



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

May 2012

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u>	<u>Issue Description</u>	<u>Workaround Description</u>
P120508004 - 1385 Device manager unable to add extender to VT key		<p>Device manager v4.60b 2012.04.06 When using the latest released device manager the extender for the VT key cannot be assigned if its the extension for the centralized voicemail. MMC 724 create NLCR for centralized voicemail-ex 52 MMC 824 digit 52 translates to node id and number - ex 00252 length 4 max digit 7 MMC 825 set use remote voicemail to YES digits 5249 MMC 722 ext 2001 button 4 is programmed as VT5249. The entry appears to take but upon refresh only the VT key is there.</p> <p>Note:If the VT5249 is programmed through KMMC the programming stays.</p>	Use KMMC to assign VT extender
P120509001 - 1386 Embedded voicemail time stamp incorrect using NTP server		<p>7030, 7100 & 7200S v4.60B & v4.60C Using a NTP server to set the time only works for the phone system time. The time stamp on the voicemail works for the initial hour. After the time changes to the next hour the time stamp is increased based on the GMT time. For example if using Eastern Standard Time the time stamp will increase by 4 hours. If Central Standard Time is used the time stamp increases by 5 hours. Using device manager 2.1.3 program the system time zone (central is -6), NTP time server- pool.ntp.org Set DNS server 5.6.1-4.2.2.2 Allow server 45 minutes to 1 hour to sync. After sync leave a message in a mailbox. Dial in and check message, the time stamp will be correct. Then wait for the time on the system to go past the next hour. Leave another message in the same mailbox, log into the mailbox to listen to message and the time stamp will wrong. Again this is based on the time zone selected in reference to GMT time.</p>	No work around
TS02520101 - 1311 "Query" block not allowing recordings		<p>System Type: IPUMS System Version: 1.3.5.3-20091110</p> <p>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"</p>	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.		<p>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.</p>	Contact Tech Support for software.

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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
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
p110716001 - 1350 Documentation-Alarms MJE16. MJE17, MJE22, MJE23 not in		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
72620111 - 1356 Documentation-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
012420121 - 1372 Documentation change- Conf24-Must reset system for time change to be recognized.		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.	No work around

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P120427001 - 1359 Caller id to SLT port only show number	7100	<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
p120330003 - 1382 Device Manager allow's USER ID greater than 4 digits for 3rd party SIP phone	7400	<p>OS 7000 series system Device Manager v4.60 Log into any of the OS 7000 system using DM v4.60 Access MMC 842 or 2.7.2 SIP Phone Information Create a user id larger than 4 digits. DM allows you to save the user id and it appears in KMMC Go through the SIP phone setup and assign the user id and then attempt to register it. The phone will not register, unless it is only 4 digits.</p> <p>Note: If you compare this to the USER ID for ITP phones in MMC 840 both KMMC and DM allow you to create and use USER ID's greater than 4 digits long. The ITP phones will register.</p>	Input user id through KMMC