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/Wa	keup Options	5.6.2.LAN Printer					
	Functiona	al	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 Routin			Buffered Data Printout	No	No	No	No	No	No	No
4.Group & Ta	able		Update to LAN Card	No	No	No	No	No	No	No
5.Features ±-5.1.Call R	estriction		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
⊞ 5.2.VoIP C			Printer TCP Port	9100	9100	9100	9100	9100	9100	9100
⊕ 5.3.Wirele			LAN TCP Port	10020	10020	10020	10020	10020	10020	10020
⊞- 5.4.Volum ⊞- 5.5.Syster			Printer Destination	PC	PC	PC	Off	PC	Off	Off
E 5.6.Syster			Retry Count	3	3	3	3	3	3	3
- 5.6.1.System I/O Parameter - 5.6.2.LAN Printer			Retry Interval (sec)	10	10	10	10	10	10	10
	- 5.6.3.SMDR Options		PJL Enable	False	False	False	False	False	False	False
 5.6.4.Phone I/O Parameter ⊕ 5.7.System Tone/Ring ⊕ 5.8.Diagnostics 		Printer Language	RAW	RAW	RAW	RAW	RAW	RAW	RAW	
		Paper Size	Letter	Letter	Letter	Letter	Letter	Letter	Letter	
E 5.9.Voice	⊞- 5.9.Voice Mail		Font Type	Courier	Courier	Courier	Courier	Courier	Courier	Courier
⊞- 5.12.Call Costing ⊞- 5.13.System Features		Duplex Enable	False	False	False	False	False	False	False	
			Orientation	Portrait	Portrait	Portrait	Portrait	Portrait	Portrait	Portrait
		Printer Tray	Default	Default	Default	Default	Default	Default	Default	
			Resolution	300 DPI	300 DPI	300 DPI	300 DPI	300 DPI	300 DPI	300 DPI
9.Conference			Line per Page	60	60	60	60	60	60	60

