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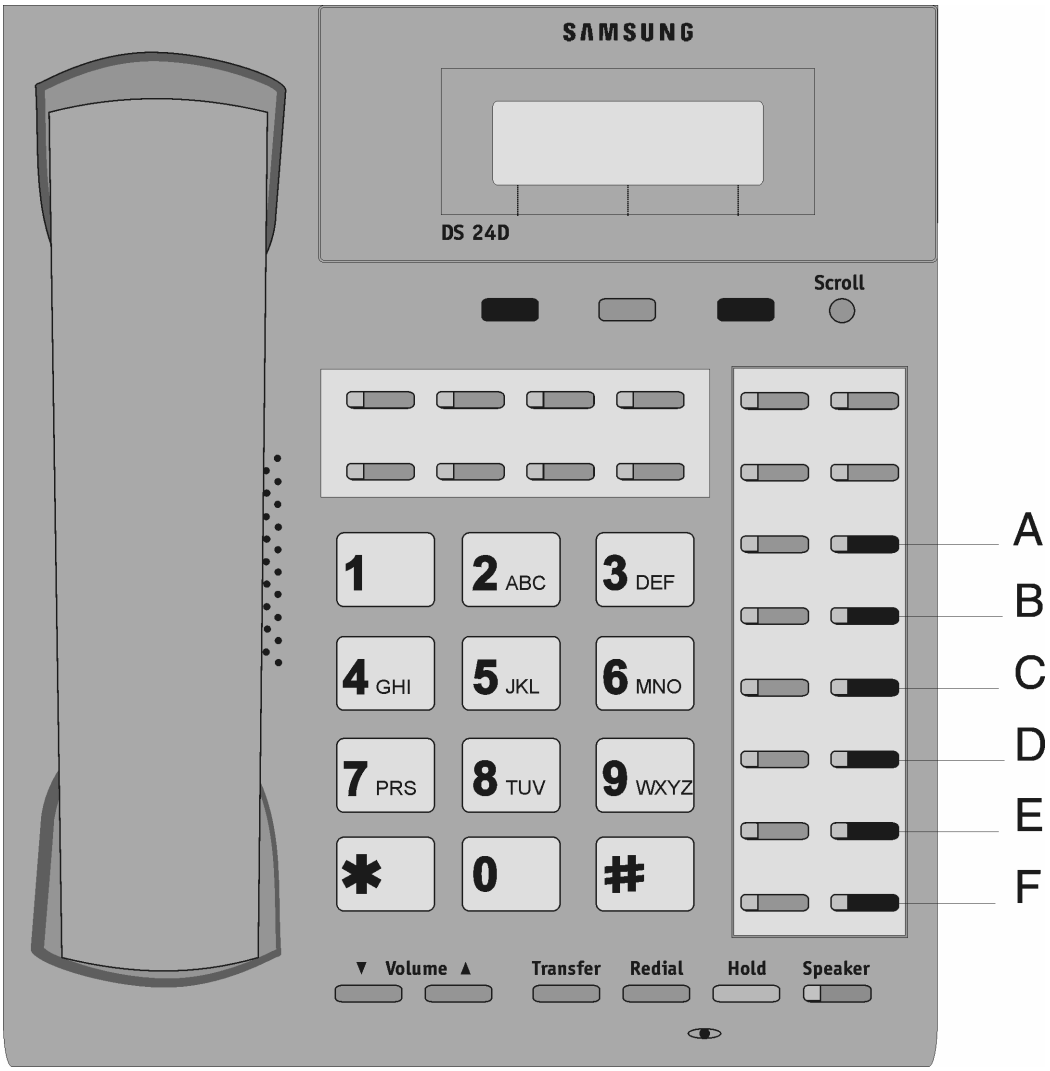
# PART 1. ENHANCED DISPLAY PROGRAMMING

## 1.1 OVERVIEW

### • DS 24D KEYSETS

This section provides more detailed programming procedures that can be used by experienced display keyset users. These procedures will help explain some of the displays observed as the simpler procedures detailed in the *DS 24D Keyset User Guide* are followed.

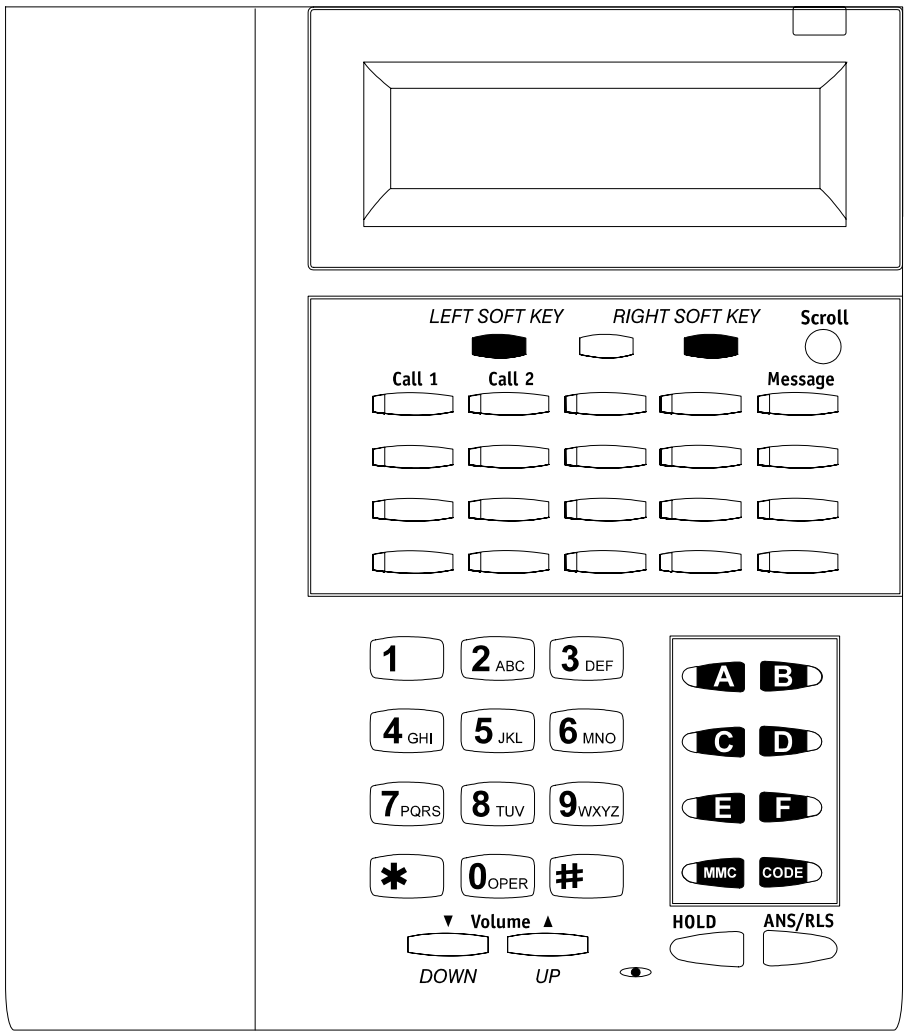
The diagram below illustrates the keys on a **DS 24D keyset**, that have special functions during programming. When required, these keys will be referred to by the names described below.



