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

March 2011

Ref # Issue Name	Issue Type	Issue Description	Workaround Description
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
TS22220111 - 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.
TS22320111 - 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.

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TS3220112 - 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.
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 so0ftware.
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
p101012001 - 1302 **MMC 705 data lost when programmed via MMC 200, MMC 800 or IT Tool**	7400	- 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.

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Ref # Issue Name	Issue Type	Issue Description	Workaround Description
P100916001 - 1293 **Dialtone is heard through computer speakers.**	CTI	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