OfficeServ™ 7000 Series

Software V4.75 Feature Package Reference Manual

Version 1.0 ***March 7, 2014***

Every effort has been made to eliminate errors and ambiguities in the information contained in this guide. Any questions concerning information presented here should be directed to SAMSUNG TELECOMMUNICATIONS AMERICA, 1301 E. Lookout Dr. Richardson, TX. 75082 telephone (972) 761-7300. SAMSUNG TELECOMMUNICATIONS AMERICA disclaims all liabilities for damages arising from the erroneous interpretation or use of information presented in this guide.

Publication Information

SAMSUNG TELECOMMUNICATIONS AMERICA reserves the right without prior notice to revise information in this publication for any reason. SAMSUNG TELECOMMUNICATIONS AMERICA also reserves the right without prior notice to make changes in design or components of equipment as engineering and manufacturing may warrant.

PRINTED IN THE USA

1. TABLE OF CONTENTS

2. INTRODUCTION

The purpose of this manual is to introduce and explain the new features offered in **V4.75** main system feature package for the **OfficeServ 7000 Series** of business telephone systems.

Support for Samsung Call Management Suite (CMS)

The new Samsung CMS application requires some additional data fields to be added to the SMDR output. This manual will detail these new fields and how to turn them on or off as required. The Samsung CMS product has two separate documents to support configuration and use. See separate Product Bulletin announcing this product.

Reported Bug Fixes

The V4.75 Product Bulletin details 31 bugs that have been reported from around the world since launch of V4.65 software. Some of these bug fixes require new system settings. In addition new software for the MGI16, MGI64 and OAS cards is required to fix some of the bugs and support these new settings.

Device Manager V4.75

A new version of the Stand Alone and Embedded Device manager is provided to support the various new system settings. The new setting will be details in the related sections of this manual.

There is no new hardware introduced with V4.75. The chart in the next section lists the features and changes supported by V4.75 along with the related OfficeServ 7000 Series systems.

3. List of New Features & Changes in V4.75

Change or Addition	7030	7100 MP10A	7200S MP20S	7200 MP20	7400 MP40
Support for Samsung CMS	Yes	Yes	Yes	Yes	Yes
16 Bit Email Gateway Message Format	Yes	Yes	Yes	NA	NA
Use First Codec Option	Yes	Yes	Yes	Yes	Yes
Confirm Tone for WE VoIP User	Yes	Yes	Yes	Yes	Yes
Memory Recovery Reset DM 2.1.5	Yes	Yes	Yes	NA	NA
Multi DNS Server in DM 2.1.5	Yes	Yes	Yes	NA	NA
Send Reinvite with T.38 for IP-UMS	NA	NA	NA	Yes	Yes
New OAS/MGI 16/MGI 64 Software	Yes	Yes	Yes	Yes	Yes

Hardware	7030	7100	7200S	7200	7400
New Hardware	**No**	**No**	**No**	**No**	**No**

4. FEATURE DESCRIPTION

This chapter lists the features or changes in the V4.75 software package. Each feature is broken down into four sections corresponding to the traditional OfficeServ 7000 Series Technical Manual sections:

- General Description
  - This section will describe the purpose and market usage of the feature
- Installation
  - For hardware or applications this section will detail the installation of the equipment or program
- Programming
  - This section will detail any relevant Device Manager menu changes relating to the feature
- User Instructions
  - For features that are user-facing this section will describe how a user can access and use the feature

4.1 Settings to Support Samsung CMS

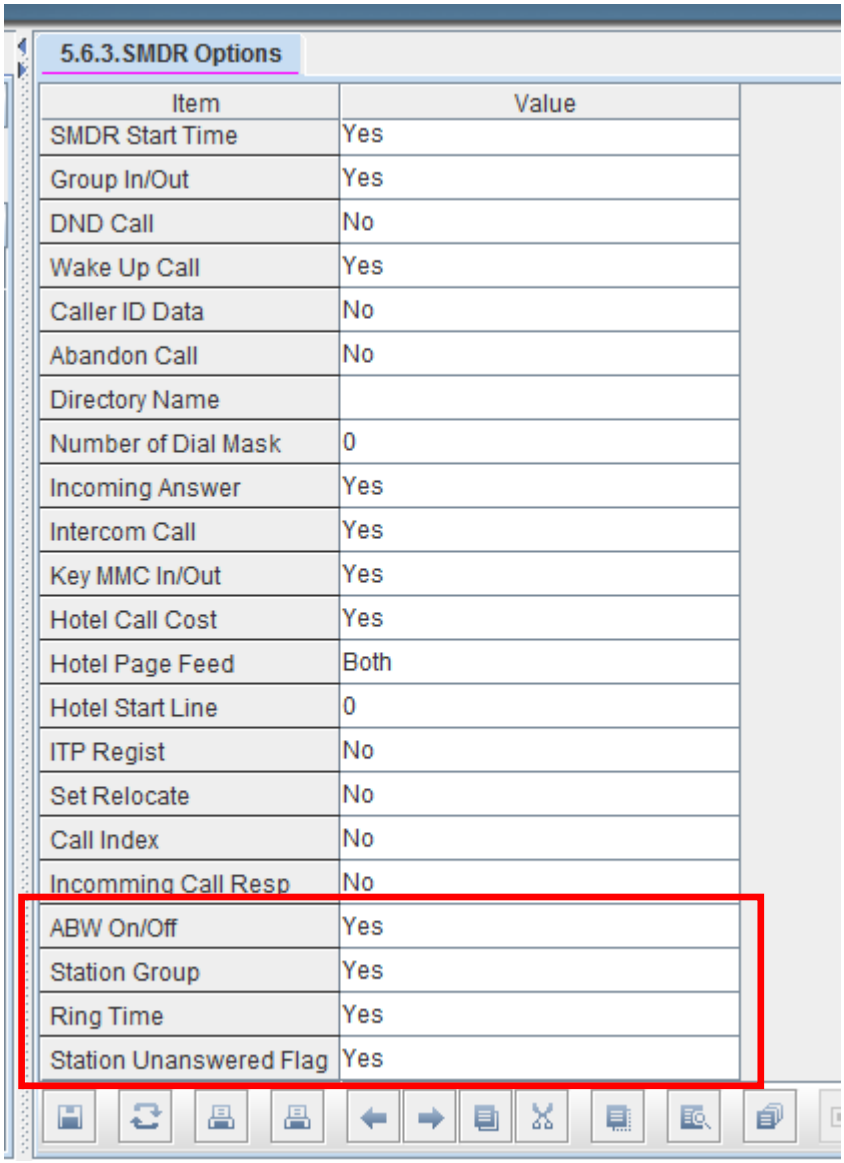
GENERAL DESCRIPTION

The following system options must be enabled to support the call reporting data required by the Samsung CMS product.

1. In **DM 5.6.3 SMDR Options** or MMC 725 make the following settings.
    - Set **Station Group** to Yes. This adds a new column 'Station Group'
        - In case of answered Group Call, this shows the station group that the call was from.
    - Set **Ring Time** to Yes. This adds a new column 'Ring Time'
        - Shows the Ring Time before answer for an *incoming call.*
        - On an *outgoing call*, Ring Time is the call duration before the call is answered by the called party.
    - Set **ABW On/Off** to Yes.
        - This outputs an ABW record for the Agent.
    - **Set Station Unanswered Flag** to Yes (This is a new field added to support Samsung CMS.
        - If a station fails to answer an incoming call, then the call record is output with the '**SU**' flag in SMDR.
        - This may happen for many reasons, e.g.
            - The extension was being called via a group when the MMC: 601 NXT HUNT or GRP TRSF time expired.
            - The extension was being called via a group when MMC: 607 RING-NXT or UCD RECL time expired.
            - During a supervised transfer, the operator retrieved the call.
            - A Call was forwarded using an extension's MMC: 102 Call Forward or MMC: 320 Preset FNA setting.
2. Program Message (PGM) sent to SMDR
    - If an agent sets a Programmable Message, it will be output to SMDR.
    - In **DM 2.5.3 Customer On/Off** or MMC 300 set 'Program Message SMDR' to ON.
3. Programmed Message (PGM) with Group Busy
    - If an extension with AGENT BUSY set to ON, for a specific Programmed Message, then no group calls will be presented to this extension.
    - The extension should be a member of a UCD group.
    - In **DM 5.13.3 Programmed Message** or MMC 715 set Agent Busy to 'ON' for each program message you want agents to show as a record in the SMDR output. *(This is a new column added to support Samsung CMS)*