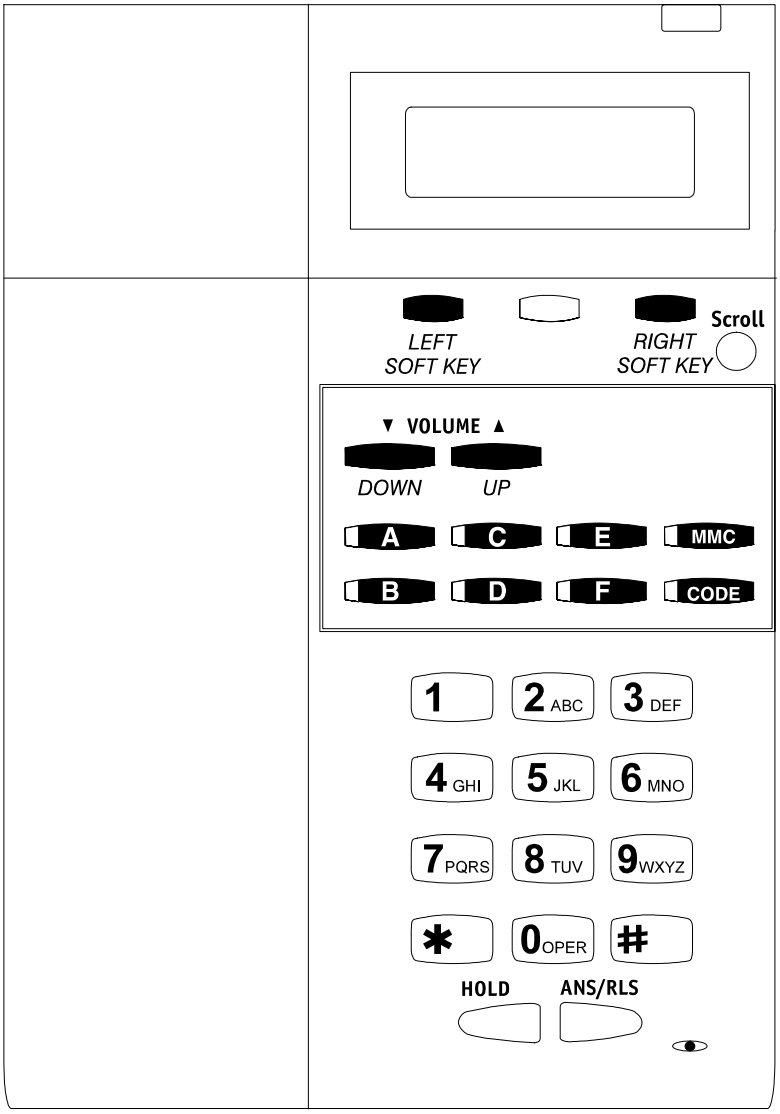
# • iDCS KEYSETS

This section provides more detailed programming procedures that can be used by experienced display keyset users. These procedures will help explain some of the displays observed as the simpler procedures detailed in the *iDCS Keyset User Guide* are followed.

The diagram below illustrates the keys on a **iDCS 28D and a iDCS 18D** keyset that have special functions during programming. When required, these keys will be referred to by the names described below.



The diagram below illustrates the keys on a **iDCS 8D keyset** that have special functions during programming. When required, these keys will be referred to by the names described below.



# 1.2 LOCKING YOUR KEYSET

You can lock your keyset to prevent other people from making or receiving calls while you are away. You can unlock it when you return.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **100** Display shows | `[201] STN LOCK PASSCODE:_` |
| 2. Enter your passocde Default is 1234 | `[201] STN LOCK UNLOCKED` |
| 3. Enter **1** for locking outgoing calls (Internal calls will still be allowed). | `[201] STN LOCK LOCKED OUTGOING` |
| | OR |
| 4. Enter **2** for locking all calls (Internal and external calls will not be allowed). | `[201] STN LOCK LOCKED ALL CALLS` |
| 5. Enter **0** to unlock your phone. | `[201] STN LOCK UNLOCKED` |
| 6. Press the **Transfer key** to save and exit | |

# 1.3 CHANGING YOUR PASSCODE

Each keyset user can set or change his/her individual passcode. This passcode is used to lock or unlock keysets, for toll restriction override and to access the DISA feature.

NOTE: Default passcodes cannot be used for toll restriction override or for DISA access.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **101** Display shows | `[201] PASSCODE`<br>`OLD CODE:_` |
| 2. Enter the existing passcode (default = 1234) | `[201] PASSCODE`<br>`OLD CODE:****` |
| 3. Enter the new passcode | `[201] PASSCODE`<br>`NEW CODE:_` |
| 4. Reenter the new passcode to verify the number If reentered correctly, display shows | `[201] PASSCODE`<br>`VERIFY :SUCCESS` |
| 5. Press the **Transfer key** to save and exit | |

# 1.4 CALL FORWARDING

The iDCS 16 allows six types of call forwarding—Forward All, Forward No Answer, Forward Busy, Forward Follow Me, Forward DND and Forward External. There is an additional option, Forward Busy/No Answer, that allows both of these options to be activated at the same time, provided destinations have been entered for both.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **102**<br>Display shows | `[201] FORWARD`<br>`0:FORWARD CANCEL` |
| 2. Dial **0–6** to select the forward type (e.g., **1**)<br>OR<br>Press **UP** or **DOWN** to select the forward type<br>Press the right soft key to move the cursor | `[201] FORWARD`<br>`1:ALL CALL:NONE` |
| 3. Dial the destination number (e.g., **202**)<br>OR<br>Press **UP** or **DOWN** to select the destination<br>Press the right soft key to move the cursor | `[201] FORWARD`<br>`1:ALL CALL:202` |
| 4. Dial **1** to set<br>OR<br>Press **UP** or **DOWN** to select YES or NO | `[201] FORWARD`<br>`CURENTLY SET:YES` |
| 5. Press the **Transfer key** to store and exit | |

# 1.5 SETTING YOUR ANSWER MODE

Each keyset can have its answer mode for intercom calls set to one of the following options:

RING—The station will ring in one of eight custom ring patterns. Calls are answered by pressing the **Speaker** key or lifting the handset.

AUTO—After giving a short attention tone, the station will automatically answer calls on the speakerphone. When a C.O. line is transferred to a station in Auto Answer, the screened portion of the call will be Auto Answer, but the keyset will ring when the transfer is complete if the user has not pressed the **Speaker** key or lifted the handset.

VOICE—The station will not ring. After a short attention tone, callers can make an annoucement. The called party must press the **Speaker** key or lift the handset to reply.

| **ACTION** | **DISPLAY** |
|---|---|
| 1. Press the **Transfer key** followed by **103**<br>Display shows | `[201] ANS MODE`<br>`RING MODE` |
| 2. Dial **0**, **1** or **2** to change the ring mode, e.g., **2**<br>OR<br>Press **UP** or **DOWN** to select the ring mode | `[201] ANS MODE`<br>`VOICE ANNOUNCE` |
| 3. Press the **Transfer key** to store and exit | |

# 1.6 PROGRAMMING YOUR STATION'S NAME

Names are written using the keypad. Each key press selects a character. Pressing the dial pad key moves the cursor to the next position. For example, if the directory name is "SAM SMITH," press the number "7" three times to get the letter "S." Press the number "2" once to get the letter "A." Continue selecting characters from the table below to complete your message. Pressing the bottom left programmable key will change the letter from upper case to lower case. There are up to 11 characters that can be used.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the **VOL UP** or **DOWN** keys to move the cursor to the right or to the left.

## • iDCS 16 KEYSETS and iDCS KEYSETS

| COUNT | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| DIAL 0 | < | > | . | ) | 0 |
| DIAL 1 | space | ? | , | ! | 1 |
| DIAL 2 | A | B | C | @ | 2 |
| DIAL 3 | D | E | F | # | 3 |
| DIAL 4 | G | H | I | $ | 4 |
| DIAL 5 | J | K | L | % | 5 |
| DIAL 6 | M | N | O | ^ | 6 |
| DIAL 7 | P | Q | R | S | 7 |
| DIAL 8 | T | U | V | * | 8 |
| DIAL 9 | W | X | Y | Z | 9 |
| DIAL * | : | = | [ | ] | * |

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **104** Display shows | `[201] STN NAME` |
| 2. Enter the station name using the procedure described above | `[201] STN NAME SAMSUNG` |
| 3. Press the **Transfer key** to store and exit | |

# 1.7 PROGRAMMING PERSONAL SPEED DIAL LOCATIONS

You can program frequently dialed telephone numbers in a personal speed dial list. Each station user begins with ten numbers 00–09 and may be assigned up to fifty numbers. See your system administrator to determine the amount assigned to your station.

NOTE: Press button **B** for flash and button **C** for pause.

Display keyset users may want to hide some speed dial numbers so they will not show in the display. Before entering a telephone number, press button **E**. All digits after this will be hidden. Press button **E** again to begin displaying digits.

