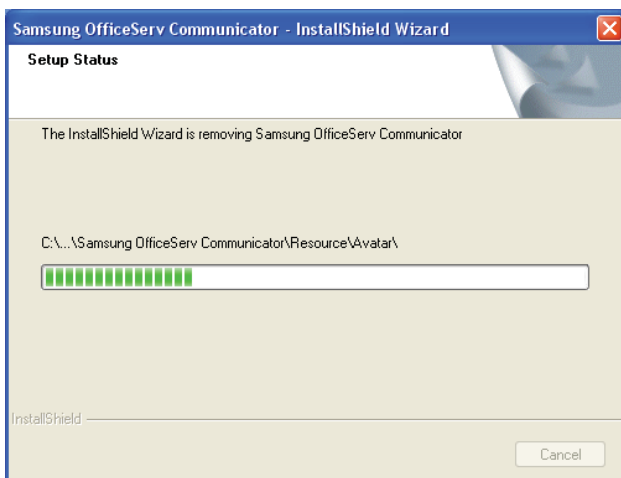
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4. Rebooting after Uninstallation

- The window notifying that the OSC has been uninstalled successfully is displayed and asks you if you want to restart your PC now.
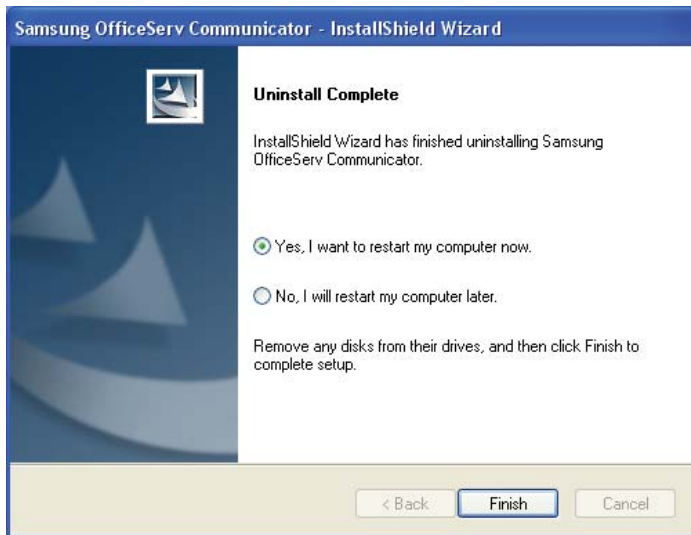
If you want to reinstall the OSC, select "Yes, restart my computer now" and click "OK."

If you reinstall the OSC after selecting "No," the OSC may not be installed normally because the previously installed program has not been fully removed.

Q & A

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

A1. The OSC 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 and then reinstall the OSC.

Q2. During installation, I entered the address of the auto update server incorrectly.

A2. In this case, the OSC cannot be updated. Therefore, you must reinstall it.

Q3. During installation, I configured system information or the OSC operation type incorrectly.

A3. 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 and then reinstall the OSC.

Q4. During installation, I selected the phone type incorrectly.

A4. You can change the phone type before logging in to the system using the OSC. Follow these steps to change the phone type.

1) Run the OSC.
2) Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.
3) Select the phone type you want to use in the "Environment Mode" section at the top right of the Configuration screen.
4) The "Connection" tab where you can set the connection information is displayed.
5) Set the phone information, system information, OfficeServ Link information, etc. according to the phone type you selected.

Q5. When logging in to the system in Deskphone mode, the message "Cannot connect to a line" is displayed on the main screen.

A5. Check the following items.

1) Click Start > Control Panel > Administrative Tools > Services. In the Services window, check whether the Remote Access Connection Manager service is set to "Disabled".
If the Remote Access Connection Manager service is set to "Started", you must change the start type of the service to "Disabled" and then restart your computer to actually apply the changes.

2) Check whether the Link IP and Link Pork are set correctly in the "Connection" tab of the Configuration screen.

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Q6. When logging in to the system in Deskphone mode, the message "Cannot connect to the selected line" is displayed on the main screen.

