



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

June 2009

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P090612002 - 1211 100 R2 2.76b - (Canada)LD calls from same carrier ok - different carrier fail.	100 R2	When system is connected to Telus or Bell Canada - LD calls from any other carrier will show NO CID RCVD. LD Calls from the same carrier come through just fine. All local calls from any carrier work ok. 7100 w/ 4.22c works ok in the same scenario. Please Contact Jess Swance with questions regarding this PIL.	There is no workaround at this time
P08092300 - 1164 Disabled CID still shows on 2nd Call as CW: ####-###-####	500 R2	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.	Upgrade to 4.22c to resolve this issue for 7000 series. PIL is still open against 500 system.
P080506009 - 1100 7100 VMS Answer Detection	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. 4.30i is currently being tested and is expected to resolve this issue.
P090313014 - 1196 LAN printer enabled but not used causes system lockup - 7100 v4.22	7100	If you pre-program a LAN printer, but do not use it the system will lock up and go down to version after about a week. It also changes time on the clock. 1.) Programmed MMC 829 for the following: - SMDR - Curr Status – printer (although nothing is connected) - Destination – both - Printer IP address – used IP address in lab environment (66.92.79.100) - All other settings are default 2.) Turned almost everything on that would collect data in SMDR MMC 725 3.) Made calls internal, external, enter programmed, etc – any thing that would gather data (a handful of calls a day) 4.) Within a couple of days I got a LAN Printer Err in the alarms – system was operating fine 5.) A couple of days later (approx. 1 week from setting this up) the date/time changed, LAN Printer Err occurred and keysets would not boot up past version 6.) Reset the system and all working ok now.	Do not program a system to have a LAN printer if it is not going to be connected and used.

Ref # Issue Name	Issue Type	Issue Description	Workaround Description
TS20090618 - 1214 7200 Doc Change - 724 MISC feature numbering is wrong in documentation	7200	Here are the parameters that we found in a defaulted 7200 on version 4.22 software. These are different than what is published in the Oct 2008 Installation section and the January 2009 programming section. Misc 01- 372 02- 372 03- 361 04- 3961 05- 3951 06- 362 07- 363 08- 371	Documentation is to be updated.
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 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.
P081202002 - 1183 Using a 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. This fails on 500R2, 100R2, 7100, 7200, 7400	There is no workaround at this time. You cannot use PIC codes for international calling on our newer systems.
P090410002 - 1210 Account Code - Non Verified - From SLT	7400	Forced Account Code - Non-Verified 100 R2 2.76 500 R2 2.76 7200 4.22 7400 4.22 Currently it is not possible to make a call from an SLT port using a non-verified account code. On a digital set this can be accomplished by assigning a "ACC" key with an extender of "000". On a sing line set if you use the feature code 47 and enter 000 for the bin number you will get an error tone.	There is not a workaround at this time.
TS20090618 - 1195 OS Call Version 5.2.2.4 - Mobile phone field does not support area code.	CTI	OS Call Version 5.2.2.4 - Mobile phone field does not support area code.	This has been fixed with a software patch. It is scheduled to release on Friday June 19, 2009. The version will stay the same but there is a new date code on the patch. OS Call 5.2.2.4 (2009.04.30)
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. Disable it and traffic will begin to follow normal route rules..	Software Version 1.34 is noted to fix this problem. Product team has not tested or confirmed.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
TS08051201 - 1139 Documentation needs to be updated for DPIM installation on all manuals	Documentation	<p>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.</p> <p>On the 7000 series, we simply don't 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.</p>	Reference old DCS and DCSC documentation or follow the colors in the 100/500 manual. All 7000 documentation has since been updated. 100/500 manual is not updated.
TS20090618 - 1207 MGI Port Range in 7400 Tech manual needs to be updated for the MGI 64.	Documentation	MGI Port Range in 7400 Tech manual needs to be updated for the MGI 64 to show 30,000 - 30,127.	No workaround at this time.
TS20090618 - 1202 IT Tool version 1.30a section 4.3.1 cannot change Ring Plan Assignment.	Installation Tool	<p>IT Tool version 1.30a section 4.3.1 caIT Tool - 1.30a 71, 72, 7400 Ver 4.22c</p> <p>IT tool section 4.3.1 gives you the ability to change the RPO Ring Plan, RTO Ring Plan, and Current Ring Plan Value, but the change does not take on the phone system. If you make the change on the phone system, you can view the change in the IT Tool. If this field is designed to be view only, it should not allow you to make a change to the value. If it is designed to allow you to change the RP, it is not working. nnot change Ring Plan Assignment.</p>	This is not a feature. It is a bit misleading. It is supposed to be a read only field, but it appears to allow you to enter data and save. Changing data in this field will not apply to the running system config.
P080424014 - 1126 Pressing and Holding numbered keys will call corresponding DSS keys	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.
P090321001 - 1201 CC key will not ring master when the CC key is on 64 Btn AOM.	Keyset	CC key will not ring master when the CC key is on 64 Btn AOM.	Place the CC Key on the Master Phone.
TS20090618 - 1215 ABW feature turns off upon reboot but led display is not updated	Keyset	If you are logged into a UCD group and also have ABW key enabled, then the phone reboots for any reason, the ABW feature becomes disabled, but the buttons is still lit as it is enabled. If another call comes in to the group, your phone will ring even though your ABW key is lit solid. This is related to all ITP and TDM keysets.	You must re-activate ABW after reboot even if the light appears to be active, it is not.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
TS20090303 - 1200 VT Transfers will intermittently contain extra digits when sent to voicemail.	SVMI	<p>This problem has been seen across all platforms that support the E series VM. We have not been able to duplicate the issue in the lab, but we get enough calls on the issue that we know it is a real issue. We are opening the PIL to request assistance from product development on getting a handle on this issue and to track the issue.</p> <p>Intermittently we will see extra digits being inserted in front of the extension number when a VT transfer is made from the phone system to a subscribers mailbox. Most commonly we see the digits "#" or "2". In the event of a # it will prompt the outside caller for their password. In the case of a 2 it will route the call to the main menu under an error condition. In call cases the workaround below has corrected the issue. However this is only a workaround.</p>	<p>On page 2 of the menu input processor of both routing menus (forward trunk and forward station) place the following entry (assuming that your extensions are 3 digit; if you have 4 digit extensions this will not work). #??? TRANS ???.</p> <p>4.30i and 5.3.3.5 resolve this issue for the 7000 series. We are awaiting a software fix for the 100/500 series.</p>