

**Bulletin No.: 114\_OSM**

**June 10, 2004**

## **OfficeServ Manager General Availability**

Samsung Telecommunications America is pleased to announce the General Availability of OfficeServ Manager, Samsung's new PC-based remote access and database management tool for Samsung key systems.

### **What is OfficeServ Manager?**

OfficeServ Manager (OSM) is a new and improved upgrade to PCMMC that is more flexible and easier to manage than ever before. PCMMC required a new version any time there was a change to the DS 616, iDCS 100, iDCS 500, or iDCS 500 Release 2 product. Even the smallest change or fix produced a completely new PCMMC application file of approximately 38MB, making it cumbersome for Dealers to download. PCMMC was in a constant state of change.

OfficeServ Manager offers significant improvement because it has separate OSM versions for each system type (i.e. DS 616 Release 2, iDCS 100, etc.). Each of them can be individually upgraded utilizing small patch files which can be easily downloaded from our eCommerce website. Now, your technicians will have access to the latest OSM updates 24/7, and they will save time because they only update a small file instead of replacing the whole program.

There are two distinct and separate parts to OSM, OfficeServ Manager Launch Pad and individual OfficeServ Manager system files. Launch Pad is the Windows based program shown below. Use this program to launch the individual OSM files which provide remote access and database management for individual systems.



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The current version of OfficeServ Manager Launch Pad is **V1.01 2004.05.01**. Depending on selections made during setup, it will display icons related to country of use and specific telephone systems. If you do not sell a particular system, Samsung recommends you do not load the corresponding OSM file as it will take up space on your hard drive.

When you 'Single Click' an icon, related information is displayed in the *Details* window regarding the individual OSM system file. Do not confuse OSM system file versions with the Launch Pad version. All individual OSM files are currently at **Version 3.00** or higher.

## Availability of OfficeServ Manager

OfficeServ Manager is being distributed on the new DS 616 Release 2 Technical Manual CD-ROM (LP621) available now through Samsung Customer Service using normal ordering procedures. The DS 616 Release 2 is the first phone system which requires OfficeServ Manager for PC programming. There is no PCMMC version for DS 616 Release 2.

## When to Begin Using OfficeServ Manager

Technicians should begin using OfficeServ Manager as soon as they receive it. The DS 616 Release 2 requires OfficeServ Manager for PC-based programming.

The iDCS 100 and 500 will work with either PCMMC v2.12 or OfficeServ Manager. The OSM system file for the iDCS 500 Release 2 should be upgraded prior to use. The iDCS 500 Release 2 OSM system file patch will be posted on the eCommerce web site within a week or two. Until the patch is generally available, all Dealers should continue using PCMMC v2.12 for the iDCS 500 Release 2.

