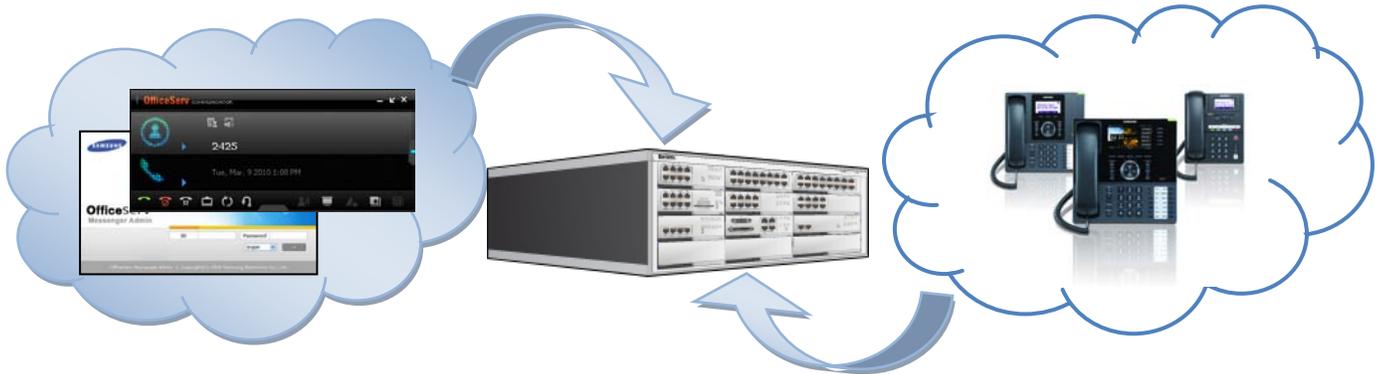


Bulletin No. 219_Software_Version_4_46d

May 10, 2010

Samsung Software Version 4.46d on OfficeServ™ 7000 Series plus SMT-i IP Keysets and CTI Applications

Samsung Telecommunications America is pleased to announce the release of the V4.46d main system software for the OfficeServ™ 7000 Series Systems.



Effective May 10, 2010 all OfficeServ 7000 Series systems, including the OfficeServ 7030 cabinet and software media cards for the other OS7000 Series systems, will ship with V4.46d software date code 10.05.03.

The new features, bug fixes, and feature enhancements provided by the new system software are detailed in the following pages.

NEW FEATURES

1. SMT-i Series Wired IP Keyset Support

We are excited to announce that the V4.46d main system software for the OfficeServ 7000 Series adds support for Samsung's newest line of IP phones: the SMT-i Series. This new software allows you to connect the new phone models (SMT-i3105, SMT-i5210, SMT-i5220, SMT-i5230, and SMT-i5243) to the OfficeServ 7030, 7100, 7200-S, 7200, or 7400.

For more information on the new phones and their capabilities see the SMT-i Series Product Bulletin 217_SMT_i_Series also released today.

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2. OfficeServ Communicator Support

For years the OfficeServ 7000 Series systems have supported a full suite of CTI applications. The V4.46d main system software allows you to add a new CTI application to the suite: the OfficeServ Communicator. The OS Communicator is a powerful call control application with special functionality enabled by and for the new SMT-i Series IP phones.

For more information on the OfficeServ Communicator see the OfficeServ Communicator and OfficeServ Messenger Product Bulletin 218_Communicator_Messenger also released today.

3. OfficeServ Messenger Support

Along with the support of the OfficeServ Communicator, V4.46d also allows you to connect and use the OfficeServ Messenger server. The OS Messenger is a presence awareness and collaboration server used by the OfficeServ Communicator application to provide instant messaging, buddy lists, white boarding, and more.

For more information on the functions the OfficeServ Messenger provides see the OfficeServ Communicator and OfficeServ Messenger Product Bulletin 218_Communicator_Messenger also released today.

