Bulletin No.: 172_Software_4.14K **April 8, 2008**

OfficeServ™ Installation Tool v. 1.1.4 and Software Version 4.14k General Availability

Samsung Telecommunications America is pleased to announce the general availability of OfficeServ™ Installation Tool V1.1.4 and Version 4.14k Software for the OfficeServ™ 7000 series systems. This new V4.14k software now expands support for the Installation Tool introduced with the OfficeServ™ 7100 to include both the OfficeServ™ 7200 and OfficeServ™ 7400 systems. Now you have a single application to program and manage these systems.

OfficeServ INSTALLATION TOOL: HOW TO GET READY TO USE IT

Many of our technicians are currently using the OfficeServ Installation Tool (OIT) to install and manage OfficeServ 7100 installations. So, to them it is as simple as updating version V0.9.1 2007.1.24 to the latest V1.1.4 2008.03.14. Download the new version from GSBN under Communication➔Technical Support➔Downloads➔Software➔Installation Tool Version 1.1.4. Click on "setup.exe" and when it detects an earlier version it will prompt you to "repair". Click on “repair” to update the application to V1.1.4.

Using OfficeServ Installation Tool for new OfficeServ™ 7200 and OfficeServ™ 7400 installations is straight forward. Use this latest version to connect to systems running 4.14k or higher to program either on-site or remotely. Another method is to power up a system in default mode then use KMMC to enter data. Then connect using OfficeServ Installation Tool v1.1.4 to complete additional programming, then save the database to a file on your PC.

Before using OfficeServ Installation Tool on already installed OfficeServ 7200/7400 sites, the customer database must be converted to OIT format. To convert to OIT format, we have developed special versions of OSM for OfficeServ 7200 and WebMMC for OfficeServ 7400. Use these latest and final versions to download and convert databases from OSM format on 7200 or WebMMC format on 7400 to OIT format. After the database has been converted, OfficeServ Installation Tool can be used to manage these sites. After successfully upgrading all installed OfficeServ 7200/7400 sites, you can say goodbye to OSM and WebMMC forever. Until all of these sites are converted, keep these applications on your PC/laptop.

OfficeServ Installation Tool v. 1.1.4 and Software Version 4.14k General Availability

Final OSM for OfficeServ 7200	V4.14k (08.03.11)
Final WebMMC for OfficeServ 7400	V1.17 (08.03.10)

NOTE: The following OfficeServ™ Manager applications are still used to manage the OfficeServ 100/500 series systems; OSM_100 R1 and OSM_100 R2 as well as OSM_500 R1 and OSM_500 R2. *OfficeServ Installation Tool can never be used for OfficeServ 100 or OfficeServ 500 systems.*

OfficeServ 7100 NEW FEATURES AND BUG FIXES

- **NEW FEATURES**

  New Languages for Samsung Embedded Voice Mail: In addition to the four standard voice mail languages included on the MMC+ card, eleven new foreign languages have been added to version 4.14k software load. The addition of these new languages will reduce the overall storage capacity of the MMC+ card. The current storage capacity of 62 hours for the Samsung embedded voice mail is reduced to 52 hours of voice mail storage after completing the upgrade to version 4.14k. Please note that language files that are not required for a particular installation can be removed from the MMC+ card to create more voice mail storage if necessary.

- **BUG FIXES**

  1. **Sequential Station Group Hunting:** Sequential station group hunting has been modified. Calls ringing to the first available station (eg; 202) in a sequential hunt group would follow the next hunt timer (eg; 10 seconds), and after 10 seconds, the call would stop ringing the first station, and start to ring the next idle station (eg; 203) in the sequence. The calls would only hunt every 10 seconds between stations 202 and 203 regardless of the other station members in the sequential hunt group. ***This modification is in 4.14k software***. Now the calls ringing to the first available station 202 will follow the next hunt timer, and start to ring the next idle station 203 in sequence 10 seconds later, and then 204, 205, 206, 207 etc.

  2. **Voice Mail Default Volume Level Settings:** The default volume levels settings for the recorded greetings and prompts were higher than the volume levels of the recorded messages in the mailbox. Default volume level adjustments had to the made with version 4.04a software in MMC 805 to optimize the overall volume levels. ***This adjustment is fixed in 4.14k software.*** The default voice mail volume levels have been adjusted in version 4.14k so that the playback levels are not different. When you upgrade to V4.14k and restore the database you need to undo these changes.

3. **Call Alert Notification Failure on First Ring:** This problem occurred when the call notification feature was enabled. When notifying the outside caller, and the outside party answered the call on the first ring cycle, no announcement message was sent to the answering party. The reason for the failure was the call progression tones from the telephone company (such as ringing or busy signals) could not be detected by the voice mail during first ring cycle. ***This notification is fixed in 4.14k software.*** The system now recognizes the outside caller has answered the call, and the announcement will be played.

4. **Samsung Voice Mail Silence Disconnect**: The problem occurs when incoming callers are forwarded to a voice mail box. After the greeting, if the calling party does not speak (silence on the line) or hangs up (no analog trunk disconnect), the voice mail will record a long silent message. The embedded voice mail was unable to detect silence on the line. ***This is fixed in V4.14k software.*** Now the voice mail is capable of detecting no audio on the line. Now when no audio is detected for more than 7 seconds, the voice mail will stop recording and end the message.

5. **Samsung Voice Mail Setting:** Under System Wide Parameter, Email Gateway Tab, the port field was limited to entering only 2 characters**.** ***This is fixed in V4.14k software.***

6. **Samsung Voice Mail Modes Maximum:** The maximum number of modes in Voice Mail is 99. But when entering the 15 mode or higher an error message was displayed. ***This is fixed in V4.14k software***. All 99 modes can be entered.

7. **New OfficeServ 7000 series cards will soon be available on the OfficeServ 7100.** These new cards require the new V4.14k software loads to operate.

   - The **new 16 Port Analog Trunk card,** called the 16TRK, will soon be released.
   - The **redesigned 8 Combination Card,** called the 8COMBO2, has been introduced on a running change basis.
   - The **redesigned 8 Trunk Card,** called the 8TRK2, will be introduced on a running change basis.

8. **Samsung Voice Mail No Entry Prompt:** In the embedded voice mail, the repeat prompt on "No Entry" option could not be set to 0. ***This is fixed in Software V4.14K***.

