



Bulletin No. 181_Software_Version_4_22

October 10, 2008

Samsung Software Version 4.22

General Availability

Samsung Telecommunications America is pleased to announce the release of V4.22 system software for the OfficeServ™ 7000 systems. Effective October 13, 2008 all software media cards for OfficeServ 7000 systems will ship with V4.22 software date code 08.08.20.



SIP Service Support is here...SIP Trunking & SIP Stations

This new software features the very latest technology and feature capabilities offered using the SIP protocol. See recently released Product Bulletin 181- OfficeServ 7000 SIP Services dated October 10, 2008.

In addition there are many ***new features*** and ***enhancements*** as well as several bug fixes as detailed in this document.

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NEW FEATURES

SMT-W5100E Remote Location Operation

When running V4.22 MP software on any OS-7000 system and also using the latest SMT-W5100E handset software V01.06.04, the SMT-W5100E can be registered to the phone system from a remote location using a different subnet mask. Remote warehouses, offices or home workers are prime candidates that will benefit from using remote wireless handsets. See recently released Product Bulletin #183 dated October 10, 2008 for more details.

Call Pickup Group Enhancement

Call Pickup groups configured in **MMC 302** have been enhanced with two new optional features:

1. The “**RCV GRP INFO**” feature in **MMC 110**, when set to “**ON**”, enables members of a Pickup Group to see information for calls ringing to another member of the Pickup Group.

The information is displayed on the top line of the keyset display and is in the format “<CalledParty>: <Caller ID>” where <Caller ID> is the CID received for the incoming call and <Called Party> is the name of the ringing station in **MMC 104**. (For example “**JOHN DOE: 9725552345**”)

NOTE: This feature only applies to keysets equipped with a 2-line display (such as digital keysets or ITP stations).

2. The “**PING RING**” feature allows calls made to a member of a Pickup Group to briefly alert other member in the Pickup Group with a short burst of ring tone.

To enable this feature the “**PINGRING SERVICE**” field in **MMC 861** must be set to “**ENABLE**”. This is a system wide option that allows the feature to be used for any Pickup Group in the system.

When enabled member of the Pickup Group who have “**RCV GRP INFO**” set to “**ON**” in **MMC 110** will receive a short burst of ring tone along with the call information when another member of the group receives a call.

A timer has also been added to **MMC 502** called “**PING RING**”. This timer determines how long a station will ring before other members of the Pickup Group will receive the Ping Ring burst of ringtone. The default setting for this timer is **255** seconds, which is a disabled state. Valid values for this timer are **001-250** seconds, and a value of **000** seconds disables the service.

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Missed Calls Display

A new feature has been added to **MMC 110** called “**MISSED CALL**”. When set to “**ON**” the station will display information about missed calls made to the station. This information includes the number of missed calls as well as the ID of the most recent missed call. This ID information is in the format “<**Device ID**>: <**Device Name**>” where <**Device ID**> is the station or trunk number the call arrived from and <**Device Name**> is the station name from **MMC 104** or the trunk name from **MMC 404**. Missed call information is cleared from the display at the next call event (such as making or receiving a call).

NOTE: This feature only applies to keysets equipped with a 2-line display (such as digital keysets or ITP stations).

Dynamic Answer Group

A new feature has been added that allows users to create an Answer Group for their station. Answer Groups are dynamic, on-demand unconditional ring groups. This means that all member of the group will ring simultaneously, and that members are not predefined in the switch.

Enabling this feature is a two-step process. First the group must be created and then members must log in to the group. These steps are as follows:

1. The station that needs to be able to create the Answer Group must be given a “**CAG**” key in **MMC 722**. This button creates or destroys the Answer Group for this station.
2. Stations that are to become members of the Answer Group must be given an “**AG**” key in **MMC 722**. This key can be used with or without an extender; the extender for the key can be any station number in the system. If no extender is assigned the user will be prompted to enter a station number upon pressing the key. This allows the AG key to determine the master station for the Answer Group.

To set up the Answer Group the master station will press the “**CAG**” key to create the group. Members may log in by pressing their “**AG**” key and selecting the “**IN**” soft key.

Once a member is logged in all calls made to the master station will ring at this station as well. When the master station disables their “**CAG**” key the Answer Group is destroyed and all member currently logged in will be automatically logged out.

NOTE: A maximum of [X] Answer Groups may exist simultaneously, and each Answer Group is limited to [Y] simultaneous members.

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Do Not Display Outbound Trunk Information

A new feature has been added to **MMC 110** called “**NO DISP TRK#**” that, when set to “**ON**”, disables the trunk number display on outgoing calls. This feature addition was made to make the display easier to read when Caller ID and the Timer are both displayed.

