

Bulletin No.: 2012-01

March 23, 2012

Problem Involving Dialing 9_911 with a “Default” Database and V4.60 s/w Rls 02/06/12

This bulletin is to advise that a problem exists with V4.60 s/w Rls 02/06/12 whereby, if default trunk programming is employed, then specifically dialing “9_911” will not generate the desired call. The problem is associated with new features in 4.60 s/w that enhance “911” operation.

A revision of software is being produced to correct this and will be available as soon as possible via GSBN. It is strongly recommended that you update all systems in the field with this software as soon as it is available. In the mean time you can enable 911 dialing by performing the following programming changes.

Go to MMC 709, Toll Pass Code / Special Code Table.

In TOLL OVERRIDE enter: “911”

In OVRD TRK GRP enter: “9”

Be aware that if there is ever cause to revert to default programming, the above will need to be reprogrammed to enable 911 to be dialed. Because of this, it is repeated that it is strongly recommended that you update all systems in the field with the revised software as soon as it is available. Another notice will be emailed when it is ready.

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