4. DESI-less Soft AOM Button Labeling

The V4.46d software adds a new programming menu, **MMC 766: Station Key Names**, which allows you to create custom label names for the programmable AOM buttons on the SMT-i Series phones. This feature not only allows you to name buttons in a meaningful way, such as renaming a VMMSG key to "Voicemail", but also allows you to name them on a per-station basis so they are meaningful to you individually. This means that you can have a DS2001 key labeled as "Joe, but Joe's son can have a DS2001 key that says "Dad".

FEATURE ENHANCEMENTS

1. Enhanced Control of Caller ID During Transfers

Last year Samsung launched the OfficeServ MOBEX feature, which allows a user to process business calls on their cell phone as if they were in the office. This feature has become extremely popular, and due to huge demand we have added a new system-wide option to **MMC 210** with V4.46d software called **HOLD ID SEND** that allows you to control what Caller ID the MOBEX user will see when someone transfers a call to their MOBEX phone.

Traditionally during a transfer the caller is placed on hold while the transferring party dials the number. In the case of a CO Transfer, the CO Provider requires Caller ID to be sent at the moment of call setup. This means that when Joe calls Jane and Jane transfers the call to Bob's cell phone, Bob would see Jane's Caller ID even if Jane had done a blind transfer. This can obviously lead to some confusion, because Bob wants to see that it is, in fact, Joe who is calling him.

When set to **ON** in the above scenario the **HOLD ID SEND** option will send Joe's caller ID to Bob instead of Jane's. When set to **OFF** it will instead send Jane's.

NOTE: Some CO Providers do not allow you to send out a Caller ID number that is not billable to you. In these cases you should set **HOLD ID SEND** to **OFF** in order to prevent the provider from randomly using another of your billing numbers for the Caller ID.

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2. SIP Trunk-to-SIP Trunk Transfer Media Assignment

In December 2009, Samsung launched the Media Proxy Service (MPS) on the OfficeServ 7000 Series, which allows IP phones to call IP trunks without the need for a more costly MGI channel. We have since discovered that some SIP Trunk providers are not able to negotiate with the MPS channels properly when doing trunk-to-trunk transfers. To resolve this incompatibility a new system-wide option has been added to **MMC 861** with V4.46d called **SIP2SIP MGI**. This new setting is under VoIP RTP option and determines whether an MPS channel or an MGI channel will be used when transferring a SIP trunk caller to another SIP trunk destination (such as a cell phone). When set to **ON** an MGI channel will be assigned. When set to **OFF** an MPS channel will be used.

3. SIP Trunk Ringback Assignment

With V4.46d main system software a new option called **SIP-T RBACK** has been added to **MMC 861** under VoIP RTP option. This new option allows you to set which type of SIP Ringback message will be sent during SIP trunk calls; a **183** message or a **180** message. This options has been added to support specific SIP providers who require that the ringback source be explicitly defined. The **183** setting means that the SIP Provider should generate ringback tones. The **180** setting means that the OfficeServ 7000 Series system should generate the ringback tones. Check with your SIP Provider to determine the best setting to use for your trunks.

4. Tutorial License Enhancement

Last year Samsung added the Tutorial Licensing feature to the OfficeServ 7000 Series systems. This feature allows you to test out various applications, such as OfficeServ Softphone stations or Executive MOBEX users, without purchasing a license. The V4.46d software further enhances this license by adding the SPNet site license to the Tutorial License. This means that during your 2 week Tutorial period you may now also try out the SPNet system networking feature.

5. Licensing Update

With the new system software the Service License entered in **MMC 860** has been updated to add support for the OfficeServ Communicator UC Phone mode. The new license field displays in the MMC as **CALL MNGCNT**.

BUG FIXES

1. OfficeServ 7030 Voicemail License Issue

The V4.41a main system software that launched with the OfficeServ 7030 had an issue that would only allow half the number of licensed voicemail ports to operate. This issue has been corrected with V4.46d so that you may use the same number of voicemail ports that you have licensed.

2. CID Review Block Issue

The V4.41a/V4.42a/V4.45a main system software introduced an issue that caused the CID button to erroneously report that a call had no Caller ID information received the first time you viewed the call. Scrolling through NND information twice would cause the data to appear. This issue has been corrected so that the received Caller ID will be shown the first time through.

