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

April 2010

Ref # Issue Name	Issue Type	Issue Description	Workaround Description
P100324002 - 1267 **The PRI will not synch up to DMS100 and some 5ESS**		based upon OS7100,OS 7200, OS7200-S here is the steps the Telco will need to take to recover the PRI circuit if it goes down. 1. The Telco Technician will need to access their GUI interface to the DMS100 SYSTEM. 2. They will need to access the carrier level with the following commands. MAPCI MTC TRKS CARRIER POST DTCI 10 6 BSY 0 RTS 0 FORCE 3. THIS COMMANDS WILL bring the PRI circuit back into service. **Also TEPRI card as opposed to TEPRIa card will work fine.	based upon OS7100,OS 7200, OS7200-S our Samsung systems will auto synch up the PRI after the steps below are performed from Telco: here is the steps the Telco will need to take to recover the PRI circuit if it goes down. 1. The Telco Technician will need to access their GUI interface to the DMS100 SYSTEM. 2. They will need to access the carrier level with the following commands. MAPCI MTC TRKS CARRIER POST DTCI 10 6 BSY 0 RTS 0 FORCE 3. THIS COMMANDS WILL bring the PRI circuit back into service.
TS02221001 - 1261 **7030 2 port SVMi license will not work**		If you order a 2 port SVMi license for the 7030 and enter it in MMC 860, it will show 2 ports. However, if you put these 2 ports in a station group that is set for BIVMS, it will not hunt from one port to the other. Only one port can be used at a time by calling the station group.	Beta system software 4.46a corrects this issue. Contact Technical Support for assistance.
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.
P081202002 - 1183 **Usinga PIC code for international dialing is failing to connect**	500 R2	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 but has been fixed in the software on the 7000 series.	There is no workaround at this time. You cannot use PIC codes for international calling on our 100 and 500 systems, but is fixed with 4.42 software on our 7200/7400.

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TS20090303 - 1200 **VT Transfers will intermittently contain extra digits when sent to voicemail.**	500 R2	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. 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.	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 ???. 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.
TS0908091 - 1218 **Background Music will not play on MP10**	7100	If you enable background music for a keyset on MP10 with 4.30i, it will not play. If you enable the same exact source on MP10a with 4.30i, it will play.	MMC 861 has a feature for internal/external so this option is adjustable.
TS12070901 - 1242 **Cannot clear information in the menu input prompts**	7100	7100 4.30i and 4.41a - If you program an entry into a menu input prompt, you cannot just delete the data and save. The data will still re-populate into the menu.	You must click clear and then click save. When you click clear, the input digits will still be in the field. They must remain there when you click save. Then the data will be deleted. If you click clear and then also delete the digits from the input digit field, then when you save, the information will re-populate
TS0908092 - 1222 **7100 - MP10a - 4.30i - AMIS Protocol Error**	7100	Set up two systems from default and programmed minimum programming needed for SPNet and network mailboxes. I left a sample message in system A network mailbox. system A calls system b and begins transmission. Just after the message transmission on system B you get: Invalid end of message command-9.	There is no workaround at this time.
P100223003 - 1258 **7100 - 4.41a SIP trunking connection fails intermittently**	7100	SIP trunks will register and connect, but intermittently they will change to out of service. If you toggle the e.164 feature to off and save and then back on and save, then the trunk will come back up for a while.	Saving with Installation Tool in MMC 837 will bring services back up temporarily. This did not happen on 4.30i. Upgrade to 4.46a software to resolve.
TS02171001 - 1259 **SIP header packet to processor is too large will cause MP10a to reset.**	7100	Inbound SIP calls with very long headers using DNS can cause the system to lockup and require reset. It will cause a watchdog alarm.	This is resolved in beta software, please contact Technical Support for assistance and guidance on how to proceed.

