



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

October 2010

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
TS08242010 - 1297 SMT display-MMC 103 affects whats displayed		All SMT phones except the 5243, when put into either Voice Announce or Auto Answer (MMC 103) when idle, the display shows that mode not the station name. Does not happen in ring mode or on TDM or ITP phones. Turn on a condition other than ring in MMC 103 Ext 2001 has = Auto Answer= top line, day, date, month and time on the bottom line.	No work around
P100910002 - 1298 NND feature while doing auto record cause lost calls		Tested on all 3-7000 series phone system 4.51 Software MMC 701 COS1 useable feature VM REC and VM AREC set to YES MMC 743 ext 201 set to auto record to mailbox 201; both inbound and outbound traffic. MMC 722 assign NND to ext 201. Note: softkey can be used too. MMC 414 assign called id analog trunks, using PRI nothing to turn on fails using them too. Ext 201 answers a incoming call, auto answer feature is activated. Ext 201 user presses the NND no problem they can see CID info. When the screen times out from them pressing the NND it goes back to normal (conf page mute). If ext 201 user press the NND button again they have audio until the display returns to normal. At this point the inside and outside parties hears silence. The call isn't put on hold because there is no MOH heard. Ext 201 can press the call button or DT and they can't retrieve the call. Ext 201 will have to press the hold button on their phone and then go back off hook to get their call back.	No work around
P100719004 - 1282 ITP 5112 phones 2nd Call follows Ring Volume		On the ITP 5112 phones if a user is on a call, the call-waiting notification comes in, the call volume of the existing calls is lowered or raised according to the volume level of the ringer.	New software itp T3.55 Software fixes this issue. Contact Technical Support until official release
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.

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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>
TS0720101 - 1287 7100 MP10a default/initialization process	7100	Proper initialization of MP10a, 7030, MP20 & MP20-S The procedure for all 3 processors should match whats in the documentation MP20 and MP20s. They state "after 3 minutes of RUN LED and SM LED activity, press and hold RESET SWITCH for 10 seconds".	Wait 3 minutes before pushing reset switch on MP10a card.
P100910003 - 1300 IT Tool MMC 831 public rtp port update	7100	OS7100 with OAS card. IT Tool v1.46d Configuration 7100 MP10a, UNI card 4TRM & 4DLM, OAS card Start system up and do a proper initialization Log into the system using KMMC. MMC 831 shows the public rtp port as 30,000 for embedded MGI channels and OAS card channels. Log out of KMMC and use IT Tool to log in. Search for MMC 831 (2.2.2) the public rtp port show as 30,000 for embedded MGI channels and 65535 for the OAS card channels. Now log in thru KMMC and change the public to something other than 30,000 (ex: 30,333), reset card for it to take effect. Log out and log in using IT Tool. The public rtp port show as 65535 instead of 30,333. It doesn't matter if you change it thru IT Tool it will show the same. The changes thru IT Tool does take effect on the system but if you refresh it will still display 65535 in IT Tool.	Log into system using KMMC instead of IT Tool
p101014001 - 1305 SMT-5210 changing keytone sound on outbound call (7100 MP10a)	7100	MP10a v4.46d SMT5210 v1.07 or v1.11 >Register the 5210 to the 7100 and set the Keytone type to DTMF. >Press Speaker key and go handsfree. >Dial a trunk number 701 (you will hear DTMF sound when pressing keys. >Get outside dial tone, now dial an outside number. >The keytone sound from pressing buttons have changed from DTMF sound to rain drop sound.	No work around