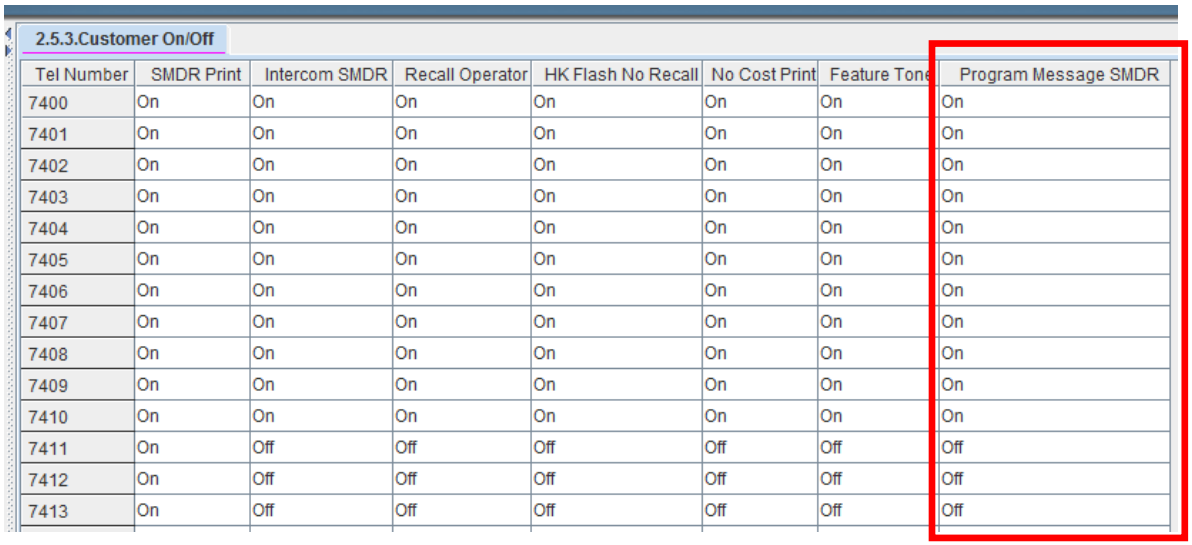
PROGRAMMING

Device Manager Menu **5.6.3 SMDR Options** is used to enable several SMDR columns or data fields that are used by Samsung CMS application.



Item	Value
SMDR Start Time	Yes
Group In/Out	Yes
DND Call	No
Wake Up Call	Yes
Caller ID Data	No
Abandon Call	No
Directory Name	
Number of Dial Mask	0
Incoming Answer	Yes
Intercom Call	Yes
Key MMC In/Out	Yes
Hotel Call Cost	Yes
Hotel Page Feed	Both
Hotel Start Line	0
ITP Regist	No
Set Relocate	No
Call Index	No
Incomming Call Resp	No
ABW On/Off	Yes
Station Group	Yes
Ring Time	Yes
Station Unanswered Flag	Yes

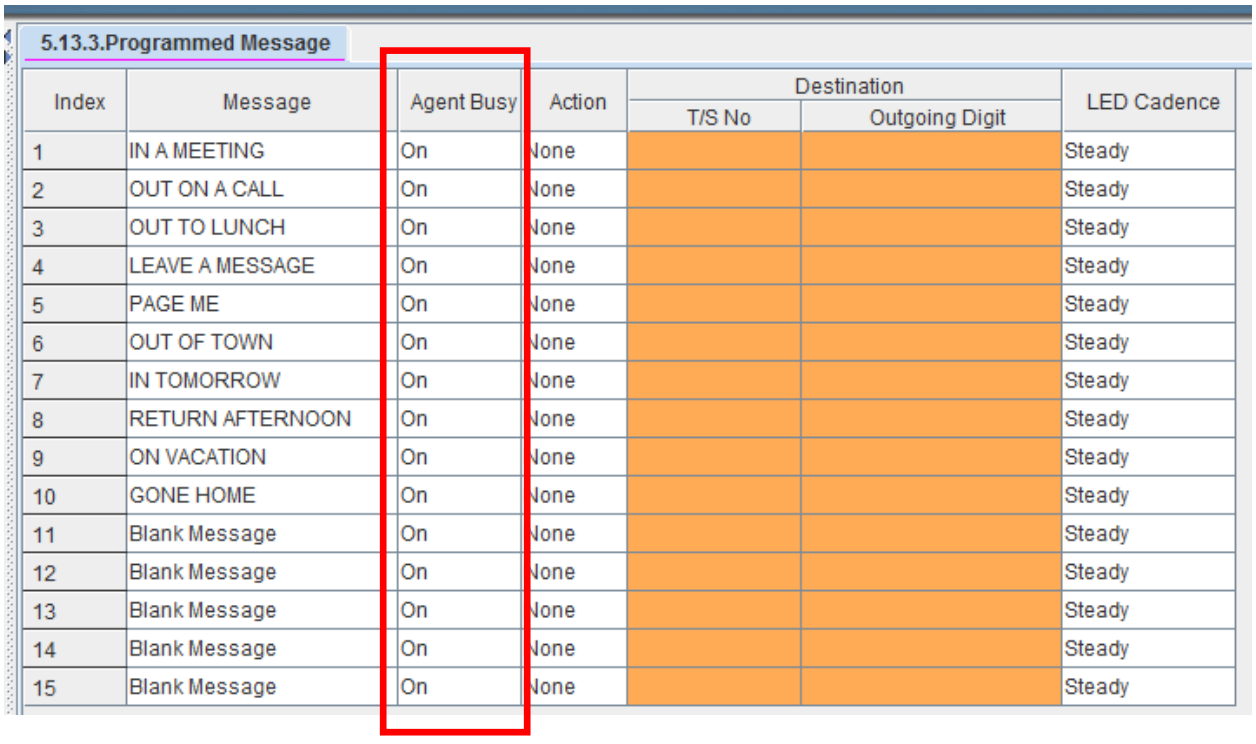
Device Manager Menu **2.5.3 Customer On/Off** is used to set 'Program Message SMDR' to 'On'. When an agent sets a Program Message it will be sent as an SMDR Record with the message.



2.5.3.Customer On/Off

Tel Number	SMDR Print	Intercom SMDR	Recall Operator	HK Flash No Recall	No Cost Print	Feature Tone	Program Message SMDR
7400	On	On	On	On	On	On	On
7401	On	On	On	On	On	On	On
7402	On	On	On	On	On	On	On
7403	On	On	On	On	On	On	On
7404	On	On	On	On	On	On	On
7405	On	On	On	On	On	On	On
7406	On	On	On	On	On	On	On
7407	On	On	On	On	On	On	On
7408	On	On	On	On	On	On	On
7409	On	On	On	On	On	On	On
7410	On	On	On	On	On	On	On
7411	On	Off	Off	Off	Off	Off	Off
7412	On	Off	Off	Off	Off	Off	Off
7413	On	Off	Off	Off	Off	Off	Off

Device Manager Menu **5.13.3 Programmed Message** or MMC 715 has a new column to set Agent Busy to 'On' for each programmed Message. Then no group calls will be presented to this station when the Agent sets this message.



5.13.3.Programmed Message

Index	Message	Agent Busy	Action	Destination		LED Cadence
				T/S No	Outgoing Digit	
1	IN A MEETING	On	None			Steady
2	OUT ON A CALL	On	None			Steady
3	OUT TO LUNCH	On	None			Steady
4	LEAVE A MESSAGE	On	None			Steady
5	PAGE ME	On	None			Steady
6	OUT OF TOWN	On	None			Steady
7	IN TOMORROW	On	None			Steady
8	RETURN AFTERNOON	On	None			Steady
9	ON VACATION	On	None			Steady
10	GONE HOME	On	None			Steady
11	Blank Message	On	None			Steady
12	Blank Message	On	None			Steady
13	Blank Message	On	None			Steady
14	Blank Message	On	None			Steady
15	Blank Message	On	None			Steady

4.2 16 Bit Email Gateway Message Format

GENERAL DESCRIPTION

The 7030, MP10a and MP20s email gateway feature distorts a very low audio message when converted to 'WAV. file' is sent to your Inbox. So it is hard to understand during playback. But when you listen to the message with the telephone it has no problem.

