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With the introduction of 400si ROM software version 1.06 there were many problems and issues resolved. As we continue to improve our product it is necessary from time to time to upgrade our software to fix some of the problems that may have been experienced by you or your end users or may be present only under certain circumstances. To make you aware of potential problems and to reduce troubleshooting time, Samsung Telecommunications America, Inc. has documented the known problems in 400si software version dated 00.02.11 V 1.06 that are now fixed in the newest release of 400si software dated 00.07.24 V1.06. Also noted are software enhancements to make your applications more distinct and powerful. 400si software 00.07.24 V1.06 will be released August 31, 2000.

Feel free to copy this Product Bulletin, the associated MMCs and manual updates to replace as needed in the 400si Technical Manual.
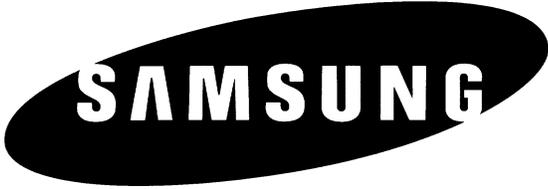

CORRECTIONS IN 400si SOFTWARE 00.07.24 V1.06

- **The Flash feature does not work on T1 trunks**

  It was discovered that the FLASH feature, when used on T1 digital trunks, would not work. This feature is useful with Centrex services. The FLASH duration follows the FLASH timer in MMC 503. A FLASH on a loop start or an E&M/DID type digital trunk allows the A bit to change state from off hook to on hook and back to off hook by toggling the A bit for the duration of the FLASH timer. This has been corrected in 400si software 00.07.24 V1.06.

- **400si Software 00.02.11 V1.06 does not support 20 UCD groups**

  It was found that the first release of V1.06 software did not support 20 UCD groups as stated in our literature. With the increased size of the 400si system the table sizes in certain software areas were increased, i.e., LCR Tables, LCR Routes, CID Review Tables, DID Translation Tables, etc. In order to allow the increase of UCD group quantity from 10 to 20, the UCD groups must be programmed in station groups 530 through 549. The UCD reporting features work in tandem with the AA card when using UCD group reporting. UCD Station Groups can be used without the AA card for applications that

require the standard universal call distribution without announcements. The number of supported AA cards in the 400si system is 5. This has not been increased. The 400si software 00.07.24 V1.06 supports 20 UCD groups.

- **Single Line Stations set for DATA RING provide false indications**

  There were two issues concerning single line stations set for DATA RING via MMC 208: Ring Type. MMC 208 permits a change of RING TYPE. The selections are CO, ICM and DATA. The station(s) set for data ring will receive a disconnect signal when the call is terminated and are protected against intrusion tones.
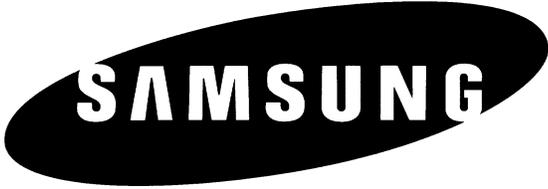
  In 400si software 00.02.00 V1.06 the reported problem was when a single line station is set for DATA ring and an analog or T1 DID call is directed to that single line station and it is busy (in conversation), the caller does not hear a busy signal. The DID calling party hears silence. A DID trunk call to busy station set for DATA ring should receive busy tone if call waiting is set to NO.

  The second issue concerning single line stations set for DATA ring in 00.02.11 V1.06 software is when a PRI call is directed to an IDLE single line station set for DATA ring the calling party hears a BUSY signal. PRI D channel signal shows that it is an incompatible destination or that it should be a data call because the station is flagged as a data type.

  Both of these problems associated with DATA ring type have been resolved in the 400si software 00.07.24 V1.06.

- **Four digit numbering plan in the 400si does not provide proper inband signalling to voicemail**

  This problem occurred when the 400si software version 00.02.11 V1.06 was set for a four digit station or trunk numbering plan and a voice mail port receives intercom and/or trunks call that is 4 digits in length. The problem would manifest itself by reporting the correct inband signalling, followed by the adjacent ports based on numbering plan assignments.