MMC 210

Periodic UCD Report should be set to ON

Functional Item Value 2.Configuration 3.Call Routing On 3.Call Routing UCDS Routing On 4.Group & Table 5.Features On 5.Features UCDS Visual Alarm Count O 6.5.VOP Options UCDS Audio Alarm Count O 9.5.3.Wireless LAN UCD CS Level 1 O 9.5.4.Volume Control UCD CS Level 2 O 9.5.8.System VO Options UCDS Visual Alarm (10 sec) O 9.5.12.Call Costing 5.14.Timer/Option Features S.14.Sistem/Pickup Options 5 5.14.Suptoprions 5.14.Sistem/Pickup Options 5 5.14.Sistem/Pickup Options 5 Alarm Reminder Interval 5.14.Sistoin/Phone/Croup Options 5 Alarm Reminder Ring Off 9.5.15.Station Features 5.14.Sistoin/Phone/Croup Options 5 5.14.Sistoin/Phone/Croup Options 5 Alarm Reminder Ring Off 9.5.15.Station Features 6.System Control 10	Port Base Card Base Page Search	5.6.2.LAN Printer	5.14.6.UCD Forward/	Wakeup Options
2.Collinguration 3.Call Routing 4.Group & Table 5.Features 5.Features 6.5.1.Call Restriction © 5.1.Call Restriction © 5.1.Call Restriction © 5.1.Call Restriction © 5.1.Call Restriction © 5.2.VolP Options © 5.3.Wireless LAN © 5.4.Volume Control © 5.5.System Control © 5.5.System Tone/Ring © 5.1.3.System Tone/Ring © 5.1.4.Sugnes/Recall/Pickup Options © 5.1.4.Transfer Recall/Pickup Options © 5.1.4.Sugnes/Recall/Pickup Options © 5.1.4.Sugnes/Recal	Functional		Item	Value
3 Call Routing 4. Group & Table 0 4. Group & Table 5. Action & Control 0 5 Features 0 0 5 5.1 Call Restriction 0 0 5 5.2 VolP Options 0 0 5 5.3 Wireless LAN 0 0 5 5.4 Volume Control 0 0 5 5.5 System Control 0 0 5 5.7 System Tone/Ring 0 0 5 5.8 Diagnostics 0 0 5 5.13 System Features 0 0 5 5.14 Timmer/Option Features 0 0 5 5.14.5 ISDN/R2/Trunk Options 5 0 5 14.4 Incoming/CLU/DSA Options 5 0 5 14.4 Station/Phone/Group Options 5 0 5 14.4 Incoming/CLU/DSA Options 5 0 5 14.4 Incoming/CLU/DSA Options 5 14 arm Reminder Count 5 5 14.7 SMDR/AlarmiHotel Options 5 10 10 5 14.7 Station Features 6 5 10 6 System Control 8 8 10 10	2 Configuration	Periodic UCD Repor	t	On
5.Features 0 6:5.1.Call Restriction 0 6:5.2.VolP Options 0 6:5.3.Vitreless LAN 0 0:5.5.System Control 0 0:5.6.System I/O Options 0 0:5.7.System Tone/Ring 0 0:5.8.Diagnostics 0 0:5.12.Call Costing 0 0:5.14.Timer/Option Features 0 0:5.14.Timer/Option Features 0 0:5.14.Sign/Returned/Prior 0 <	-	Periodic UCD Repor	t to UCD SIO	On
B 5.1.Call Restriction 0 B 5.2.VoIP Options 0 B 5.3.Wireless LAN 0 B 5.3.Volume Control 0 B 5.4.Volume Control 0 B 5.5.System Control 0 B 5.5.System Control 0 B 5.5.System Tone/Ring 0 B 5.7.System Tone/Ring 0 B 5.8.Diagnostics 0 B 5.12.Call Costing 0 B 5.14.Timer/Option Features 0 B 5.14.2.Confirm/Disconnect/NoAction Timer 5 B 5.14.3.Dutgoing/Retry Options 5 B 5.14.5.ISDN/R2/Trunk Options 5 B 5.14.8.Station/Phone/Group Options 5 B 5.14.8.Station/Phone/Group Options 25 S.14.8.Station/Phone/Group Options 10 B 5.14.8.Station/Phone/Group Options 10		UCDS Visual Alarm	Count	0
B 5.1.Call Restriction B 5.1.Call Restriction B 5.1.Call Restriction B 5.2.VolP Options B 5.4.VolUme Control B 5.5.System Control B 5.6.System Control B 5.6.System Tone/Ring B 5.7.System Tone/Ring B 5.8.Diagnostics B 5.12.Call Costing B 5.14.2.Confiny/Disconnect/NoAction Timer - 5.14.2.Confiny/Disconnect/NoAction Timer - 5.14.3.Outgoing/Retry Options - 5.14.6.UCD Forward/Wakeup Options - 5.14.6.UCD Forward/Wakeup Options - 5.14.8.Station/Phone/Group Options B 5.15.Station Features B 5.15.Station Features C 5.14.7.SMDR/Alarm/Hotel Options - 5.14.8.Station/Phone/Group Options - 5.14.8.WarkA		UCDS Audio Alarm (Count	0
