OfficeServ™ 7000 Series

Software V4.60 to V4.9x

Feature Package Reference Manual

August 2015 **v1.0**

August 2015

Publication Information

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 ELECTRONICS AMERICA, 1301 E. Lookout Dr. Richardson, TX. 75082 telephone (972) 761-7300. SAMSUNG ELECTRONICS AMERICA disclaims all liabilities for damages arising from the erroneous interpretation or use of information presented in this guide.

SAMSUNG ELECTRONICS AMERICA reserves the right without prior notice to revise information in this publication for any reason. SAMSUNG ELECTRONICS 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

TABLE OF CONTENTS

INTRODUCTION

The purpose of this manual is to outline and detail the official OfficeServ 7000 Software releases beginning with V4.60 to the current V4.90 release. The manual is divided into sections for each official release of software.

Each section contains descriptions for the new features along with the programming instructions to set up the new feature. Some features contain user instructions when applicable. Included in each section is a software compatibility table for that specific release.

This manual makes it easy to track the OfficeServ 7000 software releases in the sequence they were released and conveniently search on a specific feature item.

Note 1: When viewing the Engineering Release Notes posted on GSBN, other versions of MP software will be listed. However they are not listed in this manual because they were not released in North America. New features in earlier versions are all carried forward and included in the next version so nothing is left out as long as you have the latest version.

Note 2: This manual does not include the bug fixes that are part of these software releases. See the Product Bulletins and Engineering Release Notes posted on GSBN to view the details of the bug fixes.

1. V4.60

The purpose of this section is to introduce and explain the version **V4.60** main system feature package for the **OfficeServ 7000 Series** of business telephone systems. Version **4.60** represents a major overhaul of the **OS 7000 Series**' IP capabilities to bring the system more in line with modern customer needs.

In addition to adding support for multiple SIP Service Providers and synchronizing the system clock to a **N**etwork **T**ime **P**rotocol (**NTP**) server, version **4.60** also makes some fundamental changes to the way that IP calls are processed allowing for a much more efficient use of both **M**edia **G**ateway **I**nterface (**MGI**) and **M**edia **P**roxy **S**ervice (**MPS**) channels. Version **4.60** also adds and extends a variety of system features and introduces a variety of hardware expansion cards:

- **SVMi-20i**
- **8COMBO3**
- **8SLI3**
- **16SLI3**

The chart in the next section lists the features and changes supported by V4.60 along with the OfficeServ 7000 Series system(s) supported.

1.1 FEATURES & HARDWARE LIST

FEATURE	7030	7100	7200S	7200	7400
Conference Card Enhancements	**No**	**No**	Yes	Yes	Yes
DID Max Calls Per Ring Plan	Yes	Yes	Yes	Yes	Yes
Download phone book to SMT-I phones	Yes	Yes	Yes	Yes	Yes
DTMF Support on SIP Stations	Yes	Yes	Yes	Yes	Yes
Emergency 911 Conference Feature	Yes	Yes	Yes	Yes	Yes
Enhanced Plug-N-Play	Yes	Yes	Yes	Yes	Yes
Malicious Call Restriction	Yes	Yes	Yes	Yes	Yes
Max Calls in Queue Feature	Yes	Yes	Yes	Yes	Yes
MGI Allocation Change	Yes	Yes	Yes	Yes	Yes
MOBEX Enhancements	Yes	Yes	Yes	Yes	Yes
MP Enhancements	Yes	Yes	Yes	Yes	Yes
Multicast Paging Support	Yes	Yes	Yes	Yes	Yes
Multiple SIP Service Providers	Yes	Yes	Yes	Yes	Yes
NTP Server Support	Yes	Yes	Yes	Yes	Yes
Presence Awareness Enhancements	Yes	Yes	Yes	Yes	Yes
Secure RTP (sRTP) Support	**No**	**No**	**No**	Yes	Yes
Security Enhancements	Yes	Yes	Yes	Yes	Yes
SIP Trunk Enhancements	Yes	Yes	Yes	Yes	Yes
TLS Support on SIP Trunks / Stations	**No**	**No**	**No**	Yes	Yes
Upload VM prompts in .wav format	Yes	Yes	Yes	Yes	Yes

HARDWARE	7030	7100	7200S	7200	7400
SLI Card Support (8COMBO3/8SLI3/16SLI3)	No	Yes	Yes	Yes	Yes
SVMi-20i Support	**No**	**No**	**No**	Yes	Yes

1.2 FEATURE DESCRIPTIONS

This section lists the features in the V4.60 software package. Each feature is broken down into up to 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

1.2.1 Emergency 911 Conference Feature

GENERAL DESCRIPTION

For networked systems or large enterprise businesses it is critically important that **911** calls be monitored and tracked not only so that the right people are aware of emergency situations, but also so emergency personnel can be directed properly.

Version 4.60 adds a new **911 Conference** feature that monitors the system for any user dialing **911** and performs a series of actions:

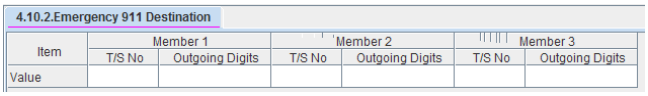
1. The **caller** who dials **911** will be routed by highest priority to emergency services. This means that if **all trunks** are **busy** or **all MGI channels** are **in use** the system will **automatically drop a call in progress** in order to make available resources for the **911** call.

2. The **911 call** will be **logged** to the **System Alarm Log**.

3. Up to **3 predefined monitoring stations** will ring with an **alert** of a **911** call. Upon answering the call the **monitoring station** will be **added to a conference** with the **station who dialed 911** and the **trunk connected to the 911** operator. If the **monitoring station** user wishes to **speak** to the **911** caller or the **911** operator they can **un-mute** their phone to speak.

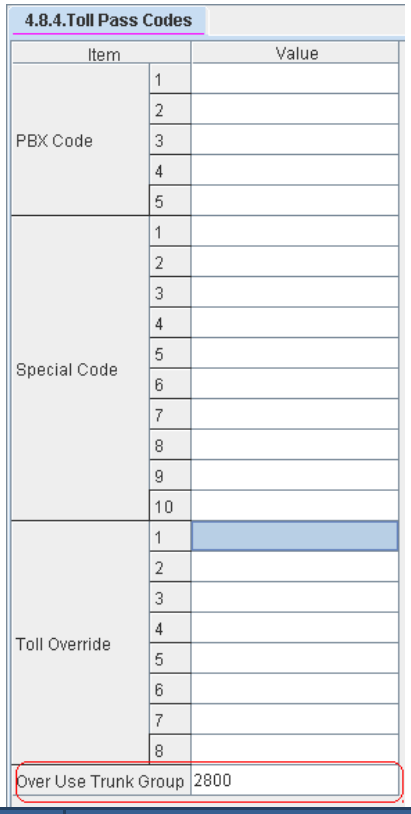
PROGRAMMING

The **4.10.2 Emergency 911 Destination** Device Manager Menu has been added to support the **911 Conference** feature.



FIELD	PURPOSE
Member 1 ~ 3	Sets up to **3 stations** that will be **auto-conferenced** in when any user dials **911**. These can be **local station numbers**, **SPNet stations**, or **external numbers.**

The trunk group for 911 uses needs to be added in **4.8.4 Toll Pass Codes**.



FIELD	PURPOSE
Over Use Trunk Group	Sets up one trunk group for 911 call to use.

Note: The 911 conference feature is supported with PRI and SIP trunking only.

1.2.2 CNF24 Card Enhancements OfficeServ 7200-S/ 7200 / 7400 Only

GENERAL DESCRIPTION

Version 4.60 system software for the OfficeServ 7000 Series also marks the launch of Phase 2 of the 24-port OfficeServ Conference Card. Phase 2 does not change any hardware or alter the way a Conference Card is installed, but rather provides a significant number of feature additions and enhancements to the Conference Card's software. The new and enhanced features are:

- **Add-to-Calendar With ICS Attachment**
  When the Conference Card sends invite emails to attendees they now contain an **iCalendar** (**.ics**) file attachment, which is an industry standard calendar file that can be added to most any personal or business calendar.

- **Retry on Invalid Conference ID or Password**
  When an attendee accidentally enters an invalid conference ID or password they will now be prompted up to **3 times to retry** before being disconnected whereas older software would disconnect immediately on an invalid entry.

- **Conference Email Login Instructions Support**
  In Phase 1 the login instructions sent in the conference email had to be reentered each time a conference was created, meaning that users had to maintain their own set of instructions to copy and paste during every conference creation. Phase 2 has added the ability to save a **system-wide instructions template** that will be used for every conference.

  NOTE: ***Users may still set their own instructions if desired while creating their conference; the saved instructions are only populated for convenience.***

- **New Prompt Languages**
  In addition to **US English** the following prompt languages have been added: **Korean**, **UK English**, **Australian English**, **German**, **Greek**, **Italian**, **Russian**, **Castilian Spanish**, **Turkish**, **Finnish**, **French**, **Dutch**, **Danish**, **Portuguese**, **Swedish**, and **Norwegian**. When the prompt language is changed the **Conference Invite Email** template language is also changed.

  NOTE: ***Conference Login Instructions will still need to be entered in the correct language if the prompt language is changed.***

- **Set Conference Time Zone**
  To avoid confusion when inviting conference attendees from different or multiple time zones, Phase 2 allows the user to set the **local time zone** for the conference. This ensures that when attendees add the conference to their calendar they are saving the correct time.

- **Enhanced Member Kick**
  In Phase 1 if a user was kicked out of the conference they were unable to rejoin. Phase 2 now allows two options when kicking a member: **Keep** and **Clear**. **Keep** means that the member kicked out **cannot** log back in to the conference, and is the default option. **Clear** means that when a member is kicked out they **are** able to call back in and log in to the conference. **This is a system-wide option** that affects all conferences and **cannot** be changed for individual conferences **or** during a conference.

- **Station Search During Conference Creation**
  When creating a conference through the web interface users can now search for and add **any station** in the system without the technician first having to program the list of valid members.

- **Conference Email With Sender Address**
  Phase 2 has added the ability to specify a user's "from" address in the conference invitation email. This ensures that attendees can reply to the invitation with any comments or questions without having to write a new email.

- **View Conference Card Port Status**
  Technicians may now view the status of **Conference Card ports** through the **Device Manager**.

- **Daylight Savings Time Support**
  The system will now automatically adjust the time on conference invitation emails to account for **Daylight Savings Time** based on the current time zone and **Daylight Savings** date list.

- **Schedule Recurring Conference Reservations**
  When creating a conference, users may now set their conference to recur **daily** or **weekly** for up to **3 months**.

- **Extension Email Address Support**

  Version 4.60 software and the Phase 2 Conference Card software now allow users to enter their own email address to be used when they are invited to attend a conference. Technicians and system administrators may still enter the list of addresses, but it is now possible for users to add or edit their own information.

PROGRAMMING

Two Device Manager Menus, **9.1.1 Conference Options** and **9.1.7 CNF24 Voice Management**, have been edited and three new menus, **6.2.9 CNF24 Status**, **9.1.6 Email Address**, and **9.1.8 Email Conference Instructions**, have been added to support the Phase 2 software.

6.2.9 CNF24 Status

This menu is used to monitor the status of channels on the **Conference Card**.

6.2.9.CNF24 Status

Cabinet/Slot	Index	Status	OPP			Codec
			Tel Number	IP Address	RTP Port	
	1	NONE				
	2	NONE				

9.1.1 Conference Options

This menu is used to set system-wide **meet-me conference** parameters.

9.1.1.Conference Options

Item	Conference Options
Leave Alarm Options	Off
End Alarm Options	Off
Early Ent Time	0
Mail Server Options	Off
Mail Max Retry	3
Mail Retry Interval	5
System Time Zone (GMT)	+00|00
Max Rec Time (min)	300
Mail Server Port	
Local Domain	
Mail Server User ID	
Mail Server Password	
Mail Server Domain/IP	
DNS IP	0.0.0.0
Record Alarm Capacity	70
Record Delete Capacity	90
Kick Out Option	Keep
Prompt Language	English(USA)

FIELD	PURPOSE
System Time Zone (GMT)	Sets the **time zone** of the system based on the offset from **Greenwich Mean Time** (**GMT**)
Prompt Language	Sets the **language** of the voice prompts used by the **Conference Card**

9.1.6 Email Address

This menu is used to set the **email addresses** for each **station** user in the system.

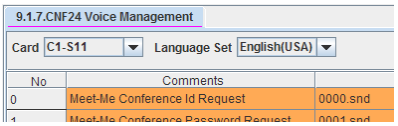
9.1.6.Email Address

Tel Number	Email Address
2210	
2211	

FIELD	PURPOSE
Email Address	Sets the **email address** of the user associated with the selected **extension number** for the purpose of sending **Conference Invite Emails**.

9.1.7 CNF24 Voice Management

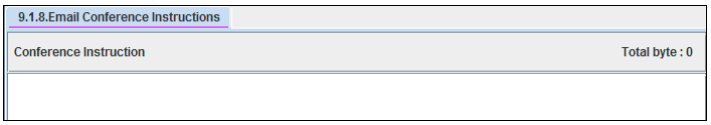
This menu is used to set **voice prompt** settings for the **Conference Card**.



FIELD	PURPOSE
Language Set	Sets the language for voice prompts on the specific **Conference Card**

9.1.8 Email Conference Instructions

This menu is used to set the **default login instructions** that will be sent in every **Conference Invite Email**.



1.2.3 Multiple SIP Service Providers

GENERAL DESCRIPTION

The use of **SIP** telephone lines is quickly being adopted in place of traditional CO lines. As **SIP trunking** usage grows carriers are beginning to see much of the competition the telecommunications industry saw during the launch of **T1** and **PRI** circuits. It is becoming common for a business to need more than one **SIP carrier** to get the best possible cost and flexibility for their operation by, for example, having one provider for domestic long distance and another for international calls or having one account as a backup for another.

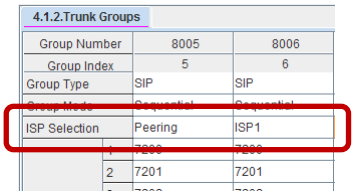
Version 4.60 addresses this need by adding the ability to register to up to **four** SIP carriers **simultaneously**.

PROGRAMMING

Two Device Manager Menus have been modified to allow the use of multiple SIP carriers: **4.1.2 Trunk Groups** and **5.2.13 SIP Carrier Options**.

4.1.2 Trunk Groups

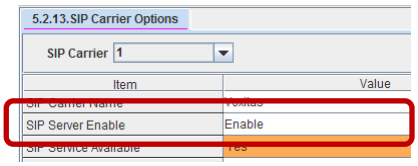
This menu is used to configure **Trunk Groups** and their members.



FIELD	PURPOSE
ISP Selection	For **Trunk Groups** with a **Group Type** of **SIP** this value sets which **SIP Carrier** the **Trunk Group** will service **or** if it will be available for **SIP Peering**.

5.2.13 SIP Carrier Options

This menu is used to set up **SIP Carrier Trunk** connections.



FIELD	PURPOSE
SIP Server Enable	**Enables** or **Disables** the ability to use this **SIP Carrier** for **trunking**. **Up to 4 SIP Carriers** may be **Enabled** simultaneously.

NOTE: Please refer to 4.19 SIP Trunk Enhancement for important new feature.

1.2.4 TLS Support on SIP Trunks/Stations OfficeServ 7200/7400 Only

GENERAL DESCRIPTION

With the expansion of IP telephone usage is an expansion of threats to business security. **V**oice-**o**ver-**IP** puts business communications on a data network where it is exposed to common data security threats like hackers or network attacks, and the compromise of business communications can be devastating to a company. To help mitigate the risks of **VoIP** telephony, version 4.60 allows **SIP Trunks** and **SIP Stations** on **OfficeServ 7200** or **7400** systems to use the **TLS encryption protocol** to prevent unauthorized access to the system. **TLS** is an industry-standard data cryptography protocol developed specifically to prevent unauthorized access to sensitive network data.

TLS can be enabled for **SIP Trunks**, **SIP Peering Trunks**, and/or **SIP Stations**. However, current softphone and Communicator softphone do not support sRTP.

Note: When TLS is in use, the MP requires more resources to handle the additional load.

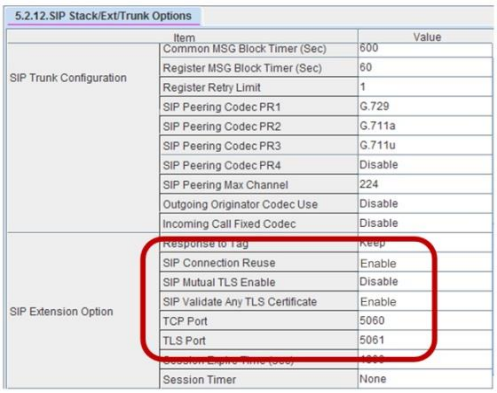
- For SIP trunking and SIP peering, the impact is **1:3.5**. That means one TLS connection will use 3.5 SIP channels. For example, if 4 TLS connection are required, the OfficeSrerv system will reserve 14 (= 4 x 3.5) SIP channels. The overall usable SIP channels for system will reduce because of TLS connection. Each SIP account can be set to TLS individually.
- For 3rd party SIP station, the impact is **1:3**. That means one TLS connection will use 3 SIP stations slot. For example, if 4 TLS connection are required for 3rd party SIPO station, the OffcieServ system will reserve 12 (= 4 x 3) 3rd party SIP station capacity.

PROGRAMMING

Three Device Manager Menus have been modified to support **TLS** on **SIP Trunks** and **SIP Stations**: **5.2.12 SIP Stack/Ext/Trunk Options**, **5.2.13 SIP Carrier Options**, and **5.2.17 VoIP Peering**.

5.2.12 SIP Stack/Ext/Trunk Options

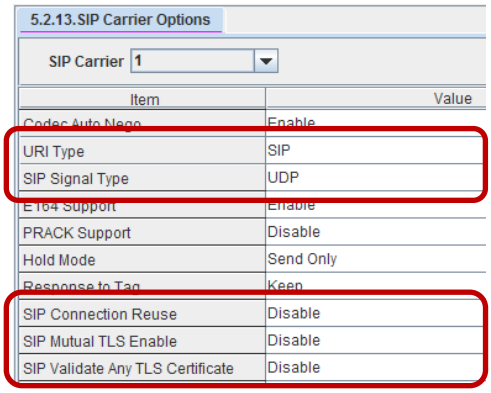
This menu is used to configure connectivity options for **SIP Stations** and **Trunks**.



FIELD	PURPOSE
SIP Connection Reuse	Sets whether or not **TLS certification** must happen on **every** call or only once **during registration**
SIP Mutual TLS Enable	Sets whether or not to use **TLS encryption** for **SIP stations**
SIP Validate Any TLS Certificate	Sets whether the system will **reject** (**Disable**) or **accept** (**enable**) **unknown certificates** during the **TLS handshake**
TLS Port	Sets the **TCP port** the **TLS** engine will listen for connections on. The default value is **5061**.

5.2.13 SIP Carrier Options

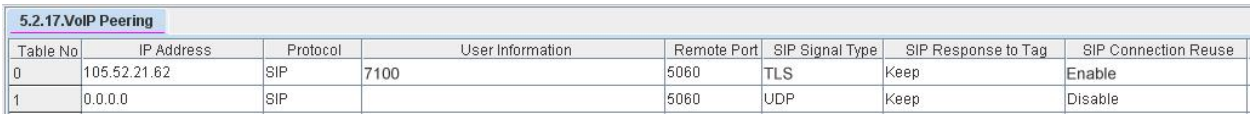
This menu is used to set up connections to **SIP Carriers**.



FIELD	PURPOSE
Outbound Proxy Port	Sets the **TCP** or **UDP port** used to communicate with the **SIP Carrier**. For **TLS** this value is typically **5061**.
URI Type	Sets the login method for this SIP Carrier. Options are **SIP**, **TEL**, and **SIPS**.
SIP Signal Type	Sets the **signaling type** for IP packets. Options are **UDP**, **TCP**, and **TLS**.
SIP Connection Reuse	Sets whether or not **TLS certification** must happen on **every** call or only once **during registration**
SIP Mutual TLS Enable	Sets whether or not to use **TLS encryption** on calls for this **SIP Carrier**
SIP Validate Any TLS Certificate	Sets whether the system will **reject** (**Disable**) or **accept** (**enable**) **unknown certificates** during the **TLS handshake**

5.2.17 VoIP Peering

This menu is used to set up connections to **SIP Peers**.



5.2.17.VoIP Peering

Table No	IP Address	Protocol	User Information	Remote Port	SIP Signal Type	SIP Response to Tag	SIP Connection Reuse
0	105.52.21.62	SIP	7100	5060	TLS	Keep	Enable
1	0.0.0.0	SIP		5060	UDP	Keep	Disable

FIELD	PURPOSE
User Information	The **User Information** must match on both systems
Remote Port	Sets the **TCP** or **UDP port** used to communicate with the **SIP Peer**. For **TLS** this value is typically **5061**.
SIP Signal Type	Sets the **signaling type** for IP packets. Options are **UDP**, **TCP**, and **TLS**.
SIP Connection Reuse	Sets whether or not **TLS certification** must happen on **every** call or only once **during registration**

1.2.5 Secure RTP (sRTP) Support OfficeServ 7200 / 7400 Only

GENERAL DESCRIPTION

Encrypting a data channel with **TLS** goes a long way toward securing a business' **VoIP** communications, but still leaves open the ability for dedicated hackers to reconstruct an audio conversation. Version 4.60 addresses this security gap by adding support for **S**ecure **RTP** (**sRTP**) audio streams. **sRTP** is an encryption protocol developed specifically for **VoIP** audio streams and prevents hackers from reconstructing audio even in the event that packets are captured.

Version 4.60 allows **sRTP** to be enabled for any or all of the following: **MGIs** (including **MGI64** cards, **OAS** cards, **SMT-i Series IP Phones**, **SPNet** channels, and/or **SMT-W5120E** WiFi handsets.

Note: When sRTP is in use, the MGI requires more resources to handle the additional load. The overall MGI channel capacity is reduced. sRTP is a system wide selection. Once set, all MGI channels are set accordingly. That means all OAS cards in the system will use the sRTP setting. The following are the system capacity table.

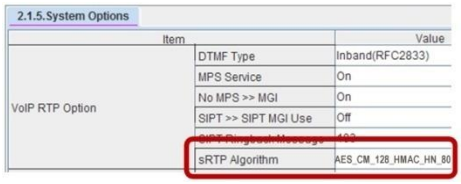
Module	VoIP (RTP)	VoIP (sRTP)
OAS		
MPS/RTG (no impact)	**32**	**32**
MGI	**16**	**10**
MGI16		
MGI	**16**	**10**
MGI64		
MGI	**64**	**40**

PROGRAMMING

Five Device Manager Menus have been modified and one has been added to support sRTP. The changed menus are **2.1.5 System Options**, **2.7.1 ITP Information**, **2.7.3 WIP Information**, **3.3.1 System Link ID**, and **5.2.16 MGI Options**. The new menu is **5.2.26 SVMi-20i Options.**

2.1.5 System Options

This menu is used to set various system-wide options such as RTP options and area code options.



FIELD	PURPOSE
sRTP Algorithm	Sets the encryption algorithm for **sRTP** in the system (if any). The default value of **Disable** turns **sRTP** off for the system.

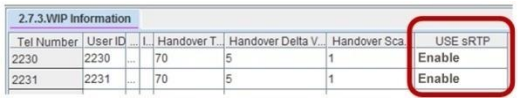
2.7.1 ITP Information

This menu is used to set options relating to individual IP phones.

FIELD	PURPOSE
USE sRTP	Sets whether the **SMT-i Series** IP phone will use **sRTP** or not.

2.7.3 WIP Information

This menu is used to set option relating to individual WiFi handsets.



FIELD	PURPOSE
USE sRTP	Sets whether the **SMT-W5120** WiFi handset will use **sRTP** or not.

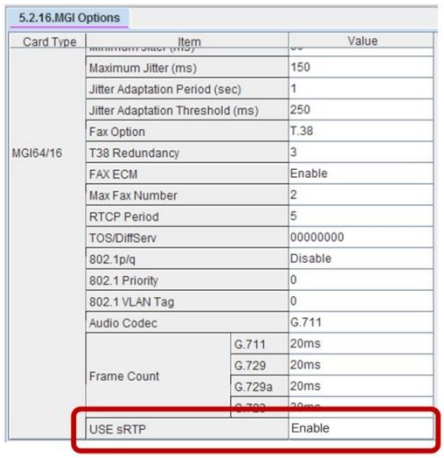
3.3.1 System Link ID

This menu is used to set up communications with other **SPNet** nodes.

FIELD	PURPOSE
USE sRTP	Sets whether the **SPNet** node will use **sRTP** or not.

5.2.16 MGI Options

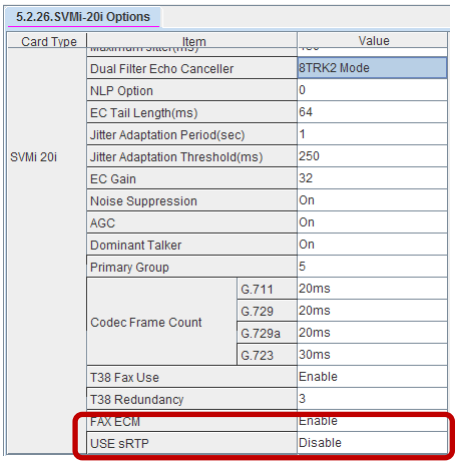
This menu is used to set operational parameters for **MGI channels**.



FIELD	PURPOSE
USE sRTP	Sets whether the **MGI channels** on an **OAS** or **MGI64** card.

5.2.26 SVMi-20i Options

This menu is used to set configuration options for the new SVMi-20i card.



FIELD	PURPOSE
USE sRTP	Sets whether the **SVMi-20i** card will use **sRTP** or not.

1.2.6 MGI Allocation Change

GENERAL DESCRIPTION

When the **OfficeServ 7000 Series** premiered all IP traffic was governed by **M**edia **G**ateway **I**nterface (**MGI**) channels. MGI channels allow IP devices and non-IP devices to talk to each other. Version 4.40 brought a brand new type of resource called **M**edia **P**roxy **S**ervice (**MPS**) channels. **MPS** channels allow IP devices to talk to other IP devices without using a more costly **MGI** channel. **MGI** channels were still used to connect IP devices to non-IP devices, however, so **MGI** channels would be assigned to an IP-to-IP call any time ringtone was playing or a caller was on hold. This meant that systems had to be overstocked with **MGI** channels to support these brief services.

Version 4.60 changes this **MGI** allocation by allowing specialized **MPS** channels called **R**ing **T**one **G**eneration (**RTG**) channels to provide **ringback tone**, **hold tone**, **music on hold and DTMF (RFC 2833) tone detection for executive Mobex feature**. This eliminates the need to overstock **MGI** channels and in many situations can reduce system cost by reducing the number of **OAS** or **MGI64** cards or **MGI** licenses needed. There is **1 RTG** channel in the system for every (**1 or 2 MPS** channels).

NOTES:

1. ***The OfficeServ 7200 and 7400 require OAS cards in order to provide MPS channel resources***
2. ***RTG channels are only available when the MPS Service is enabled in the system***
3. ***You need to make sure the RTG ports are opened in the firewall.***
4. ***One RTG call is equivalent to 1 MPS call (or 2 MPS channels). If a system has 8 MPS calls (or 16 MPS channels) capacity and 1 RTG is in used, they will be 7 MPS calls (or 7 RTG) available for use.***

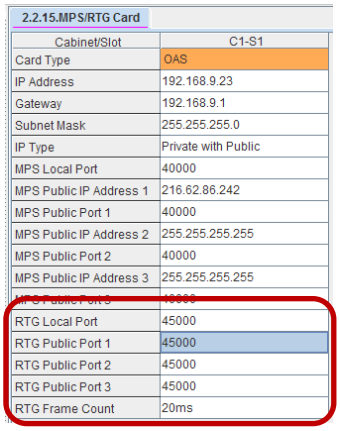
PROGRAMMING

One Device Manager Menu has been changed and one has been added to support this new MPS functionality. The new menu is **6.2.10 RTG Status** and the modified menu is **2.2.15** which has had a name change from **MPS Card** to **MPS/RTG Card**.

MPS Service has to be set to **On** in Device Manager, Port Base Menu, **2.2.5 System Options**, **VoIP RTP Option** for this feature to be functional.

2.2.15 MPS/RTG Card

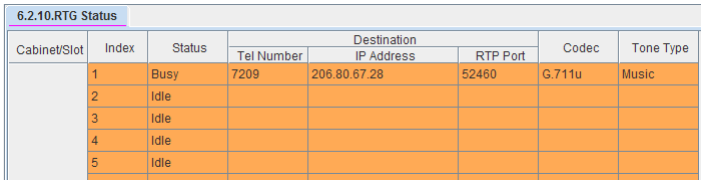
This menu is used to configure options for the **OAS card** (**OS7200-S, OS7200, and OS7400 systems**) or built-in **MPS** and **RTG** channels (**OS7030, OS7100, OS7200-S systems**) as shown below:



NEW FIELD	PURPOSE
RTG Local Port	Sets the starting port the RTG channels will listen on for local network traffic. The ending port will be (RTG Local Port) + (number of RTG Calls). The default port is **45000**. ***For example, a starting port of 45000 with 16 RTG calls yields an end port of 45015.***
RTG Public Port 1 ~ 3	Sets the starting port the RTG channels will listen on for public internet traffic. The default port is **45000**. ***This setting is only for use in NAT environments***
RTG Frame Count	Sets the codec latency for RTG channels. ***The default setting of 20ms normally doesn't need to be changed***

6.2.10 RTG Status

This menu is used to monitor the connection status of RTG channels. This is extremely helpful in troubleshooting, training, and call tracing scenarios.



FIELD	PURPOSE
Index	Displays the RTG channel number ***The number of RTG channels in the system will always be half the number of MPS channels installed in the system***
Status	Displays the current busy / idle status of the port
Destination	Displays telephone number, IP address, and RTP port the RTG channel is connected to
Codec	Displays the audio codec the RTG channel is using
Tone Type	Displays the type of service being provided by the RTG channel. ***6 = Ringback tone*** ***9 = Hold TONE*** ***Music = Music on Hold***

1.2.7 Multicast Paging Support

GENERAL DESCRIPTION

With today's explosive growth of IP telephone usage in businesses it has become even more necessary to control the load on the data networks that support those IP phones. Samsung is addressing that need in version 4.60 by adding the ability to page to IP phones through **multicast** data packets. This means that instead of sending a separate data stream (and assigning a separate **MGI** channel) to each IP phone receiving the page, the system can send only one stream for all phones and use only one **MGI** channel. This not only reduces the load on the data network during a page, but may also reduce the number of **OAS** or **MGI64** cards or **MGI** licenses needed in the system.

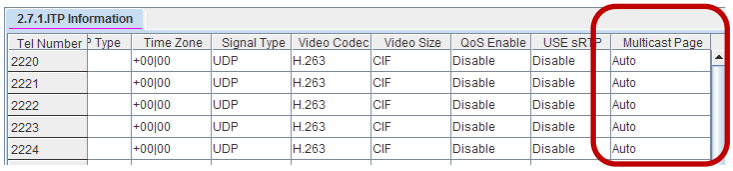
NOTE: Multicast paging feature applies to SMT-I IP phones only on the same local network as the OfficeServ 7000 system. Remote IP phones will still require separate MGI channels for each remote IP phone being paged, unless the router at the remote location can support the multicast feature. Many routers can support multicast.

PROGRAMMING

Two Device Manager Menus have been edited and one has been created in order to support multicasting. The new menu is **5.2.25 Multicast Page IP List** and the edited menus are **2.7.1 ITP Information** and **4.1.3 Page Groups**.

2.7.1 ITP Information

This menu is used to configure multicast options for Samsung **SMT-i** Series IP phones.

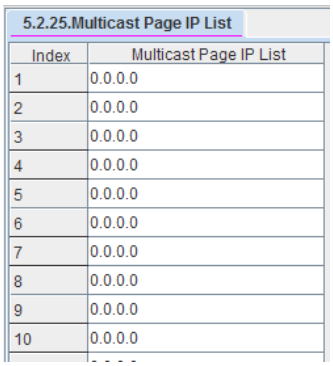

2.7.1.ITP Information

Tel Number	Type	Time Zone	Signal Type	Video Codec	Video Size	QoS Enable	USE sRTP	Multicast Page
2220		+00|00	UDP	H.263	CIF	Disable	Disable	Auto
2221		+00|00	UDP	H.263	CIF	Disable	Disable	Auto
2222		+00|00	UDP	H.263	CIF	Disable	Disable	Auto
2223		+00|00	UDP	H.263	CIF	Disable	Disable	Auto
2224		+00|00	UDP	H.263	CIF	Disable	Disable	Auto

NEW FIELD	PURPOSE
Multicast Page	Sets whether an IP device will use **multicast** paging (**ON**), use **unicast** paging (**OFF**), or **automatically** determine usage based on the device's registered IP address (**AUTO**). The default setting is **AUTO**.

5.2.25 Multicast Page IP List

This menu is used to configure up to **80** remote router IP **segments** or **addresses** that the system can **multicast** to.


5.2.25.Multicast Page IP List

Index	Multicast Page IP List
1	0.0.0.0
2	0.0.0.0
3	0.0.0.0
4	0.0.0.0
5	0.0.0.0
6	0.0.0.0
7	0.0.0.0
8	0.0.0.0
9	0.0.0.0
10	0.0.0.0

FIELD	PURPOSE
Multicast Page IP List	Sets an IP segment or address that will accept multicast packets from the system. There is no need to enter any address if there is no remote router that support multicast. **You can enter .255 to cover all ranges in the subnet.**

4.1.3 Page Groups

This menu is used to configure **internal** and **external** page groups and the **multicast** address **internal** page groups should stream page announcements to, if any.


4.1.3.Page Groups

Member	Zone 0	Zone 1	Zone 2	Zone 3
Multicast Addr	239.0.0.1	255.255.255.255	255.255.255.255	255.255.255.255
1	2200			
2	2201			
3	2202			
4	2203			

NEW FIELD	PURPOSE
Multicast Addr	Sets the broadcast IP address the **internal** page group will use to stream **multicast** packets to the IP phones in the page group. The default value of **255.255.255.255** means that no multicast will be used for this page group. **The valid range of multicast addresses is 224.0.1.0 through 239.255.255.254.**

1.2.8 Plug-N-Play

GENERAL DESCRIPTION

For companies with a large amount of IP telephones a significant number of man hours can be spent setting IP addresses, updating software, and registering phones. This directly affects a company's ability to stay efficient and keep costs down. To help alleviate many of the common time sinks involved with installing IP phones Samsung has developed a new **Plug-N-Play** feature for the **OfficeServ 7000 Series** and **OfficeServ SMT-i Series IP Phones**. This feature, enabled by version 4.60 system software and the latest IP phone software, allows SMT-i Series phones to find the OfficeServ 7000 Series system automatically and register with very minimal programming. Version 4.60 adds the ability to set the OfficeServ 7000 Series system as a **DHCP server** (***for OfficeServ 7030, 7100, and 7200-S only***) and to specify **how to register IP phones**.

Version 4.60 allows **SMT-i Series** IP phones to register in one of three ways:

- **ID/Password Registration (Normal Login)**
  This is the normal registration method used by OfficeServ systems prior to version 4.60 and for ITP Series IP Phones, OfficeServ Softphones, and OfficeServ Communicator Softphones

- **MAC Address Registration (Pre-MAC Address)**
- This mode allows the technician to set which extension number corresponds to which IP Phone MAC Address so upon connecting to the system it can be assigned the correct station registration. **New feature: Auto Registration (Auto PNP)**
  This mode, which is the system default, allows phones to register without any user or technician action at all. Each time an SMT-i Series IP phone connects to the system the MAC address will automatically be assigned to the next available IP extension number in sequence.

Both the **MAC Address** and **Auto Registration** modes require custom **DHCP flags** to be sent to the **SMT-i Series IP phones** when it is assigned an IP address. These **DHCP** settings are automatically configured when an **OfficeServ 7030**, **7100**, or **7200-S** is set to operate as a **DHCP server**, but the same settings can be configured for sites with an **OfficeServ 7200** or **7400** and a customer-provided **DHCP server** already installed.

Note: **PNP is available for SMT-I series of phones only. It is not available on SMT-W5120 or ITP model**.

PROGRAMMING

A single Device Manager menu has been changed to support the Plug-N-Play feature, menu **5.2.10 System IP Options**, which is used to configure various IP Phone connection and registration options. In addition, the **SMT-i Series phones** can now recognize **DHCP options 66** and **128**. Configuration of a **DHCP server** is discussed below.

Configuring a Customer-Provided DHCP Server

In order to configure a customer-provided DHCP Server there are two options that must be configured. It is not possible to give specific instructions on how to implement these two options as every DHCP Server's configuration is different, but the DHCP option numbers are industry-standard, which should aid in finding the specifics for the server in use.

Option 66 – TFTP Server Name

This option tells the **DHCP server** to respond to requests sent from specific host names. In the case of the **SMT-i Series** phones this value should be set to "**SEC_ITP**".

Option 128 – TFTP Server IP

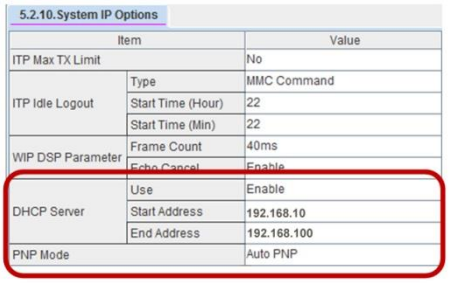
After receiving an **option 66** request the **DHCP server** will use **option 128** to send out the **IP address** of the server the requesting host should connect to. This value should be set to the **IP address of the OfficeServ 7000 Series system**.

Note: IP phone needs to be to PNP mode when connecting to the OfficeServ system with PNP or pre-MAC setting.

Auto PNP

5.2.10 System IP Options

This menu is used to configure various options relating to IP phones registration and communications.



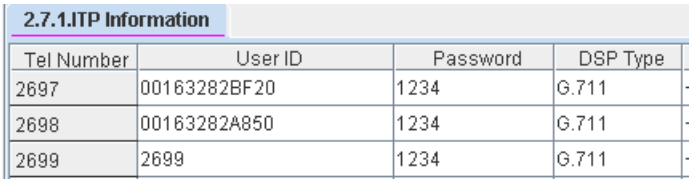
5.2.10.System IP Options

Item		Value
ITP Max TX Limit		No
ITP Idle Logout	Type	MMC Command
	Start Time (Hour)	22
	Start Time (Min)	22
WIP DSP Parameter	Frame Count	40ms
	Echo Cancel	Enable
DHCP Server	Use	Enable
	Start Address	192.168.10
	End Address	192.168.100
PNP Mode		Auto PNP

FIELD	PURPOSE
DHCP Server Use	Sets whether or not the OfficeServ will be used as a DHCP Server ***Available only on OfficeServ 7030 / 7100 / 7200-S***
Start Address	Sets the start IP address of the DHCP pool Must be the same as the OfficeServ system subnet range
End Address	Sets the final IP address of the DHCP pool
PNP Mode	Sets the Plug-N-Play registration mode Auto PNP, pre-MAC address, or normal login

MAC Address Registration

Set DM 5.2.10 PNP Mode to Pre-Mac and enter the IP phone MAC address to the user ID section of DM 2.7.1. Alphabet character of MAC address has to be in capital letter.



2.7.1.ITP Information

Tel Number	User ID	Password	DSP Type
2697	00163282BF20	1234	G.711
2698	00163282A850	1234	G.711
2699	2699	1234	G.711

1.2.9 MOBEX Enhancements

GENERAL DESCRIPTION

In 2009 Samsung launched version 4.30 system software for the OfficeServ 7000 Series that added the **MOBEX** feature. Since then there has been overwhelmingly positive feedback about this feature and with version 4.60 we have enhanced it even further:

- **MOBEX Scheduling**
  Allows a user to set the hours during which **MOBEX** is active. Up to **three periods** can be set **per day of the week**. As an example, a user can ensure that they do not receive **MOBEX** calls during lunch, when driving home, on weekends, or between the weekday hours of 9pm and 7am.

- **MOBEX Targeting**
  Allows a user to set which **types of calls** will make it to their MOBEX phone. Users can specify whether **intercom callers**, **trunk callers**, or **SPNet callers** will reach their **MOBEX** phone. They can also determine whether or not calls to **Station Groups** they are a member of will ring to their **MOBEX** phone.

- **Executive MOBEX Callback**
  The downside of the **Executive MOBEX** feature is that sometimes it is a long distance call to get into the system, so toll charges can be incurred just to make a local call through the system. Version 4.60 allows an **Executive MOBEX User** to be set so that when they call in to the system it immediately hangs up on them and then calls them back. When they answer they will hear system dial tone and are then able to dial out as normal. This ensures that any **toll charges** for using **Executive MOBEX** call go to the system trunk lines instead of the cell phone. Also added are a **timer** to set how long the system should wait after disconnecting to call back to the **Executive MOBEX** phone and a **counter** to determine how many times the callback should be attempted before aborting.

- **MOBEX Busy**
  For heavy **MOBEX** users it is common that while speaking on their **MOBEX cell phone** at their desk a second call rings in to their **desk phone**. In prior versions of software this was unavoidable, but version 4.60 adds the option for the system to see both the **MOBEX extension** and the **paired desk phone** as **busy** when either device is in use, much the way that **Station Pairs** work in the system.

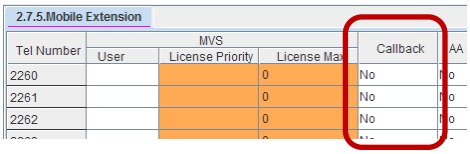
Note: Executive Mobex users can activate or deactivate Mobex feature already supported

PROGRAMMING

Three Device Manager Menus have been modified and two have been created to support the new MOBEX enhancements. **4.10.1 Mobex Scheduling Time** and **5.15.16 Mobex Caller** are the new menus. The changed menus are **2.7.5 Mobile Extension**, **4.2.5 Ring Group Pair**, and **5.14.3 Outgoing/Retry Options**.

2.7.5 Mobile Extension

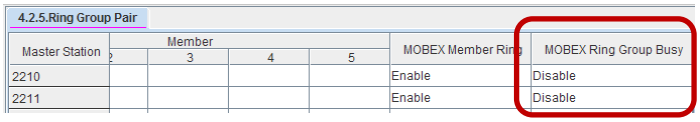
This menu is used to configure **Mobile Extension** and **Executive MOBEX** ports.



FIELD	PURPOSE
Callback	Turns **Executive MOBEX Callback on** or **off** for the **MOBEX** station.

4.2.5 Ring Group Pair

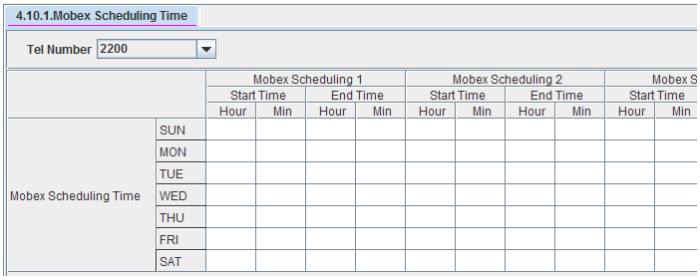
This menu is used to configure OfficeServ Connect ring groups.



FIELD	PURPOSE
MOBEX Ring Group Busy	When **Enabled every device** in the **OfficeServ Connect group** will be considered **busy** when **any** member device is on a call.

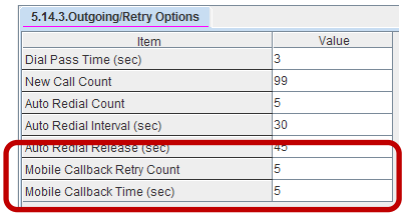
4.10.1 Mobex Scheduling Time

This menu is used to set up an activity schedule for each station with an OfficeServ Connect group.



5.14.3 Outgoing/Retry Options

This menu sets various timers or counters relating to outbound calls made by the system.



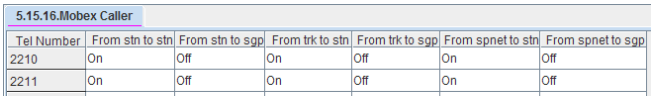
5.14.3.Outgoing/Retry Options

Item	Value
Dial Pass Time (sec)	3
New Call Count	99
Auto Redial Count	5
Auto Redial Interval (sec)	30
Auto Redial Release (sec)	45
Mobile Callback Retry Count	5
Mobile Callback Time (sec)	5

FIELD	PURPOSE
Mobile Callback Retry Count	Sets the **number** of times the **Executive MOBEX Callback** feature will attempt to call the user back
Mobile Callback Time (sec)	Sets the **amount of time** the system will wait before making the initial **Executive MOBEX Callback** as well as the time made between callback attempts

5.15.16 Mobex Caller(Targeting)

This menu is used to determine **which types** of callers will be able to reach a member at their **MOBEX** station.



5.15.16.Mobex Caller

Tel Number	From stn to stn	From stn to sgp	From trk to stn	From trk to sgp	From spnet to stn	From spnet to sgp
2210	On	Off	On	Off	On	Off
2211	On	Off	On	Off	On	Off

FIELD	PURPOSE
From stn to stn	**Allows** or **denies** calls from **another station** to reach the **MOBEX station** when calling the **MOBEX user's extension**
From stn to sgp	**Allows** or **denies** calls from **another station** to reach the **MOBEX station** when calling **a station group the MOBEX user's extension is a member of**
From trk to stn	**Allows** or **denies** calls from a **CO trunk** to reach the **MOBEX station** when calling the **MOBEX user's extension**
From trk to sgp	**Allows** or **denies** calls from a **CO trunk** to reach the **MOBEX station** when calling **a station group the MOBEX user's extension is a member of**
From spnet to stn	**Allows** or **denies** calls from **another SPNet node** to reach the **MOBEX station** when calling the **MOBEX user's extension**
From spnet to sgp	**Allows** or **denies** calls from **another SPNet node** to reach the **MOBEX station** when calling **a station group the MOBEX user's extension is a member of**

USER INSTRUCTIONS

To set a MOBEX Schedule:

- Press **TRANSFER** plus **129**
- Press **VOLUME UP** or **DOWN** to select the desired day of the week
- Press the **RIGHT SOFTKEY** twice
- Use the keypad to enter the 4-digit hour and minute to turn MOBEX on (i.e. **0730**)
- Use the keypad to enter the 4-digit hour and minute to turn MOBEX off (i.e. **1700**)
- Press **TRANSFER** to save your changes and exit

1.2.10 SVM Prompt File Uploading

GENERAL DESCRIPTION

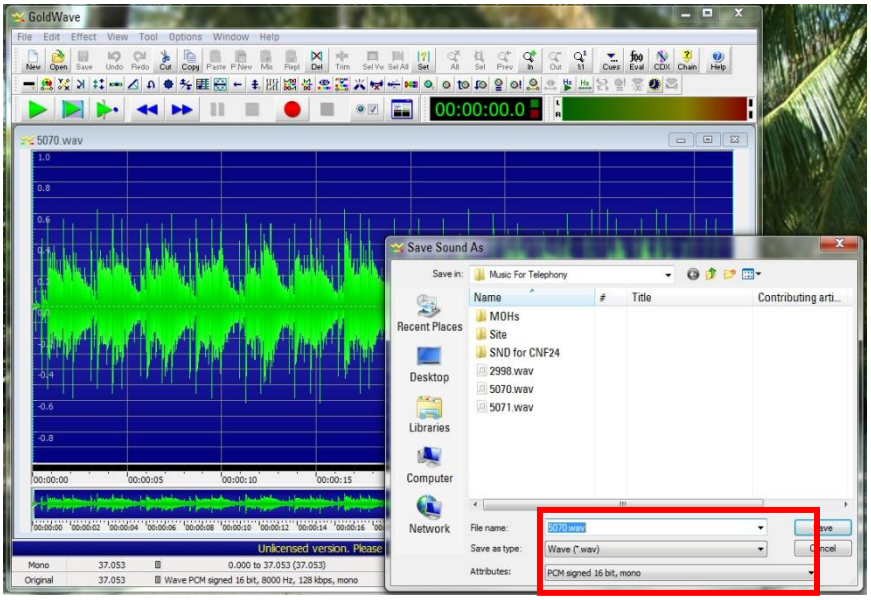
The Samsung voicemail (SVM) has been enhanced to automatically convert the format of uploaded audio **WAV** files to the voicemail system. If the administrator uploads an existing **WAV** file using the SVM voice studio, the voice mail application will automatically convert the WAV file to the format required for the SVM. This enhancement is applied to the OfficeServ 7030, 7100 (MP10a), and 7200-S systems.

