Software Release Support

This bulletin is to provide an update to software support on Samsung Wireless Enterprise Products below. These products require specific updates to handle new features, bug fixes and any configurations needed to support your business. These changes are effective January 1, 2016.

The following products software will be supported for Tier 2 and 3 support if the product needs patches to correct issues in the customer's environment. This also includes documentation updates to help the customer configure the products to meet their solution.

Product	Software Release
OfficeServ	Version 4.80 and above
SCMe	4.1 Patch 6 and above
WLAN	Version 2.4.9 and above

As for the accessories or applications such as Phones/Device Manager attached with the Core platform please refer to the Product Matrix associated with the Product line. This will give you the list of supported products and versions associated with the solution. Example is as follows

SOFTWARE RELEASE CHART

OfficeServ 7400										
Device Manager	MP40	LP40	SVMi-20E	SVMi-20i	TEPRI2	MGI-64	CNF-24	OAS	MGI-16	TEPRIa
V4.92	V4.92	V2.04	V5.4.1.1	V6.07	V4.29	V1.30	V1.02	V2.05	V1.30	V4.29
15.07.27	15.07.30	14.11.24**	10.12.27	13.06.03	11.05.03	14.01.16	11.11.25	14.01.16	14.01.16	11.05.03

If you have any questions regarding this Technical Bulletin, please contact Samsung Technical Support at 1-800-737-7008 or by e-mail at we-support@samsung.com . For detailed information, visit www.we-operations.com