

Bulletin No.: 249\_OS\_7000\_v4.65

March 28, 2013

## OfficeServ™ 7000 Series New V4.65 Feature Package

Samsung is pleased to announce the release of software version 4.65 for all OfficeServ 7000 systems.

**The major focus of Version 4.65 is Security.** The need for remote access and connectivity brings challenges to protect the phone system from malicious internet requests from unwanted sources. Who and what gets access and how to control them required new system settings. New password encryption, larger 6 digit passwords, improved voice mail security and various IP White lists are all new tools in V4.65 to make the OfficeServ system more secure from malicious hackers.

In addition to the added security, several enhancements have been added to improve support for and use of standard SIP phones, a simpler 2 digit directory search and a few default setting have changed.

To get all the benefits of v4.65 the following are required simultaneously on the same system.

1. *New OfficeServ v4.65 system software*
2. *New SMT-I series IP phone software*
3. *New Device Manager Version 4.65*

### NEW FEATURES

Refer to the table on page 2 for a list of all the new features of OfficeServ v4.65 software.

For descriptions and programming procedures download the *Software V4.65 Feature Package Reference Manual* from GSBN, by browsing to Communication >> Technical Support >> Downloads >> Technical Manuals.

## OfficeServ™ 7000 Series: New V4.65 Feature Package

### V4.65 FEATURE LIST

FEATURE	7030	7100	7200S	7200	7400
Password Encryption	Yes	Yes	Yes	Yes	Yes
Secure DM Login	Yes	Yes	Yes	Yes	Yes
SIP Station Security	Yes	Yes	Yes	Yes	Yes
VM/AA Password Change	Yes	Yes	Yes	Yes	Yes
DM IP White List	Yes	Yes	Yes	Yes	Yes
Phone IP White List	Yes	Yes	Yes	Yes	Yes
Management IP White List	Yes	Yes	Yes	Yes	Yes
IP Address Range Rule	Yes	Yes	Yes	Yes	Yes
Add Trunk Access Code for SIP Phone Log	Yes	Yes	Yes	Yes	Yes
2 Digit Directory Name Search	Yes	Yes	Yes	Yes	Yes
Unconditional Ring for SIP Phones	Yes	Yes	Yes	Yes	Yes
SIP Cause Message Display	Yes	Yes	Yes	Yes	Yes
TOS Field for SIP Packet	No	No	No	No	Yes
SIP Privacy Header	Yes	Yes	Yes	Yes	Yes
Single CID Number	Yes	Yes	Yes	Yes	Yes
No Response for SIP Comm Exclusive Option	Yes	Yes	Yes	Yes	Yes
Default Data Value Changes	Yes	Yes	Yes	Yes	Yes
Change Telenet ID & Password	Yes	Yes	Yes	Yes	Yes
New SMTi Series Phone Software	Yes	Yes	Yes	Yes	Yes

There is no new hardware introduced or required to support v4.65 feature package.

HARDWARE	7030	7100	7200S	7200	7400
<b>No New Hardware</b>	No	No	No	No	No

## OfficeServ™ 7000 Series: New V4.65 Feature Package

### SOFTWARE COMPATIBILITY CHART

OfficeServ 7000 series V4.65 (2013.03.18) software packages are compatible with these OfficeServ 7000 systems, processors and Device Manager Versions.

OfficeServ 7030	OfficeServ 7100	OfficeServ 7200S	OfficeServ 7200	OfficeServ 7400
7030 Cabinet	MP10a	MP20S	MP20	MP40
Embedded DM V4.65	Embedded DM V4.65	Embedded DM V4.65	Embedded DM V4.65	Embedded DM V4.65
Standalone DM V4.65	Standalone DM V4.65	Standalone DM V4.65	Standalone DM V4.65	Standalone DM V4.65

The following new software is required to support V4.65. See Software V4.65 Feature Package Reference Manual for individual files within the MP packages.

OfficeServ 7030	OfficeServ 7100	OfficeServ 7200S	OfficeServ 7200	OfficeServ 7400
MP 03 PKG V4.65 '13.03.18	MP10a PKG V4.65 '13.03.18	MP20S PKG V4.65 '13.03.18	MP20 V4.65 '13.03.18	MP40 V4.65 '13.03.18
			LCP V4.32 '12.11.20	LP40 V2.02 '13.01.04
Standalone DM V4.65 2013.03.15	Standalone DM V4.65 2013.03.15	Standalone DM V4.65 2013.03.15	Standalone DM V4.65 2013.03.15	Standalone DM V4.65 2013.03.15

**Important Note:** Before upgrading any system to v4.65 read Software V4.65 Feature Package Reference Manual, Section 5, Device Manager, to prevent being restricted from access to the system.