Notes:

1. *Wav file prompt conversion is supported on the OS 7030, 7100, 7200-S with 4.60 software.*
2. *This enhancement is not supported on the 7200 and 7400 with the SVMi20E installed.*
3. *The SVM only supports one wav file format (8kHz, mono, 16 bit signed, 128kps).*

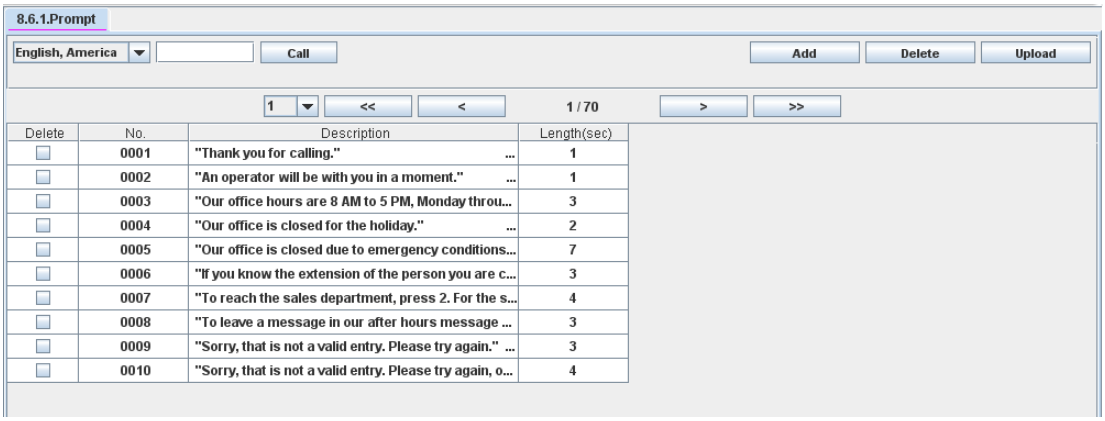
PROGRAMMING

When using an application such as this example (GoldWave) to record audio prompt in to a wav format, the store audio prompt file can then be automatically converted to a useable format and uploaded directly into the SVM application using the embedded voice studio. Make sure to save the file as WAV *(8kHz, Mono, 16 bit signed, 128kps).*

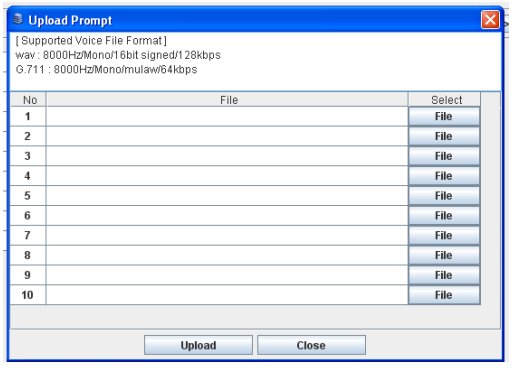


Once the audio file is stored in a wav format, use **Device Manager to access the VM/AA function and go to voice studio menu 8.6, prompts 8.6.1.** In this screen,

press the upload button to select the location of the wav file to be uploaded and converted.



Next select the location of the wav file to be converted and uploaded, then click on upload at the botton of the screen. See the example below.



1.2.11 NTP Server Support

GENERAL DESCRIPTION

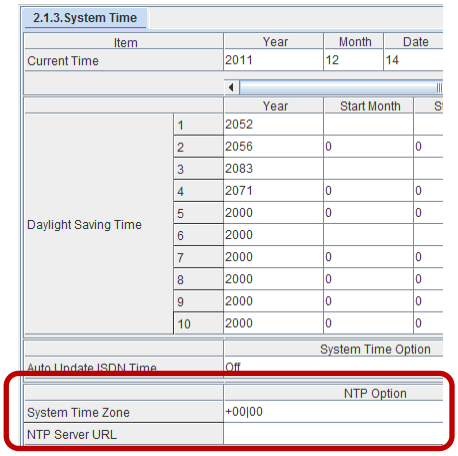
Due to overwhelming demand from the customer base Samsung has added the ability in version 4.60 software for the OfficeServ 7000 Series systems to synchronize the **internal system clock** with a **N**etwork **T**ime **P**rotocol (**NTP**) **Server**. This means that the system will automatically monitor its own internal clock so that customers do not need to worry about drifting clocks or resetting them after power outages or Daylight Savings Time changes. **NTP Servers** can be entered as a **static IP address** or as a **DNS name** if the system **DNS Server** options have been set.

PROGRAMMING

Two Device Manager Menus have been changed to support NTP synchronization: **2.1.3 System Time** and **5.6.1 System I/O Parameter**.

2.1.3 System Time

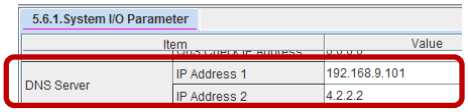
This menu is used to configure the system date and time, as well as the start and end dates of Daylight Savings Time each year.



FIELD	PURPOSE
System Time Zone	Sets the **time zone** of the system based on the offset from **Greenwich Mean Time** (**GMT**)
NTP Server URL	Sets the **web address** (or **URL**, for example **us.pool.ntp.org**) of the **Network Time** (**NTP**) server the system should synchronize the internal clock to

5.6.1 System I/O Parameter

This menu is used to set various options relating to application connectivity to the system.



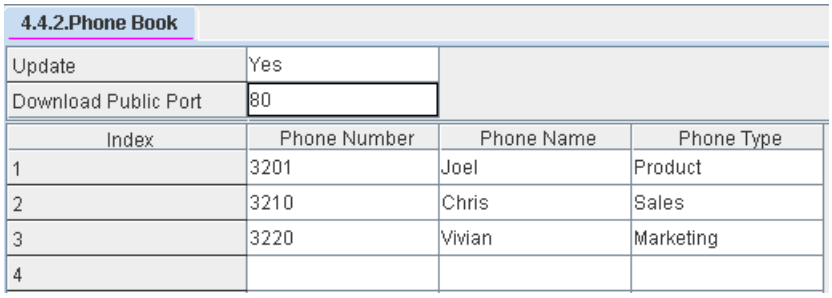
FIELD	PURPOSE
DNS Server IP Address 1 ~ 2	Sets the **primary** (for example 208.67.222.222) and **alternate** servers to use for **DNS queries**. This allows the system to resolve a **DNS name**, such as www.samsung.com, to a physical IP address.

1.2.12 Phone Book Download for SMT-i Phones

GENERAL DESCRIPTION

The new **System Phone Book** feature allows up to **100 phone numbers and names** to be stored in the system where they can be pushed to the phonebook entries of **SMT-i phones**. This eliminates the work of creating separate company phonebooks for each employee.**4.4.2 Phone Book**

This menu is used to set up the system phone book that can be pushed to **SMT-I series phones**.



4.4.2.Phone Book

Update	Yes
Download Public Port	80

Index	Phone Number	Phone Name	Phone Type
1	3201	Joel	Product
2	3210	Chris	Sales
3	3220	Vivian	Marketing
4			

FIELD	PURPOSE
Update	Set to **Yes** to push the updated phonebook to all connected **SMT-I phones**.
Download Public Port	Sets the **HTTP port** the system will use to download the **phonebook** to the remote location on the **public** network. System use HTTP port 80 for the local SMT-I phones.
Phone Number	Sets the phonebook entry's **phone number**
Phone Name	Sets the **name** to associate with the phonebook entry's phone number
Phone Type	Sets the **phone book category** to associate with the phonebook entry's phone number (such as "**Sales**" or "**Marketing**")

1.2.13 Presence Awareness Enhancements

GENERAL DESCRIPTION

Since the early days of the Samsung Business Communications feature package there has been a feature called **Programmed Messages**. **Programmed Messages** allow a user to set a status message on their phone display that will show up in the display of any intercom caller who dials them. This is ideal for situations where a manager must go to a meeting, for example, because they can set their **Programmed Message** to "**IN A MEETING**" and any time someone else in the office tries to dial them the message will alert the caller that the manager is in a meeting.

With version 4.60 Samsung, with the assistance of dealers like you, has revisited the usefulness of the **Programmed Message** feature and expanded it to become an even more robust component of the OfficeServ 7000 Series' built-in presence awareness feature by adding the ability to specify **actions** that will occur along with the **Programmed Message** as well as what **cadence** the **LED** of the programmable button assigned to the message will show.

The available actions to take when a **Programmed Message** is activated are: **Set DND without Forward**, **Set DND with Forward**, **Set Forward All**, **Clear DND + FWD All**, or **None** (do nothing). Available **LED** cadences are **Steady**, **Flashing**, or **Off**.

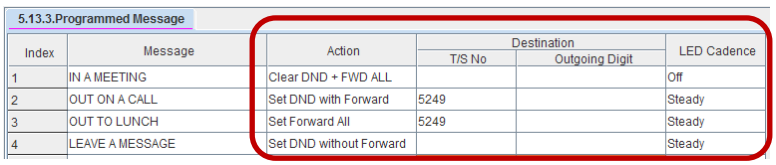
This allows a user to, for example, have a button labeled **Vacation** that when pressed changes their **Programmed Message** to say "**ON VACATION**" and set **Forward All to voicemail**, or a button labeled **On Call** that, when pressed, changes their **Programmed Message** to "**ON THE ROAD**" and sets **DND with forwarding** to their cell phone.

PROGRAMMING

Two Device Manager Menus have been changed to support the new Programmed Message features: **5.13.3 Programmed Message** and **5.15.9 User Programmed Message**.

5.13.3 Programmed Message

This menu is used to configure system-wide **Programmed Messages**.

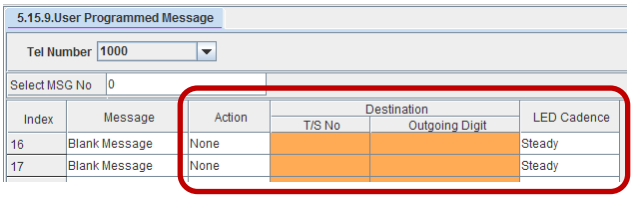

5.13.3.Programmed Message

Index	Message	Action	Destination		LED Cadence
			T/S No	Outgoing Digit	
1	IN A MEETING	Clear DND + FWD ALL			Off
2	OUT ON A CALL	Set DND with Forward	5249		Steady
3	OUT TO LUNCH	Set Forward All	5249		Steady
4	LEAVE A MESSAGE	Set DND without Forward			Steady

FIELD	PURPOSE
Action	Sets what **action** will take place when this **Programmed Message** is **activated**. By default all **Programmed Messages** have an action of **None**.
Destination T/S No	Set the local **trunk**, **station**, **trunk group**, or **station group** that the station will forward to according to the chosen **Action**.
Destination Outgoing Digit	Set the **external number** to forward to if the chosen **Action** should **forward externally**.
LED Cadence	Sets the **cadence** of the **LED** when the **Programmed Message** button is **activated**. When deactivated the **LED** will always be **off**.

5.15.9 User Programmed Message

This menu is used to configure user-specific **Programmed Messages**.



FIELD	PURPOSE
Action	Sets what **action** will take place when this **Programmed Message** is **activated**. By default all **Programmed Messages** have an action of **None**.
Destination T/S No	Set the local **trunk**, **station**, **trunk group**, or **station group** that the station will forward to according to the chosen **Action**.
Destination Outgoing Digit	Set the **external number** to forward to if the chosen **Action** should **forward externally**.
LED Cadence	Sets the **cadence** of the **LED** when the **Programmed Message** button is **activated**. When deactivated the **LED** will always be **off**.

USER INSTRUCTIONS

When you will be away from your phone for any length of time, you can leave a programmed station message. Display stations calling you will see this message and be informed of your status or follow your instructions. In addition you can assign any of four possible actions to be taken on your station when you activate the programmed message. These actions are:

DND W/FWD – Sets Do Not Disturb (**DND**) on your station and forwards all calls to another station or to voicemail.

DNDW/OFWD – Sets **DND** on your station but does not forward calls; callers will receive a fast busy tone when calling to your station.

FWD ALL – Sets **Forward All** on your station so that all incoming callers will be immediately forwarded to another station or to your voicemail.

CLEARBOTH – Clears both **DND** and **Forward All** from your station. This is typically used when the programmed message is telling your callers that you are at your desk and available.

To set an action to take place along with a programmed message:

- Press **TRANSFER** plus **115**.
- Dial any of the message codes (**16**-**20**) listed on the back of your user guide.

  NOTE: ***Actions may only be set for the user-customizable messages numbered 16 through 20.***
- Use the keypad to enter a message to show to display stations calling you.
- Press the **RIGHT SOFTKEY** to save the message.
- Press **VOLUME UP** or **DOWN** to select the desired action.
- Press the **RIGHT SOFTKEY** to save the action.
- If the desired action requires you to set a forwarding location, such as another station or your voicemail box, dial that destination and press the **RIGHT SOFTKEY** to save the destination.
- Press **VOLUME UP** or **DOWN** to set how the button light should appear (**STEADY**, **FLASHING**, or **OFF**) on any programmed message (**PMSG**) buttons that use this programmed message.
- Press **TRANSFER** to exit and save your changes.

To activate a programmed station message:

- Dial **48** plus any of the message codes (**01**-**20**) listed on the back of your user guide.
- To cancel any of these messages you might have selected, dial **48** plus **00**.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the SPEAKER key.

You can have multiple programmed message keys (**PMSG**) and each one can have a different message code and action:

- Press any programmed message (**PMSG**) button. The message is set, any assigned action will take effect, and the button will light according to the setting assigned to the chosen programmed message.
- Pressing an active programmed message (**PMSG**) button again will turn the programmed message off.
- Pressing another programmed message (**PMSG**) button will turn the previous one off and set the new programmed message.

•

1.2.14 DTMF Support on SIP Stations

GENERAL DESCRIPTION

Version 4.60 system software enhances **third-party SIP phones** connected to the system by allowing them to receive **DTMF** digits during a call and by allowing them to utilize the **H.264** codec to provide video during calls.

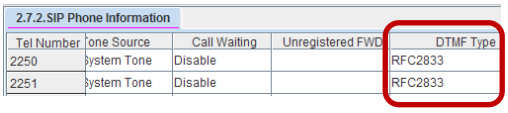
DTMF digits can be sent to the phone by either of two protocols: **RFC2833**, which is an **in-band DTMF** delivery method, or by **INFO**, which is a special **out-of-band** method in the **SIP** protocol. This is particularly useful for certain types of **third-party SIP** voicemail systems, door phones, and other third party devices that require **DTMF** digits to activate.

PROGRAMMING

One Device Manager Menu, **2.7.2 SIP Phone Information** has been edited to support the **DTMF** sending options.

2.7.2 SIP Phone Information

This menu is used to configure options for specific **3rd-Party SIP Stations**.



FIELD	PURPOSE
DTMF Type	Sets the DTMF protocol to use for the **3rd-Party SIP Station**.

NOTE: 3rd Party SIP video phone is not supported in North America.

1.2.15 MP Enhancements

GENERAL DESCRIPTION

The version 4.60 feature package also includes some new convenience features to assist in troubleshooting and system installation.

The new **SMDR Buffering** feature allows up to **10,000 SMDR records** to be stored in **RAM** in the event that the call accounting package, billing system or printer that gathers **SMDR data** loses connection from the system. When the device reconnects the buffered **SMDR data** are sent immediately.

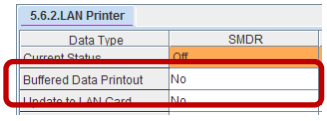
A new **Alarm Email** feature allows **system alarms** and **crash reports** to be **automatically emailed** to **up to four** system administrators, managers, or necessary personnel. Emails can be sent immediately **when an error occurs**, or they can be buffered and sent **on demand** or **daily**.

PROGRAMMING

One Device Manager Menu, **5.6.2 LAN Printer**, has been changed to support the **SMDR Buffering** feature. Two new Device Manager Menus, **6.1.4 System Alarm Mail Server Info** and **6.1.5 System Alarm Email Address**, have been created to support the **Alarm Email** feature. One Device Manager Menu, **4.4.2 Phone Book**, has been created to support the **System Phone Book** feature.

5.6.2 LAN Printer

This menu is used to configure the various data output streams the **OfficeServ 7000 Series** offers.

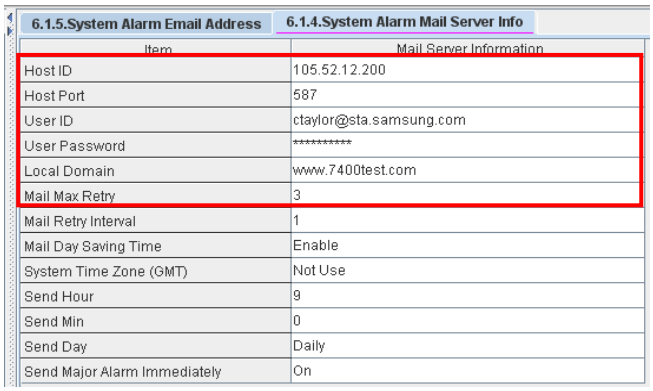


FIELD	PURPOSE
Buffered Data Printout	Sets whether the system should **buffer** the data stream in memory in the event the connected device loses connection. Up to **10,000** records will be buffered.

4.15.1 ALARM NOTIFICATION [Future Release]

6.1.4 System Alarm Mail Server Info

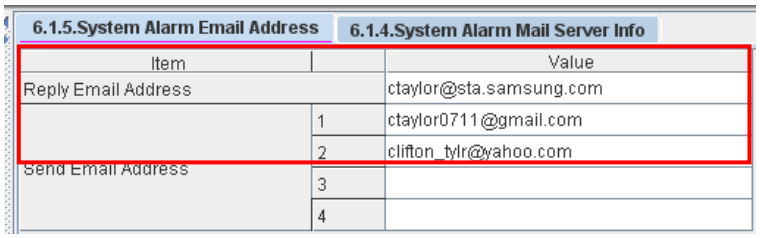
This menu is used to configure the connection to the email server where alarm email notifications are sent.



FIELD	PURPOSE
Host ID	Sets the **IP address** or **DNS name** of the mail server
Host Port	Sets the **TCP port** to use to talk to the mail server (typically port **25**)
User ID	Sets the **login ID**, if any, used to log in to the mail server
User Password	Sets the **password** for the above **User ID**
Local Domain	Sets the **domain name** to use when logging in to the mail server, if necessary
Mail Max Retry	Set the **number of times** the system will attempt to resend the message upon failure
Mail Retry Interval	Sets the **time to wait** between retry attempts
Mail Day Saving Time	Determine if the system will adjust the email time stamp for **Daylight Savings Time** or not
System Time Zone (GMT)	Sets the **time zone** of the system based on the offset from **Greenwich Mean Time** (**GMT**)
Send Hour / Send Min	Sets the **time of day** alarm emails should be sent
Send Day	Sets whether emails should send **daily** or only **on demand**
Send Major Alarm Immediately	Determine if major alarms will generate an email **immediately** or if they will be sent along with the **normally scheduled report**

6.1.5 System Alarm Email Address

This menu is used to configure the email address(es) alarm emails will be sent to.



FIELD	PURPOSE
Reply Email Address	Sets the "**from**" address of the alarm email
Send Email Address 1~ 4	Sets up to **four email addresses** the alarm email will be sent to

1.2.16 DID Max Calls Per Ring Plan

GENERAL DESCRIPTION

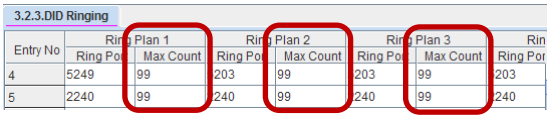
The OfficeServ 7000 Series has always had the ability to restrict the maximum number of simultaneous calls that can be received on a **DID** number. This has been modified in version 4.60 by allowing each **DID** to have a separate **Maximum Call Count** for each **Ring Plan**. This means that companies can have a much greater degree of control over how their **DID** numbers are used. As an example, a call center agent's personal **DID** number might accept only one call during normal business hours, but three calls at lunch or after hours.

PROGRAMMING

One Device Manager Menu, **3.2.3 DID Ringing**, has been changed to support the new **Max Calls** per **Ring Plan**.

3.2.3 DID Ringing

This menu is used to configure **DID** numbers for **SIP**, **SPNet**, and **PRI** trunks.



FIELD	PURPOSE
Ring Plan 1 ~ 6 Max Count	Sets the **maximum** number of simultaneous calls for the **DID number** during the specific **Ring Plan**.

1.2.17 Max Calls in Queue Feature

GENERAL DESCRIPTION

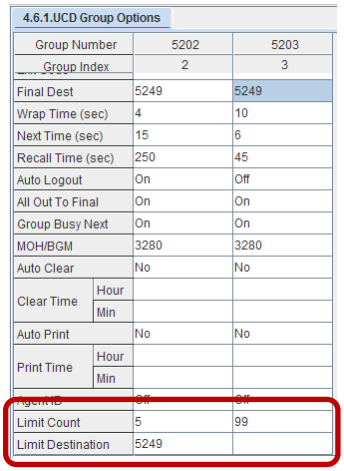
In order to keep pace with the rapidly evolving needs of small call centers a new feature has been added to version 4.60 software that allows the number of waiting calls for a **UCD Group** to be capped at a **desired limit**. Any calls above this maximum threshold will be automatically rerouted to a **predefined destination**. This allows a call center manager to, for example, have the call center configured so that a maximum of 4 calls may be in queue, and any calls beyond that go immediately to a voicemail box.

PROGRAMMING

The **4.6.1 UCD Group Options** Device Manager Menu has been changed to allow the new maximum call limit.

4.6.1 UCD Group Options

This menu is used to configure **Call Center Groups** and their options.



FIELD	PURPOSE
Limit Count	Sets the **maximum** number of calls that can be queued for a **UCD Group** before **forwarding** to **Limit Destination**.
Limit Destination	Sets the **destination station** or **station group** that calls ringing to a **UCD group** after the **Limit Count** has been reached will **forward** to.

1.2.18 Security Enhancements

GENERAL DESCRIPTION

Each model of the OfficeServ 7000 Series system family contains an embedded web server that is used for the Device Manager and, in the case of the OfficeServ 7030 / 7100 / 7200-S, the embedded voicemail programming interface. Since the last release of software there have been a number of security and performance patches released for the **Apache** web server and **PHP** engine used. With version 4.60 these packages have been updated to the latest versions (as of the date of this document) to ensure the highest level of performance and security.

There are no programming or installation steps to take in order to gain the advantages of these new packages; they are automatically updated and launched when a system boots on version 4.60.

1.2.19 SIP Trunk Enhancements

GENERAL DESCRIPTION

Version 4.60 adds several enhancements to **SIP trunk** usage:

- **Specify which and how many SIP Trunks can be used for which SIP Carrier**

  In prior versions of software all **licensed SIP trunks** were seen as one large pool for incoming calls, and it was not possible to determine how many trunks could be reserved for incoming calls on which service. Version 4.60 changes this by adding the ability to specify the **maximum number** of **SIP trunks** that can be used for incoming calls for each **SIP Carrier** and how many can be used for **SIP Peering**.

- **Segregate SIP Carrier trunk calls from SIP Peer trunk calls**

  In addition to the segregation of inbound **SIP Carrier** traffic, version 4.60 also enhances system **Trunk Groups** by adding a field to **SIP Trunk Groups** that determines which **SIP Carrier** can use the **Trunk Group** or if it is used for **SIP Peering**. This ensures a greater level of control over **SIP trunks** for outbound calls and call accounting by assigning which specific trunks are used for which service.

- **Voice Band Data (VBD) support for Fax-over-IP (FoIP)**

  Many of the error correction techniques used in **VoIP** processing are designed to ensure that voice data sounds as good as possible. As **VoIP** use is increasing more and more **Fax machines** and **data modems** are being connected to **SIP** lines and becoming subject to these same error correction techniques. This can be quite devastating to **fax** and **modem** transmissions, however, so in version 4.60 it is now possible for **MGI**s to use the **V**oice **B**and **D**ata (**VBD**) protocol. The **VBD** protocol disables **NLP** and **Jitter Buffer** processing to ensure that data transmissions (like **fax** or **modem** data) are not distorted.

- **Outgoing Caller ID blocking for SIP Trunks**

  With version 4.60 software it is now possible to block outgoing **Caller ID** on **SIP Carrier** or **SIP Peer** trunks. The option is also provided to allow blocking of the OfficeServ 7000 Series system **host ID** as well. If **Caller ID** is disabled the **SIP Carrier** or **SIP Peer** will receive a **CID** packet in the form of <**anonymous@*[OfficeServ Public IP Address]***>. If the **host ID** is hidden as well the **CID** packet sent will show <**anonymous@anonymous.invalid**>.

  NOTE: ***Many SIP Carriers do not support hiding the host ID. Be sure to check with the SIP Carrier before enabling host ID masking.***

- **Tandem trunking for SIP Peers**
  Prior to version 4.60 it was not possible to disable **tandem trunking** with **SIP Peer** trunks. Version 4.60 changes this by adding an option to enable or disable **tandem trunking**, which is the ability for an **incoming** call on a **SIP Peer trunk** to be connected to an **outgoing SIP Carrier** or **SIP Peer** trunk, on **SIP Peer** trunks.

- **SIP Trunk Error Alarm**
  A new series of alarm indications have been added to version 4.60 relating to **SIP Trunks**. Any time a **SIP trunk** registers or loses registration it will now be logged in the system, as will any resource or allocation errors relating to **SIP Trunks**.

- **Specify how the system should respond to unknown SIP traffic**
  Prior to version 4.60 the only way to ignore **SIP traffic** from unknown sources was to send a reject message. This lets a hacker know that the system exists, however, and can lead to an increase in hacker traffic. In version 4.60 it is now possible to determine exactly how the system should respond to incoming SIP traffic from unknown sources.

  The new options are

  - **No Response(default setting for MP40)**, meaning that the system will **ignore** all SIP messages from unauthorized IP addresses and block the relevant IP address. The OfficeServ system will not send back any response message.
  - **Response (default setting for MP03/10a/20s/20)**, which means that the system will not allow SIP calls from unauthorized IP to go through. The OfficeServ system will respond with a deny message (403 forbidden), and
  - **None**, which means that the system will **allow** all SIP calls.

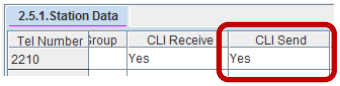
- **Specify codec used for SIP Trunks**
  Version 4.60 adds the ability to specify the **audio codec** used for **SIP** conversations. Different **codecs** can be chosen for each **SIP Carrier** and each **SIP Peer**. Additionally there are four **codec priority levels** that can be set so that if the desired **codec** cannot be used the next lower priority **codec** will be attempted automatically.

PROGRAMMING

Six Device Manager Menus have been modified to support these new SIP Trunking enhancements: **2.5.1 Station Data**, **4.1.2 Trunk Groups**, **5.2.12 SIP Stack/Ext/Trunk Options**, **5.2.13 SIP Carrier Options**, **5.2.16 MGI Options**, and **5.2.17 VoIP Peering**.

2.5.1 Station Data

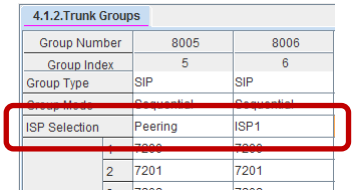
This menu is used to configure various options for individual telephones connected to the OfficeServ 7000 Series system.



FIELD	PURPOSE
CLI Send	Sets whether or not this station will send caller ID information when making a CO call. **NOTE:** ***This option remains unchanged from prior software, but in version 4.60 it will also affect calls made to SIP Carrier Trunks.***

4.1.2 Trunk Groups

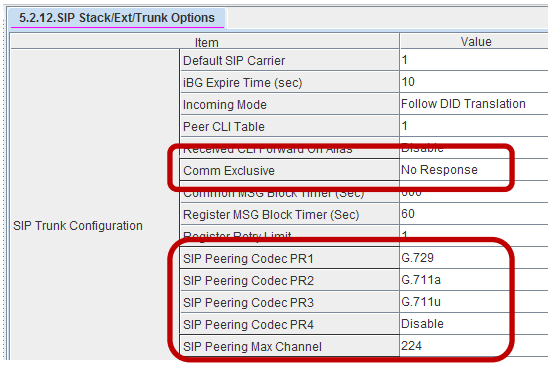
This menu is used to configure **Trunk Groups** and their members.



FIELD	PURPOSE
ISP Selection	For **Trunk Groups** with a **Group Type** of **SIP** this value sets which **SIP Carrier** the **Trunk Group** will service **or** if it will be available for **SIP Peering**, allowing the technician to segregate **SIP Carrier** and **SIP Peering** traffic.

5.2.12 SIP Stack/Ext/Trunk Options

This menu is used to set various options relating to how **SIP Stations** and **Trunks** connect to, and communicate with, the system.



FIELD	PURPOSE
Comm Exclusive	Sets the method the **OfficeServ 7000 Series** system will respond to **SIP** traffic from unknown sources. • **No Response (default setting for MP40)**, meaning that the system will **ignore** all SIP messages from unauthorized IP addresses and block the relevant IP address. The OfficeServ system will not send back any response message. • **Response (default setting for MP03/10a/20s/20)**, which means that the system will not allow SIP calls from unauthorized IP to go through. The OfficeServ system will respond with a deny message (403 forbidden), and • **None**, which means that the system will **allow** all SIP calls. See note below.
SIP Peering Codec PR1 ~ 4	Sets the audio codec prioritization to use when establishing a **SIP Peering** call. **PR1** will be attempted first and if that codec cannot be negotiated **PR2** will be attempted, etc.
SIP Peering Max Channel	Sets the **maximum** number of trunks that can be used **simultaneously** for **inbound** or **outbound SIP Peering** calls. Call attempts beyond this limit will receive a busy signal.

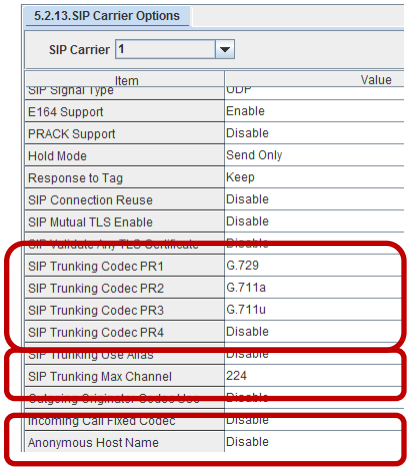
NOTE:

Valid SIP traffics are SIP messages come from known IP addresses. IP addresses come from the following different places are considered valid:

- DM 5.2.13 SIP Carrier Option
  - The IP address in the Outbound Proxy field, or
    - If IP address is used in this field, OfficeServ will accept SIP trunk call from this IP address only. If the SIP provider sends call from other server (different IP addresses), OfficeServ may reject the call depends on the setting of Comm Exclusive.
    - It is not recommended to use IP address in this field. If IP address is used, you need to set Comm Exclusive to None.
  - The resolution of domain name in the Outbound Proxy field
- DM 5.2.17 VoIP Peering
  - IP addresses in this table.

5.2.13 SIP Carrier Options

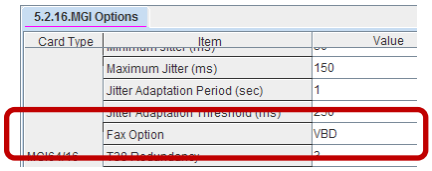
This menu is used to configure SIP Carrier accounts.



FIELD	PURPOSE
SIP Trunking Codec PR1 ~ 4	Sets the audio codec prioritization to use when establishing a call for this **SIP Carrier**. **PR1** will be attempted first and if that codec cannot be negotiated **PR2** will be attempted, etc.
SIP Trunking Max Channel	Sets the **maximum** number of trunks that can be used **simultaneously** for **inbound** or **outbound** calls using this **SIP Carrier**. Call attempts beyond this limit will receive a busy signal.
Anonymous Host Name	When Enabled outbound call for this SIP Carrier will have an anonymous host name, so the Caller ID information sent will be in the form <[stationID]@anonymous.invalid>

5.2.16 MGI Options

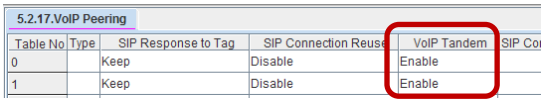
This menu is used to configure connection options and set up **MGI** cards and channels.



FIELD	PURPOSE
Fax Option	Determine whether **FoIP** calls will use **T.38**, **Pass Through**, or the new **VBD** protocol.

5.2.17 VoIP Peering

This menu is used to create and configure **SIP Peering** connections to third-party devices or phone systems.



FIELD	PURPOSE
VoIP Tandem	Set whether or not **incoming calls** from this **SIP Peer** can be routed out to local **analog**, **PRI**, or **SIP Carrier** trunks

1.2.20 Malicious Call Restriction

GENERAL DESCRIPTION

The Malicious Call Restriction feature has been added to software version 4.60 and is used to protect the OfficeServ system against fraudulent SIP calls.

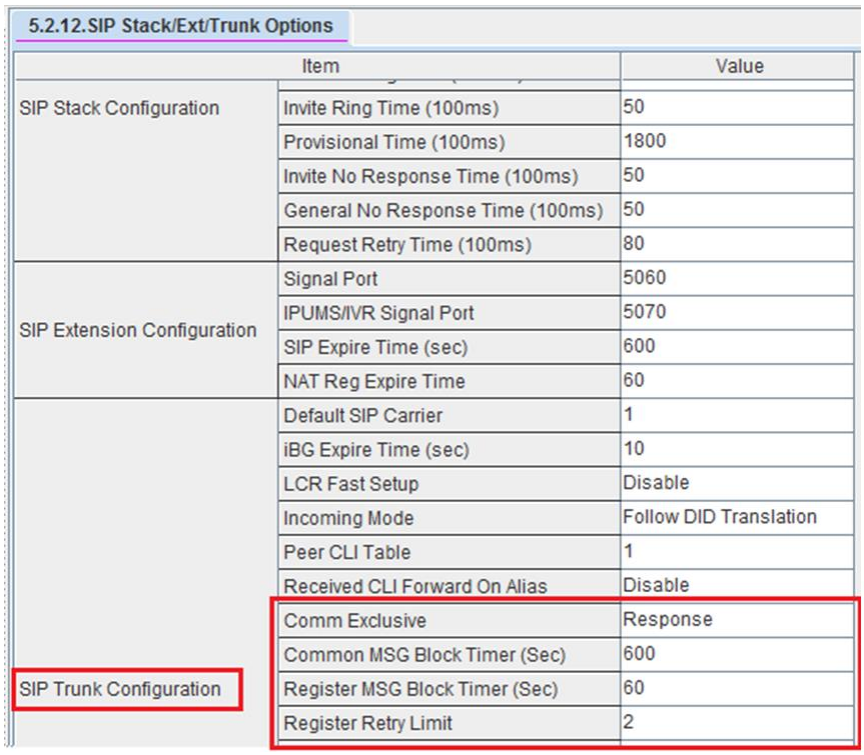
By enabling this feature you can prevent unauthorized SIP calls going through the system via the SIP trunk or SIP peering. The OfficeServ system blocks the IP address when a SIP phone tries to register to the system with a wrong User ID or Password.

The system will recognize the following IP list as valid:

1. Registered SIP station IP address (Device Manager 6.2.3)
2. VoIP peering IP addresses (Device Manager 5.2.17)
3. Carrier's IP addresses (Device Manager 5.2.13).

PROGRAMMING

The **5.2.12 SIP Stack/Ext/Trunk Options** Device Manager Menu has been updated. **SIP Trunk Configuration** options have been added to support the **Malicious Call Restriction** feature.



5.2.12.SIP Stack/Ext/Trunk Options

Item		Value
SIP Stack Configuration	Invite Ring Time (100ms)	50
	Provisional Time (100ms)	1800
	Invite No Response Time (100ms)	50
	General No Response Time (100ms)	50
	Request Retry Time (100ms)	80
SIP Extension Configuration	Signal Port	5060
	IPUMS/IVR Signal Port	5070
	SIP Expire Time (sec)	600
	NAT Reg Expire Time	60
SIP Trunk Configuration	Default SIP Carrier	1
	iBG Expire Time (sec)	10
	LCR Fast Setup	Disable
	Incoming Mode	Follow DID Translation
	Peer CLI Table	1
	Received CLI Forward On Alias	Disable
	Comm Exclusive	Response
	Common MSG Block Timer (Sec)	600
	Register MSG Block Timer (Sec)	60
	Register Retry Limit	2

FIELD	PURPOSE
Comm Exclusive	Sets how OfficeServ system responds to SIP messages from unauthorized IP address. None: Disable this feature and system will respond to SIP calls from all IP addresses Response: OfficeServ system will respond with the deny message (403 forbidden) when receiving SIP/Peering messages from unauthorized IP addresses No Response: OfficeServ system will ignore all SIP messages from unauthorized IP address and block the relevant IP address. The system will also block the IP address for a specified time period when a SIP phone tries to register to the system several times with an invalid User ID or password
Common MSG Block Timer	Sets how long OfficeServ blocks the SIP messages except from unauthorized IP address. Timer value is from 1 ~ 84600 seconds
Register MSG Block Timer	Sets how long OfficeServ blocks the REGISTER message for unauthorized IP address. Timer value is from 1 ~ 84600 seconds
Register Retry Limit	Sets the number of times (1~5) a user can try to register a SIP phone using an invalid User ID or password. The OfficeServ system blocks the IP address of the SIP phone after the maximum limit is reached.

1.2.21 SVM E-Mail Gateway with SSL/TLS Security

GENERAL DESCRIPTION

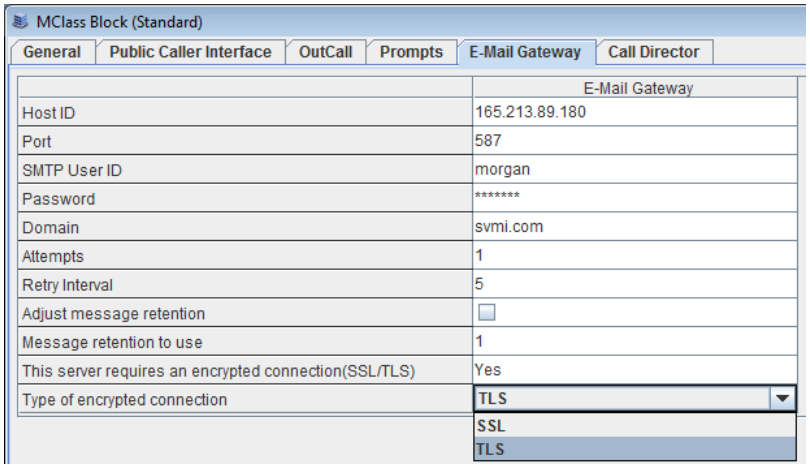
The Samsung voicemail (SVM) has been enhanced to include both SSL and TLS encryption for secured communications between the voicemail email gateway application and the local/remote mail server(s). With the growing amount of threats to business data security, VoIP communications are exposed to data security threats such as hacking and network virus attacks which could be devastating to business communications. To ease or eliminate the risk, both SSL (secure socket layer) and TLS (transport layer security) options have been added to the OfficeServ SVM.

Notes:

1. *Requires Version 4.60 software or higher on the OfficeServ 7030, 7100(Mp10a), and 7200-S.*
2. *SSL and TLS security is not supported on the 7200 and 7400 with the SVMi20E.*
3. *Multiple email service providers or accounts can be used at the same time based on mailbox user to MClass assignment*.

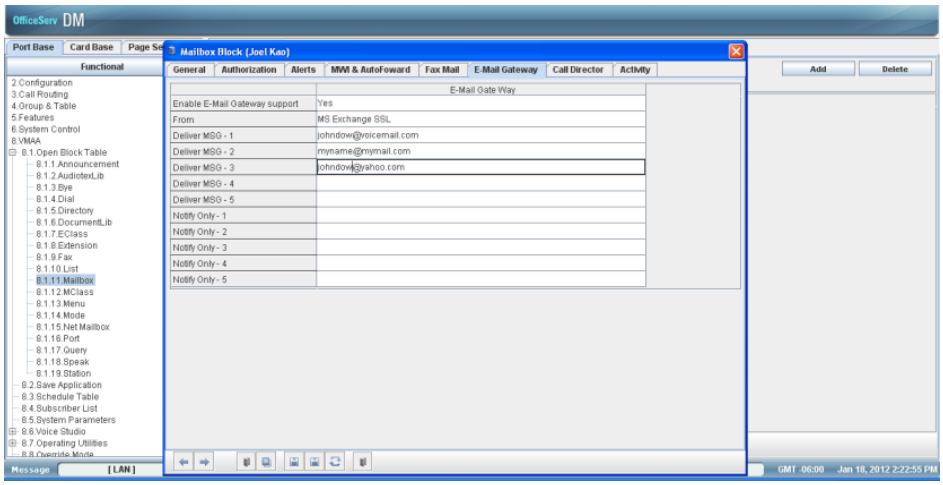
PROGRAMMING

On Device Manager, access the VM/AA function and go to menu **8.1.12**, and build the **MClass block**. Then go to the E-mail Gateway tab and create mail server table with the **Host ID, Port, User ID, Domain, enable encryption**, and set the **encryption type**. See the example below.



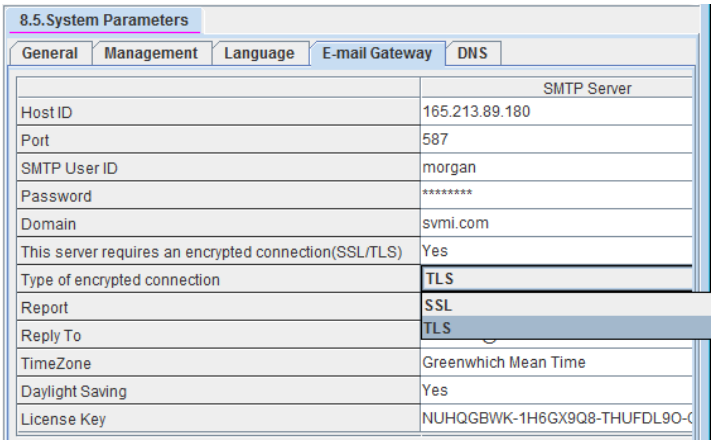
FIELD	PURPOSE
This server requires an encrypted connection (SSL/TLS)	Set this option if the mail server requires encrypted connection (SSL/TLS). This option should be set to yes.
Type of encrypted connection	**TLS:** SVM first send "STARTTLS" command to the mail server before it begins encrypted connection. **SSL:** SVM starts encrypted connection with the mail server directly. Please contact your E-Mail server administrator which one is supported in your mail server.

Next go to **Mailbox block 8.1.11** and **enable email gateway** and setup the **delivery MSG(s)** for each mailbox user that is using the email gateway application. See the example below.



NOTE: The from field in the mailbox block may require a valid address from the mail server (MS Exchange). For example, from: jdow.samsung.com.

System Parameters settings for email gateway in menu **8.5** is optional. This table can be setup to send out mail to notifiy the on or off-site system administration of errors in sending out mail. These SMTP server parameters are not use for subscriber email delivery and/or message notification. The parmerters set in SMTP servers section of this page are use for sending mail to the address set in the "report" field. See the example below.



FIELD	PURPOSE
This server requires an encrypted connection (SSL/TLS)	Set this option if the mail server requires encrypted connection (SSL/TLS). This option should be set to yes.
Type of encrypted connection	Two types of connections are supported: **TLS:** The client issues a STARTTLS command. If the server accepts this, the client and the server negotiates an encryption mechanism. **SSL:** Encryption negotiation starts immediately without STARTTLS command.

1.3 NEW HARDWARE

This chapter introduces the new SVMi-20i, 8COMBO3, 8SLI3, and 16SLI3 cards.

- General Description
  - This section will describe the purpose and market usage of the cards
- 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 cards

1.3.1 SVMi-20i Support OfficeServ / 7200 / 7400 Only

GENERAL DESCRIPTION

Due to difficulty obtaining parts for the existing **Samsung Voicemail** card, the **SVMi-20E**, version 4.60 software also enables the use of a new **Samsung Voicemail** card, the **SVMi-20i**!

The **SVMi-20i** is a radical redesign of the older card and offers many new or enhanced features:

- **Built-In MGI channels for communicating with IP stations and trunks**
  When connected to the data network the SVMi-20i offers its own internal MGI channels which allow communications to IP phones, SIP trunks, and other IP devices without using valuable system MGI resources. This ensures that the SVMi-20i offers the clarity, reliability, and power of a digital solution while supporting the flexibility of VoIP.

- **Up to 20 channels without add-on cards**
  During design of the new card one of the chief targets was to eliminate the need to expand the port capacity of the **Samsung Voicemail** through daughter-boards or other types of add-on hardware. The **SVMi-20i** card is equipped with **20 voicemail ports** with an out-of-the-box **license** for **4**. Through the purchase of a system **Resource License** up to **16** more ports can be turned on through software licensing without the need to install new hardware. Note: Voicemail licenses can be purchased in 4 port increments.

  Best of all, the **Resource License** is keyed against the specific OfficeServ 7000 Series system the card is installed in, so even if the **SVMi-20i** card must be replaced at some future date a new card can be installed **without** the need to purchase a new license or transfer the old one.

  NOTE: ***Due to the added processing load of encrypting voice packets, enabling sRTP encryption for the SVMi-20i's built-in MGI channels reduces the maximum number of voicemail ports from 20 to 16 ports max.***

- **Up to 4 Fax Mail channels without add-on cards**
  In addition to the built-in 20 voicemail ports the **SVMi-20i** card also offers up to **4 Fax Mail ports** that can be purchased as a part of the **Resource License**. These **Fax Mail ports** allow voicemail users to receive fax messages directly in their voicemail box where they can be later printed to **any** nearby fax machine. Note: Fax licenses can be purchased in single port increments.

NOTE: ***Each Fax Mail port in use reduces the number of voicemail ports by 1. As an example, if 1 Fax Message is being received on a 20 voicemail-port, 4 fax-port system, only 19 voicemail ports will be available, any 3 of which may be used for fax as needed.***

- **TLS/SSL encryption support for Email Gateway**
  In recent months the majority of public email servers have begun to use encryption methods to secure emails and email servers. To ensure that the **Email Gateway** unified communications engine in the **SVMi-20i** remains useful the new card allows the **Email Gateway** to use both **TLS** and **SSL encryption** when communicating with customers' mail servers.

- **Device Manager Programming**
  To bring the integration of the OfficeServ 7000 Series and the Samsung Voicemail systems more in line, the SVMi-20i card is configured exclusively through the Device Manager system-configuration utility. This eliminates the extra step of using a separate application to program the voicemail, and also allows greater efficiency and familiarity for technicians in the field.

  NOTE: ***The Port Activity status monitoring application cannot be used with the Device Manager, and instead requires a telnet connection. Details on accessing port activity can be found in the Programming section of this article.***

- **Automatic .wav file prompt conversion**
  With the rapid evolution of audio codecs, specifically in the VoIP market, it is increasingly difficult to locate a recording studio capable of generating the specific audio file formats used by various voicemail systems. The SVMi-20i card gets around this by allowing a technician to upload a standard-format .wav audio file that will be automatically converted to the appropriate audio codec for internal use by the Samsung Voicemail.

  NOTE: ***The wav file must be 8000 Hz mono 16 bit signed 128kbps***

- **Increased Message Storage Space**
  The SVMi-20i card redesign also eliminated the need for either a hard drive or a flash card by changing the file storage method to an 8 Gb solid-state drive. Not only does this allow greater stability and reliability, but it also offers up to 240 hours of voicemail storage.

- **Automatic Message Purge**
  Version 4.60 adds a command that allows **all voicemail and faxmail messages** stored in the **SVMi-20i** card to be **immediately purged** by the technician or system administrator.

INSTALLATION

SVMi-20i Faceplate and LED Indicators

LED / PORT	PURPOSE
LAN Port	This **Gigabit Ethernet data port** is used to connect the **SVMi-20i** to the data network.
SIO Port	This port is used to access port activity when **LAN** connectivity is not possible.
RST Button	This button is used to immediately **reboot** the SVMi-20i card. **NOTE:** ***Use the Reset button only as a last resort, as rebooting in the middle of any disk write cycle can cause data corruption.***
PWR LED	When **lit green** this LED indicates the card has power.
RUN LED	When **flashing red** this LED indicates that the SVMi-20i's operating system has booted. **NOTE:** ***This LED does not indicate that the card is initialized and ready to answer calls, only that it is ready to boot.***
IPC LED	This LED **flashes** to indicate that the SVMi-20i is communicating with the OfficeServ 7000 Series main processor card.
LAN LED	This LED lights up to indicate that the **LAN Port** is connected. When **flickering** this LED means that **data is being transferred**. A **red** LED indicates a **10 base-T** connection. A **green** LED indicates a **100 base-T** connection. An **orange** LED indicates a **Gigabit Ethernet** connection.
SVC LED	When flashing **green** this LED means the card is **in service** and **ready** to answer calls. When flashing **red** this LED means that **all ports are in use**.
VM LED	When this LED is **lit** there are **voicemail ports** currently **in use**.
MC LED	This LED will **flash green** when the **solid-state drive** is being accessed.
MEM LED	This LED indicates the current **remaining voicemail message storage space**. A **green** LED means **more than 50%** of the storage space is **free**. An **orange** LED indicates that **20%** to **50%** of the storage space is **free**. A **red** LED means that **less than 20%** of **free** space remains.

