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

October 2008

Ref # Issue Name	Issue Type	Issue Description	Workaround Description
P080501005 - 1011 **Double Beep issue when using Auto Record**		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. 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.
P071228001 - 1100 **7100 VMS pager notification failure**		DTMF is failing on pager notification. The outbound call will connect but no DTMF is sent. This applies to 4.04a and 4.14k.	Upgrade to 4.22 software and use pauses instead of W in the suffix pager string.
P080315001 - 1109 **CLI to SLT loses Name on 100/500**		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.	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**		Switch: 500 R2 2.75b / SVMI 16e Issue: If the remote node has it calls redirected to the main node, the the Voicemail notifications do not reach the keyset. 1) Set up Centralized Voicemail Netowrk 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 - similiar 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 swithc 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.
P080424005 - 1125 **MMC 759 does not display destination if it is a remote node.**		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.

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P080424014 - 1126 **Pressing and Holding numbered keys will call corresponding DSS keys**		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 for this issue at this time.
P080428016 - 1127 **Normal Group all out next to UCD group final destination will lock up system.**		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 at this time on the 7100, 100 or 500.
P080501008 - 1130 **Ans/Rls not working on 32 Btn AOM installed on 2.75b 500 M & L**		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 for this issue at this time.
P080507002 - 1132 **VT using OS Operator to a mailbox that is not part of number plan fails.**		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 for this issue at this time.
P080606002 - 1140 **7400 - 16 MWSLI - No Dial Tone**		1. Setup up a OS7400 with a new 16MWSLI Card with two analog sets with a message lamp. 2. Setup a digital card with a digital phone to program. 3. Use software V4.14K to reproduce. 4. Access KMMC programming and set one of the analog sets to VMAA in MMC 207. 5. From analog set set to VMAA, Go off hook and dial 41, plus the extension of the set to turn of the lamp. It will light. 6. From the same set, Go off hook and dial 42 plus the extension of the set with the lamp on. The lamp will go out. 7. Pickup the receiver of the set you turned on and off and you will hear dial tone. 8. Now, Access KMMC programming and access MMC 813, Hotel Motel. 9. Now repeat steps 5 thru 7, on step 7 now you will not hear dial tone 95% of the time. 10. To get dial tone back, do a hook switch or call the set and dial tone will restore. This problem is being noticed from our Hotel Motel sites.	There is no workaround at this time.

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- 1144 **OS Operator will not show DID name on incoming call window**			Install 4.21a. Make sure that you restart link and operator if you make any changes to MMC 430. TCB
P080820001 - 1148 **OS Call will not allow you to change the link IP when installed on Vista**			Set the IP address by going to the modem options
- 1162 **Doc Change 7100 / 7200 / 7400 - Need to add proper default procedure.**		The 7000 series documentation needs to be changed to include the proper default procedure.	
TS09150801 - 1164 **Disabled CID still shows on 2nd Call as CW: ###-###-####**		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.
TS09150802 - 1166 **16MWSLI on the OS7200 will lose dialtone on ports that have messages.**		If you have a 16MWSLI on a 7200 system and both the card and the cabinet are PCS 04 or newer blue and you leave a message waiting indicator on for more than 30 minutes, the card will lockup and you will lose dial tone to the card.	Reboot card and dial tone will come back.
p080927006 - 1169 **7400 External Paging has low volume**		7400 LP40 with production week K32 has low external page volume.	Us an earlier production card.

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p080930008 - 1170 **Softphone License will not display in OSM when using 3.75b on older systems.**		When using 3.75b on systems at 2.69 or older of the OS500 line, you will not be able to view softphone licenses properly. You need to use the corresponding OSM version for those software levels.	If you need to view the Softphone License, use a keyset or downgrade your OSM to 3.17. This will be fixed in a future OSM version.
- 1171 **32 Button AOM will not function as a stand alone station on OS systems**		If you use a 32 button AOM, but do not pair it to a station, you should be able to make and take calls from the unit. On 2.75b, you cannot use the DS keys to make calls. They will not function. If you pair it to a phone, they will work.	Cannot use 32 Button AOM as standalone on 2.75b. You need to pair them to a station.
p081024001 - 1172 **OSM Version 4.14z will not connect to an OS7200 with version 2.69 software.**		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
p081025003 - 1174 **UCD Report on 4.22 software does not accurately show Long Q Today.**		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.
TS0810312 - 1176 **On the OS 7400 when 7200 is 3rd Expansion Cabinet - No Audio**		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.
P080422002 - 1122 **Cannot program 100/500 with 8 button set**		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.	2.76 Software patch resolves this issue.

Ref # Issue Name	Issue Type	Issue Description	Workaround Description
TS08091502 - 1161 **WIP Phones do not show missed call when answered by another group member.**	500 R2	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.
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 platfoms, you can select the port and it will use that port for notify/alert.	There is no workaround for this issue at this time.
TS08071801 - 1152 **Second overflow of station group will not forward to remote group on 7100**	7100	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. 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. If this same scenario is tested from any other switch the second forward will complete as it is programmed.	There is no work around for this issue at this time.
TS0810311 - 1173 **OS 7100 allows ring voltage to be heard when answering an analog CO call.**	7100	OS 7100 allows ring voltage to be heard when answering an analog CO call with some local service providers.	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.
- 1168 **7100 VMS Call progress detection does not detect answer on some cell phones.**	7100	7100 VMS Call progress detection does not detect answer on some cell phones. Seems to worj fine on land lines.	There is no workaround at this time.
TS08270801 - 1160 **7200 - 8Trk 2 and 16DLI 2 in slots 1 and 2 of 7200 cabinet.**	7200	If you place an 8Trk2 and a 16 DLI2 in any order in slots 1 and 2 of a 7200 main cabinet, you will get static when calling from the last port of the 16DLI2 to the first port of the 8TRK2 card. This issue was found on the 7200 version 4.21a.	Move the 8TRK2 and/or 16DLI2 to different slots and the issue is not reproducible.

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P080821002 - 1157 **iDCS and DS series telephone handsets may not have full volume at high altitude.**	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 encloser that has 4 very small holes. You can pop the tube inside the transducer encloser with a pin prick. This will alleviate teh pressure and the handset will work properly. Please contact technical support for assistance if you are experiencing this issue.
P080822005 - 1159 **7400 4.21a - UCD will not offer another call if prev call was placed in orbit**	7400	Placing a call in Park Orbit does not free up an agent to take another UCD call. This issue was found on the OS 7400 version 4.21a software.	There is no workaround for this issue at this time. The parked call must be picked up before the station is released to be idle.
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.	Upgrade to Dataview 1.5.2.5 to resolve this issue.
TS08140101 - 1156 **OS Call Version 5.2.2.0 "Fail to open Registry Key"**	CTI	Call 5.2.2.0 on Vista or SP2 will give a Microsoft error that displays "Fail to open the registry key, "HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Telephony\SCTSP32\IP Address". Try sometime later"	You can set the IP address by doing the following: 1. Access the Windows Control Panel 2. Open Phone and Modem Options 3. Click on the Advanced Tab 4. Select Samsung SCTSP32 5. Select Configure
TS08051201 - 1139 **Documentation needs to 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
- 1175 **MMC 723 does not register the difference between all phone types.**	Keyset	MMC 723 does not register the difference between all phone types.	1) Plug a different style keyset in. 2) Program manually with MMC 722.

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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 for this issue at this time.
TS08080801 - 1155 **WIP phones will continuously ring when you walk out of range**	Wireless	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.

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