If your system uses rotary (or pulse) dialing C.O. lines, pressing button **D** before entering a speed dial will cause all subsequent digits to be sent as DTMF tones until the **D** button is pressed again.

| **ACTION** | **DISPLAY** |
|---|---|
| 1. Press the **Transfer key** followed by **105**<br>Display shows | `[201] SPEED DIAL`<br>`00:` |
| If you have no speed dial bins,<br>the display will be as shown | `[201] SPEED DIAL`<br>`SPDBLK NOT EXIST` |
| 2. Dial the location number (e.g., **05**)<br>OR<br>Press **UP** or **DOWN** to select the location<br>Press the right soft key to move cursor | `[201] SPEED DIAL`<br>`05:_` |
| 3. Enter the trunk access code (e.g., **9**) followed by the number to be dialed (e.g., **4264100**)<br>OR<br>Press the left soft key to return to step 2 | `[201] SPEED DIAL`<br>`05:9-4264100_` |
| 4. Press the **F** button to access the next program<br>OR<br>Press the **Transfer key** to save and exit | |

# 1.8 NAMING YOUR PERSONAL SPEED DIAL LOCATIONS

This program allows a character name to be entered for each personal speed dial location. This name enables the speed dial number to be located when using the directory dial feature. The directory dial feature allows the display keyset user to select a speed dial location by scanning its name. There are up to 11 characters that can be used.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **106**<br>Display shows | `[201] SPEED NAME`<br>`00:` |
| 2. Dial the speed dial location (e.g., **01**)<br>OR<br>Use **UP** or **DOWN** to scroll through the location numbers and use the right soft key to move the cursor | `[201] SPEED NAME`<br>`01:_` |
| 3. Enter the location name using the procedure described in *Programming Your Station's Name* | `[201] SPEED NAME`<br>`01:SAMSUNG_` |
| 4. Press **UP** or **DOWN** to move to the next location<br>OR<br>Press the **F** key to program speed dial numbers | |
| 5. Press the **Transfer key** to store and exit | |

# 1.9 ADDING EXTENDERS TO KEYS

This program allows you to assign key extenders to make a general access feature key more specific. The feature keys that can have extenders are listed below:

| FEATURE KEY | DESCRIPTION | EXTENDER |
|---|---|---|
| BOSS | Boss and Secretary | 1–4 |
| DP | Direct Pickup | Extension or station group number |
| DS | Direct Station Select | Any extension number |
| FWRD | Call Forward | 0–6 |
| GPIK | Group Pickup | 01–20 |
| IG | In/Out of Group | Any group number you are part of (501–509) |
| MMPG | Meet Me Page | 0–9, ✱ |
| PAGE | Page | 0–9, ✱ |
| SPD | Speed Dial | 00–49, 500–999 |
| PSMG | Programmed Message | 01–20 |
| DIR | Directory | PERS (1), SYS (2) or STN (3) |
| VT | Voice Mail Transfer | Voice Mail Group (501–529) |

**ACTION** **DISPLAY**

1. Press the **Transfer key** followed by **107**
   Display shows the first station

```
[201] EXT (KTS)
01:CALL1 →
```

2. Enter the key number, e.g., **18**
   OR
   Use **UP** and **DOWN** to scroll through the keys
   Use the right soft key to move the cursor
   OR
   Press the key to be programmed

```
[201] EXT (KTS)
18:DS    →
```

3. Dial the extender according to above table
   Press the right soft key to return to step 2
   OR
   Press the **Transfer key** to store and exit
   OR
   Press the **Speaker** key to store and advance to the next program

```
[201] EXT (KTS)
18:DS    →DS207
```

# 1.10 CHECKING STATION STATUS

This program displays the following attributes of a station port. This is a *read only* feature.

| | | |
|---|---|---|
| 0 | PORT # | Port (8DLI 01-08, 4DLI 01-04) |
| 1 | TYPE | Simple Set |
| 2 | PICKUP GROUP | None, 01–08 |
| 3 | SGR | Station Group Number |
| 4 | BOSS-SECR | None, 1–4 |
| 5 | PAGE | Page Zone |
| 6 | DAY COS NO | COS (01–10) |
| 7 | NIGHT COS NO | COS (01–10) |

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **108** Display shows | `[201] STN STATUS`<br>`PORT No:8DLI 01` |
| 2. Press **UP** or **DOWN** to view the status items | `[201] STN STATUS`<br>`TYPE:SIMPLE SET` |
| 3. Press the **Transfer key** to exit | |

# 1.11 CHANGING YOUR TIME AND DATE DISPLAY

Display keysets will always have the date and time displayed when not in use. You can select from the following display options:

0 COUNTRY Sets overall display format and has two options
0 = ORIENTAL MM/DD DAY HH:MM
1 = WESTERN DAY DD MM HH:MM

1 CLOCK Sets format of clock display and has two options
0 = 12 HOUR (Displays 1 P.M. as 01:00)
1 = 24 HOUR (Displays 1 P.M. as 13:00)

2 DISPLAY Sets format of DAY and MONTH display and has two options
0 = UPPER CASE (Displays Friday as FRI and March as MAR)
1 = LOWER CASE (Displays Friday as Fri and March as Mar)

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **109**<br>Display shows | `[201] DAY FORMAT`<br>`COUNTRY:WESTERN` |
| 2. Press **UP** or **DOWN** to select the display mode<br>Press the right soft key to move the cursor | `[201] DAY FORMAT`<br>`COUNTRY:ORIENTAL` |
| 3. Press the right soft key to return to step 2<br>OR<br>Press the left soft key to return to step 3 | |
| 4. Press the **Transfer key** to store and exit | |

# 1.12 SETTING STATION ON/OFF OPTIONS

The following options may be turned on and off at your keyset.

| | |
|---|---|
| 0. AUTO HOLD | Automatically places an existing C.O. call on hold if the **CALL** button, trunk key or trunk route key is pressed during that call. This will not affect the Auto Hold part of transfer and park/page. |
| 1. AUTO TIMER | Automatically starts the stopwatch timer immediately when a C.O. call is answered or after a short delay on an outgoing call. |
| 2. HEADSET USE | When on, this feature disables the hook switch, allowing a headset user to answer all calls on the headset without requiring to lift the handset. |
| 3. HOT KEYPAD | When on, this feature allows the user to dial directory numbers without having to first lift the handset or press the **Speaker** button. |
| 4. KEY TONE | Allows the user to hear a slight tone when pressing buttons on the set. |
| 5. PAGE REJOIN | This feature allows keyset users to hear the remaining portion of an ongoing internal page or all page over the speaker of their keysets after they return their keysets to idle. To enable this feature, follow the procedure below. |
| 6. RING PREF. | When off, this feature requires the user to press the fast flashing button to answer a ringing call after lifting the handset. |
| 7. NOT CONT CID | When enabled (set to ON), Caller ID information will not be displayed on keyset for the duration of the call, but only for a short period after the call is answered. Note: When disabled, it is suggested that the station auto timer be disabled. This prevents display corruption. |
| 8. AME PSWD | If this option is set to YES, station users who have AME set must enter their station password to listen to messages being left. |

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **110**<br>Display shows | [201] STN ON/OFF<br>AME PSWD :OFF |
| 2. Dial the option number from above list (e.g., **4**)<br>OR<br>Press **UP** or **DOWN** to select the option and press the right soft key to move the cursor | [201] STN ON/OFF<br>HOT KEYPAD :OFF |
| 3. Press **UP** or **DOWN** to select ON or OFF<br>Press the left or right soft key to return to step 2<br>OR<br>Dial **1** for ON or **0** for OFF | [201] STN ON/OFF<br>HOT KEYPAD :ON |
| If option 0 from above list is dialed at Step 2 | [201] STN ON/OFF<br>AUTO HOLD :ON |
| If option 1 from above list is dialed at Step 2 | [201] STN ON/OFF<br>AUTO TIMER :ON |
| If option 2 from above list is dialed at Step 2 | [201] STN ON/OFF<br>HEADSET USE :OFF |
| If option 3 from above list is dialed at Step 2 | [201] STN ON/OFF<br>HOT KEYPAD :ON |
| If option 4 from above list is dialed at Step 2 | [201] STN ON/OFF<br>KEYTONE :ON |
| If option 5 from above list is dialed at Step 2 | [201] STN ON/OFF<br>PAGE REJOIN :ON |
| If option 6 from above list is dialed at Step 2 | [201] STN ON/OFF<br>RING PREF. :ON |
| If option 7 from above list is dialed at Step 2 | [201] STN ON/OFF<br>NOT CONT. CID:OFF |
| If option 8 from above list is dialed at Step 2 | [201] STN ON/OFF<br>AME PSWD :OFF |
| 4. Press **UP** or **DOWN** to select ON or OFF<br>Press the left or right soft key to return to step 2 | [201] STN ON/OFF<br>HOT KEYPAD :ON |
| 5. Press the **Transfer key** to store and exit | |