9. **AA Digit Response Improvement:** When calling into the Samsung embedded Auto Attendant, when digits were pressed by the incoming caller, the AA announcement continued to play for a few seconds before responding to the dialed digits. ***This is fixed in 4.14k software.*** When the digits are pressed during the AA announcement, the prompt will now stop immediately.

10. **Voice Mail Digit Limitation:** The voice mail VM will not allow more than 2 digits in system wide parameters for email gateway port. ***This is fixed in 4.14k software.*** More digits can be entered in system wide parameters.

11. **Voice Mail Announcement Only:** In the 7100 voice mail system if a mailbox was set as "Announce Only" to prevent it from taking messages, the flag would be cleared when the mailbox was saved. ***This is fixed in 4.14k.*** This has been corrected so that mailboxes can once again be set to "Announce Only" as intended.

12. **Language Key Codes stays at Default Setting:** The problem was the embedded voice mail and foreign languages key codes would return to default after a system reset. ***This is fixed in 4.14k software.*** Foreign language key codes will now remain after a system reset.

13. **Announcement Hold:** In previous software versions, when station queue is enabled, technicians were unable to set "Announce hold position" and "Announce hold time" for the voice mail. ***This is fixed in 4.14k software.***

14. **Traffic Report Header:** When printing a traffic report, the header row would print alone on the first page, followed by a page feed, and then the remainder of the traffic report on the next few pages. ***This is fixed in 4.14k software load.*** The header row and the traffic report data is now printed on the first page.

15. **LAN Printer and system reset:** When setting the LAN printer options in MMC 829, the LAN printer changes did not take effect when the "UPDATE LAN" option was selected. The system had to be restarted to enable the LAN printer changes. ***This is now fixed in version 4.14k software.*** The system reset is no longer required for LAN printer options to work.

16. **MMC 830 IP address deleted during upgrade:** During a software upgrade from version 4.04 to 4.14, the IP address in MMC 830 was being deleted; eliminating the ability to reconnect with the IS tool after the upgrade. **This is fix is 4.14k software.** When upgrading the 4.14k, the IP address in MMC 830 will remain during the upgrade process.

OfficeServ Installation Tool v. 1.1.4 and Software Version 4.14k General Availability

OfficeServ 7200 NEW FEATURES AND BUG FIXES

- **NEW FEATURES**

1. **Support for OfficeServ Installation Tool (OIT)** OSM will now be replaced with a much quicker, more powerful configuration and administration application called the OfficeServ Installation Tool (OIT). Previously, this application was only available on the OS7100 systems. You will only need OSM one final time just for database conversion purposes when upgrading to the new 4.14k software. 4.14k main software is required for OIT compatibility.

   If you wish to convert a database from the 2.xx or older version to the new 4.14k format, you must download and update your OSM to version 4.14k (08.03.11) from the GSBN website. Follow the upgrade procedure posted on GSBN.

2. **Virtual Cabinets**: The OfficeServ 7200 now uses the same virtual cabinet architecture as the OfficeServ 7100 and OfficeServ 7400 in the new v4.14k software. You can specify in MMC 857 what virtual devices are assigned to each virtual slot and port. Examples are IP Phones, Virtual Stations, WIP phones, and SPNET trunks.

3. **System Capacities**: The new system capacities specified in the previous product bulletin #159, released May 3rd 2007, have been implemented in V4.14k software.

4. **New OfficeServ 7000 series cards will soon be available on the OfficeServ 7200.** These new cards require the new V4.14k software loads to operate.

   - The **new 16 Port Analog Trunk card,** called the 16TRK, will soon be released.
   - The **redesigned 8 Combination Card,** called the 8COMBO2, will be introduced on a running change basis.
   - The **redesigned 8 Trunk Card,** called the 8TRK2, will be introduced on a running change basis.

5. **Dual Filter EC:** A new feature called the DUAL FILER EC has been added in MMC 835. This feature implements a Dual Filter Echo Canceller. If you have frequent or intermittent echo on VoIP calls (ITP, or SPNET) on CO trunks (Analog or PRI trunks), this feature can be enabled to help eliminate or reduce echo. This feature requires an MGI-16 with v1.20 or higher MGI software plus v4.14k main software.

6. **ITP Max TX Limit** option was added in MMC 841. This new setting can limit the transmit gain on IP Phones that can cause echo and distortion.

- **OFFICESERV 7200 BUG FIXES**

1. **Audio Second Cabinet**: Audio to OfficeServ 7200 expansion cabinet using a LCP card had an issue with older software. After recycling power, there was no audio from the expansion cabinet. You had to access MMC 861 and toggle the Expansion Cabinet type to OfficeServ 7100 and then back to OS7200 to clean up any audio issues to the second cabinet. ***This is fixed in V4.14k software***.

2. **Set Relocation and Paging:** Paging to keysets that have been moved with Set Relocation has an audio issue during the page. Callers on active calls can hear the page through the handset. ***This is fixed in V4.14k software***.

3. **The Speed Dial Block of the ITP-5112L** is deleted after database downloading and uploading using IT Tool. ***This is fixed in V4.14k software***.

4. **Using an IG Feature Key with no Extender** on software version 2.69 would cause a system lockup and require a system reset to clear. This feature is used to log into and out of a UCD group. The feature without an extender would allow the users to log into multiple groups one at a time. ***This is fixed in V4.14k software.***

5. **Conference Squeal:** The OS7200 would intermittently experience a conference squeal problem after three external parties were added to the conference. A loud squealing noise could be heard by all conference parties. ***This is fixed in V4.14k software***.

6. **OfficeServ 7200 LCP Upgrade:** An OfficeServ 7200 LCP software upgrade would fail (via MMC 818) when using a SMART MEDIA Card type MCP. The MMC+ card did not have this issue. The work around was to increase the KMMC lockout timer in MMC 501. ***This is fixed in V4.14k software.***

OfficeServ Installation Tool v. 1.1.4 and Software Version 4.14k General Availability

OfficeServ 7400 NEW FEATURES AND BUG FIXES

- **NEW FEATURES**

1. **Support for OfficeServ Installation Tool (OIT):** WebMMC will now be replaced with a much quicker, more powerful configuration and administration application called the OfficeServ Installation Tool. Previously, this application was only available on the OfficeServ 7100 systems. You will only need WebMMC one final time just for database conversion purposes when upgrading to the new 4.14k software. 4.14k main software is required for OIT compatibility.

