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OS 7100 will lose certain station programming data after a system reset.

The purpose of this Technical Bulletin is to communicate a problem that has been reported associated to MP10a software V4.24 shipped between 2/9/2009 and 2/19/2009. In this software certain station related programming will return to default data after a system reset. Specifically any data set in the MMCs shown below will not be maintained once the system is reset either via Power –OFF then Power-ON, MMC 811 – Reset System, or using the reset button on the MP10a.

MMC	Description
102	Call Forward
110	Station On/Off
114	Station Volume
300	Customer On/Off Per Station
306	Hot Line
316	Preset Fwd No Answer
502	Off Hook Select
722	Station Key Programming

If you have purchased this version of software please contact technical support for instructions on how to download a newer version of software V4.24a which resolves this issue.

All MP10a software shipped as of 2/20/09 contains the new V4.24a Software.

If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com

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