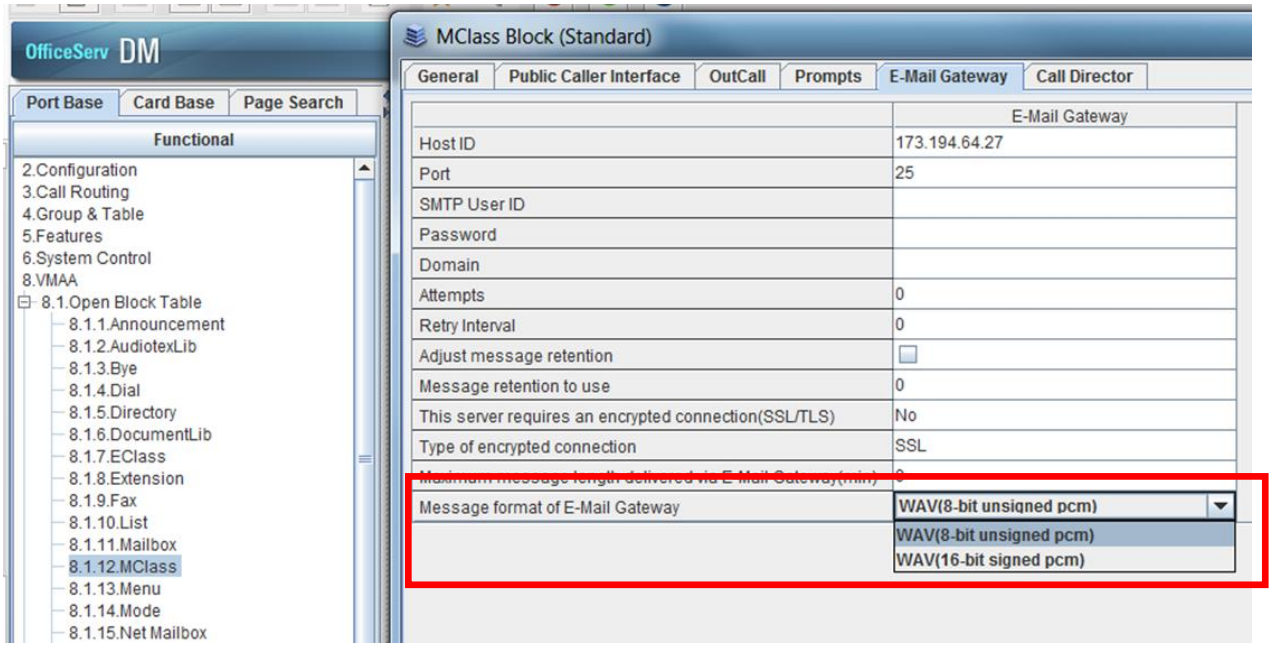
Email gateway converts audio message G.726 (32kbps) -> 16-bit signed linear pcm (128kbps) -> 8-bit unsigned linear pcm (64kbps), then quantization noise always happens. If a message is recorded with very low audio volume, it's hard to hear it because the noise level is similar with the level of voice.

A new option "Message format of E-Mail gateway" is now available in MClass. You can select 8bit pcm (default) or 16bit pcm. If you select 16bit pcm, the quantization noise does not happen so the message is easy to hear, but the converted WAV file is twice the size.

PROGRAMMING

Device Manager Menu **8.1.12 has** a new with a drop down menu to select a WAV file with either 8 or 16 bit pcm format.

Default: WAV (8-bit unsigned pcm)



Note: This issue only occurs on the 7030, 7100 using MP10A and 7200S using MP20s processor.

4.3 Use First Codec

GENERAL DESCRIPTION

With V4.75 software the 'Use First Codec' option is added in DM Menu 5.2.12 SIP Trunk Configuration and DM Menu 5.2.13 SIP Carrier Options

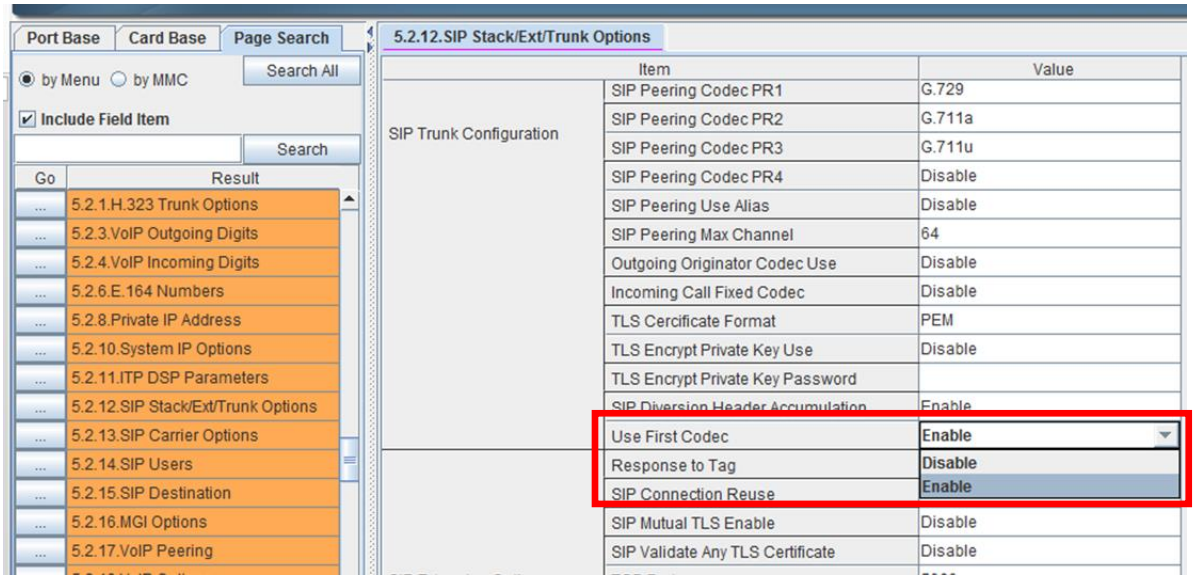
In earlier software version the system can handle only one codec per SIP call. So when it receives 200 OK message that has more than two codecs, it selects one of the codecs and sends Reinvite to ISP. But some particular ISPs resends the Reinvite that has more than two codecs and system also sends Reinvite again.

This situation continues and SIP signaling between OfficeServ and ISP can't be completed. Because of this user has a speech issue.

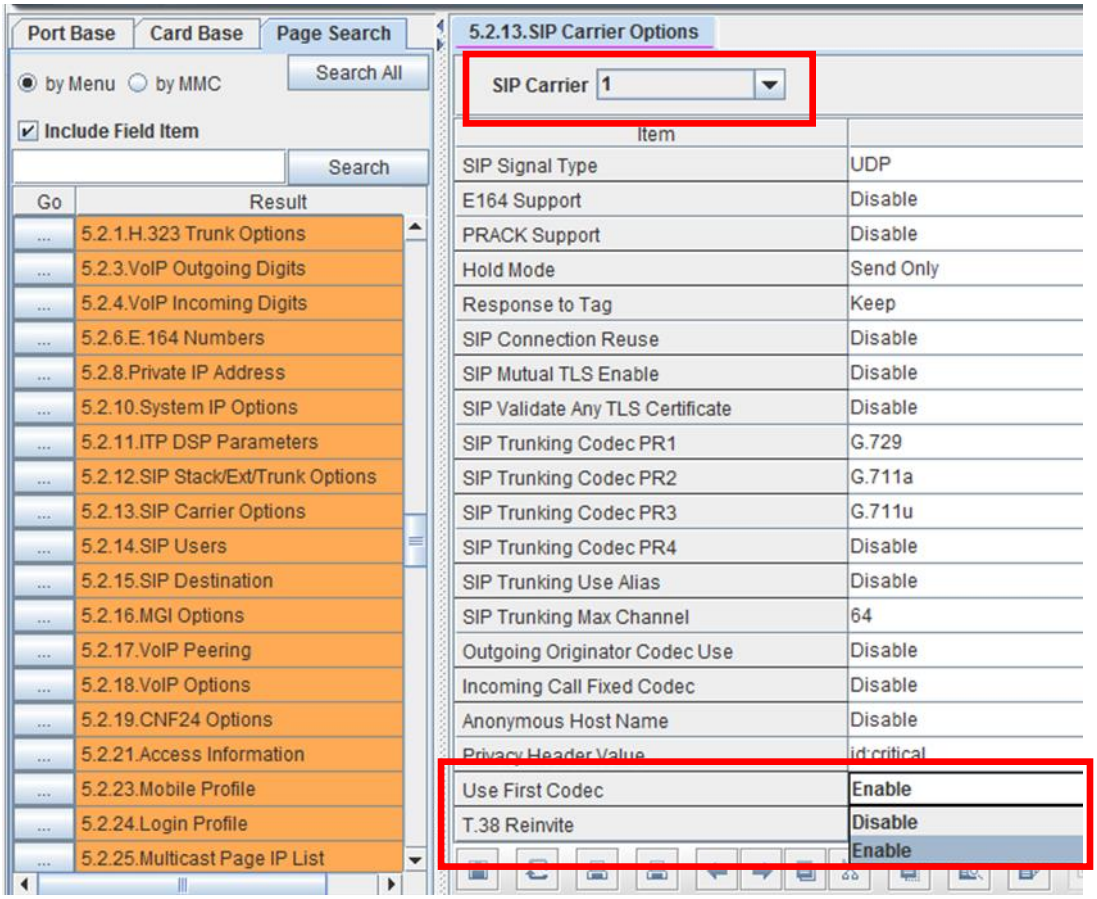
If your ISP or opposite system sends Reinvite that has more than two codecs, over and over again and has a speech issue because of this, you should set '**Use First Codec'** to **ON.** In this case system will select the first codec of the received codec list and not send Reinvite to ISP or opposite system.

