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

February 2009

Ref # / Issue Name	Issue Type	Issue Description	Workaround Description
P080501005 - 1011 **Double Beep issue when using Auto Record**	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 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.
P080506009 - 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.	Upgrade to 4.22 software and use pauses instead of W in the suffix pager string.
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.
P081209010 - 1152 **Second overflow of station group will not forward to remote group.**	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.
P081206002 - 1177 **IT Tool Ver 1.22 - 7100 Ver 4.22 - User Level Access Not Working**	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.

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BCS0203092 - 1194 **7100 Doc Change - Battery switch not labeled properly**	7100	On the October 2008 Tech Manual, Page 3.3, There is an image of the battery switch with an Off and On Label. The labels are backwards compared to the card and this is causing confusion in the field.	
P081115002 - 1179 **Fax call feature on 7100 VMS fails when there is call volume.**	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 **Time and day of week will intermittently change on 7100 4.22**	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 Trace4.22 to resolve this issue.
BCS1200901 - 1191 **7100 Cabinet will power on and then will shut down.**	7100	7100 Cabinet will power on and then will shut down.	No workaround at this time.
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 the pressure and the handset will work properly. Please contact technical support for assistance if you are experiencing this issue.
P08092300 - 1164 **Disabled CID still shows on 2nd Call as CW: ###-###-####**	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.

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P081025003 - 1174 **UCD Report on 4.22 software does not accurately show Long Q Today.**	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 **On the OS 7400 when 7200 is 3rd Expansion Cabinet - No Audio**	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 **DS Key for Voicemail Port stays lit after 1st call on 7200/7400 Ver 4.22**	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 **Usinga PIC code for international dialing is failing to connect**	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 **IT Tool Ver 1.22 will not program a NPG key in MMC 722 on 7000 series.**	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.
BCS0203091 - 1193 **Hotel Motel - Check In Restrict**	7400	A new feature was put into 4.14k for 7400 called check in restrict. It is designed to restrict any hotel rooms that are checked in and have a 0 balance on telephone to be able to dial out. If you enable this feature and check a room in, this feature works properly, however all "normal" and "administrator" extensions are now restricted as well.	There is no work around at this time

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P081223002 - 1189 **DS keys on 64 Btn AOM not working when connected to 7200 Exp Cab.**	7400	DS keys on 64 Btn AOM will not light when connected to 7200 Exp Cabinet off of a 7400 Main cabinet running MP version 4.22 LP version 1.17 and LCP version 4.14.	You can downgrade to version 3.34 and the AOM will work properly.
P080422001 - 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.	There is no workaround at this time. This will be fixed in a future software load.
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.	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 **OS Call will not allow you to change the link IP when installled on Vista**	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.
BCS0812085 - 1185 **OS Operator losing track of calls.**	CTI	1) Make a call in on the direct DID. 2) Answer the 1st call and place on hold using operator. 3) Place a 2nd call into the Operator 4) Answer the 2nd call and leave active. 5) Place a 3rd call to the operator. 6) Attempt to place 2nd call on hold. At this point all calls disappear.	There is no workaround at this time.
P080716012 - 1151 **IPSec VPN connection over PPPoE WAN connection will stop internet**	DATA	Enable IPSec VPN connection over PPPoE WAN interface. All previous internet connectivity stops. Disablie it and traffic will begin to follow normal route rules..	There is no workaround at this time.

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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
BCS0810313 - 1162 **Doc Change 7100 / 7200 / 7400 - Need to add proper default procedure.**	Documentation	The 7000 series documentation needs to be changed to include the proper default procedure. Current description is not definitive.	Documentation will be updated.
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 for this issue 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 for this issue at this time.
N080924003 - 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.
P08121002 - 1161 **WIP Phones do not show missed call when answered by another group member.**	Wireless	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.