

Bulletin No.: 229_Software_v4.53b_Release

February 7, 2011

Software Version 4.53b Availability

Samsung Telecommunications America is pleased to announce the release of the V4.53b main system software for the **OfficeServ™ 7400 MP40**, **OfficeServ™ 7200 MP20**, **OfficeServ™ 7200-S MP20S**, **OfficeServ™ 7100 MP10a**, and **OfficeServ™ 7030** Systems.



OS 7030

AVAILABILITY

Effective February 7, 2011, all orders for the OfficeServ 7400 MP40, OfficeServ 7200 MP20, OfficeServ 7200-S MP20S, OfficeServ 7100 MP10a, and OfficeServ 7030 will ship with software version 4.53b. The OfficeServ 7200 MCP and OfficeServ 7400 Smart Media processors do not support software version 4.51 or V4.53b software.

All versions of V4.53b MP software are available for download from the Global Samsung Business Network (GSBN) website, www.samsunggsbn.com under Communication → Technical Support → Downloads → Released Software.

NEW FEATURES

1. Conference Card

Version 4.53b for the OfficeServ 7200 MP20, OfficeServ 7400 MP40, and OfficeServ 7200S MP20S supports the new CNF24 card that provides the Meet-Me Conference application. [See Product Bulletin 228 CNF 24 Release for details.](#)

- New MMC 870/DM 9.1.1: Technician level set up for the CNF24 card.
- New MMC 871/DM 9.1.2: IP addressing for CNF24 card.

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NEW FEATURES-CONTINUATION

2. Device Manager (Embedded and Client Version)

Device Manager is a replacement for Installation Tool, it is embedded in version 4.53b on the MP40, MP20 and MP20S, and it is use to manage these three OfficeServ systems. Version 4.53b supports Device Manager Client version on all OfficeServ 7000 systems. [See Product Bulletin 230 Device Manager Availability for details.](#)

3. Hold Mode with SIP Trunks

SIP Providers have the right to override the OfficeServ Media request when playing MOH. This causes confusion. Who is controlling MOH? A new setting has been added to give more options to deal with various SIP providers. OfficeServ has a new setting “**Hold Mode**” added to MMC 837 or IT/DM 5.2.13. It has the following characteristics:

- SENDONLY: Request to SIP Provider to play OfficeServ MOH (Provider can reply with inactive message and play their MOH to the distant party to save bandwidth).
- INACTIVE: Request to SIP Provider to play SIP Provider MOH.
- SENDRCV: Play MOH from OfficeServ. Provider sees this as two way conversation so they pass the MOH.

This setting only applies when HOLD REINVITE is enabled in MMC 837 or IT/DM 5.2.13 when using MGI channels. When MPS is used HOLD REINVITE is always sent.

BUG FIXES

OFFICESERV 7030 SPECIFIC

1. Ring Plan Lamp Operation

With V4.46d software, changing the ring plan with the RP keys would change the switch ring plan but the lamp operation would revert back to ring plan 1 thirty seconds after a change. The lamp operation was fixed in V4.53b software and will stay with the current ring plan. *This has been fixed in V4.53b software for the OS7030 System.*

OFFICESERV 7100 MP10a SPECIFIC

1. Virtual SLT Port Interaction

When an analog phone is connected to an 8-combo card and a call rings a virtual extension that is on a virtual cabinet but in the same slot and port as that of a physical cabinet, in V4.46d software the physical phone would ring when the virtual port received a call. Example: the analog phone is located at **C1-S2-P2** and the virtual extension is located at **C2-S2-P2**. *This has been fixed in V4.53b software for the OS7100 MP10a System.*

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2. IP-AOM Addition

We have added IP-AOM (SMT-i5264) to the MMC 841 settings for software upgrades. Prior to V4.53b software, this entry was not available for upgrades being pushed to the devices. This is helpful when upgrading software on this device. *This affects OS7100 MP10a System.*

3. Speech Comes Over Speaker in Headset Mode

Under certain configurations and call scenarios, you could hear speech coming over the speaker when in headset mode. We have modified the software in V4.53b not to open a speech path when following the SECURE OHVA option. This option in MMC 110 is called SECURE OHVA and if ON Off-Hook Voice Announce will be received thru the handset and if OFF will receive thru the speakerphone. *This solution has been added to the OS7100 MP10a System.*