## OfficeServ Manager Launch Pad Setup

1. Insert the DS 616 Release 2 Technical Manual CD-ROM (LP621) into your CD-ROM Drive. The following screen will appear.



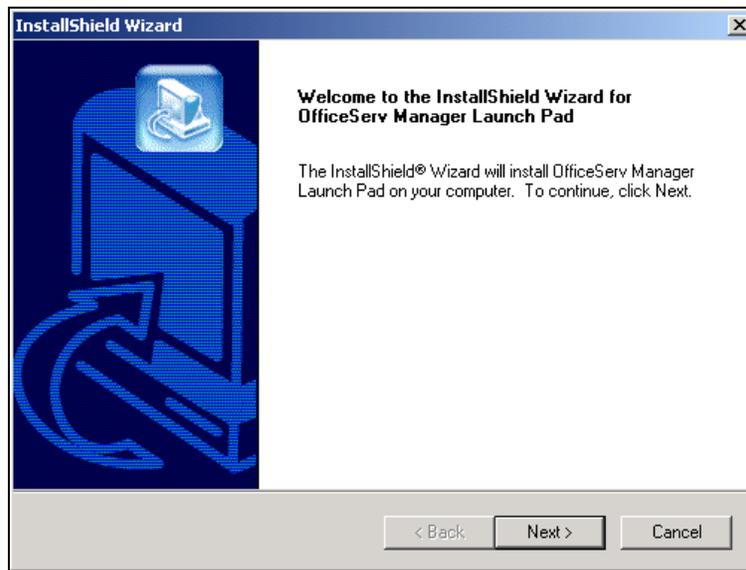
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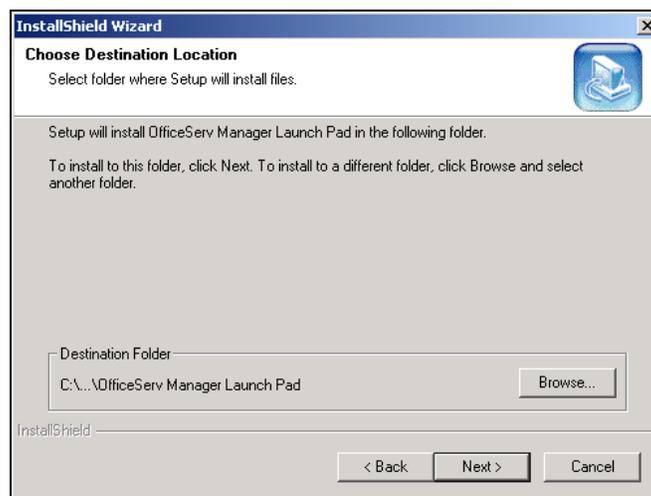
2. The OfficeServ Manager Launch Pad Setup will start automatically.



3. Click on 'Next' to continue with the installation.

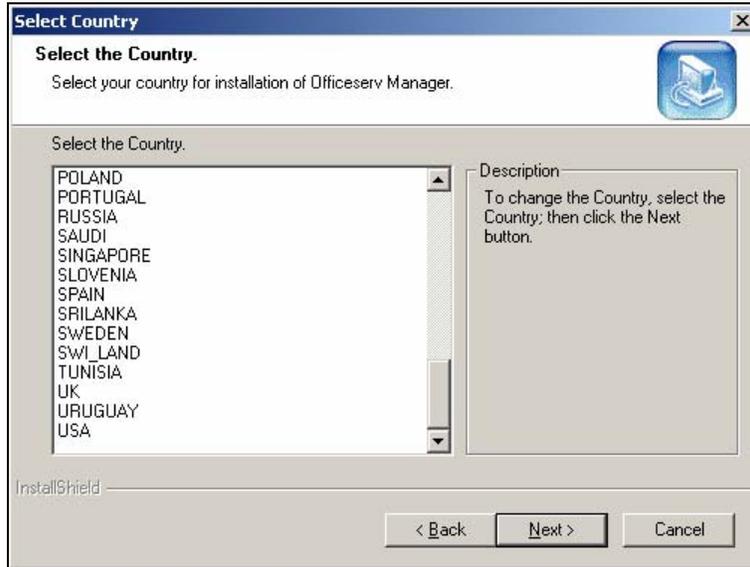


4. Choose the Destination Location where Setup will install the files. To use the default destination folder click on 'Next' otherwise click 'Browse'.