The **SVMi-20i** card may be installed in **any** slot of the **OfficeServ 7400 main** or **expansion** cabinets. While the card may be installed in **any** slot of an **OfficeServ 7200 main** or **expansion** cabinet it will **only** function at a full **20 ports** if installed in slot **3**, **4**, or **5** of the **main cabinet**.

PROGRAMMING

Two Device Manager Menus have been edited to support the new functions of the SVMi-20i card: **2.1.5 System Options** and **2.1.6 SVMi Options**. Two new menus have also been created to configure the card: **2.2.17 SVMi-20i Card** and **5.2.26 SVMi-20i Options**.

In addition to these added and changed menus an entire programming section has been added to the Device Manager to support the programming of the SVMi-20i card. Section **8 VMAA** has been added with all of the Samsung Voicemail programming options:

8.1 Open Block Table

8.2 Save Application

8.3 Schedule Table

8.4 Subscriber List

8.5 System Parameters

8.6 Voice Studio

8.7 Operating Utilities

8.8 Override Mode

8.9 View System Report

8.10 Site Information

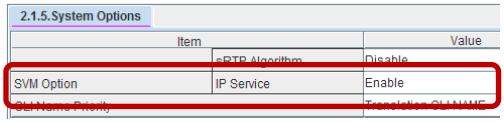
8.11 Status Screen

For in-depth information on each of these programming options see the corresponding heading in the **SVMi Technical Manual**. Programming screens vary slightly due to the graphical differences between the **Serial port** and **Device Manager** interfaces, but all fields and features work the same. Every effort has been made to ensure that screens are formatted similarly so that users familiar with the other **Samsung Voicemail** platforms have little to no learning curve adapting to the new **SVMi-20i** platform.

NOTE: ***The*** **Port Activity** ***monitor is not accessible through the*** **Device Manager** ***for performance reasons. To access*** **Port Activity** ***connect to the*** **SVMi-20i** ***card through telnet port 23. Log in with the username*** "admin" ***and the password*** "samsung" ***when prompted. At the Linux command prompt type*** "vmcli" ***and press enter. The resulting screen works identically to the*** **Port Activity** ***screen detailed in the*** **SVMi Technical Manual.**

2.1.5 System Options

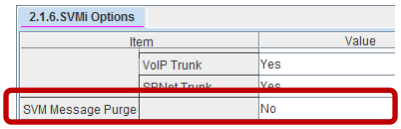
This menu is used to configure various system-wide parameters.



FIELD	PURPOSE
SVM Option	When **Enabled** the **SVMi-20i** card will use its internal **MGI channels**. When **Disabled** the **SVMi-20i** card will **disable** its internal channels and use system **MGI**s instead.

2.1.6 SVMi Options

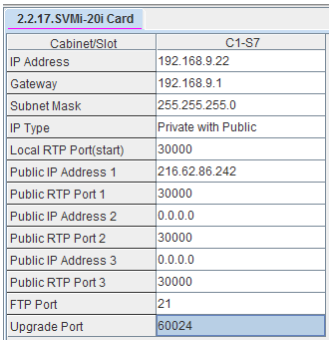
This menu is used to configure generic Samsung Voicemail options.



FIELD	PURPOSE
SVM Message Purge	Sends a command to the SVMi-20i card to purge all voicemail and fax mail messages.

2.2.17 SVMi-20i Card

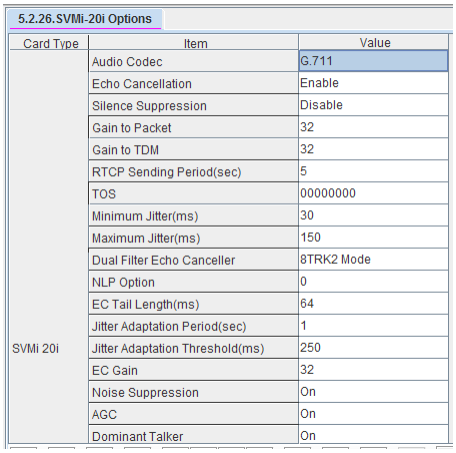
This menu is used to configure hardware options for the SVMi-20i card.



FIELD	PURPOSE
IP Address / Gateway / Subnet Mask	Set the IP address and network information for the **SVMi-20i** card
IP Type	Sets whether the card is installed in a **NAT environment** (**Private with Public**) or not (**Private Only**)
Local RTP Port (start)	Sets the **first UDP port** in the range of ports used by the internal **MGI** channels
Public IP Address 1 ~ 3	Sets the **public IP address**(**es**) of the **SVMi-20i** card in **NAT environments**
Public RTP Port 1 ~ 3	Sets the **first UDP ports** in the ranges of ports the card will receive traffic on from the corresponding **Public IP Address**
FTP Port	Sets the **TCP port** the card will listen for **FTP** traffic on
Upgrade Port	Sets the **TCP port** the card will listen for **upgrade requests** on when upgrading through the **Device Manager**

5.2.26 SVMi-20i Options

This menu is used to configure operational settings for the built-in MGI channels on the SVMi-20i card. The majority of the settings in this menu correspond to the same settings found in 5.2.16 MGI Options. For the purpose of this manual only the new settings are detailed.


5.2.26.SVMi-20i Options

Card Type	Item	Value
SVMi 20i	Audio Codec	G.711
	Echo Cancellation	Enable
	Silence Suppression	Disable
	Gain to Packet	32
	Gain to TDM	32
	RTCP Sending Period(sec)	5
	TOS	00000000
	Minimum Jitter(ms)	30
	Maximum Jitter(ms)	150
	Dual Filter Echo Canceller	8TRK2 Mode
	NLP Option	0
	EC Tail Length(ms)	64
	Jitter Adaptation Period(sec)	1
	Jitter Adaptation Threshold(ms)	250
	EC Gain	32
	Noise Suppression	On
	AGC	On
	Dominant Talker	On

FIELD	PURPOSE
Gain to Packet	Sets the **volume gain** when the **SVMi-20i** is talking to an **IP** station or trunk
Gain to TDM	Sets the **volume gain** when the **SVMi-20i** is talking to a **non-IP** station or trunk
Dominant Talker	When **On** this setting tells the **SVMi-20i** card's **internal MGI channels** to tailor performance for **outbound** traffic (where the voicemail is doing most of the talking).
Primary Group	This setting is for **engineering use only** and should be left at the default value of **5**.

1.3.2 SLI Card Support (8COMBO3/8SLI3/16SLI3)

GENERAL DESCRIPTION

Three new **Single Line Interface** cards are being released with version 4.60: the **8COMBO3**, the **8SLI3**, and the **16SLI3**. These cards are virtually identical to their predecessor cards, the **8COMBO2**, **8SLI2**, and **16SLI2** cards, but have several new hardware enhancements:

- **Built-In Sine Wave Ring Generator**
  In order to eliminate the cost and effort required to obtain and install an external ring generator the new SLI3 cards have a built-in ring generator to generate the sine wave ring tone required by certain types of legacy hardware.

- **Built-In DTMF Receivers**
  To assist in **DTMF** resource allocation for legacy devices, such as external voicemail systems, the new **SLI3** cards are equipped with a **DTMF receiver** for each port on the card.

  NOTE: ***The system will still need to be equipped with DTMF Transmitters in order for the single line device to send DTMF digits.***

- **Built-In Caller ID Transmitters**
  To help reduce contention for **Caller ID** (**CID**) transmitters on single line ports the new **SLI3** cards contain one **CID transmitter** for each port on the card. The CID transmitters are used to send caller ID to single line telephones.

  NOTE: ***The system will still need to be equipped with CID Receivers in order for the single line device to receive incoming CID information on analog and T1 trunks.***

The new cards install and program exactly as the older **SLI2** cards, with one exception: the **16SLI3** is not capable of providing a **Continuous Message Waiting Indicator** (**MWI**) status and must use a **Blink** cadence.

1.4 SUPPORTING INFORMATION

1.4.1 Media Resource Usage Chart

GENERAL DESCRIPTION

Three types of media resources are used in the OfficeServ system to process the audio stream.

1. Media Gateway Interface (MGI): Main service of MGI is to convert time-division-multiplex digital stream to IP packets and vice versa. It can be assigned one channel at a time as required.
2. Media Proxy Service (MPS): Main service of MPS is to translate the IP address of IP packets from one network to the other. Each usage requires two channels: one for private address and one for public IP address. For each MPS call, it takes two MPS channels. MPS service always uses as a pair. It cannot be used as one MPS channel only. For example, 1 MPS = 1 MPS call = 2 MPS channels.
3. Real-time Tone Generation Service (RTG): This is new service introduced in v4.60 software. The usage guide is equivalent to MPS resource. One RTG call uses two channels. It always comes as a pair. For example, 1 RTG = 1 RTG channel = 1 RTG call = 2 MPS channels. Its main services are to support ringback and hold tone in all IP calls and to support DTMF (RFC 2833) detection in Mobex feature.

Usage Chart

Call Conversation State

	IP Trunk (SIP, SPNet, H323)	PSTN Trunk (PRI, Analog)	Local IP Phone	Remote IP Phone	Voice Mail
Local IP phone (ITP, or SMT-I, or SMT-w, or 3rd party SIP phone)	2 MGI chs or 1 MPS call	1 MGI ch	0	2 MGI chs or 1 MPS call	1 MGI ch
Remote IP phone (ITP, or SMT-I, or SMT-w, or 3rd party SIP phone)	2 MGI chs or 1 MPS call	1 MGI ch	2 MGI chs or 1 MPS call	2 MGI chs or 1 MPS call	1 MGI ch
Non-IP phone (TDM, or analog, Fax machine, or SVMi)	1 MGI ch	0	1 MGI ch	1 MGI ch	0

Trunk Ringing State

	IP Trunk (SIP, SPNet, H323)	PSTN Trunk (PRI, Analog)
Local IP phone (ITP, or SMT-I, or SMT-w, or 3rd party SIP phone)	2 MGI chs or 1 RTG call	1 MGI ch
Remote IP phone (ITP, or SMT-I, or SMT-w, or 3rd party SIP phone)	2 MGI chs or 1 RTG call	1 MGI ch
Non-IP phone (TDM, or analog, Fax machine, or SVMi)	1 MGI ch	0

Hold/Music-On-Hold State

	IP Trunk (SIP, SPNet, H323)	PSTN Trunk (PRI, Analog)
Local IP phone (ITP, or SMT-I, or SMT-w, or 3rd party SIP phone)	1 MGI ch or 1 RTG call	0
Remote IP phone (ITP, or SMT-I, or SMT-w, or 3rd party SIP phone)	1 MGI ch or 1 RTG call	0
Non-IP phone (TDM, or analog, Fax machine, or SVMi)	1 MGI ch	0

Paging State

	Receiving Local IP Phones supporting multicast paging (SMT-I, or SMT-w5120)	Receiving Local IP Phone **NOT** supporting multicast paging (ITP, or 3rd party SIP)	Receiving Remote IP Phone supporting multicast paging (SMT-I, or SMT-w5120) **AND** router supporting multicast	Receiving Remote IP Phone supporting multicast paging (SMT-I, or SMT-w5120) **but** router **NOT** supporting multicast	Receiving Remote IP Phone **NOT** supporting multicast paging (ITP, or 3rd party SIP)
Originator Local/Remote IP Phone (ITP, or SMT-I, or SMT-w, or 3rd party SIP)	**2 MGI chs** (1 for originator and 1 for all receiving IP phone)	**2+ MGI ch** (1 for originator and 1 for each receiving IP phone)	**2 MGI chs** (1 for originator and 1 for all receiving IP phone)	**2+ MGI ch** (1 for originator and 1 for each receiving IP phone)	**2+ MGI ch** (1 for originator and 1 for each receiving IP phone)
Non-IP phone (TDM, or analog, Fax machine, or SVMi)	**1 MGI ch** (0 for originator and 1 for all receiving IP phones)	**1+ MGI ch** (0 for originatora and 1 for each receiving IP phone)	**1 MGI ch** (0 for originator and 1 for all receiving IP phones)	**1+ MGI ch** (0 for originatora and 1 for each receiving IP phone)	**1+** (0 for originatora and 1 for each receiving IP phone)

1.4.2 System Port Usage

Module	Service	Protocol	Port
MP	SIP	UDP/TCP TCP	5060 5061
	H.323	TCP UDP	1720 1719
	SPNET	TCP	6100
	ITP	UDP	6000, 9000
	WIP	UDP	8000, 8001
	MVS	TCP	9012
	DM	TCP	5090,5091
	DM FTP	TCP	21
	DM Data	TCP	5090
	DM File Control	TCP	5003
	DM Embedded VM	TCP	6001, 6002
	ITT	TCP	5090, 5091
MGI16 MGI64 OAS	MGI	UDP	30000~ (2*Num of Ch -1)
	MPS	UDP	40000~ (2*Num ofCh -1)
	RTG	UDP	45000 ~ (2*Num of Ch-1)
CNF24	Conference	UDP	30000 ~ (2*Num of Ch -1)
	FTP	TCP	21
	Upgrade Port	TCP	60000
SVMi-20i	VM Control	TCP	6001,6002
	VM	UDP	30000 ~ (2*Num of Ch -1)
	FTP	TCP	21
	Upgrade port	TCP	60024

1.4.3 Software Package

Data Base File

The data base file from previous software version is **not compatible** with v4.60 software. You will need to use new DM software from v4.60 to download the old data base file to a PC. After upgrading OfficeServ system to v4.60, upload the data base file which was save on the PC to the OfficeServ system.

V4.60 Software Compatibility Chart

	Card Software Version	MP V4.53c	New Release: MP V4.60 7030/7100/7200s: v4.60 (20120216) 7200/7400: v4.60 (20120206)
SVMi20I	V6.00i or higher	**No**	**Yes**
(SVMi-20E)	V5.4.1.1 or lower	**Yes**	**Yes**
LP40 (SP40)	V1.27 or lower	**Yes**	**Yes:** (No new features)
	V2.00, 20111209 (New version)	**Yes:** (No New features)	**Yes**
LCP	V4.20 or lower	**Yes**	**Yes:** (No new features)
	V4.30, 20111209 (New version)	**Yes:** (No new features)	**Yes**
MGI-16/64	V1.27 or lower	**Yes:** (No new features)	**Limitation(*)**
	V1.28, 20111209 (New version)	**Limitation(*)**	**Yes**
(Discontinued MGI cards)	V1.16 or lower	**Yes**	**Yes:** (No new features)
OAS	V2.02 or lower	**Yes**	**Limitation(**)**
	V2.03, 20111209 (New version)	**Limitation(*)**	**Yes**
CNF24	V1.01 or lower	**Yes**	**Yes:** (No new features)
	V1.02, 20111125 (New version)	**Yes:** (No new features)	**Yes**
SMT-I Phones	Lower version	**Yes**	**Yes:** (No new features)
	SMT-i3105: v1.56 ('12.01.20) SMT-i5210: v1.36 ('12.01.20) SMT-i5220: v2.31 ('12.01.26) SMT-i5230: v1.26 ('12.02.04) SMT-i5243: v1.85 ('12.01.20) SMT-i5264: v1.25 ('11.11.16)	**Yes:** (No new features)	**Yes**
SMT-w5120	Lower version	**Yes**	**Yes:** (No new features)
	V2.03.05 ('11.05.31)	**Yes:** (No new features)	**Yes**

Limitation(*)	Sending & Receiving DTMF on SIP Trunk and SPNET (Both in-band and out-band are not supported. So The feature using DTMF like Mobex is not supported.
Limitation(**)	If MPS is used on old OAS software, new feature is supported. If MGI is used on old OAS software, new feature is not supported.

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) IT Tool

IT tool is no longer supported from v4.60. IT tool is replaced by embedded DM (Device Manager) and standalone DM.

2) DM (Device Manager)

Device Manager will work with system software version 4.53b or higher. For more information, please refer to section 6.5 of this document or download Product Bulletins 229_Software_v4.53b_Release and 230_Device_Manager from GSBN, under Communication, Technical Support, Downloads, Product Bulletin.

a) DM has new security measure. ID and password of a 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.
b) 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. 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

    Note: Please always use the latest Java script on your PC.
c) DM can access embedded VM, i.e. OS 7030, OS 7100, and OS 7200s now.

Device Manager with version 4.60 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.

3) MP20/MP40

The v4.60 software packages cannot be upgraded through DM because the main software file size is over the 20M bytes limitation. You will need to copy v4.60 software to the SD card.

4) OS 7030/MP10a/MP20s

For these systems, you can either use DM or SD card to upgrade the system software. However, the numbers of software files have been increased from 7 to 9.

- <Previous>

  ap1av460.pkg, cs1av440.pkg, dr1av460.pkg, ms1av460.pkg, rd1av460.pkg, rt1av460.pkg, ws1av460.pkg
- <Current>

  ap1av460.pkg, cs1av440.pkg, dr1av460.pkg, ms1av460.pkg, rd1av460.pkg, rt1av460.pkg, ws1av460.pkg, **osdm.jar, osdmhelp.jar**

When upgrading system software to v4.60, the embedded voice mail (VM) data base is remained 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 v4.5x
   (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 v4.60
   (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.

5) LP 40

- MP40 should be upgraded to V4.60 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, SP40V200.PGM contains both LP40 bootrom and LP40 software file. When you try to upgrade LP40 package to V2.00 from an earlier version than V2.00 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.

1.4.4 Software Upgrade Procedures

1. **The OS7400 Upgrade Procedures**

   Any upgrade to V4.60 will default the database, so doing a backup with DM (Device Manager) 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 has 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 V4.60 will default the database, so do a backup with Device Manager 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 V4.60 will default the database, so doing a backup with Device Manager 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 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 4.60 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.
5) Reboot the switch and verify that the software shows V4.60 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 V4.60 will default the database, so doing a backup with Device Manager 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 latest DM program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.60 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 V4.60 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 V4.60 will default the database, so doing a backup with Device Manager 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 latest DM program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.60 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 V4.60 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) Access the START, RUN, CMD to access a telnet session from PC.
4) Type (TELNET XXX.XXX.XXX.XXX) to access the MGI card for programming. XX is the IP address of the MGI.
5) The IP address will be the one in MMC 831 for that card.
6) Login onto the card with user name of mgi and password of mgi12345.
7) Type in (ALLSET)
8) The system will respond with current IP Address which should be the MGI card IP address.

a. Change this address if it needed.

9) The next prompt will be the SUBNET MASK which is 255.255.255.000
10) The next prompt will be the GATWAY. Put in your gateway.
11) The next prompt will be the I/O Server which is the **PC IP address**.
12) When the system responds, 20 seconds later, type in (REBOOT) to reboot the card.
13) 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.
14) After a few minutes, access DM 2.2.0 (MMC 727) and verify the software load and date is correct.
15) 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) Access the START, RUN, CMD to access a telnet session from PC.
4) Type (TELNET XXX.XXX.XXX.XXX) to access the OAS card for programming. XX is the IP address of OAS card.
5) The IP address will be the one in DM 2.2.2 (MMC 831) for that card.
6) Login onto the card with user name of mgi and password of mgi12345.
7) Type in (ALLSET)
8) The system will respond with current IP Address which is the MGI card IP address. Change this address if it needed.
9) The next prompt will be the SUBNET MASK which is 255.255.255.000
10) The next prompt will be the GATWAY which is 105.52.21.1. Put in your gateway.
11) The next prompt will be the I/O Server which is the PC IP address.
12) When the system responds, 20 seconds later, type in (REBOOT) to reboot the card.
13) 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.
14) After a few minutes, access MMC 727 and verify the software load and date is correct.
15) 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.

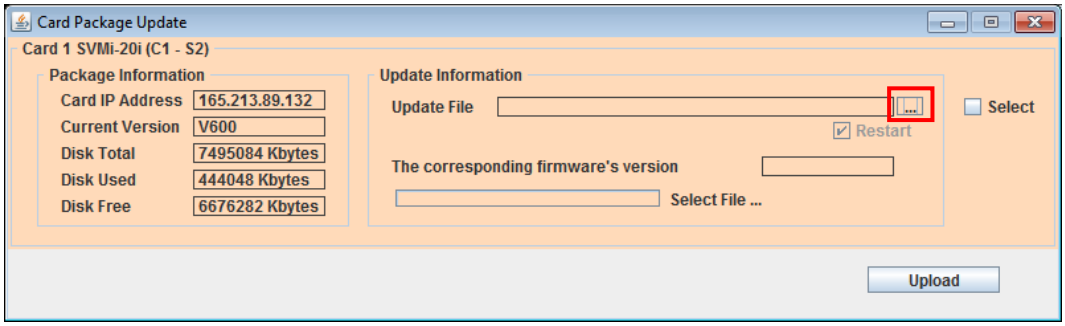
9. SVMi-20i Upgrade Procedure

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

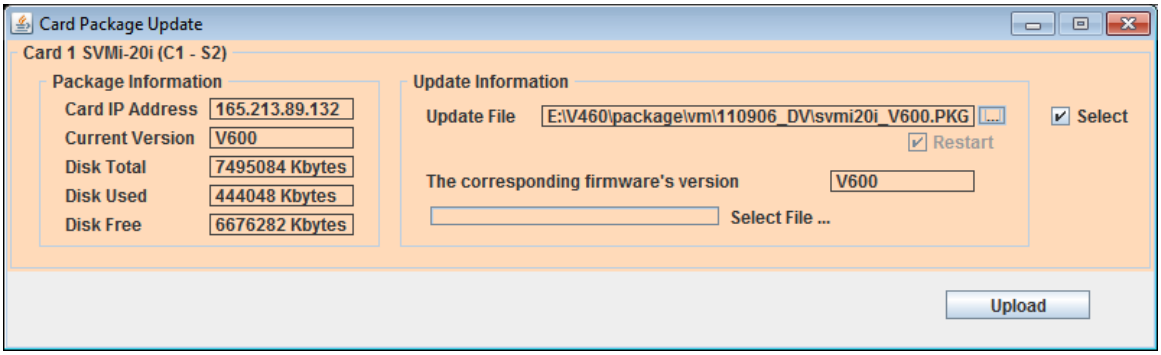
5) Select Package Update.

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.



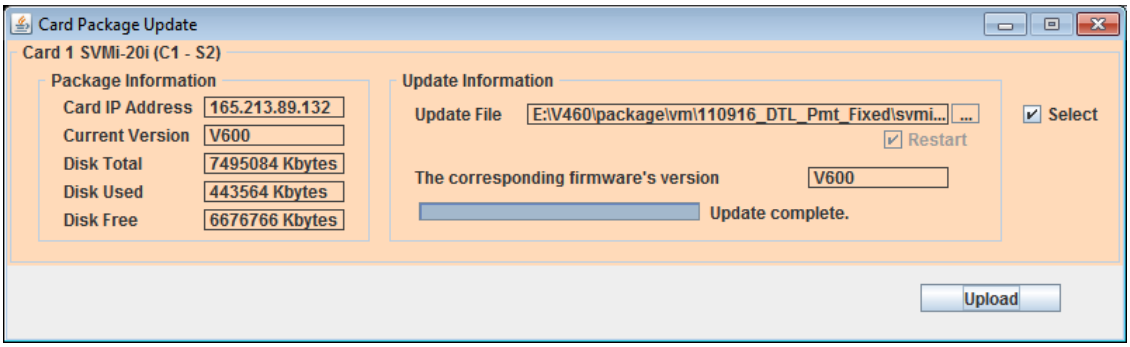
6) Select the file to update.

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

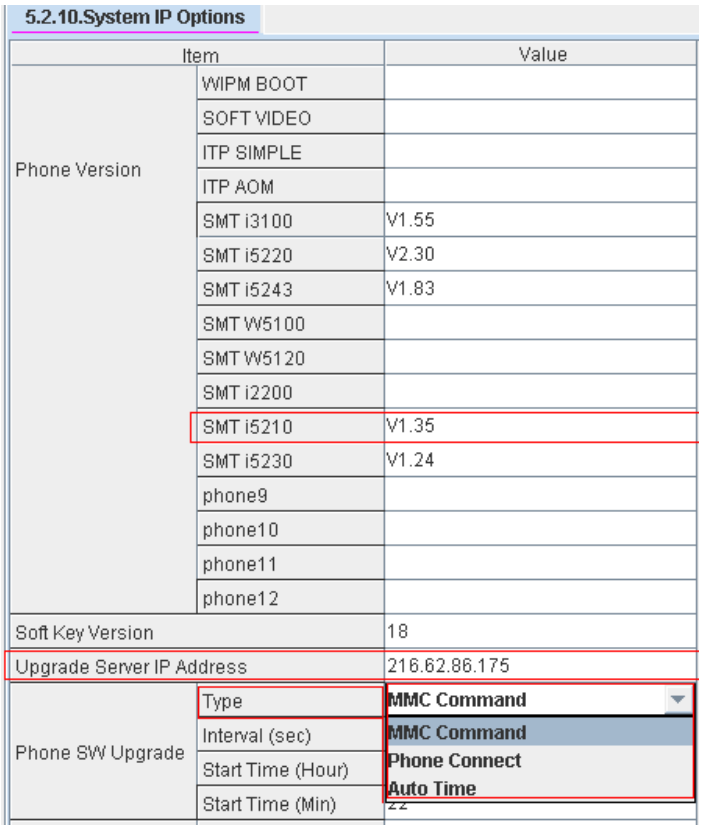
1) Download the PROMPT file and unzip it onto a folder on your pc.
2) Access a FTP program and Upload prompts to /mnt/nand0/prompt/ by using FTP. (ID: admin, PW: Samsung
3) Copy all the prompts onto this location in the previous step. You can override the prompts that show a duplicate.

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.

1.4.5 Product Bulletins: 240

Product Bulletin 240_Software_v4.60-Release: Software Version 4.60 Availability.

2.V4.63

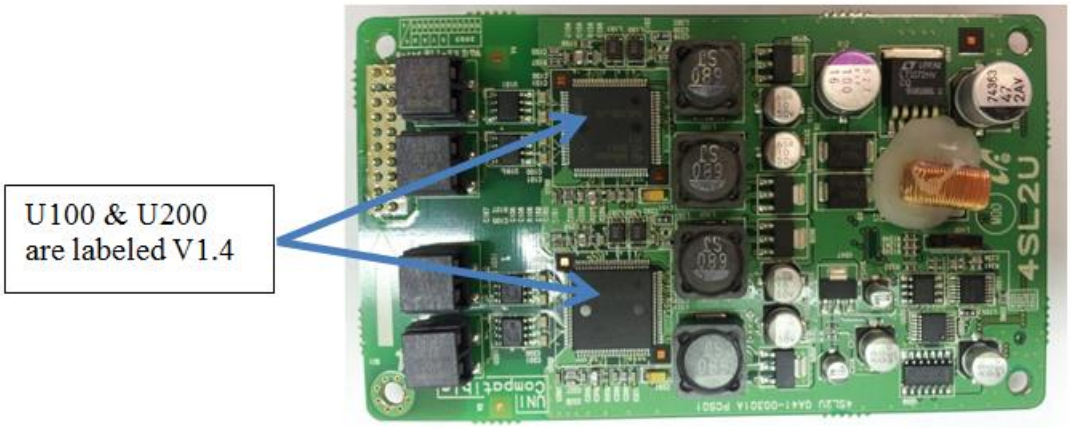
Version 4.63 software is available for the OfficeServ 7100 (MP10a) and the OfficeServ 7200-S (MP20s). The only purpose for this release is to enable these two systems to support the new 4SL2U daughterboard that mounts on the UNI card.

2.1 NEW HARDWARE

There are no new features or enhancements in V4.63 software.

Application	Version	Date
OfficeServ 7100 MP10a	V4.63	12.09.04
OfficeServ 7200S MP20S	V4.63	12.09.04

Supports new 4SL2U (V1.4) Daughterboard
V4.63 system software is required to support the 4SL2U V1.4 daughterboard to be released on a running change basis later this year. The U100 & U200 chips on V1.3 4SL2U were discontinued. A new version chip is used on V1.4 4SL2U card. Functionality is exactly the same. This new daughterboard mounts in any of the three positions on the UNI card.



2.2 SOFTWARE COMPATIBILITY TABLE

V4.63 is compatible with the following OfficeServ systems and versions.

Software	OS7100 (MP10a)	OS7200-S (MP20S)
System Package	V4.63 (12.09.04)	V4.63 (12.09.04)
MP	V4.63 (12.09.04)	V4.63 (12.09.04)
SP	V2.61a (12.08.31)	V2.61a (12.08.31)
VM	V2.81w (12.08.09)	V2.81w (12.08.09)
MGI	V2.06 (11.12.09)	V2.06 (11.12.09)
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)
Boot	V1.07 (09.02.24)	V0.30 (09.09.22)
RTG	V1.00 (11.12.09)	V1.00 (11.12.09)
PWP (Meet-Me conference manager for CNF24)	NA	V4.60 (11.10.24)
DM	V4.60f (12.08.13)	V4.60f (12.08.13)
TEPRIa	V4.29 (11.05.03)	V4.29 (11.05.03)

2.3 PRODUCT BULLETIN 245

Product Bulletin # 245: OfficeServ 7100 & 7200-S Software Version 4.63 General Availability.

3. V4.65

The purpose of this section is to introduce and explain the new features offered in **V4.65** main system feature package for the **OfficeServ 7000 Series** of business telephone 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.

There is no new hardware introduced with V4.65. However a new Device Manager Version 4.65 is required to support these new settings and encryption. The PC running Device Manager V4.65 must run **Java 6**. Device Manager is not compatible with Java 7.

The chart in the next section lists the features and changes supported by V4.65 along with the OfficeServ 7000 Series system(s) supported.

3.1 FEATURES & HARDWARE 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

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

3.2 FEATURE DESCRIPTIONS

This chapter lists the features in the V4.65 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

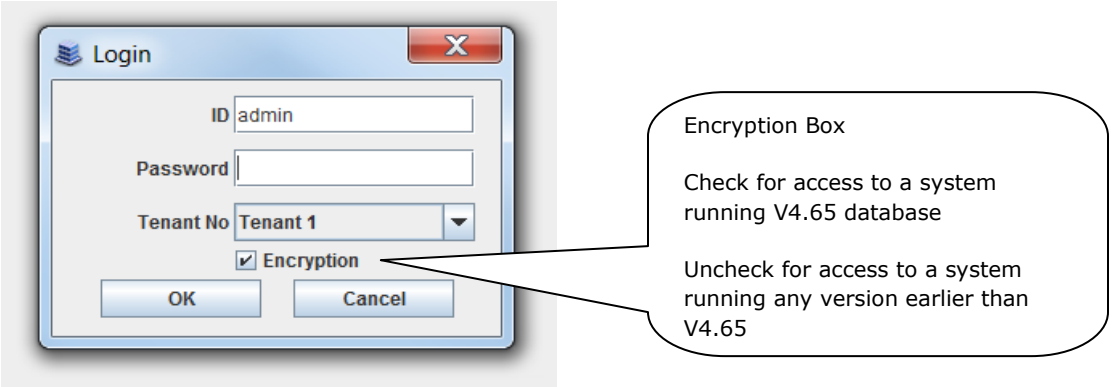
3.2.1 Password Encryption

GENERAL DESCRIPTION

The following passwords are encrypted for enhanced security. They are appear as "****" in each menu and can't be read from backup database.

- DM 2.1.7 Admin Password for Device Manager Login
- DM 2.7.2 SIP Phone Password
- DM 5.2.13 Authorization Password for SIP Carrier

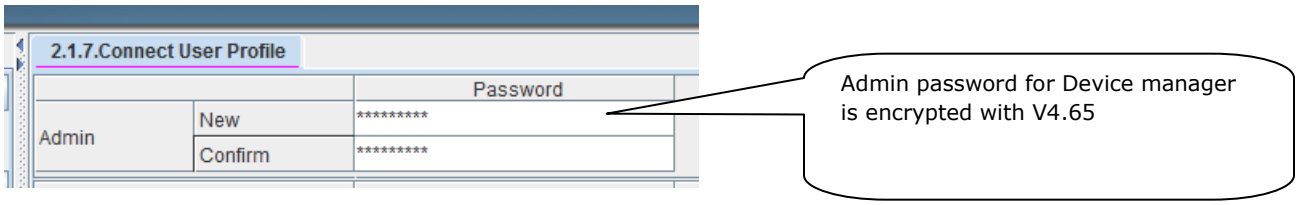
Technician should access V4.65 system with V4.65 DM**.** When using an earlier version of DM, access to the system is not permitted because the passwords are encrypted in V4.65. When using DM V4.65 to access an earlier database technician must uncheck (deactivate) the Encryption Box at time of login.



PROGRAMMING

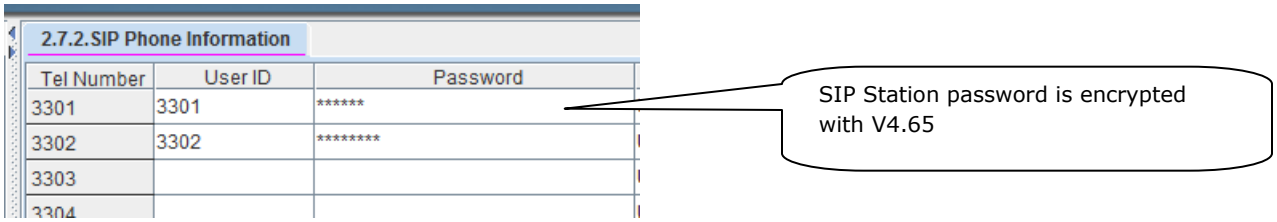
Admin Password for Device Manager

Device Manager Menu **2.1.7 Connect User Profile** shows the encrypted Admin Password as *******



SIP Phone Password

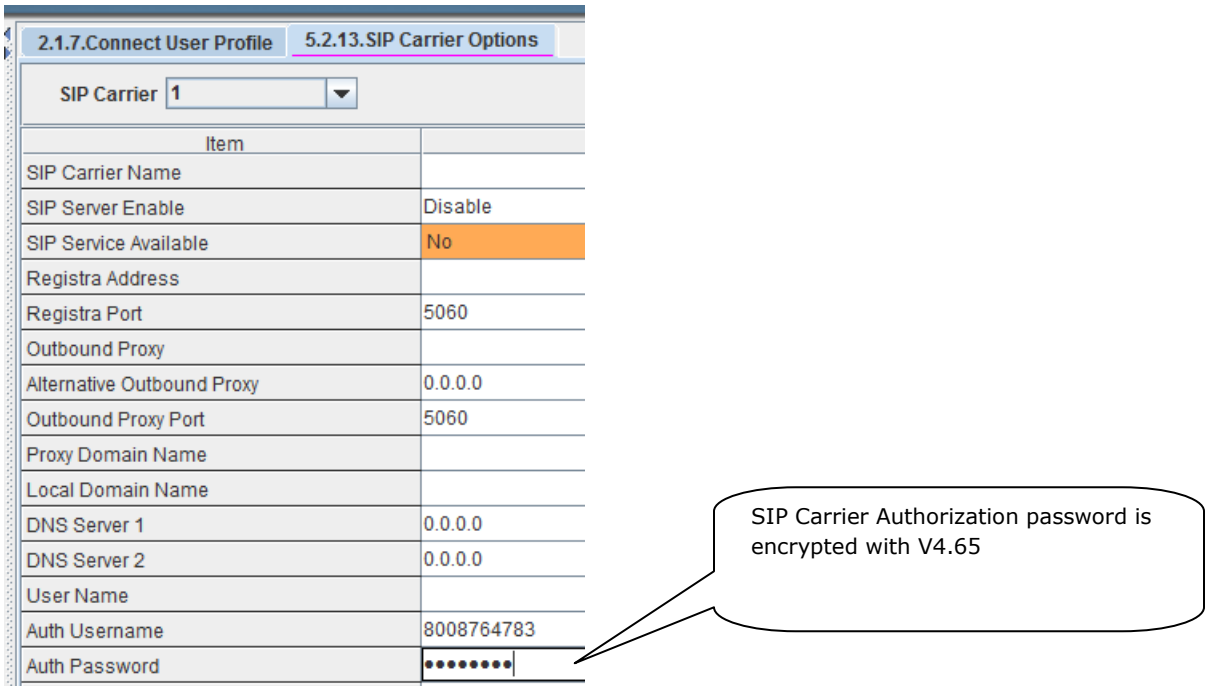
Device Manager Menu **2.7.2 SIP Phone Information** shows the encrypted Admin Password as *********.** SIP station password must be minimum 6 digits up to a maximum of 8 digits.



NEW FIELD	PURPOSE
Password	Assign an encrypted SIP station password for each 3rd Party SIP station in the system. Must be 6 ~ 8 digits

Auth Password for SIP Carrier

Device Manager Menu **5.2.13 SIP Carrier Options** shows encrypted **Auth Password** as ************



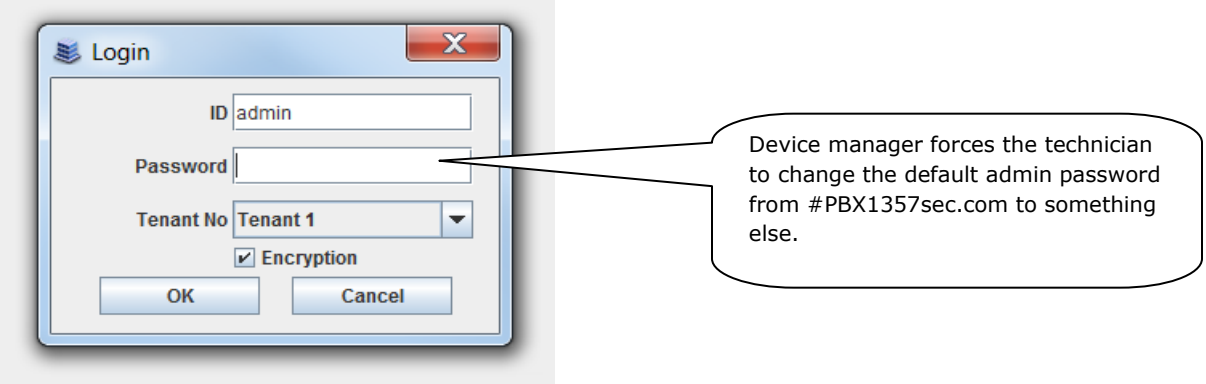
3.2.2 Secure Device Manager Login

GENERAL DESCRIPTION

System access using Device Manager is now more secure than with previous system software versions. Below are the changes.

- **Must Change Default DM Password**

  The new Default DM Password is " **#PBX1357sec.com** " and it must be changed immediately after the first login attempt. This will prevent future sites from sitting out there with the default "samsung" password just waiting for some hacker scanning Samsung MAC address.



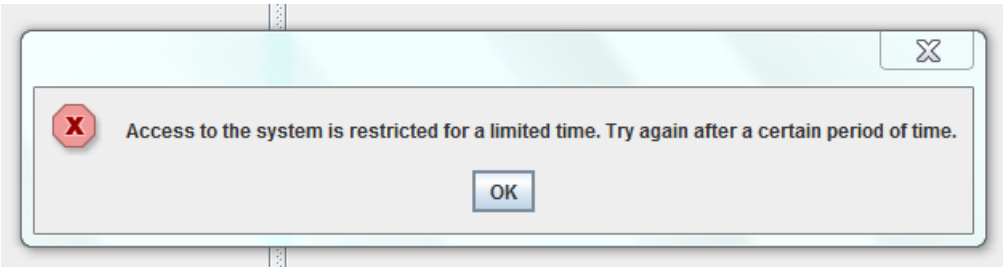
- **DM Repetitive Login Control**

  There are now two settings to control repeated attempts to login in with an incorrect DM password.

  DM Login Retry Limit – The number of unsuccessful attempts before DM is locked out.

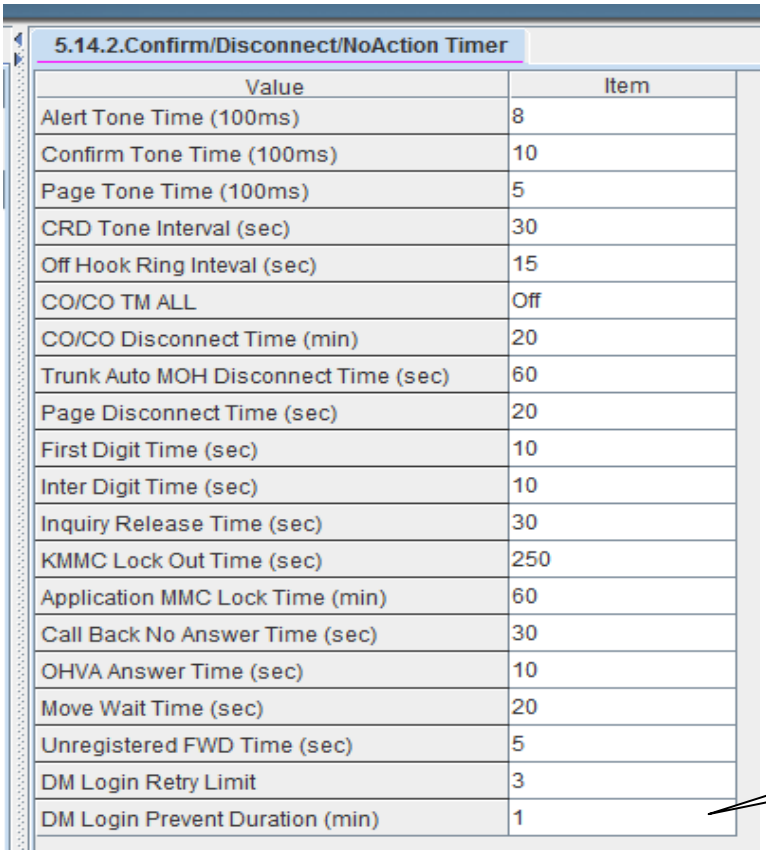
  DM Login Prevent Duration (min) – This value determines how many minutes the system prevents a user from logging in again after DM is locked out. The prevent duration is measured in minutes with a range of 1 ~ 60 minutes.

This is the message displayed after exceeding the number of incorrect login attempts



PROGRAMMING

Device Manager Menu **5.14.2 Confirm/Disconnect/No Action Timer** has a new field added to the end of the list to set the **DM Login Prevent Duration** time.



5.14.2.Confirm/Disconnect/NoAction Timer

Value	Item
Alert Tone Time (100ms)	8
Confirm Tone Time (100ms)	10
Page Tone Time (100ms)	5
CRD Tone Interval (sec)	30
Off Hook Ring Inteval (sec)	15
CO/CO TM ALL	Off
CO/CO Disconnect Time (min)	20
Trunk Auto MOH Disconnect Time (sec)	60
Page Disconnect Time (sec)	20
First Digit Time (sec)	10
Inter Digit Time (sec)	10
Inquiry Release Time (sec)	30
KMMC Lock Out Time (sec)	250
Application MMC Lock Time (min)	60
Call Back No Answer Time (sec)	30
OHVA Answer Time (sec)	10
Move Wait Time (sec)	20
Unregistered FWD Time (sec)	5
DM Login Retry Limit	3
DM Login Prevent Duration (min)	1

NEW FIELD	PURPOSE
DM Login Prevent Duration	This value determines how many minutes the system prevents a user from logging in again after DM is locked out. The prevent duration is measured in minutes with a range of 1 ~ 60 minutes. **Default is 1 minute**

3.2.3 SIP Station Security

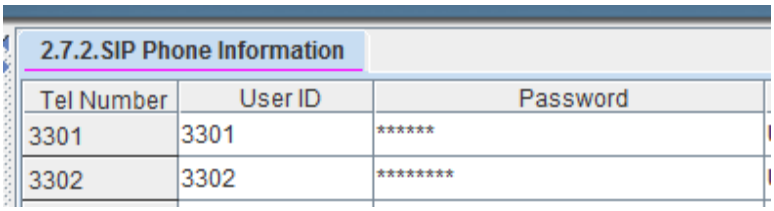
GENERAL DESCRIPTION

With V4.65 software, SIP stations do not have default ID and passwords assigned. This prevents unauthorized registration. The installing technician must create IDs and passwords for each SIP station. The password must be 6~8 digits.

When upgrading an earlier database to V4.65, the default ID and passwords for SIP stations will be deleted. The technician must assign new IDs and new passwords of 6~8 digits.

PROGRAMMING

Device Manager Menu **2.7.2 SIP Phone Information** is used to assign User IDs and Passwords for all SIP stations. These are not new fields to DM V4.65. However if there is a Tele Number assigned as a SIP station it must be assigned an ID and password.



FIELD	PURPOSE
User ID	No default ID is provided. Technician must enter this value
Password	No default password is provided. Technician must enter this value

3.2.4 VM/AA Password Change

GENERAL DESCRIPTION

OfficeServ V4.65 system software and SVMi-20i V6.02 combined with Device Manager V4.65 provides improved VM/AA security settings to control use of voice mailbox/subscriber passwords. Mailboxes with default password are a security risk for toll fraud. Below are the three settings available in **DM 8.5 System Parameters**

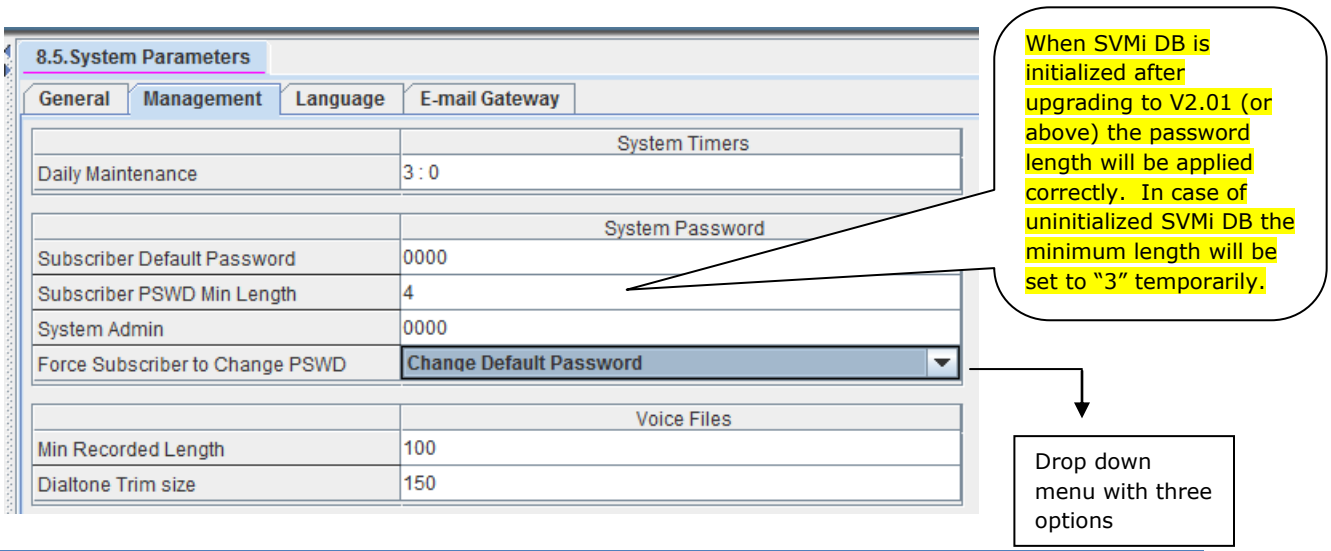
1. None: this is the same as previous password policy for embedded SVM and SVMi-201
2. Change Default Password: When a subscriber logins in for the first time the user is forced to change the default password before they gain access to the voice mailbox. This is the default setting in V4.65 software. Password can be a simple one. This is the **DEFAULT** setting for North America
3. Change Default and Deny Simple One: Same as option 2 above plus the password cannot be a simple repeating numbers (like 1111, 2222) ascending or descending numbers (like 1234, 4321) or users own extension number. Highly recommended.