# 1.13 SELECTING A RING TONE

Each keyset user can select one of eight ring frequencies.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **111**<br>Display shows | `[201] RING TONE`<br>`SELECTION 6` |
| 2. Dial **1–8** to select the ring tone<br>OR<br>Press **UP** or **DOWN** to select the ring tone<br>Press the right soft key to move the cursor | `[201] RING TONE`<br>`SELECTION 5` |
| 3. Press the **Transfer key** to store and exit | |

# 1.14 ALARM REMINDER

Station users can have three alarms programmed at their phones. Each alarm may be one of the following three types:

0. NOTSET — The alarm is not set.
1. TODAY ONLY — The alarm will ring at the programmed time and be canceled automatically.
2. DAILY — The alarm will ring each day at this time.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **112**<br>Display shows | `[201] ALM CLK(1)`<br>`HHMM: →NOTSET` |
| 2. Dial **1**–**2** to select the alarm (e.g., **2**)<br>OR<br>Press **UP** or **DOWN** to select alarm<br>Press the right soft key to move the cursor<br>OR<br>Press the left soft key to return to step 2 | `[201] ALM CLK(2)`<br>`HHMM: →NOTSET` |
| 3. Enter alarm time in 24 hour format (e.g., **1300**)<br>Display automatically advances to step 5 | `[201] ALM CLK (2)`<br>`HHMM:1300→NOTSET` |
| 4. Enter alarm type (e.g., **2**)<br>OR<br>Press **UP** or **DOWN** to select alarm type<br>Press the right soft key to move the cursor and return to step 2 | `[201] ALM CLK`<br>`HHMM:1300→DAILY` |
| 5. Press the **Transfer key** to store and exit | |

# 1.15 SETTING A PROGRAMMED MESSAGE

When you will be away from your phone for any length of time, you can leave a vacant station message. Display stations calling you will see this message and be informed of your status or follow your instructions.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **115**<br>Display shows | `[201] PGMMSG(00)`<br>`CANCEL VAC MSG` |
| 2. Dial **00**–**20** to select message number, e.g., **05**<br>OR<br>Press **UP** or **DOWN** to select message | `[201] PGMMSG(05)`<br>`PAGE ME` |
| 3. Press the **LEFT** or **RIGHT** soft key to return to step 2<br>OR<br>Press the **Transfer key** to store and exit | |

# 1.16 ALARM REMINDER WITH MESSAGE

Station users can have two alarms programmed at their phones. Each alarm may be one of the following three types:

0. NOTSET — The alarm is not set.
1. TODAY ONLY — The alarm will ring at the programmed time and be canceled automatically.
2. DAILY — The alarm will ring each day at this time.

In addition, each alarm may be accompanied by a 16 character message that will be displayed while the alarm is ringing.

NOTE: These are the same two alarms described in *Alarm Reminder*. This procedure allows a message to be added. A display keyset is necessary to view messages.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **116**<br>Display shows | `[201] ALM REM(1)`<br>`HHMM: →NOTSET` |
| 2. Dial **1**–**2** to select the alarm (e.g., **2**)<br>OR<br>Press **UP** or **DOWN** to select the alarm<br>Press the right soft key to move the cursor | `[201] ALM REM(1)`<br>`HHMM: →NOTSET` |
| 3. Enter the alarm time in 24 hour clock format (e.g., **1300**)<br>Display automatically advances to step 4 | `[201] ALM REM (2)`<br>`HHMM:1300→NOTSET` |
| 4. Dial the valid entry from the above list for the alarm type<br>OR<br>Press **UP** or **DOWN** to select the alarm type<br>Press the right soft key to move the cursor | `[201] ALM REM`<br>`HHMM:1300→DAILY` |
| 5. Enter messages using the method in *Programming Your Station's Name*<br>Press the right soft key to return to step 2 | `[201] ALM REM`<br>`TAKE MEDICATION` |
| 6. Press the **Transfer key** to store and exit | |

# 1.17 CALLER ID DISPLAY

The station user can change the order in which the Caller ID information is displayed on an LCD set.

Caller ID display options are the following:

0. NO DISPLAY — No Caller ID data will be displayed.

1. NUMBER FIRST — The Caller ID number received from the Central Office will be displayed first.

2. NAME FIRST — The Caller ID name received from the Central Office will be displayed first.

| ACTION | DISPLAY |
|---|---|
| 1. Press the **Transfer key** followed by **119**<br>Display shows current display mode | `[201] CID DISPLAY`<br>`NUMBER FIRST` |
| 2. Dial display option **0**, **1** or **2**, e.g., **2**<br>OR<br>Press **UP** or **DOWN** to select option | `[201] CID DISPLAY`<br>`NAME FIRST` |
| 3. Press the **Transfer key** to store and exit<br>OR<br>Press the **Speaker key** to store and exit | |

# DS 24D
# KEYSET USER GUIDE

## SAMSUNG iDCS 16 SYSTEM

*March 2005*

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# ABOUT THIS BOOK

Your DS 24D keyset is the most visible part of your telephone system.

Please take the time to study this guide and to become familiar with the operation of your keyset. Keep this guide handy. You may need to look up instructions for infrequently used features.

Learning to use your keyset correctly will make everyday telephone communications a breeze.

This book is written based on the factory default settings for the feature access codes. Sometimes, due to programming requirements, these codes may be changed. If you find that a feature code does not work as described in this book, please contact your installation and service company to determine the correct code.

NOTE: DS 24D keysets are available only for Samsung iDCS 16 phone systems.

# THINGS YOU SHOULD KNOW

## USER ORIENTATION

DS 24D telephones are called “keysets.” They contain buttons or “keys” that are used to access or activate the many features of your office phone system. The keys with paper designation strips are programmable keys. This means they can be programmed for a specific function on your keyset and that same button can be something different on another keyset. See the system manager to get your most frequently used features assigned to your programmable keys. When changes are made, be sure that your programmable keys are relabeled properly.

Lines from the telephone company are “C.O. lines.” Calls on these lines are referred to as “outside calls.” Your system can have individual C.O. line keys or lines may be assigned to groups. When they are in a group, you access a line by dialing an access code or pressing a route button. For example, dial 9 or press a “LOCAL” key to get a local outside line. If Least Cost Routing is used, pressing the “LCR” key will automatically select a preprogrammed C.O. line according to what digits are dialed. Each line in the system is numbered, beginning with 701, then 702, 703, etc.

Direct Station Selection (DSS) keys are programmed to ring specific stations. You can press a DSS key instead of dialing the extension number. A DSS key lights red when that station is busy (Busy Lamp Indication).

DS 24D keysets provide distinctive ring patterns:

- Outside calls have a single ring tone repeated.
- Internal calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a triple ring tone repeated.

## CALL INDICATIONS

The keys on your phone have light emitting diodes (LEDs). These are tri-colored LEDs that light green, red or amber (green and red together).

Intercom calls, also called internal calls, always appear on your CALL buttons. They will always light green. You can have up to eight CALL buttons, but at least two are recommended.

Outside calls appear on individual line keys if they are assigned. When an individual line is not assigned to its own key, it will appear on a CALL button.



Your outside calls will light green on your keyset and red on other keysets. You never lose sight of your calls while they are on hold. They stay right where you put them and are identified with a green flashing light.

Some simple rules to remember:

- Any steady LED indicates the line or feature is in use.
- A fast flashing green LED indicates a new call ringing in.
- A slow flashing green or red LED indicates a call is on hold.
- A slow flashing amber LED indicates a recall to your keyset.

## SPEAKERPHONE

DS 24D keysets are speaker phones. Pressing the **SPEAKER** key will answer or release a call on the speakerphone. Switching from the handset to the speakerphone is easy. Simply press the **SPEAKER** key and hang up the handset.

## VOLUME CONTROLS

The DS 24D keyset uses the UP and DOWN keys to adjust the ringer volume while the keyset is ringing, the speaker volume while the speakerphone is in use and the handset volume while you are listening. These three levels will be stored in memory until changed. If background music is turned on at your keyset, the volume keys will also control the level of music. The volume of pages heard through the speaker of a keyset can be adjusted during a page announcement by using the volume keys. There are 16 levels for each volume setting, except Ring volume, Off-Hook volume, and Handset volume. The are 8 levels for Ring volume, Off-Hook volume, and Handset volume. The volume of Off-Hook ring is controlled by a user-programmable setting.