PROGRAMMING

Device Manager Menu **5.2.12 SIP Stack/Ext/Trunk Options** has a new field to enable or disable the Use First Codec option for SIP Trunks.



Device Manager Menu **5.2.13 SIP Carrier Options** has a new field to enable or disable the Use First Codec option on a per carrier basis.



4.4 Memory Recovery Reset Option

GENERAL DESCRIPTION

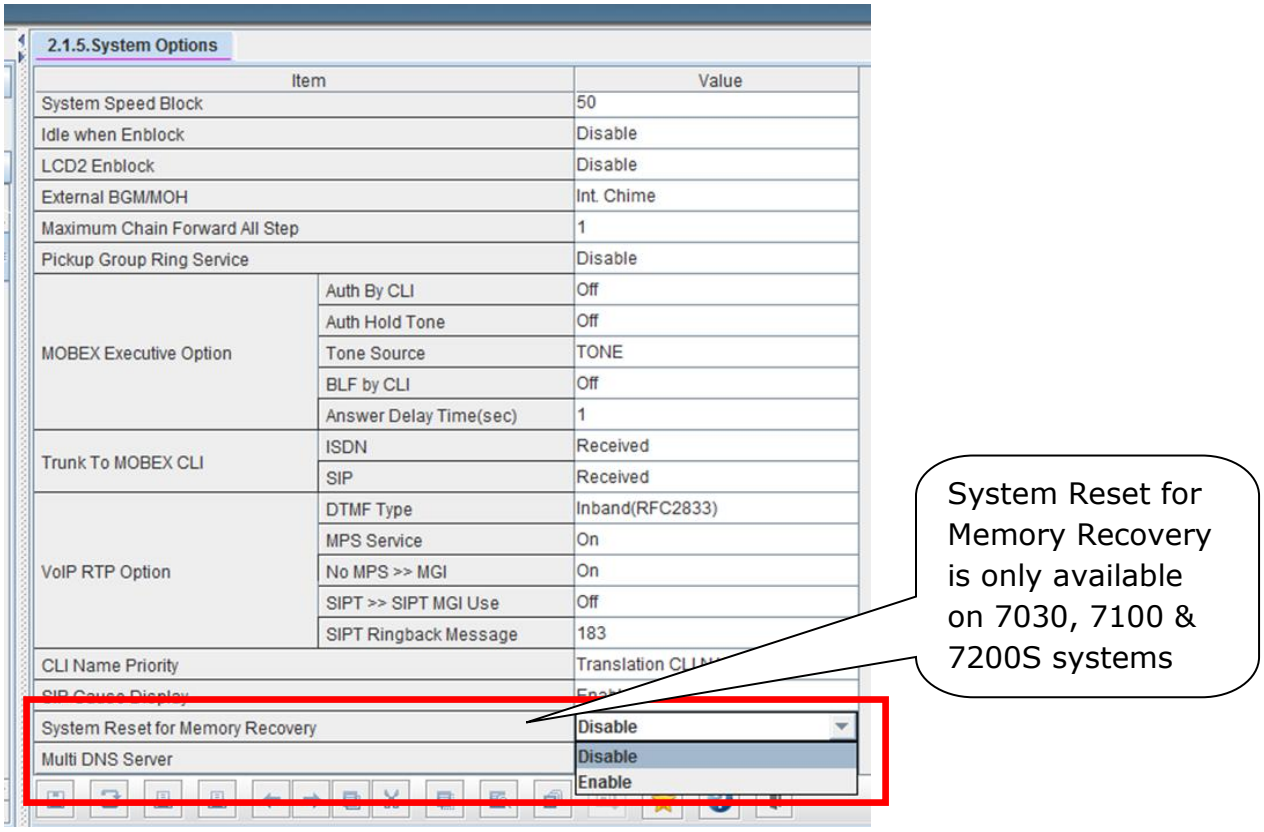
In some particular customer sites, slow operation occurred due to a memory leak on OfficeServ 7030, 7100 (MP10a) and 7200S (MP20S). When this happened the average memory used was over approximately 90%. To prevent slow operation, a memory recovery reset option will reset the system when its average memory is over 88%.

This feature only works when system circumstance meets the below conditions.

- Only Linux system has Memory Recovery Reset feature.
- When 'System Reset for Memory Recovery' option in DM 2.1.5 is set to 'Enable'. (default: DISABLE)
- When average memory is over 88%, specified flag is set. At 4:00 am every day the system always checks this flag. If it is set at 4 am, system will reset automatically.
- You can check memory recovery reset alarm in DM 6.1.1 after system reset

PROGRAMMING

Device Manager Menu **2.1.5 System Options** has a new field with a drop down menu to enable or disable the **System Reset for Memory Recovery.**



4.5 Multi DNS Server

GENERAL DESCRIPTION

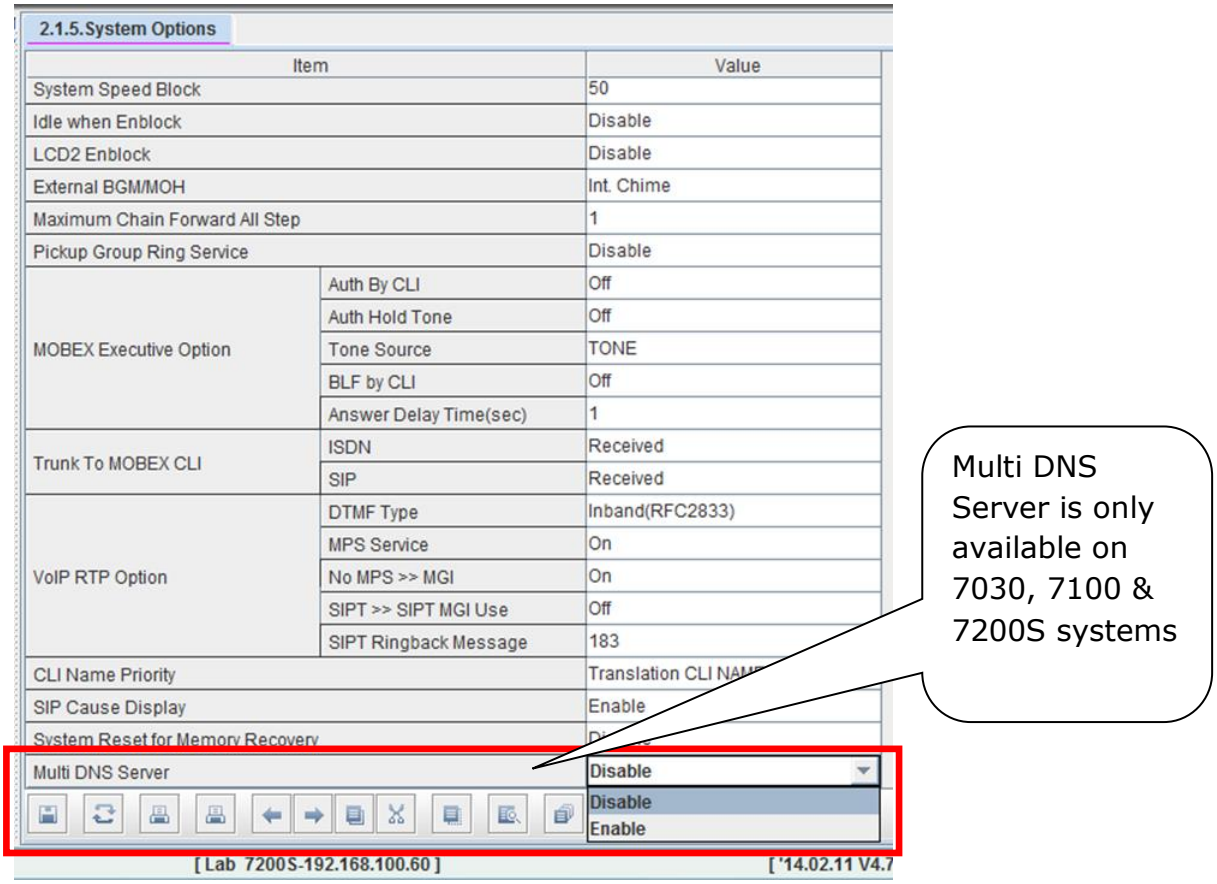
V4.75 software on 7030, 7100 (MP10a) and 7200S (MP20S) applies a new DNS query policy to eliminate a system halt cause by memory leakage when using DNS Server

A new 'Multi DNS Server' setting is available in DM 2.1.5 System Options to be used for sites using multi ISP. (Default: Disable)

- If 'Multi DNS Server' option is **Disabled**, OfficeServ uses only DM 5.6.1 DNS Server 1 & DNS Server 2 settings.
- If 'Multi DNS Server' option is **Enabled**, OfficeServ uses DM 5.6.1 DNS Server 1 & Server 2 settings and DM 5.2.13 DNS Server 1 & 2 options at the same time. DNS Server settings in DM 5.2.13 are per SIP Carrier.