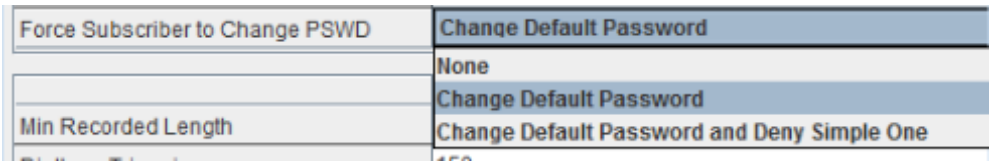
Note: SVMi-20i software must be upgraded to V6.02 to support these options. Embedded SVM in V4.65 system package support these options. DM V4.65 must be used to view and select these options.

PROGRAMMING

Device Manager Menu **8.5. VMAA /System Parameters / Management** has a new field with a drop down menu to select Subscriber Password Options.

8.5 System Parameters





FIELD	PURPOSE
Force Subscriber to change PSWD	Used to select password control options. Click on arrow to see menu.
None	Same as previous software. Can keep the default simple password like 1234
Change Default Password	Forces user to change password first time they log in. Can be a simple password
Change Default Password and Deny Simple One	Must use a password that does not repeat numbers in ascending or descending order.

3.2.5 DM IP White List

GENERAL DESCRIPTION

This new DM IP White List adds another level of security by controlling what PCs can access the system using Device Manager. Only the IP addresses listed can connect to the system using DM.

There are two ways to input DM IP addresses. Either enter each IP address individually or input an IP address range.

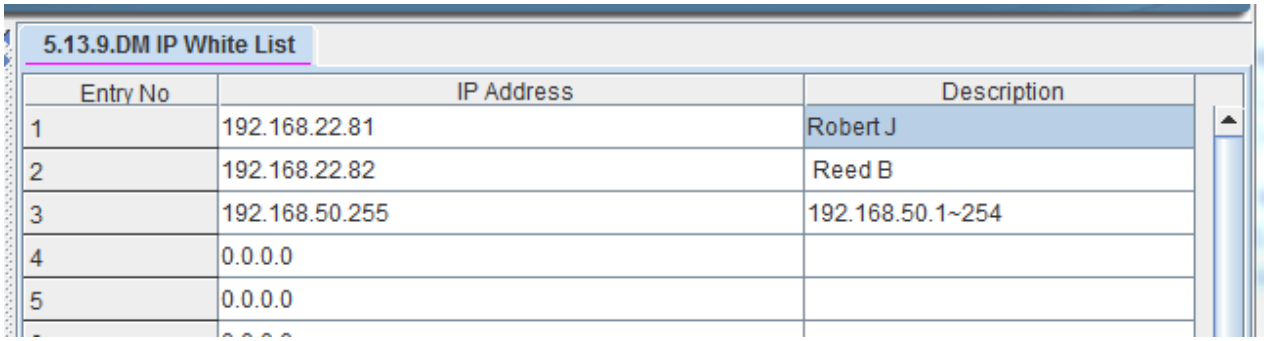
Note: If there are no IP addresses in the list, then the system is *fully open* so any PC using DM can access the system. After upgrading a system to V4.65 the DM IP White List has no valid IP address so the system is vulnerable to hacking.

If current PC is not listed in DM IP White List the following message will be displayed:

> **"Current PC in not allowed to access system database. Please use another PC or check DM Access IP List in DM 5.13.9"**

PROGRAMMING

Device Manager Menu **5.13.9 DM IP White** is a list of IP address of PCs that can access Device Manager.



FIELD	PURPOSE
IP Address	Enter an individual IP address or an IP address range
Description	A 16 character description of who or where this IP address is, or identifies the range of IP addresses.

3.2.6 Phone IP White List

GENERAL DESCRIPTION

The Phone IP White List in V4.65 provides another level of security by identifying what Samsung IP phones, SIP Phones, PCs or Servers running CTI solutions and LAN Printers can access the OfficeServ system.

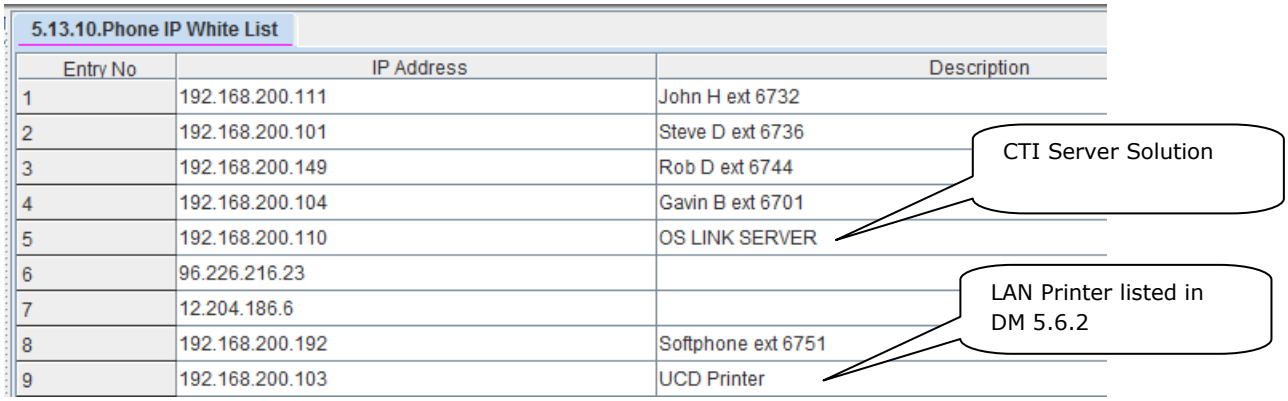
Default is IP White List "ENABLED" in **DM 2.7.1** for all users. No IP phones will register until the IP addresses are entered into this list.

After upgrading a system to V4.65 using Device Manager V4.65, the IP White is has no valid IP addresses so all IP/SIP/WIP phones, CTI Solutions or LAN printers can't register to the system. A technician has three options to restore connectivity for these devices

1. Use DM menu **2.7.1 ITP Information** to set each IP & SIP phone to IP White List 'DISABLE". (Use copy & Paste function)
2. Enter an IP address range in IP Phone White List to cover all IP devices.
3. Copy and Paste IP addresses from DM menu **6.2.2 & 6.2.3** or MMC 840.

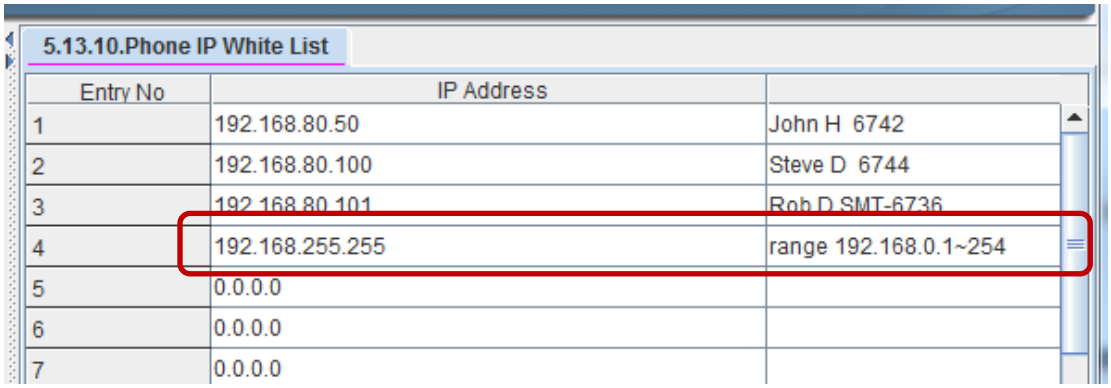
PROGRAMMING

Device Manager Menu **5.13.10 Phone IP White List**. Even though this menu is named Phone IP white list it is also used for CTI solutions and LAN printers as pointed out below.

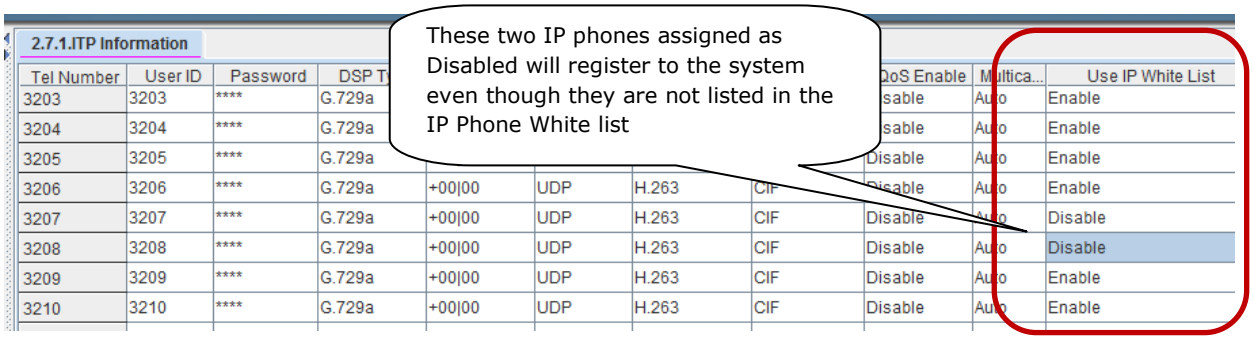


FIELD	PURPOSE
IP Address	Enter an individual IP address or an IP address range Default: Empty Table
Description	A 16 character description of who or where this IP address is, or identifies the range of IP addresses.

Device Manager Menu **5.13.10 Phone IP White List** with an entry showing an IP address range highlighted in the in red box

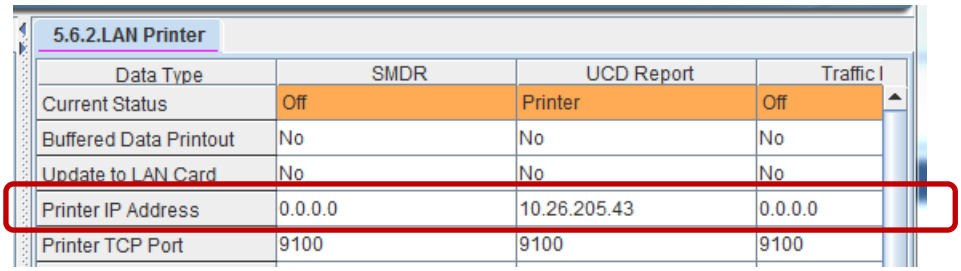


Device Manager Menu **2.7.1 ITP Information is** used to Enable or Disable the IP White List on an individual basis.



FIELD	PURPOSE
Use IP White List	Set to Enable or Disable. If set to Disable this IP phone can be registered to the system even though it is not listed in the Phone IP white List Default: Enable

LAN printers listed in Device Manager Menu **5.6.2 LAN Printer** must be added to the IP Phone White List if the White List is used. There is no IP White List Enable/Disable option for LAN printers.



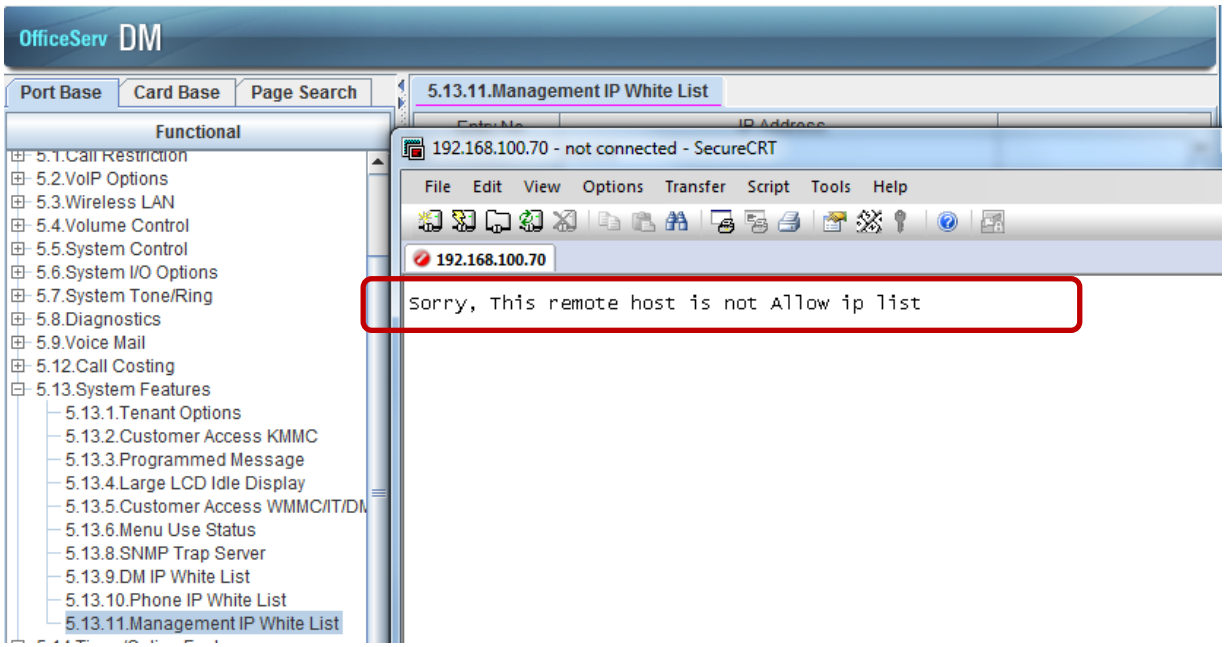
3.2.7 Management IP White List

GENERAL DESCRIPTION

For added security the Management IP White List defines the IP addresses that are allowed for Telenet, FTP Server, and SMDR. These IP address are defined in DM menu 5.13.11. If there are no entries in this list these functions will not be available.

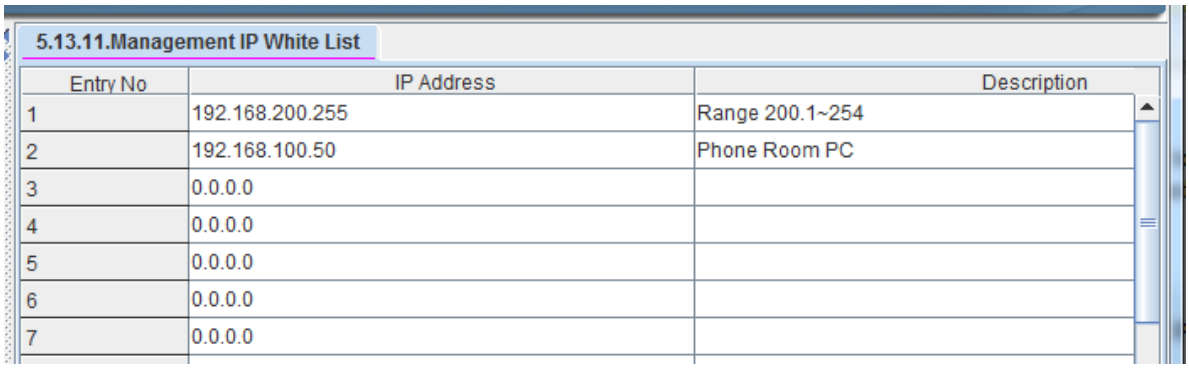
After upgrading to V4.65 the Management IP White List has no valid IP address so all Telenet, FTP or SMDR access is denied. Technician must enter IP address to use these functions.

Note: If Management IP White List has no entries a user will see this error when attempting to set up a Telenet session.



PROGRAMMING

Device Manager Menu **5.13.11 Management IP White List** is used to list the IP address of PCs that will be used for SMDR, FTP and Telenet functions. The example below shows an IP range that can be used and a single IP address of the PC in the Phone Room.



FIELD	PURPOSE
IP Address	Enter an individual IP address or an IP address range for Telenet, FTP or SMDR access.
Description	A 16 character description of what or where this IP address is, or identifies the range of IP addresses.

3.2.8 IP Address Range Rule

GENERAL DESCRIPTION

When listing IP addresses in the IP Phone White List, DM White List or Management IP White List, it may be easier or more suitable to enter them as a range of IP addresses instead of individual entries.

This table shows the three schemes to enter a range of IP addresses.

IP address format	IP address range	
A.B.C.255	A.B.C.1 ~ A.B.C.254	
A.B.255.255	A.B.0.1 ~ A.B.255.254	**See sample of this entry below**
A.255.255.255	A.255.255.254	

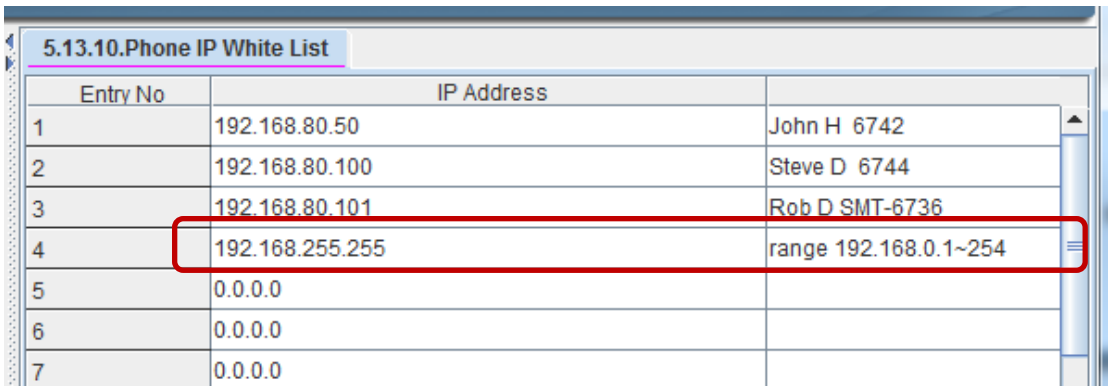
PROGRAMMING

These Device Manager Menus can use the IP address range method.

5.13.9 DM IP White Options

5.13.10 Phone IP White List. See the sample range entry below in red box.

5.13.11 Management IP White List

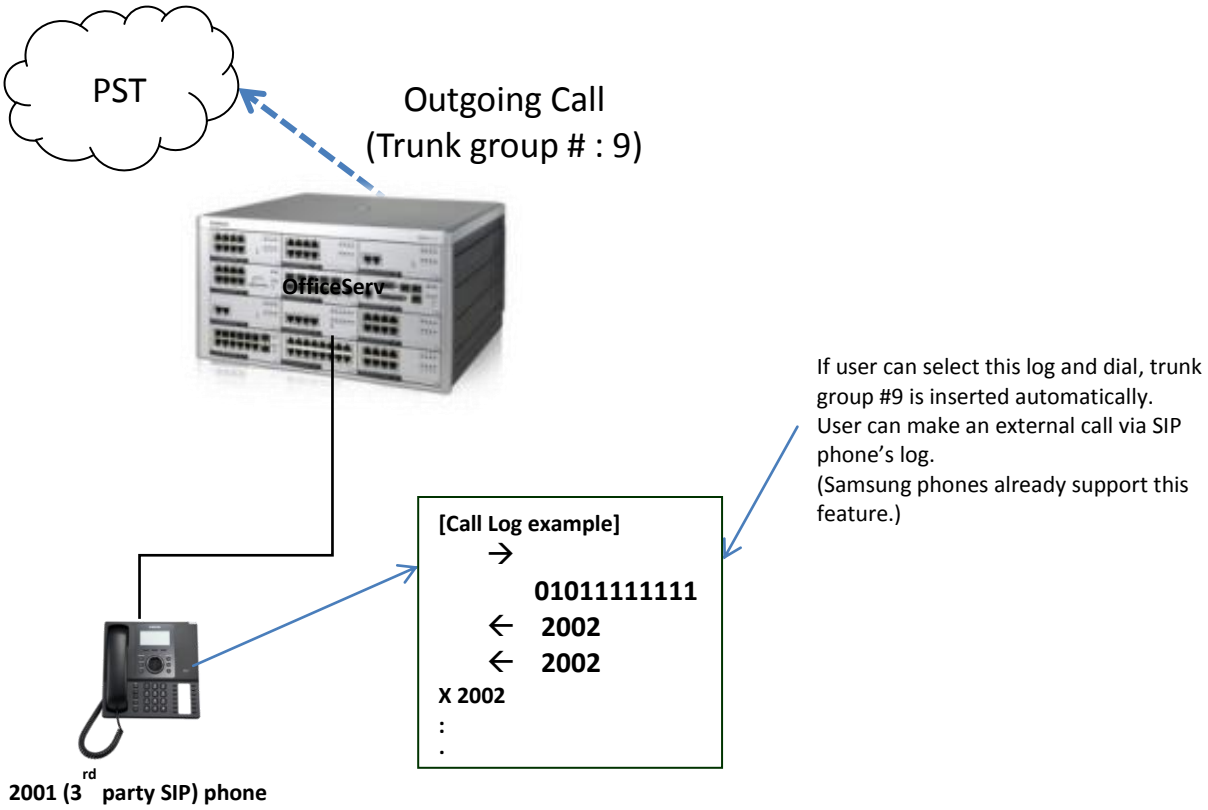


FIELD	PURPOSE
IP Address	List the IP address allowed. Can be an individual address or a range as indicated in the red box.
Description	Describe who or where this IP address is, or identifies the range of IP addresses.

3.2.9 Add Trunk Access Code for SIP Phone Log

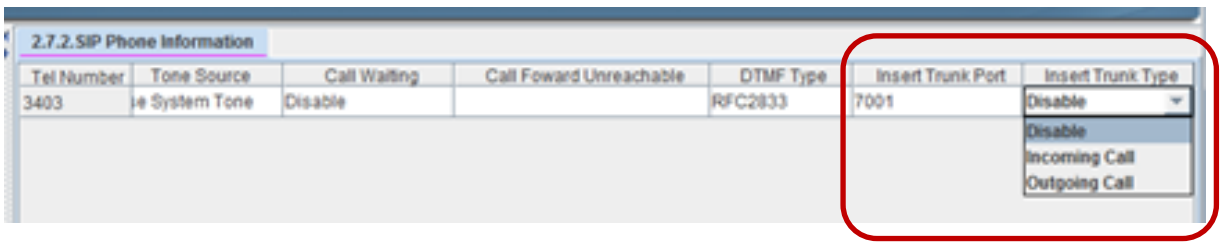
GENERAL DESCRIPTION

With V4.65 system software the trunk access code can be automatically inserted when user selects a number to dial from the Call Log of a SIP phone. Samsung IP phones already support this feature.



PROGRAMMING

DM Menu 2.7.2 SIP Phone Information has two new fields to control use of third party SIP Phone call log for incoming and outgoing calls.



FIELD	PURPOSE
Insert Trunk Port	Enter the LCR access code, TRK number or TRK Group to be inserted. When dialing numbers from the SIP phone call log this access code is automatically inserted. In the case of incoming calls this access code is inserted in front of the CID number stored in the SIP phone call log. **Default** : Blank
Insert Trunk Type	Select **Outgoing Call** setting to insert the Trunk Port entry automatically for outgoing calls from SIP Phone Log. Select **Incoming Call** setting to insert the Trunk Port entry automatically in front of CID number when storing in the SIP phone Call Log. Select **Disable** to not use this feature. **Default**: Disabled

Hint: Use "9" LCR access code in Insert Trunk Port and select Incoming Calls for Insert Trunk Type. If LCR access code is stored in front of each number in call log then it will be available for outgoing calls.

3.2.10 2 Digit Directory Name Search

GENERAL DESCRIPTION

With system software earlier than V4.65 users could only search directories on the first digit, then volume UP/Down to find a specific directory name. If there were 50 names under the letter "J" the user had to look through all of them. With V4.65 users can enter two letters to refine the search. Now when searching the directory for the name "John" in a list of 50 names beginning with "J" a user can enter "JO" and the list begins with the first name matching "JO".

2001	janet
2002	jackie
2003	john
2004	joseph
2005	jacob
2006	jay
2007	joanne
2008	jeff
2009	jimmy
2010	joel
2011	joe
2012	janet
2013	jenniffer
2014	jose
2015	jean
2016	jessica

Pressing "5" to search on "J" will provide a list of the 16 directory names in this list, starting with jackie, then press volume up to continue through these names; jacob, janet, jay, jean, jeff, jenniffer, jessica, jimmy, joanne, joe, joel and then john.

Use two digits search, press "5" then # to enter the second digit. Press"6" three times to enter "O". The list starts with joanne, joe, joel and then john

PROGRAMMING

There is no programming necessary to use two digit directory search feature.

USER INSTRUCTIONS

To use two-digit directory search feature from any Samsung OfficeServ Display phone:

At any iDCS, ITP-51xx, DS-50xx or SMTi series phone

a. Press 'Scroll' button and select the 'CALL' soft key.

```
3100:Admin
CALL  OTHER ANS->
```

b. Select the 'DIR soft key.

```
select an option
DIR   LOG
```

c. Choose one soft key among 3 directory options.

```
directory dial
PERS   SYS   STN
```

d. Enter one or two characters to search a name you are looking for.

```
system speed #
Enter 1st letter
```

e. You can press '**#**' key then enter 2nd letter.

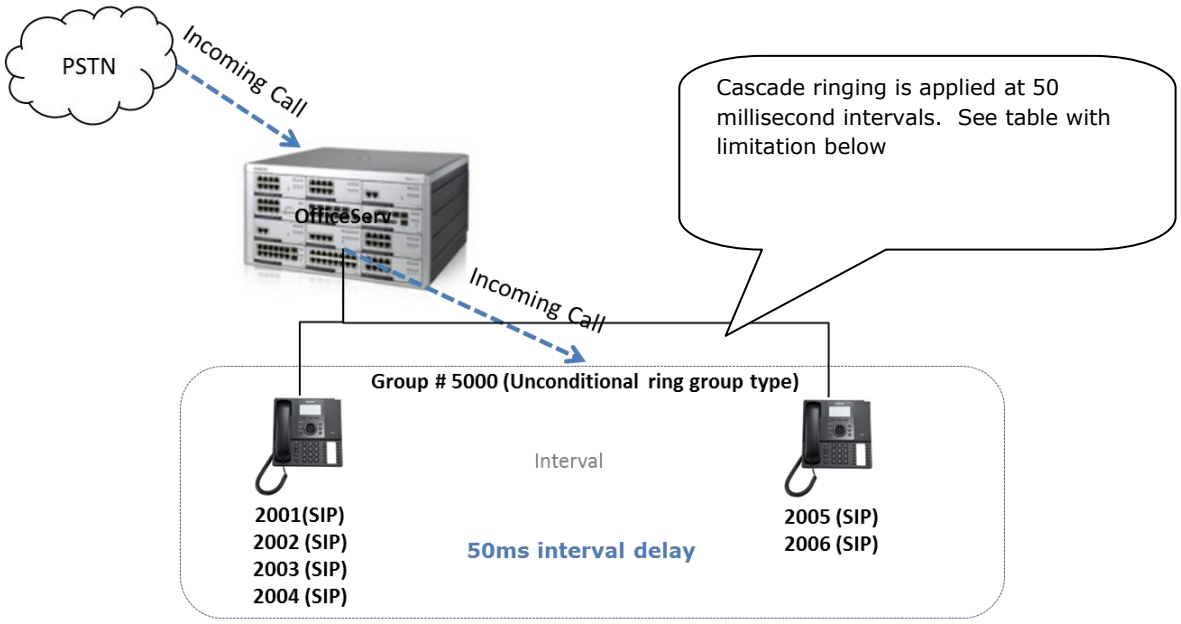
```
Scroll on [AN]
Use volume keys
```

3.2.11 Unconditional Ring for SIP Phones

GENERAL DESCRIPTION

V4.65 supports "Unconditional Ring" mode for SIP stations assigned as a member of a Station Group. With previous versions SIP station would not ring if assigned to a station group using unconditional ring mode.

Note: If SIP extensions are added in this group, system provides **cascade ringing**, not simultaneous ringing.



Limitation

In case of 'Unconditional Ring' mode, the maximum members of an UCD group are reduced as indicated below.

System	Number of Members	Number of SIP phone Member
OS7030	16	8
Other Systems	32	10

Interval processing delay

a. OfficeServ system sends 'SIP INVITE' message to 4 group members at once.

b. And every interval delay for the SIP INVITE is 50ms.

c. Logically, total delay will be '400ms' between 1st and 9th SIP INVITE message.

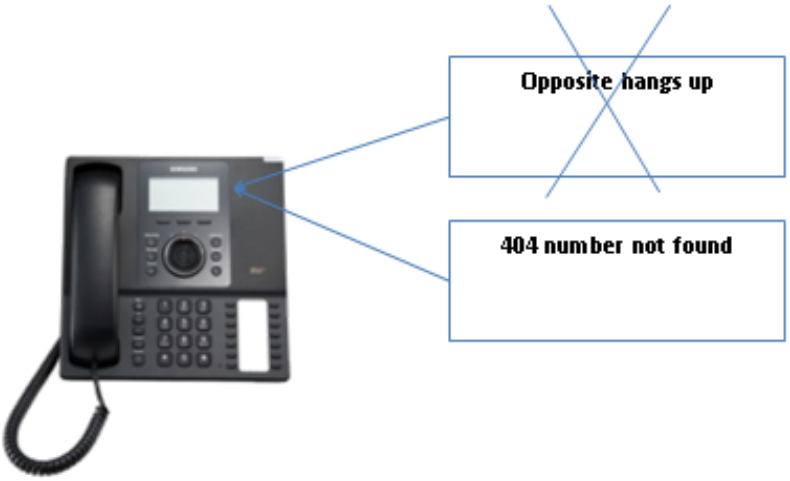
PROGRAMMING

There are no special steps required to support a station group set to "Unconditional Ring" mode with SIP stations as members. Programing procedure has not changed. DM menu 4.1.1 (MMC601) supports SIP extension as member of a group with unconditional ring mode assigned.

3.2.12 SIP Cause Message Display

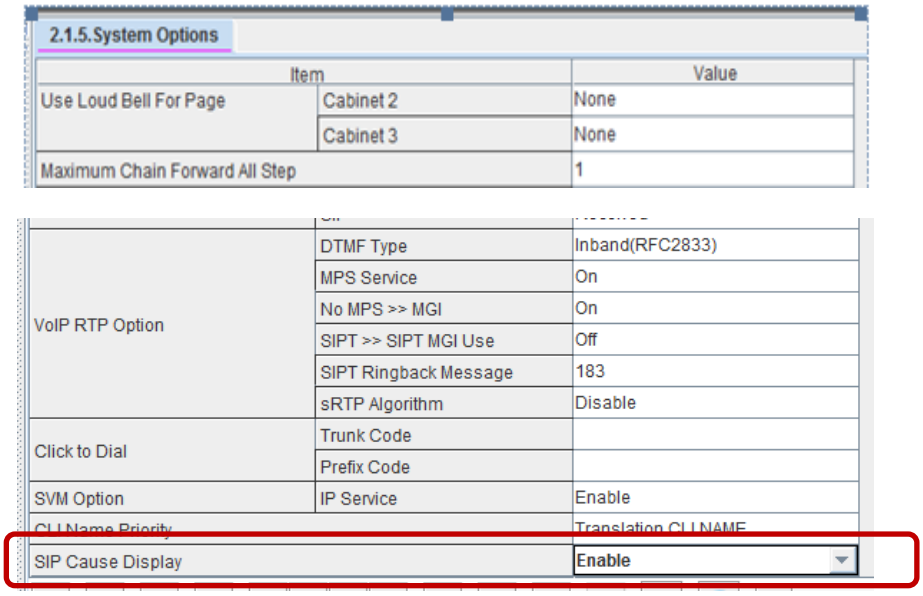
GENERAL DESCRIPTION

SIP Cause Messages such as 4xx, 5xx and 6xx can be optionally displayed on the phone instead of OfficeServ messages.



PROGRAMMING

Device Manager Menu **2.1.5 System Options**



2.1.5.System Options

Item		Value
Use Loud Bell For Page	Cabinet 2	None
	Cabinet 3	None
Maximum Chain Forward All Step		1
VoIP RTP Option	DTMF Type	Inband(RFC2833)
	MPS Service	On
	No MPS >> MGI	On
	SIPT >> SIPT MGI Use	Off
	SIPT Ringback Message	183
	sRTP Algorithm	Disable
Click to Dial	Trunk Code	
	Prefix Code	
SVM Option	IP Service	Enable
CLI Name Priority		Translation CLI NAME
SIP Cause Display		Enable

NEW FIELD	PURPOSE
SIP Cause Display	To Enable or Disable display of SIP Cause Messages

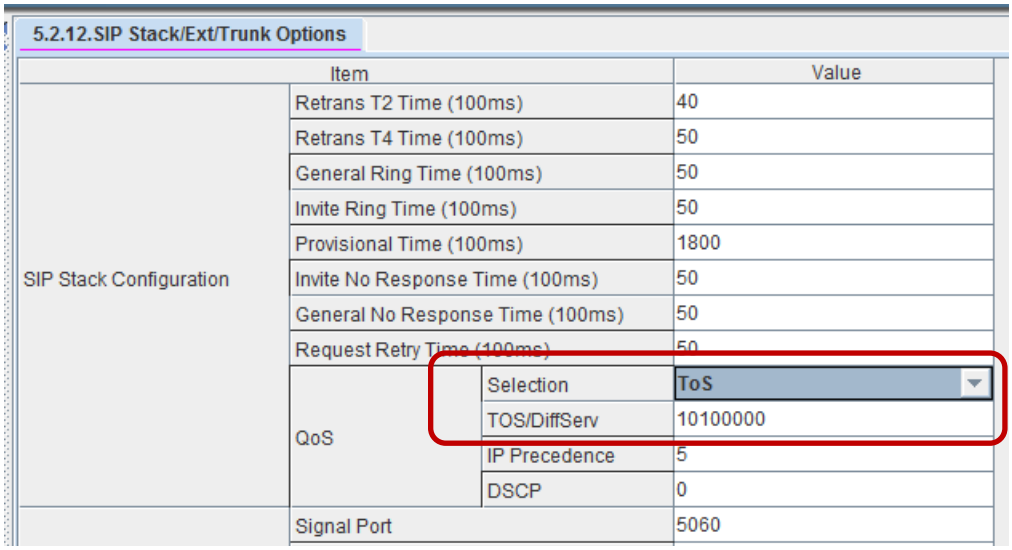
3.2.13 TOS Field for SIP Packet

GENERAL DESCRIPTION

With V4.65 software technicians can change the TOS field of the IP Header that enables CoS Settings as required. This option is only available on OfficeServ 7400 systems.

PROGRAMMING

Device Manager Menu **5.2.12 SIP Stack/EXT/Trunk Options** provides drop down menu to select the TOS and modify settings to change TOS bit field for a SIP Signaling packet.



FIELD	PURPOSE
Selection	Select ToS, IP Precedence or DSCP
TOS/DiffServ	Modify the TOS bits as required to adjust pack-flow grouping or allow for more CoSs

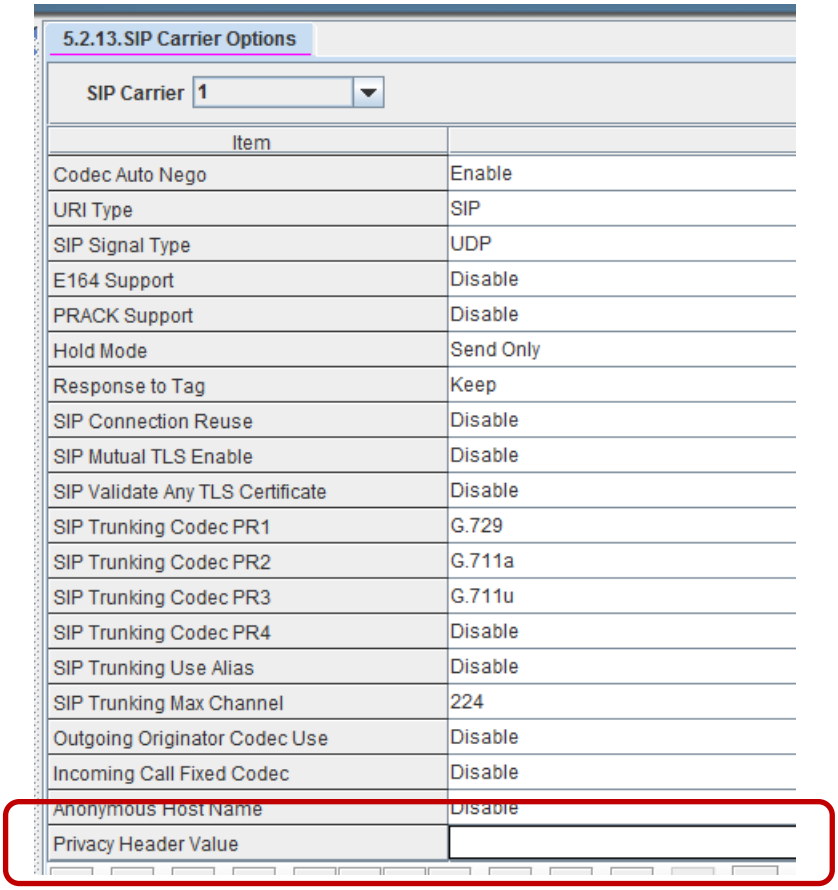
3.2.14 SIP Privacy Header

GENERAL DESCRIPTION

Version 4.65 system software provides a new SIP Privacy Header Value setting so it can be changed as required. With previous versions the SIP Privacy header could not be changed.

PROGRAMMING

Device Manager Menu, **5.2.13 SIP Carrier Options** provides a new setting for the Privacy header Value.



FIELD	PURPOSE
Privacy Header Value	Used to change the header value to : header, session, user, none, critical, token ID …….

3.2.15 Single CID Number

GENERAL DESCRIPTION

With V4.65 system software users with **Station Pair** can send a single Caller ID Number for both paired extensions. This is an ON or OFF setting.

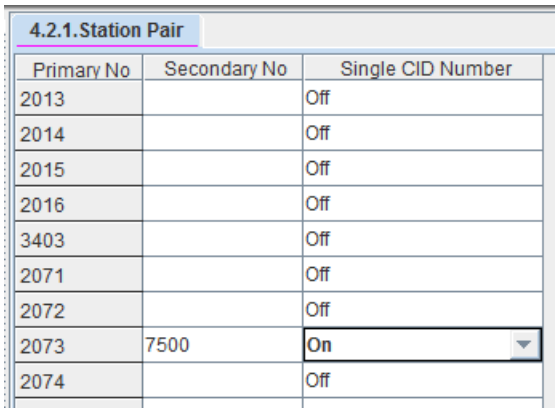
Single CID Number

ON: Send a single CID number for both paired extensions. The number sent will be the CID number assigned to the Primary extension in DM 2.4.3 Send CLI Number. (MMC 321).

OFF: The Primary and Secondary extensions will each send the number assigned in DM 2.4.3 Send CLI Number (MMC 321).

PROGRAMMING

Device Manager Menu **4.2.1 Station Pair** has a new field titled Single CID Number. Setting ON or OFF will determine whether the system sends a single CID number for both the Primary and Secondary numbers.



FIELD	PURPOSE
Single CID Number	Used to select Single CID Number option. **ON** = send a single CID number **OFF** = send individual CID numbers for both the Primary and Secondary numbers. **Default is OFF**

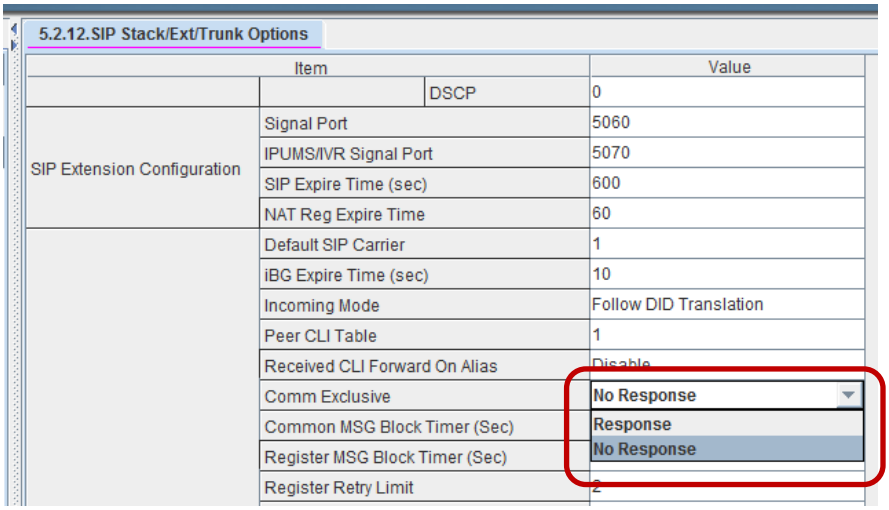
3.2.16 No Response for SIP Comm Exclusive Option

GENERAL DESCRIPTION

For additional security against anonymous hacker via SIP trunk connection the "None" option has been replaced with a new option titled "No Response" to the SIP Communication Exclusive settings. With this Carrier Exclusive selection the OfficeServ system will ignore all the SIP messages from an unauthorized IP address. The previous "None" option did not prevent any unauthorized traffic.

PROGRAMMING

Device Manager Menu, **5.2.12 SIP Stack/Ext/Trunk Options**, has a new "No Response" option for the **Comm Exclusive** setting. Click on the drop down menu and select "No Response" as shown below. Default in V4.65 is **"No Response".**



FIELD	PURPOSE
Comm Exclusive	**Response** = reply to SIP messages **No Response**. Do not respond to messages from unauthorized IP address. **Default**

3.2.17 Default Data Value Changes

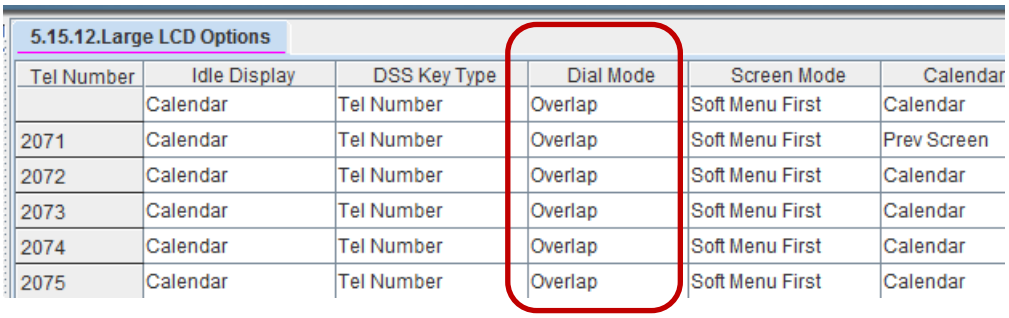
GENERAL DESCRIPTION

Constant request from all global markets led to the some default settings to be changed in V4.65 software for all OfficeServ 7000 series systems. The changes are:

1. The default **Dial Mode** for IP phones changed from Enblock to **Overlap** dialing for all OfficeServ systems.
2. The default **Auto Hold mode** for all Keysets (Digital & IP) changed form OFF to **ON** for OS 7030, OS 7100 and OS 7200S systems.
3. The default **SIP Trunk Connect Delay Time** changed from 100ms to **200ms** for all OfficeServ systems.
4. The default **System Hold Recall Time** changed from 45 seconds, to **120 seconds** for all OfficeServ systems.

PROGRAMMING

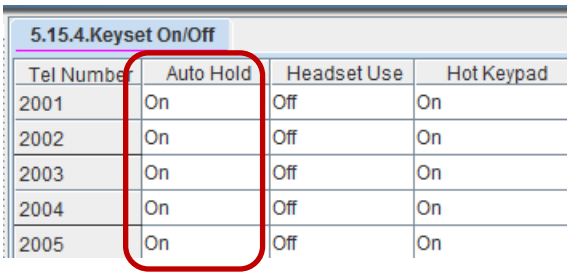
DM menu **5.15.12 Large LCD Options** is used to assign the Dial Mode for IP phones. This menu inherited the name from previous ITP 51xx IP phone series but is used for all IP phones. **Default: Overlap**



5.15.12.Large LCD Options

Tel Number	Idle Display	DSS Key Type	Dial Mode	Screen Mode	Calendar
	Calendar	Tel Number	Overlap	Soft Menu First	Calendar
2071	Calendar	Tel Number	Overlap	Soft Menu First	Prev Screen
2072	Calendar	Tel Number	Overlap	Soft Menu First	Calendar
2073	Calendar	Tel Number	Overlap	Soft Menu First	Calendar
2074	Calendar	Tel Number	Overlap	Soft Menu First	Calendar
2075	Calendar	Tel Number	Overlap	Soft Menu First	Calendar

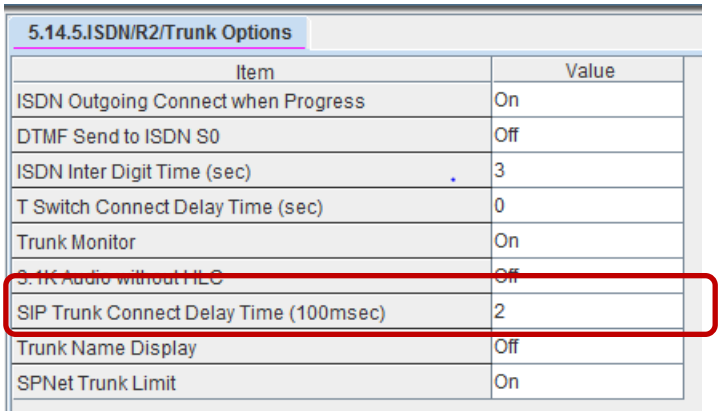
DM menu **5.15.4 Keyset ON/Off** is used to assign various telephone options as ON/Off. The Auto Hold option is one of them. With V4.65 the OS 7030, OS7100 and OS 7200S have **Auto Hold Default: On**



5.15.4.Keyset On/Off

Tel Number	Auto Hold	Headset Use	Hot Keypad
2001	On	Off	On
2002	On	Off	On
2003	On	Off	On
2004	On	Off	On
2005	On	Off	On

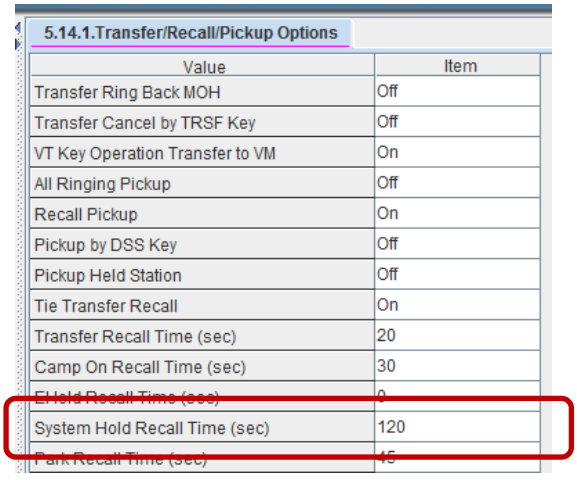
DM menu **5.14.5 ISDN/R2/Trunk Options** is used to assign the **SIP Trunk Connect Delay Time** in 100msec increments. **Default: 2** (200Msec)



5.14.5.ISDN/R2/Trunk Options

Item	Value
ISDN Outgoing Connect when Progress	On
DTMF Send to ISDN S0	Off
ISDN Inter Digit Time (sec)	3
T Switch Connect Delay Time (sec)	0
Trunk Monitor	On
3.1K Audio without HLC	Off
SIP Trunk Connect Delay Time (100msec)	2
Trunk Name Display	Off
SPNet Trunk Limit	On

DM menu **5.14.1 Transfer/Recall/Pickup Options** is used to set the **System Hold Recall Time** in seconds. **Default: 120** seconds



5.14.1.Transfer/Recall/Pickup Options

Value	Item
Transfer Ring Back MOH	Off
Transfer Cancel by TRSF Key	Off
VT Key Operation Transfer to VM	On
All Ringing Pickup	Off
Recall Pickup	On
Pickup by DSS Key	Off
Pickup Held Station	Off
Tie Transfer Recall	On
Transfer Recall Time (sec)	20
Camp On Recall Time (sec)	30
EHold Recall Time (sec)	0
System Hold Recall Time (sec)	120
Park Recall Time (sec)	45

3.2.18 Change Telenet ID & Password

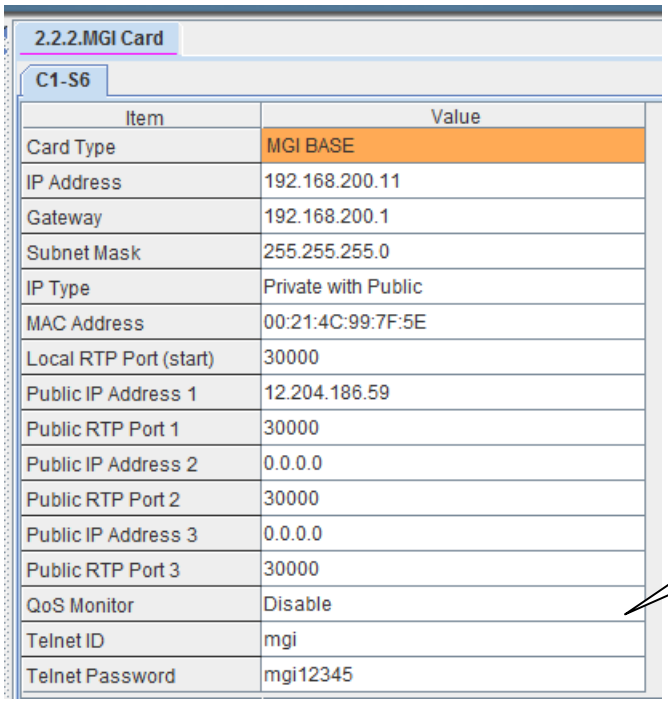
GENERAL DESCRIPTION

Prior to V4.65 the default Telenet ID and Password was fixed and could not be changed. Now it is possible to change the defaults:

	Default Data	Comments
Telenet ID	mgi	Suggest changing the default
Telenet Password	Mgi12345	Suggest changing the default

PROGRAMMING

Device Manager Menu **2.2.2 MGI Card** has two new entries to assign an ID and Password for a Telenet Session to MGI cards.



