

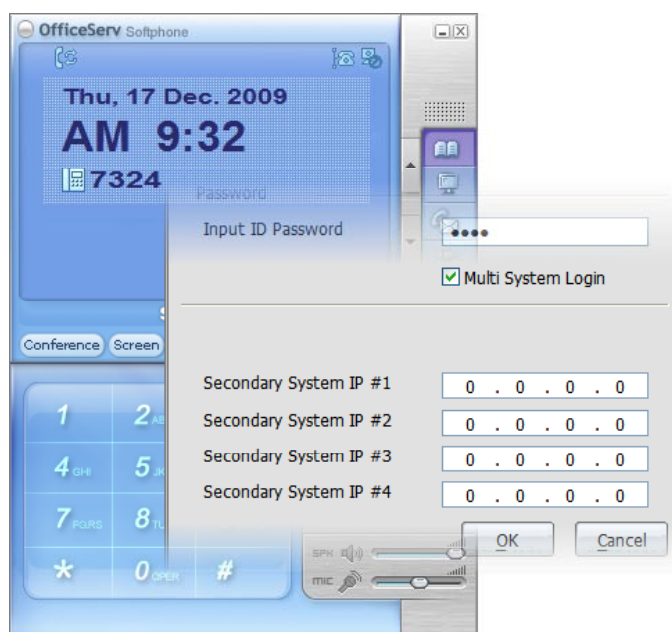
Bulletin No.: 214_Softphone_1_3_2_4

December 17, 2009

OfficeServ™ Softphone V1.3.2.4 General Availability

Samsung is pleased to announce the release of V1.3.2.4 of the OfficeServ Softphone application with a date code of 2009.01.07. This version of software can be downloaded from the GSBN website (located under Communication → Technical Support → Downloads → Released Software) or obtained from Samsung Technical Support on or after December 17th, 2009. This software adds functionality and resolves two outstanding issues raised by you in the field.

NOTE: This version of Softphone is intended for use on OfficeServ 7000 Series systems running V4.4x or higher software. Although it will work with any OfficeServ system at any software version, these fixes can only be fully applied when combined with an OS 7000 Series system running the recently released V4.4x software.



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OfficeServ™ Softphone Software Version 1.3.2.4

NEW FEATURES

Multi-Switch Login

The Softphone now supports the same multiple-system login that is available on the ITP series of keysets. This allows the Softphone to be programmed so that up to 4 other OfficeServ systems can be tried in sequence should the normal system be unavailable. This is most commonly used in situations where the OfficeServ system is behind a NAT firewall and thus has a private (LAN) IP address that is different than the public (WAN) IP address. This change means an employee using a Softphone can move in or out of the building and reestablish their connection without the need to manually reprogram the IP address of the system.

This feature is accessed by going to Configuration | System | Login Info and checking the Multi System Login option.

BUG FIXES

Broadvox Trunk Incompatibility

The OfficeServ Softphone supports video calls to other Softphone stations. As such, when the call setup message is sent to a SIP trunk provider the video capability flag is set. Broadvox (a popular SIP trunking provider) will forcibly reject any call that sends a video call flag. This means that until now the Softphone could not call out on SIP trunks provided by Broadvox.

The recently released v4.41a/V4.42a/V4.45a system software for the OfficeServ 7000 Series systems, in conjunction with this release of the Softphone, allows you to resolve this issue. A new option, **VIDEO SVC**, has been added to **MMC 840**. When set to **DISABLE** the Softphone will not set the video flag when calling SIP trunks. This allows Softphones to make calls to Broadvox or any other SIP trunk provider that operates like this with no issues.

3 Digit Login Names Don't Work

In prior Softphone releases if the user's IP phone login ID (set in **MMC 840**) was 3 digits or less the Softphone could experience trouble logging in to the extension. This issue has been corrected so that user IDs from 1 to 16 characters may be used.

TECHNICAL DOCUMENTATION

The latest OfficeServ Softphone documentation is available for download on the Global Samsung Business Network (GSBN) website, www.samsunggsbn.com, or purchased online using the Samsung-FedEx Office Print-on-Demand website (<http://docstore.fedex.com/samsung>).