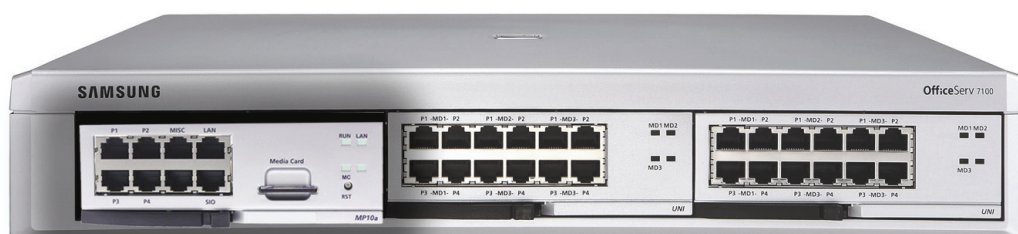


Bulletin No.: 188_OS_7100_MP10a_Card

February 9, 2009

New OfficeServ™ 7100 MP10a Processor Card General Availability



- Improved Voice Mail Audio Quality
- Increased E-Mail Gateway Message Length
- Improved Button Response
- Increased Sampling Rate

Samsung Telecommunications America is pleased to announce the general availability of the OfficeServ 7100 MP10a processor card, beginning February 9th, 2009. This card replaces the MP10.

The new material codes are:

Part Number	Name	Description
KPOS71WM3/XAR	OS7100SD10a	1GB SD card with (version 4.24 or higher) software
KPOS71BMP3/XAR	OSMP10a	MP10a processor card for OfficeServ 7100 system

Note: The MP10a uses a 1GB SD card which is a different software load than the MP10. The OS MP10a card (KPOS71WM3/XAR) cannot be used in the MP10 card.

The new MP10a card was developed to improve the overall performance of the OfficeServ 7100 and it is embedded voicemail. The improvements are listed on the next page.

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Business Communication Systems
1301 East Lookout Drive
Richardson, TX 75082

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IMPROVEMENTS

- **E-MAIL MESSAGE DELIVERY INCREASE:** E-Mail Gateway is enhanced to allow voicemail subscribers to have their stored voicemails and fax messages that are left in their mailbox, transferred and sent directly to the E-Mail client (Outlook Inbox) in the form of an e-mail with an attached (WAV file) audio recorded message.
 1. The attached file length was limited to 1 minute. This has been increased to 10 minutes maximum on the MP10a.
 2. Any e-mail gateway messages over 10 minutes, the attachment will not be delivered. Only a notification will be sent.
- **LONGER MESSAGES:** Improvements have been made to permit end-users such as law firms and others to record and store entire client conversations up to 2.5 hours in length.
- **IMPROVED AUDIO QUALITY:** Redesigned for greater voicemail performance.
 1. Changed Voicemail codec from G.729 to G.726 codec. This change helps to improve the overall audio quality of the voicemail.
 2. Adjusted the message playback, recorded messages, and prompt volume levels to a more consistent level in the audio spectrum. With all conditions being equal, the volume levels of messages and system prompts will be very close to the same level.
 3. Improved the clarity and fidelity of all the stored prompts by re-recording all the prompts in professional recording studio with only one audio conversion from the original voice to G.726 compression rate.
 4. Changed the controller chip to improve the overall speed of the voicemail processing.
- **IMPROVED MEMORY MANAGEMENT:** No battery switch required to clear memory.
 1. The new MP10a card changed from using SRAM to NAND flash memory for storage of the system database. This is a better or more permanent way of storage.
 2. No battery or super capacitor is required to save the memory. Because of this, the battery switch has been removed from the card.
 3. The advantage is you no longer have to power off the system and remove the MP card to default the system.
 4. To clear the memory and put the system and the NAND flash to default on the new MP10a, the technician must press and hold the reset switch for 7 seconds to default this system.

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- **NEW MEMORY STRUCTURE:** The new MP10a card requires a different startup procedure on the initial installation of the MP10a card into the OfficeServ 7100 cabinet. Please refer to your Installation Manual, (section 8.2b) for detailed instructions on the new startup procedure.
- **OTHER IMPROVEMENTS:**
 1. The voicemail can now support up to three different languages simultaneously. The previous limitation was two.
 2. A small battery was added to the MP10a card because the super capacitor was removed. The new small battery is used to maintain the RTC (real-time clock). The purpose of the battery is to maintain the time, date and day of week information in memory during system powered off conditions. This ensures that the time and date in the display keyset is always up to date even after powering off or rebooting.
 3. 1GB SD media card (permanent storage device with same message storage capacity of approximately 52 hours because of higher sampling rate).

CURRENT HARDWARE/SOFTWARE

Previous Material Code	Current Material Code
OSMP10 (KPOS71BMP1/XAR)	OS MP10a (KPOS71BMP3/XAR)
OS7100MMC+ (KPOS71WM1/XAR)	OS7100SD10a (KPOS71WM3/XAR)

For detailed information, refer to the updated OfficeServ 7100 Technical Manual, Installation Section, Part 3. Installing and Replacing Boards, Part 8. Power Up Procedures and Part 9. Software and Database Management.