An example of this would be if a DIT type trunk were programmed as four-digit trunk number 7001; and trunk 7001 rings directly to a voicemail group. The inband signalling would then be "#700170027003". The correct inband signalling should be "#7001".

This problem was introduced in version 1.06 and does not occur in version 1.04. This has been corrected in 400si software 00.07.24 V1.06.

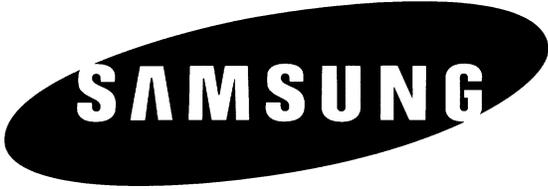- **DID Pass-Through to a busy trunk route provides an ERROR tone**

  In the 400si software 00.02.11 V1.06 a problem occurred when a PRI, E&M or DID type call was directed to a busy tie line route and the DID Pass-Through feature was implemented, the 400si system provided an ERROR tone if the outbound trunk route was busy. The tone to the network (PSTN) should be a BUSY tone to show that the destination or destination route is busy. This has been corrected in the 400si software 00.07.24 V1.06 and a true busy tone is returned.

- **If two outgoing calls are attempted on a PRI trunk group at the same time one of the callers receives a busy signal when trunks are actually available**

  A problem surfaced in the 400si software 00.02.11 V1.06 when a PRI trunk group MODE is set for SEQUENTIAL and two station users dial the PRI trunk group number while setting up a call. Both stations would show the same trunk number. Once dialing is complete the station that completed dialing first will be connected. The second station will receive a busy condition when there are actually trunks available. An easy "work around" to this problem is to program the trunk group MODE in MMC 603 to DISTRIB-UTED. This "work around" was a temporary fix because if the trunk group became saturated (all B channels used), the problem would occur. This has been corrected in 400si software 00.07.24 V1.06.

- **When FLASH is used in a speed dial dialing string the FLASH continuously repeats**

  This problem appeared in the 400si when a FLASH was inserted in a speed dial string. The FLASH would repeat until the call attempt was terminated by the station

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user. This has been corrected in the 400si software 00.07.24 V1.06. A FLASH in the speed dial string will perform a FLASH according to the FLASH timer programming in MMC 503 Trunk Timers.

- **Station Speaker and BGM Volume follows Station User Volume changes when System Paging is invoked**

  This problem occurred when a station user adjusted their volume via the VOL key during a system PAGE. The volume change would affect the BGM volume was increased or decreased during the page. The Station Volume setting in MMC 114 would reflect the changes made by the system. This has been corrected in the 400si software 00.07.24 V1.06. MMC 114 Station Volume for BGM will retain the settings input by the station user.

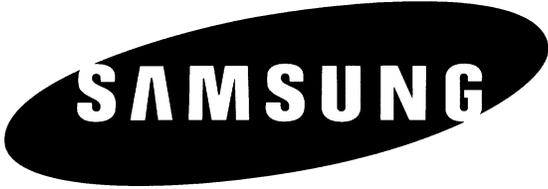- **RP Extender did not show when programmed**

  In earlier versions of the 400si software when a Ring Plan (RP) key was programmed on a keyset and an extender was input the extender did not show. This caused some confusion if the RP extender took effect but did not display the data. This has been corrected in the 400si software 00.07.24 V1.06 and now the RP key and the extender will display when programming.

- **CADENCE loses 4 ports when mounted in cabinet two**

  When a CADENCE card was mounted in the second 400si cabinet and 4 VPMs are mounted for a total of 16 CADENCE ports, the 400si software did not detect VPM ports 13, 14, 15 and 16. 400si software 00.07.24 V1.06 corrects this problem and all VPM ports are now recognized.

- **Traffic Report Information does not match System Statistics**

  In 400si software prior to 00.07.24 V1.06 the traffic system statistics incoming and outgoing totals would not surpass 9999. This field would return to "0" if more than 9999 calls were counted. The Trunk Group information would be correct but the system summary would appear incorrect. This has been corrected in the 400si software 00.07.24 V1.06 where the Trunk Group totals match the system summary totals.

