

Bulletin No. 158_Software_Release

March 26, 2007

OfficeServ Software Version 2.69 and Version 3.34 General Release

Samsung Telecommunications is pleased to announce the General Availability of Software Version 2.69 for the OfficeServ 500, OfficeServ 100, OfficeServ 7200 and Version 3.34 for OfficeServ 7400.



Finally! We can display Caller ID/CLI Name and Number at the same time on a new call programmed to ring directly to a station or station Group Calls.

The caller identification will always deliver Name and Number to the sets on any direct ring to the station.

The user may request to have the [CALL FOR GROUP: ____] display to support call centers and let support staff know how to respond to the call. This is accomplished by sending the call to a voice mail group which is set to Supervised or Full Supervision. Any call for the group through voice mail will show Call for (Group Number).

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

800-876-4782

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www.samsung.com/bcs

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Any calls thorough voice mail to a station will receive (call from) and a member of the voice mail group.

Any calls thorough voice mail which is set for (none) which is a blind transfer will show the name or number specified in MMC 119 and the other line will show (Transfer FM 2009) which is a voice mail member.

This is the first time Samsung has been able to display both Name and Number simultaneously on our keysets. After the new ringing call is answered the CID display will be determined by the station setting in MMC 119.

Software Version and Dates

System	Software	Date Code
OfficeServ 500	V2.69	07.02.02
OfficeServ 100	V2.69	07.02.02
OfficeServ 7200	V2.69	07.02.02
OfficeServ 7400	V3.34	07.02.02

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Fixes in OfficeServ 500 Version 2.69

- 1. IP Paging Issue:** The IP Page issue which keeps the page from being delivered to all sets when more than 40 IP Phones are in the page group. The page would randomly select certain phone to page after the 40th set was paged. *This has been fixed in MCP V2.69 and MGI V1.17 Software.*
- 2. FNA/DND FWD Interaction:** A feature interaction between the two features, forward no answer forwarding and do not disturb forwarding to external phone numbers takes place. Access MMC 102 and set the FNA to an external number. Make sure you set it to yes to make it active. Then set DND FWD to another external number. Re-check and you will see that the FNA still has its external number but it is now turned to off. If you set the DND forwarding first, then set the FNA forwarding to an external number, they will stay forwarded but work intermittently. The DND Forwarding works but the Forward No Answer has these problems after the DND button the set has been turned off. The station will not forward to the programmed external number and we have reports the call routes to the voice mail but we just get constant ringing on the set called. The problem is fixed in V2.69 MCP-2 software.
- 3. Canadian CLID:** An Issue in Canada where incoming Analog trunks delivering CLID from Nortel Switches could not be delivered. This issue was broke in V2.63 and V2.66 software. *This has been fixed in V2.69 MCP-2 software.*
- 4. OSM MMC 831 Conflict:** An issue with OSM in MMC 831 on programming MGI cards would have an IP addressing conflict on programming the IP addresses. Programming the MGI card would change the IP address of each MGI card to the Gateway address. *This has been fixed in OSM V3.14 Software.*
- 5. Network Page Timeout:** An issue where a network page that exceeded the page direction limit would not clear the display when the page was completed. The sets being paged would show (page from) in the display on each phone until that phone was called or the phone was reset. *This has been fixed V2.69 MCP-2 software.*

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Fixes in OfficeServ 100 Version 2.69

1. **NO CLID Received:** The OS100 V2.63 and V2.66 software would not receive (CLID) Calling Line ID from only specific Nortel Switches. *This has been fixed in SCP V1.07 load for the OS100 V2.69.*
2. **MMC 831 MGI Address:** With MGI cards installed the OSM would change the IP address of the MGI cards to the Gateway if using the OSM to program. *This has been fixed in OSM V1.10 for the OS100 Release 2 product line.*
3. **ADMIN Programming:** With OSM programming, if using the Admin Programming Mode, you could access all Technician levels of programming for the customer Access. The Customer should not be able to access the Switch Tech programming. This has been fixed in OSM V1.10 for the OS100 Release 2 product line.

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Fixes in OfficeServ 7200 Version 2.69

1. **SVMi-20E Garbled Messages:** The SVMi-20E had an issue when installed in the OfficeServ 7200 Expansion Cabinet with an OfficeServ 7400 system has the main unit. Any calls from the OfficeServ 7400 unit to voicemail would get garbled messages. *This has been fixed in LCP V2.69 software on the OS7200 unit.*
2. **Intermittent CLID:** We had an issue with Calling Line ID while receiving the CLID from systems sending SDMF CID Detection. *This has been fixed v2.69 LCP software.*

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Fixes in OfficeServ 7400 Version 3.34