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TS03021001 - 1263 **MMC316 did not work from keyset for preset FNA to VM on 7200-S /MP20S w/v4.45a**	7200	OS 7200-S in default system MP20S sw V4.45a inserted a UNI w/DLM. Failed to program via MMC316 from a keyset for preset FNA to VM but able to do in IT Tool v1.46a.	OK to use IT Tool and/or program via MMC102 for FNA
TS03231001 - 1266 **Cracking and Popping VM**	7200	OS7200-S, MP20S, sw V4.45a Received customer DB files and load to the 7200-S system by default. Setup w/ 1 MP20S, 1 16-DLI2 (slot1), 8-TRK (slot5) - leave message to x2002 VM from x2001 and listen to the cracking noise. - leave message to x2001 (itself) VM can still hear some cracking noise. - Called from outside through the trunk will be able to captured the cracking noise as well when left the message to the VM of either x2001 or x2002. note: using MMC 102 to set the No Answer for call forward between the station) This cracking and popping sound is very very light and almost un-noticable in the background.	There is no workaround at this time.
TS04121001 - 1271 **Call Centrek transfer failed on trunk 5-X on v4.46s for MP20 - 8TRK2 and 16TRK**	7200	OS7200 - V4.46a vs OS500 default the system before the setup 1. on OS7200, setup slot1 for 16 DLI2, slot2 for 16 TRK, slot3 for 8 TRK, slot4 for 8 TRK2. 2. on OS7200, connected a 18D keyset with x201 (incl X2006). 3. From OS500 (sw V2.76a), connect a iDCS 28 keyset to 16DLI w/X2018, another 18D keyset to 16SLI w/X2001 4. Operation: X2018 call to X2006 w/audio then press FLASH key on X2006 to transfer the call to X2001 (X2006 can hang up after X2018 and X2001 communicate each other) with audio when the SLI trunk cable was connected to the port 1 – 4 of the OS7200, TRK2 on slot4 or port 1 – 4 of 16 TRK slot2. BUT there was no AUDIO at all from the port 5 – 8 on 8 TRK2 slot 4, and port 5 – 16 on 16 TRK slot2. Note: This issue was appeared on V4.42 and found on V4.46a as well.	There is no workaround at this time.
P100130001 - 1254 **Direct trunk keys on x2001 stay lit after call has been terminated.**	7200	MP20S S/W 4.45a When 16DLI2 is in slot 1 and 8TRK in slot two, DT and DS keys may not function properly.	Work around is to change the order of the card configuration.
P100217002 - 1257 **PARK key's do not light up on C1-S1-P1 with 16DLI2 or Uni Card with DLM brd.**	7200	MP20S S/W 4.45a with default system 1) Programmed a key PARK1 and PARK2 on button 3 &4 for Ext 2001, 2002. 2) Answered Outbound call and placed in PARK1 on Ext. 2002. 3) LED for Ext. 2001 did not light up but was able to retrieve call by press button 3.	Move 16DLI2/Uni-DLM card to different slot except slot 1

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P10013001 - 1260 **DT KEY's won't flash if DLI C1-S1-P1 is member STN group.**	7200	OS7200-S, sw V4.45a Minimal hardware needed: MP20-s, 16DLI Card, 2 keysets, and Trunk Card. Programming: 1)MMC 406: All trunks ring to Station Group 5001 2)MMC 601: Set Station Group 5001 to ring unconditional and add Ext 2001 & 2002 as members 3)MMC 722: Program keys 1- 4 as DT7001 - DT7004 4) call in on any of the 4 trunks 5) Ext. 2001 & 2002 will ring but Ext. 2001 will not have flashing Keys. note: relate to PIL #1254, #1257	Move DLI card to different slot. Fixed in software 4.46a
TS03261001 - 1268 **Using S/W V4.42a load can't make changes between CID and DTMFR from IT tool**	7200	desfault OS7200, load with v4.42a. inserted CRM on LOC 2. used IT Tool to open the MMC827 'CRM DSP Mode select' for changing from DTMFR to CID and IT Tool did not allow to make the change or vice versa BUT the keyset was working replacing the sw load v4.42a to v4.30i or v4.22 will fix the problem that either the DTMFR or CID can be changed back and forth with IT Tool and the keyset was working as well.	Used keyset to change (MMC827) This issue is fixed in software 4.46a and new Installation Tool.
P100122003 - 1240 **Non Verified Account Code usage with Toll Overide can cause a phone to lockup**	7400	7400 on 4.30i - If you turn on non verified account codes and program a phone number for toll overide, then when you dial that number without using the account code, it will cause the phone you are dialing from to lockup.	If using non verified account codes, you should use account codes on all outbound calls.
TS11250902 - 1241 **Non Verified Account Codes with Toll Overide can prevent from using Conf Calling**	7400	7400 on 4.30i software - If you turn on non verified account codes and program two phone numbers for toll overide, then you can dial one number, but if you try to conference in the other, it will fail.	If using non verified account codes, you should use account codes on all outbound calls.
P100105003 - 1247 **4.42 software doesnt allow Voice Announce - VA will have 2 way audio like AA**	7400	On 4.42 and 4.42 software, if you set a telephone set for Voice Announce and call it, it will have two way audio whereas it should only be 1way until you pick up the call.	There is no workaround at this time.

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Ref # Issue Name	Issue Type	Issue Description	Workaround Description
P100128001 - 1253 **Remote phone using central vm and DND forward getting password prompt.**	7400	Remote phone using centralized voicemail and DND forward getting password prompt.	The remote phone must have Forward No Answer or Busy/No Answer set to vm and turn on before setting DND.
TS01281001 - 1255 **Changing the softphone or ITP reg passwd will allow default passwd to reg**	7400	On the following systems: 7100 V4.41a, 7200 v4.41a or 7400 v4.42a, softphone v1.3.2.4 – defaulted state - Make sure you have at least 1 softphone license active - In MMC 840 change the password from 1234 to anything else for the softphone you are testing - Log onto the softphone with the new password – confirm connection - Change the password on the softphone back to 1234 and try to log back on - the phone will connect - In MMC 841 change ITP registration type from SYS PSWD to PHONE PSWD or disable and your results will not change - In MMC 841 change password from 1234 to your new password, and now only that password will work	When changing the station passcode in MMC 840, also change the system passcode in MMC 841 to match. This ensures that only one passcode will be responded to by the station. If more than 1 station is being conencted simultaneously it is suggested to change the system passcode to something unknown to other users so they cannot mistakenly enter that passcode instead of their station passcode.
P100217001 - 1256 **Executive Mobex user disconnected after placing a call on hold.**	7400	Executive Mobex user disconnected after placing a call on hold.	There is no workaround at this time.
TS03081001 - 1264 **Call offered to UCD Agent when non-UCD call placed on hold and idle.**	7400	A call will still be offered to a UCD agent even though they have a non-ucd call on hold.	There is no workaround at this time
N090730013 - 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.