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3. MP10a Embedded SVM Language Default

Prior versions of main system software had an issue where if you changed the default operating language for the embedded voicemail on the OS7100 it would be reset to English upon reboot. This issue has been cleared with V4.46d so that the language change will persist across reboots.

4. KMMC With iDCS 8B Keysets

The V4.41a/V4.42a/V4.45a main system software introduced an issue that prevented iDCS 8 button keysets from logging into KMMC programming. This issue has been resolved with V4.46d.

5. MGI-to-MPS Handoff

In prior versions of software an issue existed that could cause audio problems when handing off SIP trunk calls from the Auto Attendant to an IP phone. The SIP trunk uses an MGI channel when talking to the AA, but transitions to an MPS channel when connecting to the IP phone. An issue has been corrected in this transition with V4.46d so these types of calls will no longer experience one-way or no-way audio.

6. GLISTEN SPEAKER with OfficeServ Call

There was an issue in prior software that could cause a call to become stuck in OS Call if the station had GLISTEN SPEAKER enabled. This issue has been resolved in V4.46d so that OS Call can properly hang up the call.

7. Trunk Crosstalk During Transfer

In previous versions of software a rare and specific issue could cause the called party in a trunk-to-trunk PRI transfer to be able to listen to conversations on the trunk even after the end of the call. This issue has been rectified with V4.46d so that this "spy mode" won't occur.

8. Delayed RP Key Operation

The V4.41a/V4.42a/V4.45a main system software slowed the processing of RP keys in a way that caused them to not show Ring Plan changes for a minute or two after the change. This slowdown has been corrected in V4.46d so that RP keys will transition with Ring Plan changes properly.

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SOFTWARE COMPATIBILITY

When running main software version V4.46d 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
V4.46d 10.05.03	V1.25 09.12.28	V4.17 09.04.29	V1.26 09.08.26	V1.26 09.08.26	V1.07 07.11.12	V4.26 09.06.29	V4.26 09.06.29	V2.01 09.08.26

SVMi-20E	I/T TOOL	LINK
V5.3.3.5 09.04.22	V1.46d 10.04.29	V3.3.0.4 09.10.30

OfficeServ 7200

MCP / MP20	LCP	MGI16	TEPRI	TEPRIa	OAS
V4.46d 10.05.03	V4.17 09.04.29	V1.26 09.08.26	V1.07 07.11.12	V4.26 09.06.29	V2.01 09.08.26

SVMi-20E	I/T TOOL	OSM	LINK
V5.3.3.5 09.04.22	V1.46d 10.04.29	V4.14Z 08.07.24	V3.3.0.4 09.10.30

OfficeServ 7200-S

MP20S	SP	VM	MGI	WEB	MPS	LINUX
V4.46d 10.05.03	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	V4.26 09.06.29	V1.46d 10.04.29	V3.3.0.4 09.10.30

OfficeServ 7100

MP10 / MP10a	SP	VM	MGI	WEB	MPS
V4.46d 10.05.03	V2.36 10.02.25	V2.80g 10.04.14	V2.04 09.09.05	V4.12h 10.04.13	V2.00 09.05.11

MGI16	OAS	TEPRI	TEPRIa	I/T TOOL	LINK
V1.26 09.08.26	V2.01 09.08.26	V1.07 07.11.12	V4.26 09.06.29	V1.46d 10.04.29	V3.3.0.4 09.10.30

OfficeServ 7030

MP	SP	VM	MGI	WEB	MPS	LINUX	I/T TOOL	LINK
V4.46d 10.05.03	V2.46 10.02.25	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	V1.46d 10.04.29	V3.3.0.4 09.10.30

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INSTALLATION TOOL

A new version of Installation Tool, version V1.46d dated 10.04.29 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.

SOFTWARE UPGRADES

To upgrade existing systems to this new software you must download the V4.46d_10.05.03 system software and the latest Installation Tool software, version V1.46d (10.04.29), 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 7030, 7100, and 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 V4.46d. 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.

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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 V4.46d.
- 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 V4.46d. 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.