   If you wish to convert a database from the 3.34 or older version to the new 4.14k format, you must download and update your WebMMC to version 1.17.0.0 (08.03.10) from the GSBN website. Follow the upgrade procedure posted on GSBN.

2. **Modified Virtual Cabinets**: Virtual Cabinets slots have been modified to reflect the new trunk and station capacities specified in a previous product bulletin (bulletin #159, released May 3rd 2007).

3. **System Capacities**: The new system capacities specified in the previous product bulletin #159, released May 3rd 2007, have been implemented in V4.14k software.

4. **Dual Filter EC:** A new option called the DUAL FILTER EC has been added in MMC 835. This feature implements a Dual Filter Echo Canceller for the MGI-16 or MGI-64 card. If you experience frequent or intermittent echo on VoIP calls (ITP, or SPNET) on CO trunks (Analog or PRI trunks), this feature can be enabled to help eliminate or reduce echo. This feature requires either an MGI-16 or MGI-64 with v1.20 or higher MGI software plus v4.14k main software.

5. **New OfficeServ 7000 series cards will soon be available on the OfficeServ 7400.** These new cards require the new V4.14k software loads to operate.

   - The **new 16 Port Analog Trunk card,** called the 16TRK, will soon be released.
   - The **redesigned 8 Combination Card,** called the 8COMBO2, will be introduced on a running change basis.
   - The **redesigned 8 Trunk Card,** called the 8TRK2, will be introduced on a running change basis.
   - Redesigned Common Resource Module called CRM. This card has been changed to support a new circuit design for this card. This card will be introduced on a running change basis.

OfficeServ Installation Tool v. 1.1.4 and Software Version 4.14k General Availability

- **OfficeServ 7400 BUG FIXES**

1. **Analog Station Port Lockup Issue:** With V1.14 LP40 software and V3.34 MP40 software, there was an intermittent analog port lockup which required a system reboot to clear. The analog port would stop working and no dial tone or audio would be heard. You would hear battery only. ***This is fixed in LP40 V1.17 software.***

2. **IG System Lockup:** Using an IG Group key with no extender caused a system lockup with V3.34 MP software and V1.14 LP40 software. This feature key is used to log into and out of a UCD group. The extender addition would limit the user to which group they could log into. ***This is fixed in V4.14k and V1.17 LP40 software.***

3. **Daylight Savings Schedule** in MMC 515 had incorrect dates in software V3.34. This MMC has the daylight savings dates for the next ten years. ***The dates were adjusted in V4.14k softwar****e.*

4. **VMMOH Port Assignment:** When the system was restarted, the VMMOH (Voice Mail Music On Hold) port assigned in MMC 748 would be changed to the first port. If this was not the assigned VMMOH port intended to be used the Music on Hold would not play. ***This is fixed in V4.14k software.*** So now a system restart will not change the VMMOH port assignment.

5. **OfficeServ 7200 Expansion Upgrade:** Upgrading the LCP card in an OfficeServ 7200 expansion cabinet with an OfficeServ 7400 host cabinet would fail during the upgrade if a Smart Media type storage card is used in the older model MP40 (the MMC+ type card never had this problem). The card would start the upgrade but never finish. ***This is fixed by V4.14k and V1.17 LP40 software.***

6. **Voice Mail Inbound/Outbound Permission:** In V3.34 software, there was a problem with MMC 749 voice mail in and out bound permission settings. It would have to be toggled to IN only and then back to IN/OUT to operate correctly with outbound messaging. ***This is fixed in V4.14K.***

7. **LAN Printing Issue:** In V3.34 software, there was a problem with LAN Printing to a network printer on the OfficeServ 7400 switch. The LAN Printing function would intermittently fail. ***This is solved in V4.14k software***.

8. **SoftPhone Forwarding Issue:** Using SoftPhone on the OfficeServ 7400 with V3.34 software has an issue with Forward No Answer changing the forwarding number. ***This is fixed in V4.14k software.***

OfficeServ Installation Tool v. 1.1.4 and Software Version 4.14k General Availability

SOFTWARE COMPATIBILITY TABLE

- **OfficeServ 7400**

MP40	LP40	LCP	MGI64	MGI16	TEPRI	TEPRIA	TEPRI2	ISTOOL	WEBMMC
V4.14K 08.03.17	V1.17 07.11.12	V4.12 07.11.09	V1.21 07.12.28	V1.20 07.10.08	V1.07 07.11.12	V4.22 08.02.10	V4.22 08.02.10	V1.1.4 08.03.14	V1.17.0.0 08.03.10

- **OfficeServ 7200**

MCP	LCP	TEPRI	TEPRIA	MGI64	MGI16	OSM	ISTOOL
V4.14K 08.03.17	V4.12 07.11.09	V1.07 07.11.12	V4.22 08.02.10	V1.21 07.12.28	V1.20 07.10.08	V4.14K 08.03.11	V1.1.4 08.03.14

- **OfficeServ 7100**

MP10	SP	VMS	WEB	MGI	LENUX	ISTOOL	TEPRIA
V4.14K 08.03.17	V2.02.0 08.03.14	V2.03.0 08.02.05	V4.05A 08.02.27	V1.05.0 07.09.27	V2.6.13 06.12.23	V1.1.4 08.03.14	V4.22 08.02.10

- **ITP 5100 Series Phones**

ITP-5112L	ITP-5121D	ITP-5107S
V3.31 07.12.11	V3.21 07.10.15	V3.21 07.10.15

VIRTUAL CABINET INFORMATION

CAUTION

Please review this virtual cabinet information carefully before upgrading your systems to v4.14k.

Virtual Cabinets are logical storage placeholders in software for holding virtual or logical devices such as ITP phones, WIP phones, Virtual extensions, SPNET trunks, etc.. Basically, these are any logical devices that are not physically wired to the system.

Virtual cabinets appear in software emulating real cabinets with slots and ports. Each virtual cabinet will have slots. Each virtual slot will have virtual ports. These logical devices are then assigned or mapped to the virtual cabinet/slot/ports with its associated numbering plan. This allows you to manage these logical devices the same way you would manage a physical device, such as a digital key set and its extension number connected to a 8DLI card. In the case of an ITP phone, you can map it to a virtual cabinet, slot, and port with its extension number. In older software and legacy systems, logical devices were assigned in MMC 724 System Numbering Plan using indexes. Now they are assigned in the Virtual Cabinets just like physical device would be mapped to a real interface card in a real cabinet.

