



Bulletin No. 143_Software_Version_2_63

June 12, 2006

OfficeServ Software Version 2.63 General Release

Samsung Telecommunications America is pleased to announce the General Availability of software version 2.63 (06.03.23) for the OfficeServ 500, OfficeServ 100, and the OfficeServ 7200 systems, required to support the SMT-R2000 wireless LAN Access Point.

System	Software	Date Code
OS100	V2.63	06.03.23
OS500	V2.63e	06.05.11
OS7200	V2.63	06.03.23

Many Technicians have already installed version 2.63 software and assisted us with testing and confirming the new bug fixes. Our thanks to all who helped in this effort. This new version of software is required to support the following:

NEW FEATURES

- **Office Serv Wireless LAN Access Point**

This software supports the new Wireless LAN Access Point (SMT-R2000) and corresponding MMC 845-849.

Note: Refer to the respective Product Bulletins for more details

- **OfficeServ Smart Media Structure**

This new file structure is designed to support both the 16 MB and 32 MB smart media cards with our new software. The new load is compressed to fit on the 16 MB smart media pack. There is a new startup file and a compressed operating system load with an extender of XPG.

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FIXES

In addition to these changes, other fixes included in version 2.63 software are as follows:

Call Park Feature Interaction

If a user attempts to Park a call in a park orbit that already has a call parked in it, the call would disconnect and user trying to park the call would not get a busy signal as expected. This is fixed for the OfficeServ 500/100/7200

Offhook Redialing Pattern

There was a problem when a user would disconnect a call with the answer release key only and dial another number across an IP or QSIG network. It is fixed for the Office Serv 500/100/7200.

UCD and Operator Group SMDR Stats

There was a problem with SMDR records when a specific call pattern was used. This was associated with PRI Trunking, UCD Group, and Operator Group members. An example was when the same UCD group member was in both MMC 601 and Operator group MMC 600. and was handling inbound calls. The first call into the UCD group would not record any SMDR data as long as the member was in both groups. The next call into the UCD group was not affected unless the first call had been terminated. This was reported against the OfficeServ 500. This is corrected.

Call Park Hold Interaction

There was an interaction with PRI Trunking, UCD Group, Call Park, and Hold feature. An inbound PRI call is answered in a UCD group by an agent. That agent transfers the call to another user and puts that call on remote hold on the end user's set. The UCD agent that parked the call cannot receive another call until the user that had the call being held picks up the call. This has been corrected.

Boss Secretary Hotline Feature

There was a problem with the Boss/Secretary feature using the feature to call the other party back. The Feature key works as a hotline between the Secretary and the boss. The feature will not work if the secretary has an IP set. The secretary can not use the feature key to call the boss directly. This was reported in OfficeServ 500 and has been solved.

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OSM VERSION UPDATE FIXES

- **8BTN OSM TRSF Addition**

There was a problem using OSM Version 3.07 and Version 3.08 to program the transfer feature key on Samsung 8 button digital sets. In the OSM versions mentioned, if the technician attempts to program the TRSF (transfer feature) in MMC 722, it will not display in OSM or KMMC after the data is saved. This issue was reported in the OfficeServ 500 and has been fixed.

- **MMC 831 Programming Issue**

There was a problem using OSM Version 3.10 on the OfficeServ 500 in MMC 831. Typing in the enter key three times while the cursor is over the following fields, Fields, Reset, IP, Gateway, and Subnet Mask will default the settings to the IP Address Data. This issue was reported in the OfficeServ 500 and has been fixed. OSM V3.12 OS 500, This is Fixed.

OFFICESERV MANAGER

A compatible version of the OfficeServ Launch Pad (PCMMC) software version 1.03(2005.09.21) and OfficeServ Manager version 3.12(2006.02.15) for the 500 R2, version 1.08(2006.02.15) for the 100 R2, and version 2.63(2006.03.16) for the OS7200 is also available for programming via a PC. This version of OfficeServ Manager is backwards compatible with earlier versions of system software.

When using OfficeServ Manager software, some MMCs may display on the PC screen that do not apply to the version of software that is running in the DCS system. These MMC entries are reserved for future use. When these MMCs appear, an error message of: "NO CORRESPONDING DATA" will appear on the PC screen.

If you have any questions regarding this Product Bulletin, please contact your Regional Sales Manager, Customer Service Representative at the number provided below, or send an email to BCS.Sales@samsung.com.