<h3>Upgrading Your OfficeServ 7000 System to V4.46d</h3>
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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 V4.46d:

A. OfficeServ 7030, 7100, and 7200-S:

1. Install the new Installation Tool software V1.46d.
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.

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6. Reconnect Installation Tool. Then using the Installation Tool File Control feature upload the V4.46d system software files for your specific processor to the media card.
 - a. OS7030 Files:
 - i. AP30446D.PKG
 - ii. CS30V440.PKG
 - iii. DR30446D.PKG
 - iv. MS30V720.PKG
 - v. RD30446D.PKG
 - vi. RT30446D.PKG
 - vii. WS30446D.PKG
 - b. MP10 Files:
 - i. AP10446D.PKG
 - ii. CS10V440.PKG
 - iii. DR10446D.PKG
 - iv. MS10V718.PKG
 - v. RD10446D.PKG
 - vi. RT10446D.PKG
 - vii. WS10446D.PKG
 - c. MP10a Files:
 - i. AP1A446D.PKG
 - ii. CS1AV440.PKG
 - iii. DR1A446D.PKG
 - iv. MS1AV718.PKG
 - v. RD1A446D.PKG
 - vi. RT1A446D.PKG
 - vii. WS1A446D.PKG
 - d. MP20S File:
 - i. AP2S446D.PKG
 - ii. CS2SV445.PKG
 - iii. DR2S446D.PKG
 - iv. MS2SV718.PKG
 - v. RD2S446D.PKG
 - vi. RT2S446D.PKG
 - vii. WS2S446D.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. OS7030 Files:
 - i. AP30xxxx.PKG
 - ii. CS30xxxx.PKG
 - iii. DR30xxxx.PKG
 - iv. MS30xxxx.PKG
 - v. RD30xxxx.PKG
 - vi. RT30xxxx.PKG
 - vii. WS30xxxx.PKG
 - b. MP10 Files:
 - i. AP10xxxx.PKG
 - ii. CS10xxxx.PKG
 - iii. DR10xxxx.PKG
 - iv. MS10xxxx.PKG

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- v. RD10xxxx.PKG
- vi. RT10xxxx.PKG
- vii. WS10xxxx.PKG
- c. MP10a Files:
 - i. AP1Axxxx.PKG
 - ii. CS1Axxxx.PKG
 - iii. DR1Axxxx.PKG
 - iv. MS1Axxxx.PKG
 - v. RD1Axxxx.PKG
 - vi. RT1Axxxx.PKG
 - vii. WS1Axxxx.PKG
- d. 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 V4.46d Software.
- 10. Log out of KMMC and connect the Installation Tool to the system.
- 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 V4.46d system software files to the media card.
 - a. MCP Files:
 - i. MPPS446D.ZPG
 - ii. STARTUP.PRE
 - b. MP20 Files:
 - i. MPSV446D.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 V4.46d 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.

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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. MPEV446D.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 V4.46d 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.

ORDERING INFORMATION

All orders shipping from Samsung warehouse on or after Monday, May 10, 2010 that include OfficeServ 7000 MP software will have the appropriate V4.46d version on the SD cards or loaded in the 7030 KSU.

All versions of V4.46d 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

The following documentation has been updated to reflect the new features and enhancements of software version 4.46d. They are dated 05/2010 and are available for download from 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>).

Documentation	Location on GSBN
▪ OfficeServ 7030 Technical Manual	Communication → Technical Support → Downloads → Technical Manuals
▪ OfficeServ 7100 Technical Manual	
▪ OfficeServ 7200-S Technical Manual	
▪ OfficeServ 7200 Technical Manual	
▪ OfficeServ 7400 Technical Manual	
▪ OfficeServ 7030 General Description	Communication → Sales and Marketing → Downloads → General Description
▪ OfficeServ 7100 General Description	
▪ OfficeServ 7200-S General Description	
▪ OfficeServ 7200 General Description	
▪ OfficeServ 7400 General Description	

NOTE: Product documentation requires Adobe® Reader 7.0 or higher. To download the latest version of Adobe Reader go to <http://get.adobe.com/reader/>

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TRAINING AND CERTIFICATION

Main program software V4.46d for the OfficeServ 7000 Series systems does not require additional certification to obtain Technical Support. If you already certified on the OfficeServ 7100 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 V4.46d 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