



Known Issues

Please contact Samsung Technical Support with any questions or comments concerning this list of Known Issues.
1(800) 737 - 7008 or bcs.support@samsung.com

August 2008

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P080315001 - 1109 CLI to SLT loses Name on 100/500	100 R2	Incoming calls that are translated to an SLT port on a 100 R2 or 500 R2 will pass the CLI Number with No CLI Name. If you translate to a digital station it passes both. If you answer the call on a digital phone and transfer it to that same SLT port, Name and Number of the call will pass. This shows that our system is capable, but isn't passing.	CLI Name will not pass to SLT port. Must translate to VM then use VM to transfer to SLT.
P080506006 - 1121 Central Vmail not lighting lights for remote node when calls routed to main node	500 R2	Switch: 500 R2 2.75b / SVMI 16e Issue: If the remote node has its calls redirected to the main node, the Voicemail notifications do not reach the keyset. 1) Set up Centralized Voicemail Network using SPNet 2) In MMC 714 of the remote node, redirect calls to exts to main node. Example Digits = 275 RP1 = 275 RP2 = 30 (In 824 30 translates to 001 - similar to DID pass through) 3) Set the system to RP2 4) Leave any type of message for station 275 in example above 5) VMMSG key nor display will update until you switch back to RP1 ***This only applies when your receiving node has different destinations for an extension number for different ring plans	Access voice mail and change the station number for message waiting lamp to turn on. Example, 3001 change to 43001 and then send 43001 to the remote switch. Delete one digit in MMC 714 and it will light the proper light.
P080422002 - 1122 Cannot program 100/500 with 8 button set	500 R2	2.75b will not allow the speaker key to be used from an 8 btn telephone when logged into tech level programming. Thus the proper programming login and navigation procedures cannot be completed in a normal fashion.	No workaround at this time. Must use different keyset type for KMMC programming.
P080506007 - 1129 Keyset N/A Forward to Remote Node on 2nd call not working on Intercom	500 R2	Switch: 500 R2 2.75b - L 1) Program N/A Forward on a keyset to a remote node extension. 2) Make or receive a call on that keyset. 3) While still on the 1st call, from a different station make an intercom call to your keyset. ** It will never forward to the remote extension. ** If the call is an outside call and not an intercom call it works fine ** ** ICM Ext Fwd is set to on and Trk Fwd is set to on **	There is no workaround at this time.
P080501008 - 1130 Ans/RLs not working on 32 Btn AOM installed on 2.75b 500 M & L	500 R2	If you have a stand alone 32 BTN AOM installed on this system and you program an ANS/RLS key on the phone and then call the 32 BTN AOM; it will not answer the call using the ANS/RLS. ** Speaker or Call do not allow you to answer the call either **	There is no workaround at this time.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P080507001 - 1095 Station Type in Extension Block of Web Management on 7100	7100	This only affects the 7100 VMS. Goto Extension block and select an extension. Then you change the station and select any station block in the field labeled Station. Once you select one, there is no way to delete or change this field back to blank.	If you change the Station field to anything, you will need to reload a backup, delete the extension, or initialize the db to change it back to blank.
P071228001 - 1100 7100 VMS pager notification failure	7100	DTMF is failing on pager notification. The outbound call will connect but no DTMF is sent. This applies to 4.04a and 4.14k.	<ol style="list-style-type: none"> 1. Use a separate station block that includes a comma between each digit. If you have multiple pagers, each one will need their own station block. 2. Changing the Beeper Station Block Suffix to \\~di,,,\$K,,## has worked at a few sites.
P080503002 - 1131 7100 Version 4.14(k) - Web Management for VMS - Can't delete list box members	7100	Using Web Management on the 7100 ver 4.14(k) if you create a list box, you can not delete individual members.	There is no workaround at this time.
P080626010 - 1147 7100 VMS - Selecting outbound port in MClass	7100	In the MClass you can select which VMS port you would like to use for outbound notify/alert. You can select either a range or a single port. No matter what you select, it will not follow that. On all other SVMi platforms, you can select the port and it will use that port for notify/alert.	There is no workaround at this time.
TS08071801 - 1152 Second overflow of station group will not forward to remote group on 7100	7100	<p>If you have one station group overflow to a second station group and the second station group is overflowing to anything outside of the 7100 system, it will not forward.</p> <ol style="list-style-type: none"> 1. Setup SG 5001 to be normal SG with overflow to 5002. 2. Setup SG 5002 to be normal SG with overflow to a station group in a remote networked node. This could be a normal station group or centralized vm, etc. 3. When you call 5001, it will overflow to 5002 properly, but when it is supposed to overflow from 5002 to the remote station group it just rings no answer without leaving the 7100 node. <p>If this same scenario is tested from any other switch the second forward will complete as it is programmed.</p>	There is no work around for this issue at this time.