As an example, assume a station has the “**AUTO TIMER**” set to “**ON**” in **MMC 110** and that station dials 9-9725552345:

- Display with “**NO DISP TRK#**” set to “**OFF**”
 - o 7001:2345 00:01
- Display with “**NO DISP TRK#**” set to “**ON**”
 - o 725552345 00:01

NOTE: This feature only applies to keysets equipped with a 2-line display (such as digital keysets or ITP stations).

FEATURE ENHANCEMENTS

Chain Call Forward Enhancement

The Chain Call Forward feature has been enhanced to allow the system to limit the number of forwards in a Forward All scenario. Previously users could inadvertently create a programming loop when “**CHAIN FWD**” is set to “**ON**” in **MMC 210** by setting station A to Forward All to station B, who was Forward All to station C, who was Forward All to station A. In this scenario the system could become unstable.

As a result a new setting has been added to **MMC 861** called “**MAX CHAIN FWDALL**”. This setting determines the maximum number of forwards that can occur in chain forward all situations. The setting is a value between **1** and **5**, with the default being **1**. This means that if Chain Forward is enabled and station A is Forward All to station B, then calls made to station A will ring at station B regardless of station B’s forwarding status.

NOTE: This setting only affects Chain Forwarding when the involved stations are using Forward All. Other forwarding types are unaffected.

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Increased Table Capacities

With V4.22 software the total numbers of Speed Dial Bins, CID Review Blocks, and Call Log Blocks available in the systems have been increased to the following values:

	OfficeServ 7100		OfficeServ 7200		OfficeServ 7400	
	Old	New	Old	New	Old	New
Speed Dial Bins	2000	2000	2000	2500	2000	6000
CID Review Blocks	1000	1500	2000	2000	2500	5000
Call Log Blocks	1000	1500	2000	2000	2500	5000

Group Listen Enhancement

Many users have requested a way to enable the Group Listen feature without dedicating a programmable button as a “LISTN” button. To accommodate these requests a new option has been added to **MMC 300** called “GLISTEN SPKR”. When set to “ON” for a station, that station may turn the Group Listen feature on by pressing the speaker key at any time during the call. This will cause the call to be heard through the handset or headset as well as the speakerphone.

OfficeServ 7200: Default Voicemail Group Change

By popular demand the default voicemail group for the OfficeServ 7200 has been changed from 5029 (529 in 3-digit number plan systems) back to 5039 (539 in 3-digit number plan systems). The group had been changed in a previous software version in an attempt to make it easier to remember, however it appears that the original setting was better received.

NOTE: This change only affects a system powered up in a default state and will not affect databases already programmed to use a group other than 5039.

OfficeServ Operator Voicemail Transfer to a Phantom Mailbox

OfficeServ Operator has been enhanced to allow users to perform a Voicemail Transfer to any valid mailbox. The application is no longer restricted to only valid stations or trunk numbers.

OfficeServ 7100: External Voicemail Support

In order to accommodate a universal feature package across the OfficeServ 7000 series systems **MMCs 207** and **726** have been added to the OfficeServ 7100 system. These MMCs are used to connect a third party voicemail to the system.

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NOTE: Enabling a third party voicemail does not disable the onboard Samsung Voicemail System.

OfficeServ 7100: Default Button Mapping for DS-5021D Keypad

Due to overwhelming success of the out of the box readiness of the iDCS28B keysets many of you have requested a similar default mapping for the DS-5021D keysets. So here it is! The “**21 BTN SET**” option in **MMC 723** has been changed to the following:

Key Number	Key Type	Extender	Description
1	DT	701	Direct access to trunk 701
2	DT	702	Direct access to trunk 702
3	DT	703	Direct access to trunk 703
4	DT	704	Direct access to trunk 704
5	SPD	1	Call Speed Dial #1
6	VT		Transfer to Voicemail
7	VMMSG		Voicemail Access
8	DS	201	Direct select station 201
9	DS	202	Direct select station 202
10	DS	203	Direct select station 203
11	DS	204	Direct select station 204
12	SPD	2	Call Speed Dial #2
13	DND		Set / Clear Do Not Disturb
14	PAGE	0	Page to Page Zone 0
15	DS	205	Direct select station 205
16	DS	206	Direct select station 206
17	DS	207	Direct select station 207
18	DS	208	Direct select station 208
19	SPD	3	Call Speed Dial #3
20	LISTN		Enable / Disable Group Listen
21	CALL	1	Call Key

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BUG FIXES

Softphone Registration Count The 7000 series feature package had a bug that would not free a license when a Softphone disconnected. This issue has been corrected. The Softphone licensing mechanism now only looks at concurrent connected users rather than concurrent registered users. As an example, a system with 5 Softphone licenses may now have 10 Softphone extensions registered as long as only 5 are connected at any one time.