 5.3.Wireless LAN 5.4.Volume Control 5.5.System Control 5.5.System Control 5.5.System Tone/Ring 5.8.Diagnostics 5.9.Voice Mail 5.12.Call Costing 5.13.System Features 5.14.1 Transfer/Recall/Pickup Options 5.14.2. Confirm/Disconnect/toAction Timer 5.14.3.Outgoing/Retry Options 5.14.4. Incoming/CLI/DISA Options 5.14.5. ISDN/R2/Trunk Options 5.14.8. Station/Phone/Group Options 5.14.8. Station/Phone/Group Options 5.14.8. Station/Phone/Group Options 5.14.8. Station Features S.T.System Control 				0
⊕ 5.4. Volume Control □ □ ⊕ 5.5. System Control □ □ ⊕ 5.6. System Control □ □ ⊕ 5.6. System Control □ □ ⊕ 5.6. System Control □ □ ⊕ 5.7. System Tone/Ring □ □ ⊕ 5.8. Diagnostics □ □ ⊕ 5.9. Voice Mail □ □ ⊕ 5.12. Call Costing □ ○ ⊕ 5.12. Call Costing ○ ○ ⊕ 5.13. System Features ○ ○ □ 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 ○ ○ □ 5.14.6. UCD Forward/Wakeup Options ○ ○ □ 5.14.8. Station/Phone/Group Options □ ○ □ 5.14.8. Station/Phone/Group Options □ ○ □ <td< td=""><td>•</td><td></td><td></td><td></td></td<>	•			
B 5.5.System Control DODO Notarian (10 000) D B 5.6.System VO Options D D B 5.7.System Tone/Ring D D B 5.8.Diagnostics D D B 5.9.Voice Mail D D B 5.13.System Features Intercom External Forward On B 5.14.Timer/Option Features On Preset Forward Busy On B 5.14.2.Confirm/Disconnect/NoAction Timer 5.14.2.Confirm/Disconnect/NoAction Timer Alarm MOH On B 5.14.3.Outgoing/Retry Options 5.14.4.Incoming/CLI/DISA Options 5 Alarm Reminder Count 5 B 5.15.Station Features 5.14.8.Station/Phone/Group Options 10 Alarm Reminder Ring Off 10 B 5.15.Station Features 6.System Control 8.VMAA NMAA D D		UCD CS Level 2		0
 ⇒ 5.7. System Tone/Ring ⇒ 5.8. Diagnostics ⇒ 5.9. Voice Mail ⇒ 5.12. Call Costing ⇒ 5.14. Timer/Option Features ⇒ 5.14. 1. Transfer/Recall/Pickup Options ⇒ 5.14. 2. Confirm/Disconnect/NoAction Timer ⇒ 5.14. 3. Outgoing/Retry Options ⇒ 5.14. 5. ISDN/R2/Trunk Options ⇒ 5.14. Station/Phone/Group Options ⇒ 5.15. Station Features ⇒ 5.14.8. Station/Phone/Group Options ⇒ 5.15. Station Features S. VMAA 	⊕- 5.5.System Control	UCDS Visual Alarm	(10 sec)	0
		UCDS Audio Alarm (0	
		Periodic UCD Repor	5	
 	-	Intercom External Fo	On	
 ⇒ 5.13.System Features ⇒ 5.14.Timer/Option Features > 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 ⇒ 5.14.8.UCD Forward/Wakeup Options ⇒ 5.14.8.Station/Phone/Group Options ⇒ 5.15.Station Features 6.System Control 8.VMAA 			On	
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- 5.14.2.Confirm/Disconnect/NoAction Timer 5 - 5.14.3.Outgoing/Retry Options 5 - 5.14.3.IsoNing/CLI/DISA Options 5 - 5.14.5.ISDN/R2/Trunk Options 25 - 5.14.5.ISDN/R2/Trunk Options 10 - 5.14.5.ISDN/R2/Trunk Options 10 - 5.14.5.ISDN/R2/Trunk Options 5 - 5.14.5.ISDN/R2/Trunk Options 10 - 5.15.Station Features 10 6.System Control 8.VMAA				
-5.14.3.Outgoing/Retry Options 5 -5.14.3.Outgoing/Retry Options -5.14.4.Incoming/CLI/DISA Options -5.14.5.ISDN/R2/Trunk 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 10 -5.15.Station Features -5.15.Station Features 6.System Control 8.VMAA		Alarm MOH	On	
- 5.14.4.Incoming/CLI/DISA Options Alarm Reminder Interval 25 - 5.14.5.ISDN/R2/Trunk Options 5.14.5.ISDN/R2/Trunk Options 10 - 5.14.7.SMDR/Alarm/Hotel Options 5.14.8.Station/Phone/Group Options 10 - 5.15.Station Features 6.System Control 8.VMAA		Alarm Reminder Co	5	
- 5.14.5.ISDN/R2/Trunk Options Alarm Reminder Ring Off 10 - 5.14.6.UCD Forward/Wakeup Options - 5.14.7.SMDR/Alarm/Hotel Options 10 - 5.14.8.Station/Phone/Group Options - 5.14.8.Station/Phone/Group Options - 5.14.8.Station/Phone/Group Options ⊡ - 5.15.Station Features 6.System Control - 5.VMAA		Alarm Reminder Inte	25	
- 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		Alarm Reminder Rin	10	
	5.14.6.UCD Forward/Wakeup Options		y on	
5.15.Station Features 6.System Control 8.VMAA				
6.System Control 8.VMAA				
8.VMAA				
9.Conference	9.Conference			