Ref # Issue Name	Issue Type	Issue Description	Workaround Description
TS08180901 - 1230 **OS Operator 1.3.5.7 - 7400 Ver 4.30i - VT Transfer not working**	7400	When using OS Operator ver 1.3.5.7 and 7400 ver 4.30i and attempt to do a VT Transfer using operator, the call will come acoss in the voicemail with the wrong call code. The result will send the caller to the main menu.	Use the keyset to perform the VT Transfer.
TS11130905 - 1234 **4.30/4.40 - 7000 series system is not responding to invalid numbers on SIP**	7400	When making a SIP call and carrier does not provide an audible error tone and only sends error messaging, the phone will display CO hung up only.	This issue is resolved in software 4.46a.
TS12170901 - 1244 **Unsupervised trunk to trunk transfer can lockup a telephone set**	7400	On software versions 4.30i and 4.42, if you transfer a trunk call out of the system over a CO trunk and release and the originating caller hangs up while the call is being transferred, the third party will still ring and answer, but when the 2nd party hangs up it will lockup the Samsung desk phone. Also, if anyone on the system accesses the same trunk that was being transferred, then a cross talk scenario can happen as well.	There is a new beta version of system software 4.46 that has reportedly fixed this issue. Upgrading to this version will resolve.
P091231002 - 1245 **7400 Ver 4.42a - SVMI 20e Ver 5.3.3.5 - Name Sync can not be turned off.**	7400	7400 Ver 4.42a - SVMI 20e Ver 5.3.3 - Name Sync can not be turned off	Fixed in software 4.46a and SVMi sw 5.3.3.5
TS01051001 - 1248 **4.42 Transferring a trunk call to a mobex station will not pass CLI**	7400	If you transfer a trunk call from any extension to a station that has mobex and OS Connect, the inbound CLI will be displayed on the local phone but not on the mobex extension. The mobex extension will show the transferring extenstion's CLI from MMC 321.	This issue is resolved in software 4.46a.
P100123001 - 1250 **IT tool can not program DS key on key #1 with iDCS phone with OS7400 v4.30i**	7400	From IT tool, if you program MMC723 key #1 with DS on iDCS phone series phones such as 18B, 24B, 28B, then the exetender will not allow an extension to be entered. DS series phones are not affected. MMC 722 has no issue with that. If you program 723 from a keyset, it will not fail. note: IT tool version:V1.43b	You can program MMC 723 from a keyset or do each phone individually from MMC 722. This issue is resolved with software 4.46a

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Ref # Issue Name	Issue Type	Issue Description	Workaround Description
P100122008 - 1251 **Conference call plays over speaker phone when 2nd call rings in.**	7400	A call that Steps to reproduce: 1)　Default 7400 2)　Register ITP 5121 3)　Program (1) inbound DID to ring ITP 5121. 4)　From ITP 5121, Lift Handset 5)　Call 1st External Party 6)　Press Conference 7)　Call 2nd External Party 8)　Press Conference twice. 9)　From another phone call the DID that is assigned to the ITP keyset. 10)　After you hear the ring burst on the ITP for the 2nd call, wait about 3-5 seconds and the conference call between the two original external parties can be heard over the speaker of the ITP phone. Only the mic on the handset is active and the call can still be heard over the handset as well.	After the call is able to be heard over the speaker, you can press the speaker button and place the handset in the cradle and then pick the handset back up. The call will now only be on the handset. This issue is resolved in 4.46a
TS03261001 - 1269 **Using OS CALL free dial on vista - not working on IE8.0**	CTI	OS CALL does not work with Internet Explorer 8.0 to perform the free dial hot key feature. OS CALL setup: open up the OS CALL --> Option --> Set env --> enable the hotkey (CTRL + Alt + D). note: open any website and copy the phone number you would like to display on the OS CALL window.	You can use IE 7 or IE 9. This is a Microsoft issue that will not be resolved in IE 8.
P091231001 - 1246 **Full Duplex Module for DS series phones causing echo on PRI calls on far end.**	Keyset	Full Duplex modules on DS series keysets are causing an echo that can be heard on the far end of PRI calls.	Adjusting settings in 807 can remedy the issue. Request specific settings from Tech Support.