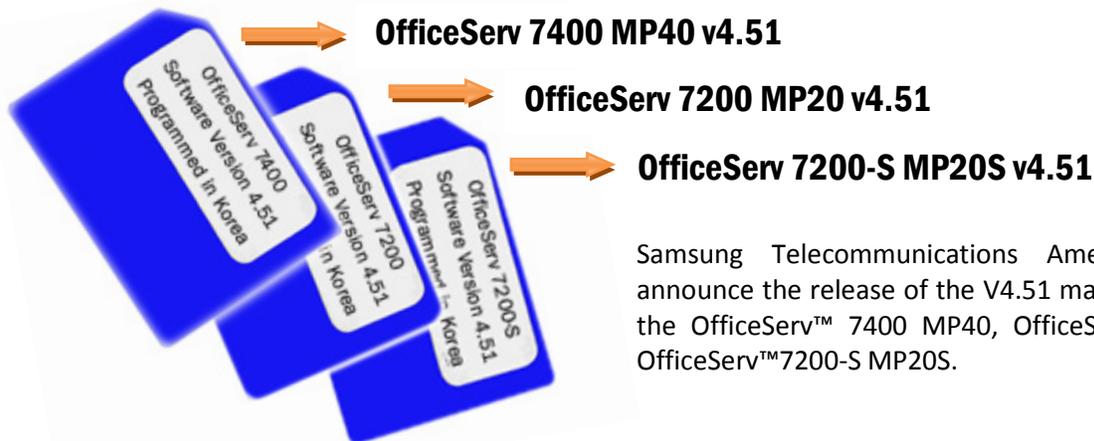


Bulletin No. 224_Software_Version_4_51

September 24, 2010

Software Version 4.51 Availability



Samsung Telecommunications America is pleased to announce the release of the V4.51 main system software for the OfficeServ™ 7400 MP40, OfficeServ™7200 MP20, and OfficeServ™7200-S MP20S.

Effective September 24, 2010, all orders for the OfficeServ 7400 MP40, OfficeServ 7200 MP20 and OfficeServ 7200-S MP20S will ship with software version 4.51. The OfficeServ 7200 MCP processor does not require software version 4.51.

There are no new features in this version, only bugs that have been reported from the field. See below for the details of bugs fixes that are provided by the new system software.

BUG FIXES

1. Barge-in Failure

There are issues using the Barge-in feature on V4.46d software. For example, station 2001 is on a call with an external caller and station 2003 has barged in on station 2001. Station 2001 receives another call which rings the second call button and forwards to the voice mail system after three rings. At this point the external caller is connected to station 2003 and station 2001 receives dial tone. *This affects OfficeServ 7400 and is fixed in V4.51 software.*

2. VMAME Feature Issue

Voice Mail Answer Machine Emulation (VMAME) is a feature that acts like an answering machine so that the person leaving a voice mail message can be heard over the keyset speakerphone. The called party can answer the call if needed. In V4.46d, the user could not hear the caller while leaving the message. This has been corrected in V4.51 software. *This issue was originally reported on the OS7400 product line but has been corrected on the OS7400, OS7200, and OS7200-S systems.*

Samsung Telecommunications America
Business Communication Systems
1301 East Lookout Drive
Richardson, TX 75082

Samsung Software Version 4.51 Availability

3. Virtual SLT Port Interaction

When an analog phone is connected to an 8-combo card and a call rings a virtual extension that is on a virtual cabinet but in the same slot and port as that of a physical cabinet, in V4.46d software the physical phone would ring when the virtual port received a call. Example: the analog phone is located at C1-S2-P2 and the virtual extension is located at C5-S2-P2. This has been corrected in V4.51 software. *This affects OS7200, OS7200-S and OS7400 systems.*

4. IP-AOM Addition

We have added IP-AOM (SMT-I5264) to the MMC 841 settings for software upgrades. Prior to V4.51 software, this entry was not available for upgrades being pushed to the devices. This is helpful when upgrading software on this device. *This has been added to the OS7200, OS7200-S and OS7400 systems.*

5. Speech Comes Over Speaker in Headset Mode

Under certain configurations and call scenarios, you could hear speech coming over the speaker when in headset mode. We have modified the software in V4.51 not to open a speech path when following the SECURE OHVA option. This option in MMC 110 is called SECURE OHVA and if ON Off-Hook Voice Announce will be received thru the handset and if OFF will receive thru the speakerphone. *This solution has been added to the OS7200, OS7200-S, and OS7400 systems.*