P080419001 - 1110 7100 Date Issue - Month and Day Revert to Jan 1	7100	7100 MP10 Processors are reverting the date back to Jan 1, however the time continues as normal. This applies to 4.04a and 4.14k.	<ol style="list-style-type: none"> 1. Rebooting the system will correct the displays for 1-2 weeks 2. Rebooting individual phones will correct its own display for 1-2 days 3. Changing MMC 505 will correct the displays for about a week.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P080405002 - 1115 OS Easyset will not accept password when conncted to 7100 with 4.14k software.	7100	Easyset will not connect to a 7100 system with 4.14k. It will fail after about 5 seconds. 7200 and 7400 work fine.	Upgrade to 4.21a software patch to resolve this issue.
P080411001 - 1116 7100 / IT Tool - Entering MGI lic causes switch to reset if Feature Lic Exists	7100	If you have an existing Feature License Key in MMC 841 and you attempt to insert an MGI License key - when you click save the system reboots.	Enter your MGI license first, or be prepared for the reboot.
P080418002 - 1120 When SPNET is down, DID passthrough does not ring down to the operator group	7100	A call comes into a 7100 trunk and is programmed to ring a remote system via SPNet, however if the network is down, the trunk just rings no answer. This call should ring the operator group.	There is no workaround for this issue at this time.
P080405001 - 1123 7100 4.14k / TEPRIa - System does not always boot	7100	With 4.14k installed on a 7100 system, if you have a TEPRIa card the system will not boot everytime. Sometimes it will boot all the way and sometimes will stop in the boot process. The culprit is the boot timing of the PRI card that prevents it from booting all the way.	There is no workaround for this issue at this time.
P080619001 - 1145 7200 Version 4.14K - Default Voicemail Group is Incorrect	7200	7200 Version 4.14k is coming up with a default voicemail group of 5029. All previous versions where 5039. If you attempt to use 5039, some voicemail features will not work properly. Also, tech's attempting to restore back-ups or attempt upgrades will run into problems between 2.69 and 4.14k.	There is no workaround at this time.
P080501005 - 1011 Double Beep issue when using Auto Record	7200	<p>Caller is using the auto record feature and the CRD TONE TM INT timer set to 10 seconds. While on this call he gets another call, he puts the caller on hold briefly (before the timer expires) lets say 5 seconds. He returns to his orignal and the auto feature starts back up. This time the beeps will double up.</p> <p>This is a very rare issue that has no real impact on the feature other than a nuisance of the second beep.</p>	This issue is resolved with 4.21a on the 7200 and 7400. There is currently no workaround for the 7100 or 100/500 platforms.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P080424006 - 1113 Softphone License user registration restriction	7400	On 4.14k or newer, if you reach your max number of licensed softphone users and then disconnect a user, you cannot connect anymore new users. You will get a maximum license limit exceeded error.	Force clearing the registration in 840 will open up a currently unconnected but previously registered user license for use.
P080514001 - 1136 MP stops processing certain services	7400	Intermittently, the MP 40 will stop responding to ping, stop working with wireless, stop communicating with WebMMC and Installation Tool. This has been seen on 3.34 and 4.14k, but it is a very rare environment. It appears to be network related, but very difficult to find a source. One factor that has been common in each site is Link and CTI apps at each site.	Moving the CTI server to a different subnet and routing the data in seems to have a positive affect. One site is completely resolved by doing this.
P080424005 - 1125 MMC 759 does not display destination if it is a remote node.	7400	When using 759 to route calls based on on inbound CLI, if you enter a destination of a station number that is in another node, the entry disappears upon entering. If you call that number and use that rule, the switch will reboot.	Upgrade to software patch 4.21a to resolve this issue.
P080428016 - 1127 Normal Group all out next to UCD group final destination will lock up system.	7400	If you program a Normal Station Group with "All out Next" enabled and have a UCD group as the next port, then the system will lock up. It locks up when you call the Normal group and all members are logged out.	4.21a patch will resolve this issue on 7400 and 7200. There is no workaround on the 7100, 100 or 500.
P080430008 - 1128 7000 Series UCD / MOH Issue	7400	7000 Series (4.14k) 1.) Set Up a UCD group with 2 members. 2.) In MMC 607 - Set MOH to an external source. 3.) In MMC 607 - Auto Logout to On 4.) Have all agents be logged in and busy. 5.) Place a call into the UCD group so that it hears the 1st Message. 6.) Make one agent available and let the call log that agent out. * From this point forward you will hear ringback only not MOH between messages.	4.21a patch will resolve this issue on 7400 and 7200. There is no workaround on the 7100, 100 or 500.
P080507002 - 1132 VT using OS Operator to a mailbox that is not part of number plan fails.	CTI	Using OS Operator to VT to a mailbox that is not part of number plan fails. Manual VT works fine, but fails via operator to these guest mailboxes. This will be fixed with a future release of software. This applies to OS Operator 1.3.5.7.	There is no workaround at this time.

