



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 2012

<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
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
p110622001 - 1347 Device manager-modem doesnt work		7030 v4.53c Device Manager v1.02c 2011.3.18 1.Open up Device Manager (OSDM). 2.Click on System, Link Setup. 3.Setup a link for Modem, COM port X, Baudrate (eg; 19200). 4.Enter a site name (eg; modem test), and destination/telephone number (eg; 972-222-2345). 5.Click the apply button to save the link setting. 6.Now select the modem link from the list of sites. 7.Click on the "connect" icon or option 8.The modem will go offhook and connect to the phone system. 9.At the login screen, enter the ID "admin" and password "Samsung", and press the OK button. 10.Now the DM screen freezes and never connects to the database. 11.The modem link appears to disconnect from the telephone line	Use IP connection
061620111 - 1349 MMC 861 SIP-T-RBACK		All OfficeServ 7000 systems (7030, 7100, 7200S and 7400) SIP-T-RBACK setting 183 (SIP service provider-generated ringtones) doesn't affect calls to station groups. Even though MMC 861 is set for 183, inbound SIP Call to Station group uses 180 (officeserv generated ring back tone).	No work around at this time.

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62720111 - 1352 Embedded device manager with 7030,7100 & 7200S		7030, 7100 & 7200S OfficeServe Device Manager User Guide shows the embedded version of DM (device manager) to be compatible with the OS 7030, 7100 and 7200S.	Only the client version of device manager work with the 7030, 7100 and 7200S.
p110716005 - 1353 7200-S Ringback dies on outbound SIP		1)MP20s with 4.53c 2)SIP Trunks 3)SMT-Phones 4)Turn auto camp-on for all Ext's 5)Ext 2001 make outbound call on SIP trunk 6)Ext 2002 intercom 2001 7)Ext 2001 will hear camp-on ring but will loose ringback to External call just dialed.	No work around at this time
72620111 - 1356 SPNET-MMC 714 call waiting option		OS7000 Series Special Applications Part 2 section 2.12 Networking over IP The manual states that the call waiting (CW) option is not used in SPNET networking. This is incorrect; the option (CW) should be set to YES.	Set MMC 714 option (CW) to YES when setting up SPNET
p110824003 - 1361 MMC 119 Group Name option display		Tested on current 4.53c 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 at this time
091220111 - 1363 ITP5121D v3.37 speaker phone cut off		ITP 5121D with version 3.37 software. This is the only version of phone software that we can duplicate it on. IP phone is authenticated to 7400 running 4.53c software. When going hands free and listening to a playback message from voicemail, background noise such as typing or talking or bumping the desk will cause the microphone to pick up the noise and switch the speaker (playback volume) down and sometimes off.	No work around

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92720112 - 1365 MP20- Modem doesnt work with RCM2 installed		<p>7200 with MP20 v4.53c with a DLI. Modem board installed on MP20 RCM2 board installed on MP20 Install MP20, DLI and modem board. Initialize the system using the reset button on MP20. When it boots back up in default dial 3999 which is the default extension for the modem. You will hear the modem answer followed by a constant tone.</p> <p>Now power the system down and install RCM2 board in position 2 of the MP20. Leave the switch on the RCM2 to CID. The R2 option is not supported in the US. When it boots back up in default dial 3999 which is the default extension for the modem. You will NOT hear the modem answer followed by a constant tone.</p> <p>Note: If a CRM card which replaces the RCM2 in inventory is installed the modem works as it should.</p>	Use a CRM board you will hear the modem tone.
010320121 - 1371 Email gateway DNS server option doesnt work.		<p>MP10a, MP20S & 7030 v4.53c Log into voicemail using IT Tool and click VM/AA tab or use a browser to log in. In the MClass (Standard Mclass) under the email gateway tab assign name to the host id field. Ex: Mail.xetamonitoring.com Assign the port number, If there is a user name and password assign it. Next go the system parameters, click on the DNS tab and assign the DNS server's ip address. Ex: 4.2.2.2 Next select a mailbox to test with. Ex: 201. Select the email gateway tab, enable the email gateway feature, input the from address (johndoe@gmail.com) and put in the deliver msg-1 address (johndoe@gmail.com). Leave a message or quick memo in mailbox 201. The message is saved and bundled by the system for transport. The system will attempt to send the email but it fails. Note: If a numerical ip address (69.175.39.210) is used instead of Mail.xetamonitoring.com the email is delivered without a problem.</p>	
012420121 - 1372 Document change- Conf24-Must reset system for time change to be recognized.		<p>7400 v4.53c CONF24 card v1.02 Take default system with a CONF24 card, restore system by uploading a previous database. Change the time and date so system will be current. Next thing is to log into PWP Conf24 Scheduler to schedule a conference. The current time shows correct but you can't create a conference. Instead of the time slot showing green and available for scheduling they are RED with -XX (XX being digits). Example is -27 etc. The only way to get the conference card synced to make conferences the system has to be power cycled using the ON/OFF button.</p>	
p120313001 - 1373 911 calls wont dial out on v4.60 software		<p>All 7000 platforms using v4.60 software Default 7000 system, 1 DLI, 1 PRI, SIP trunks or Analog trunks Dial 9-911 The system attempts to access another trunk from the 9 trunk group. The call never goes out. If you add 9 in MMC 709 to the override use trunk group the call will process and go out. This could be a major problem if someone doesnt know to do this. At no other time have the technicians had to datafill this for 911 to work.</p>	Add 9 to MMC 709 to the override use trunk group

