

Bulletin No. 200_OS7100_4_30i_Upgrade_Proc

June 23, 2009

Procedure for Upgrading the OfficeServ[™] 7100 to Version 4.30i

Recently we launched system software V4.30i for the Samsung OfficeServ 7000 Series product lines. We have since had reports from several of you in the field that the upgrade procedures in the release bulletin are incorrect for the OfficeServ 7100. **This bulletin contains updated upgrade procedures.** In addition, we will modify the upgrade instructions on the GSBN website to match these instructions.

The issue in the old procedure is that some hardware versions of the MP10 and MP10a processors do not allow the System Media Card to contain more than 20 files. On these processors if the Media Card has more than 20 files the system will not boot. The old procedure instructed you to leave the older software version files on your Media Card which meant that you would have more than 20 files. The new procedure details how to remove the old software files so that your system will boot properly regardless of hardware version on your processor card.

NOTE: Although you can utilize a media card reader to add or remove files from the System Media Card, we do not recommend doing so. Using a card reader doesn't create/update the system's initialization files, and as such we no longer officially endorse this practice. The Installation Tool allows you to upload and delete files from the Media Card directly and update the system's initialization files automatically and is the recommended update method.

We deeply apologize for the problems caused by the originally published procedure. You may contact Samsung Technical Support at 1-800-737-7008 for assistance correcting any errors you're seeing as a result of using the old procedure.

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Upgrade Procedure for the OfficeServ[™] 7100 to V4.30i

UPGRADING YOUR OFFICESERV 7100 SYSTEM TO V4.30i

The following procedures should be performed on site. Although upgrades can be performed remotely we don't recommend doing so. If you were to run into trouble during the upgrade you could have a customer down until you could make a site visit, so it is not a practice we suggest.

- 1. Install the new Installation Tool software V1.30b or higher.
- 2. Connect the Installation Tool to the system and perform a full telephone system database download to save the database to your PC. Consult the Installation Tool User Manual if you are unsure how to connect to a system.
- 3. When the download completes, disconnect the Installation Tool.
- 4. Access the OS7100 Voicemail web interface Operating Utilities menu and perform a voicemail database backup. NOTE: The voicemail backup will store database information only, voicemail messages are not included in the backup. Voicemail messages will not be lost, as long as the upgrade procedures are followed. For more information on the voicemail backup and restore functions, see the OfficeServ 7100 Programming Manual or the separate 7100 SVM Backup and Restore bulletin released this week.
- 5. Using a keyset log into KMMC programming and complete a backup of the telephone system database with MMC 815. This is the emergency backup should anything go wrong.
- 6. Using the Installation Tool File Control feature upload the V4.30i system software files for your specific processor to the media card.
 - a. MP10 Files:
 - i. AP10430I.PKG
 - ii. CS10V115.PKG
 - iii. DR10430I.PKG
 - iv. MS106143.PKG
 - v. RD10430I.PKG
 - vi. RT10430I.PKG
 - vii. WS10430I.PKG
 - b. MP10a Files:
 - i. AP1A430I.PKG
 - ii. CS1AV115.PKG
 - iii. DR1A430I.PKG
 - iv. MS1A6143.PKG
 - v. RD1A430I.PKG
 - vi. RT1A430I.PKG
 - vii. WS1A430I.PKG

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- 7. After the files have been uploaded you must delete the old operating system files. The files can be deleted through the Installation Tool's File Control window by checking the box in the **Sel** column relating to the file in question. The files to delete are (where xxxx is anything other than the file names listed above):
 - a. MP10 Files:
 - i. AP10xxxx.PKG
 - ii. CS10xxxx.PKG
 - iii. DR10xxxx.PKG
 - iv. MS10xxxx.PKG
 - v. RD10xxxx.PKG
 - vi. RT10xxxx.PKG
 - vii. WS10xxxx.PKG
 - b. MP10a Files:
 - i. AP1Axxxx.PKG
 - ii. CS1Axxxx.PKG
 - iii. DR1Axxxx.PKG
 - iv. MS1Axxxx.PKG
 - v. RD1Axxxx.PKG
 - vi. RT1Axxxx.PKG
 - vii. WS1Axxxx.PKG
- 8. Reboot the system. This can be done by a) pressing the Restart button in the Installation Tool File Control window, b) pressing the Reset button on the MP card, or c) powering down and then back up.
- 9. The system will reboot to a default condition. Using a keyset access KMMC 727 to verify that you are now running V4.30i Software.
- 10. Log out of KMMC and connect the Installation Tool to the system.
- 11. Using the Installation Tool, upload the telephone system database from step 2.
- 12. When upload completes make a few test calls and verify that your database has been restored.
- 13. Log in to the Voicemail web interface to ensure that voicemail data hasn't been lost. If any loss has occurred, restore the database backup made in step 4.

If there are any questions regarding this notice please contact your Regional Sales Manager or Samsung Customer Service Representative via email at <u>BCS.Sales@samsung.com.</u>

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