4. WIP 5000 Handset Answering Calls

With Software Version 4.46d, incoming calls could not be answered from the WIP 5000 sets. Pressing the Answer button had no effect – the call would continue to ring. *This has been fixed in V4.53b software for the OS7100 MP10a System.*

5. UCD Supervisor SP Key Dial Tone Issue

With V4.46d software, when users who have SP key assignments on their phone receive a page, the next time they access the SP key they hear dial tone. They have to release and press the SP key assignment again. *This has been fixed in V4.53b software on the OS7100 MP10a System.*

6. Ring Plan Lamp Operation

With V4.46d software, changing the ring plan with the RP keys would change the switch ring plan but the lamp operation would revert back to ring plan 1 thirty seconds after a change. The lamp operation was fixed in V4.53b software and will stay with the current ring plan. *This affected only the OS7100 MP10a System.*

7. 16TRK/8TRK2 Diagnostic Tests

We had an issue when running trunk diagnostics on the 16TRK and 8TRK2 cards. With V4.46d software, running a diagnostic on these cards would lock up the trunks. This required a system reset to clear the locked trunks. This has been corrected with V4.53b software. *This affected the OS7100 MP10a.* This was setup in MMC 854 and codec tests were run on the cards.

8. Call Forward Enhancement Feature

With V4.46d software, forwarded calls will not follow the Trunk/Station Use Table in MMC 314 and MMC 614. If you set up the Station Trunk Use Tables to exclude specific trunks and then make calls, the excluded trunks will not be used. However, if you forward a station to the same outside number, the excluded trunks will be used. After installing V4.53b software, turn on ENHANCED FWD (a new feature in MMC 210) and make the same calls. The calls will follow the setting in the trunk/station use tables. *This affects the OS7100 MP10a System.*

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9. Switch Language Setting of System Not Saved

On the OS7100 MP10a Switch, changing the switch language from English to French/Canadian would revert back to English after a switch reboot. *This has been fixed in V4.53b software on the OS7100 Switch.*

OFFICESERV 7200-S SPECIFIC: None

OFFICESERV 7200 SPECIFIC: None

OFFICESERV 7400 SPECIFIC: None

ALL OFFICESERV 7000 SERIES

1. Group Display Setting MMC 119

With Software V4.51 and older, the MMC 119 setting Group Name, DDI Name, and DDI number would display for two seconds and then revert back to name and number on the keyset display. With V4.53b software the display will stay on the screen until the user answers the call. *This has been fixed on all OS7000 switch software.*

2. Station Pair and Call Coverage Interaction

Using a combination of Station Pair and Call Coverage to the paired station would not allow the paired station to ring after the Call Coverage delay timer expired. Now the paired station will ring correctly on all OS7000 Switch Products with V4.53b software. *This has been fixed on all OS7000 switch software.*

3. NND Feature and Call Record Looses Call

With Call Record active recording a call, the user access NND feature for the last name and number on their set would disconnect the call. Now with V4.53b software, the call is not disconnected. This affected all OS7000 Switch Products. *This has been fixed on all OS7000 switch software.*

4. Follow Me Forward Feature Interaction

The Follow Me Forward feature when activated will follow the user to their new temporary location but would not forward to the users voice mail after the call forward no answer timer expired. With V4.53b software all OS7000 product lines will follow the called users forward no answer location. *This has been fixed on all OS7000 switch software.*

5. Handset to Speaker Operation

Beginning with V4.46d users had to put a call on hold before switching from Handset to Speaker or from Speaker to Handset. This has been corrected. Users no longer need to press Hold before switching. *This has been fixed on all OS 7000 switch software.*

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SOFTWARE COMPATIBILITY

When running main software version V4.53b 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
V4.53b 11.01.25	V1.26 10.08.18 V1.27 10.08.26†	V4.18 10.07.12 V4.19 10.08.3 †	V1.26 09.08.26	V1.26 09.08.26	V1.07 07.11.12	V4.28 10.09.07	V4.28 10.09.07	V2.01 09.08.26

† The LCP software must be V4.19 to support CNF-24 if installed in the expansion cabinet. The LP40 software must be V1.27 to support CNF-24 if installed on the OS7400 system. LP40 V1.26 will operate correctly if no CNF-24 card is installed.