Caution: When you change either the Telenet ID or Telenet Password values then press "SAVE" **all MGI channels are restarted.**

FIELD	PURPOSE
Telenet ID	Assign ID for Telenet access 6~8 characters
Telenet Password	Assign the password for Telenet access 6 ~ 8 characters

3.2.19 New SMTi Series Phone Software

GENERAL DESCRIPTION

With the introduction of OfficeServ V4.65 system software, comes new software for the SMTi Series IP telephones. The tables below detail the new versions, features enhancements and bug fixes for individual models.

- The new features and some enhancement as indicated are only available when connected to an OfficeServ 7000 series system running V4.65.
- These new versions of SMT phone software will be introduced on a running change basis from Samsung's warehouse. If needed sooner these versions are available for download form GSBN

	SMT-i3105	**V1.64 2013.03.07**
1	Polish language added.	New feature
2	Phone ID and password increased from 4 to a range of 6~8 characters. Requires V4.65 MP	Enhancement
3	In idle state volume keys should operate Directory Search feature but instead controlled volume.	Fixed
4	When Multicast packet comes into a specific port on SMT phone it will cause the phone to reboot.	Fixed
5	SMT Phone will notify new updated DHCP IP address to the OfficeServ system.	Enhancement
6	**Some phones would not boot if "Extension Login" was enabled**	**Fixed**

	SMT-i5210	V1.41 2013.03.07
1	Polish language added	New feature
2	Phone ID and password increased from 4 to a range of 6~8 characters. Requires V4.65 MP	Enhancement
3	Upgrade lock feature	Enhancement
4	When Multicast packet comes into a specific port on SMT phone it will cause the phone to reboot.	Fixed
5	SMT Phone will notify new updated DHCP IP address to the OfficeServ system.	Enhancement
6	The default mode of Headset Key is "Use" mode	Changed
7	Noise suppression value (AEC) changed from 12 to 5 for improved voice quality on the handset.	Enhancement
8	SMDR message for calls from a SMT-i5210 overlaps the date information due to text alignment.	Fixed
9	**Some phones would not boot if "Extension Login" was enabled**	**Fixed**

	SMT-i5230	V1.30 2013.03.11
1	Polish language added	New feature
2	Phone ID and password increased from 4 to a range of 6~8 characters. Requires V4.65 MP	New feature
3	When Multicast packet comes into a specific port on SMT phone it will cause the phone to reboot.	Fixed
4	SMT Phone will notify new updated DHCP IP address to the OfficeServ system.	Enhancement
5	Upgrade lock feature	Enhancement
6	Call log history has been extended from 16 to 32	Enhancement
7	SMDR message for calls from a SMT-i5230 overlaps the date information due to text alignment.	Fixed
8	**The default mode of Headset Key is "Use" mode**	**Changed**

	SMT-i5243	V1.95 2012.12.21
1	Polish language added	New feature
2	Phone ID and password increased from 4 to a range of 6~8 characters. Requires V4.65 MP	New feature
3	The default mode of Headset Key is "Use" mode	Change
4	sRTP service on a video call has been implemented	New feature
5	**MPEG encoding option for interval of "GOP" is set to 100ms and it can be adjusted by engineering menu.**	**New feature**

	SMT-i5264 AOM	V1.26 2012.11.09
1	**Registration fails due to wrong network configuration on SMT-i5264**	**Fixed**

3.3 DEVICE MANAGER

OfficeServ V4.65 feature package requires new Device Manager 4.65.(DM) In Section 3 of this manual, the new fields and programming steps are detailed individually as they relate to each new feature.

This section covers the most important things to know about using new Device Manager 4.65

1. Database Compatibility

- The database of V4.65 is ***not*** compatible with that of a previous version.
- You should download the database of the existing system with DM4.65 before upgrading V4.65 S/W
- After upgrading V4.65 upload the downloaded Database using DM4.65

2. Must use Java 6

- Only Java 6 guarantees normal operation of DM. So you should download Java 6 at the below URL.
  - http://www.java.com/en/download/manual_v6.jsp

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 is covered in section 4.1 of this manual, DM menu 2.1.7 Admin Password for Device Manager Login

4. Encryption

- Security is the major reason for V4.65 Feature Package. Passwords related to accessing the system have been encrypted. DM 4.65 reads the encrypted passwords provided by OS V4.65 software.
- **You should use V4.65 DM when connecting V4.65 system 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: Check Encryption box

3.4 SUPPORTING INFORMATION

3.4.1 Software Packages & Compatibility Tables

OfficeServ 7000 series new MP Software release

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

V4.65 Software Compatibility Chart

The following tables list the software compatibility for OfficeServ V4.65 MP Software. Only the version in **RED** changed with the introduction of OfficeServ V4.65.

1. **OfficeServ 7400/7200 S/W Version Compatibility table**

System	OS7400 (MP40)	OS7200 (MP20)
MP	V4.65 '13.03.18	V4.65 '13.03.18
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	V1.28 '11.12.09	V1.28 '11.12.09
SVMi-20E	V5.4.1.1 '10.12.27	V5.4.1.1 '10.12.27

SVMi-20i	V6.02 '11.12.19	V6.02 '11.12.19
OAS	V2.03 '11.12.09	V2.03 '11.12.09
DM	V4.65 '13.03.15	V4.65 '13.03.15
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	V1.3.6.10 '11.10.11	V1.3.6.10 '11.10.11
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	V4.65 `13.03.18
MP	V4.65 `13.03.18
SP	V2.61 `13.01.04
VM	V2.83b `13.02.22
MGI	V2.06 `11.12.09
BRM	V4.22g `12.03.08
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	V4.65 `13.03.15
RTG	V1.00 '11.12.09

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

System	OS7100 (MP10a)	OS7200 (MP20S)
System	V4.65 '13.03.18	V4.65 '13.03.18
MP	V4.65 '13.03.18	V4.65 '13.03.18
SP	V2.61c '13.01.04	V2.61d '13.02.07
VM	V2.83b '13.02.22	V2.83b '13.02.22
MGI	V2.06 '11.12.09	V2.06 '11.12.09
BRM	V4.22g '12.03.08	V4.22g '12.03.08
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	V4.65 '13.03.15	V4.65 '13.03.15
PWP	-	V4.60 '11.10.24
RTG	V1.00 '11.12.09	V1.00 '11.12.09

3.4.2 Database File Conversion

The data base file from previous software version is **not compatible** with v4.65 software. You will need to use new DM 4.65 to download the old data base file to a PC. After upgrading OfficeServ system to v4.65, use DM 4.65 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 4.65 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 4.65 to connect to a system **with OfficeServ V4.65 you must *check*** the encryption box in the Login Screen. For more information, please refer to section 5 of this document.

Remember that DM 4.65 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 V4.65. 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

Note: Please always use Java 6 script on your PC. Device manager V4.65 does **not** support Java 7.

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

Device Manager with version 4.65 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.

c) Embedded DM is integrated with MP. If you use the embedded DM, you are sure you always use the same software version as MP.
d) 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 v4.65 software packages cannot be upgraded through DM because the main software file size is over the 20M bytes limitation. You will need to copy v4.65 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 v4.65, 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 v4.65
   (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 V4.65 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.

3.3.2 Software Upgrade Procedures

1. The OS7400 Upgrade Procedures

Any upgrade to V4.65 will default the database, so doing a backup with DM (Device Manager) V4.65 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 V4.65 will default the database, so do a backup with Device Manager V4.65 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 V4.65 will default the database, so doing a backup with Device Manager V4.65 is a must. Start with downloading the DM 4.65 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 4.60 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.
5) Reboot the switch and verify that the software shows V4.60 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 V4.65 will default the database, so doing a backup with Device Manager V4.65 is a must. Start with downloading the DM 4.65 program and using it to download the database.

1) Download the database to the PC using the DM 4.65 program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.65 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 V4.65 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 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 V4.65 will default the database, so doing a backup with Device Manager V4.65 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 4.65 program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.65 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.
10) Change this address if it needed.
11) The next prompt will be the SUBNET MASK which is 255.255.255.000
12) The next prompt will be the GATWAY. Put in your gateway.
13) The next prompt will be the I/O Server which is the **PC IP address**.
14) When the system responds, 20 seconds later, type in (REBOOT) to reboot the card.
15) The telnet session will disconnect after 20 seconds and 10 seconds later, the
16) TFTP solar winds window will show the files loading. The card will reboot after the
17) Upload.
18) After a few minutes, access DM 2.2.0 (MMC 727) and verify the software load and date is correct.
19) 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.

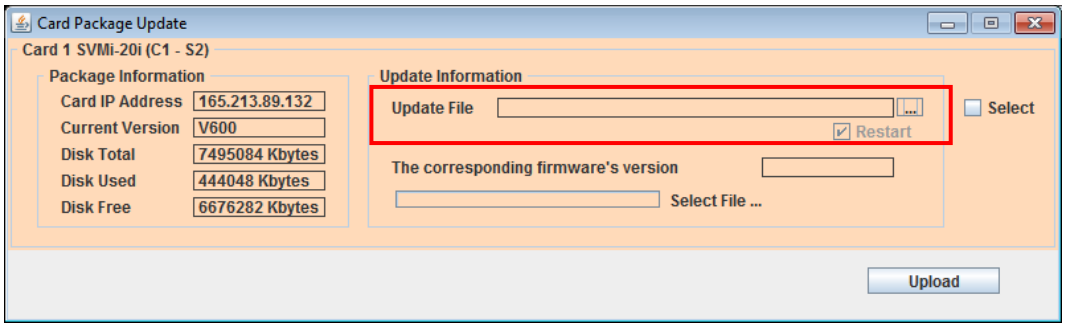
8. CNF-24 Upgrade Procedure

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.

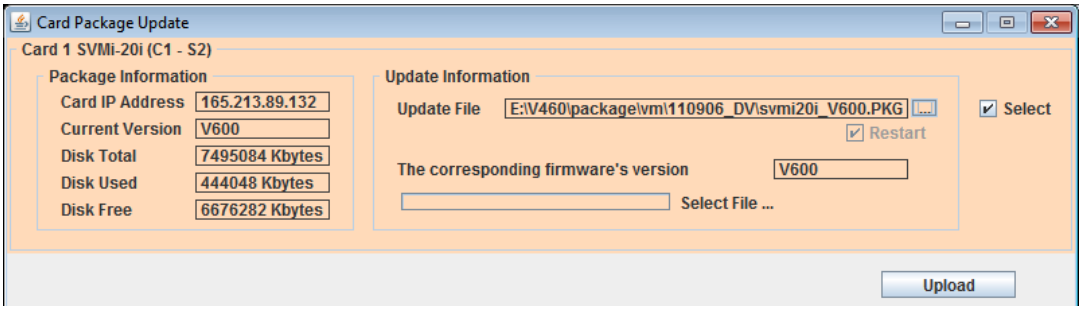
9. SVMi-20i Upgrade Procedure

1) The SVMi-20i software package does not need to be unzipped.

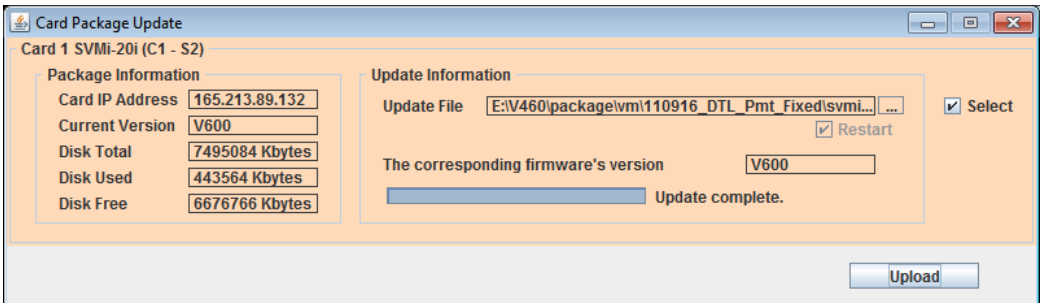
2) Login onto the switch using the latest DM program. System IP needs to be set first in MMC 830.
3) Set an IP address and gateway for the SVMi-20i in DM 2.2.17 or MMC 873
4) The PC needs to be in the same subnet as the system
5) Select Package Update.
   In order to upgrade the SVMi-20i's firmware, 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.

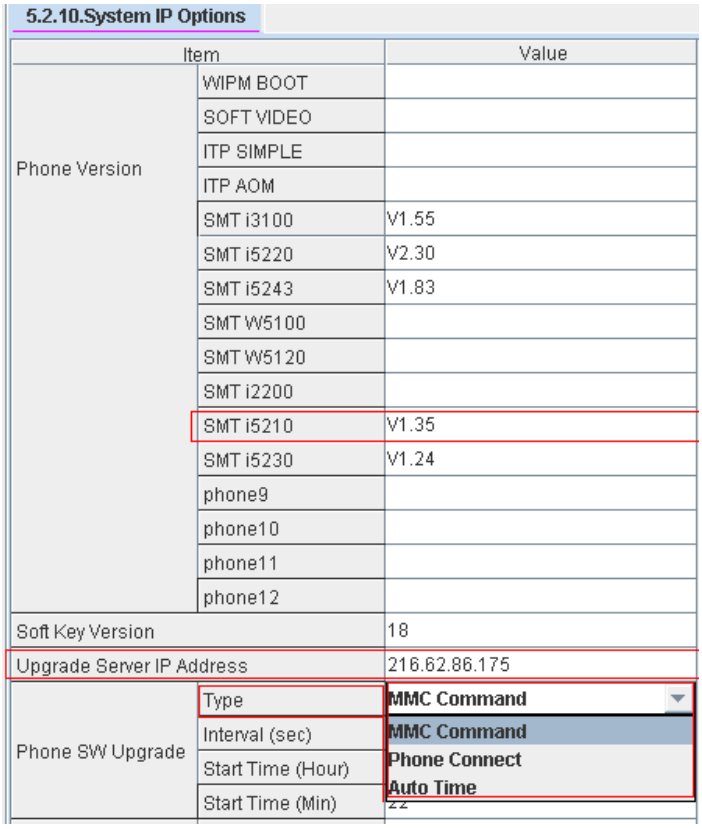
11.SMT-I Phone Upgrade Procedure

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.
4) Press and hold * key while powering up the phone, or
5) Press ***153#** while phone displays the phone information.
6) To display phone information, Menu -> Phone -> Phone Information
7) 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.


5.2.10.System IP Options
Item
Value
Phone Version
WIPM BOOT
SOFT VIDEO
ITP SIMPLE
ITP AOM
SMT i3100
V1.55
SMT i5220
V2.30
SMT i5243
V1.83
SMT W5100
SMT W5120
SMT i2200
SMT i5210
V1.35
SMT i5230
V1.24
phone9
phone10
phone11
phone12
Soft Key Version
18
Upgrade Server IP Address
216.62.86.175
Phone SW Upgrade
Type
MMC Command
Interval (sec)
Start Time (Hour)
Start Time (Min)
MMC Command
Phone Connect
Auto Time

3.3.3 Product Bulletins

Product Bulletin 249_Software_v4.65-Release: Software Version 4.65 Availability.

4. V4.70

The only purpose for this release is to enable these systems to support for the new Transcend 2 GB SD card that will be applied on a running change basis.

Version 4.70 MP software and Device Manager V4.70 is available for the following systems.

OfficeServ 7100 (MP10a)
OfficeServ 7200-S (MP20s)
OfficeServ 7200 (MP20)
OfficeServ 7400 (MP40)

4.1 New Hardware

OfficeServ 7030 does not use an SD card but does require V4.70 to be compatible with new Device Manager 4.70.

V4.70 software allows OS7400, OS7200, OS7200-S and OS7100 to use the 'Transcend 2GB SD Card'. On a running change basis Samsung will provide Transcend 2GB SD card (9161BA) instead of Samsung 2GB SD card for OfficeServ system.

In order to use Transcend 2GB SD card (9161BA) for OfficeServ, you have to use V4.70 software or later version of software.

In case an earlier version than V4.70 software is used along with a Transcend 2GB SD card, the OfficeServ system will not boot up because OfficeServ system cannot recognize the Transcend 2GB SD card. Therefore, you must upgrade the software version to V4.70 or later version in the case you encounter the need to use Transcend 2G SD card on OfficeServ system with the earlier version than V4.70.

SD Card	Software Version	
	< V4.65	V4.70 >
Samsung 2GB	You can use it without any issue.	You can use both SD cards without any issue because OfficeServ system detects the 2GB SD cards from both manufacturers.
Transcend 2GB	OfficeServ system cannot detect it so System will not boot up with "Unauthorized MMC card" display	

4.2 Software Compatibility Table

OfficeServ 7000 series MP S/W release

System	Package name	Description
OS7400 MP40	MP40_V470_20130408.zip	MP S/W for MP40 card
OS7200 MP20	MP20_V470_20130408.zip	MP S/W for MP20 card
OS7200 MP20S	MP20S_V470_20130408.zip	MP S/W for MP20S card
OS7100 MP10a	MP10a_V470_20130408.zip	MP S/W for MP10a card
OS7070	MP07_V470_20130408.zip	MP S/W for MP07 card
OS7030	MP03_V470_20130408.zip	MP S/W for MP03 card

S/W Compatibility Table:

(1) OfficeServ 7400/7200 S/W Version Compatibility table

System	OS7400 (MP40)	OS7200 (MP20)
MP	V4.70 '13.04.08	V4.70 '13.04.08
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	V1.28 '11.12.09	V1.28 '11.12.09
SVMi-20E	V5.4.1.1 '10.12.27	V5.4.1.1 '10.12.27
SVMi-20i	V6.0.0.i '11.12.19	V6.0.0.i '11.12.19
OAS	V2.03 '11.12.09	V2.03 '11.12.09
DM	V4.70 '13.04.08	V4.70 '13.04.08
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	V1.3.6.10 '11.10.11	V1.3.6.10 '11.10.11
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, OfficeServ 7070 MP07 Module version table

System	OS7030 (MP03)	OS7070 (MP07)
System	V4.70 ‘13.04.08	V4.70 ‘13.04.08
MP	V4.70 ‘13.04.08	V4.70 ‘13.04.08
SP	V2.61 ‘13.01.04	V4.32 ‘13.01.04
VM	V2.83b ‘13.02.22	V2.83b ‘13.02.22
MGI	V2.06 ‘11.12.09	V2.06 ‘11.12.09
BRM	V4.22g ‘12.03.08	V4.22g ‘12.03.08
PRM	-	V4.28 ‘10.09.07 V4.29 ’11.05.03(STA only)
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-
Boot	V4.40 ‘09.04.21	V4.30 ‘08.09.22
DM	V4.70 ‘13.04.08	V4.70 ‘13.04.08
RTG	V1.00 ’11.12.09	V1.00 ’11.12.09

(3) OfficeServ 7100 MP10a/MP11, OfficeServ7200 MP20S Module version table

System	OS7100 (MP10a)	OS7200 (MP20S)
System	V4.70 '13.04.08	V4.70 '13.04.08
MP	V4.70 '13.04.08	V4.70 '13.04.08
SP	V2.61c '13.01.04	V2.61d '13.02.07
VM	V2.83b '13.02.22	V2.83b '13.02.22
MGI	V2.06 '11.12.09	V2.06 '11.12.09
BRM	V4.22g '12.03.08	V4.22g '12.03.08
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	V4.70 '13.04.08	V4.70 '13.04.08
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
V1.25 '11.11.16	V1.86 '12.03.08	V1.27 '12.03.08	V2.31 '12.01.26	V1.37 '12.03.08	V1.57 '12.03.08

4.3 Product Bulletin 250

See **Product Bulletin 250**: OfficeServ Software Version 4.70 to Support the New Transcend 2GB SD Media Card

5. V4.75

The purpose of this section 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 Manager 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 #256 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.

5.1 NEW FEATURES

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
No New Hardware	**No**	**No**	**No**	**No**	**No**

5.2 FEATURE DESCRIPTIONS

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

See related Product Bulletin #259, Samsung CMS Release and Bulletin #256 New V4.75 Software Release

5.2.1 Settings to Support Samsung CMS

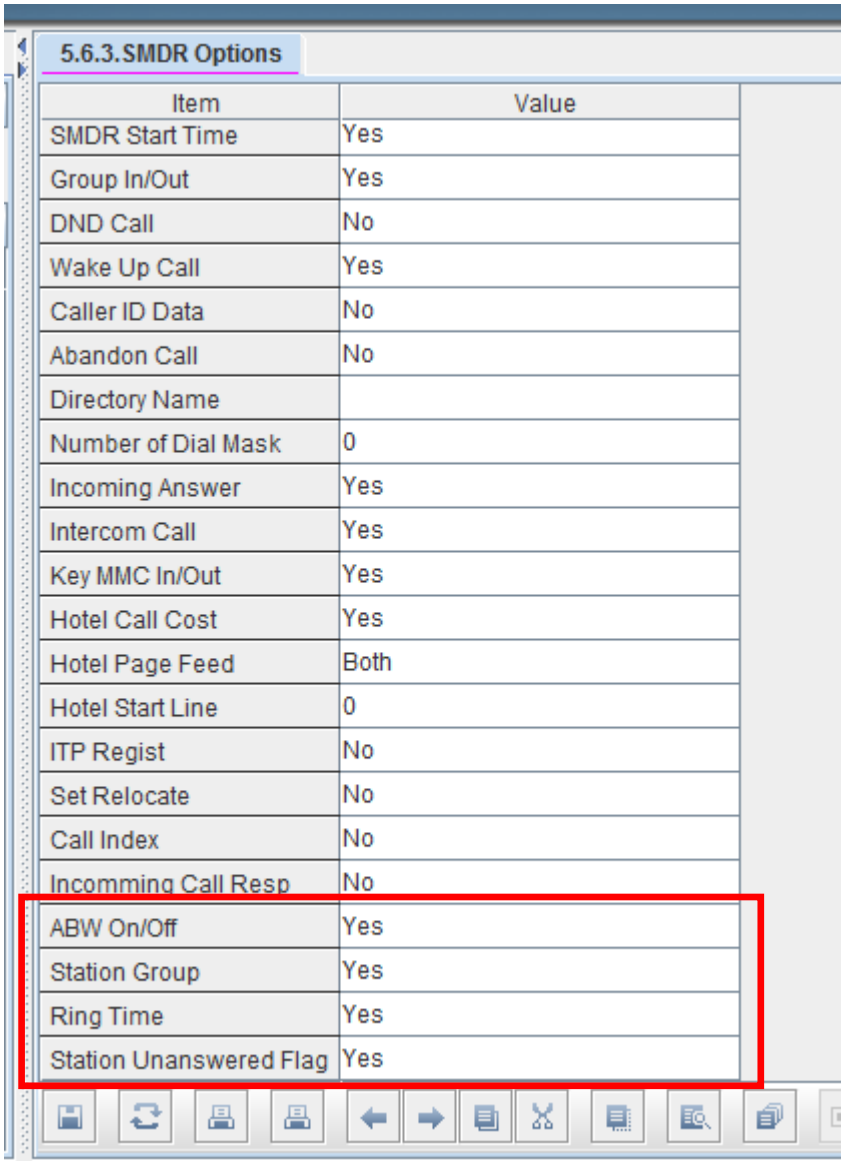
GENERAL DESCRIPTION

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)*

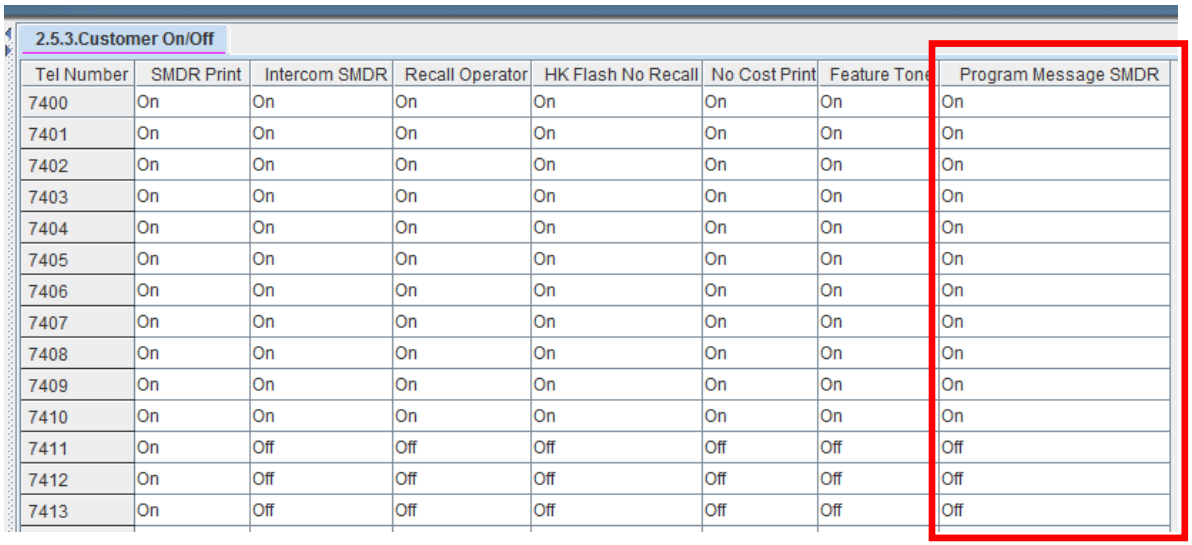
PROGRAMMING

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

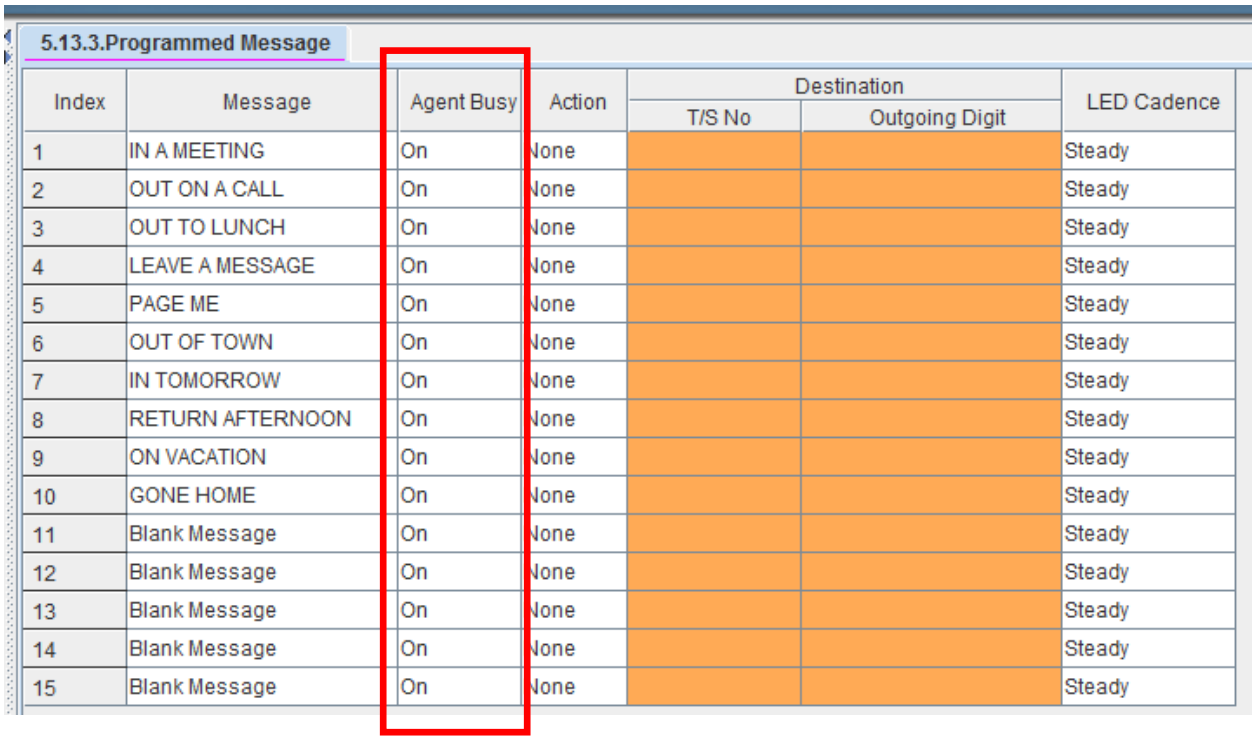
Device Manager Menu **2.5.3 Customer On/Off** is used to set 'Program Message SMDR' to 'On'. When an agent sets a Program Message it will be sent as an SMDR Record with the message.



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

5.2.2 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.

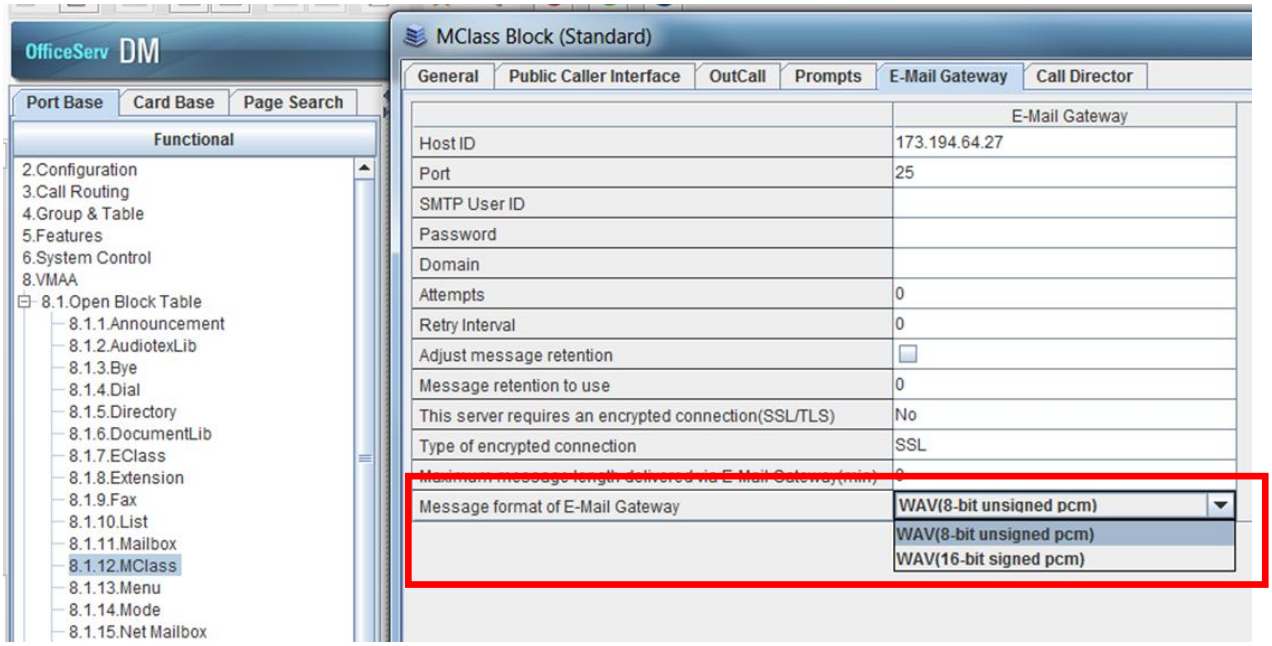
Email gateway converts audio message G.726 (32kbps) -> 16-bit signed linear pcm (128kbps) -> 8-bit unsigned linear pcm (64kbps), then quantization noise always happens. If a message is recorded with very low audio volume, it's hard to hear it because the noise level is similar with the level of voice.

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.

5.2.3 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

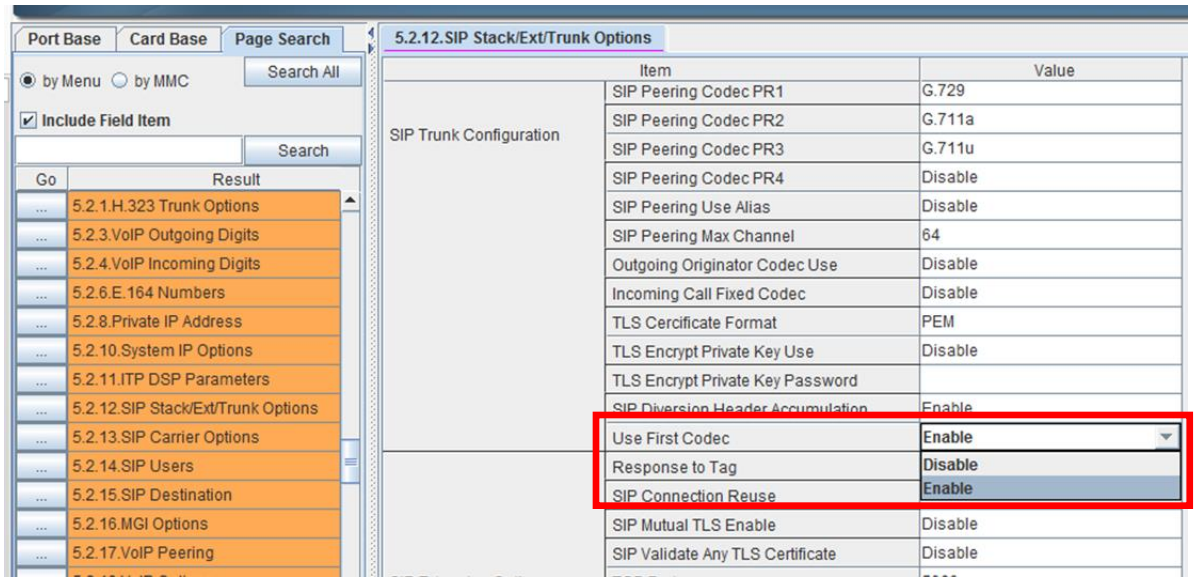
In earlier software version the system can handle only one codec per SIP call. So when it receives 200 OK message that has more than two codecs, it selects one of the codecs and sends Reinvite to ISP. But some particular ISPs resends the Reinvite that has more than two codecs and system also sends Reinvite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

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

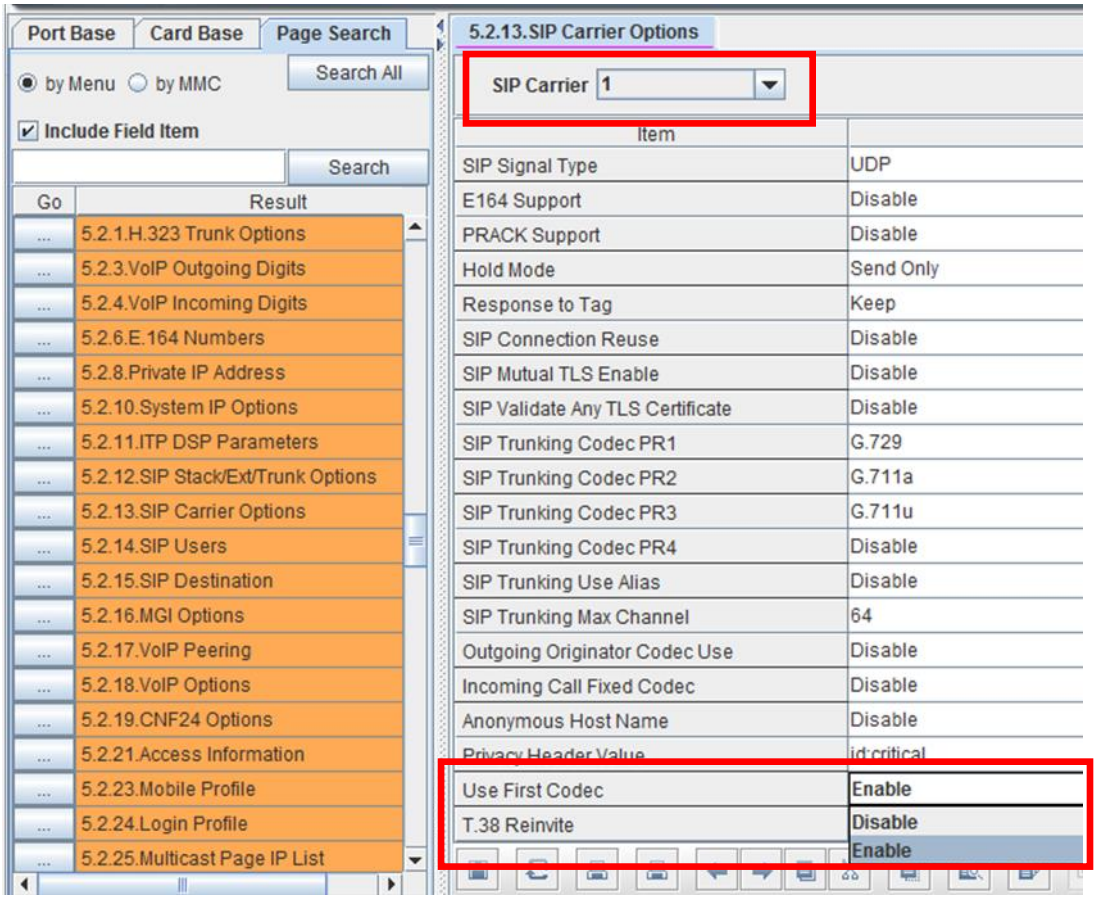
If your ISP or opposite system sends Reinvite that has more than two codecs, over and over again and has a speech issue because of this, you should set '**Use First Codec'** to **ON.** In this case system will select the first codec of the received codec list and not send Reinvite to ISP or opposite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



5.2.4 Memory Recovery Reset Option

GENERAL DESCRIPTION

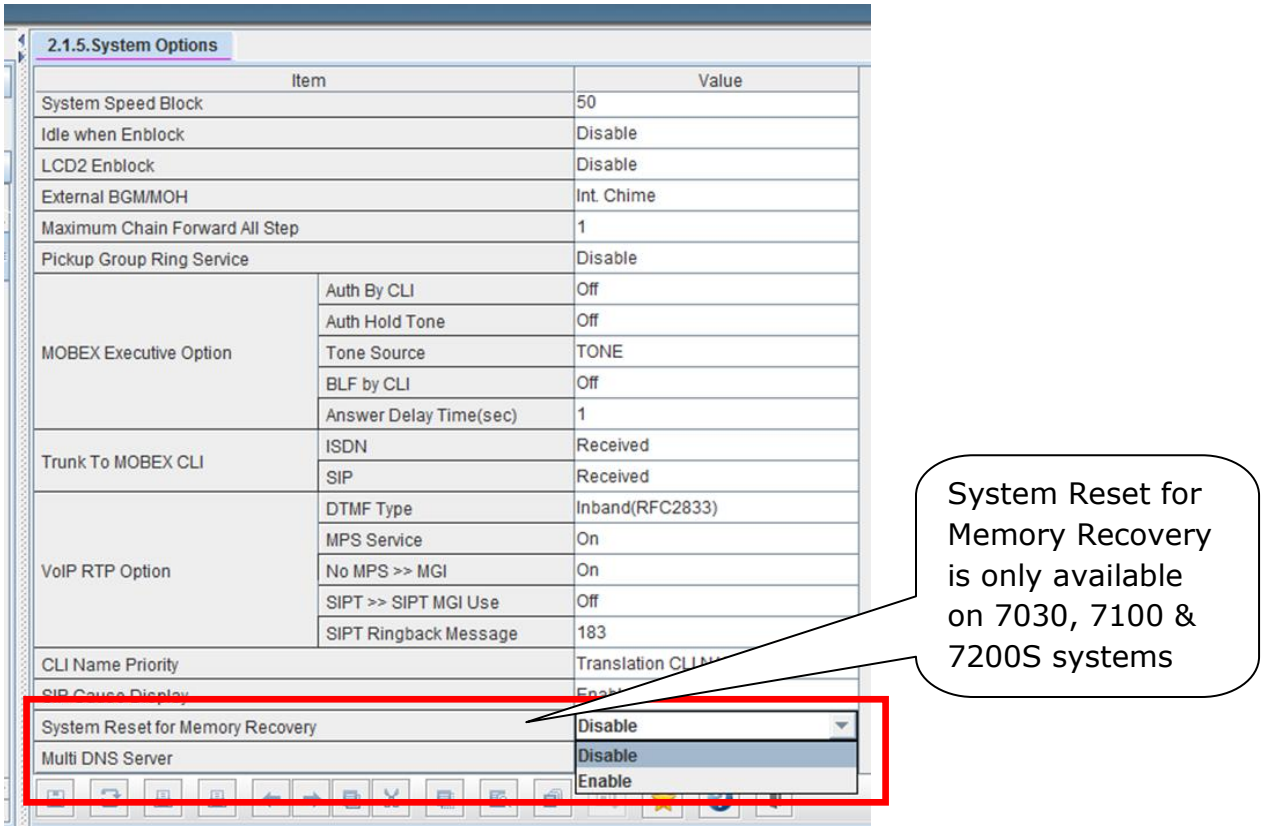
In some particular customer sites, slow operation occurred due to a memory leak on OfficeServ 7030, 7100 (MP10a) and 7200S (MP20S). When this happened the average memory used was over approximately 90%. To prevent slow operation, a memory recovery reset option will reset the system when its average memory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



5.2.5 Multi DNS Server

GENERAL DESCRIPTION

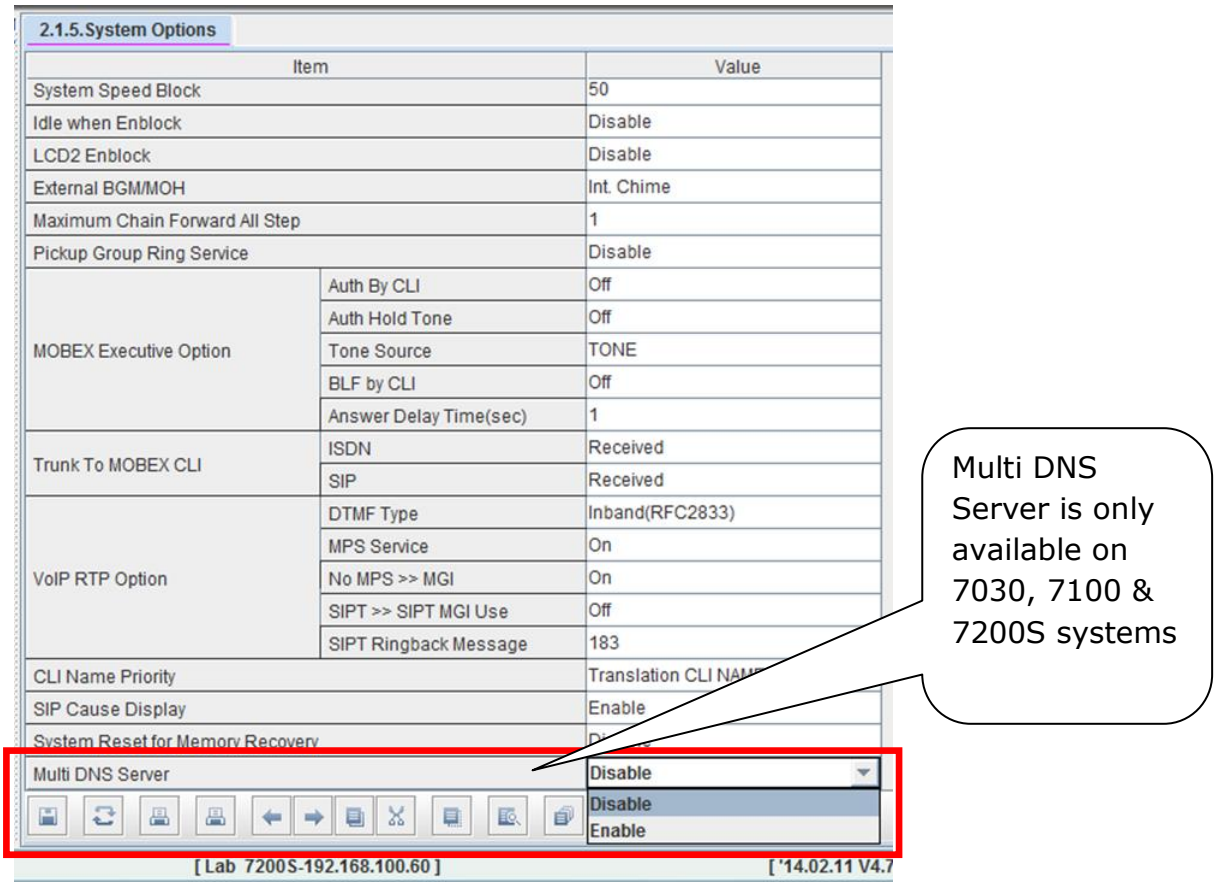
V4.75 software on 7030, 7100 (MP10a) and 7200S (MP20S) applies a new DNS query policy to eliminate a system halt cause by memory leakage when using DNS Server

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.



5.2.6 Add Confirmation Tone for WE VoIP Client

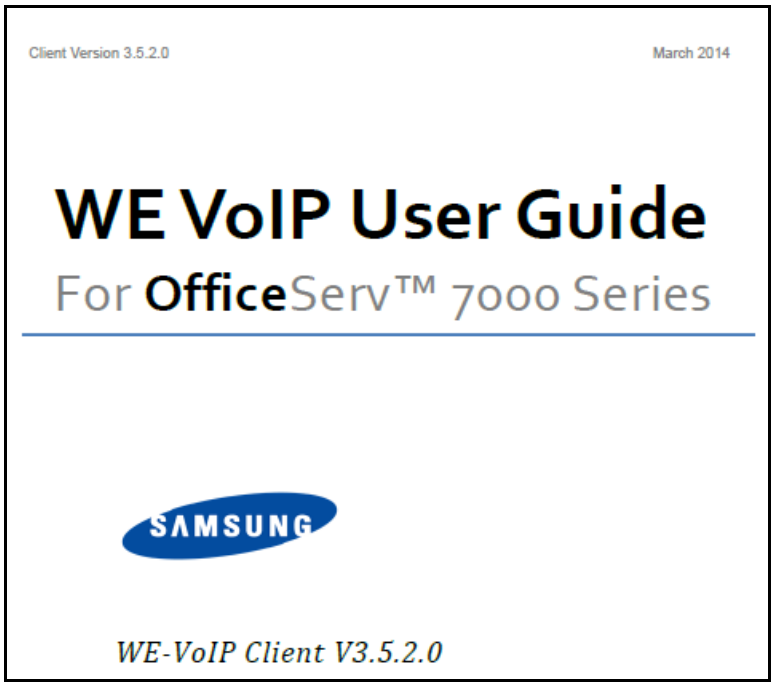
GENERAL DESCRIPTION

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.

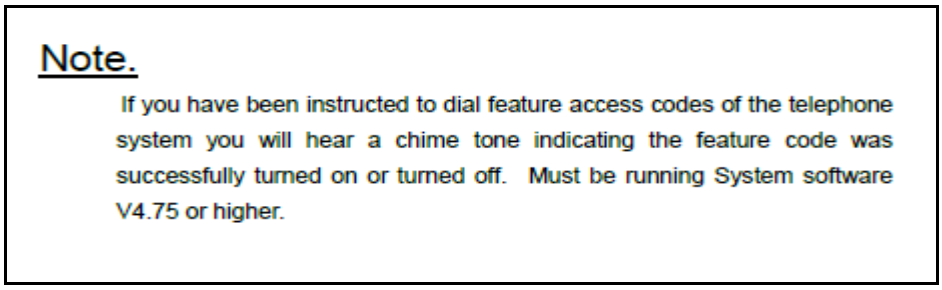

Client Version 3.5.2.0 March 2014

WE VoIP User Guide

For OfficeServ™ 7000 Series

SAMSUNG

WE-VoIP Client V3.5.2.0


Note.

If you have been instructed to dial feature access codes of the telephone system you will hear a chime tone indicating the feature code was successfully turned on or turned off. Must be running System software V4.75 or higher.

