UPGRADE PROCEDURE

- **OfficeServ 7200—UPGRADE METHOD 1: Using Spare Media Card (requires a media card reader/writer device)**

CAUTION

Please review the virtual cabinet information section carefully before upgrading your systems to v4.14k.

STEPS	PROCEDURE
0	Before beginning this upgrade procedure, access the GSBN website and download the file named ***7200_v414k_upgrade_pkg.zip*** to your PC. This can be found on GSBN under Communications→Technical Support→Downloads→Software→ OfficeServ 7200 Version 4.14k Upgrade Package. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder. This zip file contains all the files required for the OfficeServ 7200 upgrade as mentioned in the steps below.
1	Install the latest version of the OfficeServ 7200 OSM (OfficeServ Manager) version 4.14k (08.03.11). This OSM file is one of the extracted files from the ***7200_v414k_upgrade_pkg.zip*** that you just downloaded. The file is called ***OSM7200(080311)_V4.14k.zip***. Unzip this file to a subfolder on your PC and run the SETUP.EXE program to install or upgrade to the new OSM version 4.14k.
2	The following files are required to upgrade your system to v4.14k. These files are contained in the ***7200_v414k_upgrade_pkg.zip*** file that was just downloaded and unzipped from step 0: The files required are as follows. A. MPPS414k.ZPG: This file is the main operating system software. B. STARTUP.PRE: This file is required to start the operating system. C. LPPSV412.PGM: This file is required to upgrade the LCP in the expansion cabinet if one exists. D. PRI_V107.PGM: This file is required to upgrade the TEPRI card if one exists in your system. E. PR2_0210_V422.PGM: This file is required to upgrade the TEPRIa or TEPRI2 T1 cards if they exist in your system.
3	Using a media card reader/writer device, copy these files to a spare **blank** MMC+ card (or Smart Media card if applicable) obtained from Samsung. Do NOT format this media card. You may delete existing files individually until this card is blank.

STEPS	PROCEDURE
4	Connect to the OfficeServ 7200 (currently running the older 2.XX MCP software) with OSM v4.14k and download the database for backup to your PC. If the system asks you to convert the database, answer Yes. This converts the format of the database to the V4.14k format that must be used with the new operating system. If you are prompted with Virtual cabinet configuration, you may select the default configuration.
5	Using KMMC programming, use MMC 815 to backup the database to the MMC+ Card. This MMC+ card will now be your original media card with the older software and saved database. Once the save has completed, remove this card and store it in a safe place as this is your backup in case you ever need to revert to the older software with the original database.
6	Insert the New MMC+ Card with the new files you programmed in step 3 in to the MCP.
7	Access MMC 746 and do a halt on the SVMI if used. This halts the SVMi hard drive to prevent any possible data loss or corruption. The SVMi halt process is completed when the red 'SDN' LED turns green on the SVMi card.
8	Power cycle the OfficeServ 7200 system.
9	The OfficeServ 7200 will now reboot and come back up in a defaulted state. This will take approximately 3 minutes.
10	Using KMMC programming, verify that MMC 727 shows an MCP version 4.14k.
12	In MMC 830, verify the system IP address is the same as before the upgrade. If not, change it to the correct IP address.
12	Connect to the OS7200 using the new OSM (v4.14k) program and upload the database that was backed up in step 4. This restores the original database.
13	Access MMC 815 and complete a new backup to the new MMC + Card.
14	Using OSM, perform a full database download again to your PC as a backup.
15	Via KMMC, use MMC 818 to upgrade TEPRI or LCP cards if required. Again, using MMC 727, verify the LCP if used and any T1 cards have the correct version from the conversion chart supplied with this product bulletin.
16	You have completed the upgrade.

- **OfficeServ 7200—UPGRADE METHOD 2: Using the Existing Media Card-No Spare (requires a media card reader/writer device)**

STEPS	PROCEDURE
0	Before beginning this upgrade procedure, access the GSBN website and download the file named ***7200_v414k_upgrade_pkg.zip*** to your PC. This file can be found on GSBN under Communications→Technical Support→Downloads→Software→ OfficeServ 7200 Version 4.14k Upgrade Package. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder. This zip file contains all the files required for the OfficeServ 7200 upgrade as mentioned in the steps below.
1	Install the latest version of the OS7200 OSM (OfficeServ Manager) version 4.14k (08.03.11). This OSM file is one of the extracted files from the ***7200_v414k_upgrade_pkg.zip*** that you just downloaded. The file is called ***OSM7200(080311)_V4.14k.zip***. Unzip this file to a subfolder on your PC and run the SETUP.EXE program to install or upgrade to the new OSM version 4.14k.
2	The following files are required to upgrade your system to v4.14k. These files are contained in the ***7200_v414k_upgrade_pkg.zip*** file that was just downloaded and unzipped from step 0: The files required are as follows. A. MPPS414k.ZPG: This file is the main operating system software. B. STARTUP.PRE: This file is required to start the operating system. C. LPPSV412.PGM: This file is required to upgrade the LCP in the expansion cabinet if one exists. D. PRI_V107.PGM: This file is required to upgrade the TEPRI card if one or more exist in your system. E. PR2_0210_V422.PGM: This file is required to upgrade the TEPRIa or TEPRI2 T1 cards if they exist in your system.
3	Remove the existing MMC+ card from the OfficeServ 7200 and insert it into a media card reader/writer device. On the MMC+ card, • Delete all files from this MMC+ card. <u>However, do not format this card.</u> • Copy all the files listed in step 2 to this MMC+ card.
4	Remove the MMC+ card from the media reader/writer device and insert it into the OfficeServ 7200 MCP.