PROGRAMMING

Device Manager Menu **2.1.5 System Options** provides a new Multi DNS Server setting.



4.6 Add Confirmation Tone for WE VoIP Client

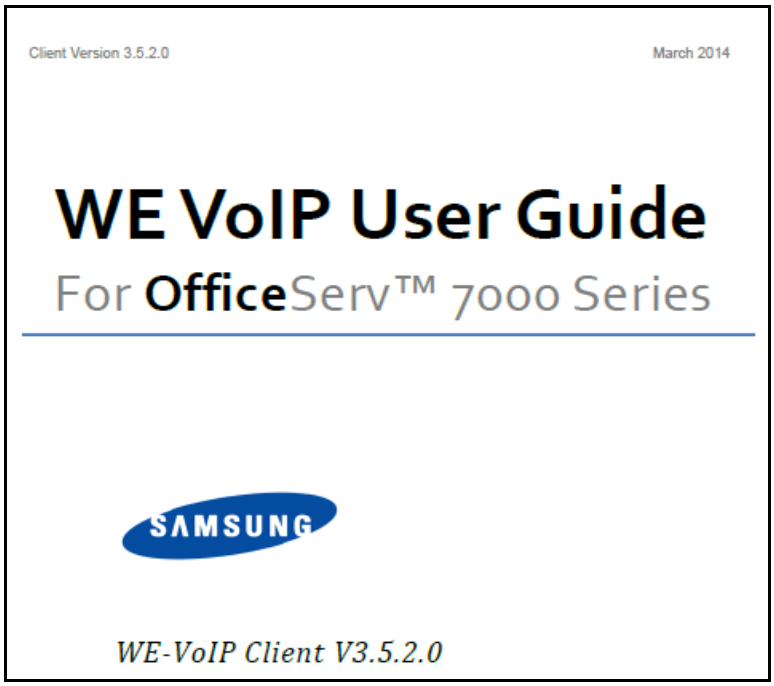
GENERAL DESCRIPTION

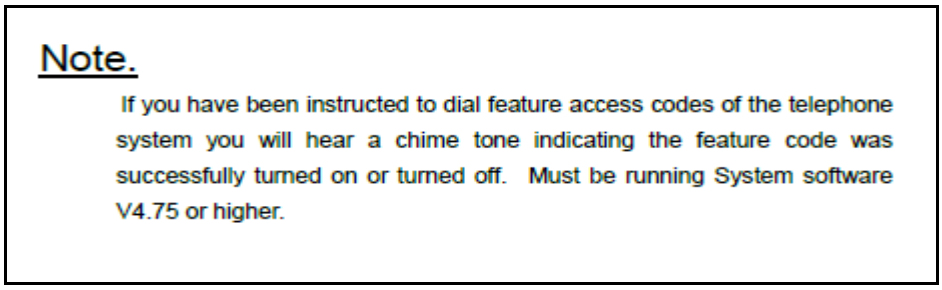
Prior to V4.75, when WE VoIP Clients set Call Forward or DND using the system feature codes, they would receive a series of tones that sounded like a busy tone. This was confusing so the user never was sure if the feature was set or cancelled correctly.

Now with System V4.75 and WE VoIP Client V3.5.2.0 users will hear a simple Chime tone to confirm the feature operation was successful.

PROGRAMMING

No programming required. See latest WE VoIP User Guide dated March 2014, with this note on page 21.





4.7 Send Reinvite with T.38 for IP-UMS

GENERAL DESCRIPTION

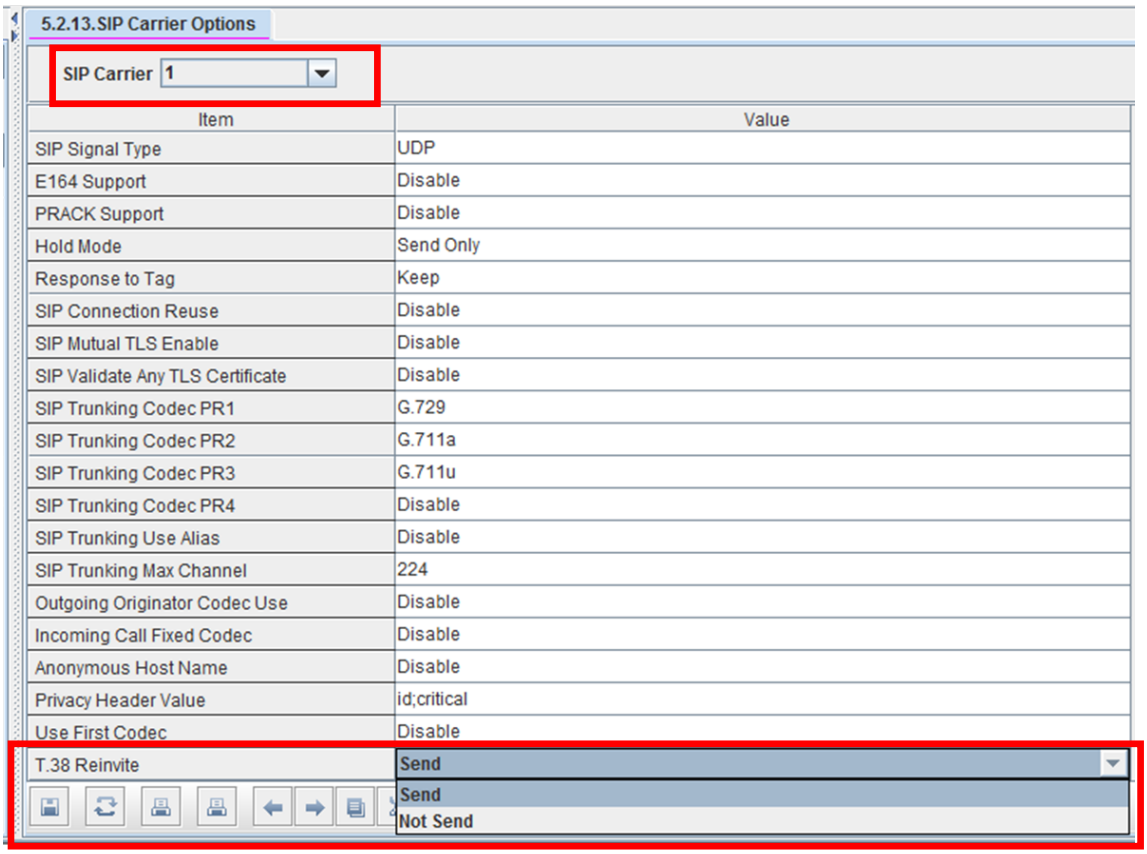
The IP-UMS only supports Fax using T.38 protocol. Previously when an SIP provider sends a Fax call not supporting T.38, the fax failed.

To address this case, V4.75 software has a new setting to send or not send a T.38 Reinvite message. You can select each ISP (SIP Carrier) to send Reinvite with T.38 or Not Send Reinvite with T.38

In the case that the SIP Carrier does not support T.38 and you set DM 5.2.13 'T.38 Reinvite' option to 'Not Send', the system will not send the Reinvite with T.38 so the call works in Fax pass through mode.

PROGRAMMING

Device Manager Menu **5.2.13 SIP Carrier Options** provides a new field for T.38 Reinvite option. Set it to 'Send' or 'Not Send' per SIP Carrier



4.8 New OAS/MGI 16/MGI 64 Software

GENERAL DESCRIPTION

V4.75 comes with new software for the OAS, MGI 16 and MGI 64 cards. You must upgrade these cards in a system running V4.75 to fix the associated bugs listed in Product Bulletin: 256: OfficeServ Software 4.75

MGI 16	**MGI16v130_20140116_pkg**	**MGI16 card software**
MGI 64	**MGI64v130_20140116_pkg**	**MGI64 card software**
OAS	**OAS1v205_20140116_pkg**	**OAS card software**

5. DEVICE MANAGER

OfficeServ V4.75 feature package requires new Device Manager 4.75. In Section 4 of this manual the new fields and programming steps are detailed individually as they relate to each new feature or setting.

