



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 2011

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
p110202001 - 1322 MMC: 121 Doesnt function when using French/Canada on TDM phones		Test across entire 7000 series platform using latest software v4.46d & v4.51 1)From a TDM go to MMC 121 2)Change language to French/Canada 3)Leave yourself a quick memo 4)Line 1 still has "1 new message" in English but should be in French/Canada 5)Line2 on Display reads French/Canada 6)Change language to Spanish and both lines are correct.	No work around
p110312002 - 1323 Cannot connect to voice mail web management using IT Tool		MP10a running s/w v4.53 IT Tool v1.53 Log into 7100 MP10a using IT Tool v1.53. Click on the icon to go to the web management web page. Internet explorer opens up but the log in page never appears. You will also get the same thing if you use internet explorer seperately.	Use the stand alone (client) version of device manager. Restarting the switch will have a 80% chance of fixing the issue. Intermittent issue to be fixed in next load.
p110215002 - 1324 SIP trunking- Possibility of system being open to call fraud		All 7000 series system using SIP trunking We have found that there is a possible way to make calls thru the phone system without the call coming from the SIP provider. If there is a digit that terminates to the (LCR) digit; 9 commonly calls can be made. This is the same thing as using the tandem trunking feature.	Contact Tech Support
p110303001 - 1325 Call coverage and VMAME feature dont function proper together		7000 series systems running v4.53 use appropriate voice mail for each system. In MMC 701 under useable features enable the VMAME feature. Ext 202 will provide call coverage for ext 201. Assign a CC201 key to ext 202 Set up the VMAME feature on ext 201.Assign VMAME key to ext 201. Set the forward no answer feature on ext 201 to forward to voicemail. In MMC 502 lower the CC RNG DLY timer to 1 second so CC ext 202 will ring immediately. Ext 201 gets a outside call and after the ring no answer timer expires the call goes to voicemail. He can listen to the call, send the caller to voicemail or answer the call. The CC ext 202 is ringing too. The problem is the ext never stops ringing. The CC key is flashing the entire time. If there is a DS key on the phone it will flash too.	No work around at this time.

Ref # Issue Name	Issue Type	Issue Description	Workaround Description
p110310001 - 1326 IPUMS-Music on hold stops playing		OS7200 with IPUMS setup and work ing Convert music file to 16 bit 8kHz WAV file. Use voice studio to upload and name file to proper prompt number. I used 5012. Since this is IPUMS and the port are not physical you have to use IT Tool MMC 748 to assign the port with the prompt 5012.This will remove the port from the voice mail group. Assign voice mail port to MMC 308 back ground music, MMC 309 for station music on hold and MMC 714 for DID music on hold. Make test call internally or externally and put call on hold the music plays. Come in the next morning and attempt to listen to back ground music; nothing plays.	Remove prompt from MMC 748 and save. Add prompt back to MMC 748 and save.
P110312001 - 1327 Network mailbox do not work properly		MP10a and 7200S Program network mailbox on each system. Program a 500/7200/7400 using a 16E or 20E. Assign network mailboxes to call between the two type of systems. Program analog trunks on each system. Leave message in a mailbox to initiate the AMIS feature. The systems goes off hook and dial the opposite system without a problem. The system answers and you can see them communicating thru port activity. The two systems start the process but fails. Calls can originate from the 7100/7200 to the500/7200/7400 or vice versa and the results are the same. If you do the same thing from 16E to 20E the calls connect and complete the message transfer every time. .	No work around
p110309002 - 1328 v4.53b-calls will not forward across the SPNET		All 7000 series system Create a network using systems running v4.53. Have one of the systems serve as centralized voicemail. Set a remote extension to forward to the centralize voicemail. After the timer expires the forward phone display shows error "OPP MGI NOT AVAILABLE". This doesn't have to be to voicemail; the same thing happens if the call is forwarded to an extension across the network.	Downgrade software to v4.46d
- 1330 MP10v4.22 to 4.4X-upgrade causes messages to play garbled		MP10 v4.22 upgraded to 4.4X Using a defaulted system, minimum hardware: cabinet, MP10 with a DLM on the processor. Boot the system up, record messages. Leave some messages, keep some them new and save others. Listen to the messages to confirm they are not garbled. Follow the upgrade procedure to upgrade to any of the 4.4X software. When the systems have been upgraded log in and listen to new and saved messages. They will now sound garbled.	
p110322001 - 1331 Voice announce-transferred call to be heard over the speaker and handset.		3/28/11-Robert- opened qnet ticket of P110322001. Create a SPNET network using (2) 7100 systems running v4.53. The trunks coming in on each system are analog. The call flow is as follows: Calls come into node (A) they are passed thru to the node (B) using (MMC 406). The call is answered by a station. The call is then transferred back across the network from node (B) to (A). The phone in node (A) being transferred to is in voice announce mode. The party receiving the call picks up his handset to say "send the call". The party transferring the call press the release button to release the call. The phone begins to ring, when it is answered the caller will be heard over the speaker phone and the handset.	I found there is a way to avoid the speaker phone activating. After the call is released and the phone starts to ring at the station, press the speaker button and then the call button and the problem doesn't happen. The only other work around is to not use the voice announce mode