EACH SYSTEM WILL HAVE A DEFAULT VIRTUAL CABINET CONFIGURATION. THIS CONFIGURATION ASSIGNS SPECIFIC VIRTUAL DEVICE TYPES TO EACH VIRTUAL SLOT. THIS ASSIGNMENT GOVERNS THE NUMBER OF VIRTUAL /LOGICAL DEVICES THAT CAN BE ASSIGNED IN THE SYSTEM. **THIS DEFAULT CONFIGURATION CAN BE MODIFIED TO ACCOMMODATE YOUR SPECIFIC VIRTUAL DEVICE NEEDS USING MMC 857**. MMC 724 will still show all virtual devices but will refer to a virtual cabinet/slot and port instead of an index number as in previous software.

- **OfficeServ 7100**

  This system was initially released with the Virtual Cabinet implementation (v4.04a).

  The OfficeServ 7100 has:

  - 4 Virtual Cabinets (C2~C5)
  - Each Virtual Cabinet has 3 virtual slots
  - Each virtual slot has 8 virtual ports

  There are no changes to virtual cabinets affecting the OfficeServ 7100 when upgrading to the new V4.14k software level. Therefore, if you wish to preserve your original database when converting to the new 4.14k version software, your virtual cabinet related data will not be affected.

- **OfficeServ 7200 Virtual Cabinet Information**

The OfficeServ 7200 originally never had Virtual cabinets in previous software (V2.x). Virtual Cabinets will be implemented in this system once it has been upgraded to v4.14k.

The OfficeServ 7200 has:

- 4 Virtual Cabinets (C3~C6)
- Each Virtual Cabinet has 6 virtual slots
- Each virtual slot has 16 virtual ports

The introduction of Virtual cabinets in the OfficeServ 7200 may impact part of your system numbering plans related to virtual or logical devices. If you wish to preserve your original database when upgrading to v4.14K, you must review your numbering plan associated with any of the logical or virtual devices listed in the table below. After the database conversion, these devices will now be mapped to the default Virtual Cabinet slot assignments. This means that any virtual device that cannot fit in the associated default virtual cabinet slot assignments will be truncated (deleted). **You must use MMC 857 and add more of the virtual slot type that you need, then use MMC 724 and add the deleted devices back in.**

If your virtual device count is below the number listed in the 2nd column, then the v4.14k database conversion will not delete any virtual device from your numbering plan.

OfficeServ 7200 Virtual Cabinet Default Configuration

Device	Default Virtual Cabinet Capacity (These are the virtual ports assigned at default for these device types)	Effect after converting database to v4.14k.
Virtual (SLT)	16 Max Ports	Any virtual SLTs beyond 16 will be deleted.
Virtual (DGP)	16 Max Ports	Any number larger deleted.
IP Phone (Desktop)	64 Max Ports	Nothing deleted.
IP Phone (WIP)	32 Max Ports	Any number larger deleted.
Virtual (Conference)	16 Max Ports	Any number larger deleted.
VOIP (Network)	16 Max Ports	Any number larger deleted.
VOIP (H323) Trunking	8 Max Ports	Any number larger deleted.

- **OfficeServ 7400 Virtual Cabinet Information**

As with the OfficeServ 7100, the OfficeServ 7400 also was initially released with the Virtual Cabinet implementation. The only change related to Virtual cabinets in v4.14k is that the virtual device capacities have been modified and the default virtual cabinet configuration has changed from previous v3.x versions.

The OfficeServ 7400 has:

- Number of Virtual cabinets : 2 (Cabinet 4 ~ Cabinet 5)
- Number of Slots per Cabinet : 12 (12slots / 1cabinet)
- Number of Ports per Slot : 32 (32ports / 1slot)

If you are converting an older database to the new v4.14k software and have virtual device counts that exceed the max values in the table below, then those devices will be deleted and cannot be re-assigned.

OfficeServ 7400 Virtual Cabinet Maximum Capacities

Device	Max Capacity
Virtual (SLT)	256 Max Ports
Virtual (DGP)	256 Max Ports
IP Phone (Desktop)	480 Max Ports
IP Phone (WIP)	128 Max Ports
Virtual (Conference)	128 Max Ports
SPNET IP Trunks	224 Max Ports
VOIP (H323) Trunking	64 Max Ports

OfficeServ 7400 Default Virtual Cabinet Configuration

Cabinet	Slot	Card Type	Cabinet	Slot	Card Type
4	1	SLT	5	1	WLAN ITP
	2	SLT		2	BRI STN
	3	DGP		3	BRI STN
	4	DGP		4	BRI STN
	5	WIRED ITP		5	GCONF STN
	6	WIRED ITP		6	GCONF STN
	7	WIRED ITP		7	SPNET TRK
	8	WIRED ITP		8	SPNET TRK
	9	WIRED ITP		9	SIP TRK*
	10	WIRED ITP		10	SIP TRK*
	11	WLAN ITP		11	H323 TRK
	12	WLAN ITP		12	H323 TRK

* Supported in future release only.

UPGRADE PROCEDURE

OfficeServ 7100

CAUTION

Upgrading from V4.04, 4.04a, 4.14 or 4.14h to V4.14(k) will clear customer database so you have to follow the procedure below.

The database of system software version 4.04 or higher is not compatible with the new software version 4.14(k), because of changes to the database addresses caused by the addition of some new features and integration of software source file of OfficeServ 7000 series. So whenever upgrading the OfficeServ 7100 system software to version 4.14k or higher, please use the following procedure. Otherwise, the system will be initialized with a default database.

NOTES:

1. When upgrading from 4.04a or lower, do not use the OIT file control method to upgrade to 4.14k. New files (SYSVER.INF & TONE_DB) have been included with version 4.14k load that cannot be loaded to an MMC+ card with version 4.04a or lower using the Installation Tool. A media writer must be used to transfer 4.14k files to an existing MMC+ plus card. After completing the upgrade to version 4.14k, the IS tool file control method can be used to upgrade files in the future.

2. Using the OfficeServ 7100 Web Manger Tool, connect and backup all the voice mail files to a PC. The files may be needed as backup for voice mail due to unexpected failures in the upgrade procedure.