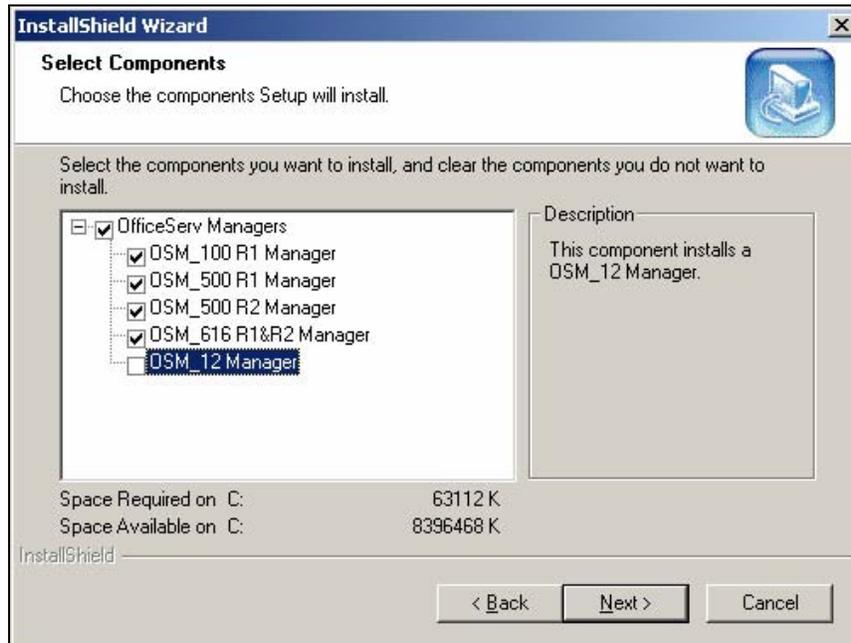


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5. Select **USA** and click on **'Next'**. This will load the icons for the systems available for sale in North America and apply the associated market names for each.



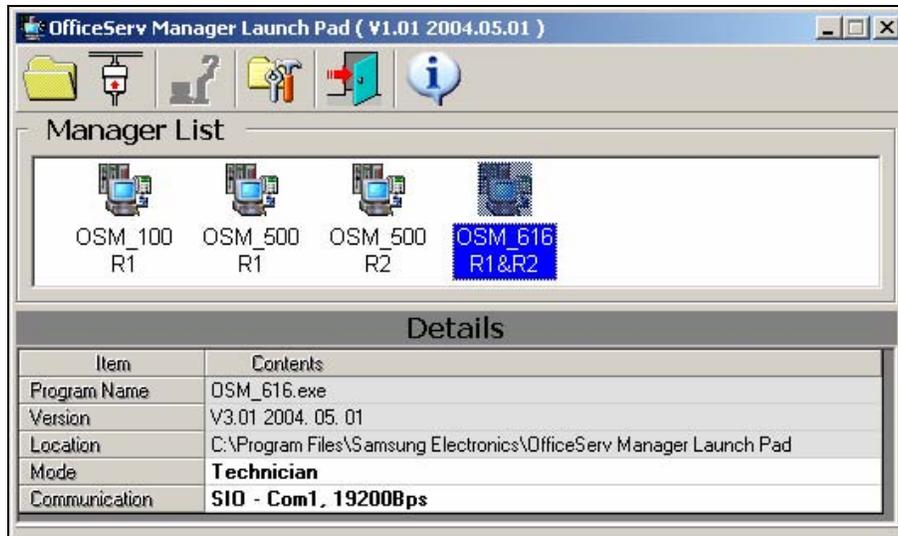
6. The following screen will then appear:



7. Check the box for each OSM file you wish to load and click **'Next'**. OfficeServ Manager Launch Pad will then load.

**Note:** OSM\_12 is currently not available in North America. This item will be removed in the next version of OfficeServ Manager Launch Pad.

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8. 'Single Click' on the **OSM\_616 R1&R2** icon to view the details of this file.

The Details Section will include the following information:

**Program Name** – Indicates the Windows executable file name associated with this system.

**Version** – Always note the Version of the file selected. In this case V3.01 2004.05.01 for the DS 616.

**Location** – It is recommended you always store OSM files and Patches in the same Location, shown above. When you click on 'Setup' for a patch file it will always look in this location

**Mode** – This indicates the programming level, Technician or Administrator. The default is Technician.

**Communication** – The Communications field indicates the last physical link used to access a customer site. It will indicate Com1 or LAN depending on the connection method.