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
p110413001 - 1334 E&M T1 doesnt show ANI/DNIS number on a incoming idle call		7200 MP20 v4.51 or 4.53b 7200 cabinet MP20 v4.51 or 4.53b TEPR1a v4.28 set as T1 System started out on v4.30 and was upgraded to v4.51 and the ANI/DNIS digits no longer show up on an incoming call to an idle station. System has pri card in proper slot and it set as a T1 E&M wink. Set up MMC 420 to proper ANI/DNIS construction based on Telco instructions. A call comes into the system via DID in MMC 714. Digits ex: 4321 point to ext 201. There is no name on the T1 but caller id (ani/dnis) is set to be delivered. The caller id doesn't appear with MMC 119 'ring line 1' & "ring line 2" both set to number first. If the person at ext 201 is on a call the caller id shows. Another strange thing is even though there is no caller id when idle if you review the call logs the number is there. Note: v4.30 doesnt exhibit the same issue.	Use v4.30 software.
TS4520111 - 1335 MMC 837 Cannot input ip address "REGIST ADDR" or "OUT PROXY" using KMMC		7000 series systems running v4.53b (MP10a, MP20, MP20S & MP40) Use a defaulted system with a DLI card Plug any digital keyset Log into KMMC; Transfer 800, password 4321, enable tech programming, press speaker button, input 837. Scroll to ISP1, right soft key and volume up to "REGIST ADDR" or "OUT PROXY". You will notice that the normal "periods" that separate each octet is missing. Use the keypad to enter the ip address for both field and the number run together. Even if you try and use the "" to separate it doesn't work.	Use IT Tool to input either field.
41520111 - 1336 7200-S v4.51-Cannot upgrade or downgrade PRI card		7200-S v4.51 Configure a system with a MP20-S processor, DLI card and PRI installed in proper slot. Use MMC 818 to upgrade or downgrade a PRI card to 4.XX software. The phone that this is executed from will constantly show "media busy". The PRI will appear to be upgrading but it isnt.	Upgrade to V4.53 software and the upgrade or downgrade will work.
TS02520101 - 1311 "Query" block not allowing recordings		System Type: IPUMS System Version: 1.3.5.3-20091110 Problem: When creating a Query Block. Take input from "VOICE" is not capturing or allowing the recording of comments. The system play query prompt and automatically hits the next pointer. This issue has only been found with "VOICE", validates DTMF receives if input is placed as "Entry"	Please contact Tech Support for file to load to IPUMS
112220103 - 1317 Getting "File Not Found" problem when trying to listen to a VM MSG in Outlook.		File Not Found - File Not Found when playing back messages from previous day. At the time of the question the users that reported the issue were receiving the error when they would open up a message that was left two days prior. We found that they could close the error and click on the file attachment to play the message back.	Contact Tech Support for software.

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
112220104 - 1318 Getting a "MailFetch" server error		Error does not occur from Midnight to 8 am, From 8 to 830 am will have 1 or 2 errors, from 830 to noon, steady continual increase in error (No specific number was given) Errors Peek at Noon, Error reduces from Noon to 4 PM	
p110322002 - 1332 Overflow from one node to another causes the system to reset.		Create a SPNET network using (2) 7100 systems running v4.53. The trunks coming in on each system are analog. The call flow is as follows: Calls come into a node (A) they are passed thru to a station group in node (B) using (MMC 406). The call rings a station group in node (B). The call is NOT answered by a member of the station group. It is then transferred back across the network via next port in MMC 601. At this point the node (B) that sent the call back via next port option resets.	
p101012001 - 1302 7400 MMC 705 data lost when programmed via MMC 200, MMC 800 or IT Tool		- 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.
P100916001 - 1293 CTI Dialtone is heard through computer speakers.		OS Communicator Desk phone mode 7200S with v4.46Dd software DS 5021 or iDCS 18 Install OS Link3 Install OS Communicator Activate Link Set OS Communicator to use desk phone mode thru configuration option Activate Communicator in desk phone mode (Ext 201) Make test call to phone to confirm OS Communicator is working. (Ext 202 calls 201) You can see screen pop on computer. Ext 201 goes off hook and the dial tone can be heard through the computer's speakers. Customer logs into "keyset user options" MMCs dialtone is heard through the speakers. Ex: Ext 201 press "transfer" button to log in (dial tone is heard) it stays there until user logs out of programming.	No work around