MP10 SOFTWARE UPGRADE PROCEDURE to Version 4.14k from Version 4.04- 4.14(h)

- **IS TOOL**

STEPS	PROCEDURE
1	Download the latest OfficeServ Installation Tool V1.1.4 (08.03.14) from the GSBN website. The OIT can be found on GSBN under Communications→Technical Support →Downloads→Software→ Installation Tool Version 1.1.4. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder.
2	To complete the upgrade of OIT, click on “setup.exe”, then click on “repair”.
3	Wait for upgrade to complete.

STEPS	PROCEDURE
4	Connect to the system using new Installation Tool.
5	Download existing database.
6	Save this database as a backup file (eg; 7100DBBACKUP) to your PC.
7	Go into MMC 746 and HALT the voice mail (This will save all recorded messages to MMC+ card). Wait a few seconds for the voice mail to complete the halt process.

- **WHEN USING THE SAME MMC+ CARD TO UPGRADE**

STEPS	PROCEDURE
1	Remove the 4.xx MMC+ card from the MP10 processor.
2	Install the MMC+ card into media reader/writer device. **(Locally provided media reader/writer device is required).**
3	In order to save all existing voice mail messages, prompts, and greetings, copy the entire 7100 or OS7100 folder from the current MMC+ card to your PC.
4	Delete all files and folders from the MMC+ card so you have a clean card to work with. Do not format this card.
5	Go the GSBN site and download the following 2 files to a folder on your PC: • 7100_v414k_upgrade_pkg.zip • 7100_v414k_additional_language_prompts.zip (This optional file contains 11 additional foreign languages. Loading this will reduce available voice mail storage space). These files can be found on GSBN under Communications→Technical Support→Downloads→Software→OfficeServ 7100 Version 4.14k Upgrade Package (on page 2). Unzip these 2 files into another folder on your PC.
6	Copy all extracted files from step 5 to the MMC+ card using the media card reader/writer device.
7	Copy the 7100 folder from your PC and paste onto the MMC+ card. *Make sure the folder is named:* OS7100 (This will move voice mail messages, prompts and greetings back to the MMC+ card).
8	Install the 4.14k version of the MMC+ card into the MP10 processor card, and reboot the system. (The existing customer database will be cleared).
9	Wait for the system to boot up.
10	Once the system has restarted, go into MMC 727 and verify the (MP10-SYS VERS. 08.03.17 V4.14k).

STEPS	PROCEDURE
11	Now go into MMC 830 and enter the IP, gateway, and subnet address (system reset is required).
12	When system restarts, connect again using the new OIT.
13	Upload the database that you downloaded (the one you downloaded and saved to your PC earlier) to the OfficeServ 7100 system.
14	Select YES when asked whether or not you'd like to do database conversion.

- **WHEN USING A DIFFERENT MMC+ CARD TO UPGRADE**

STEPS	PROCEDURE
1	Remove the 4.xx MMC+ card from the MP10 processor.
2	Install the MMC+ card into media reader/writer device. **(Locally provided media reader/writer device is required).**
3	In order to save all existing voice mail messages, prompts, and greetings, copy the entire 7100 or OS7100 folder from the current MMC+ card to your PC.
4	Remove the 4.xx MMC+ card from the media reader and install another MMC+ card into the media reader.
5	Delete all files and folders from the MMC+ card so you have a clean card to work with. Do not format this card.
6	Go the GSBN site and download the following 2 files to a folder on your PC: • 7100_v414k_upgrade_pkg.zip • 7100_v414k_additional_language_prompts.zip (This optional file contains 11 additional foreign languages. Loading this will reduce available voice mail storage space). These files can be found on the GSBN site under: Communications→Technical Support→Downloads→Software OfficeServ 7100 Version 4.14k Upgrade Package. Unzip these 2 files into another folder on your PC.
7	Copy all extracted files from step 6 to the 4.14k MMC+ card using the media card reader/writer device.
8	Copy the 7100 or OS7100 folder from your PC and paste onto the 4.14k version of the MMC+ card. Make sure the folder is named: **OS7100** (This will move the voice mail messages, prompts, and greetings to the new upgraded MMC+ card)
9	Install the 4.14k version of the MMC+ card into the MP10 processor card, and reboot the system. (The existing customer database will be cleared).
10	Wait for the system to boot up.

STEPS	PROCEDURE
11	Once the system has restarted, go into MMC 727 and verify the (MP10-SYS VERS. 08.03.17 V4.14k).
12	Now go into MMC 830 and enter the IP, gateway, and subnet address (system reset is required).
13	When system restarts, connect again using the new OIT.
14	Upload the database that you downloaded (the one you downloaded and saved to your PC earlier) to the OfficeServ 7100 system.
15	Select YES when asked whether or not you'd like to do database conversion.

NOTE: When upgrading from 4.04a or lower, do not use the OIT file control. You may need to save and keep the database of existing system with Version 4.04 – 4.14(h) that you downloaded in step #5 above). You may need to downgrade the software due to unexpected faults in software version 4.14 or higher.

OfficeServ Installation Tool v. 1.1.4 and Software Version 4.14k General Availability

OfficeServ 7200

- **OfficeServ 7200—UPGRADE METHOD 1: Using Spare Media Card (requires a media card reader/writer device)**

CAUTION
Please review the virtual cabinet information section carefully before upgrading your systems to v4.14k.

STEPS	PROCEDURE
0	Before beginning this upgrade procedure, access the GSBN website and download the file named ***7200_v414k_upgrade_pkg.zip*** to your PC. This can be found on GSBN under Communications→Technical Support→Downloads→Software→ OfficeServ 7200 Version 4.14k Upgrade Package. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder. This zip file contains all the files required for the OfficeServ 7200 upgrade as mentioned in the steps below.
1	Install the latest version of the OfficeServ 7200 OSM (OfficeServ Manager) version 4.14k (08.03.11). This OSM file is one of the extracted files from the ***7200_v414k_upgrade_pkg.zip*** that you just downloaded. The file is called ***OSM7200(080311)_V4.14k.zip***. Unzip this file to a subfolder on your PC and run the SETUP.EXE program to install or upgrade to the new OSM version 4.14k.
2	The following files are required to upgrade your system to v4.14k. These files are contained in the ***7200_v414k_upgrade_pkg.zip*** file that was just downloaded and unzipped from step 0: The files required are as follows. A. MPPS414k.ZPG: This file is the main operating system software. B. STARTUP.PRE: This file is required to start the operating system. C. LPPSV412.PGM: This file is required to upgrade the LCP in the expansion cabinet if one exists. D. PRI_V107.PGM: This file is required to upgrade the TEPRI card if one exists in your system. E. PR2_0210_V422.PGM: This file is required to upgrade the TEPRIa or TEPRI2 T1 cards if they exist in your system.
3	Using a media card reader/writer device, copy these files to a spare **blank** MMC+ card (or Smart Media card if applicable) obtained from Samsung. Do NOT format this media card. You may delete existing files individually until this card is blank.