Ref # Issue Name	Issue Type	Issue Description	Workaround Description
TS08041801 - 1119 Dataview Station Port Status Monitor will cause http error on Windows XP Pro	CTI	Dataview 1.5.2.1 experiences this issue, but not the previous 1.5.1.2 1) Select Monitoring > Station > Station Port Status 2) Select a range of extensions with 10 second interval and click start. 3) Monitor system for approximately 45 minutes 4) Aprox 45 minutes later - Returns an Error HTTP/1.1 500 Server Error for all users.	The only way to restore DataView that we have found is to do an IIS Reset.
TS08061301 - 1143 OS Call BLF View will not work if station Passcode is Changed from default	CTI	Switch: 7100 - 4.14k, 7200 - 4.14k, 7400 - 4.14k Link 2.2.0.5 Call Ver: 5.2.2.0 OS: XP Pro SP 2 OS Call BLF View will only work if station pass code is default (1234).	There is no workaround at this time.
TS08051201 - 1139 Documentation needs to be updated for DPIM installation on all manuals	Documentation	On the 100 and 500 system, the documentation is descriptive, but incorrect. The pinout numbering that connects to the door phone end does not match the colors that we label. If a tech followed the colors, it will work, if he follows the pin numbers it will not. On the 7000 series, we simply dont have any documentation on the pinout of the DPIM connections. We only have a diagram showing that a digital station pins 4/5 need to be connected to DPIM, but nothing about the DPIM or door phone wiring or colors.	Reference old DCS and DCSC documentation or follow the colors in the 100/500 manual
P080621002 - 1146 Installation Tool User Account Permissions do not work for level 2 and 3	Installation Tool	7200/7400 ver 4.14K Installation Tool Version T1.2.2 2008.06.03 and 1.1.4 2008.03.14 1) Log into index 2.1.7 2) Create a User account and assign level 2 or 3 3) Goto section 5.13.5 and deny access to certain indexes. 4) Log out and log in under the new account. 5) Attempt to program one of the denied MMC's. Programming is allowed. Works fine on 7100 ver 4.14k	There is no workaround at this time.
P080424014 - 1126 Pressing and Holding numbered keys will call corresponding DSS keys	Keyset	If you are on a call on any version of 5112L ITP phone and you press and hold any digit 0-9, it will do a supervised transfer to a corresponding DSS key. This feature should only be active in an idle state, not in an offhook state with a connected call.	There is no workaround at this time.
P080501002 - 1009 SVMi Using Network MailBox. 2nd Time Forward Fails	SVMI	This applies to all SVMi platforms that can handle Net MBX. 4E/8E/16E/20E A message is left in a Mailbox in Node (A) either by Reminder, Quick Memo, or from a CO call. That message is forwarded to Network Mailbox which then sends to Mailbox in Node B Message Forward is successful. If Mailbox tries to forward that message back to any Network Mailbox associated with Node A it is sent to the Originating Mailbox.	There is no workaround at this time.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P080501006 - 1042 No Beep after voicemail says, "Recording"	SVMi	This applies to all SVMi platforms. A call comes in on a direct trunk and rings directly to an extension. That extension is No Answer forwarded to the voicemail group. A primary no answer greeting is played and the voicemail says, "recording". No beep is played on random calls.	Software is available from Technical Support for all SVMi platforms except the SVMi 4E.
P07092001 - 1080 OS Call and SMT-W5100E Compatibility	Wireless	OS Call 5.2.2.0 - OS Link 2.2.0.5 - W5100E - 01.03.06 - 500 R2 L v2.70 Not able to Use OS Call to dial on the wireless extensions. The call will complete through the switch, however the 5100 handset never goes off hook. When the called party answers, they just get silence.	No workaround at this time. You cannot use OS Call to control 5100E handset.