- 1. Trunk Initialization:** The main fix in this new V3.34 software load was a trunk initialization problem that had a few affects. IP and QSIG, and PRI trunking would have one way audio at times and the switch could lock up and have no processing from the system. A switch restart would be needed to clear the problem. *This has been fixed in V3.34 OS7400 software.*
- 2. No CLID Received:** No CLID (Calling Line ID) received with CRM Daughter Board installed in LOC 1 of the LP40 Card. *This has been fixed in V1.14 LP40 Software.*
- 3. 16SLI-2 CLID:** The Single Line (16SLI2) Card does not receive Calling Line ID in the display window. *This has been fixed in V1.14 LP40 Software.*
- 4. 8-Combo Card:** The First and Third Single Line port do not ring when the 8-Combo card is installed in the OS7400 in slot one only. *This has been fixed in V1.14 LP40 software.*
- 5. LP40 Upgrade:** The LP40 card had intermittent failures during software upgrades due to Communication Failures when attempting to upgrade from V1.12 to V1.14. *This has been fixed with MP40 V3.34 software.*
- 6. Digital Set Initialization:** Several Digital Phones could not initialize when more than 100 Digital Sets are connected to one cabinet. *This has been fixed with v1.14 LP40 software.*
- 7. ITP Paging:** An ITP paging issue where more than 40 IP phones being paged would not page all the sets. Intermittently, some of the sets would not receive the page. *This has been fixed with V3.34 MP40 software.*
- 8. FNA/DND FWD Interaction:** A feature interaction between the two features, forward no answer forwarding and do not disturb forwarding to external phone numbers takes place. Access MMC 102 and set the FNA to an external number. Make sure you set it to yes to make it active. Then set DND FWD to another external number. Re-check and you will see that the FNA still has its external number but it is now turned to off. If you set the DND forwarding first, then set the FNA forwarding to an external number, they will stay forwarded but work intermittently. The DND Forwarding works but the Forward No Answer has these problems after the DND button the set has been turned off. The station will not forward to the programmed external number and we have reports the call routes to the voice mail but we just get constant ringing on the set called. *The problem is fixed in V3.34 MP40 software.*
- 9. 8-SLI:** The 8-SLI card can not be recognized in the 7400 system. This has been solved with this new load. Access MMC 806 and check the slot where the 8-SLI is located and you will not see the card. *This is solved in V3.34 MP40 Software.*
- 10. SVMi-20E Garbled Messages:** An OfficeServ 7400 Main Cabinet and an OfficeServ 7200 with the SVMi-20E in the Expansion Cabinet have garbled messages on calls from the OfficeServ 7400 cabinet. *This has been fixed with LCP V2.69 software in the OS7200 Expansion Unit.*

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Fixes in CTI

- **OfficeServ DataView**

UCD Agent Limit: DataView only downloads data for the first 10 agents of a UCD group. When initially connecting DataView the switch would only deliver status information for the first 10 agents, which could result in lost data for large call centers. The workaround being used was to remove all agents from the group and add them back in after connecting DataView. *This issue has been corrected in V2.69 and V3.34 software.*

- **OfficeServ Call**

Do Not Disturb: Setting DND using Call does not light the DND indicator on the keyset. When using Call to set a station to the Do Not Disturb state the system would not correctly cause the keyset to indicate DND status. *This issue has been corrected in V3.34 and v2.69 software.*

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IMPORTANT NOTE:

INCORRECT DEFAULT VM PORT SETTINGS in VERSION 2.69 & 3.34

MMC 749: VM IN/OUT is used only for Samsung Plug-In Voice Mail Card (SVMi) to assign each Voice Mail Port as used for Incoming, Outgoing or both Way Calls.

This MMC must support outgoing calls if off premises notification (Beeper, Outbound Follow Me or Notification) is used.

If you access MMC 749 after any new install, this setting by default will show IN/OUT. This is misleading in that the setting is really set for IN only but shows the correct IN/OUT.

THIS PROBLEM OCCURS ONLY ON NEW INSTALLS of OfficeServ 7400, OfficeServ 7200, OfficeServ 500, and OfficeServ 100 systems.

To correct this issue, please access MMC 749 and select ALL the voice mail ports and change them to OUT only. Save the setting and then change them to IN/OUT. This will be corrected in the next version.

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Software Compatibility Tables

• OfficeServ 7400

	MP40	LP40	TEPRIA/ TEPRL2	TEPRI	MGI-64	MGI	MGI-16	WEBMMC
Version	V3.34	V1.14	V4.15	V1.07	V1.17	V1.12	V1.11	V1.11.0.0
File size	NA	NA	NA	767,546	NA	NA	NA	NA
Date	070202	061113	050520	041127	070111	061010	060413	070123

• OfficeServ 7200

	STARTUP	OS7200 MCP	LCP	TEPRI	TEPRIA	MGI	MGI-16	OSM
Version	V1.07	V2.69	V2.69	V1.07	V4.15	V1.12	V1.11	V2.69
File Size	NA	NA	621,640	767,546	NA	NA	NA	NA
Date	060526	070202	070104	041127	060502	061120	060413	070122

• OfficeServ 500

	MCP2-M	MCP2-L	SCP2	TEPRI	MGI3	MGI16	OSM Launch Pad	OSM
Version	V2.69	V2.69	V2.19	V1.07	V3.61	V1.11	V1.03	V3.14
File size	NA	NA	621,640	767,546	NA	NA	NA	NA
Date	070202	070202	070109	041127	061010	060413	050921	070123

• OfficeServ 100

	SMCP	SCP	TEPRI	MGI	MGI16	OSM
Version	V2.69	V1.07	V1.07	V3.61	V1.11	V1.10
Date	070202	070125	041127	061010	060413	070123

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OfficeServ Manager and WebMMC

OSM System	Version OSM	OSM Datecode
OfficeServ 500	V3.14	07.01.23
OfficeServ 100	V1.10	07.01.23
OfficeServ 7200	V2.69	07.01.23

OSM System	Version WebMMC	WebMMC Datecode
OfficeServ 7400	V1.11.0.0	07.01.23

The OfficeServ Manager is a (GUI) Graphic User Interface that communicates with the OfficeServ 100, OfficeServ 7200, and OfficeServ 500 product line. This Computer Interface allows fast and easy programming on our Phone Systems. The interface consists of IP, Serial and Modem access to access our phone systems.

You can download the OfficeServ Manager and WebMMC software from the GSBN website at www.samsunggsbn.com under Communication->Technical Support->Download->Software.

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