STEPS	PROCEDURE
4	Connect to the OfficeServ 7200 (currently running the older 2.XX MCP software) with OSM v4.14k and download the database for backup to your PC. If the system asks you to convert the database, answer Yes. This converts the format of the database to the V4.14k format that must be used with the new operating system. If you are prompted with Virtual cabinet configuration, you may select the default configuration.
5	Using KMMC programming, use MMC 815 to backup the database to the MMC+ Card. This MMC+ card will now be your original media card with the older software and saved database. Once the save has completed, remove this card and store it in a safe place as this is your backup in case you ever need to revert to the older software with the original database.
6	Insert the New MMC+ Card with the new files you programmed in step 3 in to the MCP.
7	Access MMC 746 and do a halt on the SVMI if used. This halts the SVMi hard drive to prevent any possible data loss or corruption. The SVMi halt process is completed when the red 'SDN' LED turns green on the SVMi card.
8	Power cycle the OfficeServ 7200 system.
9	The OfficeServ 7200 will now reboot and come back up in a defaulted state. This will take approximately 3 minutes.
10	Using KMMC programming, verify that MMC 727 shows an MCP version 4.14k.
12	In MMC 830, verify the system IP address is the same as before the upgrade. If not, change it to the correct IP address.
12	Connect to the OS7200 using the new OSM (v4.14k) program and upload the database that was backed up in step 4. This restores the original database.
13	Access MMC 815 and complete a new backup to the new MMC + Card.
14	Using OSM, perform a full database download again to your PC as a backup.
15	Via KMMC, use MMC 818 to upgrade TEPRI or LCP cards if required. Again, using MMC 727, verify the LCP if used and any T1 cards have the correct version from the conversion chart supplied with this product bulletin.
16	You have completed the upgrade.

- **OfficeServ 7200—UPGRADE METHOD 2: Using the Existing Media Card- No Spare (requires a media card reader/writer device)**

STEPS	PROCEDURE
0	Before beginning this upgrade procedure, access the GSBN website and download the file named ***7200_v414k_upgrade_pkg.zip*** to your PC. This file can be found on GSBN under Communications→Technical Support→Downloads→Software→ OfficeServ 7200 Version 4.14k Upgrade Package. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder. This zip file contains all the files required for the OfficeServ 7200 upgrade as mentioned in the steps below.
1	Install the latest version of the OS7200 OSM (OfficeServ Manager) version 4.14k (08.03.11). This OSM file is one of the extracted files from the ***7200_v414k_upgrade_pkg.zip*** that you just downloaded. The file is called ***OSM7200(080311)_V4.14k.zip***. Unzip this file to a subfolder on your PC and run the SETUP.EXE program to install or upgrade to the new OSM version 4.14k.
2	The following files are required to upgrade your system to v4.14k. These files are contained in the ***7200_v414k_upgrade_pkg.zip*** file that was just downloaded and unzipped from step 0: The files required are as follows. A. MPPS414k.ZPG: This file is the main operating system software. B. STARTUP.PRE: This file is required to start the operating system. C. LPPSV412.PGM: This file is required to upgrade the LCP in the expansion cabinet if one exists. D. PRI_V107.PGM: This file is required to upgrade the TEPRI card if one or more exist in your system. E. PR2_0210_V422.PGM: This file is required to upgrade the TEPRIa or TEPRI2 T1 cards if they exist in your system.
3	Remove the existing MMC+ card from the OfficeServ 7200 and insert it into a media card reader/writer device. On the MMC+ card, • Delete all files from this MMC+ card. <u>However, do not format this card.</u> • Copy all the files listed in step 2 to this MMC+ card.
4	Remove the MMC+ card from the media reader/writer device and insert it into the OfficeServ 7200 MCP.

STEPS	PROCEDURE
5	Connect to the OfficeServ 7200 (currently running the older 2.XX MCP software) with OSM v4.14k and download the database for backup to your PC. If the system asks you to convert the database, answer Yes. This converts the format of the database to the V4.14k format that must be used with the new operating system. If you are prompted with Virtual cabinet configuration, you can select the default configuration.
6	Access MMC 746 and do a halt on the SVMI if used. This halts the SVMi hard drive to prevent any possible data loss or corruption. The SVMi halt process is completed when the red 'SDN' LED turns green on the SVMi card.
7	Power cycle the OfficeServ 7200 system.
8	The OfficeServ 7200 will now reboot and come back up in a defaulted state. This will take approximately 3 minutes.
9	Using KMMC programming, verify that MMC 727 shows an MCP version 4.14k.
10	In MMC 830, verify the system IP address is the same as before the upgrade. If not, change it to the correct IP address.
11	Connect to the OfficeServ 7200 using the new OSM (v4.14k) program and upload the database that was backed up in step 5. This restores the original database.
12	Access MMC 815 and complete a new backup to the MMC + Card.
13	Using OSM, perform a full database download again to your PC as a backup.
14	Via KMMC, use MMC 818 to upgrade TEPRI or LCP cards if required. Again, using MMC 727, verify the LCP if used and any T1 cards have the correct version from the conversion chart supplied with this product bulletin.
15	You have completed the upgrade.