UCD System Lockup The 7000 series feature package had an issue where a group with type “**NORMAL**” that was set to overflow to a group of type “**UCD**” could lock up the system if a call came in while no members were logged in to either group. This issue has been resolved in V4.22 software. The system will now process calls in this scenario with no problems.

Called Party Number Disappears Previously if an ITP station made an outbound call the dialed number would disappear upon the remote party answering the call. This has been changed. The system will now display the dialed number after answer.

Network Page Disconnect There was an issue in the 7000 series feature package that would cause a page group to lock up if the user was paging using an “**NPG**” key and pressed a different “**NPG**” key without first disconnecting. The group being paged in this scenario would lock up and required a system reboot to clear. This issue has been corrected. Users making a Network Page may now press a different NPG key without locking up the original page group.

CLI Translation Lock Up With SPNET There was an issue in the **MMC 759** CLI Translation table processing that would cause a system lock up if a call came in that translated to a device in a remote SPNET node. This issue has been corrected. The CLI Translation table may now be used to route calls to remote SPNET devices with no issues.

Call Record Invalid Extender Error The Call Record key has an optional extender that may be set as the number of the mailbox where the recorded call will be delivered. Previously a user could set this extender to the voicemail group itself and cause a system lock up. This issue has been corrected. Users attempting to enter the voicemail group as the extender for a “**CR**” key using KMMC will now receive an “**INVALID ENTRY**” error. . Using installation Tool will not load the extender into the database.

Installation Tool Level Restriction In older versions of the Installation Tool if an administrator restricted programming access to users with level 2 or 3 the restriction would have no effect on the users. This has been resolved. Programming restrictions will now properly restrict users with level 2 or 3.

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Installation Tool Toll Deny Error Previously if a user attempted to delete an entry from the Toll Deny table using the Installation Tool the entire Toll Deny table would be cleared. This issue has been resolved. Users may now delete single entries from the table with no trouble. KMMC never had this problem.

OfficeServ 7400: CID Name Delivery Across Network Previous OfficeServ 7400 software had an issue where CID Name would intermittently not be passed from PRI trunks across an SPNET or QSIG network. This issue has been corrected. CID Name will now be passed across the network with no issues.

OfficeServ 7400 & 7100: Modem Programming There was an issue with previous software that would not allow MMC 406 or MMC 714 to have the internal modem number (3999) set as a ring destination. This issue has been resolved. The internal modem port may now be set as a ring destination with no problems.

OfficeServ 7200: 16MWSLI and 8TRK Issue The previous version V4.12 LCP software would fail to recognize 16MWSLI or 8TRK cards in the expansion cabinet of an OfficeServ 7200 system. This issue has been corrected with V4.14 LCP software. These cards will now be recognized properly in an expansion cabinet.

OfficeServ 7100: Voicemail Stop Recording On Silence There was an issue with previous OfficeServ 7100 software that would allow the system to record voicemail messages that were “dead air”. These messages contained only silence, and were created because the voicemail software would not properly monitor for silence. This issue has been resolved. Messages consisting entirely of silence will now be discarded.

OfficeServ 7100: Voicemail Not Alerting Beeper Properly There was an issue that prevented the OfficeServ 7100 voicemail system from sending the mailbox number to a pager during Beeper Notification. As a result subscribers would receive a blank pager message with no way to know it was from their voicemail. This issue has been corrected. The Beeper Notification will now properly send the mailbox number to the pager.

OfficeServ 7100: Time and Date Issue There was an issue in the OfficeServ 7100 that could cause the system time and date to intermittently malfunction, causing the system clock to be incorrect. This issue has been addressed. The system time and date will now function properly.

OfficeServ 7100: Voice Studio Upload Error There was an issue in the OfficeServ 7100 voicemail system’s Voice Studio page that would display an error if the user attempted to upload a voice prompt. This issue has been corrected. Users may now upload files without receiving an error.

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OfficeServ 7100: Erroneous “Message Storage Space Is Full” Error There was an intermittent issue in the OfficeServ 7100 voicemail that would cause the mailbox to report a “Message storage space is full” error when only a single message was stored. This issue has been resolved. Callers may now record messages until the mailbox or system maximums have been reached.

OfficeServ 7100: Music On Hold Error In UCD Groups In the OfficeServ 7100 system a caller would hear ringback tone instead of Music-On-Hold while in a UCD Group queue. This issue has been resolved. Callers will now hear Music-On-Hold as determined by **MMC 607**.