MMC 715

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

OfficeServ DM										
Port Base Card Base Pag	je Search 🔤	5.13.3.P	rogrammed Message							
🔾 by Menu 💿 by MMC	Search All	Index	Message	Agent Busy	Action		Destina			
Include Field Item					N	T/S No				
		1	Lunch	On	None					
715	Search	2	Tea Break	On	None					
Go Result		3	Toilet	On	None					
5.13.3 MMC 715		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					
4			 ▲ ▲		P	¥1	•			
Message [LAN] [System-192.168	8.0.102]	['12.04.02 V4.60b][Office Ser	/ 7400] [U	K] GMT +00:00	08-Jun-2012	13:09:38			

MMC 725

The highlighted items should be set to YES

OfficeServ DM									
Port Base	Card Base	Page Search	5.13.3.Programmed Me	ssage 5.6.3.SMDR Options					
🔾 by Menu 🔅	by MMC	Search All	Item	Value					
	•		DND Call	Yes	^				
✓ Include Fie	eld Item		Wake Up Call	Yes					
725		Search	Caller ID Data	Yes					
Go	R	Result	Abandon Call	Yes					
5.6.3.	- MMC 725		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					
•			• 2 8 8		E Ø 💷 🔶 🛛 🚺				
Message 🛛	[LAN]	[System-192.1	68.0.102] ['12.04.0	2 V4.60b][Office Serv 7400]	[UK] GMT +00:00 08-Jun-2012 13:10:31				

MMC 300

The highlighted section for SMDR should be set to ON

Offic	OfficeServ DM										
Port	Base	Card Base	Page Sea	arch	5.13.3.Prog	rammed Message	5.6.3. SMDR Option	1s 2.5.3.Cu	stomer On/Off		_
O by	Menu (by MMC	Se	arch All	Tel Number	Recall Operator	HK Flash No Recall	No Cost Print	Feature Tone	Program Message SMDR	
				2007	Off	Off	Off	Off	On		
	lude Fie	eld Item			2009	Off	Off	Off	Off	On	
300			S	earch	2014	Off	Off	Off	Off	On	
Go			esult		2018	Off	Off	Off	Off	On	
	2.5.7 MMC 207;208;220;300;502				2024	Off	Off	Off	Off	On	
	2.5.6 MMC 300;308;608;609;611;612				2012	Off	Off	Off	Off	On	
	2.5.5 MMC 300;306;325;502				2013	Off	Off	Off	Off	On	
2.5.4 MMC 300;320;502					2004	Off	Off	Off	Off	On	
	2.5.3.	- MMC 300			2008	Off	Off	Off	Off	On	
2.5.2 MMC 300					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	Ļ
•				•	8-2			E. Ø		۱ ۱	Ľ
Mess	age 🚺	[LAN]	[Syste	em-192.16	68.0.102]	['12.04.02 V4.60	b][OfficeServ 7400] [UK]	GMT +	00:00 08-Jun-2012 13:12	2:14