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- 1374 Mobex targeting(MMC 128) doesnt work with SIP trunks.		All Office Serv 7000 platforms with SIP trunks Setup mobex feature for ext 201 with mobex port set to dial external number using SIP trunks. Activate mobex on ext 201 Access MMC 128 set all options to OFF Station 202 calls 201. With station to station set to OFF in MMC 128 only ext 201 should ring. That's not the case with SIP trunks the call still rings the mobex port programmed to ring a external number. Note: If you send the call out a PRI only the extension will ring.	
031520121 - 1375 Revised 4.60 feature package manual		OfficeServ 7000 Series: 4.60 Feature Package Reference Manual was updated. Software Upgrade Procedures step-by-step instructions were clarified. Download the latest version of this document (v1.1) from GSBN, under Communication, Technical Support, Downloads, Technical Manuals.	
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	Contact Tech Support for beta software

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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.	Issue corrected with software T4.53i. Contact Tech Support
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. Test load T1.3.6.4 available thru Tech Support
p110429001 - 1341 iDCS 28 button phone automatically execute feature on button 12		7100 MP10a, 7200-S, 7200 and 7400 8 DLI or 16 DLI card From an iDCS 28 button perform a function that causes the system to give an error tone. While getting the error tone press the speaker button. The phone will automatically execute whatever feature is assigned to button 12. An example: Assign button 12 as DS201. Dial a invalid number and while the error tone is sounding press the speaker button. The phone will automatically call DS201 which is assigned to button 12.	Allow error tone to finish or press the ANS/RLS button
50520112 - 1343 DS-5021 performs redial when pressing end button		7100 MP10a, 7200-S, 7030 8 DLI or 16 DLI card 8 TRK, 16 TRK or TEPRi From a DS-5021 perform a function that causes the system to give an error tone. While getting the error tone press the end button. The phone will automatically redial the last number. An example: From the DS5021 phone make a call out of the phone system. 9-18007377008 allow the call to setup and then hang up. Dial a invalid number and while the error tone is sounding press the end button. The phone will automatically redial the last number 9-18007377008.	Wait for error tone to stop. Test software T4.53i is available contact Technical Support