5.2.7 Send Reinvite with T.38 for IP-UMS

GENERAL DESCRIPTION

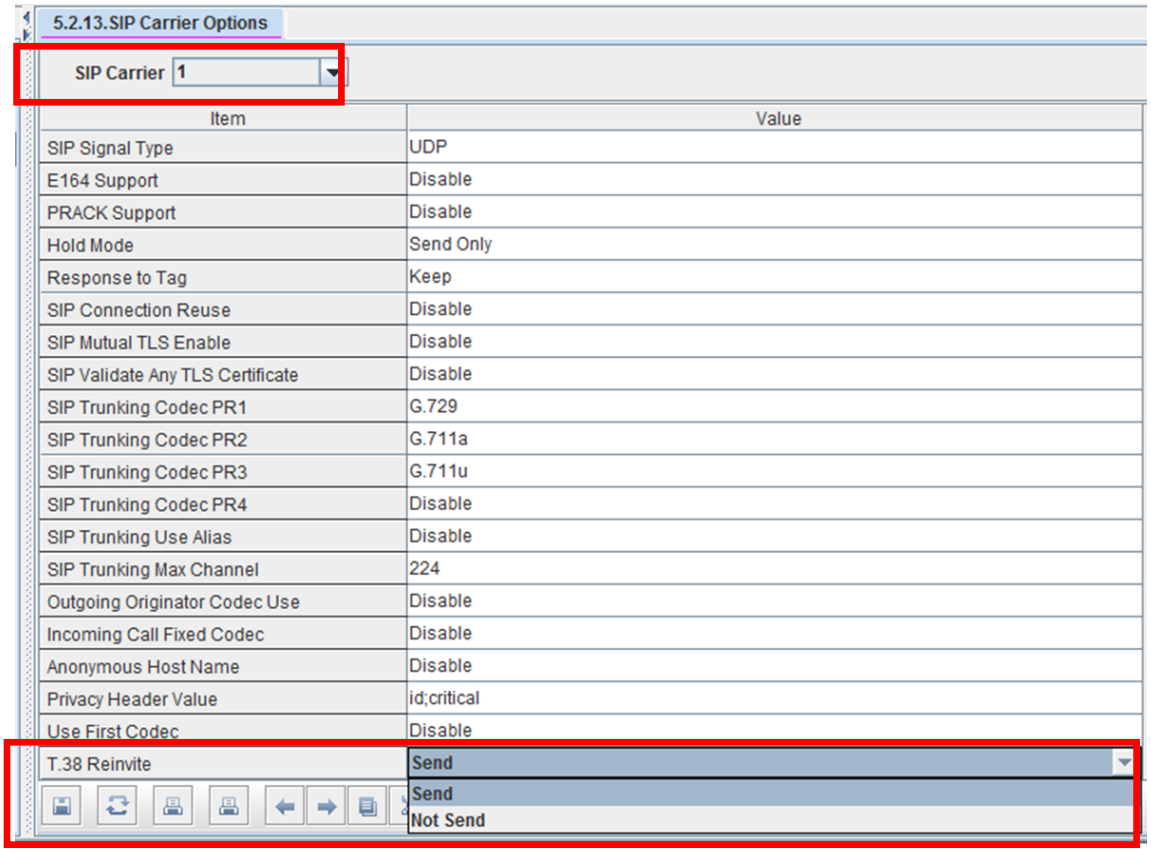
The IP-UMS only supports Fax using T.38 protocol. Previously when an SIP provider sends a Fax call not supporting T.38, the fax failed.

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



5.2.8 New OAS/MGI 16/MGI64 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**

5.3 DEVICE MANAGER

OfficeServ V4.75 feature package requires new Device Manager 4.75. In Section 5.2 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

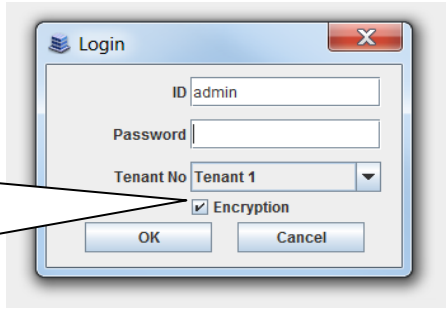
For increased security DM requires the user to change default password when connecting to the system for the first time. This was added beginning with V4.60.

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



5.4 SUPPORTING INFORMATION

5.4.1 Software Packages & Compatibility Table

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)

5.4.2 Database 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 saved 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.

c) Embedded DM is integrated with MP. If you use the embedded DM, you are sure you always use the same software version as MP.
d) 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) LP40

a. MP40 should be upgraded to V4.75 before upgrading LP40 because only new MP40 software version can recognize new LP40 file name.
b. The designation of LP40 package is changed from LP4xxxxx.PGM to SP4xxxxx.PGM.
c. 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.

5.4.3 Software Upgrade Procedure

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.
    i. 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
    i. TFTP solar winds window will show the files loading. The card will reboot after the
    ii. 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.

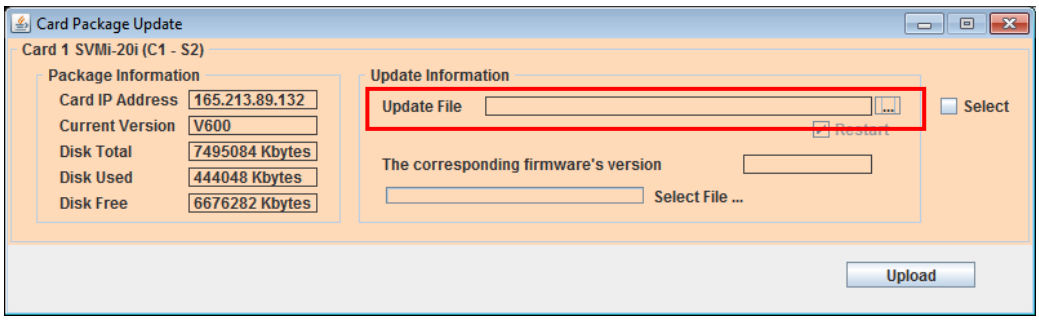
14) The telnet session will disconnect after 20 seconds and 10 seconds later, the TFTP solar winds window will show the files loading. The card will reboot after the upload.
15) After a few minutes, access MMC 727 and verify the software load and date is correct.
16) Upgrade Complete.

8. CNF-24 Upgrade Procedure

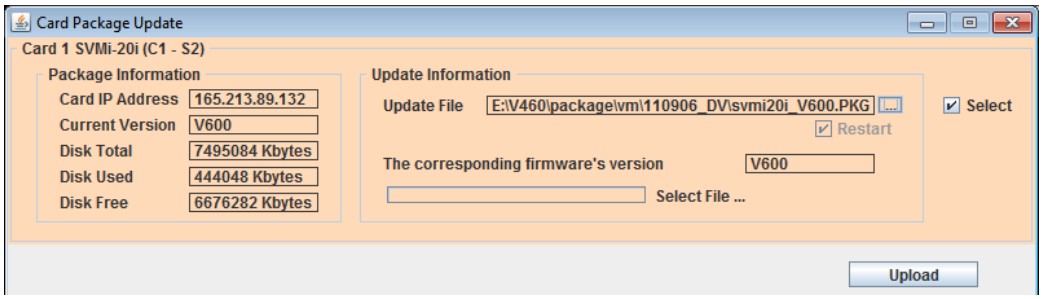
1) Unzip the voice prompts onto a folder on your PC. The main CNF-24 program should not need to be unzipped for this upgrade.
2) Login onto the switch using the latest DM program.
3) Access the UTIL section from the main screen.
4) Access the PACKAGE UPDATE from this UTIL section.
5) You will see CNF-24 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

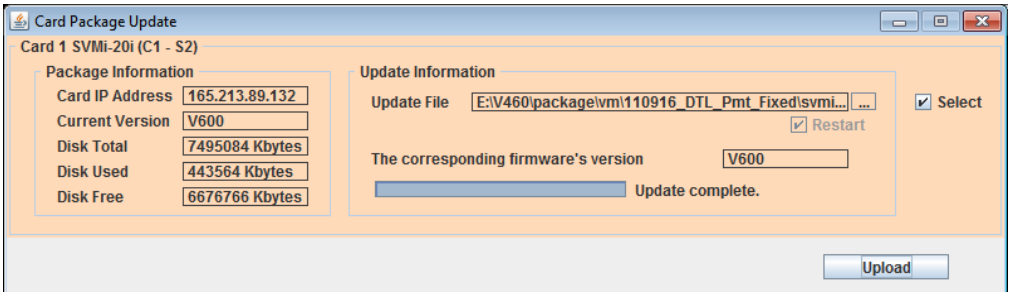
1) The SVMi-20i software package does not need to be unzipped.
2) Login onto the switch using the latest DM program. System IP needs to be set first in MMC 830.
3) Set an IP address and gateway for the SVMi-20i in DM 2.2.17 or MMC 873
4) The PC needs to be in the same subnet as the system
5) Select Package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

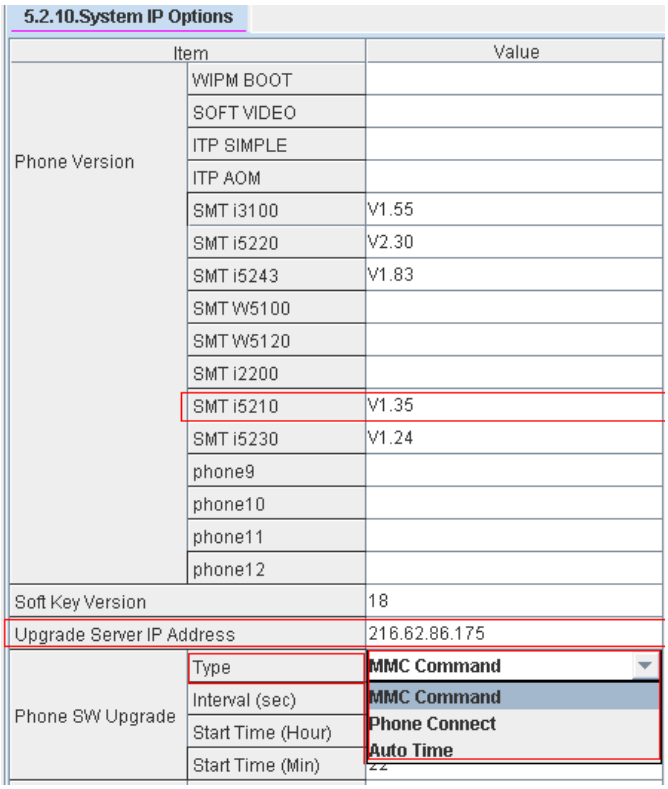
1) Run TFTP or HTTP server on the PC. PC must be in the same network as the OfficeServ.
2) Set the root directory of TFTP or HTTP to the main unzipped phone software folder. Main folder must contain a subfolder called "ITP-SERIES".
3) Access phone software upgrade menu from the engineering mode. Two 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

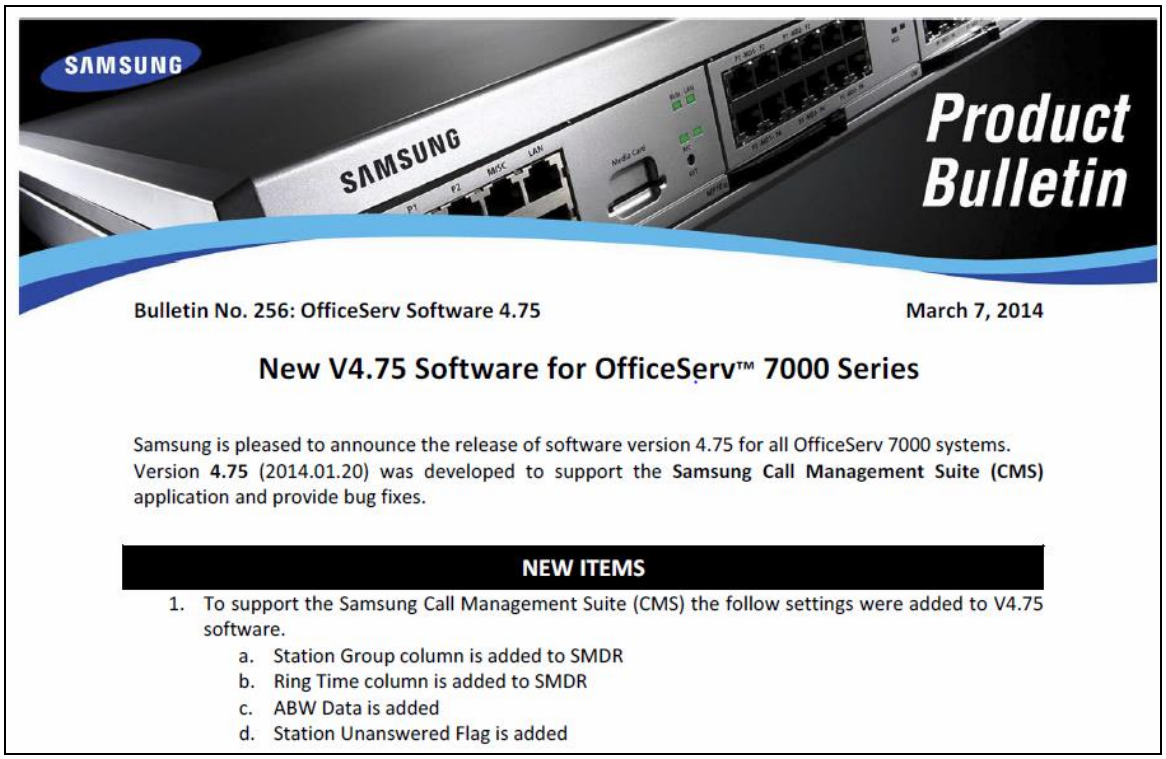
Push software to phones

2) Run TFTP or HTTP server on the PC. PC must be in the same network as the OfficeServ.
4) Set the root directory of TFTP or HTTP to the main unzipped phone software folder. Main folder must contain a subfolder called "ITP-SERIES".
5) 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.



5.4.4 Product Bulletin 256

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



SAMSUNG

Product Bulletin

Bulletin No. 256: OfficeServ Software 4.75 March 7, 2014

New V4.75 Software for OfficeServ™ 7000 Series

Samsung is pleased to announce the release of software version 4.75 for all OfficeServ 7000 systems. Version **4.75** (2014.01.20) was developed to support the **Samsung Call Management Suite (CMS)** application and provide bug fixes.

NEW ITEMS

1. To support the Samsung Call Management Suite (CMS) the follow settings were added to V4.75 software.
   a. Station Group column is added to SMDR
   b. Ring Time column is added to SMDR
   c. ABW Data is added
   d. Station Unanswered Flag is added

6. V4.80 AND V4.82

The purpose of this section is to introduce and explain the new features offered in the following software versions

- MP V4.80 for OfficeServ 7200 and 7400
- MP V4.82 for OfficeServ 7030, 7100 and 7200-S
- Stand Alone Device Manager V4.81 for all systems.

6.1 FEATURES and HARDWARE LIST

CHANGE OR ADDITION	7030	7100 MP10A	7200S MP20S	7200 MP20	7400 MP40
Supports new SMT-i5343 IP Phone	Yes	Yes	Yes	Yes	Yes
Supports new NAND chip on OS7030	Yes	NA	NA	NA	NA
SLI3 Card Long Loop Check Option	NA	NA	Yes	Yes	Yes
New Stand Alone DM 4.81	Yes	Yes	Yes	Yes	Yes
Changes to Improve SVM Security	Yes	Yes	Yes	NA	NA

HARDWARE	7030	7100	7200S	7200	7400
Support for SMT-i5343 Phone **To be available soon.**	**Yes**	**Yes**	**Yes**	**Yes**	**Yes**

6.2 FEATURE DESCRIPTIONS

6.2.1 Support for new SMT-i5343 IP Phone

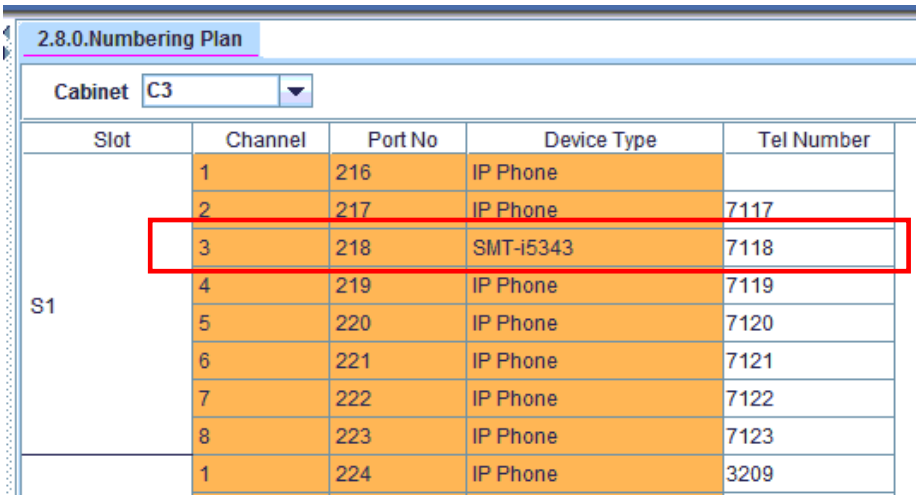
GENERAL DESCRIPTION

These new software versions recognize the SMT-i5343 IP Phone when it is installed.

PROGRAMMING

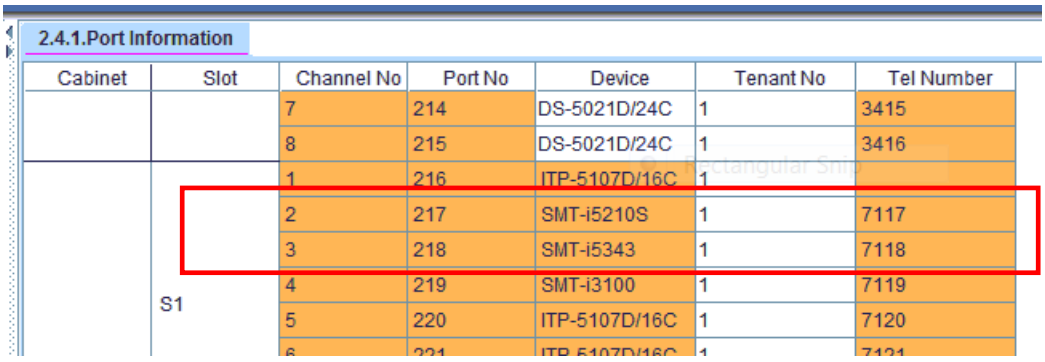
New Device Type shows in the following DM Menus.

DM 2.8.0 Numbering Plan



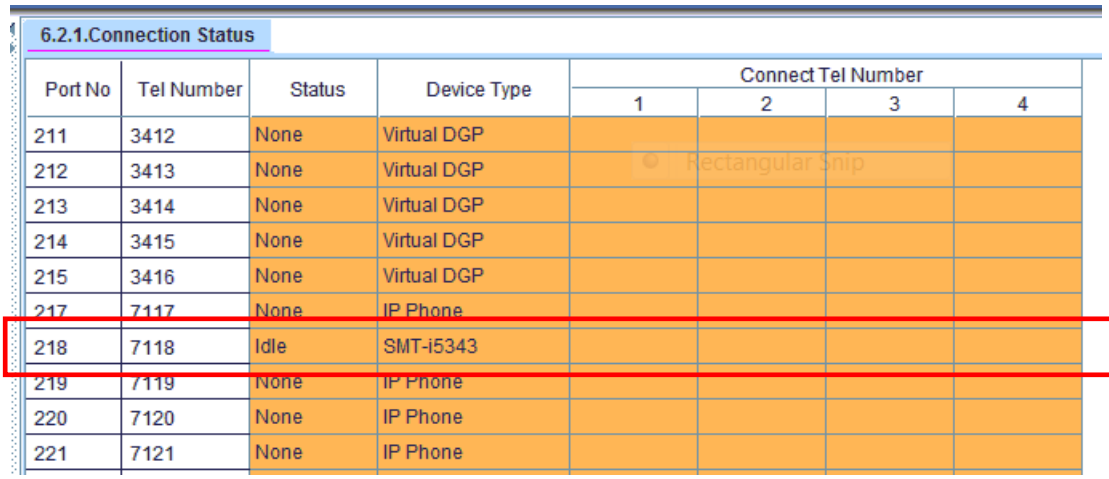
Slot	Channel	Port No	Device Type	Tel Number
S1	1	216	IP Phone	
	2	217	IP Phone	7117
	3	218	SMT-i5343	7118
	4	219	IP Phone	7119
	5	220	IP Phone	7120
	6	221	IP Phone	7121
	7	222	IP Phone	7122
	8	223	IP Phone	7123
	1	224	IP Phone	3209

DM 2.4.1 Port Information



Cabinet	Slot	Channel No	Port No	Device	Tenant No	Tel Number
		7	214	DS-5021D/24C	1	3415
		8	215	DS-5021D/24C	1	3416
	S1	1	216	ITP-5107D/16C	1	
		2	217	SMT-i5210S	1	7117
		3	218	SMT-i5343	1	7118
		4	219	SMT-i3100	1	7119
		5	220	ITP-5107D/16C	1	7120
		6	221	ITP-5107D/16C	1	7121

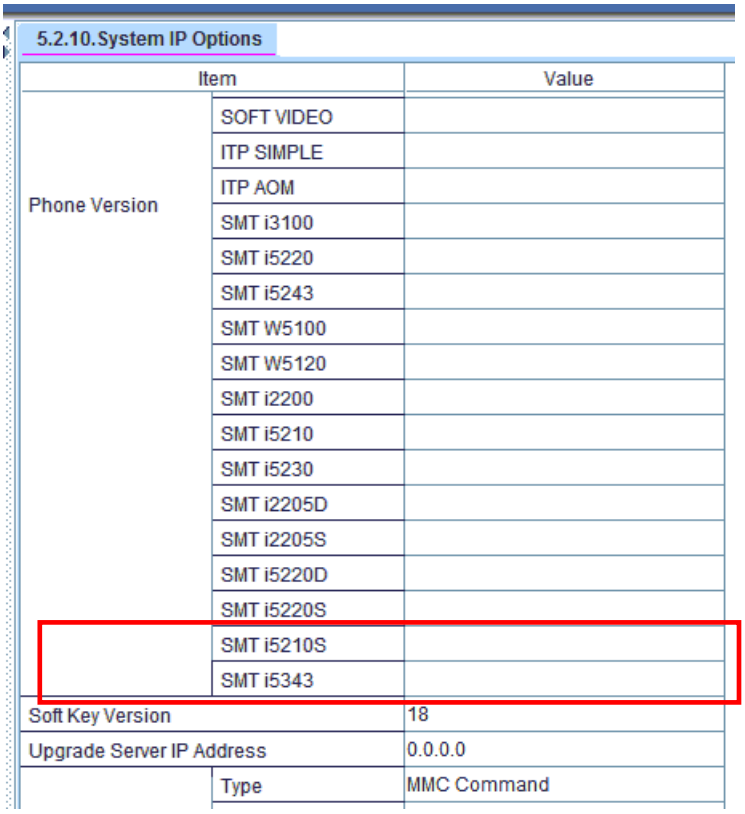
DM 6.2.1 Connection Status



6.2.1.Connection Status

Port No	Tel Number	Status	Device Type	Connect Tel Number			
				1	2	3	4
211	3412	None	Virtual DGP				
212	3413	None	Virtual DGP				
213	3414	None	Virtual DGP				
214	3415	None	Virtual DGP				
215	3416	None	Virtual DGP				
217	7117	None	IP Phone				
218	7118	Idle	SMT-i5343				
219	7119	None	IP Phone				
220	7120	None	IP Phone				
221	7121	None	IP Phone				

DM 5.2.10 System IP Options added 5210S & 5343



5.2.10.System IP Options

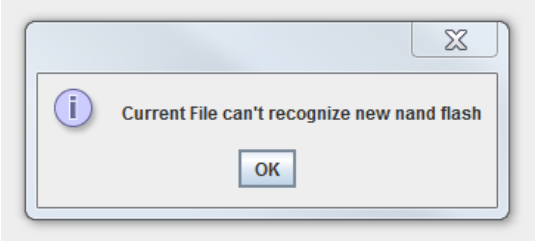
Item		Value
Phone Version	SOFT VIDEO	
	ITP SIMPLE	
	ITP AOM	
	SMT i3100	
	SMT i5220	
	SMT i5243	
	SMT W5100	
	SMT W5120	
	SMT i2200	
	SMT i5210	
	SMT i5230	
	SMT i2205D	
	SMT i2205S	
	SMT i5220D	
	SMT i5220S	
	SMT i5210S	
	SMT i5343	
Soft Key Version		18
Upgrade Server IP Address		0.0.0.0
	Type	MMC Command

6.2.2 Supports new NAND chip on OS7030

GENERAL DESCRIPTION

This new MP software and Device Manager are required to support a manufacturing change to the NAND Flash Chip (manufactured by Spansion), on the new OfficeServ 7030 MP03 motherboard. OfficeServ 7030 systems with this new motherboard have not started shipping from the Samsung warehouse yet. They will be applied on a running change basis as inventory turns over.

a) **Notice**: This new 7030 motherboard cannot run any system version earlier than V4.82. If you try to upload an earlier version using File Control in Device Manager you will receive this message:



b) When the available NAND capacity is under 40MB system will restrict uploading package and display "NAND space is not enough for uploading". Before DM V4.82 the system would try for some time only to stop uploading without any message.

c) OS7030 checks only these 6 file version numbers. The other files can be uploaded regardless of its version.

ap30vXXX.pkg, cs30vXXX.pkg, dr30vXXX.pkg, rd30vXXX.pkg, rt30vXXX.pkg, ws30vXXX.pkg

d) New Device Manager V4.81 has two new fields to display the NAND Manufacturer ID and NAND Device ID in DM 2.1.1 System Information.

2.1.1.System Information

Item		Value
System Type		OfficeServ 7030
S/W Version	System	'14.04.07 V4.76
	MP	'14.04.07 V4.76
	SP	'13.07.11 V2.62
	VMS	'14.01.29 V2.83I
	MGI	'11.12.09 V2.06
	BRI	NO VERSION DATA
	WEB	NO VERSION DATA
	Linux	06.12.23 V2.6.13
	MPS	'11.12.09 V2.01
	RTG	'11.12.09 V1.00
MCP	DIP Switch	11110000
	EPLD Version	V00
	PCB Version	V00
	NAND Manufacture ID	01
	NAND Device ID	DC

e) OfficeServ 7030 Software and Hardware Compatibility Chart.

Hardware Compatibility		
	OLD 7030 Motherboard	**NEW** 7030 Motherboard
NAND Flash Type	Samsung	Spansion
Boot ROM	V4.40	V4.76
MP V4.75 or lower	YES	**NO**
MP V4.82 or higher	YES	YES
Embedded DM V4.81	YES	YES
Stand Alone DM v4.81	YES	YES

PROGRAMMING

There is no programming required. MP V4.82 is compatible with both the new and old NAND chip.

6.2.3 SLI3 Long Loop Check Option

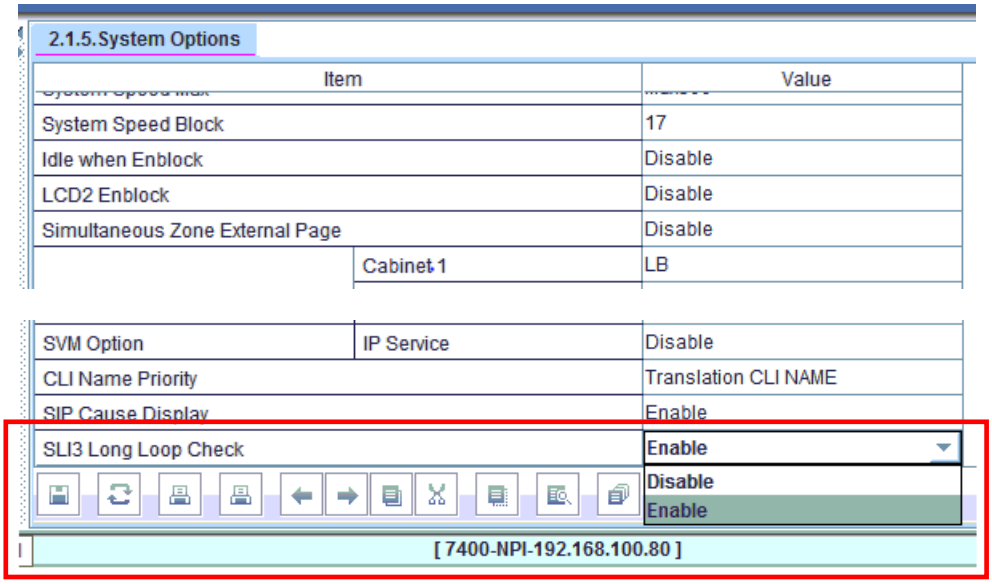
GENERAL DESCRIPTION

When a port of SLI3 card detected a long loop, the port was blocked to prevent excessive heat. In previous software versions there was no way to disable the long loop check feature.

Now in V4.80 and V4.82 the SLI3 card in installed in the OfficeServ 7200-S, 7200 and 7400 system it has the Long Loop Check feature. This feature has a '**Disable'** or '**Enable'** value. Default: Enable

PROGRAMMING

DM 2.1.5 System Options



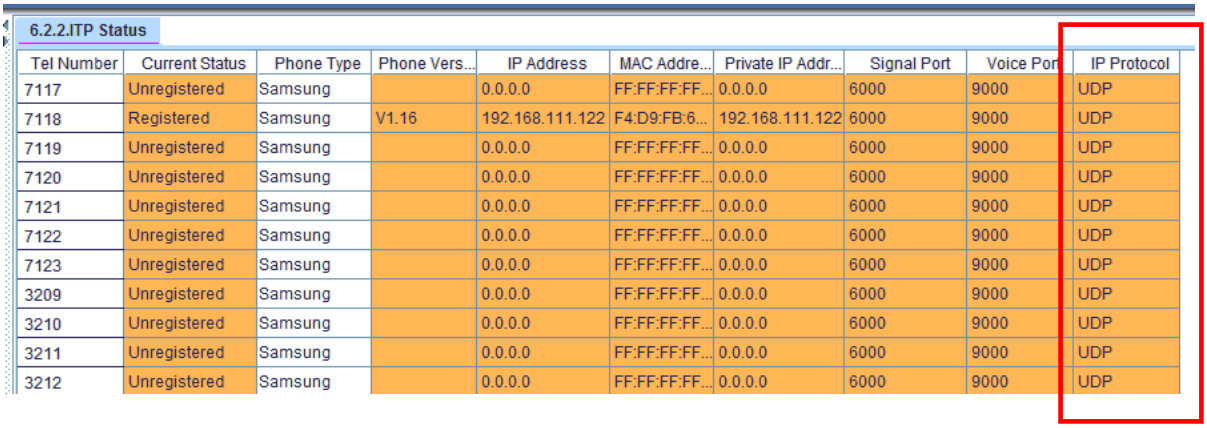
6.2.4 New Standalone DM V4.81

GENERAL DESCRIPTION

The new Stand Alone Device Manager V4.81 supports MP V4.80 on 7200 and 7400 systems as well as MP V4.82 on 7030, 7100 and 7200-S systems. Below are the new items and changes included in DM V4.81.

PROGRAMMING

DM 6.2.2 ITP Status added the last column to show the IP Protocol used on a per phone basis.



6.2.2.ITP Status

Tel Number	Current Status	Phone Type	Phone Vers...	IP Address	MAC Addre...	Private IP Addr...	Signal Port	Voice Port	IP Protocol
7117	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP
7118	Registered	Samsung	V1.16	192.168.111.122	F4:D9:FB:6...	192.168.111.122	6000	9000	UDP
7119	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP
7120	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP
7121	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP
7122	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP
7123	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP
3209	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP
3210	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP
3211	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP
3212	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF...	0.0.0.0	6000	9000	UDP

DM 5.2.13, DM 5.2.14 and DM 2.7.2 and MMC 837, 837 & 842 were changed to unify the names used for User Name, Authorized User Name and Authorization Password.

Device Manager Changes

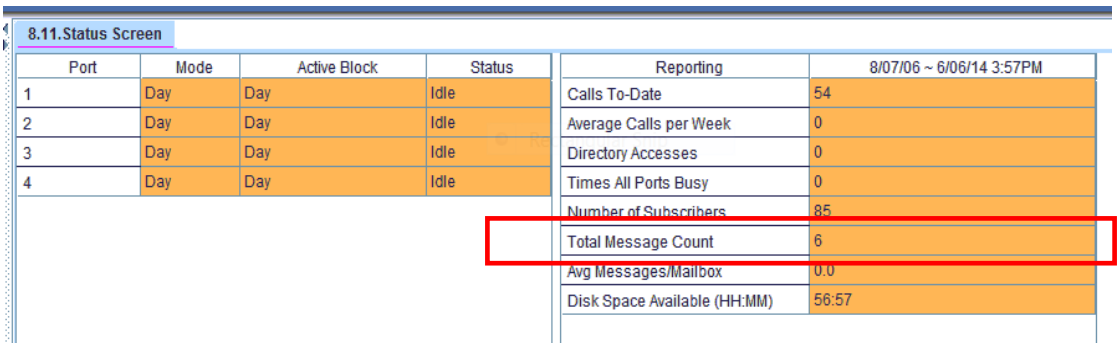
DM No.	Before	After	Note
5.2.13	User Name Auth Username Auth Password	User Name Auth User Name Auth Password	
5.2.14	User Name Auth User Name Auth Password	User Name Auth User Name Auth Password	Not changed
2.7.2	Tel Number User ID Password	Tel Number Auth User Name Auth Password	

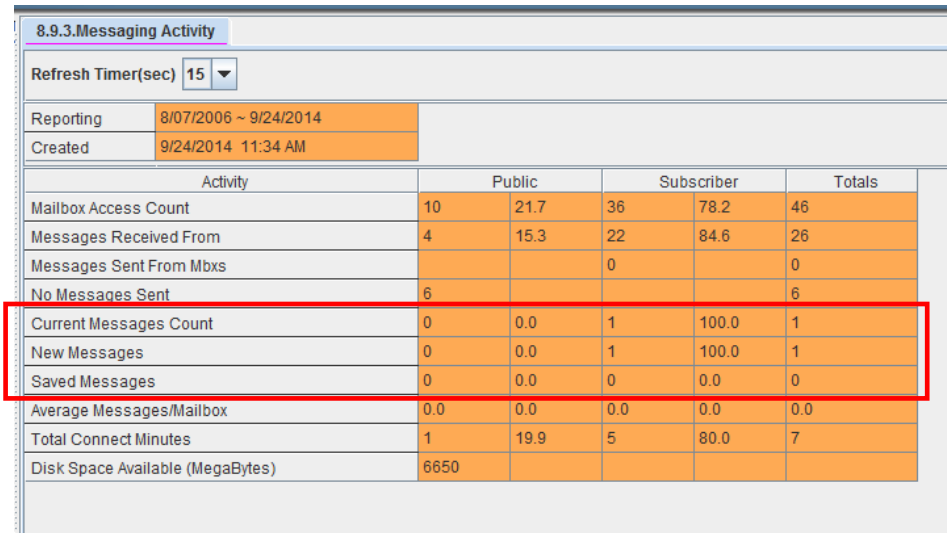
KMMC Changes

KMMC No.	Before	After	Note
837	USER NAME AUTH USER AUTH PSWD	USER NAME AUTH USER AUTH PSWD	Not changed
839	USERNAME AUTH UID AUTH PWD	USR NAME AUTH USR AUTH PWD	
842	- USER ID PASSWORD	- AUTH USER AUTH PSWD	

DM 8.11 Status Screen and **DM 8.9.3 Message Activity** had Message Count defined as 2 bytes, so it can handle a maximum value of 65535. When Message Count was over 100,000 a wrong number was displayed because the buffer overflowed.

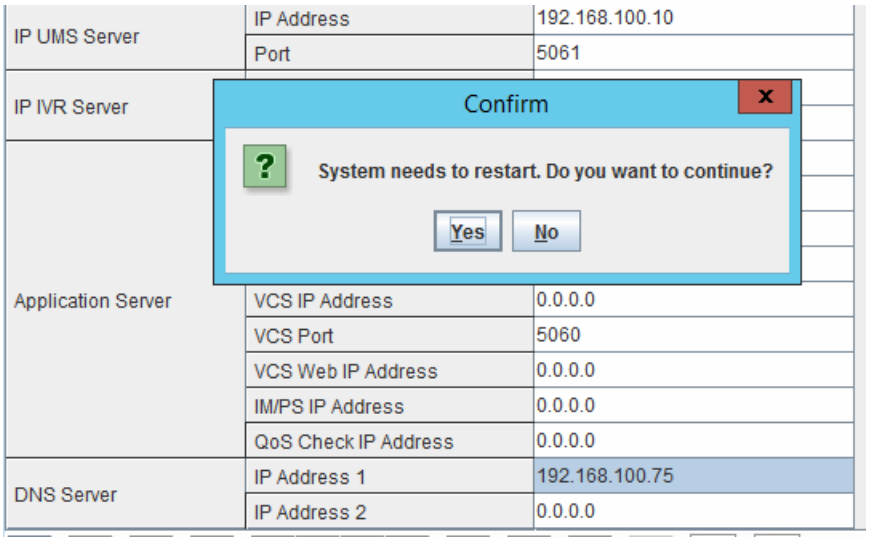
In DM V4.81 the buffer was extend to 4 bytes so the maximum Total Message Count can be 2,147,483,647.



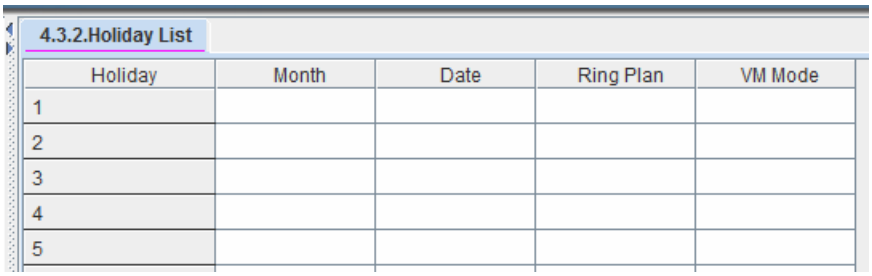


Previous version of DM (lower than V4.80) is not compatible with latest system software in DM 8.11 Status Screen. (It's not updated automatically). You have to use latest DM (V4.80 or later) for these pages.

DM 5.6.1 System I/O Options shows a new popup message to restart the system after changing DNS server IP Address 1 or 2.



DM 4.3.2 Holiday List the 'Ring' column was removed because it is not used.



6.2.5 Changes to Improve SVM Security

To better prevent Toll Fraud, the following changes have been made to the Samsung Voice Mail (SVM) application. There are no programming steps required to make these changes active. They automatically happen when upgrading from a previous version or a new install with V4.80 or V4.82 software.

1. **Force Subscriber to change PSWD**

   To increase security, the 'Force Subscriber to change PSWD' option in DM 8.5 will be 'Enabled' when system is upgraded from a previous version.

2. **Outcall Authorization**

   To prevent toll fraud the 'Outcall Authorization' of EClass and MClass will be set to 'No' when system is upgraded from a previous version.

3. **Edit Stored telephone Number**

   The 'Edit Stored telephone number' used by the 'Find Me' feature was not limited by "Outcall Authorization". To prevent toll fraud it is now controlled by 'Outcall Authorization' setting.

4. **Operator block from using Direct Call**

   The Operator extension 500 is blocked from using the 'Direct Call" feature. Generally no one changes the default password for extension 500. This can be a hole in security if 'No Messaging' setting of ECLass is allowed to make outbound calls.

5. **SVM DTMF Administrator**

   The SVM DTMF Administrator is not allowed to access SVM with default password.

6. **Remote Caller Mailbox Password**

   A Remote caller cannot call in to SVM and change his/her mailbox password. They must change password internally using their deskphone.

7. **After Factory Reset Mailbox not created automatically**

   After factory reset of a user's mailbox it is not created automatically for security reasons. DM 5.9.1 User mail box's default value is changed from 'Both' to 'None'

6.3 NEW HARDWARE

There is no new hardware required for the Launch of V4.80 and V4.82 software.

6.4 SUPPORTING INFORMATION

The following section provide additional information necessary to download and upgrade an OfficeServ 7000 system to V4.80 or V4.82

6.4.1 Software Packages & Compatibility Table

OfficeServ V4.8x will be available on a running change basis. These new software packages may be downloaded from the Samsung GSBN website by browsing to Communication >> Technical Support >> Downloads >> Software & Release Notes

System/Device	Package name	Description
OS7400 MP40	MP40_V480_20140605.zip	MP S/W for MP40 card
OS7200 MP20	MP20_ V480_20140605.zip	MP S/W for MP20 card
OS7200 MP20S	MP20S_V482_20140807.zip	MP S/W for MP20S card
OS7100 MP10a	MP10a_V482_20140807.zip	MP S/W for MP10a card
OS7030	MP03_V482_20140807.zip	MP S/W for MP03 card
LCP	LPPSV433.zip	LCP card software
LP40	SP40V203.zip	MP40 card software
All Systems	DM Stand Alone.zip	Standalone Device Manager

V4.80 and V4.82 Software Compatibility Tables

The following tables list the software compatibility for OfficeServ V4.8x MP Software. Only the version in **RED** changed with the introduction of OfficeServ V4.8x.

(1) OfficeServ 7400/7200 S/W Version Compatibility table

System	OS7400 (MP40)	OS7200 (MP20)
MP	V4.80 '14.06.05	V4.80 '14.06.05
LP40	V2.03 '14.04.01	N/A
LCP	N/A	V4.33 '14.04.01
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	V4.80 '14.06.05	V4.80 '14.06.05
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	V4.82 '14.08.07
MP	V4.82 '14.08.07
SP	V2.62 '13.07.11
VM	V2.84'14.07.07
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	V4.81 '14.06.24
RTG	V1.00 '11.12.09

(3) OfficeServ 7100 MP10a, OfficeServ7200 MP20S Module version table

System	OS7100 (MP10a)	OS7200 (MP20S)
System	V4.82 '14.08.07	V4.82 '14.08.07
MP	V4.82 '14.08.07	V4.82 '14.08.07
SP	V2.64a '14.06.30	V2.64a '14.06.30
VM	V2.84'14.07.07	V2.84'14.07.07
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	V4.81 '14.06.24	V4.81 '14.06.24
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-i5210S
V1.33 (2014.02.08)	V1.97 (2013.06.03)	V1.30 (2013.03.11)	V2.40 (2012.12.17)	V1.41 (2013.03.07)	V1.04 (2014.07.08)
SMT-i3100	SMT-i5343				
V1.64 (2013.03.07)	V1.16 (2014.08.01)				

6.4.2 Database File Conversion

A data base file from previous software version is **not compatible** with v4.8x software. You will need to use new DM 4.81 to download the old data base file to a PC. After upgrading OfficeServ system to v4.8x, use DM 4.81 to upload the data base file which was saved 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.

1) DM (Device Manager)

Device Manager works with system software version 4.53b or higher. When using new DM 4.81 to connect to a system **prior to OfficeServ V4.65, you must *uncheck*** the encryption box in the Login Screen.

When using new DM 4.81 to connect to a system **with OfficeServ V4.75 or higher**, **you must *check*** the encryption box in the Login Screen.

Remember that DM 4.81 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 List** can access Device Manager. See section 3.2.5, 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 V4.81. 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 4.82 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.*

2) MP20/MP40

The v4.80 software packages cannot be upgraded through DM because the main software file size is over the 20M bytes limitation. You will need to copy v4.80 software to the SD card.

3) OS 7030/MP10a/MP20s

For the OS 7030 system you must use DM to upgrade to V4.82 because there is no SD card available.

For OS 7100 (MP10a) and OS7200-S (MP20s) you can either use DM or SD card to upgrade the system software.

When upgrading system software to v4.82, 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. However see the SVM Security changes take will take effect, Section 6.2.5.

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) LP40

a) MP40 should be upgraded to V4.80 before upgrading LP40 because only new MP40 software version can recognize new LP40 file name.

b) The designation of LP40 package is SP4xxxxx.PGM. (**SP40V203.zip)**

c) The new LP40 package, SP40V203.PGM contains both LP40 bootrom and LP40 software file. When you try to upgrade LP40 package to V2.03 from an earlier version 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.

5) LCP

a) MP20 should be upgraded to V4.80 before upgrading LCP because only new MP20 software version can recognize new LPC file name.

b) The designation of LCP package is LPPSVxxx.PGM. (**LPPSV433.zip)**

6.4.3 Software Upgrade Procedures

1. The OS7400 Upgrade Procedures

Any upgrade to V4.80 will default the database, so doing a backup with DM (Device Manager) V4.81 is a must. Also the new files must be manually copied to the SD card using a PC.

1) Backup the database by using DM V4.81.
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 V4.80 will default the database, so do a backup with Device Manager V4.81 is a must.

1) Backup the Database to the PC using DM V4.81.
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 OS7200-S MP20S Upgrade Procedure

Any upgrade to V4.82 will default the database, so doing a backup with Device Manager V4.81 is a must. Start with downloading the DM 4.81 program and then use 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 4.82 software, and 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 V4.82 in DM 2.1.1 System Information.
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 V4.82 will default the database, so doing a backup with Device Manager V4.81 is a must. Start with downloading the DM 4.81 program and then use it to download the database.

1) Download the database to the PC using the DM 4.81 program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.82 software and then 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 V4.82 in DM 2.1.1 System Information.
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 V4.82 will default the database, so doing a backup with Device Manager V4.81 is a must. Start with downloading the latest DM V4.81 program and then use it to download the database.

1) Download the database to the PC using the DM 4.81 program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.82 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 V4.82 in DM 2.1.1 System Information.
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. SMT-i Phone Upgrade Procedure

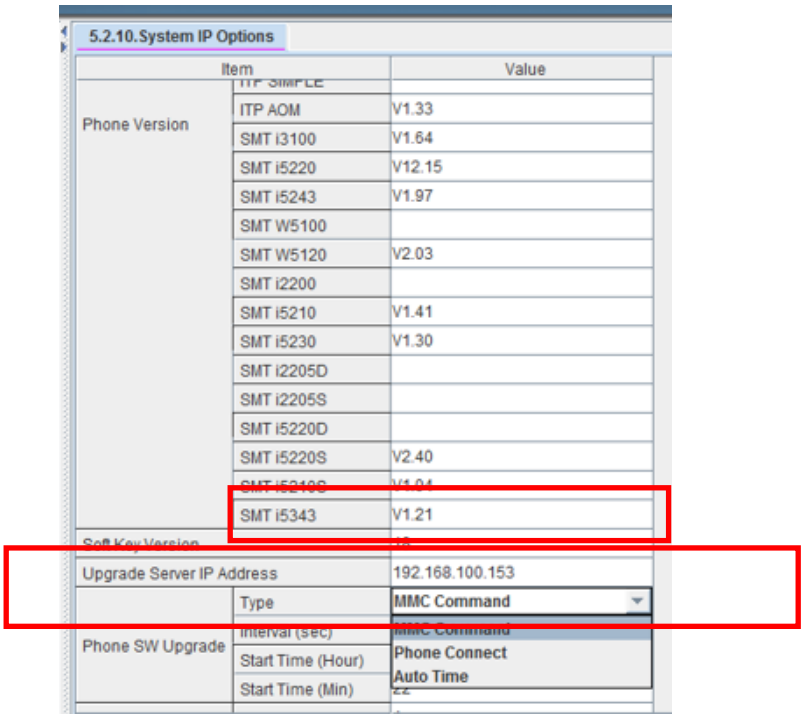
Pull software to the phone **(not for SMT-i5343, see #7 below))**

1) Run TFTP server on the PC. PC must be in the same network as the OfficeServ.
2) Put the unzipped phone software folder (EX: **SMT-i5210S**) in TFTP-Root folder on the C:/OS/APPS. Set the root directory of TFTP to the main ***unzipped*** phone software folder. Main software 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.
4) Press and hold * key while powering up the phone, or
5) Press ***153#** while phone displays the phone information.
6) To display phone information, Menu -> Phone -> Phone Information
7) In the "Upgrade Server" menu put the IP address of the PC that is running TFTP service, then start software upgrade.

Push software to the phones **(all SMT-i series phones)**

1) Run TFTP server on the PC. PC must be in the same network as the OfficeServ.
2) Set the root directory of TFTP 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 phones.