6. WIP 5000 Handset Answering Calls

With Software Version 4.46d, incoming calls could not be answered from the WIP 5000 sets. Pressing the Answer button had no effect – the call would continue to ring. *This has been fixed in V4.51 software and has been added to the OS7200, OS7200-S and OS7400 systems.*

7. UCD Supervisor SP Key Dial Tone Issue

With V4.46d software, when users who have SP key assignments on their phone receive a page, the next time they access the SP key they hear dial tone. They have to release and press the SP key assignment again. *This has been fixed in V4.51 software on the OS7200, OS7200-S and OS7400 systems.*

8. Ring Plan Lamp Operation

With V4.46d software, changing the ring plan with the RP keys would change the switch ring plan but the lamp operation would revert back to ring plan 1 thirty seconds after a change. The lamp operation was fixed in V4.51 software and will stay with the current ring plan. *This affected only the OS7400 product line.*

9. Voice Announce Across SPNet

The Voice Announce feature allows a caller to announce themselves before the call is answered (during the ring cycle). In V4.46d, this feature performed like Auto Answer on SPNet calls rather than Voice Announce. This feature is programmed in MMC 103. *This affects the OS7200, OS7200-S and OS7400 systems.*

Samsung Software Version 4.51 Availability

10. MP20S Voice Mail Clicking Noise

Some users could hear a clicking noise when listening to the main greeting and certain voice mail user greetings on the MP20S voice mail. This problem occurred on V4.46d software and is fixed in V4.51 software. *This issue affected only the OS7200-S MP20S System.*

11. MP20 Conference Squeal Noise

Adding three external callers to a conference using an analog station to initiate the conference and using analog trunks caused a squeal noise heard by all parties of the conference. This occurred on V4.46d software but has been corrected in V4.51 software. *This only affected the OS7200 MP20 System.*

12. 16TRK/8TRK2 Diagnostic Tests

We had an issue when running trunk diagnostics on the 16TRK and 8TRK2 cards. With V4.46d software, running a diagnostic on these cards would lock up the trunks. This required a system reset to clear the locked trunks. This has been corrected with V4.51 software. *This affected the OS7200, OS7200-S and OS7400 systems.* This was setup in MMC 854 and codec tests were run on the cards.

13. Paging System Reset

With V4.46d software, performing a page on an OS7200 system with more than 36 phones in the page group would cause the switch to reset. This has been corrected with V4.51 software. *This affected the OS7200 system.*

14. Call Forward Enhancement Feature

With V4.46d software, forwarded calls will not follow the Trunk/Station Use Table in MMC 314 and MMC 614. If you set up the Station Trunk Use Tables to exclude specific trunks and then make calls, the excluded trunks will not be used. However, if you forward a station to the same outside number, the excluded trunks will be used. After installing V4.51 software, turn on ENHANCED FWD (a new feature in MMC 210) and make the same calls. The calls will follow the setting in the trunk/station use tables.

15. IT-Station Password Reset

The station password reset was removed from IT-TOOL 1.46d, but has been put back in V1.51 IT-TOOL. You can now reset station passwords with the new IT-TOOL.

16. Remote OS7200 Cabinet Reset

Expansion OS7200 cabinets on an OS7200 or OS7400 system can cause a cabinet reset if paging to more than 34 stations on the remote cabinet. This has been corrected in V4.51 software.

Samsung Software Version 4.51 Availability

SOFTWARE COMPATIBILITY

When running main software version V4.51 make sure that all other cards and/or applications are upgraded to match the following system software tables:

OfficeServ 7400

MP40	LP40	LCP	MGI16	MGI64	TEPRI	TEPRIa	TEPRI2	OAS
V4.51 10.08.18	V1.26 10.08.18	V4.18 10.07.12	V1.26 09.08.26	V1.26 09.08.26	V1.07 07.11.12	V4.28 10.09.07	V4.26 09.06.29	V2.01 09.08.26

SVMi-20E	I/T TOOL	LINK
V5.3.3.5 09.04.22	V1.51 10.07.13	V3.3.0.4 09.10.30

OfficeServ 7200

MP20	LCP	MGI16	TEPRI	TEPRIa	OAS
V4.51 10.08.18	V4.18 10.07.12	V1.26 09.08.26	V1.07 07.11.12	V4.28 10.09.07	V2.01 09.08.26

