



Bulletin No.: 2007-09

October 4, 2007

OfficeServ™ 7100 Voice Mail S/W Patch 4.04.a (07.09.21)

Samsung Telecommunications America is providing a software patch for the OfficeServ 7100 system software (version 4.04.a 07.09.21) as an immediate solution for the voice mail issue.

Note: *This software patch is only available by calling BCS Technical Support at 1-800-737-7008.*

Software Fixes

Call Alert Notification and off-premise transfers using the OfficeServ 7100 Voice Mail System are reported to only be working in 50% of the attempts made. A fault has been identified in how the MindSpeed processor in the MGI circuit looks for call progress tones (such as rings or busy signals). This function is now programmed into the phone system processor in a similar manner as the other Samsung systems. Tests confirm 100% success rate.

Response time of OfficeServ 7100 Voice Mail System The OfficeServ 7100 Voice Mail is slower than other SVMi systems in responding to user input. However, the code has been optimized to perform faster in responding to voice mail. Your users will be delighted with the faster response time.

Software Compatibility Chart

	MP10	SP	VMS	MGI	Linux	Armboot	Web Tool	Inst. Tool
Version	4.04.a	1.03.0	1.05.0	1.04.0	2.6.13	1.01	4.02.a	0.9.4
Date	07.09.21	07.05.11	07.05.22	07.05.22	06.12.23	07.05.11	07.04.23	07.05.11

	TEPRI	TEPRIa	MGI-16	SMT-R2000	SMT-W5100E
Version	1.07	4.15	1.17	2.05.00	01.03.06
Date	04.11.27	06.05.02	07.02.15	07.04.18	07.04.05

This software patch is being offered as an immediate solution for specific sites where the problems have occurred in the field and where a sale utilizing this patch is pending. The new software will be placed in all OfficeServ 7100 products that ship from our warehouse starting October 8th 2007.

If you have any questions about this bulletin or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com

Samsung Telecommunications America
Business Communication Systems
1301 East Lookout Drive
Richardson, TX 75082

800-876-4782

Page 1 of 1

www.samsung.com/bcs