This section covers the most important things to know about using new Device Manager 4.75

1. Database Compatibility

- The database of V4.75 is ***not*** compatible with that of a previous version.
- You should (save) download the database of the existing system with DM4.75 before upgrading V4.75 S/W
- After upgrading V4.75 upload the downloaded (saved) Database using DM4.75

2. Java 7 with Update 51 is supported.

- Recommended Java Security Settings
  - General tab: The 'Keep temporary files on my computer' box should be checked.
  - Security tab: Security level can be set to Medium. If set to High you may have to enter OfficeServ system IP addresses in the Exception Site List.
  - Advanced tab: Security Execution Environment > must check the box 'Allow user to grant permissions to signed content'

3. Change Default Password

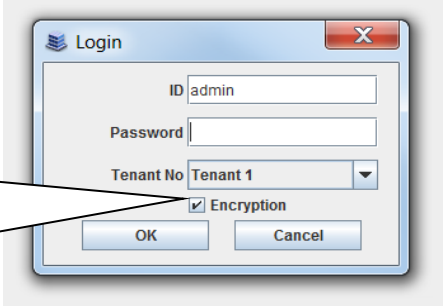
For increased security DM requires the user to change default password when connecting to the system for the first time. This was added beginning with V4.60.

4. Encryption

- Beginning with V4.65 and higher, Passwords related to accessing the system have been encrypted. DM 4.75 reads the encrypted passwords provided by OS V4.65 or higher software.
- **You should use V4.75 DM when connecting to a system with V4.65 software or higher because of encryption.**
- Encryption option is added to DM login menu. Use the check box to select encryption.

Encryption Box

- Before V4.65: Uncheck Encryption box
- V4.65 or higher: Check Encryption box



6. APPENDIX

6.1 Software Packages & Compatibility Tables

OfficeServ 7000 series new MP Software release

System	Package name	Description
OS7400 MP40	MP40_V475_20140303.zip	MP S/W for MP40 card
OS7200 MP20	MP20_ V475_20140303.zip	MP S/W for MP20 card
OS7200 MP20S	MP20S_V475_20140303.zip	MP S/W for MP20S card
OS7100 MP10a	MP10a_V475_20140303.zip	MP S/W for MP10a card
OS7030	MP03_V475_20140303.zip	MP S/W for MP03 card

V4.75 Software Compatibility Chart

The following tables list the software compatibility for OfficeServ V4.75 MP Software. Only the version in **RED** changed with the introduction of OfficeServ V4.75.

1. OfficeServ 7400/7200 S/W Version Compatibility Table

System	OS7400 (MP40)	OS7200 (MP20)
MP	V4.75 '14.02.11	V4.75 '14.02.11
LP40	V2.02 '13.01.04	N/A
LCP	N/A	V4.32 '12.11.20
TEPRI2 TEPRIa	V4.28 '10.09.07 V4.29 '11.05.03(STA only)	V4.28 '10.09.07 V4.29 '11.05.03(STA only)
4BRI	V6.03 '10.06.29	V6.03 '10.06.29
MGI16/64	V1.30 '14.01.16	V1.30 '14.01.16
SVMi-20E	V5.4.1.1 '10.12.27	V5.4.1.1 '10.12.27
SVMi-20i	V6.03 '13.06.03	V6.03 '13.06.03

OAS	V2.05 '14.01.16	V2.05 '14.01.16
DM	V4.75 '14.01.20	V4.75 '14.01.20
PWP	V4.60 '11.10.24	V4.60 '11.10.24
CNF24	V1.02 '11.11.25	V1.02 '11.11.25
OS Link	V3.0.0.4	V3.0.0.4
IP-UMS	V1.4.0.7 '12.09.11	V1.4.0.7 '12.09.11
SNMP	V1.61 '11.09.01	V1.61 '11.09.01-
Bootrom	V1.02 '09.02.27 (checksum: u11(8560), u36(0000)	V1.00 '08.12.16

2. OfficeServ 7030, MP03 Module Version Table

System	OS7030 (MP03)
System	V4.75 '14.02.11
MP	V4.75 '14.02.11
SP	V2.62 '13.07.11
VM	V2.83k '14.01.07
MGI	V2.06 '11.12.09
BRM	V4.22h '13.11.20
PRM	-
WEB	V4.12h '10.04.13
MPS	V2.01 '11.12.09
SNMP	V1.61 '11.09.01
Boot	V4.40 '09.04.21
DM	V4.75 '14.01.20
RTG	V1.00 '11.12.09

3. OfficeServ 7100 MP10a/ OfficeServ7200 MP20S Module version table.

System	OS7100 (MP10a)	OS7200 (MP20S)
System	V4.75 '14.02.11	V4.75 '14.02.11
MP	V4.75 '14.02.11	V4.75 '14.02.11
SP	V2.63 '13.07.11	V2.63 '13.07.11
VM	V2.83k '14.01.07	V2.83k '14.01.07
MGI	V2.06 '11.12.09	V2.06 '11.12.09
BRM	V4.22h '13.11.20	V4.22h '13.11.20
WEB	V4.12h '10.04.13	V4.12h '10.04.13
MPS	V2.01 '11.12.09	V2.01 '11.12.09
SNMP	V1.61 '11.09.01	V1.61 '11.09.01-
Router	-	-
Boot	V1.07 '09.02.24	V0.30 '09.09.22
DM	V4.75 '14.01.20	V4.75 '14.01.20
PWP	-	V4.60 '11.10.24
RTG	V1.00 '11.12.09	V1.00 '11.12.09

4. SMT Phone Series Version Table

SMT-i5264	SMT-i5243	SMT-i5230	SMT-i5220	SMT-i5210	SMT-i3100
V1.26 (2012.11.09)	V1.97 (2013.06.03)	V1.30 (2013.03.11)	V2.40 (2012.12.17)	V1.41 (2013.03.07)	V1.64 (2013.03.07)

Data Base File Conversion

A data base file from previous software version is **not compatible** with v4.75 software. You will need to use new DM 4.75 to download the old data base file to a PC. After upgrading OfficeServ system to v4.75, use DM 4.75 to upload the data base file which was save on the PC to the OfficeServ system.

The data base conversion principal stays the same. You will need to use the latest DM to download the old data base file. Then upload the old data base file to the system after the system is upgraded to new software.

There are some changes on the software upgrade procedure.

1) DM (Device Manager)

Device Manager works with system software version 4.53b or higher. When using new DM 4.75 to connect to a system **prior to OfficeServ V4.65, you must *uncheck*** the encryption box in the Login Screen. For more information, please refer to section 5 of this document.

When using new DM 4.75 to connect to a system **with OfficeServ V4.75, you must *check*** the encryption box in the Login Screen. For more information, please refer to section 5 of this document.

Remember that DM 4.75 will force the user to change default password (#PBX1357sec.com) the first time after logging in. Only the IP addresses listed in Device Manager Menu **5.13.9 DM IP White** can access Device Manager. See section 4.5 DM White List in this document.

DM has new security measure. ID and password of an IP phone cannot be set to the same. DM will not let you save the password if it is the same as ID. However, DM will let you upload the previous database that contains the same IP and password.

a) You can use either standalone DM or embedded DM to access the OfficeServ system. If you use standalone DM, make sure you are use the latest version V4.75. It is recommended to use embedded DM because it always synchronizes with the system software. Embedded DM (device manager) is available to all OfficeServ 7000 system now. Access to the embedded DM is as simple as type in the OfficeServ IP address from the Internet Explorer. It doesn't matter the access in from the private or public network. For example, if the OfficeServ IP address is 222.33.44.555. You can access the embedded DM by type in either

    - http:// 222.33.44.555
    - https:// 222.33.44.555

b) DM can access embedded VM, i.e. OS 7030, OS 7100, and OS 7200s now.

Device Manager with version 4.75 software is designed to support local and remote programming of the OfficeServ systems via LAN/WAN (IP) or serial (modem) connection. LAN/WAN connectivity should be the preferred option because of the speed and availability of the internet. In some cases were internet connectivity is not available, a serial modem connectivity can be used as an alternative to LAN connection, but with limitations. The Device Manager via modem is much slower and is limited in functionality.