- **OfficeServ 7200— UPGRADE METHOD 3: Using OSM File Upload**

STEPS	PROCEDURE
0	Before beginning this upgrade procedure, access the GSBN website and download the file named ***7200_v414k_upgrade_pkg.zip*** to your PC. This file can be found on GSBN under Communications→Technical Support→Downloads→Software→ OfficeServ 7200 Version 4.14k Upgrade Package. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder. This zip file contains all the files required for the OS7200 upgrade as mentioned in the steps below.
1	Install the latest version of the OfficeServ 7200 OSM (OfficeServ Manager) version 4.14k (08.03.11). This OSM file is one of the extracted files from the ***7200_v414k_upgrade_pkg.zip*** that you just downloaded. The file is called ***OSM7200(080311)_V4.14k.zip***. Unzip this file to a subfolder on your PC and run the SETUP.EXE program to install or upgrade to the new OSM version 4.14k.
2	The following files are required to upgrade your system to v4.14k. These files are contained in the ***7200_v414k_upgrade_pkg.zip*** file that was just downloaded and unzipped from step 0. The files required are as follows. A. MPPS414k.ZPG: This file is the main operating system software. B. STARTUP.PRE: This file is required to start the operating system. C. LPPSV412.PGM: This file is required to upgrade the LCP in the expansion cabinet if one exists. D. PRI_V107.PGM: This file is required to upgrade the TEPRI card if one or more exist in your system. E. PR2_0210_V422.PGM: This file is required to upgrade the TEPRIa or TEPRI2 T1 cards if they exist in your system.
3	Start the new OSM v4.14k and connect to the OfficeServ 7200 system. You must perform these steps in the order listed below. • From the top Menu bar, select OPTIONS, FILE UPLOAD • Delete any files named STARTUP.PRE and STARTUP.INI • Click the OPEN button, browse to the folder where you saved the new files from step 2. • Select each of the files listed in step 2 (one file at a time) and click the UPLOAD button. Repeat this for each file until all files have been uploaded to the MMC+ card in the system. • Delete the **<u>older</u>** MPPS2xxx.ZPG or **<u>older</u>** MPPS2xxx.PGM files. Delete the DATABASE.ENT file if it exists. **<u>DO NOT DELETE THE NEW MPPS414k.ZPG file</u>**.

STEPS	PROCEDURE
4	Connect to the OfficeServ 7200 (currently running the older 2.XX MCP software) with OSM v4.14k and download the database for backup to your PC. If the system asks you to convert the database, answer Yes. This converts the format of the database to the V4.14k format that must be used with the new operating system. If you are prompted with Virtual cabinet configuration, you can select the default configuration.
5	Access MMC 746 and do a halt on the SVMI if used. This halts the SVMi hard drive to prevent any possible data loss or corruption. The SVMi halt process is completed when the red 'SDN' LED turns green on the SVMi card.
6	Power cycle the OfficeServ 7200 system.
7	The OfficeServ 7200 will now reboot and come back up in a defaulted state. This will take approximately 3 minutes.
8	Using KMMC programming, verify that MMC 727 shows an MCP version 4.14k.
9	In MMC 830, verify the system IP address is the same as before the upgrade. If not, change it to the correct IP address.
10	Connect to the OfficeServ 7200 using the new OSM (v4.14k) program and upload the database that was backed up in step 4. This restores the original database.
11	Access MMC 815 and complete a new backup to the MMC + Card.
12	Using OSM, perform a full database download again to your PC as a backup.
13	Via KMMC, use MMC 818 to upgrade TEPRI or LCP cards if required. Again, using MMC 727, verify the LCP if used and any T1 cards have the correct version from the conversion chart supplied with this product bulletin.
14	You have completed the upgrade.

- **OfficeServ 7400— UPGRADE METHOD 1: Using Spare Media Card (requires a media card reader/writer device)**

CAUTION
Please review the virtual cabinet information section carefully before upgrading your systems to v4.14k.

STEPS	PROCEDURE
0	Before beginning this upgrade procedure, access the GSBN website and download the file named ***7400_v414k_upgrade_pkg.zip*** to your PC. This can be found on GSBN under Communications→Technical Support→Downloads→Software→ OfficeServ 7200 Version 4.14k Upgrade Package. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder. This zip file contains all the files required for the OfficeServ 7400 upgrade as mentioned in the steps below.
1	Install the latest version of the OS 7400 WebMMC version 1.17 (08.03.10). This WebMMC file is one of the extracted files from the ***7400_v414k_upgrade_pkg.zip*** that you just downloaded. The file is called ***OfficeServ WebMMC(20080310).zip***. Unzip this file to a subfolder on your PC and run the SETUP.EXE program to install or upgrade to the new WebMMC version 1.17. **IF** an existing version of WebMMC does NOT already exist on your PC, then you must first install the following 2 programs before WebMMC is installed: 1) JRE (Java Runtime Environment)- File: *jre-1_5_0_06-windows-i586-p* 2) Apache Tomcat- File: *apache-tomcat-5.5.15* These 2 files can be obtained from Samsung Tech Support or from the GSBN web site under Communications→Technical Support→Downloads→Software *OfficeServ7400-WebMMC version_1.17 08.03.10*
2	The following files are required to upgrade your system to v4.14k. These files are contained in the ***7400_v414k_upgrade_pkg.zip*** file that was just downloaded and unzipped from step 0. The files required are as follows. A. MPE414k.PGM: This file is the main operating system software. B. LP40V117.PGM: This file is used to upgrade the LP40 card using MMC 818. C. LPPSV412.PGM: This file is used to upgrade the OS7200 expansion LCP card if installed with the OS7400 main cabinet. Use MMC 818 to upgrade. D. PRI_V107.PGM: This file is to upgrade the TEPRI card if needed with MMC 818. E. PR2_0210_V422.PGM: This file is used to upgrade the TEPRIa or TEPRI2 T1 Cards using MMC 818.

STEPS	PROCEDURE
3	Using a media card reader/writer device, copy these files to a spare **blank** MMC+ card (or Smart Media card if applicable) obtained from Samsung. Do NOT format this media card. You may delete existing files individually until this card is blank.
4	Connect to the OfficeServ 7400 (currently running the older 3.XX MP-40 software) with WebMMC v1.17 and download the database for backup to your PC. If the system asks you to convert the database, answer Yes. This converts the format of the database to the V4.14k format that must be used with the new operating system.
5	Using KMMC programming, use MMC 815 to backup the database to the MMC+ Card. This MMC+ card will now be your original media card with the older software and saved database. Once the save has completed, remove this card and store it in a safe place as this is your backup in case you ever need to revert to the older software with the original database.
6	Insert the New MMC+ Card with the new files you programmed in step 3 in to the MP-40.
7	Access MMC 746 and do a halt on the SVMi, if used. This halts the SVMi to prevent any possible data loss or corruption. The SVMi halt process is completed when the red 'SDN' LED turns green on the SVMi card.
8	Power cycle the OfficeServ 7400.
9	The OfficeServ 7400 will now reboot and come back up in a defaulted state. This will take approximately 3 minutes.
10	Access MMC 727 from KMMC programming and verify the MP40 version shows on the display V4.14k 08.03.17.
11	In MMC 830, verify the system IP address is the same as before the upgrade. If not, change it to the correct IP address.
12	Access the Switch with WEBMMC v1.17 and upload the database that was saved in Step 4. This will restore the original database to the system.
13	Access MMC 815 and complete a new backup to the MMC + Card.
14	Using WebMMC, perform a full database download again to your PC as a backup.
15	Via KMMC, use MMC 818 to upgrade TEPRI , TEPRI2, LP40 or LCP cards if required. Again, using MMC 727, verify the LCP, LP40 if used and any T1 cards have the correct version from the conversion chart supplied with this product bulletin.
16	You have completed the upgrade.

