



# Known Issues

Please contact Samsung Technical Support with any questions or comments concerning this list of Known Issues.  
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February 2010

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
TS02221001 - 1261  <b>7030 2 port SVMi license will not work</b>		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  <b>Disabled CID still shows on 2nd Call as CW: ####-###-####</b>	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  <b>Using a PIC code for international dialing is failing to connect</b>	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.
TS20090303 - 1200  <b>VT Transfers will intermittently contain extra digits when sent to voicemail.</b>	500 R2	<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>
TS0908091 - 1218  <b>Background Music will not play on MP10</b>	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.	There is no workaround at this time.

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TS12070901 - 1242  <b>Cannot clear information in the menu input prompts</b>	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
p100128001 - 1252  <b>MP10a Time Freezes when using SMDR to LAN Printer.</b>	7100	MP10a Time Freezes when using SMDR to LAN Printer.	Disable SMDR to LAN Printer
P100223003 - 1258  <b>7100 - 4.41a SIP trunking connection fails intermittently</b>	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.	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. This did not happen on 4.30i.
TS02171001 - 1259  <b>SIP header packet to processor is too large will cause MP10a to reset.</b>	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.
TS0908092 - 1222  <b>7100 - MP10a - 4.30i - AMIS Protocol Error</b>	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.
P100130001 - 1254  <b>Direct trunk keys on x2001 stay lit after call has been terminated.</b>	7200	7200-S 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.

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p100217002 - 1257  <b>PARK key's do not light up on C1-S1-P1 with 16DLI2 or Uni Card with DLM brd.</b>	7200	7200-S 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
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.
TS11130905 - 1234  <b>4.30/4.40 - 7000 series system is not responding to invalid numbers on SIP</b>	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.	There is no workaround at this time.
p100122003 - 1240  <b>Non Verified Account Code usage with Toll Override can cause a phone to lockup</b>	7400	7400 on 4.30i - If you turn on non verified account codes and program a phone number for toll override, 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  <b>Non Verified Account Codes with Toll Override can prevent from using Conf Calling</b>	7400	7400 on 4.30i software - If you turn on non verified account codes and program two phone numbers for toll override, 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.
TS12170901 - 1244  <b>Unsupervised trunk to trunk transfer can lockup a telephone set</b>	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.

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p100105003 - 1247  <b>4.42 software doesnt allow Voice Announce - VA will have 2 way audio like AA</b>	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.
TS01051001 - 1248  <b>4.42 Transferring a trunk call to a mobex station will not pass CLI</b>	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 extension's CLI from MMC 321.	There is no workaround at this time.
p100123001 - 1250  <b>IT tool can not program DS key on key #1 with iDCS phone with OS7400 v4.30i</b>	7400	From IT tool, if you program MMC723 key #1 with DS on iDCS phone series phones such as 18B, 24B, 28B, then the extender 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.
p100122008 - 1251  <b>Conference call plays over speaker phone when 2nd call rings in.</b>	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.  Revert to 3.21
p100128001 - 1253  <b>Remote phone using central vm and DND forward getting password prompt.</b>	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.

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TS01281001 - 1255  <b>Changing the softphone or ITP reg passwd will allow default passwd to reg</b>	7400	On the following systems: 7100 V4.41a, 7200 v4.41a or 7400 v4.42a, softphone v1.3.2.4 – defaulted state <ul style="list-style-type: none"> <li>- Make sure you have at least 1 softphone license active</li> <li>- In MMC 840 change the password from 1234 to anything else for the softphone you are testing</li> <li>- Log onto the softphone with the new password – confirm connection</li> <li>- Change the password on the softphone back to 1234 and try to log back on - the phone will connect</li> <li>- In MMC 841 change ITP registration type from SYS PSWD to PHONE PSWD or disable and your results will not change</li> <li>- In MMC 841 change password from 1234 to your new password, and now only that password will work</li> </ul>	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 connected 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  <b>Executive Mobex user disconnected after placing a call on hold.</b>	7400	Executive Mobex user disconnected after placing a call on hold.	There is no workaround at this time.
N090730013 - 1210  <b>Account Code - Non Verified - From SLT</b>	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.
TS08180901 - 1230  <b>OS Operator 1.3.5.7 - 7400 Ver 4.30i - VT Transfer not working</b>	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 across 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.
p091231001 - 1246  <b>Full Duplex Module for DS series phones causing echo on PRI calls on far end.</b>	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.