7. SMT-i 5343 Phone Upgrade Procedure

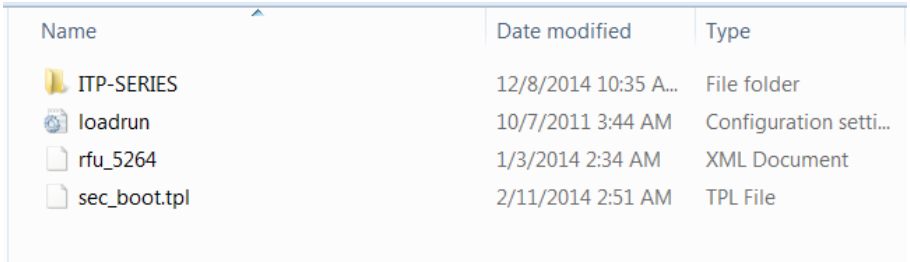
Pull software to the phone

1) Run TFTP server on the PC. PC must be in the same network as the OfficeServ.
2) Put the unzipped phone software folder (EX: **SMT-i5343**) in TFTP-Root folder on the C:/OS/APPS. Set the root directory of TFTP to the main ***unzipped*** phone software folder. Main software folder must contain a subfolder called "ITP-SERIES".
3) Access phone software upgrade menu:
   a. Press **Menu** button
   b. Press **Settings** softkey
   c. Scroll to second page and press **Administrator** softkey.
   d. Press the OK button then enter password ***153#**
   e. Press the OK softkey (fourth one)
   f. Press the **S/W Upgrade** softkey.
4) Select upgrade type TFTP.
5) In the "URL" menu put the IP address of the PC that is running TFTP service, then press **Upgrade** softkey to start the upgrade process.

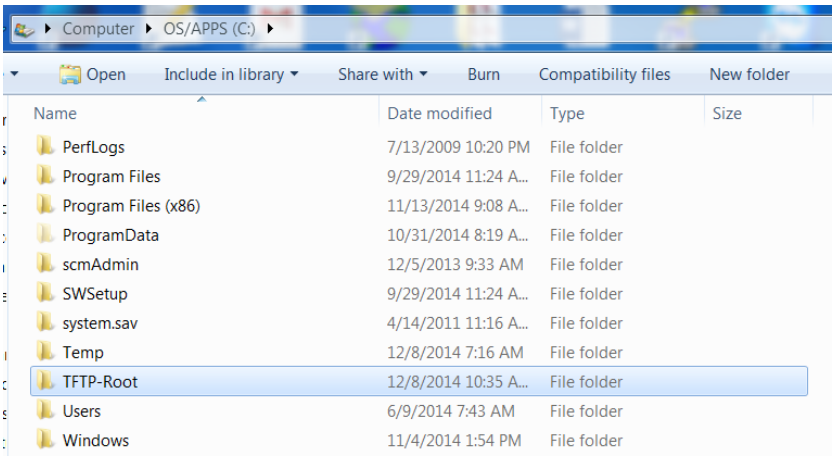
8. SMT-i5264 IP-AOM Software Upgrade Procedure

Upgrade software on an AOM currently registered to an OfficeServ system.

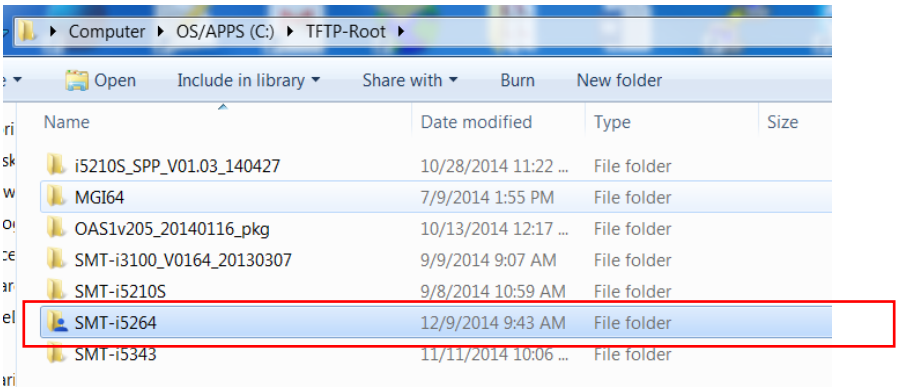
1) Save the SMT-i5264 software to your desktop temporarily. Unzip it if required. Verify that the SMT-i5264 folder contains these four files.



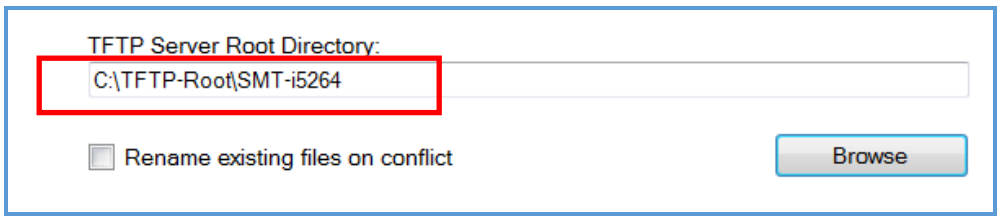
2) Put the 'SMT-i5264' folder with these four files in TFTP-Root on the C: of your PC/laptop.



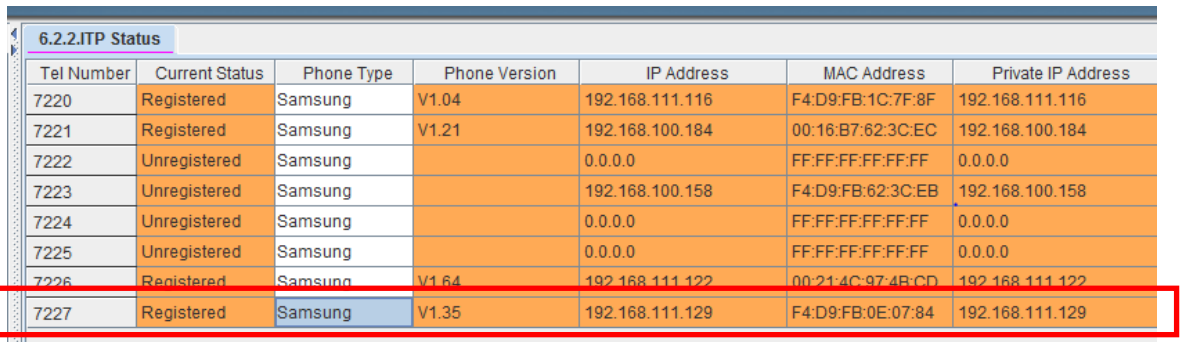
This is where the TFTP server will go to get the AOM software.



3) Launch a TFTP application (example SolarWinds TFTP Server) and configure the path to the SMT-i5264 folder in the TFTP-Root directory.



4) Go to Device Manager 6.2.2 ITP Status and obtain the IP address of the AOM. You will need to know the extension number (Tel Number) assigned to the AOM.



6.2.2.ITP Status

Tel Number	Current Status	Phone Type	Phone Version	IP Address	MAC Address	Private IP Address
7220	Registered	Samsung	V1.04	192.168.111.116	F4:D9:FB:1C:7F:8F	192.168.111.116
7221	Registered	Samsung	V1.21	192.168.100.184	00:16:B7:62:3C:EC	192.168.100.184
7222	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF:FF:FF	0.0.0.0
7223	Unregistered	Samsung		192.168.100.158	F4:D9:FB:62:3C:EB	192.168.100.158
7224	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF:FF:FF	0.0.0.0
7225	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF:FF:FF	0.0.0.0
7226	Registered	Samsung	V1.64	192.168.111.122	00:21:4C:97:4B:CD	192.168.111.122
7227	Registered	Samsung	V1.35	192.168.111.129	F4:D9:FB:0E:07:84	192.168.111.129

Check Point:

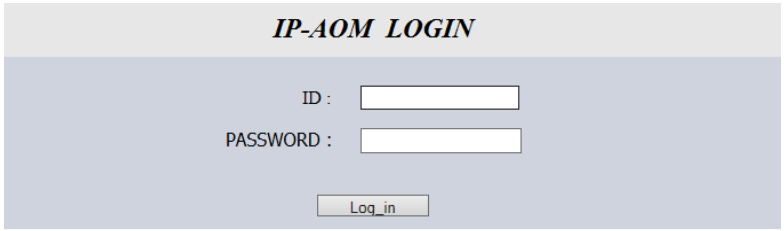
- ✓ At this point you have the new SMT-i5264 software files unzipped and in a folder titled 'SMT-i5264" in TFTP-Root on your PC/Laptop
- ✓ You have the TFTP Server launched with path to SMT-i5264 folder.
- ✓ You obtained the IP address of the AOM from Device Manager

Now let's log into the AOM GUI and do the upgrade.

5) Launch your web browser and enter the IP address of the AOM like below:

http://192.168.111.129:8080/ ***Your PC must be on the same network as the AOM.***

You will receive the AOM Login Screen.
Enter the default ID: **admin** and Password: **samsung**

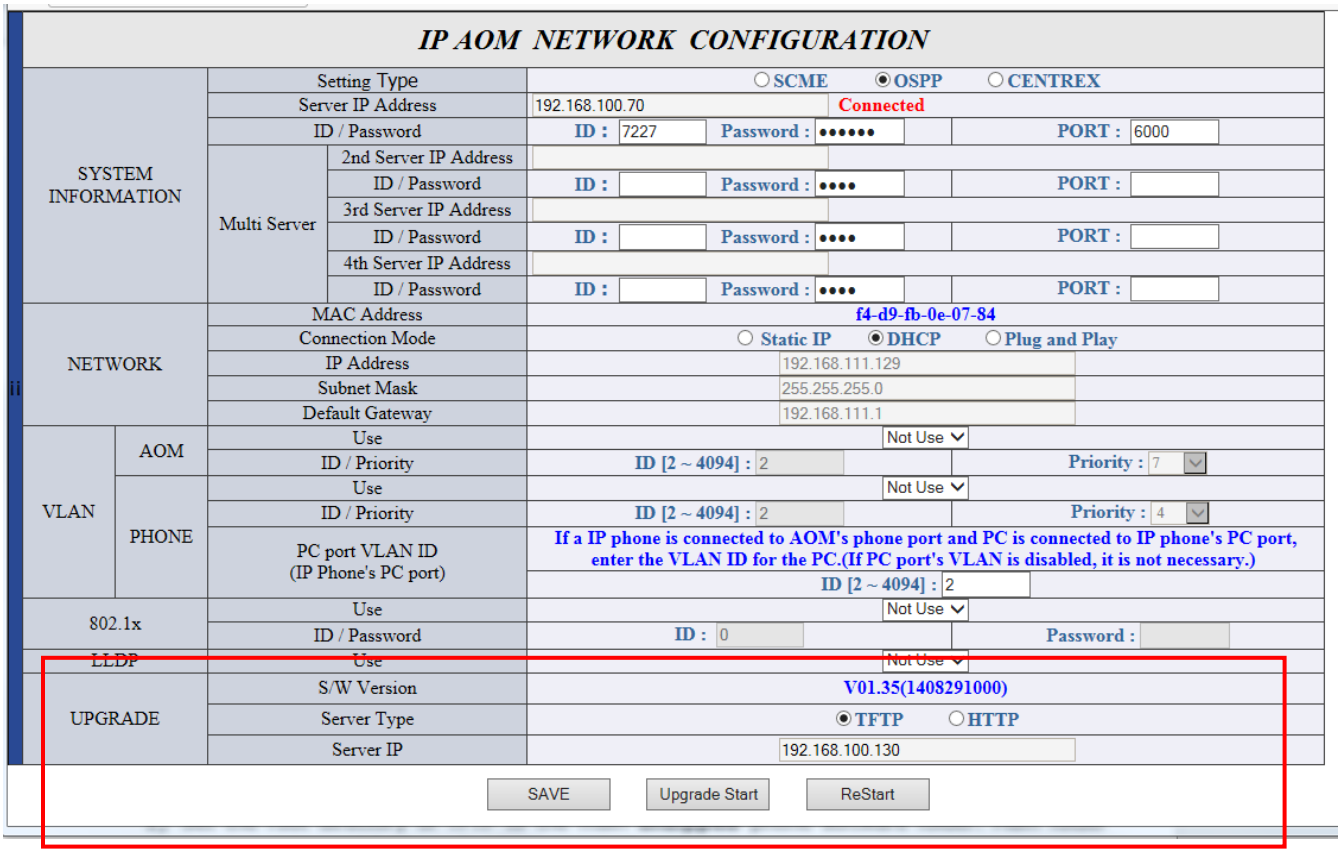


6) When login is successful the IP AOM Configuration screen will appear. It will already have the current configuration data for this AOM because it is already registered to the system.

Do not change this information because all you want to do is upgrade the software.

Go to the bottom of the screen to the section titled 'UPGRADE'.

a. **S/W Version**: Displays the current software version.
b. **Server Type**: Check TFTP button
c. **Server IP**: Enter the IP address of your PC/Laptop
d. **Click** the **Upgrade Start** button and the process begins



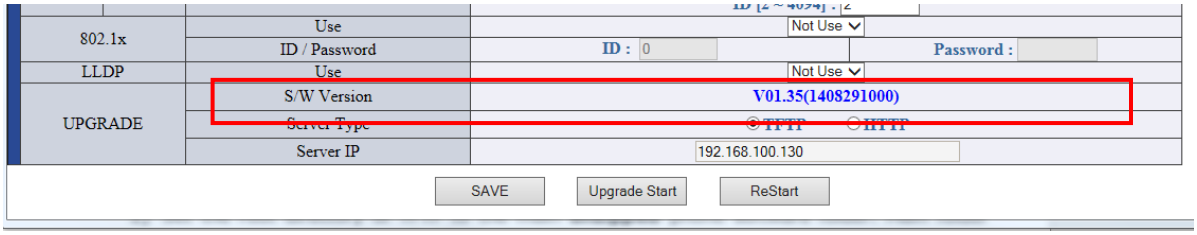
7) The process will start and this screen will appear.

IP-AOM UPGRADING	
Upgrade is proceeding. Please wait for one moment.	BOOT : NONE MAIN : DOWNLOADING

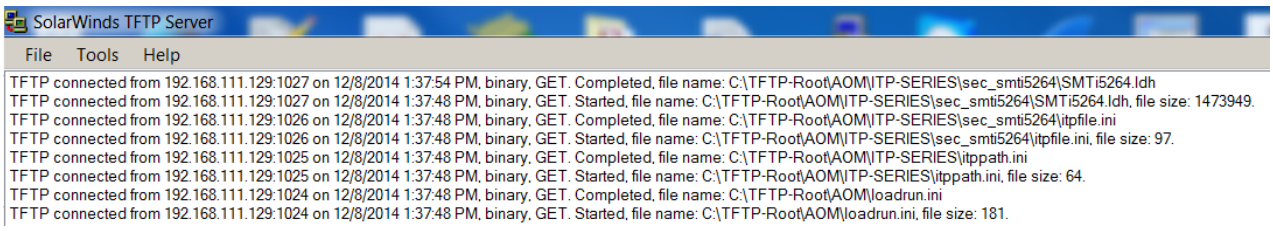
When it is finished this screen will appear. Press restart and the AOM will reboot with the new software.

IP-AOM UPGRADE COMPLETED	
Upgrade was completed. New setting is applied after rebooting.	BOOT : NONE MAIN : SUCCESS
	Restart Cancel

8) When the AOM is finished rebooting log back into the AOM using instructions in step 6. Check to see the S/W Version was upgraded.



9) During the upgrade process you can view the TFTP Server screen and see the steps as they are completed. It you do not see these steps either the TFTP Server has stopped or the path to the AOM folder in FTP-Root is not correct.



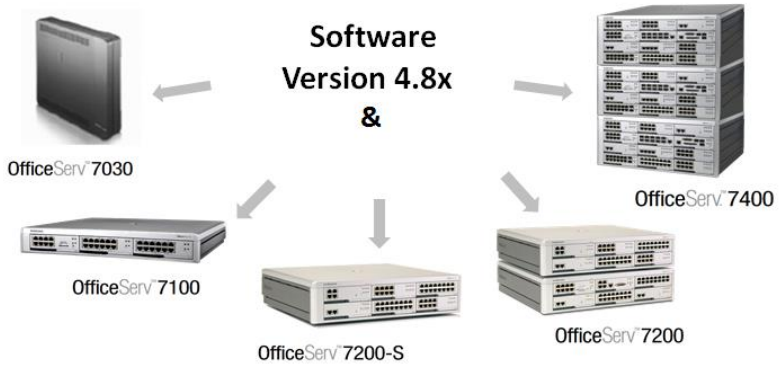
6.4.4 Product Bulletin 265

See Samsung Product Bulleting #265 for announcement of OfficeServ MP V4.80, MP V4.82, Stand Alone DM V4.81 software and new Supporting OfficeServ Documentation

Bulletin No. 265: OfficeServ Software 4.8x September 26, 2014

New V4.8x Software and Documentation
For
OfficeServ™ 7000 Series

Samsung is pleased to announce the release of software version 4.8x for all OfficeServ 7000 systems. The version was developed to support the new SMT-i5343 wired/wireless deskphone, new OS7030 Motherboard and includes bug fixes.



7. V4.9X

The purpose of this section is to introduce and explain the new features offered in the following software versions

- MP V4.91 for OfficeServ 7030
- MP V4.91 for OfficeServ 7100 (MP10a)
- MP V4.91 for OfficeServ 7200-S (MP20S)
- MP V4.92 for OfficeServ 7200 (MP20)
- MP V4.92 for OfficeServ 7400 (MP40)
- Stand Alone Device Manager V4.92 for all systems.
- V1.41 for SMT i5343
- V2.62 for SMT i5220

The major items in this new software are:

1. Introduction of the current OfficeServ Hospitality features to the 7030, 7100 & 7200S Linux based systems
2. Support for the new SMTi-6000 Series phones ***(Future Release)***
3. Introduction of several new trouble shooting tools
    - A new Remote MP Trace Tool that allows technician/engineer to obtain an MP trace without the need to be on site.
    - System Call Log
    - System SIP Log
    - Syslog options for SMT-i6000 phones

Important Note:

The database of V4.9x is not compatible with that of a previous version because of System Call Log feature. So download the database of the existing system before upgrading to V4.91 or V4.92 using newest DM V4.92. After upgrading to V4.91/4.92 upload the saved DB using Device Manager V4.92.

To see the bug fixes included in MP V4.91, MP V4.92, DM V4.92, SMT-i5220 and SMT-i5343 software see the **Engineering Release Notes**.

These Engineering Release Notes can be downloaded by going to www.we-operations.com, Knowledgebase > View Knowledgebase > Software > OfficeServ Software > 7000 System Software / keyset software > Current Release. They appear with the associated MP version, DM version, or Keyset version.

7.1 NEW FEATURES

FEATURE	7030	7100	7200S	7200	7400
OfficeServ Hospitality Features	Yes	Yes	Yes	Previously Available	
Support for new SMT-i6000 Series IP phones	Yes	Yes	Yes	Yes	Yes
Remote MP Trace Tool	Yes	Yes	Yes	Yes	Yes
SIP Station Call Waiting	Yes	Yes	Yes	Yes	Yes
IP Conflict Alarm	Yes	Yes	Yes	Yes	Yes
Support Payload 96 of RFC2833	Yes	Yes	Yes	Yes	Yes
Support FTP Passive Mode	Yes	Yes	Yes	Yes	Yes
Support TCP Connection for SMT IP phones	Yes	Yes	Yes	Yes	Yes
ITP Options	Yes	Yes	Yes	Yes	Yes
Bluetooth Smartphone Mode for SMT-i5343	Yes	Yes	Yes	Yes	Yes
System Call Log & System SIP Log	Yes	Yes	Yes	Yes	Yes
Package Upload Specification Change	NA	Yes	Yes	NA	NA
Syslog Options for SMT-i6000 Phones	Yes	Yes	Yes	Yes	Yes
Upgrade Vsftpd version to 3.0.2	Yes	Yes	Yes	Yes	Yes
The Longest Queued Time in UCD	NA	NA	NA	Yes	Yes
openssl 1.0.1p upgrade	NA	NA	NA	Yes	Yes

HARDWARE	7030	7100	7200S	7200	7400
SMT-6000 Phones to be available soon.	Yes	Yes	Yes	Yes	Yes

7.2 FEATURE DESCRIPTIONS

This section lists the features in the V4.9x software package. Each feature is broken down into up to 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

7.2.1 Hospitality Feature Implementation

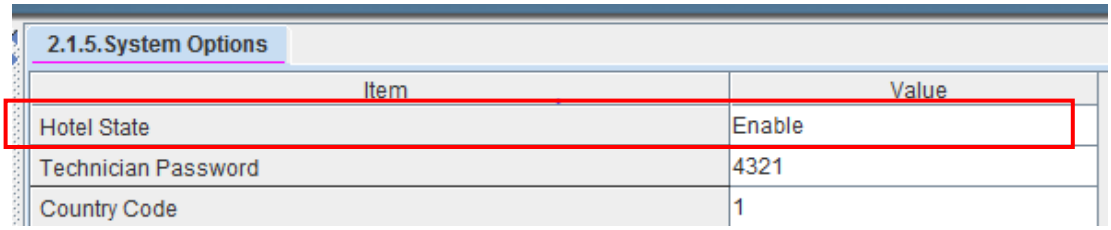
GENERAL DESCRIPTION

The Hotel Motel features that are in the OfficeServ 7200 & 7400 systems are now available to the OfficeServ Linux based OfficeServ 7030, 7100 (MP10a) and 7200S (MP20S).

PROGRAMMING

Programming and setup are the same as 7200 & 7400.

The Hotel State value in **DM 2.1.5 System Options** must be set to Enable to access the hospitality programming.



When connecting the OfficeServ to the hotel Property Management System (PMS) a third party integration is required.

Contact your Regional Sale Manager for information regarding who to use for PMS Integration.

DOCUMENTATION

The following documents are available to support OfficeServ Hospitality:

1. OfficeServ Hospitality General Description
2. OfficeServ Hospitality Programming
3. OfficeServ Hospitality System Admin Guide.

Download these docs by going to www.we-operations.com, Knowledgebase > View Knowledgebase > Applications > OfficeServ Hospitality

7.2.2 Support new SMT-I 6000 Series IP Phones

GENERAL DESCRIPTION (Future Release)

Samsung will soon announce the availability of the new SMT-i6000 series **Wired / Wireless** IP phones. OfficeServ main system software version V4.9x is required to support these new IP phones.

Pictures and specifications of these new i6000 series phones are available in the latest **OfficeServ 7000 General Description**

The SMT-i6000 phones **do not** support the following:

- Video Calls, so the Samsung USB Camera is not supported
- NFC (Near Field Communications)
- Wi-Fi Hotspot

OfficeServ Communicator for OfficeServ SMT-i6000 phones
You have to use OfficeServ Communicator V1.2.1.0 or later. The previous Communicator version V1.1.0.X is not compatible with SMT-i6000 phones. OfficeServ Communicator V1.2.1.0 or later will be released soon.

PROGRAMMING

Just like the SMT-5200 series ITP phones, the following programs must be completed before the i6000 phones can be registered:

DM 6.3.2 Virtual Card Change > set up the required virtual slots to support ITP phones
DM 2.8.0 Numbering Plan > assign numbers to ITP phones
DM 2.7.1 ITP Information > assign user ID and Password

After the 6000 phones are registered they will appear in these related DM Menus to complete user specific programming.

DM 4.9.1 Default Key > i6000 series phones default as 99 button phone
DM 4.9.2 Station Key > assign programmable buttons to individual extensions
DM 5.2.10 System IP Options > to upgrade the phone software as needed.
DM 5.15.17 ITP Options > Covered later in section 7.2.11
DM 6.2.2 ITP Status >
DM 5.2.11 ITP DSP Parameters > adjust DSP paramaters per IP phone
DM 5.2.31 AP Common Option > This used to be named **WE VoIP Common Options.** Because it now controls wireless Deskphones and We VoIP phones. The name AP Common Options is more universal. It is used to select which channels will be scanned for roaming for the 2.4G and 5G frequencies

INSTALLATION

The SMT-i6000 series phones register to the OfficeServ system using the Easy Install menu on the phone, just like other SMT model IP phones.

i6010/6011 Models - Easy Install

1. Press the **Menu** button, navigate the menu to **Phone Information**, press **OK** button
2. Select **Version Information**, press **OK** button
3. When you see version information screen, dial the administrator password ***153#**
4. Select **Easy Install** (first option) then press the **OK** button
5. Complete the following Easy Install menu below:

Option	**Setting**
Keypad Type	Normal
System Type	**OfficeServ**
Server Setting	Server
Configure Server	Server: IP address of system
	Login ID: ID assigned in DM 2.7.1 ITP Information
	Login PW: PW assigned in DM 2.7.1 ITP Information
Network Setting	Select Wired or Wireless (Wireless requires the AC adapter) If Wireless is selected, press **Scan** and then choose the SSID, Enter the Wi-Fi security password using the * on the dial pad to change character type. Press the **OK** button to enter special characters like * & #. When all characters of the password are entered press the * key on the dial pad, then press **SAVE** Then select **Conn** softkey, wait for status to show connected.
Continue below if Wired connection is used	
Mode	Select DHCP or Static
VLAN	Use or Not Use (If using VLAN enter VLAN ID and Priority)
VLAN PC	Use or Not Use (If using VLAN-PC enter VLAN ID and Priority)

Note 1: When checking Network information the password is 1234.
Note 2: Network status will show connection type as wired or wireless
Note 3: The top line of the display will show either a wired network icon or a Wi-Fi icon with signal strength number.

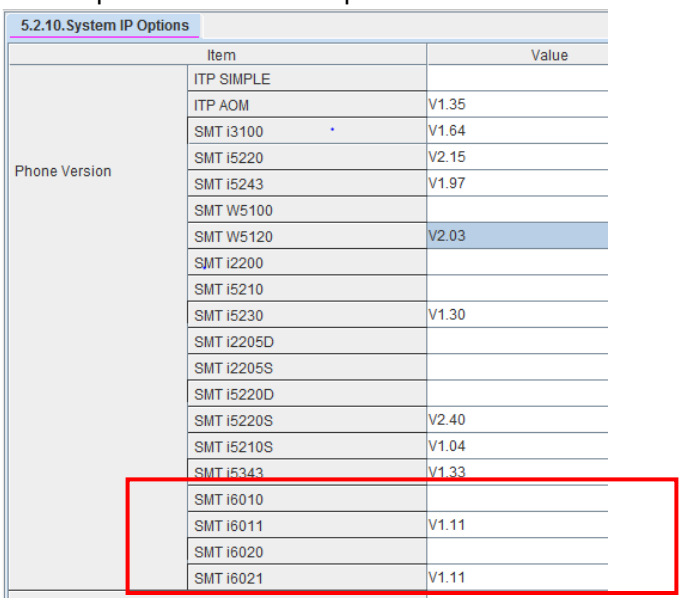
i6020/6021 Models - Easy Install

1. Press the **Menu** button, navigate the menu to **Settings**, press **OK** button
2. Press right softkey to view second page of **Settings** menu.
3. Navigate to **Administrator**, press **OK** button
4. Enter the administrator password ***153#**, press **OK** button
5. Select **Easy Install** (first option) then press the **OK** button
6. Complete the following Easy Install menu below:

Option	**Setting**
Language	English
Keypad Type	Normal
Mode Setting	Server
Server IP	IP address of system
ID	ID assigned in DM 2.7.1 ITP Information
Password	Cursor down to enter PW assigned in DM 2.7.1 ITP Information
System Type	Cursor down to select **OfficeServ**
Wired/Wireless	Press **OK** button to Select Wired or Wireless (Wireless requires the AC adapter) If Wireless is selected, cursor down to Wi=Fi, press **OK** button Phone starts scanning and displays available Wi-Fi networks Cursor down to select the **SSID**, then press **OK** button Enter the Wi-Fi security **password** using the * on the dial pad to change character type icons on top line of the display When finished press the **Connect** softkey After Wi-Fi connection is made press the **Done** softkey The phone restarts and registers to the system.
Continue below if Wired connection is used	
Mode	Select DHCP or Static
VLAN	Press **OK** button to use VLAN (If using VLAN enter VLAN ID and Priority)
802.1x	Press **OK** button to use and enter additional data
VLAN PC	Press **OK** (If using VLAN-PC enter VLAN ID and Priority)
LLDP-MED	Press **OK** to use
Finish Easy Install	Select Yes or No. The phone will restart and register.

Note 1: When checking Network information the password is 1234.
Note 2: Network status will show connection type as wired or wireless
Note 3: The top line of the display will show either a wired network icon or a Wi-Fi icon with signal strength number.

DM 5.2.10 System IP Options > enter software version for each i6000 phone model so it can be pushed out to the phones.



5.2.10.System IP Options

Item		Value
Phone Version	ITP SIMPLE	
	ITP AOM	V1.35
	SMT i3100	V1.64
	SMT i5220	V2.15
	SMT i5243	V1.97
	SMT W5100	
	SMT W5120	V2.03
	SMT i2200	
	SMT i5210	
	SMT i5230	V1.30
	SMT i2205D	
	SMT i2205S	
	SMT i5220D	
	SMT i5220S	V2.40
	SMT i5210S	V1.04
	SMT i5343	V1.33
	SMT i6010	
	SMT i6011	V1.11
	SMT i6020	
	SMT i6021	V1.11

7.2.3 Remote MP Trace Tool

GENERAL DESCRIPTION

The MP Trace Tool will allow a ***Technician*** to check and save trace data from a remote system. Before this tool, the Technician had to be on site to get an MP Trace.

The trace data can be copied and pasted to a WordPad/Note Pad or written to a file. Send the trace file to Samsung Technical Support for analysis.

Important Note
When connecting over a public IP address, open telnet port 23 and TCP port 5030.

PROGRAMMING

1. In case of OS7400 & OS7200, go to DM 4.92 > Util > File Control and verify these three files: mptTool.jnlp, mptTool_public.jnlp and mptTool.jar files are installed. They get created after restarting the system with V4.92.
   Note: these three files are not visible in Linux based systems, 7030/7100/7200S

2. Input PC IP address to Management IP White List in DM 5.13.11

5.13.11.Management IP White List

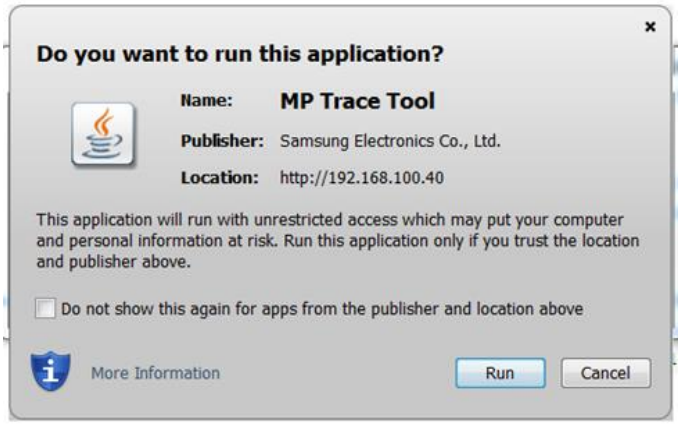
Entry No	IP Address	Description
1	192.168.100.255	
2	192.168.200.255	
3	12.204.186.56	
4	0.0.0.0	

USER INSTRUCTIONS

Step 1. Input below URL in the web browser:

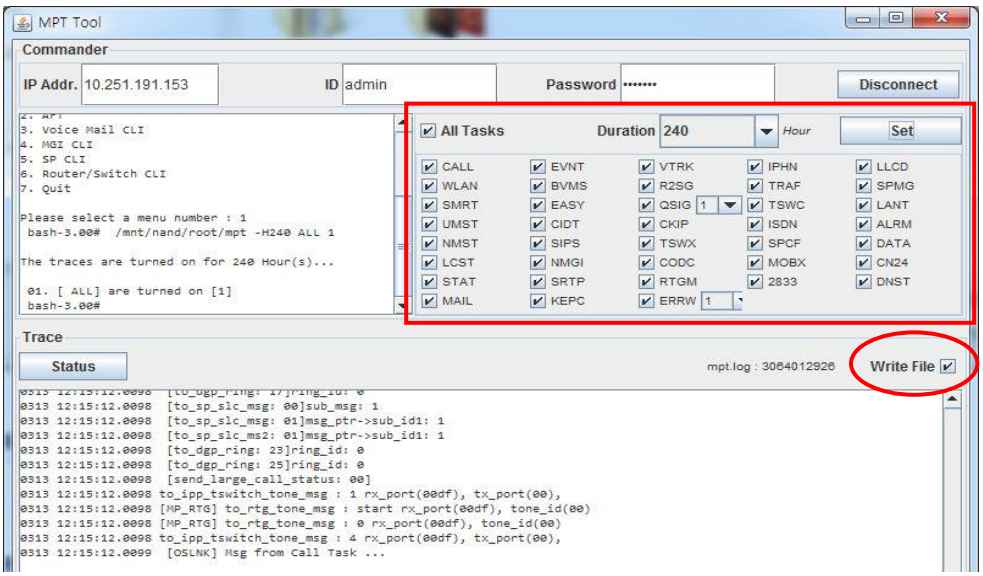
Linux systems – OS7030, OS7100 (MP10a) and OS7200S (MP20S)
https://system ip address/mptTool.php (regardless of private or public IP)

VxWorks systems – OS7200 & OS7400
http://system ip address/card/mptTool.jnlp (using a private IP)
http://system ip address/card/mptTool_public.jnlp (using a public IP)



Step 2. When MPT Tool appears, input ID and Password, then click [Connect] button.

Linux systems - ID=admin PSWD=samsung (default telnet password)
VxWorks systems – ID=kpsw PSWD=kpsw4321 (default telnet password)



Step 3. Select **task** and **duration** that you want to trace and click [**Set**] button.

Step 4. Click [**Write File**]. To *start* saving Trace log

Step 5. Select the path and enter a file name.

Step 6. After reproducing the problem > Click [**Write File**]. To *finish* saving the file.

Alternatively you can highlight, copy and then past data into Notepad or WordPad application.

Step 7. Email the Trace file or files to Samsung Technical Support at support@we-operations.com

7.2.4 SIP Station Call Waiting Feature

GENERAL DESCRIPTION

The system will allows a SIP phone user to answer 2nd call if Call Waiting in DM 2.7.2 SIP Phone Information is [**enabled**].

The third party SIP phone must support Call Waiting and it must be enabled in the phone.

Note: WE VoIP Client cannot use Call Waiting feature.

PROGRAMMING

DM 2.7.2 SIP Phone Information

2.7.2.SIP Phone Information

Tel Number	Auth User Name	Auth Password	Tone Source	Call Waiting	Call Forward Unre
7161	7161	******	Use System Tone	Disable	8801
7162	7162	******	Use System Tone	Disable	8802
7163	7163	******	Use System Tone	Enable	8803
7164	7164	******	Use System Tone	Enable	
7165			Use System Tone	Disable	
7166			Use System Tone	Disable	
7167			Use System Tone	Disable	
7168			Use System Tone	Disable	

7.2.5 IP Conflict Alarm

GENERAL DESCRIPTION

When the system IP address is conflicted, the administrator is able to check the MAC address of related devices in DM 6.1.1 Alarm History

For example:

DM 6.1.1 Alarm History for IP Confliction

ID	Date	Time	Alarm Name	Position
MJA40	04/29/2015	15:00:00	00001632F0FA	IP Conflict

DM 6.1.1 Alarm History for IP Confliction Recovery

ID	Date	Time	Alarm Name	Position
MJA41	04/29/2015	15:30:00	IP Conflict Rec	IP Conflict

When the last column [Position] shows IP Conflict it means that somewhere on the customers network another device's IP address conflicts with the OfficeServ IP address. The MAC address is the device that has the IP address conflicting with the OfficeServ IP address. This will help the Network Administrator find the IP conflict."

PROGRAMMING

No setup is required. Just view DM 6.1.1 Alarm History

7.2.6 Support Payload 96 of RFC2833

GENERAL DESCRIPTION

Some SIP service providers and some 3rd party SIP phones use payload 96 instead of payload 101. Engineering modified VM software so it can detect DTMF with payload 96.

PROGRAMMING

No programming is required.

7.2.7 Support FTP Passive Mode

GENERAL DESCRIPTION

Some sites request to add FTP Passive Mode due to below reason.

When PC is under NAT circumstance, user can't connect to the system with DM. As DM tries to connect to the system by active mode, firewall blocks this connection. To solve this, DM should try to connect to the system by passive mode.

V4.91& V4.92 software includes FTP Passive Mode for DM user under NAT to be able to connect to the system. You can check this modification by setting your PC under NAT and trying to connect to the system with DM. There's no additional setting for this feature.

PROGRAMMING

No programming required

7.2.8 Support TCP Connection of SMT-iSeries Phones

GENERAL DESCRIPTION

The OfficeServ system now supports TCP connection. In some sites, IP phone messages can be reversed due to UDP connection. To prevent such a case, change individual phone/phones to use TCP protocol. This is useful for the SMT-i5343, SMT-i6000 phones when using wireless mode.

Before changing from UDP to TCP, it is best practice to consult with the IT Administrator.

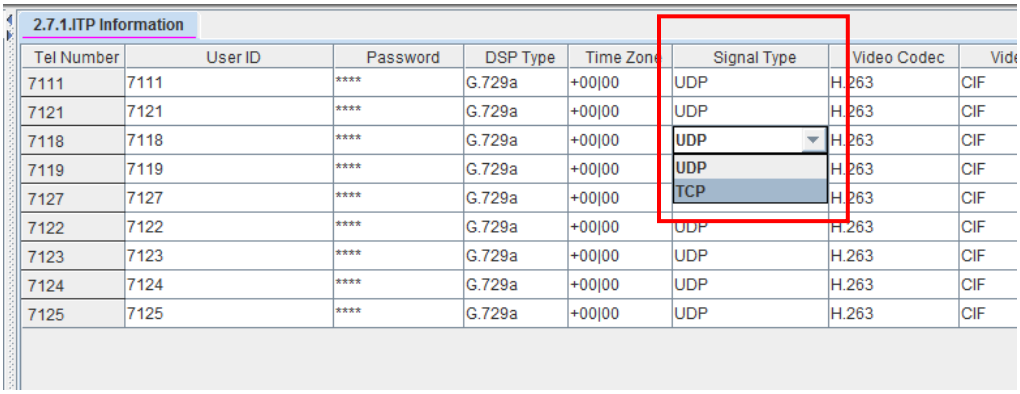
Set MMC840 or DM 2.7.1 SIG TYPE to TCP if you want to use TCP mode.

Note:
You have to consider system load when you select TCP mode because system load will be high when selecting TCP mode.

OfficeServ V4.9x - IP Environment	**7030**	**7100 (MP10a)**	**7200S (MP20S)**	**7200 (MP20)**	**7400**
Max IP phones using UDP	16	56	64	128	480
Max IP Phones using TCP	5	18	21	42	160
Max IP Phones using UDP with sRTP	16	56	64	128	480
Max IP phones using TCP with sRTP	NA	NA	NA	42	160

PROGRAMMING

Change Signal Type to [TCP] in **DM 2.7.1 ITP Information**



7.2.9 ITP Options

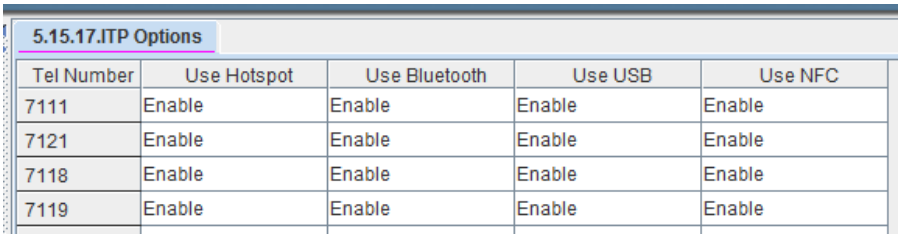
GENERAL DESCRIPTION

To allow the customer to control which users can use HotSpot, Bluetooth, USB and NFC functions, new ITP option settings were added to Enable or Disable them on a per phone basis.

These settings only apply to the SMT-i5343 and select SMT-i6000 models that support these functions. ***Not all models support these four functions***

PROGRAMMING

DM 5.15.17 ITP Options


5.15.17.ITP Options

Tel Number	Use Hotspot	Use Bluetooth	Use USB	Use NFC
7111	Enable	Enable	Enable	Enable
7121	Enable	Enable	Enable	Enable
7118	Enable	Enable	Enable	Enable
7119	Enable	Enable	Enable	Enable

These are the choices in the drop down list for each function

Use Hotspot	Use Bluetooth	Use USB	Use NFC
Enable	Enable	Enable	Enable
Disable	Only Headset	Only Camera	Disable
	Only Smartphone	Only USB Port	
	Disable		

7.2.10 Bluetooth Smartphone mode for SMT-i5343

GENERAL DESCRIPTION

The Bluetooth Smartphone mode is now available on the SMT-i5343 phone. This mode allows the SMT-i5343 phone to act like a Bluetooth speaker. Just like pairing your smartphone to the audio system in your car.

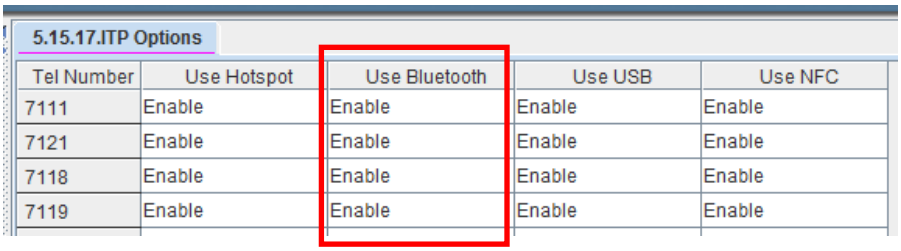
Note: The SMT-i5343 can use either the Bluetooth Headset or Bluetooth Smartphone mode but not both modes at the same time.

This function is also available on the SMT-i6000 phones that have the Bluetooth function.

The Bluetooth Smartphone mode is available to any smartphone that supports Bluetooth function. It is independent of SDM or WE VoIP applications.

PROGRAMMING

Enable Bluetooth service for the phone/phones using **DM 5.15.17 ITP Options** as described in previous section 7.2.11 of this document.



USER INSTRUCTIONS

Set the phone's Bluetooth mode to [Smartphone]. Then set Bluetooth pairing between the SMT-i5343 and the Smartphone.

While talking on the smartphone, press the Bluetooth Icon on the Smartphone to move the audio to the speaker of the SMT-i5343 deskphone. Mute and Volume are the only buttons on the 5343 phones that work in this mode.

7.2.13 System Call Log & System SIP Log

GENERAL DESCRIPTION

OfficeServ 7000 Systems now have the capability of saving essential trace logs in real time to the database. User can view these two new logs using Device Manager.

These are different logs then MP trace and Wireshark traces.

System Call Log

- This log starts when the system is booted with V4.9x for the first time.
- This log will be cleared each time the system restarts.
- There's no setting for this log, but Technician must use DM V4.92 or later.
- Boot the system, view the Call Log using DM 6.7.1. Then make several calls and view the Call log again to see log data for the recent call activity.
- Saves approximately the last 450 calls.

System SIP Log

- This log starts when the system is booted with V4.9x for the first time.
- This log will be cleared each time the system restarts.
- There's no setting for this log, but Technician must use DM V4.92 or later.
- Boot the system, view the SIP Log using DM 6.7.2. The SIP setup log data appears. Normal SIP activity will not show in this log. Only SIP error messages will appear. For example: Unplug the LAN cable for the MP to simulate a network issue with SIP trunks. Make a few calls to the SIP trunks. Of course they will fail. Now view the SIP log again to see log data for the recent failures.

Note: In normal operation there is nothing to save in the SIP log. SIP log data is saved only when there are some errors.

HOW TO USE Call Log and SIP Log:

1. Immediately after a SIP call failure or a System call failure, open DM 6.7.1 /DM 6.7.2 to view and confirm there is information in the logs.

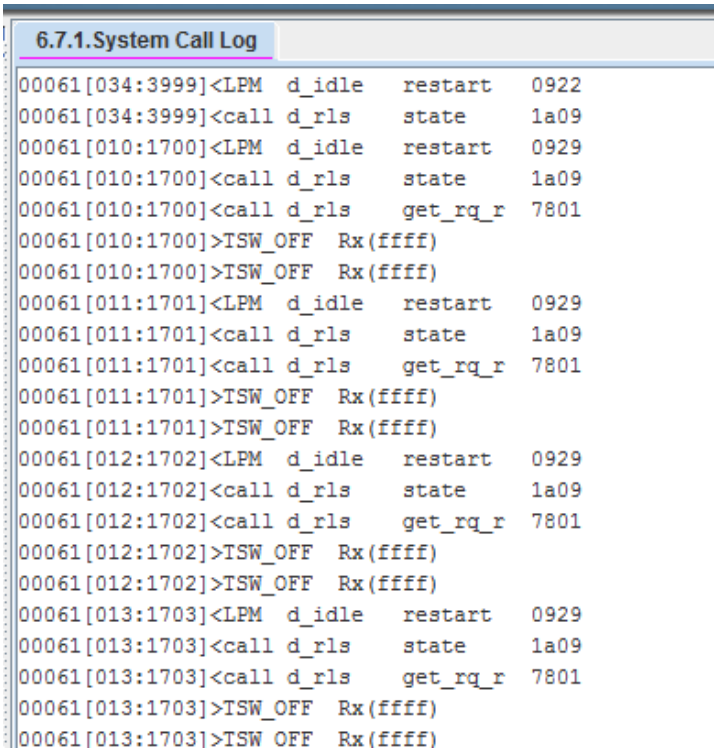
2. Download the System Database as usual. The System Logs are saved in the system database. Name the database file (suggest site name & date)

3. Send an email to Samsung Technical Support with the DB file attached. Include related information in the email. For example: Site Name, System type, version number, brief description of problem including station and trunk data, the date of the failure and time of the failure.

4. Then email the file to Samsung Technical Support.

PROGRAMMING (No settings, view logs only)

DM 6.7.1 System Call Log (Sample System Call Log from 7100 with MP10a)



DM 6.7.2 System SIP Log (Sample System SIP Log from 7100 with MP10a)

6.7.2.System SIP Log

```
00000060[SIPM:-01]In init_config_sip_channel, MAX_PORT_SIP = 83,  MAX_PORT_SIPTRK = 5, MAX_PORT_STN
00000060[SIPM:-01]In init_config_sip_ua_option, qos_selection = 0x0
00000060[SIPM:-01]In init_config_sip_ua_option, tos_field = (0xa0/0xa0)
00000060[SIPM:-01]In init_config_sip_ua_option, ip_precedence = (0xa0/0x5)
00000060[SIPM:-01]In init_config_sip_ua_option, dscp = (0x0/0x0)
00000060[SIPM:-01]In init_config_sip_ua_option, TcpPort: 5060, TlsPort: 5061
00000060[SIPM:-01]In init_config_sip_ua_option, tls_cert_format       : 0 (0:PEM, 1:DER)
00000060[SIPM:-01]In init_config_sip_ua_option, tls_encrypt_prvkey_use: 0 (0:disable, 1:enable)
00000062[SIPM:-01]In InitializeSIPStack, UDP :ip = 192.168.100.40, port=5060
00000068[SIPS:-01]In InitializeSIPStack, New Stack  Construnted. g_appMgr.hStack = 0x40740044
00000068[SIPM:-01]In sip_callmanager, (TRUNK)hStack = 0x40740044
00000068[SIPM:-01]In sip_callmanager, ConstructPool() Success...appPool = 0x41d85044
00000068[SIPM:-01]In sip_callmanager, g_WatchDog = (nil)
00000068[SIPM:-01]In sip_callmanager, using new memory for watchdog(0x1e69150/0x1e69150)
00000073[SIPM:-01]In sip_callmanager, (Wireless)hStack_Wireless = 0x40830044
00000073[SIPM:-01]In sip_callmanager, (Wireless)appPool_Wireless = 0x408a8044
00000073[SIPS:-01]In SetTOSForTransportMgrLocalAddress, TOS was set successfully for hLocalAddr 0x0
00000073[SIPS:-01]In SetTOSForTransportMgrLocalAddress, RvSipTransportMgrLocalAddressGetFirst() Fai
00000073[SIPS:-01]In InitMgrLocalAddrSetOptions, SetTOSForTransportMgrLocalAddress() Fail. rv= -3
```

7.2.12 Package Upload Change for MP10a & MP20S

GENERAL DESCRIPTION

The package uploading method for **MP**, **TEPRIa** and **DM** to the SD card changed for the **MP10a** and **MP20S** because of insufficient DRAM memory on these cards.

Prior to version v4.91 the software package is written to DRAM memory first, then the files are copied to the SD card.

