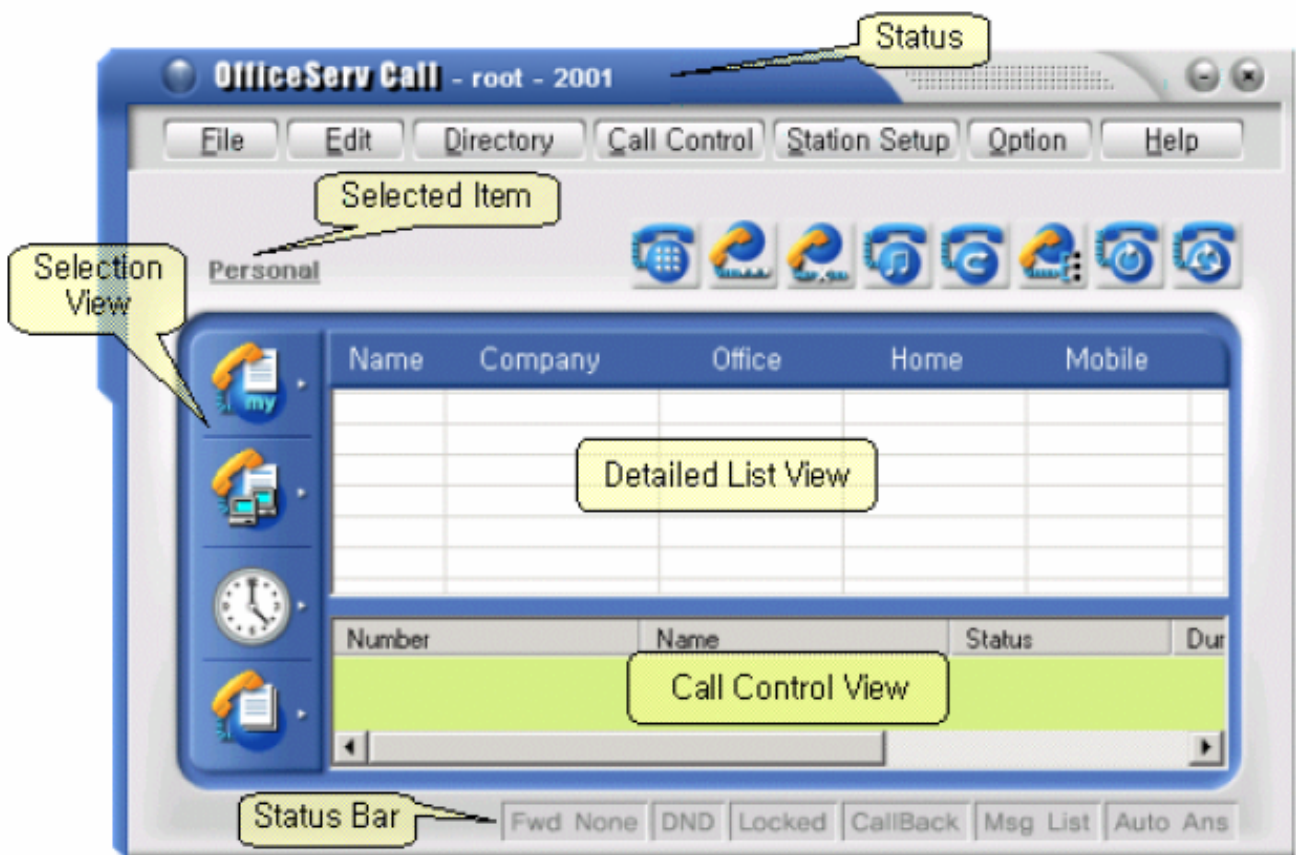













SAMSUNG CTI OfficeServ Call

User Guide




REFERENCE TABLE FOR MAIN BUTTONS

Buttons	Purpose
	To make a call
	To answer a call or unhold a call
	To release an active call
	To hold an active call
	To transfer an active call
	To conference
	To Toggle between calls (Consultation Transfer Case Only)
	To Redial the last number
	To Continuously dial the last number

MAKING CALLS



Click on the call  button, then the dial pad will appear. To dial the number click on the numbers in the dial pad, then click on the Dial button to make the call.




ANSWERING CALLS

When there is an incoming call, the status of the call is shown in the Call Control View. If there is more than one call in the call list,



you can select the call to answer, then click the answer button.

Number	Name	Status	Duration	Details
 2021	S. Lee	... Incoming Call		

TO RELEASE A CALL



Click on the Release button to disconnect an active call.

REDIAL




Click on the redial button to call the last number dialed again.

HOLDING A CALL



Click on the hold button.


To retrieve the call select the held call in the call list (as shown below) and clicking on the Answer option in the Call Control menu

Number	Name	Status	Duration	Details
 2021	S. Lee	... On Hold	00:00:38	

If there are several calls coming in you can select which call you want to answer.

TRANSFERRING CALLS



To transfer a call you click on the transfer  button, this will bring up the following menu where you enter the extension number and then press either the transfer *consultation button* to announce the call or *blind transfer* button to put the call straight through.



RETRIEVING THE TRANSFERRED CALL









To retrieve the transferred call click on the transfer  button.

CALLING A BUSY EXTENSION

If you call an extension that is busy, the Station busy box will appear, from which you can choose the type of operation you want to perform.



Option	Purpose
	Click on Call button if you want to set a call back on the busy station
	Click on the Leave Message button if you want to leave a message for the busy station
	Click on the Camp on button if you want to notify the busy station about your call is in waiting
	Click on the OHVA button if you want to intrude on the busy station
	Click on the Schedule button if you want to reschedule this call at some other time
	Click on the Hang Up button if you want to release the call

NOTES