### SOFTWARE AVAILABILITY

Samsung estimates that starting in Q3 2013, all orders for an OfficeServ 7030 cabinet and SD cards for OfficeServ 7100, 7200S, 7200 and 7400 will ship with V4.65 software. All systems sold before then will require software upgrade during installation.

System	Package name	Description
OS7400 MP40	MP40_V465_20130318.zip	MP S/W for MP40 card
OS7200 MP20	MP20_V465_20130318.zip	MP S/W for MP20 card
OS7200 MP20S	MP20S_V465_20130318.zip	MP S/W for MP20S card
OS7100 MP10a	MP10a_V465_20130318.zip	MP S/W for MP10a card
OS7030	MP03_V465_20130318.zip	MP S/W for MP03 card

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New SMT phone software (backwards compatible with earlier system versions)				
SMT-i3105	SMT-i5210	SMT-i5230	SMT-i5243	SMT-i5264
V1.64 2013.03.07	V1.41 2013.03.07	V1.30 2013.03.11	V1.95 2012.12.21	V1.26 2012.11.09

**Note:** SMT phone software will be applied on a running change basis from the Samsung warehouse.

Device Manager	Standalone DM V4.65 (2013.03.15)
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These new software packages may be downloaded from the Samsung GSBN website by browsing to Communication >> Technical Support >> Downloads >> Software.

### DOCUMENTATION & TRAINING

*Software V4.65 Feature Package Reference Manual* is the document that supports V4.65 and Device Manager V4.65 and new SMT-I series phone software.

Each feature is broken down into four sections corresponding to the traditional OfficeServ 7000 Series Technical Manual sections (as required):

- General Description
- Installation
- Programming
- User Instructions

Download the *Software V4.65 Feature Package Reference Manual* from GSBN, by browsing to Communication >> Technical Support >> Downloads >> Technical Manuals.

If you are currently certified on the individual OfficeServ systems no additional certification is required to receive technical support on this software version.

## OfficeServ™ 7000 Series: New V4.65 Feature Package

### BUG FIXES

The following bugs reported in earlier software versions are fixed in OfficeServ v4.65

	Bug Description	7030	7100	7200S	7200	7400
1	A SIP trace shows that the OfficeServ is dropping the call to the SIP carrier after 40 minutes,	X	X	X	X	X
2	911 Call alarm incorrectly displayed	X	X	X	X	X
3	Tutorial License incorrectly displayed	X	X	X	X	X
4	Clock incorrectly set when using NTP server	X	X	X	X	X
5	Programed Message forward via CTI application failed	X	X	X	X	X
6	SIP Hold Re-invite in MMC837 is modified to show Hold Re-invite only when MPS service is disabled	X	X	X	X	X
7	MMC824 USER ID was limited to 4 digits. Now can create larger IDs	X	X	X	X	X
8	Page All (Internal & External) modified not to use MGI channels	X	X	X	X	X
9	SMT-I series phone call log could not support international numbers	X	X	X	X	X
10	OS7100 resetting due to Watch-Dog alarm and Broadcast traffic		X			
12	OfficeServ sending two "Proxy-Authorization headers in the registration message		X			
13	System determines that receiving SLT name field is blank	X	X	X	X	X
14	Press # to send callers to voicemail did not work if DID was set to ring directly to a keyset.	X	X	X	X	X
15	Caller ID to SLT port would only show number. Now it shows name & number	X	X	X	X	X
16	Digits starting with * in DM menu 5.2.3 did not work	X	X	X	X	X
17	Embedded voicemail time stamp incorrect when using NTP server	X	X	X		
18	Overflow from UCD group to UCD group took 5 seconds to overflow when all agents are busy	X	X	X	X	X
19	Only one IP phone could register with Tutorial License	X	X	X	X	X
20	In case of deflecting an incoming call to SVMi-20i VM from IP phone, MGI channel should be used but was not, resulting in no audio.				X	X
21	Using Hotel/Motel service the SMDR Directory Name is overwritten with station name when check-in or checkOut a room				X	X
22	When using VT TRANSFER to a remote node the System does not send DID information to VM when VM receives incoming call through SPNet.	X	X	X	X	X
23	MP20S watch-dog reset occurred when abnormal packet is sent to VM port or referring to wrong point when operating MOBEX.			X		