SVMi-20E	I/T TOOL	OSM	LINK
V5.3.3.5 09.04.22	V1.51 10.07.13	V4.14Z 08.07.24	V3.3.0.4 09.10.30

OfficeServ 7200-S

MP20S	SP	VM	MGI	WEB	MPS	LINUX
V4.51 10.07.13	V0.24 10.04.14	V2.80g 10.04.14	V2.04 09.09.05	V4.12h 10.04.13	V2.00 09.05.11	V2.6.13 06.12.23

OAS	MGI16	TEPRI	TEPRIa	I/T TOOL	LINK
V2.01 09.08.26	V1.26 09.08.26	V1.07 07.11.12	V4.28 10.09.07	V1.51 10.07.13	V3.3.0.4 09.10.30

INSTALLATION TOOL

A new version of Installation Tool, version V1.51 dated 10.07.13 is available to support the new system software.

The Installation Tool Software is available for download from the Samsung GSBN (www.samsunggsbn.com) website under Communication → Technical Support → Downloads → Released Software.

Samsung Software Version 4.51 Availability

SOFTWARE UPGRADES

To upgrade existing systems to this new software you must download the V4.51 system software and the latest Installation Tool software, version V1.51 (10.07.13), from GSBN (located under Communication → Technical Support → Downloads → Released Software) before you attempting any steps below.

Getting Your OfficeServ 7000 System Compatible with Installation Tool

If your OfficeServ 7000 system is **not** running V4.14k or higher software, you must perform the following steps before attempting to upgrade to V4.46d in order to allow the Installation Tool to connect to the system. As announced in the V4.14k Release Bulletin the OfficeServ Installation Tool is the programming application of choice as it is faster, more feature rich, and easier to use than either WebMMC or the OfficeServ Manager (OSM). With V4.46d the WebMMC and OSM applications can no longer be used to connect to the OfficeServ 7200 or 7400 systems, so if you have not previously upgraded to V4.14k you will need to perform a 2-step upgrade by upgrading to V4.14k first, and then to V4.46d. The following steps will allow you to upgrade to V4.14k:

- A. **OfficeServ 7200-S:** No additional steps are required as these systems have always been compatible with the Installation Tool from creation.
- B. **OfficeServ 7200:** In order to connect to the OS7200 with the Installation Tool it must be running V4.14k or higher. This means that you must upgrade the system to V4.14k before upgrading to V4.51. In order to do this you will need to obtain both the V4.14k system software and the OfficeServ Manager (OSM) application version V4.14z (08.07.24) from the GSBN (located under Communication → Technical Support → Downloads → Released Software).

After obtaining these items:

1. Install the new OSM application.
2. Connect the OSM to the system.
3. Using the OSM, download the system database to your PC.
4. Disconnect the OSM from the system
5. Using KMMC programming complete a backup of the system database with MMC 815. This is the emergency backup should anything go wrong.
6. Connect the OSM to the system and use the FILE UPLOAD command to upload the V4.14k system files to the system media card. The required files are:
 - a. MPPSV414K.ZPG
 - b. STARTUP.PRE
7. After the files have been uploaded, reboot the system.
8. The system will reboot to a default condition. Access KMMC 727 to verify that you are now running V4.14K Software.
9. Connect the OSM to the system.
10. Using the OSM, upload the system database from step 3.
11. When upload completes make a few test calls and verify that your database has been restored.
12. Proceed to the next section to upgrade the system from V4.14k to V4.51.

Samsung Software Version 4.51 Availability

- C. **OfficeServ 7400:** In order to connect to the OS7400 with the Installation Tool it must be running V4.14k or higher. This means that you must upgrade the system to V4.14k before upgrading to V4.51. In order to do this you will need to obtain both the V4.14k system software and the WebMMC application version V1.17.0 (08.03.10) from the GSBN (located under Communication → Technical Support → Downloads → Released Software).