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p110527002 - 1345 "Find me" feature doesnt work or works very inconsistent.		7030, 7100 7200-S v4.53c Login into web management or use device manager for voicemail programming. Select "open block" Select "extension block" Click on the desired extension: Ex 201 Click on the "authorization" tab Authorize the feature by setting the "Find me allowed" to YES To enable it set "Enabled" option to YES. In order to add the numbers select the "additional information" tab. Add up to 6 numbers to be called. In order to test call into the station DID, forward etc. EXT 201 forward all to voicemail. When the call is forwarded to voicemail it will initiate the feature. When using cell phone numbers the system is attempting to call out but the cell never rings or gets 1 ring. The system is already seeing a loop open and it starts to dial the next cell number and it keeps repeating the same thing. We have also seen where it rings and once the cell call is answered it never cuts through so you can talk. Using a "land line" discovered that it will work as designed but it can be intermittent.	Have calls ring the phone first and then go to voicemail to initiate "find me" feature.
p110527001 - 1346 Message alert doesnt work when cascading messages		7030, 7100 7200-S v4.53c Login into web management or use device manager for voicemail programming. Select "open block" Select "mailbox block" Click on the desired mailbox: MBX 201 Click on the "alerts" tab Enable the feature by setting the "Message alert is currently on" to YES In the "Alert phone number" input the phone number to alert. Ex 9727922000 Next enable the auto forward feature by clicking the "MWI & Auto Forward" tab. Enable the "Enable auto forward" to YES and the "Delete after forwarding" to YES. Set the "Auto forward delay" ex: 0:3 which would be 3 minutes. Select the "call director" and find and select the mailbox the message is to forward too. Ex: MBX 202. You will then follow the same procedure to set up MBX 202 and any subsequent mailboxes. In order to test call into the station DID, forward etc. EXT 201 forward all to voicemail. When the call is forwarded to voicemail, the caller leaves a message; the system it will initiate the feature. The voicemail calls out and there is no answer. The system waits the 3 minutes before auto forwarding and deleting the message. The message is forwarded to MBX 202 and it shows as a new message. The message number stamp is different from the original message but, the system doesn't even attempt call out.	Issue is corrected with software T4.53i. Contact Technical Support for
p110716001 - 1350 Alarms MJE16, MJE17, MJE22, MJE23 not in documentation		OfficeServ systems 7100, 7200, 7200S and 7400 MMC:852 System Alarm Assignments Documentation does not have a description for alarms MJE16, MJE17, MJE22, MJE23. The alarms can show up in MMC 851.	MJE-16 OAS NETWORK ERROR MJE-17 OAS NETWORK RECOVERY MJE-22 OAS LINK DOWN MJE-232 OAS LINK RECOVERY

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p110727001 - 1355	System resets on blind transfer	<p>Two 7200-S networked v4.53c Setup SPNET between 2 systems using Special Application. In order to experience the problem MMC 714 (CW) is set to NO on both nodes. Node 1 has x201 and 202 Node 2 has x101 and 102 Ext 201 and 202 are in a conversation. Ext 101 and 102 are in a conversation. All parties are using their handset. Ext 201 transfers ext 202 across the network to ext 101. Ext 201 press the transfer button gets a busy signal. At this point ext 201 goes ahead and press the ANS/RLS button to blind transfer the call. The handset is returned to the cradle or they stay off hook. The phone system will RESET at this point. It goes down and comes back up on its own.</p> <p>Note: The manual states CW isn't used in networking but with it OFF you will only be able to receive 1 call at a time. A separate PII will be generated to correct all documentation.</p>	<p>Make sure the call waiting option (CW) in MMC 714 is set to YES on both nodes. Contact Tech support for T4.53K</p>
p110824002 - 1360	7100 Voicemail foreign language key code returns to default on reset	<p>The steps to reproduce are this:</p> <ol style="list-style-type: none"> 1) Open Sys Wide Parameters – Language Tab 2) Set English to Key Code 2 and French to Key Code 1. 3) Save the settings 4) Save Application 5) Reset 7100 6) Check Sys Wide Parameters – Language Tab <ol style="list-style-type: none"> a. English is back to key code 1 b. French is back to key code 3 	<p>If changing the language settings, you must do a MMC 811 restart to lock in the new settings before a power cycle. If not, the settings on the language will not stay.</p>
P110825001 - 1362	Conf 24-Unable to schedule future conference	<p>7200 MP20 on v4.53c software CONF24 card installed and working</p> <p>Access the Officerv PWP conference website. The login page displays. Enter your phone extension number in the station number, and your phone extension password in the station password field. Click login The scheduler page displays. At this point if you try to select the next week by clicking on the arrow to the right of the "This Week" field nothing happens. The page will not change.</p> <p>Note: You can schedule conferences for the current time and the conference works.</p>	No work around
p110824001 - 1359 7100	Caller id to SLT port only show number	<p>7100 v4.53c UNI with SLT, DLM & TRM Bring the system up where you can see station numbers on DLM phones. Initialize the system by pressing and holding the reset button. The run light flashes and then goes solid. At this point release the reset button, the system will go down and come back up. Turn CID on for the trunk using MMC 414 Turn CID on for the SLT using MMC 300 Make test calls to DLM phone and you see name and number Make test calls to SLT phone and you see only the number</p> <p>Note: On 4.46d was able to get name and number to the SLT.</p>	No work around

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p110421001 - 1337 SW 4.53 or newer software and improper End key feature of ITP 5121 or DS5121	7400	On SW 4.53 or newer, if you create an error tone by dialing a phone that is plug out or an invalid feature number and then press the END key it will do the LNR feature instead of ending the call. This was not happening prior to 4.53.	There is no workaround at this time.
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