



# 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](mailto:bcs.support@samsung.com)

December 2008

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
N080924003 - 1155 <b>WIP phones will continuously ring when you walk out of range</b>		Wireless handsets will continue to ring if they were in a ringing state when they went out of AP coverage. When they come back into range, they will continue to ring until you answer and hang up the handset.	WIP phones should stay in range or answer and hang up if continuously ringing.
P08121002 - 1161 <b>WIP Phones do not show missed call when answered by another group member.</b>		If a WIP phone is a member of a station group, it will not register missed calls from the group if another member answers the call. This issue was found on a 500 R2 version 2.75b and the WIP version of 1.5.4.	There is no workaround for this issue at this time.
P080501005 - 1011 <b>Double Beep issue when using Auto Record</b>	500 R2	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 original and the auto feature starts back up. This time the beeps will double up.  This is a very rare issue that has no real impact on the feature other than a nuisance of the second beep.	This issue is resolved with 4.22 on the 7200 and 7400. There is currently no workaround for the 7100 or 100/500 platforms.
P080501008 - 1130 <b>Ans/RLs not working on 32 Btn AOM installed on 2.75b 100/500 M &amp; L</b>	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 **	2.76 software beta patch corrects this software for the 500, but there is no current workaround for the 100 at this time.
P080315001 - 1109 <b>CLI to SLT loses Name on 100/500</b>	500 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 isnt passing.	Upgrading system software to 2.76 corrects this issue.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P080506006 - 1121  <b>Central Vmail not lighting lights for remote node when calls routed to main node</b>	500 R2	<p>Switch: 500 R2 2.75b / SVMI 16e</p> <p>Issue: If the remote node has it calls redirected to the main node, the Voicemail notifications do not reach the keyset.</p> <ol style="list-style-type: none"> <li>1) Set up Centralized Voicemail Network using SPNet</li> <li>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)</li> <li>3) Set the system to RP2</li> <li>4) Leave any type of message for station 275 in example above</li> <li>5) VMMSG key nor display will update until you switch back to RP1</li> </ol> <p>***This only applies when your receiving node has different destinations for an extension number for different ring plans</p>	<p>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. Upgrade to 2.76 to resolve this issue. Contact technical support for assistance.</p>
P080422002 - 1122  <b>Cannot program 100/500 with 8 button set</b>	500 R2	<p>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.</p>	<p>2.76 Software patch resolves this issue.</p>
P080506009 - 1100  <b>7100 VMS pager notification failure</b>	7100	<p>DTMF is failing on pager notification. The outbound call will connect but no DTMF is sent. This applies to 4.04a and 4.14k.</p>	<p>Upgrade to 4.22 software and use pauses instead of W in the suffix pager string.</p>
P081209010 - 1152  <b>Second overflow of station group will not forward to remote group.</b>	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"> <li>1. Setup SG 5001 to be normal SG with overflow to 5002.</li> <li>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.</li> <li>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.</li> </ol> <p>If this same scenario is tested from any other switch the second forward will complete as it is programmed.</p>	<p>There is no work around for this issue at this time.</p>
P081024002 - 1173  <b>OS 7100 allows ring voltage to be heard when answering an analog CO call.</b>	7100	<p>OS 7100 allows ring voltage to be heard when answering an analog CO call with some local service providers. This is caused by a squared ring wave as opposed to a sine wave.</p>	<p>If voicemail answers all calls and then transfers on no entry to the station group that you would like to answer calls. The issue is still present, but will never be heard due to the transfer.</p>

