

Call Management Settings for Samsung PBX:

MMC 829 – LAN Printer

The printer destination for SMDR and Periodic UCD Should be set to PC. The Update to LAN Card for SMDR and Periodic UCD should be set to YES

Port Base	Card Base	Page Search	5.14.6.UCD Forward/Wakeup Options	5.6.2.LAN Printer						
Functional			Data Type	SMDR	UCD Report	Traffic Report	Alarm Report	Periodic UCD	Hotel Report	PMS
2.Configuration			Current Status	PC	Off	Off	Off	PC	Off	Off
3.Call Routing			Buffered Data Printout	No	No	No	No	No	No	No
4.Group & Table			Update to LAN Card	No	No	No	No	No	No	No
5.Features			Printer IP Address	0.0.0.0	0.0.0.0	0.0.0.0	0.0.0.0	0.0.0.0	0.0.0.0	0.0.0.0
5.1.Call Restriction			Printer TCP Port	9100	9100	9100	9100	9100	9100	9100
5.2.VoIP Options			LAN TCP Port	10020	10020	10020	10020	10020	10020	10020
5.3.Wireless LAN			Printer Destination	PC	PC	PC	Off	PC	Off	Off
5.4.Volume Control			Retry Count	3	3	3	3	3	3	3
5.5.System Control			Retry Interval (sec)	10	10	10	10	10	10	10
5.6.System I/O Options			PJL Enable	False	False	False	False	False	False	False
5.6.1.System I/O Parameter			Printer Language	RAW	RAW	RAW	RAW	RAW	RAW	RAW
5.6.2.LAN Printer			Paper Size	Letter	Letter	Letter	Letter	Letter	Letter	Letter
5.6.3.SMDR Options			Font Type	Courier	Courier	Courier	Courier	Courier	Courier	Courier
5.6.4.Phone I/O Parameter			Duplex Enable	False	False	False	False	False	False	False
5.7.System Tone/Ring			Orientation	Portrait	Portrait	Portrait	Portrait	Portrait	Portrait	Portrait
5.8.Diagnostics			Printer Tray	Default	Default	Default	Default	Default	Default	Default
5.9.Voice Mail			Resolution	300 DPI	300 DPI	300 DPI	300 DPI	300 DPI	300 DPI	300 DPI
5.12.Call Costing			Line per Page	60	60	60	60	60	60	60
5.13.System Features										
5.14.Timer/Option Features										
5.15.Station Features										
6.System Control										
8.VMAA										
9.Conference										

MMC 210

Periodic UCD Report should be set to ON

Port Base	Card Base	Page Search	5.6.2.LAN Printer	5.14.6.UCD Forward/Wakeup Options
Functional			Item	Value
2.Configuration			Periodic UCD Report	On
3.Call Routing			Periodic UCD Report to UCD SIO	On
4.Group & Table			UCDS Visual Alarm Count	0
5.Features			UCDS Audio Alarm Count	0
5.1.Call Restriction			UCD CS Level 1	0
5.2.VoIP Options			UCD CS Level 2	0
5.3.Wireless LAN			UCDS Visual Alarm (10 sec)	0
5.4.Volume Control			UCDS Audio Alarm (10 sec)	0
5.5.System Control			Periodic UCD Report (sec)	5
5.6.System I/O Options			Intercom External Forward	On
5.7.System Tone/Ring			Preset Forward Busy	On
5.8.Diagnostics			VMAA Chain Forward	On
5.9.Voice Mail			Alarm MOH	On
5.12.Call Costing			Alarm Reminder Count	5
5.13.System Features			Alarm Reminder Interval	25
5.14.Timer/Option Features			Alarm Reminder Ring Off	10
5.14.1.Transfer/Recall/Pickup Options				
5.14.2.Confirm/Disconnect/NoAction Timer				
5.14.3.Outgoing/Retry Options				
5.14.4.Incoming/CLI/DISA Options				
5.14.5.ISDN/R2/Trunk Options				
5.14.6.UCD Forward/Wakeup Options				
5.14.7.SMDR/Alarm/Hotel Options				
5.14.8.Station/Phone/Group Options				
5.15.Station Features				
6.System Control				
8.VMAA				
9.Conference				

MMC 715

These messages can be customised according to the customer requirement. The Agent busy status should be set to ON.

Index	Message	Agent Busy	Action	T/S No	Destina
1	Lunch	On	None		
2	Tea Break	On	None		
3	Toilet	On	None		
4	Admin time	On	None		
5	Cig break	On	None		
6	Meeting	On	None		
7	Gone home	On	None		
8	Online chat	On	None		
9	Payment NC	On	None		
10	Payment HNC	On	None		
11	Payment OTH	On	None		
12	On Vacation	On	None		
13	Sick	On	None		
14	Tickets	On	None		
15	DND	On	None		

MMC 725

The highlighted items should be set to YES

Item	Value
DND Call	Yes
Wake Up Call	Yes
Caller ID Data	Yes
Abandon Call	Yes
Directory Name	
Number of Dial Mask	0
Incoming Answer	Yes
Intercom Call	Yes
Key MMC In/Out	Yes
Hotel Page Feed	End
Hotel Start Line	0
DID Number/Name	Yes
ITP Regist	Yes
Set Relocate	Yes
Call Index	Yes
Incomming Call Resp	Yes
ABW On/Off	Yes
Station Group	Yes
Ring Time	Yes
Station Unanswered Flag	Yes

MMC 300

The highlighted section for SMDR should be set to ON

The screenshot shows the OfficeServ DM interface with the '5.6.3.SMDR Options' tab selected. The table below lists various Tel Numbers and their corresponding SMDR settings. The 'Program Message SMDR' column is highlighted in red, and the row for Tel Number 2004 is highlighted in orange.

Tel Number	Recall Operator	HK Flash No Recall	No Cost Print	Feature Tone	Program Message SMDR
2007	Off	Off	Off	Off	On
2009	Off	Off	Off	Off	On
2014	Off	Off	Off	Off	On
2018	Off	Off	Off	Off	On
2024	Off	Off	Off	Off	On
2012	Off	Off	Off	Off	On
2013	Off	Off	Off	Off	On
2004	Off	Off	Off	Off	On
2008	Off	Off	Off	Off	On
2010	Off	Off	Off	Off	On
2016	Off	Off	Off	Off	On
2003	Off	Off	Off	Off	On
2017	Off	Off	Off	Off	On
2019	Off	Off	Off	Off	On
2006	Off	Off	Off	Off	On
2021	Off	Off	Off	Off	On
2025	Off	Off	Off	Off	On
2026	Off	Off	Off	Off	On
2027	Off	Off	Off	Off	On