Beginning with version V4.91 the software package is written to SD card directly without copying to DRAM memory.

.

CAUTION

Please do not remove the SD card while DM is uploading the MP software package to SD card

PROGRAMMING

No programming required

7.2.13 Syslog Options for SMT-i6000 Phones

GENERAL DESCRIPTION

Syslog options added to **DM 2.7.1**/MMC840 and **DM 5.2.10**/MMC841 to get phone trace of Syslog messages. This feature was included for phone engineers during the development phase of SMT-i6000 phones. It may also be used in the field when issues occur and a Phone Trace is necessary.

When Syslog options are enabled for a specific phone, these options will be sent to that phone and then the phone will send syslog trace to the remote server.

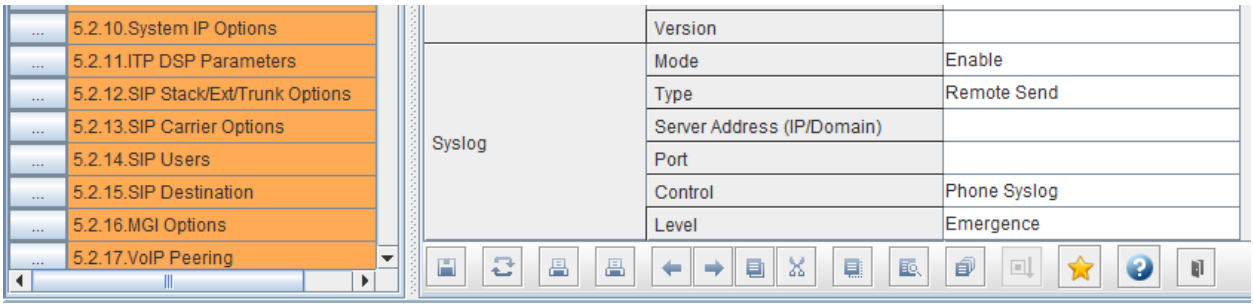
The setting Syslog Type [Local] is not recommended to use. For now always use [**Remote Server**]. The Remote Server Address is the local PC running the Wireshark application or Syslog server application.

Please turn this feature off after capturing the log.

Note: Syslog is different log data than the System Call log (DM 6.7.1) and System Call SIP (DM 6.7.2)

PROGRAMMING

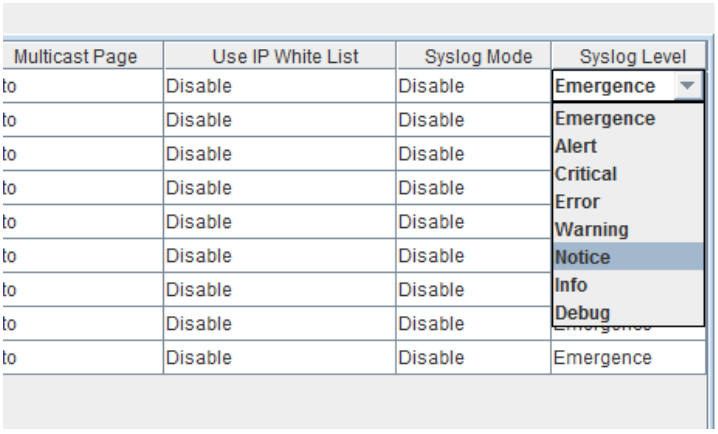
DM 5.2.10 System IP Options



Mode	**Enable / Disable** Syslog trace. Set to Enable when Control is set to System Syslog. Set to Disable when control is set to Phone Log.
Type	This is where Syslog files will be sent. Select **Remote Send** option. **Local Store** option is not supported in V4.9x software.
Server Address (IP / Domain)	When Remote Send is selected this is where the Syslog files will be sent. Enter the **IP address or Domain** of the PC that is collecting the Wireshark trace.

Port	Remote Server Port. For example, port 514 for Syslog using UDP protocol.
Control	This determines whether the System or the Phone is in control of the Mode & Level. When set to **System Syslog** the level is determine in the Level setting here in DM 5.2.10 When set to Phone **Syslog,** the Mode & Level is controlled by settings in DM 2.7.1 System IP Options.
Level	This determines what level of Syslog message to capture. Syslog levels according to phone's internal processing. . **Emergency / Alert / Critical** : S/W block initialization failed, locked or restarted . **Error**: Processing error. Something like invalid input parameter, fail to open file, and so on. . **Warning**: Function returned or not processed by insufficient condition, but it's not error. . **Notice / Info** : print out some information of functions or values . **Debug** : print out all information If mode is enabled, recommended setting is "Warning" for monitoring, and "Info" or "Debug" for problem debugging.

DM 2.7.1 ITP Information



Provide a Wireshark log example if available.

7.2.14 Upgrade Vsftpd version to 3.0.2

GENERAL DESCRIPTION

The Vsftpd version was upgraded to the latest version 3.0.2 to strengthen security against denial of service attack and maintain PCI Compliance

PROGRAMMING

No programming required

7.2.15 Longest Queue Time In UCD

GENERAL DESCRIPTION

The **Longest Queued Time** value has been added to the OfficeServ Periodic UCD Report. This is required to support some reports in Samsung SCC Pro Contact Center application.

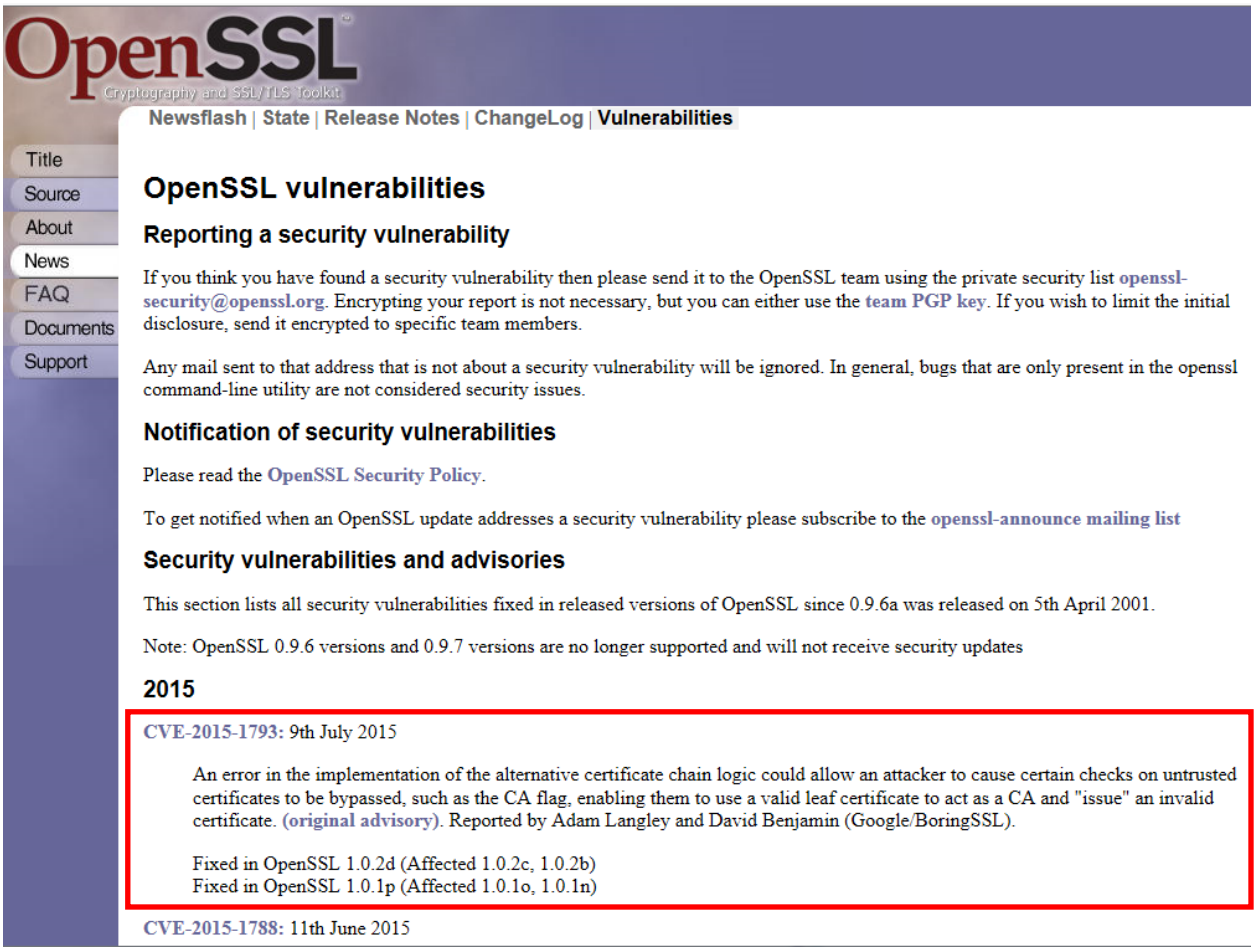
PROGRAMMING

No programming required

7.2.16 OpenSSL 1.0.1p Upgrade

GENERAL DESCRIPTION

A new version of OpenSSL is included in V4.91 & V4.92 software. It address a security issue related to alternative chain logic. See detailed explanation below.



OpenSSL
Cryptography and SSL/TLS Toolkit

Newsflash | State | Release Notes | ChangeLog | Vulnerabilities

Title
Source
About
News
FAQ
Documents
Support

OpenSSL vulnerabilities

Reporting a security vulnerability

If you think you have found a security vulnerability then please send it to the OpenSSL team using the private security list openssl-security@openssl.org. Encrypting your report is not necessary, but you can either use the team PGP key. If you wish to limit the initial disclosure, send it encrypted to specific team members.

Any mail sent to that address that is not about a security vulnerability will be ignored. In general, bugs that are only present in the openssl command-line utility are not considered security issues.

Notification of security vulnerabilities

Please read the OpenSSL Security Policy.

To get notified when an OpenSSL update addresses a security vulnerability please subscribe to the openssl-announce mailing list

Security vulnerabilities and advisories

This section lists all security vulnerabilities fixed in released versions of OpenSSL since 0.9.6a was released on 5th April 2001.

Note: OpenSSL 0.9.6 versions and 0.9.7 versions are no longer supported and will not receive security updates

2015

CVE-2015-1793: 9th July 2015

An error in the implementation of the alternative certificate chain logic could allow an attacker to cause certain checks on untrusted certificates to be bypassed, such as the CA flag, enabling them to use a valid leaf certificate to act as a CA and "issue" an invalid certificate. (original advisory). Reported by Adam Langley and David Benjamin (Google/BoringSSL).

Fixed in OpenSSL 1.0.2d (Affected 1.0.2c, 1.0.2b)
Fixed in OpenSSL 1.0.1p (Affected 1.0.1o, 1.0.1n)

CVE-2015-1788: 11th June 2015

PROGRAMMING

No programming required

7.2.17 New SMT-i5220S Phone Software – V02.62

GENERAL DESCRIPTION

Model	Package name	Description
SMT-i5220S	**SMT-i5220S_SPP_V02.62_20150723.tar.gz**	**Phone Software**

The SMT-i5220S phone has a new software version that supports two new features.

1. LLDP Feature added.
2. When DHCP Mode fails during the initialization process, the Easy Setup menu is added for user convenience.

These new phone features are not related to MP version. They even work on MP V4.8x
There are no bug fixes in this new version

PROGRAMMING

No programming required

Follow SMT-i series software upgrade procedures as detailed in section 7.4.3, item 6

7.2.18 New SMT-i5243 Phone Software - V01.41

GENERAL DESCRIPTION

Model	Package name	Description
SMT-i5343	**SMT-i5343_SPP_V01.41_20150723.tar.gz**	**OfficeServ Version : V4.92**

The SMT-i5343 phone has a new software version that supports these new features.

1. **Bluetooth Call Move Feature** (MP V4.92 or later version is required.)
   Connect a Smartphone with 5343 phone using Bluetooth smartphone mode in the Bluetooth & Headset Menu. User can switch device between the phone and smartphone while in a conversation using the Move button.

2. **Option for Popup Message Box**
   When user set FWD, DND or Auto Answer the status would display in a pop up box in the idle screen. This pop up information box overlaps program button's labels making it difficult to use them. Now the user can control turn this display ON/OFF to avoid this overlap.
   This option can be set in [Menu > Setting > Service Information Display]. It can be set for FWD, DND and Auto Answer. The phone information popup's background color is adjusted to display the program button's label.

3. **Video Incoming Call Display.**
   When a Video Call arrives, the other side video will be displayed during the ringing state.

4. **System Phonebook is supported**
   If the OfficeServ system has the System Phonebook set up, the phone displays the system phone book feature in the contact menu.

5. **Contact Groups**
   The quantity of contact groups is extended from 10 to 50.

6. **Make a call feature is added at the search result of the contact.**

7. **OfficeServ Communicator for OfficeServ SMT-i5343 phone.**
   You have to use OfficeServ Communicator V1.2.1.0 or later. The previous Communicator version V1.1.0.X is not compatible with OfficeServ SMT-i5343 phone. OfficeServ Communicator V1.2.1.0 or later will be released soon.

8. **SMT-i5343 Firmware Selection during Easy Install**
   The firmware for the SMT-i5343 phone supports both SCME and OfficeServ (SPP). When the firmware is changed from SCME to SPP, the existing contact database will not be cleared. (Backup feature is added). However, the reverse direction (from SPP to SCME) is not allowed

Follow SMT-i series software upgrade procedures as detailed in section 7.4.3, item 7

SMT-i5343 phone version V01.41 (2015.07.23) provides several bug fixes. These Engineering Release Notes can be downloaded by going to www.we-operations.com, Knowledgebase > View Knowledgebase > Software > OfficeServ Software > Keyset software > Current Release. They appear with the associated Keyset version.

PROGRAMMING

No programming required

7.2.19 SMT-i5343 Phone Upgrade to V1.41 Message

GENERAL DESCRIPTION

If the SMT-i5343 phone version is lower than V1.41, the OS 7200 & OS7400 system running MP V4.92 will send a message to the phone to request a package upgrade to V1.41. It was added to resolve the compatibility issues between the system and phone ensuring that users will get the new features and enhancements added in V1,41 software detailed in section 7.2 18. This feature operates at 6:00 a.m. every day and when the phone is connected

Note: When you upgrade to V4.92 it is best practice to upgrade all SMT-i5343 phones to V1.41 or this upgrade message will keep popping up on every phone every morning.

PROGRAMMING

No programming required

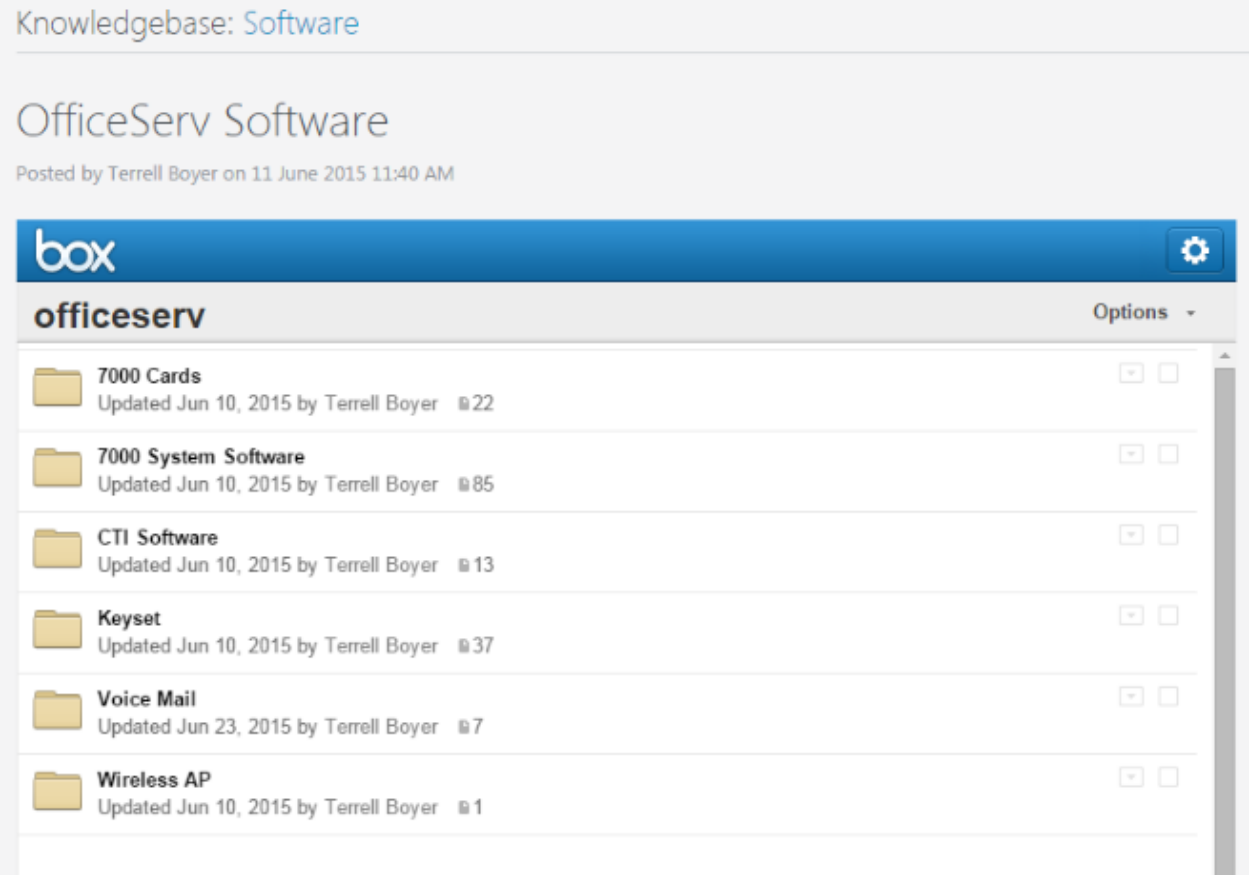
7.3 NEW HARDWARE

There is no new hardware required for the Launch of V4.91 and V4.92 software.

7.4 SUPPORTING INFORMATION

This section provides additional information necessary to download software and upgrade an OfficeServ 7000 system to V4.9x

OfficeServ V4.9x will be available on a running change basis. These new software packages may be downloaded by going to www.we-operations.com,
> Knowledgebase
> Software
> OfficeServ
> 7000 System Software / 7000 Cards / Keyset
> Current Release



7.4.1 Database File Conversion

A data base file from previous software version is **not compatible** with v4.9x software. You will need to use new DM 4.91 to download the old data base file to a PC. After upgrading OfficeServ system to v4.9x, use DM 4.91 to upload the data base file which was saved 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.

1) DM (Device Manager)

Device Manager works with system software version 4.53b or higher. When using new DM 4.91 to connect to a system **prior to OfficeServ V4.65, you must *uncheck*** the encryption box in the Login Screen.

When using new DM4.91 to connect to a system **with OfficeServ V4.75 or higher**, **you must *check*** the encryption box in the Login Screen.

Remember that DM4.91 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 List** can access Device Manager. See section 3.2.5, 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 V4.91. 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 4.91 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.*

2) MP20/MP40

The v4.9x software packages cannot be upgraded through DM because the main software file size is over the 20M bytes limitation. You will need to copy v4.9x software to the SD card.

3) OS 7030/MP10a/MP20s

For the OS 7030 system you must use DM to upgrade to V4.91 because there is no SD card available.

For OS 7100 (MP10a) and OS7200-S (MP20s) you can either use DM or SD card to upgrade the system software.

When upgrading system software to v4.91, 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. However see the SVM Security changes take will take effect, Section 6.2.5.

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) LP40

a) MP40 should be upgraded to V4.9x before upgrading LP40 because only new MP40 software version can recognize new LP40 file name.

b) The designation of LP40 package is SP4xxxxx.PGM. (**SP40V204.zip)**

c) The new LP40 package, SP40V203.PGM contains both LP40 bootrom and LP40 software file. When you try to upgrade LP40 package to V2.03 from an earlier version 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.

5) LCP

a) MP20 should be upgraded to V4.9x before upgrading LCP because only new MP20 software version can recognize new LPC file name.

b) The designation of LCP package is LPPSVxxx.PGM. (**LPPSV433.zip)**

7.4.2 Software Upgrade Procedure

1. The OS7400 Upgrade Procedures

Any upgrade to V4.9x will default the database, so doing a backup with DM (Device Manager) V4.92 is a must. Also the new files must be manually copied to the SD card using a PC.

1) Backup the database by using DM V4.92.
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 V4.92 will default the database, so do a backup with Device Manager V4.91 is a must.

1) Backup the Database to the PC using DM V4.92.
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 OS7200-S MP20S Upgrade Procedure

Any upgrade to V4.91 will default the database, so doing a backup with Device Manager V4.91 is a must. Start with downloading the DM 4.91 program and then use 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 4.91 software, and 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 V4.91 in DM 2.1.1 System Information.
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 V4.91 will default the database, so doing a backup with Device Manager V4.91 is a must. Start with downloading the DM 4.91 program and then use it to download the database.

1) Download the database to the PC using the DM 4.91 program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.91 software and then 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 V4.91 in DM 2.1.1 System Information.
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 V4.91 will default the database, so doing a backup with Device Manager V4.91 is a must. Start with downloading the latest DM V4.91 program and then use it to download the database.

1) Download the database to the PC using the DM 4.91 program.
2) Login with DM and access the FILE CONTROL section.
3) Select the folder with the unzipped version of 4.91 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 V4.91 in DM 2.1.1 System Information.
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.

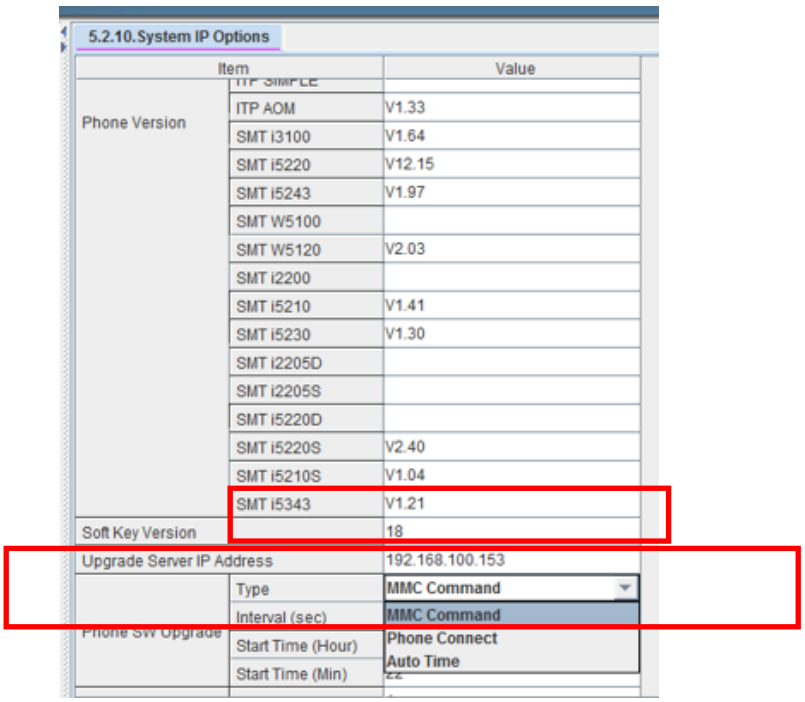
6. SMT-i Phone Upgrade Procedure

Pull software to the phone **(not for SMT-i5343, see #7 below))**

1) Run TFTP server on the PC. PC must be in the same network as the OfficeServ.
2) Put the unzipped phone software folder (EX: **SMT-i5210S**) in TFTP-Root folder on the C:/OS/APPS. Set the root directory of TFTP to the main ***unzipped*** phone software folder. Main software 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.
4) Press and hold * key while powering up the phone, or
5) Press ***153#** while phone displays the phone information.
6) To display phone information, Menu -> Phone -> Phone Information
7) In the "Upgrade Server" menu put the IP address of the PC that is running TFTP service, then start software upgrade.

Push software to the phones **(all SMT-i series phones)**

1) Run TFTP server on the PC. PC must be in the same network as the OfficeServ.
2) Set the root directory of TFTP 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 phones.



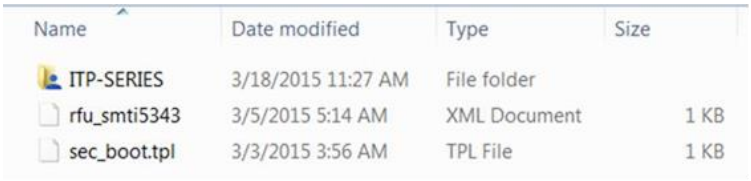
7. SMT-i 5343 Phone Upgrade Procedure

Pull software to the phone

1) Run TFTP server on the PC. PC must be in the same network as the OfficeServ.
2) Put the unzipped phone software folder (EX: **SMT-i5343**) in TFTP-Root folder on the C:/OS/APPS. Set the root directory of TFTP to the main ***unzipped*** phone software folder. Main software folder must contain a subfolder called "ITP-SERIES".
3) Access phone software upgrade menu:
   a. Press **Menu** button
   b. Press **Settings** softkey
   c. Scroll to second page and press **Administrator** softkey.
   d. Press the OK button then enter password ***153#**
   e. Press the OK softkey (fourth one)
   f. Press the **S/W Upgrade** softkey.
4) Select upgrade type TFTP.
5) In the "URL" menu put the IP address of the PC that is running TFTP service, then press **Upgrade** softkey to start the upgrade process.

USB Upgrade Method

1. Unzip the 5343 software package until you see the following files



Name	Date modified	Type	Size
ITP-SERIES	3/18/2015 11:27 AM	File folder	
rfu_smti5343	3/5/2015 5:14 AM	XML Document	1 KB
sec_boot.tpl	3/3/2015 3:56 AM	TPL File	1 KB

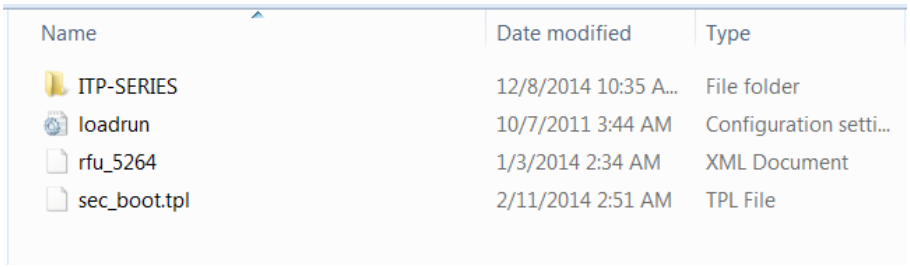
2. Save these to the root directory of a USB Memory stick.
3. Plug in the USB memory stick into the USB port of the SMT-i5343 phone. Not the USB camera port
4. Press > Menu > Settings > Administrator > enter password ***153#** to open the Administrator menu
5. Select S/W Upgrade > then select USB.
6. Press Upgrade and the process starts.

Note: If you see this message then check to see that you have the files that are pictured in step 1. If you do, then the phone does not recognize the memory stick, try another memory stick.

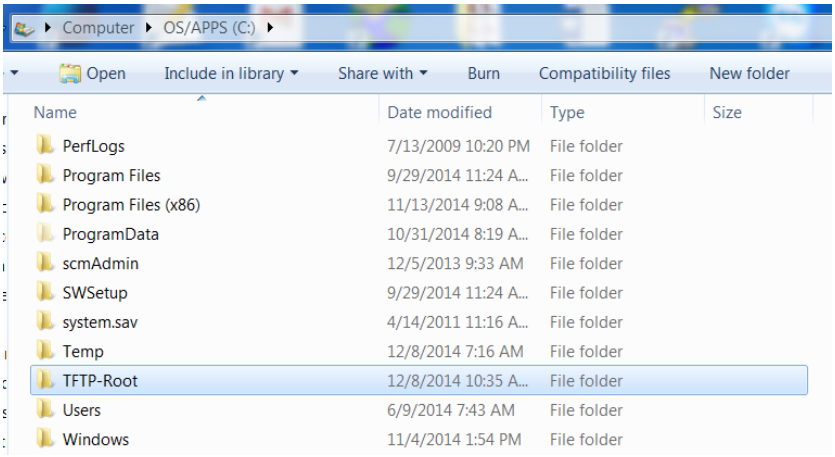
8. SMT-i5264 IP-AOM Software Upgrade Procedure

Upgrade software on an AOM currently registered to an OfficeServ system.

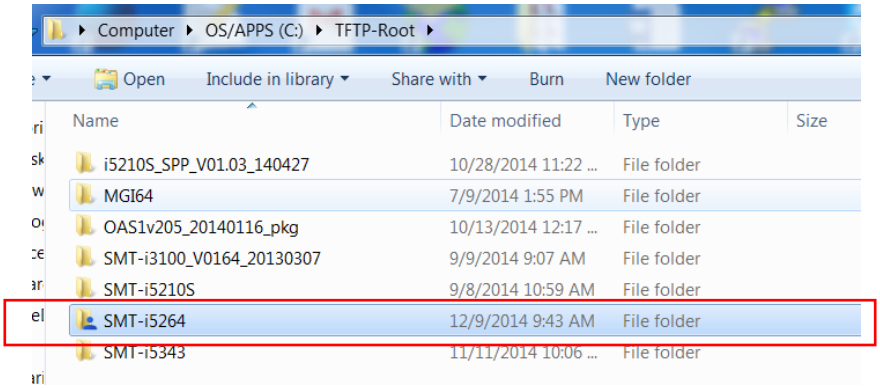
1. Save the SMT-i5264 software to your desktop temporarily. Unzip it if required. Verify that the SMT-i5264 folder contains these four files.



2. Put the 'SMT-i5264' folder with these four files in TFTP-Root on the C: of your PC/laptop.

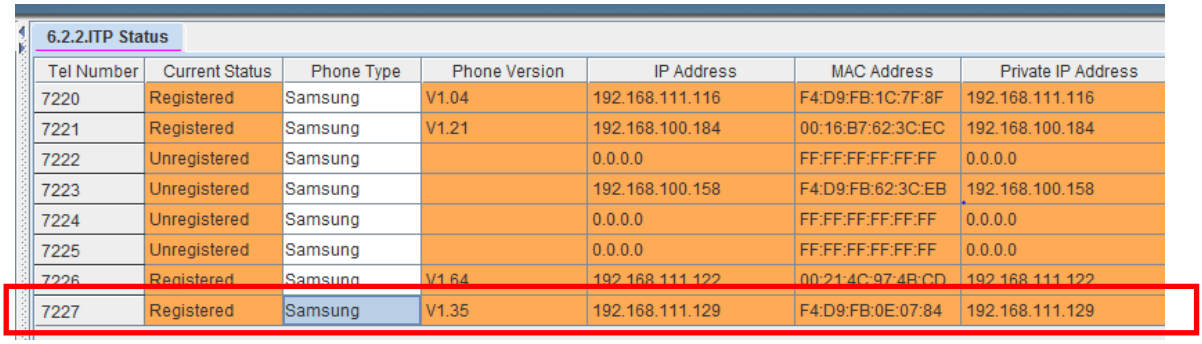


This is where the TFTP server will go to get the AOM software.



3. Launch a TFTP application (example SolarWinds TFTP Server) and configure the path to the SMT-i5264 folder in the TFTP-Root directory.

4. Go to Device Manager 6.2.2 ITP Status and obtain the IP address of the AOM. You will need to know the extension number (Tel Number) assigned to the AOM.



6.2.2.ITP Status

Tel Number	Current Status	Phone Type	Phone Version	IP Address	MAC Address	Private IP Address
7220	Registered	Samsung	V1.04	192.168.111.116	F4:D9:FB:1C:7F:8F	192.168.111.116
7221	Registered	Samsung	V1.21	192.168.100.184	00:16:B7:62:3C:EC	192.168.100.184
7222	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF:FF:FF	0.0.0.0
7223	Unregistered	Samsung		192.168.100.158	F4:D9:FB:62:3C:EB	192.168.100.158
7224	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF:FF:FF	0.0.0.0
7225	Unregistered	Samsung		0.0.0.0	FF:FF:FF:FF:FF:FF	0.0.0.0
7226	Registered	Samsung	V1.64	192.168.111.122	00:21:4C:97:4B:CD	192.168.111.122
7227	Registered	Samsung	V1.35	192.168.111.129	F4:D9:FB:0E:07:84	192.168.111.129

Check Point:

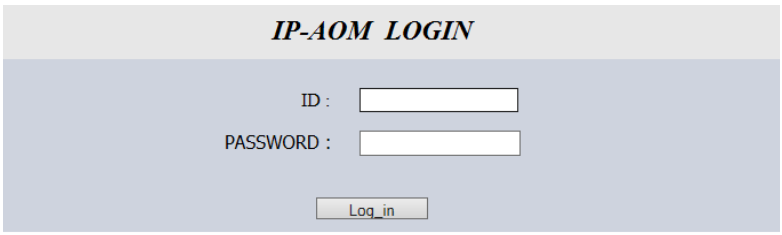
- ✓ At this point you have the new SMT-i5264 software files unzipped and in a folder titled 'SMT-i5264" in TFTP-Root on your PC/Laptop
- ✓ You have the TFTP Server launched with path to SMT-i5264 folder.
- ✓ You obtained the IP address of the AOM from Device Manager

Now let's log into the AOM GUI and do the upgrade.

5. Launch your web browser and enter the IP address of the AOM like below:

http://192.168.111.129:8080/ ***Your PC must be on the same network as the AOM.***

You will receive the AOM Login Screen.
Enter the default ID: **admin** and Password: **samsung**

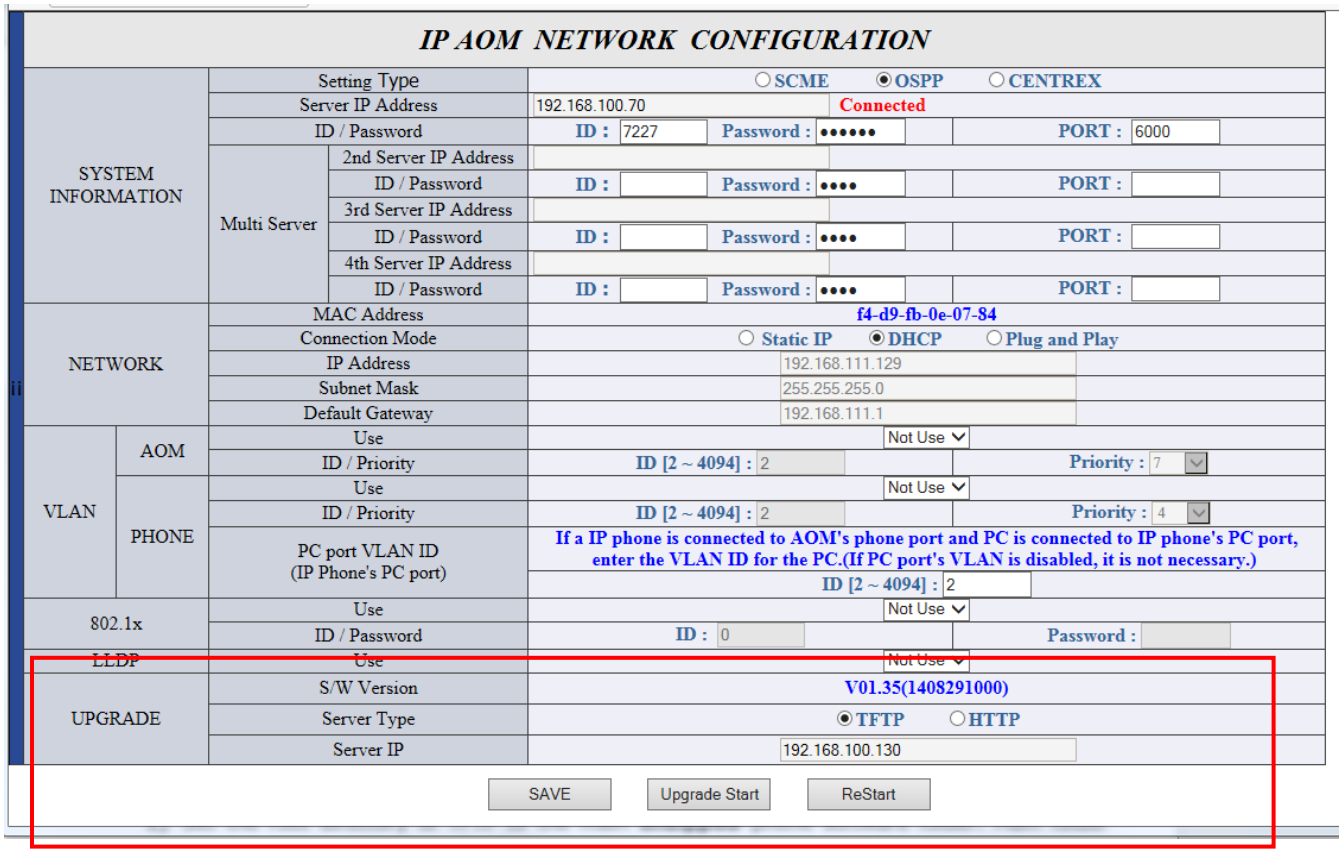


6. When login is successful the IP AOM Configuration screen will appear. It will already have the current configuration data for this AOM because it is already registered to the system.

Do not change this information because all you want to do is upgrade the software.

Go to the bottom of the screen to the section titled 'UPGRADE'.

a. **S/W Version**: Displays the current software version.
b. **Server Type**: Check TFTP button
c. **Server IP**: Enter the IP address of your PC/Laptop
d. **Click** the **Upgrade Start** button and the process begins

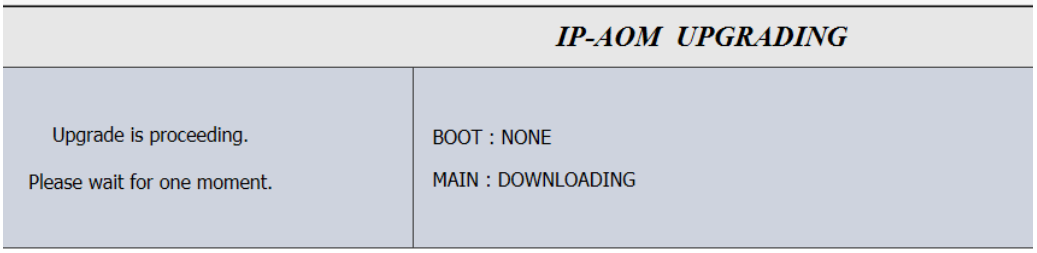


IP AOM NETWORK CONFIGURATION

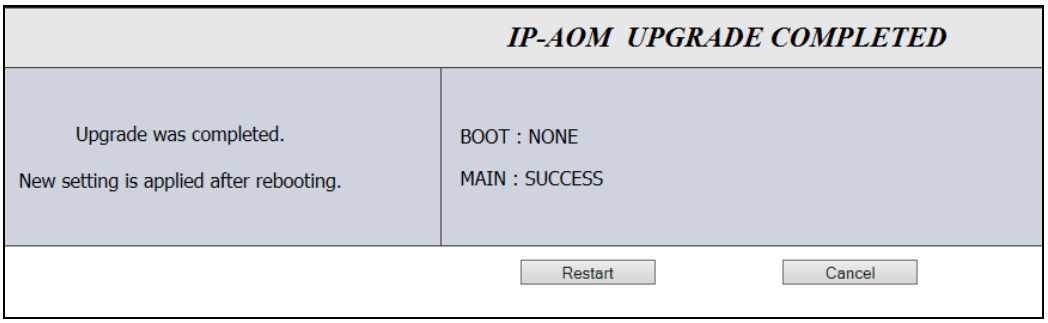
SYSTEM INFORMATION	Setting Type	SCME / OSPP / CENTREX	
	Server IP Address	192.168.100.70	Connected
	ID / Password	ID : 7227	Password : •••••• PORT : 6000
	Multi Server – 2nd Server IP Address		
	Multi Server – ID / Password	ID :	Password : •••• PORT :
	Multi Server – 3rd Server IP Address		
	Multi Server – ID / Password	ID :	Password : •••• PORT :
	Multi Server – 4th Server IP Address		
	Multi Server – ID / Password	ID :	Password : •••• PORT :
NETWORK	MAC Address	f4-d9-fb-0e-07-84	
	Connection Mode	Static IP / DHCP / Plug and Play	
	IP Address	192.168.111.129	
	Subnet Mask	255.255.255.0	
	Default Gateway	192.168.111.1	
VLAN – AOM	Use	Not Use	
	ID / Priority	ID [2 ~ 4094] : 2	Priority : 7
VLAN – PHONE	Use	Not Use	
	ID / Priority	ID [2 ~ 4094] : 2	Priority : 4
	PC port VLAN ID (IP Phone's PC port)	If a IP phone is connected to AOM's phone port and PC is connected to IP phone's PC port, enter the VLAN ID for the PC.(If PC port's VLAN is disabled, it is not necessary.)	
		ID [2 ~ 4094] : 2	
802.1x	Use	Not Use	
	ID / Password	ID : 0	Password :
LLDP	Use	Not Use	
UPGRADE	S/W Version	V01.35(1408291000)	
	Server Type	TFTP / HTTP	
	Server IP	192.168.100.130	

SAVE | Upgrade Start | ReStart

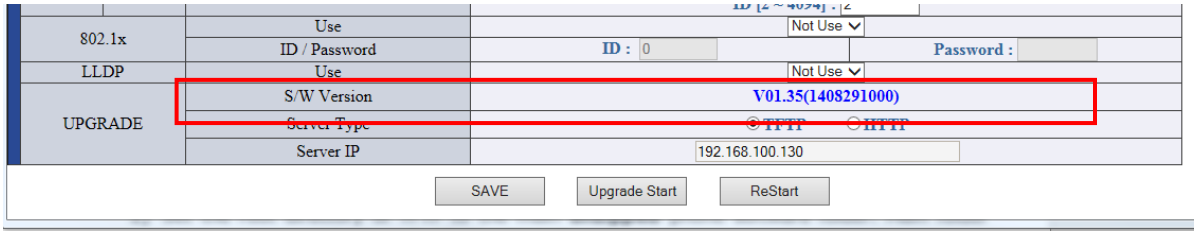
7. The process will start and this screen will appear.



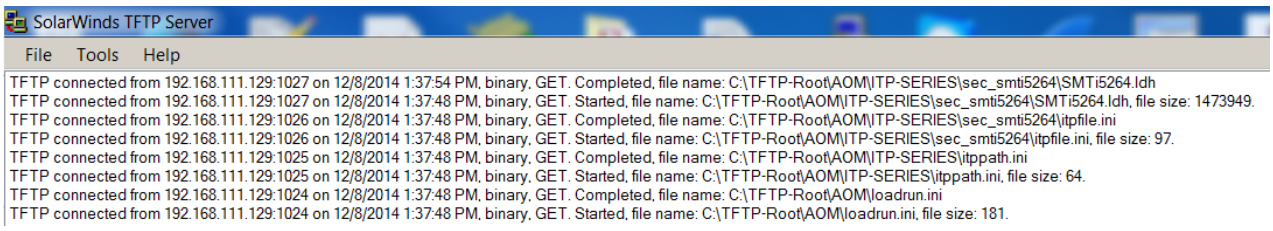
When it is finished this screen will appear. Press restart and the AOM will reboot with the new software.



8. When the AOM is finished rebooting log back into the AOM using instructions in step 6. Check to see the S/W Version was upgraded.



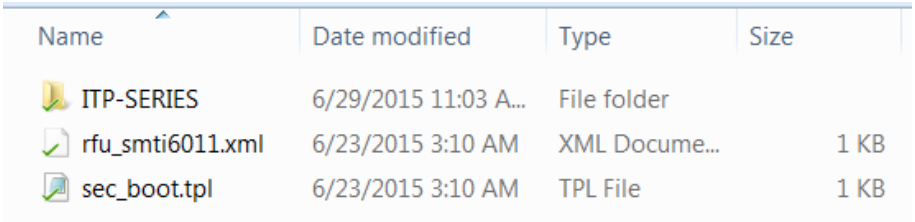
9. During the upgrade process you can view the TFTP Server screen and see the steps as they are completed. It you do not see these steps either the TFTP Server has stopped or the path to the AOM folder in FTP-Root is not correct.



9. SMT-i6000 Phone Upgrade Procedure

USB method for SMT-i6010/6011

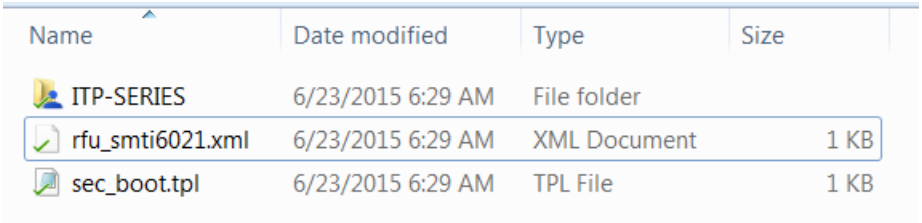
a. Unzip the 6010/6011 series software package until you see the following three files. There are three files for each model phone. For example, below are the 6011 software files.



b. Save these to the root directory of a USB Memory stick.
c. Plug in the USB memory stick into the USB port of the SMT-i6010/6011 phone.
d. Press > **Menu** > **Phone Information** > **Version Information** > press **OK**
e. When the version information is displayed dial the password ***153#** to open the Administrator menu
f. Cursor down to **S/W Upgrade** > press **OK**
g. Select option #2 **Upgrade**, press **OK**
h. Press Upgrade Start appears, press **OK** to start the process.

USB Method for SMT-i6020/6021

a. Unzip the 6020/6021 series software package until you see the following three files. There are three files for each model phone. For example, below are the 6021 software files.



b. Save these to the root directory of a USB Memory stick.
c. Plug in the USB memory stick into the USB port of the SMT-i6020/6021 phone.
d. Press > **Menu** > **Settings** > navigate to **Administrator** > press **OK**.
e. enter password ***153#** then press **OK** to open the Administrator menu
f. Press **NEXT** to navigate to **S/W Upgrade** > press **OK**
g. The **Upgrade Type** option will appear, Press **OK**
h. Scroll to **USB**, press **OK,** then the **Save** softkey
i. Press the **Upgrade** softkey and the process starts.
j. If you see Upgrade failed message, check that USB is inserted securely and confirm software files are correct (for the specific model) and in the root directory.

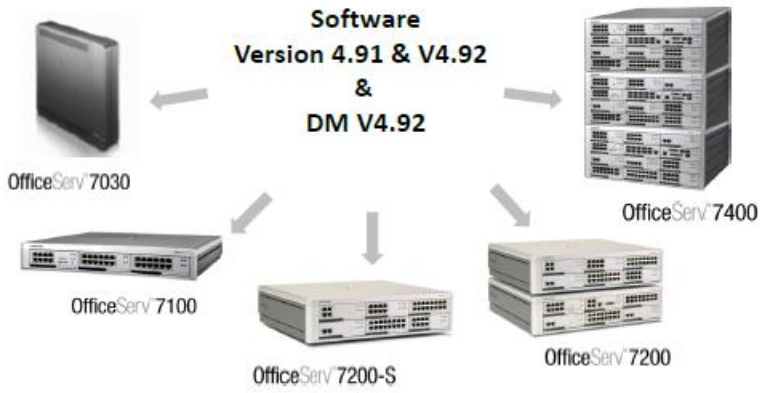
Pull software to the SMT-i6000 phones

1) Run TFTP server on the PC. PC must be in the same network as the OfficeServ.
2) Put the unzipped phone software folder (EX: **SMT-i6021**) in TFTP-Root folder on the C:/OS/APPS. Set the root directory of TFTP to the main ***unzipped*** phone software folder. Main software folder must contain a subfolder called "ITP-SERIES".
3) Access phone software upgrade menu like the USB method above. However don't select USB. Select TFTP or Upgrade Server as defined below.
    - 6020/6021 > select **TFTP**
    - 6010/6011 > select **Upgrade Server**
4) In the "URL" menu put the IP address of the PC that is running TFTP service.
    - 6020/6021 > Press **Upgrade** softkey for to start the upgrade process.
    - 6010/6011 > Press **OK**, select **TFTP**, press **OK** then press **OK** to start upgrade process.

7.4.3 Product Bulletin 273

New OfficeServ V4.9x with Hospitality Package

Samsung is pleased to announce the release of software V4.91 for OfficeServ 7030, 7100 (MP10a) and 7200S (MP20S) systems as well as V4.92 for OfficeServ 7200 & 7400. Version 4.91 provides **OfficeServ Hospitality** features for the OS7030, 7100 & 7200S systems.



OfficeServ Concierge Lite and OfficeServ Concierge-Elite
Hospitality Feature Package
Now available on all OfficeServ 7000 Systems

End of Document