SVMi-20E	I/T TOOL	LINK
V5.3.3.5 09.04.22	V1.53a 11.01.21	V3.3.0.4 09.10.30

OfficeServ 7200

MP20	LCP	MGI16	TEPRI	TEPRIa	OAS
V4.53b 11.01.25	V4.18 10.07.12 V4.19 10.08.30†	V1.26 09.08.26	V1.07 07.11.12	V4.28 10.09.07	V2.01 09.08.26

SVMi-20E	I/T TOOL	OSM	LINK
V5.3.3.5 09.04.22	V1.53a 11.01.21	V4.14Z 08.07.24	V3.3.0.4 09.10.30

OfficeServ 7200-S

MP20S	SP	VM	MGI	WEB	MPS	LINUX
V4.53b 11.01.25	V2.41 10.04.14	V2.80r 10.12.02	V2.05 10.05.24	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	V4.28 10.09.07	V1.53a 11.01.21	V3.3.0.4 09.10.30

OfficeServ 7100 MP10a

MP10a	SP	VM	MGI	WEB	MPS	LINUX
V4.53b 11.01.25	V2.52 10.09.08	V2.80r 10.12.02	V2.05 10.05.24	V4.12h 10.04.13	V2.00 09.05.11	V2.6.13 06.12.23

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OfficeServ 7100 MP10a--Continuation

OAS	MGI16	TEPRI	TEPRIa	I/T TOOL	LINK
V2.01 09.08.26	V1.26 09.08.26	V1.07 07.11.12	V4.28 10.09.07	V1.53a 11.01.21	V3.3.0.4 09.10.30

OfficeServ 7030

MP	SP	VM	MGI	WEB	MPS	LINUX	IT-TOOL	LINK
V4.53b 10.12.14	V2.50 10.09.02	V2.80r 10.12.02	V2.05 10.05.24	V4.12h 10.04.13	V2.00 09.05.11	V2.6.13 06.12.23	V1.53a 11.01.21	V2.6.13 06.12.23

INSTALLATION TOOL

A new version of Installation Tool, version V1.53a dated 11.01.21 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 V4.53b system software and the latest Installation Tool software, version V1.53a (11.01.21), 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 V4.53b 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 V4.53b 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 V4.53b. The following steps will allow you to upgrade to V4.14k:

- A. **OS7400 MP40 and OS7200 MP20 V4.53b** packages cannot be directly upgraded from any earlier version (V4.1x, V4.2x, V4.3x and V4.4x) using **Installation Tool**. It is only possible through V4.51 because of the size of main software package, that is, you have to upgrade twice (V4.1x~V4.4x -> V4.51 -> V4.53b) when you upgrade it by Installation Tool. V4.51 software is available for download from GSBN (Communication, Technical Support, Download, Released Software).

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However, you can directly upgrade the main software to V4.53b when you upgrade the software by copying the main software package to SD card using PC.

The OS7030, 7100 MP10a and OS7200 MP20 can be upgraded from any previous version.

- B. OfficeServ 7200-S:** No additional steps are required as these systems have always been compatible with the Installation Tool from creation.
- C. 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 V4.53b. 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.
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 V4.51.
13. After upgrading to V4.51, use the same steps to upgrade to V4.53b software using IT-TOOL.

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- D. 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 V4.53b. 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 V4.51.
16. After upgrading to V4.51, backup the database to the PC and then upload V4.53b software to the SD card using IT-T00L. Restore the database after rebooting with V4.53b software.

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Upgrading Your OfficeServ 7000 System to V4.53b

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 V4.53b:

A. OfficeServ 7200-S:

1. Install the new Installation Tool software V1.53a.
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.
6. Reconnect Installation Tool. Then using the Installation Tool File Control feature upload the V4.53b system software files for your specific processor to the media card.
 - a. MP20S File:
 - i. AP2S453b.PKG
 - ii. CS2SV445.PKG
 - iii. DR2S453b.PKG
 - iv. MS2SV718.PKG
 - v. RD2S453b.PKG
 - vi. RT2S453b.PKG
 - vii. WS2S453b.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. 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 V4.53b Software.