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P081206002 - 1177  <b>IT Tool Ver 1.22 - 7100 Ver 4.22 - User Level Access Not Working</b>	7100	IT Tool Version 1.22 will not allow you to restrict access to section 2.8.0, 3.3.2, 5.13.6 when connected to a 7100 version 4.22.	There is no workaround at this time.
P081115002 - 1179  <b>Fax call feature on 7100 VMS fails when there is call volume.</b>	7100	7100 VMS will not direct voice calls efficiently when a fax call is being processed. While a fax call is being re-directed voice calls will also be transferred to that fax extension even without CNG.	Upgrade to Trace 4.22 with date code SYS 08.08.20 v4.22 and MP Ver 08.11.27 Trace 4.22. Contact technical support for assistance with this issue.
P081206001 - 1186  <b>Time and day of week will intermittently change on 7100 4.22</b>	7100	The time will change and you can lose or gain hours or minutes on the TDM display. It is also reported that sometimes the day of week will change also.	Upgrade software version to T4.22B to resolve this issue.
P080501002 - 1009  <b>SVMi Using Network MailBox. 2nd Time Forward Fails</b>	7400	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 for this issue at this time.
P080821002 - 1157  <b>iDCS and DS series telephone handsets may not have full volume at high altitude.</b>	7400	The sealed tube in the handset receiver will expand due to the lowered air pressure at high altitude and it will function improperly and lower receive volume in the handset.	Taking apart the handset and looking at the transducer enclosure that has 4 very small holes. You can pop the tube inside the transducer enclosure with a pin prick. This will alleviate the pressure and the handset will work properly. Please contact technical support for assistance if you are experiencing this issue.
P08092300 - 1164  <b>Disabled CID still shows on 2nd Call as CW: ###-###-####</b>	7400	Caller ID information of a second call at a station with CID disabled in MMC 312 will still display "CW" and the incoming phone number even though caller ID is disabled for that station.	There is no workaround for this issue at this time.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P081025003 - 1174  <b>UCD Report on 4.22 software does not accurately show Long Q Today.</b>	7400	UCD Report on 4.22 software does not accurately show Long Q Today if over 4 minutes and 18 seconds.	DataView and the keyset still report accurate data.
P081029007 - 1176  <b>On the OS 7400 when 7200 is 3rd Expansion Cabinet - No Audio</b>	7400	When you install a 7200 cabinet as the 3rd expansion on the 7400, you will not get an audio path.	Make the 7200 the 2nd Expansion Cabinet.
P081202003 - 1181  <b>DS Key for Voicemail Port stays lit after 1st call on 7200/7400 Ver 4.22</b>	7400	1) Program DS key for Vmail port 2) Call That Port The DS key will stay lit and not go out until you clear the key.	There is no workaround at this time.
P081202002 - 1183  <b>Usinga PIC code for international dialing is failing to connect</b>	7400	Using a PIC code and then dialing international phone numbers will not connect on current software. The digit string is too long.	There is no workaround at this time. You cannot use PIC codes for international calling on our newer systems.
P081202001 - 1184  <b>IT Tool Ver 1.22 will not program a NPG key in MMC 722 on 7000 series.</b>	7400	IT Tool Ver 1.22 will not allow you to properly program an NPG key on a 7000 series system running 4.22 software.	Program all NPG keys with KMMC programming from a telephone set.
P080424005 - 1125  <b>MMC 759 does not display destination if it is a remote node.</b>	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 4.22 or 2.76 software to correct this issue. Contact technical support for assistance.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P080428016 - 1127  <b>Normal Group all out next to UCD group final destination will lock up system.</b>	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.	4.22 corrects this issue on the 7000 series and 2.76 on the 500. There is currently no workaround for the OS100.
BCS0810312 - 1144  <b>OS Operator will not show DID name on incoming call window</b>	7400	If the incoming DID digits in MMC 714 do not exactly match the destination that it is programmed to ring, the name will not show up.	This issue is corrected with 4.22 software for the 7000 series and 2.76 software for the 500. There is currently no workaround for the OS100.
P080422001 - 1119  <b>Dataview Station Port Status Monitor will cause http error on Windows XP Pro</b>	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.	There is no workaround at this time. This will be fixed in a future software load.
P080507002 - 1132  <b>VT using OS Operator to a mailbox that is not part of number plan fails.</b>	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.	Upgrading system software level to 4.22 will correct this issue on the 7000 series platform. There is no workaround for the 100/500 series at this time.
P080820001 - 1148  <b>OS Call will not allow you to change the link IP when installed on Vista</b>	CTI	After the initial set-up of call is you attempt to change the IP addres for link in the link options section it gives you an error "Fail to set registry key"	Set the IP address by going to the modem options from the control panel.
BCS0810313 - 1162  <b>Doc Change 7100 / 7200 / 7400 - Need to add proper default procedure.</b>	Documentation	The 7000 series documentation needs to be changed to include the proper default procedure. Current description is not definitive.	Documentation will be updated.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P081024001 - 1172  <b>OSM Version 4.14z will not connect to an OS7200 with version 2.69 software.</b>	Installation Tool	OSM Version 4.14z fails to connect to an OS7200 with version 2.69 software.	Do not upgrade OSM to version 4.14z, use 4.14k when connecting to a 7200 system with 2.69
P080424014 - 1126  <b>Pressing and Holding numbered keys will call corresponding DSS keys</b>	Keyset	<p>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.</p> <p>This feature should only be active in an idle state, not in an offhook state with a connected call.</p>	There is no workaround for this issue at this time.