



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

January 2010

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
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 Using a 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.
TS20090303 - 1200 VT Transfers will intermittently contain extra digits when sent to voicemail.	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 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.	There is no workaround at this time.
TS0908093 - 1231 LAN Printer enabled but causes clock to stop - 7100 Ver 4.30i	7100	If you pre-program a system to use LAN printer, but do not connect a printer device, then after a period of about a week, the system's clock will lock-up and the display on keysets will show version.	If you program a system for a LAN printer, be sure to connect a printer device.

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TS09111701 - 1239 7100 MP10a MPS/MGI combination causing audio problems on 4.30i software.	7100	We have reports from the field that a combination of MPS channels and either onboard MGI channels or MGI 16 card, when used together, will intermittently cause 1 way audio on ITP phones to SIP trunks, no audio on ITP phones, or 1 way audio on ITP to TDM. If the MPS channels are not being used, then you get two way audio in all conditions. This symptom does not appear until after 3-4 hours of heavy usage of a SIP trunk with multiple call paths.	Do not use MPS with SIP on system version 4.30i.
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
TS0908094 - 1219 7100 - EMG will time out while sending emails.	7100	7100 MP10a 4.30i and 4.24a 7100 EMG will time out transmitting the email message to the SMTP server. It will pass authentication, and the start transmitting the message, but never complete. This problem is intermittent and will not be present in every scenario. In all scenarios a 20e with the same settings will work. It seems to happen more frequently when the SMTP server is on a public address. This issue has been demonstrated to Shawn prior to PIL being opened. Please escalate all issues to Terrell before attaching to PIL so that he can verify.	7/15/2009 - 2 dealers have replied that the test 4.30k software corrected this issue.
P090813001 - 1220 7100 MP10a - 4.30i - Can not program MMC 406 to ring modem via KMMC	7100	MP10a version 4.30i You can not program 3999 as a destination in MMC 406 via KMMC. You will get an error that states invalid data.	Upgrade to system SW 4.41a to resolve this issue.
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.
P090728007 - 1223 DND Fwd is cleared if other forwarding types are used.	7100	In version 4.30i 1) Set N/A Forward 2) Set DND Forward 3) Set DND (You will see DND Fwd xxxx) 4) Clear DND 5) Set DND (You will only see DND in the display) If you are using DND forward in combination with any other type of forwrding the DND forwarding will clear on the 1st deactivation of DND.	There is no workaround at this time.

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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 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 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.	There is no workaround at this time.
TS11250901 - 1240 Non Verified Account Code usage with Toll Override 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 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 Non Verified Account Codes with Toll Override 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 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 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.
TS01041001 - 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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N090730013 - 1210	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.
Account Code - Non Verified - From SLT			
TS11120901 - 1226	7400	ITP Announce Only Mode will not end when handset is lifted on 4.30i software.	This issue is resolved with software 4.42a
ITP Announce Only Mode will not end when handset is lifted on 4.30i software.			
TS08180901 - 1230	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.
OS Operator 1.3.5.7 - 7400 Ver 4.30i - VT Transfer not working			
TS11130906 - 1233	7400	ITP Phones have 1-way audio on voice announce after handset picked up on 4.30i.	No workaround at this time.
ITP Phones have 1-way audio on voice announce after handset picked up.			
TS20090619 - 1216	Keyset	7100 MP10a 4.30i 1. Setup SIP trunking and confirm that it is working properly to TDM. 2. Register an ITP phone and also Softphone to the switch 3. Inbound SIP calls work just fine. 4. Outbound SIP calls work 100% from ITP phone and fail 100% from Softphone 1.3.1.2 or 1.3.1.1. You will see CO Hung Up in display on failures. 5. If you rollback the softphone to 1.1.1.1 then it works fine.	If you are using Softphone and SIP trunks, then you need to use Softphone Version 1.1.1.1.
Softphone using outbound SIP trunks			
P090321001 - 1201	Keyset	CC key will not ring master when the CC key is on 64 Btn AOM.	Upgrade system software to 4.42a to resolve this issue.
CC key will not ring master when the CC key is on 64 Btn AOM.			

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P090815005 - 1228	Wireless	Static WEP Encryption that begins with two zero's does not work from WIP	This has been resolved with WIP software 1.8.4
Static WEP Encryption that begins with two zero's does not work from WIP			
P090815006 - 1229	Wireless	WIP Phone Registered using: Standard DHCP, SIP Mode	This has been resolved with WIP software 1.8.4
WIP will not reregister if powered off and then back on.		If the phone is powered off, and powered back on it will not automatically register. You will get register Fail in the display. You have to unregister and reregister the phone to get it to work again.	