Notes:

- *Device Manager (via modem) connectivity **cannot** be used to support **voicemail configuration or software package upgrading.***
- *The OS7030, 7100, 7200s with IT Tool/Web Management did support voicemail configuration or software package upgrading via modem but **IT Tool/Web Management** is **not available** on OfficeServ **4.60 or higher** products.*
- *Understand the limitations with Device Manger (via modem) before electing to use it as an option to the IT tool, Web Management or Device Manager via LAN/WAN connectivity.*

DM has several advantages over IT.

a) Embedded DM is integrated with MP. If you use the embedded DM, you are sure you always use the same software version as MP.
b) DM is based on the Java technology. It means OS independent. DM can be used in Linux and Mac OS. However, DM saves system data base in the PC format. Don't run DM in other operating system to perform database conversion.

2) MP20/MP40

The v4.75 software packages cannot be upgraded through DM because the main software file size is over the 20M bytes limitation. You will need to copy v4.75 software to the SD card

3) OS 7030/MP10a/MP20s

For these systems, you can either use DM or SD card to upgrade the system software.

When upgrading system software to v4.75, the embedded voice mail (VM) data base remains un-touched. That means, **you don't need to convert the embedded VM data base file**. You just need to convert the system data base file.

If you want to save embedded VM data base file, you need to use the following procedure.

a) System software is between v4.1x to v4.6x
   (1) You have to use **Web Management** to download VM data base file. Same procedure as before.
   (2) You cannot use latest DM to save VM data base file when system has old software.
b) System software is v4.75
   (1) You have to use latest **DM** to download the VM data base file.
   (2) You can upload the VM data base file (which is either saved by the previous Web management or save by latest DM) to the system.

4) LP 40

- MP40 should be upgraded to V4.75 before upgrading LP40 because only new MP40 software version can recognize new LP40 file name.
- The designation of LP40 package is changed from LP4xxxxx.PGM to SP4xxxxx.PGM.
- The new LP40 package, SP40V202.PGM contains both LP40 bootrom and LP40 software file. When you try to upgrade LP40 package to V2.02 from an earlier version than V2.02 in MMC818, it will take about 13 minutes because OS7400 system tries to upgrade bootrom for the first 7 minutes and then LP40 package for about 6 minutes.

6.2 Software Upgrade Procedures

1. The OS7400 Upgrade Procedures

Any upgrade to V4.75 will default the database, so doing a backup with DM (Device Manager) V4.75 is a must. Also the new files must be manually copied to the SD card using a PC.

1) Backup the database by using the latest DM.
2) Delete all files off the SD card.
3) Unzip the zipped file on the PC and copy all unzipped contents to the SD card.
4) Insert the SD card back into the switch and power cycle the switch.
5) Copy the previous database file back onto the switch.
6) Access MMC 818 with a phone and upgrade the LP40 or multiple LP40 cards as needed. Each card will take around 15 minutes to upgrade. Do not stop this process.
7) Upgrade any MGI-16, MGI-64 or OAS cards to the latest software version using the MGI-16 procedure.
8) Upgrade all CNF-24 cards using the upgrade procedure.
9) Do a backup onto a PC using DM program and complete a backup using KMMC to the SD card using MMC 815.
10) Upgrade all SMT-I phones.
11) Upgrade complete.

2. The OS7200 MP20 Upgrade Procedure

Any upgrade to V4.75 will default the database, so do a backup with Device Manager V4.75 is a must.

1) Backup the Database to the PC.
2) Take the SD card out of the switch and put in PC. Delete all files off the SD card.
3) Unzip the zipped file on the PC and copy all unzipped contents to the SD card.
4) Insert the SD Card back into the switch and power cycle the switch.
5) Re-login into the switch after it boots into service and copy the database back to the switch. This restores the database to the switch.
6) Access MMC 818 and upgrade the LCP Card if this is a two cabinet OS7200 system.
7) Upgrade any MGI-16 and OAS card to be able to use any new features and hardware.
8) Upgrade all CNF-24 cards using the upgrade procedure.
9) Do a backup onto a PC using DM program and complete a backup using KMMC 815 to the SD card.

10) Upgrade all SMT-I phones.
11) Upgrade Completed.

3. The OS7200S MP20S Upgrade Procedure

Any upgrade to V4.75 will default the database, so doing a backup with Device Manager V4.75 is a must. Start with downloading the DM 4.75 program and using it to download the database.

1) Download the database to the PC using the latest DM program.
2) Download the MP20S program off the FTP site and UNZIP the files onto a folder.
3) Login with DM and access the FILE CONTROL section.
4) Select the folder with the unzipped version of 4.75 software then upload the files to the SD card. Overwrite any files showing duplicated. Make sure the INI is updated selecting the new files uploaded.
5) Reboot the switch and verify that the software shows V4.75 in MMC 727.
6) Login with DM and upload the database that was just downloaded.
7) Verify that the switch is stable and calls can be made.
8) Download a new database for a backup.
9) Upgrade any OAS or MGI-16 cards installed with the latest software.
10) Upgrade all SMT-I phones.
11) Upgrade Completed.

4. The OS7100 MP10A Upgrade Procedure

Any upgrade to V4.75 will default the database, so doing a backup with Device Manager V4.75 is a must. Start with downloading the DM 4.75 program and using it to download the database.

1) Download the database to the PC using the DM 4.75 program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.75 software and upload the files to the SD card. Overwrite any files showing duplicated. Make sure the INI is updated selecting the new files uploaded.
4) Reboot the switch and verify that the software shows V4.75 in MMC 727.
5) Login with DM and upload the database that was just downloaded.
6) Verify that the switch is stable and calls can be made.
7) Download a new database for a backup.
8) Upgrade any OAS or MGI-16 cards installed with the latest software.
9) Upgrade all SMT-I phones.
10) Upgrade Completed.

5. The OS7030 Upgrade Procedure

Any upgrade to V4.75 will default the database, so doing a backup with Device Manager V4.75 is a must. Start with downloading the latest DM program and using it to download the database.

1) Download the database to the PC using the DM 4.75 program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.75 software and upload the files to the system. Overwrite any files showing duplicated. Make sure the INI is updated selecting the new files uploaded.
4) Reboot the switch which will take 15 minutes and verify the software shows V4.65 in MMC 727.
5) Login with DM and upload the database that was just downloaded.
6) Verify that the switch is stable and calls can be made.
7) Download a new database for a backup.
8) Upgrade all SMT-I phones.
9) Upgrade Completed.

6. MGI-16 and MGI-64 Upgrade Procedure

1) Unzip the files in the C drive in a folder called (MGI16) OR (MGI64)
2) Access a TFTP Program example (SOLAR WINDS) and select file and configure the access to the (C:\) drive only.
3) Make sure Telenet IP address is defined in DM menu 5.13.11. See section 4.1 of this manual regarding Management IP White List.
4) Access the START, RUN, CMD to access a telnet session from PC.
5) Type (TELNET XXX.XXX.XXX.XXX) to access the MGI card for programming. XX is the IP address of the MGI.
6) The IP address will be the one in MMC 831 for that card.
7) Login onto the card with user name of mgi and password of mgi12345.
8) Type in (ALLSET)
9) The system will respond with current IP Address which should be the MGI card IP address.

a. Change this address if it needed.

10) The next prompt will be the SUBNET MASK which is 255.255.255.000
11) The next prompt will be the GATWAY. Put in your gateway.
12) The next prompt will be the I/O Server which is the **PC IP address**.
13) When the system responds, 20 seconds later, type in (REBOOT) to reboot the card.
14) The telnet session will disconnect after 20 seconds and 10 seconds later, the
    a. TFTP solar winds window will show the files loading. The card will reboot after the
    b. Upload.
15) After a few minutes, access DM 2.2.0 (MMC 727) and verify the software load and date is correct.
16) Upgrade Complete.

7. OAS Upgrade Procedure

1) Unzip the files in the C drive in a folder called (OAS1).
2) Access a TFTP Program example (SOLAR WINDS) and select file and configure the access to the (C:\) drive only.
3) Make sure Telenet IP address is defined in DM menu 5.13.11. See section 4.1 of this manual regarding Management IP White List.
4) Access the START, RUN, CMD to access a telnet session from PC.
5) Type (TELNET XXX.XXX.XXX.XXX) to access the OAS card for programming. XX is the IP address of OAS card.
6) The IP address will be the one in DM 2.2.2 (MMC 831) for that card.
7) Login onto the card with user name of mgi and password of mgi12345.
8) Type in (ALLSET)
9) The system will respond with current IP Address which is the MGI card IP address. Change this address if it needed.
10) The next prompt will be the SUBNET MASK which is 255.255.255.000
11) The next prompt will be the GATWAY which is 105.52.21.1. Put in your gateway.
12) The next prompt will be the I/O Server which is the PC IP address.
13) When the system responds, 20 seconds later, type in (REBOOT) to reboot the card.
14) The telnet session will disconnect after 20 seconds and 10 seconds later, the TFTP solar winds window will show the files loading. The card will reboot after the upload.
15) After a few minutes, access MMC 727 and verify the software load and date is correct.
16) Upgrade Complete.