OfficeServ 7100: Cannot Clear Voicemail List Block The voice mail Web Management tool in the OfficeServ 7100 was previously unable to clear a member from the List Block without deleting the entire List Block. This issue has been fixed. List Block members may now be removed by clicking the desired member and pressing the Clear button.

OfficeServ 7100: Cannot Clear Station Type for Voicemail Extension The voice mail Web management tool in the OfficeServ 7100 had a problem that prevented a technician from clearing the Station Type of an Extension Block. This error has been resolved. technicians may now clear the Station Type by clicking the Station Type field and pressing the Clear button.

OfficeServ 7100: Public IP Address Propagation Error In previous OfficeServ 7100 software the system would not populate the Public IP address in **MMC 831** with the corresponding address that had been set in **MMC 830**. This issue has been resolved. Setting the Public IP in **MMC 830** will now cause the setting to be applied to **MMC 831** also.

OfficeServ 7100: Cannot Log in With EasySet Version 4.14k software had an issue that prevented the OfficeServ 7100 from allowing connections to the OfficeServ EasySet application. This issue has been resolved. EasySet may once again be used on OfficeServ 7100 systems with no problems.

SOFTWARE COMPATIBILITY

When running main software version MP V4.22 make sure that all other cards and or applications are upgraded to match the following system software tables.

OfficeServ 7400

MP40	LP40	LCP	MGI64	MGI16	TEPRI	TEPRIa	TEPRI2	ISTOOL
V4.22 08.08.20	V1.17 07.11.12	V4.14 08.08.07	V1.23 08.08.08	V1.23 08.08.08	V1.07 07.11.12	V4.24 08.06.05	V4.24 08.06.05	V1.22 08.08.20

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OfficeServ 7200

MCP	LCP	TEPRI	TEPRIa	MGI64	MGI16	ISTOOL	OSM
V4.22 08.08.20	V4.14 08.08.07	V1.07 07.11.12	V4.24 08.06.05	V1.23 08.08.08	V1.23 08.08.08	V1.22 08.08.20	V4.14Z 08.07.24

OfficeServ 7100

MP10	SP	VMS	WEB	MGI	LENUX	ISTOOL	TEPRIa	TEPRI
V4.22 08.08.20	V2.12.0 08.07.15	V2.75.0 08.08.30	V4.07H 08.07.28	V2.0.0 08.07.28	V2.6.13 06.12.23	V1.22 08.08.20	V4.24 08.06.05	V1.07 07.11.12

INSTALLATION TOOL

A new version of Installation Tool V1.22 dated 08.08.20 is available to support new MP Software V4.22.

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

SOFTWARE UPGRADES

To upgrade to this new software, you must download the latest IS-TOOL software version V1.22 (08.08.29) from GSBN located under Communication→Technical Support→Downloads→Released Software, before you attempt to do this new software upgrade. This step has to be done for the OS7100, OS7200, and OS7400 product lines. This step must be done for all OS7000 switch upgrades no matter what software you are currently running.

The following additional steps must be done if you are not running V4.14K software on the OS7000 Switches.

- **OfficeServ 7100:** Since OS7100 software started with V4.04a, the only upgrade is the with IS-TOOL using the latest version to upgrade to V4.22 software.
- **OfficeServ 7200:** The OS7200 software upgrade to switches running any software less than V4.XX must use download the latest OSM software V4.12 (08.07.24) from GSBN along with the latest IS-TOOL. They must upgrade from the V2.XX software using OSM to V4.14K and then upgrade using IS-TOOL from V4.14K to V4.22.
- **OfficeServ 7400:** The OS7400 software upgrade to switches running any software version less than V4.XX will have to download the latest WEBMMC program on GSBN version V1.17.0 (08.03.10). Any users running V3.XX on the OS7400 will use the WEBMMC to upgrade to V4.14K and then use IS-TOOL to upgrade to V4.22 Software.

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LITERATURE AND DOCUMENTATION

Technical Manuals and User Guides for OS 7100, OS 7200 and OS 7400 will be updated to support these new features and enhancements and will be available for download on GSBN in 30 days.

TRAINING AND CERTIFICATION

Main program software V4.22 for the OS 7100, OS7200 and OS 7400 systems does not require additional certification to obtain Technical Support.

However, when V4.22 is used to support SIP services, Technicians must complete and pass the the OfficeServ 7000 SIP Services online course (course #: 3050-01-OL). See recently released Training Bulletin **TRB101008** OfficeServ 7000 SIP Services, dated October 10, 2008.