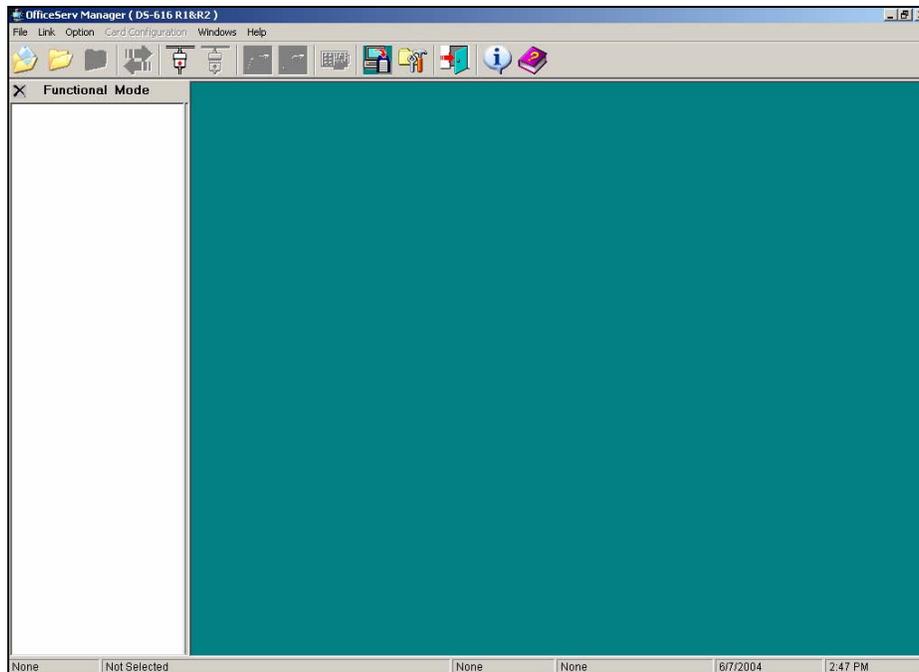
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## Launching OfficeServ Manager System Files

'Double Click' the desired OSM icon to launch the OSM file. The splash screen, seen below will appear momentarily.



After a few seconds the familiar PC-programming screen (exactly like PCMMC) will appear.



From this point forward, OfficeServ Manager operates the same as PCMMC.

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## Installing Patches and Upgrades to OSM

From time to time both Patches and Upgrades to OfficeServ Manager will be made available. These will be posted on the eCommerce website at <http://ebiz.samsungusa.com/>. To properly download and install a Patch or Upgrade, please follow each step of the following procedure in order.

1. If one does not already exist, create a new folder named “Patches” within in the OfficeServ folder. The path should be C:\Program Files\Samsung Electronics\OfficeServ Manager Launch Pad\Patches. Download all Patches and Upgrades to this folder.

### Directions for Downloading Patches and Upgrades:

- a. From the Samsung eCommerce home page click **Technical Support** in the left column.
  - b. Then click **Download Software**.
  - c. From the Technical Download Software screen, use the **Product** drop down box to select **OfficeServ Manager**.
  - d. Click on **Search**.
  - e. A table will open listing all posted Patches and Upgrades with the most recent listed first.
  - f. Click on the title of the required Patch or Upgrade.
  - g. Read the information regarding the selected file and confirm it is the correct one, then click **Download**.
  - h. You will receive the File Download menus screen. Click **Save**.
  - i. Now extract the zipped files to the default directory where OfficeServ manager is stored on your C-drive. The default location is:  
C:\Program Files\Samsung Electronics\OfficeServ Manager Launch Pad\Patches
2. Click on **Setup** in the Patches Folder to install the patch. This action will automatically update the intended OSM file. Close OfficeServ Manager Launch Pad and restart the program. ‘Single Click’ on the system icon and note the version and date to be sure the Patch or Upgrade has been installed.

**Note:** Samsung recommends all the files from the “Patch” folder be deleted after the patch has been installed. This will leave the folder empty and ready to download the next patch or upgrade. Leaving multiple Patch files in this folder may cause confusion when installing later Patches as it may be difficult to determine which Setup icon is associated with which Patch.

## Other Documentation

Existing product documentation refers to PCMMC as the PC-programming application for most systems. Over time these will be modified to read OfficeServ Manager where applicable. Note that PCMMC is still required for DCS, DCS Compact and 50si systems.

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## Upcoming Enhancements

Future versions of the OfficeServ Manager Launch Pad will include a tool to identify database corruption and require a visit to our web site for the latest updates. New icons to access these valuable tools will be added to the Launch Pad menu bar as they become available.

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](mailto:BCS.Sales@samsung.com).

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