



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

February 2011

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
p110112001 - 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
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.
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	
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

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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.
P100916001 - 1293 Dialtone is heard through computer speakers.	CTI	<p>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.</p>	No work around