After obtaining these items:

1. Install the new WebMMC application.
2. Connect the WebMMC to the system.
3. Using the WebMMC, download the system database to your PC. This process can take up to 30 minutes.
4. Disconnect the WebMMC from the system
5. Using KMMC programming complete a backup of the system database with MMC 815. This is the emergency backup should anything go wrong.
6. Access KMMC 830 and make note of the SYSTEM IP ADDRESS, as you will need it later.
7. Remove the system media card.
8. Using a media card reader load the V4.14k system file (MPE414.PGM) to the media card.
9. After the file has been uploaded, reinsert the media card in the system and reboot the system.
10. The system will reboot to a default condition. Access KMMC 727 to verify that you are now running V4.14K Software.
11. Access KMMC 830 and set the IP address of the system to the address taken down in step 6.
12. Connect the WebMMC to the system.
13. Using the WebMMC, upload the system database from step 3. You will be asked if you wish to convert the database; choose "Yes".
14. When upload completes make a few test calls and verify that your database has been restored.
15. Proceed to the next section to upgrade the system from V4.14k to V4.46d.

Samsung Software Version 4.51 Availability

Upgrading Your OfficeServ 7000 System to V4.51

After ensuring that your OS7000 system is able to communicate with the Installation Tool you may proceed with the following steps to upgrade the system to V4.51:

A. OfficeServ 7200-S:

1. Install the new Installation Tool software V1.51.
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 Voicemail web interface Operating Utilities menu and perform a voicemail database backup. **NOTE: this backup will not save voicemail messages. Consult the Programming Manual if you are unsure how to perform a voicemail backup.**
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. Reconnect Installation Tool. Then using the Installation Tool File Control feature upload the V4.51 system software files for your specific processor to the media card.
 - a. MP20S File:
 - i. AP2S451D.PKG
 - ii. CS2SV445.PKG
 - iii. DR2S451D.PKG
 - iv. MS2SV718.PKG
 - v. RD2S451D.PKG
 - vi. RT2S451D.PKG
 - vii. WS2S451D.PKG
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. MP20S Files:
 - i. AP2Sxxxx.PKG
 - ii. CS2S xxxx.PKG
 - iii. DR2S xxxx.PKG
 - iv. MS2S xxxx.PKG
 - v. RD2S xxxx.PKG
 - vi. RT2S xxxx.PKG
 - vii. WS2S xxxx.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 V4.51 Software.
10. Log out of KMMC and connect the Installation Tool to the system.

Samsung Software Version 4.51 Availability

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.

B. OfficeServ 7200:

1. Install the new Installation Tool software.
2. Connect the Installation Tool to the system and perform a full system 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. Using KMMC programming complete a backup of the system database with MMC 815. This is the emergency backup should anything go wrong.
5. Using the Installation Tool File Control feature upload the V4.51 system software files to the media card.
 - a. MP20 Files:
 - i. MPS_v451.PGM
6. After the files have been uploaded, reboot the system.
7. The system will reboot to a default condition. Access KMMC 727 to verify that you are now running V4.51 Software.
8. Connect the Installation Tool to the system.
9. Using the Installation Tool, upload the system database from step 2.
10. When upload completes make a few test calls and verify that your database has been restored.

C. OfficeServ 7400:

1. Install the new Installation Tool software.
2. Connect the Installation Tool to the system and perform a full system 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. Using KMMC programming complete a backup of the system database with MMC 815. This is the emergency backup should anything go wrong.
5. Using the Installation Tool File Control feature upload the V4.46d system software files to the media card.
 - a. MPEV_451.PGM
6. After the files have been uploaded, reboot the system.
7. The system will reboot to a default condition. Access KMMC 727 to verify that you are now running V4.51 Software.
8. Connect the Installation Tool to the system.
9. Using the Installation Tool, upload the system database from step 2.
10. When upload completes make a few test calls and verify that your database has been restored.

Samsung Software Version 4.51 Availability

ORDERING INFORMATION

All orders shipping from Samsung's warehouse on or after Friday, September 24th 2010, that include OfficeServ 7200 MP20 , OfficeServ 7200-S, or OfficeServ 7400 system software will have the appropriate V4.51 version on the SD cards.

All versions of V4.51 MP software are available for download from the Global Samsung Business Network (GSBN) website, www.samsunggsbn.com under Communication → Technical Support → Downloads → Released Software.

TECHNICAL DOCUMENTATION

No documentation changes are required to support software version 4.51.

TRAINING AND CERTIFICATION

Main program software V4.51 for the OfficeServ 7000 Series systems does not require additional certification to obtain Technical Support. If you already certified on the OfficeServ 7200-S or OfficeServ 7200/7400 no new certification is required. It is highly advised that you include this detailed bulletin in you manuals as a convenient reference when installing or upgrading to V4.51 system software.

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