A6. If you are not connected to a specific line in Deskphone mode, request the OfficeServ Link administrator to:

1) Check the number of the line that will be connected in the [Line Status] screen of the OfficeServ Link.
2) Check whether the [OAI] item is displayed as "0".
   → Check whether "OAI terminal" for the line is selected in the SCM v2 system.
   → If "OAI Terminal" is not selected, select it and restart the OfficeServ Link.
   → When the [OAI] item is displayed as "1", the OfficeServ Link can be connected.
3) Check whether the Port Status item is displayed as "0".
   → Check the status of the phone that has the number.
   → When the Port Status item is displayed as 1, the OfficeServ Link can be connected.

Q7. When logging in to the system in Softphone mode, a connection error message is displayed on the main screen.

A7. 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 whether the system IP address and system port are set correctly in the "Connection" tab of the [Configuration] screen.
2) Check the network connection status.
3) Consult your system administrator about the error message displayed on the main screen.

Q8. When logging in to the system in UC Phone mode, the message "Connecting UC Phone" is displayed on the main screen.

A8. If the message continues to be displayed for more than 30 seconds, select the Logout or exit menu to cancel the login and 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) When logging to the system while the UC phone is in Idle mode, if the same symptom occurs, reset the power or network connection of the UC phone and then retry to log in to the system.

Q9. When logging in to the messenger server, an error message is displayed.

A9. When the messenger connection information is set incorrectly or the messenger server does not operate, you cannot log in to the server. Check the following items.

- If the message "Check the messenger local port" is displayed
1) Run the OSC.

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2) Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.

3) Click the "Connection" tab in the Configuration screen.

4) Change the value of the "Local Port" item in the "Messenger" section to a 4-digit value of 5000 to 6000 except 5060.

5) Log in to the messenger server again.

- If the message "Failed in authentication" is displayed

1) Run the OSC.

2) Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.

3) Click the "Connection" tab in the Configuration screen.

4) Set the ID and password again in the Messenger section. If you need to check the ID and password, contact your administrator.

5) Log in to the messenger server again.

- If the message "Failed to connect to the messenger server" is displayed

1) Contact your administrator to check the operation status of the messenger server.

2) Check the network connection status.

Q10. When logging in to the VCS server, the message "VCS usage error" is displayed.

A10. When the VCS connection information is set incorrectly or the VCS server does not operate, you cannot log in to the server. Check the following items.

- Checking the connection information

1) Run the OSC.

2) Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.

3) Click the "Connection" tab in the Configuration screen.

4) Check whether the server IP address is entered in the VCS section.

5) Log in to the VCS server again.

- Checking the VCS server operation status

1) Contact your administrator to check the operation status of the VCS server.

2) Check the network connection status.

Q11. While operating the OSC, the Memory Buffer Overrun warning window is displayed.

A11. During installation, run the Anti-Virus program to scan virus. If there is a virus program in your computer, it can cause a memory fault while the OSC is running.

Q12. In a video call, no scene is displayed in the My Screen area.

A12. Scenes may not be displayed depending on the call mode and camera settings. Check the following items.

- Checking the phone mode

1) Run the OSC.

2) Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.

3) If "Deskphone" is selected in the "Environment Mode" at the top right of the Configuration screen, no scene is displayed during a call.

- Checking the call mode

1) Run the OSC.

2) Log in to the system.

3) Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.

4) Click the Video tab in the Configuration screen.

5) Check whether Video mode is selected in the Call Mode Setting section. If Voice mode is selected, select Video mode and click the OK or Apply button at the bottom right of the screen.

6) Connect a call again and check the My Screen area.

- Checking the camera settings

1) Run the OSC.

2) Log in to the system.

3) Click [Configuration] from the system tray menu or in the main 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 from the combo box and click the OK or Apply button at the bottom 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.

Q13. Voice cannot be heard during a video call. (Sound card setting error)

A13. Voice may not be heard depending on the phone mode and sound settings. Check the following items.

- Checking the phone mode

1) Run the OSC.

2) Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.

3) If "Deskphone" is selected in the "Environment Mode" at the top right of the Configuration screen, you can make or receive a call only by using your phone.

- Checking the speaker settings

1) Run the OSC.

2) Log in to the system.

3) Click [Configuration] from the system tray menu or in the main bar to display the Configuration screen.

4) Click the   Audio 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 bottom 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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