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ENHANCEMENTS IN 400si SOFTWARE V1.06

- **Recall from a Tie Line**

  A previously unmentioned enhancement was introduced in the 400si software V1.06 that allows calls transferred to a tie line to recall to the station that transferred the call. This is most helpful in tandem system applications where the call can be redirected if the station or group in the tandem system does not answer.

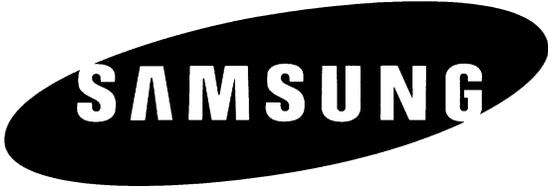- **MMC 714: Allows Buffering of DID Digits**

  400si software V1.06 allows the buffering of digit entries in MMC 714: DID Digit Table. This reduces the number of entries needed when building the DID digit table. This is most helpful when using multiple Ring Plans. If the expected incoming digits are going to be repeated in one or all Ring Plans the entry "B" can be input to buffer and use the digits received. This eliminates the need to input all the digits for each Ring Plan. Please remove MMC 714: DID Translation from the 400si Technical Manual and replace it with the attached MMC 714 dated April 2000.

- **Park Orbit keys when in use occupy Call Button(s)**

  In the 400si software 00.07.24 V1.06 the call park orbits will not use a call park button AND a call button when a call is placed in a park orbit. In V1.04 and 00.02.11 V1.06 if call park buttons with extenders were programmed on a keyset and a call was parked on an appearing orbit key, the call would also occupy an available call key and a call park key with an extender. In 400si software 00.07.24 V1.06 if a call park key with an orbit extender appears on a keyset a call key will not be occupied when a call is parked in that orbit. This allows retrieval of a call placed in a particular orbit location. If there is no extender to the park key the parked call will occupy a call button.

- **IN/OUT of Group displays Group Number on SMDR report**

  The 400si software 00.07.24 V1.06 will show the group number in the SMDR when a station group member logs in or out of group. Previous versions only showed that a

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station logged in or out of group and did not display the group number. This was improved because stations can be members of multiple station groups.
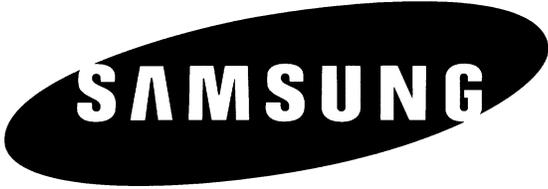
- **PERI-UCD Longest Queue Time**

  In the 400si software V1.06 a part of the periodic UCD report (MMC 210) was changed to provide an improved accounting of Longest Queue Time. In version 1.04 the Longest Queue Time reflected the longest queue time that day. In version 1.06 the Longest Queue Time reflects the longest queue time NOW as long as there are calls in queue.

- **MMC 210: SMDR Account Code ON/OFF per Tenant**

  The 400si software 00.07.24 V1.06 has a new field called SMDR NO ACCT ON/OFF. This system wide option when turned on allows up to 32 digits in the SMDR Dialed Digit field. Because of the Dialed Digit field expansion the Account Code field is used to accommodate the additional digits. Therefore Account Code inputs will not print on the SMDR report with this option ON. When this option is OFF the 400si system SMDR operates normally and will print a maximum of 18 digits in the Dialed Digits field and 12 digits in the Account Code field.

- **MMC 511: Message Waiting Lamp Cadence**

  This previously unlisted MMC allows a system wide change of the message waiting lamp cadence provided on D16SL station cards. The selections are Interrupted or Continuous. Interrupted allows the technician to set the ON time and the OFF time of the message waiting indication. Please add MMC 511: Message Waiting Lamp Cadence to the 400si Installation Manual.