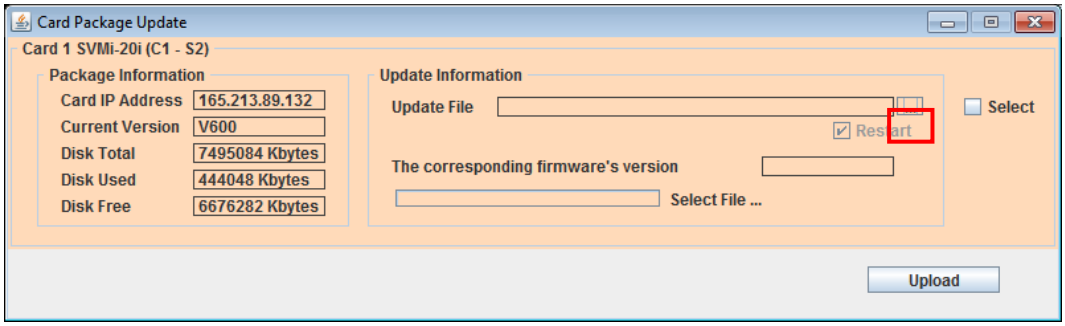
8. CNF-24 Upgrade Procedure

1) Unzip the voice prompts onto a folder on your PC. The main CNF-24 program should not need to be unzipped for this upgrade.
2) Login onto the switch using the latest DM program.
3) Access the UTIL section from the main screen.
4) Access the PACKAGE UPDATE from this UTIL section.
5) You will see CNF-24 card on the switch
6) Select the CNF-24 card and select the (…) to browse to the upgrade file.
7) Select upload and restart after selecting the file.
8) You will see the progress of the upgrade. 2 minutes max to complete.
9) The CNF-24 card will restart after the upgrade.
10) Login into the switch and access MMC 727 and verify the correct version.
11) Upgrade Completed.

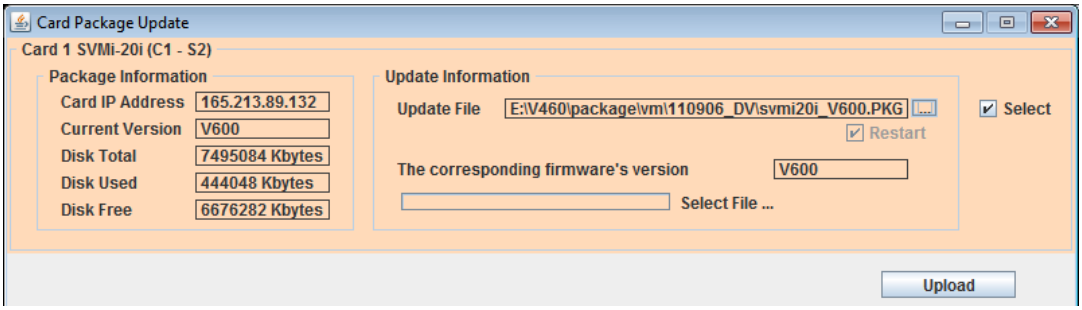
9. SVMi-20i Upgrade Procedure

1) The SVMi-20i software package does not need to be unzipped.
2) Login onto the switch using the latest DM program. System IP needs to be set first in MMC 830.
3) Set an IP address and gateway for the SVMi-20i in DM 2.2.17 or MMC 873
4) The PC needs to be in the same subnet as the system

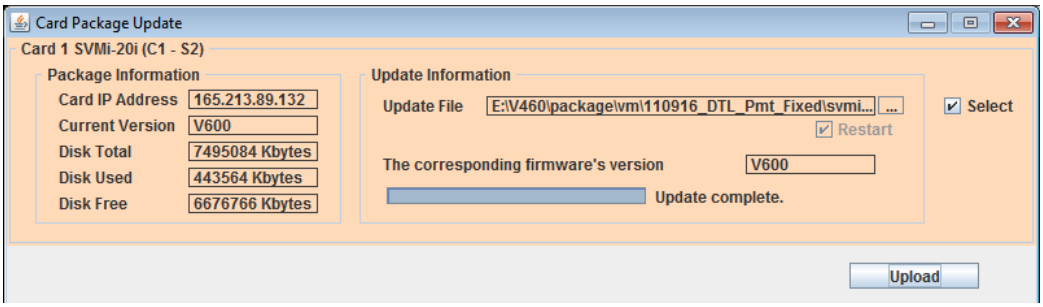
5) Select Package Update.
   In order to upgrade the SVMi-20i's firmware, select 'Package Update' in Util tab of the Device Manager. Then, the following window will pop up.



6) Select the file to update.
   Click **[...]** and select the file to update. If the file is selected, 'firmware's version' will be displayed in File Information.



7) Upload the package.
   Click **[Upload]** button to start to upload the file. To apply the uploaded file, the SVMi-20i card will be restarted automatically.



8) Upgrade Completed.

10. CNF-24 PROMPT Upgrade

1) Download the PROMPT file and unzip it onto a folder on your pc.
2) Access a FTP program and Upload prompts to /mnt/nand0/prompt/ by using FTP. (ID: admin, PW: Samsung
3) Copy all the prompts onto this location in the previous step. You can override the prompts that show a duplicate.

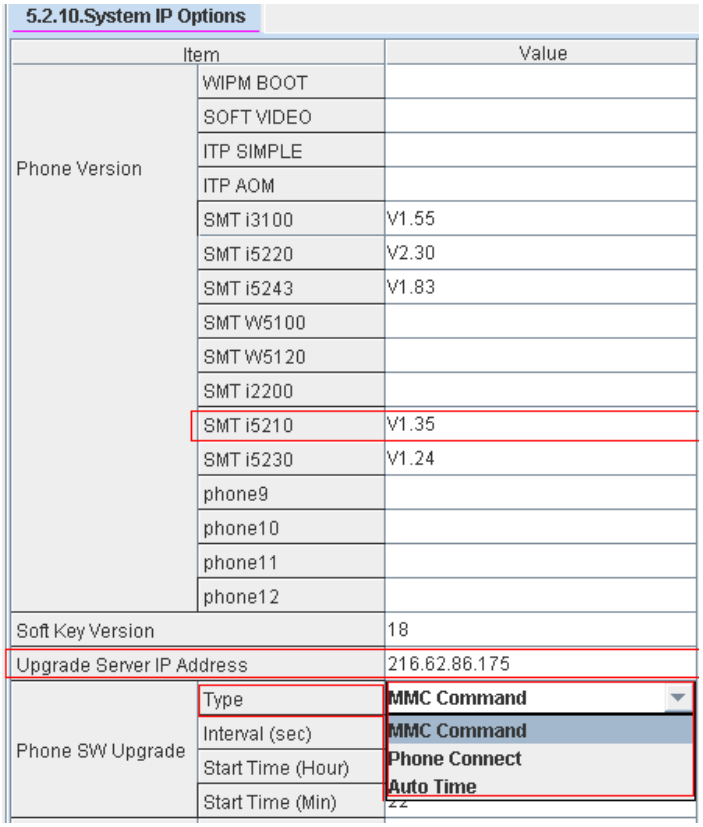
11. SMT-I Phone Upgrade Procedure

Pull software from phone

1) Run TFTP or HTTP server on the PC. PC must be in the same network as the OfficeServ.
2) Set the root directory of TFTP or HTTP to the main unzipped phone software folder. Main folder must contain a subfolder called "ITP-SERIES".
3) Access phone software upgrade menu from the engineering mode. Two ways to enter to the engineering mode.
    a. Press and hold * key while powering up the phone, or
    b. Press ***153#** while phone displays the phone information.
        i. To display phone information, Menu -> Phone -> Phone Information
4) Set PC IP address to the "Upgrade Server" menu and start software upgrade

Push software to phones

1) Run TFTP or HTTP server on the PC. PC must be in the same network as the OfficeServ.
2) Set the root directory of TFTP or HTTP to the main unzipped phone software folder. Main folder must contain a subfolder called "ITP-SERIES".
3) In DM 5.2.10, set software version number, upgrade Server IP address (PC), and type (MMC command). Upon saving the DM setting, system will push the software to phone.



6.3 Product Bulletins

Product Bulletin 256: OfficeServ Software 4.75 dated March 7, 2014

End of Document