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	Bug Description	7030	7100	7200S	7200	7400
24	When searching a UCD ring group member, system would exclude MOBEX members.	X	X	X	X	X
25	OfficeServ sends G.729 codec in 183 Message even when it is not included in the invite message. Modified not to include invalid codex in 183 Message.	X	X	X	X	X
26	T38 outgoing fax failed when many media lines were used and only sent last media line. It now send all media lines	X	X	X	X	X
26	System did not send DID information when the Operator does a blind transfer of DID calls to busy station with forward on busy to voicemail set.	X	X	X	X	X
27	Station pairing does not work when the primary extension is a member of a station group set to Unconditional ring mode.	X	X	X	X	X
28	TEPRIa upgrade failed on MP10a and MP20S		X	X		
29	DND and Incoming call LED flashed at the same rate on an AOM module. Corrected	X	X	X	X	X
30	SIP Diversion header not working correctly on SIP trunk. Modified DM 5.2.13 to be able to change Privacy header value	X	X	X	X	X
31	Embedded SVMi remote Hold & Page feature correctly put the caller on remote hold and displayed who was paging but there was no page audio.	X	X	X		
32	When both Forward on Busy and DID Busy route were set for same extension a software loop occurred causing a watch-dog reset.			X		
33	System did not send 180/183 Message when SIP Trunk incoming mode is Follow Trunk Ring	X	X	X	X	X
34	OfficeServ does not send the correct CLI to SIP Peering trunk. Modified as below in case of tandem call. 1. If TANDEM CLI option in MMC400 is set to ON, system sends calling party number which is received from the network. 2. If TANDEM CLI option is set to OFF, system sends calling party number by attaching '0' in front of its number.	X	X	X	X	X
35	An undefined error occurs when you save VM data. It was caused by an invalid target serial number. Modified SW to provide an error message "invalid target serial number, please reassign the target"	X	X	X		
36	A call from PSTN to MOBEX associated with SIP phone does not have voice.	X	X	X	X	X
37	A call from PSTN to SLT paired with a SIP phone does not have voice. System modified to send response message to PSTN trunk.	X	X	X	X	X
38	A SIP trunk call to the destination phone using Mobex, tries to ring the cell phone. It rings one time then drops after a few seconds. SDP is now included in the SIP invite message of Mobex call.	X	X	X	X	X

## OfficeServ™ 7000 Series: New V4.65 Feature Package

	Bug Description	7030	7100	7200S	7200	7400
39	When SVMi-20i card installed in 16 channel slot there was no voice to IP phone because system reported incorrect RTP port to IP phone.				X	
40	No CID transmit when old 8COMBO, 8SLI and 16SLI cards installed in slot 2 of 7200 Cabinet with MP20S			X		
41	All time zones were not available in email gateway tab. Corrected.	X	X	X	X	X
42	SIP task is suspended when handling IPUMS messages caused by repeated link disconnection and recovery messages in an unstable network or power ON/OFF of switches.				X	X

The following bugs reported in earlier versions are fixed in Device Manager V4.65

	Bug Description
1	Package update problem. In File Control, system ID for 7200 & 7200S were the same. They now have separate system IDs
2	Device Manager unable to scroll to sites using drop down arrow. Added the scroll feature.
3	Added CANCEL button with modem connection
4	Cannot enter 4 digit passwords for older ITP series phones. Added <b>Select Provider</b> Option - Options > Environment Settings > Select Provider : None => min length 4 - Options > Environment Settings > Select Provider : KT => min length 6
5	DM menu 2.7.3 Minimum password for WIP phone changed from 6 back to 4
6	In DM menu 3.2.1 and 5.11.1 display incorrect order. Corrected, added Order button in menu bar at the top of DM
7	The extension assigned to a function key cannot be deleted in DM 4.9.2 . Corrected.
8	Tenant number in DM menu 2.4.1 could not be changed. Corrected.
9	The displayed values of DM menu 2.8.0 were wrong. Fixed.
10	Device Manager lost item #4 in list index after refreshing. Fixed
11	In DM Menu 5.2.13 some labels like "Session Timer" did not match the related input fields. Fixed
12	DM 5.15.13 not correctly displayed. Added Boss/Secretary
13	Access levels in DM menu 5.13.5 and 2.1.7 have incorrect names. Fixed in 5.13.5 User Level 2 -> Operator , User Level 3 -> Read-only

The following bugs reported in earlier versions are fixed in PWP in V4.65 system software

	Bug Description
1	CNF24 syntax issue. Not possible to use a hyphen (-) in Conference Email form for sender address. (ex. <a href="mailto:kildong@data-talk.com">kildong@data-talk.com</a> ), Can use hyphen now.
2	CNF24 scheduling. Cannot make reservation in first week. Fixed

If there are any questions regarding this notice, please contact your Regional Sales Manager or Samsung Technical Support via email at [bcs.support@samsung.com](mailto:bcs.support@samsung.com).