



ELECTRONICS

TECHNICAL BULLETIN

Date: 09/15/01

NO.: 2001-12

TITLE: Cadence – stops processing calls

We are aware that on rare occasions, usually when using call record, the Cadence card may stop processing calls. Fortunately the issue is easily remedied.

Symptom: Cadence may stop processing calls when a mailbox contains an unusual high amount of messages. This scenario more than likely occurs when customers use the call record features without deleting those messages (recorded calls) from their mailboxes. Never deleting regular saved messages may also have the same effect.

Solution: to prevent the user from having too many messages in their mailbox, set the "Max Message" option in the mailbox edit screen to no more than '250'. This will limit the amount of messages that may be stored in a mailbox.

If you have any questions about this or any other Technical bulletins please contact Technical support by phone 1(800) 737- 7008 or by email techsupportmiami@sta.samsung.com