## FEATURE ACCESS CODES

This user guide is written based on the default access code for using system features. If the system numbering plan has been changed some of the access codes may not be correct. Your installing company can inform you of the correct codes.

# SYSTEM TONES

The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone—A steady tone that indicates you can begin dialing.

DIAL TONE—CONTINUOS — CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.

RINGBACK TONE—400 ms ON/200 ms OFF/400 ms ON/2000 ms OFF — CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.

BUSY TONE—350 ms ON/350 ms OFF — CONTINUOUS

DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.

DND/NO MORE CALLS TONE—250 ms ON/250 ms OFF — FOR TEN SECONDS

Transfer/Conference Tone—Indicates your call is being held and you can dial another party.

TRANSFER/CONF TONE—100 ms ON/100 ms OFF — CONTINUOUS

Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.

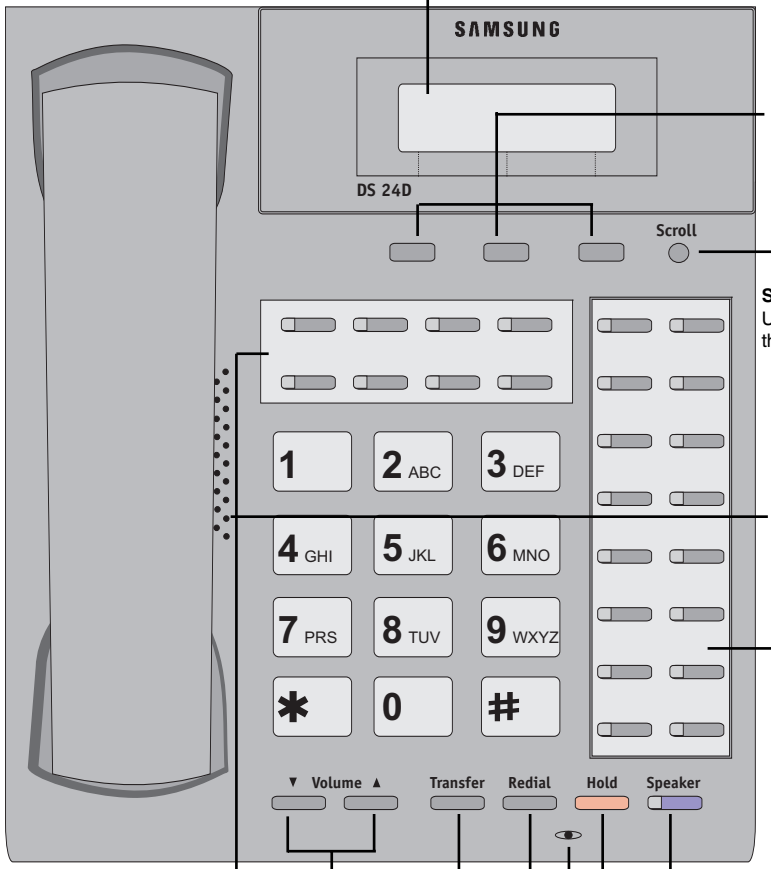
CONFIRMATION TONE—100 ms ON/100 ms OFF — FOR ONE SECOND

Error Tone—A continuous single level tone indicates you have done something incorrectly. Try again.

ERROR TONE—CONTINUOUS — CONTINUOUS



# DS 24D KEYSET




**32 CHARACTER DISPLAY**
Two lines with 16 characters each.

**SOFT KEYS**
Used to activate features via the display.

**SCROLL KEY**
Used to scroll through displays.

**SPEAKER**
For handsfree operation and ringing.

**TRANSFER KEY**

**REDIAL KEY**

**HOLD KEY**

**SPEAKER KEY**

**8 PROGRAMMABLE KEYS WITH TRI-COLORED LIGHTS**
Keys 1-3 (1-6) are automatically assigned as Direct Trunk keys. Key #8 is a message key, by default. Although all 8 keys may be programmed for any system features/functions.

**MICROPHONE**
For handsfree operation.

**VOLUME CONTROL KEYS**
Used to set independent levels for handset, speaker, background music, ring and page volumes.

**16 PROGRAMMABLE KEYS WITH TRI-COLORED LIGHTS**
Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialing and many other system features.

# OUTSIDE CALLS

## MAKING AN OUTSIDE CALL

- Lift the handset and press an idle outside line button, line group button or dial a line access code to receive dial tone—**OR**—press an idle outside line button, line group button or dial a line access code to receive dial tone through the speaker—**OR**—press **SPEAKER**, receive intercom dial tone and dial a line access code.
- Dial the telephone number.
- Finish the call by replacing the handset or pressing the **SPEAKER** key.

NOTE: You will receive No More Calls tone when you attempt to make a call and there is no key available for that line.

- If Least Cost Routing is enabled on your phone system, this button may be labeled **LCR** or accessed by dialing an access code (usually **9**).
- If your system is programmed to require an authorization code before making a call, dial ✱ plus a valid code before selecting a C.O. line.
- If your system is programmed to require an account code before making a call, press the **ACCT** button or dial **47** plus a valid code, press the **ACCT** button again and then select a C.O. line.

For more information on authorization and account codes, see your system administrator.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

## ANSWERING AN OUTSIDE CALL

- Lift the handset and you are automatically connected to the ringing call. *See Ring Preference under Customizing Your Keyset*—**OR**—press the **SPEAKER** key to automatically answer on the speakerphone.

NOTE: If a call is flashing at your keyset but not ringing, you must press the flashing button to answer.

## UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67** or press the **UA** key. This device can operate in the Day or Night mode.



NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

## RECALL DIAL TONE

Press the **NEW** button to disconnect your existing call, wait for dial tone and then make a new call on the same line.

NOTE: If this button does not appear on your keyset, the **FLASH** key may be programmed to recall dial tone.

## SENDING A FLASH

While on an outside call, press the **FLASH** key to send a flash to the telephone company. This is required for some custom calling features or CENTREX use.

## BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you are selecting an outside line, this means that the line or group of lines is busy.

- Press the **CBK** key or dial **44**. You will hear confirmation tone.
- When the line becomes free, the system will call you back.
- Lift the handset or press the **SPEAKER** key to answer, wait for dial tone and dial the telephone number or speed dial number again.

NOTES:
1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

## CANCELING CALLBACK

A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.

Your phone may have a maximum of five callbacks to lines and/or stations set at a time. To cancel a callback:

- Press the **CBK** key or dial **44**. You will hear confirmation tone.
- While you are listening to confirmation tone, press the **HOLD** key. This will cancel the oldest set callback that you have set.

NOTES:
1. If the hot keypad feature is turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

# INTERCOM CALLS

## CALLING OTHER STATIONS

- Dial the extension number or group number.
- Wait for the party to answer. If you hear a brief tone burst instead of ring-back tone, the station you called is set for Voice Announce or Auto Answer. Begin speaking immediately after the tone.
- Finish the call by replacing the handset or pressing the **SPEAKER** key.

NOTES:
1. If you have a **DSS** key assigned to an extension or station group, you may press this key instead of dialing the number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## ANSWERING INTERCOM CALLS

- When your keyset rings, simply lift the handset—**OR**—press the **SPEAKER** key to be connected to the calling station.
- Finish the call by replacing the handset or pressing the **SPEAKER** key.

See *Ring Preference* under *Customizing Your Keyset*.

## VOICE ANNOUNCE MODE (INTERCOM CALLS ONLY)

When another station calls you, your keyset will sound a brief attention tone and you will hear the caller's announcement.

- Press **SPEAKER** to turn on the microphone and speak handsfree—**OR**— lift the handset to reply.
- To finish the call, replace the handset or press the **SPEAKER** key.

## AUTO ANSWER MODE (INTERCOM CALLS ONLY)

When another station calls you, your keyset will sound a brief attention tone and then automatically answer the call.

- Your microphone and speaker are turned on and you can speak hands-free. For privacy, use the handset.
- To finish the call, replace the handset or press the **SPEAKER** key.



## BUSY STATION CALLBACK

When you call another station and receive a busy signal:

- Press the **CBK** key or dial **44**.
- When the busy station becomes free, your keyset will ring.
- Lift the handset or press **SPEAKER** to call the now idle station.