Note: Installation Tool (version 1.22 or higher) is required to support MP10a with version 4.24 software load.

ORDERING

The list price of the MP10a is the same as the MP10.

Effective February 9th, 2009 the new MP10a card can be ordered online on GSBN or by using the Excel Order Form (available for download on GSBN [www.samsunggsbn.com] under Communication→Sales and Marketing→Downloads→Order Form).

All OfficeServ 7100 packages current on back order will be fulfilled with the new MP10a card and MP10a SD media card and will begin shipping on February 9th, 2009.

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The part numbers for the OfficeServ 7100 packages have been changed and now include the MP10a processor card and MP10a SD media card.

When ordering these packages please make sure to use the new codes below:

OFFICESERV 7100 - KITS	
OS71SBSPKG10A	OS 7100 Small Business System Package - iDCS Includes: 1ea -OS 7100 System Cabinet, 1ea - MP10a Processor Card, 1ea - OS7100SD10a Card, 1ea - UNI Card, 1ea - 4TRM Card, 2ea - 4DLM Card, 6ea - iDCS 28D Keysets.
OS71DSPKG10A	OS 7100 Small Business System – DS Includes: 1 ea-OS7100 System Cabinet, 1 ea-MP10a Processor Card, 1 ea OS7100SD10a Card, 1 ea. UNI Card, 1 ea.- 4TRM Card, 2 ea. 4DLM Card, 5 ea-DS21B Keysets.
OS71SBSIP10A	OS7100 Small Business System Package - GO Green Includes: 1 ea System Cabinet, 1 ea. MP10a Main Processor with one (1) MGI License, 1 ea OS7100SD10a Card, 1 ea. UNI Card, 2 ea 4DLM Interface Module, 1 ea. 4TRM Card, 5 ea. 28B iDCS Keysets, 1ea. ITP 21B Keyset.
OS71DSIPPKG10A	OS7100 Small Business System Package - GO Green Includes: 1 ea System Cabinet, 1 ea. MP10a Main Processor with one (1) MGI License, 1 ea OS7100SD10a Card, 1 ea. UNI Card, 2 ea 4DLM Interface Module, 1 ea. 4TRM Card, 4 ea. 21B DS Digital Keysets, 1ea. ITP 21B Keyset.
OS71DEMOKIT10A	OS7100 Demo Kit Includes: 1 ea. System Cabinet, 1 ea. OS7100SD10a Card, 1 ea. MP10a card, 1 ea. UNI Card, 1 ea. 4DLM Module, 1ea. 4SLM Module, 1 ea. 4TRM w/CID, 1 ea. 4SWM, 1 ea. 21B Digital Keyset, 1 ea. 5112L ITP Keyset, 10 Seats - OS Call, 1-OS Operator, 1-OS Softphone, 1-OS MGI License, 1 rolling case.

GUIDED SELLING SYSTEM (GSS)

The Guided Selling System (GSS) will be updated as soon as possible to include this card and the new packages.

TRAINING AND CERTIFICATIONS

The OfficeServ 7100 online course (1030-03-OL) has been updated to include the new MP10a card.

If you are **already certified** on the OfficeServ 7100 you can refresh your knowledge by retaking this course. Please contact the Samsung Training Department at 972-801-6105 or by e-mail at bcs.training@samsung.com and we will assign the course modules (not the

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test), at no cost, to your training queue (*this applies only to the technicians who already hold the OfficeServ 7100 certification*). Your OfficeServ 7100 certification will not be affected by retaking the course modules.



PRINTING THE OFFICESERV 7100 COURSE

We have listened to your requests! Now you can print a copy of the OfficeServ 7100 course material (including the new MP10a card) to update your skills and also for future reference. You can add comments in the provided lines and follow the step by step course simulations using your OfficeServ 7100 Demo Kit to practice.

To access the course printout:

- Login to Samsung's Online Training Center (<https://learn.samsungtelecom.com>)
- Click on the **Catalog** tab on the Home Page
- Click on **OfficeServ 7100** under the **Knowledge Documents**
- Locate the documents titled:
 - "OfficeServ 7100 System-Module 1 v3.0 Print"
 - "OfficeServ 7100 System-Module 2 v3.0 Print"
 - "OfficeServ 7100 System-Module 3 v3.0 Print"
- Click on the **Start** button to launch each document in Adobe Reader. **Save the files to your computer** and print them out using Adobe Reader.

DOCUMENTATION

The documentation listed below has been updated to include the new MP10a card and the MP10a SD media card. These documents can be downloaded from the Global Samsung Business Network (GSBN) website, www.samsunggsbn.com or purchased online using the Samsung- Fedex/Kinkos Print-on-Demand website (<https://docstore.kinkos.com/samsung>).

<i>Documentation</i>	<i>Location on GSBN</i>
• OfficeServ 7100 General Description	Communication → Sales and Marketing → Downloads → General Description
• Installation Tool User Guide	Communication → Sales and Marketing → Downloads → User Guides
• OfficeServ 7100 Technical Manual	Communication → Technical Support → Downloads → Technical Manuals

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

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