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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. Upgrading software depends on the current operating version. If earlier than V4.51, and using IT-TOOL. You must upgrade to V4.51 before attempting to upgrade to V4.53b software. If this is the case, use step 6 to upgrade to V4.51
6. Using the Installation Tool File Control feature upload the V4.51 system software files to the media card.
 - a. MP20 Files:
 - i. MPS_v451.PGM
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 V4.51 Software.
9. Connect the Installation Tool to the system.
10. Using the Installation Tool, upload the system database from step 2.
11. When upload completes make a few test calls and verify that your database has been restored.
12. Login to the switch and complete a database backup.
13. Using the Installation Tool File Control feature upload the V4.53b system software file to the media card.
 - a. MP20 Files:
 - i. MPS_v453b.PGM
14. Reboot the system to load the V4.53b software and then connect with IT-TOOL.
15. Upload the database created in step 12 and after booting make a few test calls.
16. Complete another database backup to complete the process.

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.

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4. Using KMMC programming complete a backup of the system database with MMC 815. This is the emergency backup should anything go wrong.
5. If the current switch software is running lower than V4.51, you must upgrade to V4.51 before upgrading to V4.53b if using IT-TOOL. Putting the SD card in a PC and copying the V4.53b software will keep you from doing a double upgrade, V4.51 and V4.53b.
6. Using the Installation Tool File Control feature upload the V4.51 system software files to the media card if system is lower than V4.51
 - a. MPEV_451.PGM
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 V4.51 Software.
9. Connect the Installation Tool to the system.
10. Using the Installation Tool, upload the system database from step 2.
11. When upload completes make a few test calls and verify that your database has been restored.
12. Login to the switch and complete another database backup.
13. Then upload the software file MPEV_V453b.PGM to the switch with IT-TOOL.
14. If using the Conference Circuit Pack, you must upload LP40 Software V1.27 to operate the card correctly.
15. Reboot the switch and verify V4.53b software, then upload the switch database backup completed in step 12.
16. Make a few test calls to verify proper operation.

D. OfficeServ 7100: MP10a

1. Connect to GSBN and download the software V4.53b for the OS7100 Switch and the IT-TOOL V1.53a software. Update the IT-TOOL on your PC.
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. Install the new switch software by uploading the following files to the SD card using IT-TOOL.
 - a. AP1AV453b.PKG
 - b. CS1AV440.PKG
 - c. DS1AV453b.PKG
 - d. MS1AV718.PKG
 - e. RD1AV453b.PKG
 - f. RT1AV453b.PKG
 - g. WS1AV453b.PKG
4. After the files have been uploaded, reboot the switch and verify in MMC 727 that the software shows version V4.53b.
5. Upload the database backed up in step 2.
6. Access the Utility section and delete the old files.
 - a. AP1Axxxx.PKG
 - b. CS1Axxxx.PKG
 - c. DS1Axxxx.PKG

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- d. MS1Axxxx.PKG
 - e. RD1Axxxx.PKG
 - f. RT1Axxxx.PKG
 - g. WS1Axxxx.PKG
7. Complete another backup to complete the V4.53b upgrade.

E. OS7030 Switch Upgrade :

1. Connect to GSBN and download the software V4.53b for the OS7030 Switch and the IT-TOOL V1.53a software. Update the IT-TOOL on your PC.
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. Install the new switch software by uploading the following files to the Switch using IT-TOOL.
 - a. AP30V453b.PKG
 - b. CS30V441.PKG
 - c. DR30V453b.PKG
 - d. MS30V720.PKG
 - e. RD30V453b.PKG
 - f. RT30V453b.PKG
 - g. WS30V453b.PKG
4. After the files have been uploaded, reboot the switch and verify in MMC 727 that the software shows version V4.53b.
5. Upload the database backed up in step 2.
6. Access the Utility section and delete the old files.
 - a. AP30xxxx.PKG
 - b. CS30xxxx.PKG
 - c. DR30xxxx.PKG
 - d. MS30xxxx.PKG
 - e. RD30xxxx.PKG
 - f. WS30xxxx.PKG
7. Complete another Switch backup to complete this upgrade.

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TECHNICAL DOCUMENTATION

Technical documentation has been changed to support software version 4.53b. Please refer to [Product Bulletin 229 CNF 24 Release](#) and [Product Bulletin 230 Device Manager Release](#) for a detailed documentation list.

TRAINING AND CERTIFICATION

Main program software V4.53b for the OfficeServ 7000 Series systems does not require additional certification to obtain Technical Support. If you already certified on the OfficeServ 7000 Switches 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 V4.53b 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