NOTES:
1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

## BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

- Press the **CAMP** key or dial **45**.
- The called station will receive off-hook ring tone repeated every few seconds and its first available **CALL** button will flash green to indicate your call is waiting.
- Wait for the called party to answer.
- The called station must release its first call or place it on hold before answering your camp-on.

NOTES:
1. If you receive No More Calls tone, that station has no available key to accept your call. Hang up or leave a message.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

## CALLING YOUR SYSTEM OPERATOR

- Dial **0** to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# CALL PROCESSING

## SYSTEM HOLD

- When you are connected to any call, press **HOLD**. The call will flash green at your keyset. If this call appears on a line key at other keysets, it will flash red at those keysets.
- To take the caller off hold, press that key and the green flashing light will go steady green again. Resume the conversation.

NOTE: While on a call, pressing a line key, route key or flashing **CALL** button will automatically put your first call on hold and connect you to the new call. See *Automatic Hold* under *Customizing Your Keyset*.

## EXCLUSIVE HOLD

To place an outside call on hold at your phone so that other users cannot get it:

- Press the **HOLD** button twice. The call will flash green on your keyset and this line will show a steady red light on other keysets.
- To retrieve the call, press the flashing green line button or press the **HOLD** button a third time.

NOTE: Intercom calls will always be placed on exclusive hold.

## REMOTE HOLD

When you wish to place a call on hold at another station. Press **TRANSFER** and a dial the station number (or press the appropriate DSS key). Press the **HOLD** key. This will place the call on system hold on an available **CALL** button or Line Key at the remote station and return you to dial tone.

NOTES:

1. If the destination station does not have any free CALL buttons or line keys you will hear No More Calls tone and must return to the other party by pressing the **TRANSFER** key (or the RETURN soft key in the display).
2. Intercom calls cannot be remote held.

## HOLD RECALL

If you leave a call on hold longer than the hold timer, it will recall your station. The button that the call appears on will have a slow flashing amber light.

- When your phone rings, lift the handset or press the **SPEAKER** key to answer the recall.
- If you do not answer this recall within a pre-programmed period of time, it will go to the system operator.

## CONSULTATION HOLD

When you are talking on an outside line and it is necessary to consult with another extension:

- Press the **TRANSFER** key; you will receive transfer dial tone. Your call is placed on transfer hold.
- Dial the extension number.
- Consult with the internal party.
- Press **TRANSFER** to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the **TRANSFER** key will toggle between the outside party and internal extension.

## RETRIEVING CALLS HELD AT ANOTHER STATION

When a line is on hold and it appears on your keyset, press the line button with the red flashing light.

When a line is on hold and it does not appear on your keyset, dial **12** plus the line number or the extension number of the station that placed the call on hold.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## CALL PARK

You can park an outside call in one of 10 “parking orbits”.

- Press the **PARK** key and dial the orbit number required (0-9); the key which the call was on will flash.
  **OR**
- Press a dedicated **PARK** key which will also flash.
- To have the call picked up by another station notify the station user of the parking orbit number.

To pick up a parked call.

- Press the **PARK** key followed by the orbit number required or press the flashing **PARK** key.

# TRANSFERRING CALLS

Transfer is used to send any call to another extension in one of two ways. You can do a screened transfer by informing the other extension who is calling or you can do a blind transfer without notification.

- While on a call, press the **TRANSFER** key and dial an extension number or group number. Your call is automatically put on transfer hold. **OR** Press a **DSS** key or station group key. Your call is automatically put on transfer hold.
- Hang up when you hear ringing (this is an unscreened or blind transfer). **OR**
  Wait for the called party to answer and advise him/her of the call and hang up. If the transfer is refused, you will be reconnected to the outside line when the called station hangs up or you can press **TRANSFER** to return to the outside party. If you wish to send the call to another extension without waiting for the first station to hang up, simply press another **DSS** button. **OR**
  Press the **CALL** button or C.O. line key to return to the outside party and begin the transfer process again.

When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.

NOTES:
1. After the inside party answers, you may alternate back and forth between the parties by pressing the **TRANSFER** key.
2. If you receive No More Calls tone, that station has no key available to receive another call. Press **TRANSFER** to return to the other party.
3. You cannot transfer an Intercom call by pressing a **DSS** key. You must press the **TRANSFER** key and dial the destination extension number.

# TRANSFER WITH CAMP-ON

When you are transferring a call to another station and you receive a busy signal, you may camp the call on to this station. Simply hang up when you hear the busy signal. The called party will be alerted that a call is waiting for them.

NOTE: If you receive No More Calls tone, that station has no key available to receive another call. Press **TRANSFER** to return to the outside caller.



# TRANSFER TO VOICE MAIL

This feature is used to send a call directly to a voice mailbox. Your keyset must have a correctly programmed **VT** key to accomplish this. To transfer a call directly to a voice mailbox:

- While on a call, press the **VT** key and dial the mailbox number.
- Hang up when dialing is completed.

# CALL WAITING

If an outside call has been camped-on to your phone or another station has camped-on to you:

- Your keyset will ring and the call that is waiting for you (camped-on) will flash green.
- Press the flashing button to answer; your other call will go on hold automatically if your station has the Automatic Hold feature set. If not, you must press **HOLD** and then the flashing button. **OR**
  Finish the first call and hang up; the waiting call will ring.
- Lift the handset or press the **SPEAKER** key to answer.

NOTE: Intercom calls will not go on Automatic Hold.

# CONFERENCE CALLS

You may conference up to five parties (you and four others) with a maximum of 2 external parties (eg. outside lines or remote extensions) in any order.

- While engaged in a conversation, press the **CONF** key and receive conference tone.
- Make another call, either intercom or outside, press the **CONF** key and receive conference tone.
- Make another call or press the **CONF** key to join all parties.
- Repeat the last step until all parties are added.

NOTE: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Simply press the **CONF** key again to return to your previous conversation.

**To drop a party from your conference call:**

- Press **CONF** and dial the extension or line number that is to be dropped.
- Press **CONF** again to reestablish the conference.

NOTE: To leave the conference, hang up. Control is passed to the next internal station. If there are no internal stations and you wish to leave outside

lines connected together in a trunk to trunk conference, press the **CONF** key plus the **CALL** button that the call appears on or follow the instructions to drop a party and use your extension number. When they hang up, the lines will release automatically. Press **CONF** to rejoin a trunk to trunk conference.

# FORWARDING CALLS

You may forward your calls to another station, group of stations or an external telephone number. Program a destination for the type of forwarding you want as detailed below. If you have **FWD ALL**, **FWD BUSY** and **FWD NO ANSWER** keys, press one to turn that forward feature on. A steady red light reminds you what forward condition is activated.

You can clear all call forward conditions set at your station by lifting the handset and dialing **600**.

# FORWARD ALL CALLS

To forward all your calls under any condition to another station:

- Dial **601** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTES:
1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.
2. The station that receives a Forwarded All call can transfer the call to the forwarded station. This is useful when you are expecting an important call but you do not wish to be disturbed by other calls.
3. When a station user places his/her keyset in Forward All mode and he/she does not have a **FORWARD ALL** key, the **TRANSFER** key will light to indicate Forward All has been set and calls to this station have been transferred elsewhere.

# FORWARD BUSY

To forward calls to another station when you are on the phone:

- Dial **602** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPEAKER** before you begin dialing.



# FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Dial **603** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# FORWARD BUSY/NO ANSWER

If you have both a Forward on Busy destination and a Forward No Answer destination programmed, you may set both of these at the same time:

- Dial **604**.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# FORWARD FOLLOW ME

When you want all calls to your extension forwarded to the extension where you are now:

- Dial **605** plus your extension number.
- Receive confirmation tone and hang up.

If you want a specific extension's calls forwarded to your phone (Remote Call Forward):

- Dial **605** plus the desired extension number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# FORWARD TO AN EXTERNAL NUMBER

To forward outside calls to a number outside of your business, you must have a **FWD EXTERNAL** button on your keyset.

- While on-hook, press **TRANSFER** and then dial **102**.
- Dial **6**.
- Dial the outside line access code followed by the telephone number that you want.
- Press **TRANSFER** to store.

- Press **FWD EXTERNAL** to turn the feature on and press it again to turn the feature off.