STEPS	PROCEDURE
5	Connect to the OfficeServ 7200 (currently running the older 2.XX MCP software) with OSM v4.14k and download the database for backup to your PC. If the system asks you to convert the database, answer Yes. This converts the format of the database to the V4.14k format that must be used with the new operating system. If you are prompted with Virtual cabinet configuration, you can select the default configuration.
6	Access MMC 746 and do a halt on the SVMI if used. This halts the SVMi hard drive to prevent any possible data loss or corruption. The SVMi halt process is completed when the red 'SDN' LED turns green on the SVMi card.
7	Power cycle the OfficeServ 7200 system.
8	The OfficeServ 7200 will now reboot and come back up in a defaulted state. This will take approximately 3 minutes.
9	Using KMMC programming, verify that MMC 727 shows an MCP version 4.14k.
10	In MMC 830, verify the system IP address is the same as before the upgrade. If not, change it to the correct IP address.
11	Connect to the OfficeServ 7200 using the new OSM (v4.14k) program and upload the database that was backed up in step 5. This restores the original database.
12	Access MMC 815 and complete a new backup to the MMC + Card.
13	Using OSM, perform a full database download again to your PC as a backup.
14	Via KMMC, use MMC 818 to upgrade TEPRI or LCP cards if required. Again, using MMC 727, verify the LCP if used and any T1 cards have the correct version from the conversion chart supplied with this product bulletin.
15	You have completed the upgrade.

- **OfficeServ 7200— UPGRADE METHOD 3: Using OSM File Upload**

STEPS	PROCEDURE
0	Before beginning this upgrade procedure, access the GSBN website and download the file named ***7200_v414k_upgrade_pkg.zip*** to your PC. This file can be found on GSBN under Communications→Technical Support→Downloads→Software→ OfficeServ 7200 Version 4.14k Upgrade Package. Once downloaded to your PC, this zip file should be extracted (un-zipped) to a separate folder. This zip file contains all the files required for the OS7200 upgrade as mentioned in the steps below.
1	Install the latest version of the OfficeServ 7200 OSM (OfficeServ Manager) version 4.14k (08.03.11). This OSM file is one of the extracted files from the ***7200_v414k_upgrade_pkg.zip*** that you just downloaded. The file is called ***OSM7200(080311)_V4.14k.zip***. Unzip this file to a subfolder on your PC and run the SETUP.EXE program to install or upgrade to the new OSM version 4.14k.
2	The following files are required to upgrade your system to v4.14k. These files are contained in the ***7200_v414k_upgrade_pkg.zip*** file that was just downloaded and unzipped from step 0. The files required are as follows. A. MPPS414k.ZPG: This file is the main operating system software. B. STARTUP.PRE: This file is required to start the operating system. C. LPPSV412.PGM: This file is required to upgrade the LCP in the expansion cabinet if one exists. D. PRI_V107.PGM: This file is required to upgrade the TEPRI card if one or more exist in your system. E. PR2_0210_V422.PGM: This file is required to upgrade the TEPRIa or TEPRI2 T1 cards if they exist in your system.
3	Start the new OSM v4.14k and connect to the OfficeServ 7200 system. You must perform these steps in the order listed below. • From the top Menu bar, select OPTIONS, FILE UPLOAD • Delete any files named STARTUP.PRE and STARTUP.INI • Click the OPEN button, browse to the folder where you saved the new files from step 2. • Select each of the files listed in step 2 (one file at a time) and click the UPLOAD button. Repeat this for each file until all files have been uploaded to the MMC+ card in the system. • Delete the **older** MPPS2xxx.ZPG or **older** MPPS2xxx.PGM files. Delete the DATABASE.ENT file if it exists. **DO NOT DELETE THE NEW MPPS414k.ZPG file**.