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400si PCMMC V1.06 NOTES

Since the release of the 400si software version 1.06 and the supporting PCMMC 99.12.24 V1.06 several questions have been asked regarding PCMMC and its applications. The following items may assist in resolving PCMMC associated problems and help with more efficient use of PCMMC remote programming.

- **400si PCMMC and Dial-Up Drivers**

    There have been problems reported that when PCMMC is previously installed the dial-up connections are lost and the dial-up services do not work. Some of the problems reported when installing PCMMC in different Window versions have been the preexisting dial-up connections missing or .mpg files that cannot be viewed or the PCMMC will not dial out.

    With PCMMC being based on a Windows operating system many issues arise regarding the differences between a DOS based and a Windows based operating system. Windows has many versions and different releases. Due to the many releases of Windows software and associated software there may be different dates associated with files. Some Windows users may not have the required files installed or the version of Windows being used has different dated files.

    This is why in PCMMC the dial up drivers are included as a part of the PCMMC installation program. These drivers are used by PCMMC with the remote dial up part of the PCMMC program requiring dial-up modem connections.

    Depending on the Windows version and what other programs are installed it has been found that when installing PCMMC in Windows the program will prompt the installer with a window asking if you want to replace a file with a version that is older in the version conflict pop-up window. Depending on what has been installed and what version of Windows is being used there may be 2 to 5 file replacement prompts. The files affected may be one of the following: MSVCRT.DLL, TAPI32.DLL, TAPISRV.EXE,

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TSP32161.TSP and TSP3216S.DLL. Normally people want to use the most recent file. However in the case of the 400si PCMMC 99.12.24 V1.06 only some of the file(s) provided by PCMMC V1.06 should be used.

During the PCMMC installation there may be a prompt that states "A file being copied is older than the file currently on your computer. It is recommended that you keep your existing file" "Do you want to keep this file?" **YES** should be selected for MSVCRT.DLL and **NO** for the remaining files. This will install the PCMMC V1.06 version file(s). Tests have shown that even though some of the files are an older version all the dial-up properties are retained and work correctly. See the following table for the suggested response to the version conflict pop-up window(s).
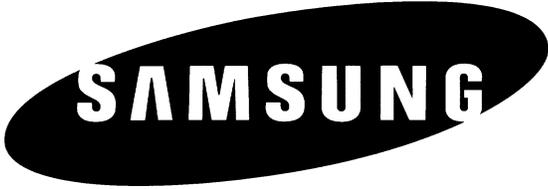
"A file being copied is older than the file currently on your computer. It is recommended that you keep your existing file" "Do you want to keep this file?"

Windows File Conflict File Name	Suggested response
MSVCRT.DLL	Yes
TAPI32.DLL	No
TAPISRV.EXE	No
TSP32161.TSP	No
TSP3216S.DLL	No

An update to the PCMMC manual is attached. Please remove section 1.2.2 Procedures, dated April 1999 and replace with the enclosed new page of section 1.2.2 dated July 2000.

- **PCMMC 99.12.24 V1.06 does not support the print option in the File pull down menu**

  The print option is supported in each MMC that is opened. In this area the option to print the page as a portrait or landscape layout is available. This allows you to review the printed items in a more continuous format. Please remove pages 2.2 and 2.5 of the PCMMC Programming Manual Part 2 and replace them with the provided pages dated August 2000.

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- **Load Menu Modem Initialize Option**

  In PCMMC 99.12.24 V1.06 there have been several questions regarding the use of modems and some new pull down window menus in PCMMC V1.06. When the LOAD menu pull down is selected a new field, Modem Initialize is shown.
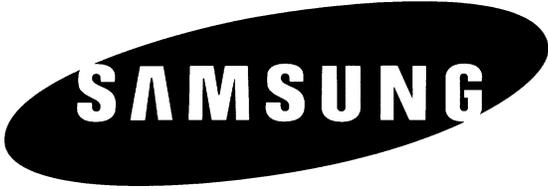
  This option is not used in the United States. Please remove page 2.21 of the PCMMC Programming Manual dated April 1999 and replace it with the enclosed new page 2.21 dated July 2000.