- **OfficeServ 7400— UPGRADE METHOD 2: Using the Existing Media Card- No Spare (requires a media card reader/writer device)**

STEPS	PROCEDURE
0	Before beginning this upgrade procedure, access the GSBN website and download the file named ***7400_v414k_upgrade_pkg.zip*** to your PC. This file can be found on GSBN under Communications➔Technical Support➔Downloads➔Software➔ OfficeServ 7400 Version 4.14k Upgrade Package. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder. This zip file contains all the files required for the OfficeServ 7400 upgrade as mentioned in the steps below.
1	Install the latest version of the OfficeServ 7400 WebMMC version 1.17 (08.03.10). This WebMMC file is one of the extracted files from the ***7400_v414k_upgrade_pkg.zip*** that you just downloaded. The file is called ***OfficeServ WebMMC(20080310).zip***. Unzip this file to a subfolder on your PC and run the SETUP.EXE program to install or upgrade to the new WebMMC version 1.17. **IF** an existing version of WebMMC does NOT already exist on your PC, then you must first install the following 2 programs before WebMMC is installed: 3) JRE (Java Runtime Environment)- File: *jre-1_5_0_06-windows-i586-p* 4) Apache Tomcat- File: *apache-tomcat-5.5.15* These 2 files can be obtained from Samsung Tech Support or from the GSBN web site under Communications➔Technical Support➔Downloads➔Software➔ OfficeServ 7400—WebMMC Version 1.17 08.03.10.
2	The following files are required to upgrade your system to v4.14k. These files are contained in the ***7400_v414k_upgrade_pkg.zip*** file that was just downloaded and unzipped from step 0: The files required are as follows. A. MPE414k.PGM: This file is the main operating system software. B. LP40V117.PGM: This file is used to upgrade the LP40 card using MMC 818. C. LPPSV412.PGM: This file is used to upgrade the OS7200 expansion LCP card if installed with the OS7400 main cabinet. Use MMC 818 to upgrade. D. PRI_V107.PGM: This file is to upgrade the TEPRI card if needed with MMC 818. E. PR2_0210_V422.PGM: This file is used to upgrade the TEPRIa or TEPRI2 T1 Cards using MMC 818.

STEPS	PROCEDURE
3	Remove the existing MMC+ card from the OfficeServ 7400 and insert it into a media card reader/writer device. On the MMC+ card, • Delete all files from this MMC+ card. However, do not format this card. • Copy all the files listed in step 2 to this MMC+ card.
4	Remove the MMC+ card from the media reader/writer device and insert it into the OfficeServ 7400 MP-40.
5	Connect to the OfficeServ 7400 (currently running the older 3.XX MP40 software) with WebMMC v1.17 and download the database for backup to your PC. If the system asks you to convert the database, answer Yes. This converts the format of the database to the V4.14k format that must be used with the new operating system.
6	Access MMC 746 and do a halt on the SVMi, if used. This halts the SVMi to prevent any possible data loss or corruption. The SVMi halt process is completed when the red 'SDN' LED turns green on the SVMi card.
7	Power cycle the OfficeServ 7400 system.
8	The OfficeServ 7400 will now reboot and come back up in a defaulted state. This will take approximately 3 minutes.
9	Using KMMC programming, verify that MMC 727 shows an MP40 version 4.14k.
10	In MMC 830, verify the system IP address is the same as before the upgrade. If not, change it to the correct IP address.
11	Connect to the OfficeServ 7400 using the new WebMMC (v1.17) program and upload the database that was backed up in step 5. This restores the original database.
12	Access MMC 815 and complete a new backup to the MMC + Card.
13	Using WebMMC, perform a full database download again to your PC as a backup.
14	Via KMMC, use MMC 818 to upgrade TEPRI , TEPRI2, LP40 or LCP cards if required. Again, using MMC 727, verify the LCP, LP40 if used and any T1 cards have the correct version from the conversion chart supplied with this product bulletin.
15	You have completed the upgrade.

OfficeServ Installation Tool v. 1.1.4 and Software Version 4.14k General Availability

NETWORKING NOTES

Do not upgrade to version 4.14k when connected to an OfficeServ 100 or OfficeServ 500 system using SPNet. Samsung will release 2.75 software for the OfficeServ 100 and OfficeServ 500 in approximately 60 days. This 2.75 version will be compatible with version 4.14 for the OfficeServ 7000 Series systems using SPNet.

LITERATURE AND TECHNICAL DOCUMENTATION

OfficeServ 7000 Series Brochure

An OfficeServ 7000 Series brochure is available for ordering using normal Samsung ordering process (L-SB-OSCOMBO). A PDF of the brochure is available on the GSBN web site under Communications→Sales & Marketing→Downloads→Brochure.

OfficeServ Installation Tool User Manual, OfficeServ Installation Tool Quick Reference Guide, and Technical Documentation

The OfficeServ Installation Tool User Manual and Quick Reference Guide are available for download on the GSBN website under Communications→Sales & Marketing→Downloads→ User Guides.

Technical documentation for each OfficeServ 7000 Series system is available on CDs using normal Samsung ordering process. Part numbers are as follows: L-CD-OS7100 for OfficeServ 7100 Technical Manual, L-CD-OS7200 for OfficeServ 7200 Technical Manual, L-CD-OS7400 for OfficeServ 7400 Technical Manual.

TRAINING AND CERTIFICATION

Upgrading or using V4.14k does not require a new certification if you already have OfficeServ 7100 or OfficeServ 7000 certifications.

There is no certification course required to use OfficeServ Installation Tool.

If you have any questions regarding this notice, please contact your Regional Sales Manager or your Customer Service Representative at the number provided below. You can also email us at BCS.Sales@samsung.com.