STEPS	PROCEDURE
4	Connect to the OfficeServ 7200 (currently running the older 2.XX MCP software) with OSM v4.14k and download the database for backup to your PC. If the system asks you to convert the database, answer Yes. This converts the format of the database to the V4.14k format that must be used with the new operating system. If you are prompted with Virtual cabinet configuration, you can select the default configuration.
5	Access MMC 746 and do a halt on the SVMI if used. This halts the SVMi hard drive to prevent any possible data loss or corruption. The SVMi halt process is completed when the red 'SDN' LED turns green on the SVMi card.
6	Power cycle the OfficeServ 7200 system.
7	The OfficeServ 7200 will now reboot and come back up in a defaulted state. This will take approximately 3 minutes.
8	Using KMMC programming, verify that MMC 727 shows an MCP version 4.14k.
9	In MMC 830, verify the system IP address is the same as before the upgrade. If not, change it to the correct IP address.
10	Connect to the OfficeServ 7200 using the new OSM (v4.14k) program and upload the database that was backed up in step 4. This restores the original database.
11	Access MMC 815 and complete a new backup to the MMC + Card.
12	Using OSM, perform a full database download again to your PC as a backup.
13	Via KMMC, use MMC 818 to upgrade TEPRI or LCP cards if required. Again, using MMC 727, verify the LCP if used and any T1 cards have the correct version from the conversion chart supplied with this product bulletin.
14	You have completed the upgrade.

VIRTUAL CABINET INFORMATION

CAUTION

Please review this virtual cabinet information carefully before upgrading your systems to v4.14k.

Virtual Cabinets are logical storage placeholders in software for holding virtual or logical devices such as ITP phones, WIP phones, Virtual extensions, SPNET trunks, etc.. Basically, these are any logical devices that are not physically wired to the system.

Virtual cabinets appear in software emulating real cabinets with slots and ports. Each virtual cabinet will have slots. Each virtual slot will have virtual ports. These logical devices are then assigned or mapped to the virtual cabinet/slot/ports with its associated numbering plan. This allows you to manage these logical devices the same way you would manage a physical device, such as a digital key set and its extension number connected to a 8DLI card. In the case of an ITP phone, you can map it to a virtual cabinet, slot, and port with its extension number. In older software and legacy systems, logical devices were assigned in MMC 724 System Numbering Plan using indexes. Now they are assigned in the Virtual Cabinets just like physical device would be mapped to a real interface card in a real cabinet.

EACH SYSTEM WILL HAVE A DEFAULT VIRTUAL CABINET CONFIGURATION. THIS CONFIGURATION ASSIGNS SPECIFIC VIRTUAL DEVICE TYPES TO EACH VIRTUAL SLOT. THIS ASSIGNMENT GOVERNS THE NUMBER OF VIRTUAL /LOGICAL DEVICES THAT CAN BE ASSIGNED IN THE SYSTEM. **THIS DEFAULT CONFIGURATION CAN BE MODIFIED TO ACCOMMODATE YOUR SPECIFIC VIRTUAL DEVICE NEEDS USING MMC 857**. MMC 724 will still show all virtual devices but will refer to a virtual cabinet/slot and port instead of an index number as in previous software.

- **OfficeServ 7200 Virtual Cabinet Information**

  The OfficeServ 7200 originally never had Virtual cabinets in previous software (V2.x). Virtual Cabinets will be implemented in this system once it has been upgraded to v4.14k.

  The OfficeServ 7200 has:

  - 4 Virtual Cabinets (C3~C6)
  - Each Virtual Cabinet has 6 virtual slots
  - Each virtual slot has 16 virtual ports

  The introduction of Virtual cabinets in the OfficeServ 7200 may impact part of your system numbering plans related to virtual or logical devices. If you wish to preserve your original database when upgrading to v4.14K, you must review your numbering plan associated with any of the logical or virtual devices listed in the table below.

After the database conversion, these devices will now be mapped to the default Virtual Cabinet slot assignments. This means that any virtual device that cannot fit in the associated default virtual cabinet slot assignments will be truncated (deleted). **You must use MMC 857 and add more of the virtual slot type that you need, then use MMC 724 and add the deleted devices back in.**

If your virtual device count is below the number listed in the 2nd column, then the v4.14k database conversion will not delete any virtual device from your numbering plan.

OfficeServ 7200 Virtual Cabinet Default Configuration

Device	Default Virtual Cabinet Capacity (These are the virtual ports assigned at default for these device types)	Effect after converting database to v4.14k.
Virtual (SLT)	16 Max Ports	Any virtual SLTs beyond 16 will be deleted.
Virtual (DGP)	16 Max Ports	Any number larger deleted.
IP Phone (Desktop)	64 Max Ports	Nothing deleted.
IP Phone (WIP)	32 Max Ports	Any number larger deleted.
Virtual (Conference)	16 Max Ports	Any number larger deleted.
VOIP (Network)	16 Max Ports	Any number larger deleted.
VOIP (H323) Trunking	8 Max Ports	Any number larger deleted.