- **Remote MMC and Modem Selection**

  When accessing the Load menu there is a pull down menu option to select Remote MMC. When Remote MMC is selected the dialing address book is displayed. PCMMC has a new field with a selection bar and a side bar labeled Modem Setting. It is in this selection bar that the modem used on the personal computer should be selected. This MUST match the modem installed in the PC that is going to be used for remote access. The Modem Setting bar allows the technician to view and confirm speeds and port connection settings. This should be used to confirm that PCMMC 99.12.24 V1.06 can recognize the modem and the modem port settings. Please remove page 2.19-2.20 with the Remote MMC section of the PCMMC Programming Manual dated April 1999 and replace with the enclosed new page 2.19–2.20 dated July 2000.

- **Upload and Download PCMMC Error Count**

  PCMMC V1.06 does permit off-line data base development. There have been reports that once a database is developed there are problems uploading the database. This can be caused by the Error Type settings in the Load/Options/General screen. The 400si PCMMC program provides error reporting when there are discrepancies between the system configuration and the database being uploaded. This may be because keysets are not connected or cards are not inserted in the correct position or are missing entirely. The error will report which MMC and Index the problem is related to. The offering MMC can then be reviewed and the problem can be corrected.
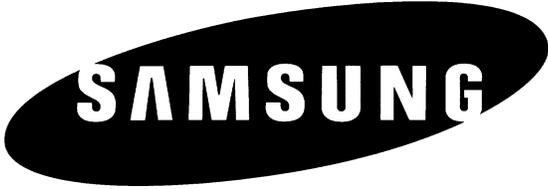
When a database is built offline and the information is uploaded to a system an abnormally high PCMMC error count will stop the upload. This is correct operation when the error count maximum is reached depending on the setting in the Options/General menu. The "stop upload/download error count" can be adjusted to allow a complete upload when the technician knows there are going to be errors due to missing equipment or database discrepancies. To change the error count select the Load Menu on the tool bar then the Options item. In the General Section of the Options Window select "Choose error type" area where the error count can be increased from the default of 99 to a higher number if needed. Also in this area the technician can set PCMMC to show the MMCs of each error. If the error count is changed to a higher number and the error count is not reached, the errors will show after the upload/download is completed.

- **About PCMMC Menu**

  The About PCMMC Menu screen has changed with PCMMC 99.12.24 V1.06 to reflect the new PCMMC version. Please remove page 2.33 dated April 1999 and replace with the new PCMMC Programming Manual page 2.33 dated July 2000.

- **MMC 801: Technician passcode with leading digit 0 will store without 0**

  There is a problem with PCMMC 99.12.24 V1.06 when the Technician Level Password (MMC 801) uses the digit zero (0) as the first digit of the password PCMMC 99.12.24 V1.06 does not recognize zero (0) as a valid first digit of the password. DO NOT USE THE DIGIT ZERO (0) AS THE FIRST DIGIT OF THE TECHNICIAN PASSWORD with PCMMC 99.12.24 V1.06. The digit zero can be used elsewhere in the passcode without a problem.

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INSTALLATION MANUAL UPDATES

- **D8UTK Pin-outs**

  Installation Manual Figure 5–3 MDF Connection for the D8UTK show the incorrect polarity on the D8UTK card. The hardware position are opposite as to what is shown in Figure 5–3 of the 400si Technical Manual Installation Section. This polarity error can result in problems when connecting polarity sensitive lines such as ground start and DID services. Please replace Figure 5–3 of the 400si Installation Manual with the enclosed Figure 5–3 dated July 2000.

- **SIO Cable connections**

  400si Installation Manual Figure 7–8, SIO Cable Connections show the 400si ports as DTE equipment. The 400si SIO ports are DCE ports. This severely affects setting up connections to modems. When connecting DCE to DCE devices the transmit must connect to the receive (pin 2 of one device connects to pin 3 of the other device and pin 3 of the first device connects to pin 2 of the second device). Please replace Figure 7–8 SIO Connections of the 400si Installation Manual with the enclosed Figure 5–3 dated July 2000.