NOTES:
1. External Call Forward will cancel all other call forwarding instructions.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## CALL FORWARD OPTIONS

A display keyset may review or change call forward options and destinations. Call forward access can be done via the keypad or by accessing the keyset display features. To review or change call forward options:

- Press **TRANSFER 102**.
- Dial **0-6** to select the forward type (e.g., 1) **OR**
  Press **UP** or **DOWN** to select the forward type
  Press the right soft key to move the cursor
- Dial the destination number (e.g., **202**) **OR**
  Press **UP** or **DOWN** to select the destination
  Press the right soft key to move the cursor
- Dial **1** to set **OR**
  Press **UP** or **DOWN** to select **YES** or **NO**
- Press **Transfer** to store and exit

## STATION CALL PICKUP

To pick up (answer) a call ringing at another station, lift the handset and dial **65** plus the extension number of the ringing phone.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group, lift the handset and dial **66** plus the desired group number **01–08** or press the flashing **GROUP PICKUP** key if available.

NOTES:
1. A group pickup key can have an extender for a specific pickup group.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing the access code.



# DIALING FEATURES

## SPEED DIALING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500–799 or from your personal list of numbers 00–49:

- With the handset on-hook, press the **SPD** key or dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialed for you.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## PROGRAMMING PERSONAL SPEED DIAL NUMBERS

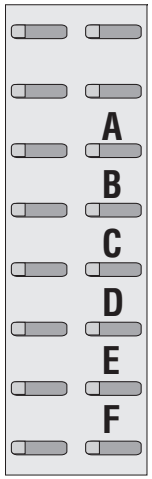
You can program frequently dialed telephone numbers in a personal speed dial list. A station may be assigned up to fifty numbers, **00–49**. See your system administrator to determine the amount assigned to your station.

- While on-hook, press **TRANSFER** and then dial **105**.
- Dial a speed dial number (**00–49**).
- Dial a line or line group access code.
- Dial the telephone number to be stored (24 digits maximum). It can include #, ✱, FLASH and PAUSE.
- Press **TRANSFER** to store the number.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

For the purposes of programming speed dial numbers, the programmable keys are known as **A**, **B**, **C**, **D**, **E** and **F** and are defined below.

- The **A** key is not used.
- The **B** key inserts a flash.
- The **C** key inserts a pause.
- The **D** key is used for pulse to tone conversion. If your system uses rotary (or




**DS 24D DEFAULT PROGRAMMING KEYS LAYOUT**

pulse) dialing C.O. lines, pressing **D** while entering a speed dial number causes all subsequent digits to be sent as DTMF tones.

- The **E** key is used to hide digits. Display keyset users may want to hide some speed dial numbers so that they will not show in the display. When you are entering a telephone number, press **E**. All subsequent digits will be hidden. Press **E** again to begin displaying digits.
- The **F** key is used to enter a name. See *Personal Speed Dial Names* under *Display Features.*
- Use the **HOLD** key to clear a speed dial number.

# ONE TOUCH SPEED DIALING

You may assign any speed dial number to an already existing One Touch Speed Dial button for quick and easy dialing of frequently used numbers.

- While on-hook, press **TRANSFER** and then dial **107**.
- Press a One Touch Speed Dial button.
- Dial the speed dial number (**00**–**49** or **500**–**799**) that you want assigned to this button.
- Press **TRANSFER** to store your selection.

To call this telephone number, just press the One Touch Speed Dial button.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# LAST NUMBER REDIAL

To redial the last telephone number you dialed, press the **LNR** key or dial **19**.

NOTES:
1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.
2. Redial does not apply to intercom calls.

# SAVE NUMBER WITH REDIAL

To save the number you just dialed for later use, press the **SNR** key before hanging up.

To redial this saved number at any time, press the **SNR** key or dial **17**. The same line will be selected for you.

NOTES:
1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.
2. The saved telephone number is stored in memory until you save another number.
3. Redial does not apply to intercom calls.

# CHAIN DIALING

You may manually dial additional digits following a speed dial number or chain as many speed dial numbers together as required:

- After the first speed number is dialed, press **SPD** again and dial another speed number **OR** manually dial additional digits following a speed dial number.

# AUTOMATIC REDIAL/RETRY

When you are making an outside call and you receive a busy signal, the system can automatically redial the number for you. It will automatically redial at a pre-programmed interval for up to 15 attempts.

- When you hear a busy signal, press the **RETRY** button.
- The system will reserve the line and automatically redial the same number for you. You will hear the call being made through the keyset speaker. The microphone is muted.
- When the called party answers, you must pick up the handset or press the **SPEAKER** key before you can begin speaking. You must answer within 10 seconds.

NOTES:
1. If you make another call, auto-redial is canceled.
2. To cancel a retry, lift and replace the handset.

# PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press #. All digits dialed after the # with be sent as tones.

# PAGING AND MESSAGING

## MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial the desired zone number **1**, **2**, **3** or **4**.
  OR
  Dial **0** to page all internal zones.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone key, it is not necessary to press **PAGE** and dial a zone number.

## MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial the desired zone number **5**.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone key, it is not necessary to press **PAGE** and dial a zone number.

## ALL PAGE

To page all designated keysets and external speakers at the same time:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial ✱ or press the **ALL PAGE** key.
- After the attention tone, make your announcement.

NOTE: The LED on the **ALL PAGE** key will only light when an All Page is in progress.



## MEET ME PAGE

- Lift the handset.
- Press the Meet Me Page (**MMPG**) key or dial **54**.
- Dial the desired zone number.
- After the attention tone, instruct the paged person to dial **56**.
- Press **WAIT** or **TRANSFER**.
- Remain off-hook until the person dials **56** from any phone.
- The paged person will be automatically connected with you.

## CALL PARK AND PAGE

When you have an outside call for someone who is not at his/her desk, you can park the call prior to paging.

**To retrieve a parked call from orbit:**

- Press the **PARK** button and dial the announced orbit number (**0-9**).
- You will be connected to the parked call.

NOTES:

1. You must have a **PARK** button or park access code to retrieve and place calls in park orbits.
2. If the parked call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light. You cannot park and page intercom calls.
3. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

**AUTOMATIC PARK WITH PAGE KEY**

- While in conversation, press the **PAGE** button. The call is automatically parked at your station.
- Receive page tone and dial a desired page zone number.
- Make announcement indicating your extension number or the line number. Hang up.

**To retrieve an automatically parked call:**

- Dial **10** plus the number that was announced. If you have a **PAGPK** key, press it and dial the number that was announced. If you have a **PARK** key, press it and dial the announced orbit number.
- You will be connected to the parked call.

NOTES:

1. If the call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light. You cannot park and page intercom calls.

2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# SETTING A MESSAGE INDICATION

When you are calling another station and no one answers or you receive a busy signal, you can leave a message indication:

- Press the **MESSAGE** key or dial **43** and receive confirmation tone.
- Hang up. The **MESSAGE** key on the called station will light. Standard telephones receive special dial tone as a message indication.

NOTES:
1. A station can have up to five message indications.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# CANCELING MESSAGES

To cancel a message indication that you left at another station, dial **42** plus the extension number of the station at which you left a message.

To cancel all message indications left at your keyset, dial **42** plus your extension. Your **MESSAGE** light will go out.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# RETURNING MESSAGES

- Press the **MESSAGE** key or dial **43**. The first station that left a message will be called automatically. If that station does not answer, your **MESSAGE** light will stay on.
- Repeat until all messages have been returned in the order received.
- Your **MESSAGE** light will turn off when all messages have been returned.

NOTES:
1. Display keyset users can view message indications and return them in any order. See *Viewing Message Indications* under *Display Features*.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.
3. If a message has been left at your keyset by a keyset in Auto Answer, you must manually cancel the message after it has been returned.



# PROGRAMMED MESSAGES

When you will be away from your phone for any length of time, you can leave a programmed station message. Display stations calling you will see this message and be informed of your status or follow your instructions.

- Dial **48** plus any of the message codes (**01–30**) listed on the back of this user guide.
- To cancel any of these messages dial **48** plus **00**.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key.

You can have multiple programmed message keys and each one can have a different message code:

- Press any programmed message (PMSG) button. The message is set and the button will light red. Press the key again to turn off.
- Pressing another programmed message (PMSG) button will turn the previous one off and set a new programmed message.