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p100523002 - 1274 MP10 voicemail when playback with garbling - rewind, pause, and forward.	7100	7100 - MP10 - sw V4.46c setup: press #, # to record/leave a message to your mailbox then playback by verifying from the Rewind (press key 7), pause (press key 8), and Forward (press key 9) audio is garbled	There is test software vT4.46F available, contact Technical Support
P100910001 - 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.	Make the first call, put the call on hold, make a second call, press conference button or softkey, press the call button for the first call you put on hold and press the conference button to bring the two calls together.
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.
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.
P100813001 - 1292 MMC 119 Group Name option display	7400	Tested on current 4.46d software MMC 119- Ring Line 1 is set group name first MMC 601- Set group XXX or XXXX to have members: Group 5001 members 201,202 MMC 602-Assign group name MMC 714-Assign DID XXXX to ring group: 1234 RP1-5001 RP2-5001 etc. MMC 406-Assign trunk XXXX to ring group: 7001 RP1-5001 RP2-5001 Make a call in on an analog trunk, the group name will display on the phone and it stays there. Make a call in on a PRI trunk, the group name will display on the phone for a split second and then the caller id information is displayed.	No work around
P100824001 - 1296 Dataview agent idle but status is showing agent in ABW state	7400	-The agent is in ABW. -The agent makes in intecom call to the supervisor. -While the agent is in conversation with the supervisor, the agent then presses ABW to remove themselves from ABW state. -The agent hangs up the call and is now idle. - Now the agent is out of ABW and able to take calls, but the dataview status screen will show the agent stuck in ABW state. The agent must now log out and back in to the UCD group to clear the ABW on the dataview screen. Tested on 7400 with 4.46d software and Dataview V1.5	Log out and back in to the UCD group.

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p101012001 - 1302 MMC 705 data lost when programmed via MMC 200, MMC 800 or IT Tool	7400	<ul style="list-style-type: none"> - MP40 v4.51 - Tested 18b IDCS phone - Enter MMC 200, MMC 800 or IT tool and go to MMC705, program your system speed dial in a bin number, use the second last key to toggle to the name and enter the name, exit programming (note this also happens if you only enter the number and do not toggle to the name) - You can now use this speed dial, however if the system resets (loses power) the speed dial bin is now empty 	After programming is done a warm reboot using MMC 811 is performed the information stays.
TS81020101 - 1309 4.5X software or higher will not work on smart media type MP40 card	7400	With the release of the 4.5X or higher software we have found that the smart media type MP40 will not boot up and work.	No work around at this time
N090730013 - 1210 Account Code - Non Verified - From SLT	7400	<p>Forced Account Code - Non-Verified</p> <p>100 R2 2.76 500 R2 2.76 7200 4.22 7400 4.22</p> <p>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.</p>	There is not a workaround at this time.
P100522003 - 1278 RP S/W bug on OS7000	7400	<p>Program a 3 RP schedule in MMC507. Typical setup for Day/Night/Lunch.</p> <p>While the phone system is in RP2 via the automatic scheduling; invoke RP3 early (not in the defined time band for RP3 in MMC507).</p> <p>The RP3 key will light for about 30 seconds, but will then revert back to RP2, even though the phones will still ring to the RP3 destination, and IT reports that the system is in RP3.</p> <p>Therefore, the system did not update the new RP while it's still holding the RP2 schedule!!!</p> <p>Similarly, the test in the lab also showing if the originally set at RP1 (open the IT tool to see the RP1) while you invoke the RP2 manually from the keyset and it will revert back to RP1 in less than 30 seconds</p>	Problem fixed in V4.51 software. Contact Technical Support for software until official release.
P100916001 - 1293 Dialtone is heard through computer speakers.	CTI	<p>OS Communicator Desk phone mode</p> <p>7200S with v4.46Dd software</p> <p>DS 5021 or iDCS 18</p> <p>Install OS Link3</p> <p>Install OS Communicator</p> <p>Activate Link</p> <p>Set OS Communicator to use desk phone mode thru configuration option</p> <p>Activate Communicator in desk phone mode (Ext 201)</p> <p>Make test call to phone to confirm OS Communicator is working. (Ext 202 calls 201)</p> <p>You can see screen pop on computer.</p> <p>Ext 201 goes off hook and the dial tone can be heard through the computer's speakers.</p> <p>Customer logs into "keyset user options" MMCs dialtone is heard through the speakers.</p> <p>Ex: Ext 201 press "transfer" button to log in (dial tone is heard) it stays there until user logs out of programming.</p>	No work around

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P100807001 - 1290 Cant change headset button mode duing call.	Keyset	<ul style="list-style-type: none"> - Only on 4.46d software load. - With a headset button on the phone, press the button (headset button ON). - Now make an outbound call (CO or Intercom). - While the call is active, presssing the headset button to switch from headset to handset (or vise versa) will not work. the headset button stays on the conversation will not switch to the handset. 	Place the call on HOLD and then press the headset button to switch to/from the handset.