# CONVENIENCE FEATURES

## DO NOT DISTURB

Use this feature when you want to block calls to your keyset.

- While on-hook, press the **DND** key or dial **401**. The **DND** key lights steady red to remind you of this mode.
- To cancel DND, press the **DND** key again or dial **400**. The **DND** light turns off. You can make calls while in the DND mode.

NOTES:
1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key.
2. If you place your keyset in DND mode and you do not have a **DND** key, your **KEYSET STATUS INDICATOR** will flash to indicate DND status.

## ONE TIME DND

If you are on a call and you do not wish to be interrupted while on that call, you can press the **DND** key and place your station in Do Not Disturb. When you hang up at the end of the call, DND will be automatically canceled and your keyset will be able to receive new calls. This feature requires a **DND** key.

## MUTE

You can mute the handset transmitter or the microphone during any conversation:

- Press the **MUTE** key. It will light red.
- To resume speaking, press the **MUTE** button again. The light turns off.

## BACKGROUND MUSIC

When a music source is supplied, you may listen to music through the speaker in your keyset:

- While on-hook, press the **HOLD** button to hear music.
- Press the **HOLD** button again to turn music off.

You can set the level of background music by using the **VOLUME** keys while listening to the music. This does not affect the speakerphone level.



## APPOINTMENT REMINDER/ALARM CLOCK

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (TODAY ONLY) or as a daily reminder every day (DAILY). You can set up to three alarms. Each one can be either a TODAY ONLY or a DAILY alarm.

When the alarm rings, you will hear three short rings repeated three times. Lift the handset to answer the alarm. If you do not, the alarm will alert you two more times at five minute intervals.

To set alarms:

- Press **TRANSFER** and then dial **112**.
- Dial the alarm number **1** or **2**.
- Dial the time at which you want the alarm to sound. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY ONLY) or **2** (DAILY) to select the alarm type.
- Press **TRANSFER** to save.
- Repeat for each alarm if needed.

To cancel individual alarms:

- Press **TRANSFER** and then dial **112**.
- Dial alarm number **1**, or **2**.
- Press the **HOLD** key.

NOTE: Display keysets can show a reminder message. See *Alarm Reminder Messages* under *Display Features*.

## ANSWERING THE DOOR PHONE

When you are programmed to receive calls from a door phone:

- You will receive three short rings repeated.
- Lift the handset or press the **SPEAKER** key. You are connected to the door phone.
- If an electric door lock release is installed, dial **13** to unlock the door.

# CALLING THE DOOR PHONE/ROOM MONITOR

You may call the door phone and listen to what may be happening outside or in another room.

- Dial the extension number of the door phone.
- You will be connected to the door phone and you can listen or have a conversation.
- If an electric door lock release is installed, dial **13** to unlock the door.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key.

# EXECUTIVE/SECRETARY HOT LINE

If programmed, an executive and a secretary can have a hot line between them. When the executive station is in the DND mode, all of its calls will ring the secretary station.

- Either person can press the **BOSS** key to make a voice call to the other station.
- Using the hot line will override DND at the other station. This key will light red when the other station is in use.

**To transfer a call to a Boss in DND:**

- Press the **TRANSFER** key followed by the **BOSS** key.
- Wait for the **BOSS** to answer to announce the call and hang up to complete the transfer **OR**
- Hang up to complete a blind transfer after pressing the **BOSS** key.

# GROUP LISTENING

When you are engaged on a call and you are using the handset, you may want other people to hear the distant party's voice over the speaker:

- Press the **LISTEN** key to turn on the speaker. The microphone is not in use, so the distant party does not hear other parties present in your office.
- Press **LISTEN** again to turn the speaker off and resume private conversation.
- Repeat if necessary.



NOTE: Depending on speaker volume and the acoustics of your office, it may be advisable to turn the group listening feature off before hanging up. This will eliminate a momentary squeal.

# ACCOUNT CODES

When equipped with optional equipment, your system will allow calls to be charged to a specific account:

- During any outside C.O. call, press the account (**ACCT**) key.
- Enter the account code (maximum 12 characters including ✱ and #). Press the **ACCT** key again. Your conversation will not be interrupted.

NOTE: If you make an error before you complete the account code, press the **ACCT** key twice and redial the correct code. Only the last account code dialed will be printed.

# LOCKING YOUR KEYSET

You can lock your keyset to control misuse of your phone while you are away. You can unlock it when you return. Your default station passcode is 1234.

| | 0<br>UNLOCKED | 1<br>LOCKED<br>OUTGOING | 2<br>LOCKED<br>ALL CALLS |
|---|---|---|---|
| Make outside calls | YES | NO<br>ACCESS DENIED | NO |
| Receive outside calls | YES | YES | NO |
| Make intercom calls | YES | YES | NO |
| Receive intercom calls | YES | YES | NO |

- While on-hook, press **TRANSFER** and then dial **100**.
- Dial your four digit station passcode.
- Dial **1** to locking outgoing, **2** for locked all calls, or **0** to unlock.
- Press **TRANSFER** to store your selection.

# OFF-HOOK VOICE ANNOUNCE

Keysets may receive a voice announcement while on another call. The calling station must have an **OHVA** key. When you are in DND, you cannot receive OHVA calls. The OHVA feature will work with intercom and transferred calls.

**To make an off-hook voice announcement:**

- Dial the extension number or press the **DSS** key.
- When you receive a busy signal, press the **OHVA** key.
- After the attention tone, begin speaking.
- Finish the call by replacing the handset or pressing the **SPEAKER** key.

NOTES:
1. When you are voice announcing to a station close to you, use the handset to avoid an echo effect.
2. You cannot off-hook voice announce to single line telephones.

When you receive an off-hook voice announcement, if you are using the handset, you will hear the announcement in the handset receiver. If you are using the speakerphone, you will hear the announcement over the keyset speaker. In both cases, you can continue to speak to the original party.

- Press the flashing **CALL** button on your keyset. This will place the original party on hold and allow you to talk to the announcing party.
- To return to your first party, press the key corresponding to your original call. This will disconnect the OHVA call.

# OHVA BLOCK

Your keyset can be programmed with an OHVA Block (**BLOCK**) key. Pressing this key will prevent anyone from making an OHVA to you until you press the button again and cancel the blocking.

# OHVA REJECT

Your keyset can be programmed with an OHVA Reject (**REJECT**) key. Pressing this key while receiving an OHVA call will disconnect the voice announcing party and return you to your original call.

# IN GROUP/OUT OF GROUP

If your keyset is assigned to a station ring group, you can remove your keyset from the group and then put it back in. While you are out of the group, you can receive calls to your extension number but not calls to the group number. If you have an **IN**/**OUT** key:

- Press the **IN**/**OUT** key. It will light red when your keyset is in the group.
- Press the **IN**/**OUT** key again to exit the group and turn the light off. Repeat as necessary.

If you do not have an **IN**/**OUT** key:

- Dial **53** plus the group number plus **0** to exit the group or **1** to enter the group. Repeat as necessary.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPEAKER** key.

The **IN**/**OUT** key can include an extender to indicate the specific group that this key will affect. This means that if you are in multiple groups, you can decide for which groups you will receive calls.

# CUSTOMIZING YOUR KEYSET

## AME PASSWORD

This feature allows people using the AME (Answer Machine Emulation) feature to enable password protection. This will prevent unauthorized people from listening to your messages being left. The passcode is the same as your station passcode. This feature only applies if there is a Samsung Voice Mail card installed in the system and your keyset has a programmed AME key.

- While on-hook, press **TRANSFER** and then dial **110**.
- Dial **101** to turn on AME PASSCODE or **100** to turn it off.
- Press **TRANSFER** to store your selection.

## SELECT RING TONE

Each keyset user can select any one of eight ring frequencies:

- While on-hook, press **TRANSFER** and then dial **111**.
- Dial **1**–**8** or press the **UP** and **DOWN** keys to hear each tone.
- When you hear the tone that you prefer, press **TRANSFER** to save it.

NOTE: Specific lines or stations may be programmed to ring with a different tune than what you have selected for your keyset.

## CHANGE YOUR PASSCODE

From the factory, your station passcode is 1234. You can change your station passcode whenever you desire.

- While on-hook, press **TRANSFER** and then dial **101**.
- Dial your old passcode.
- Dial a new passcode (must be four characters). You can use **0**–**9**.
- Redial the new passcode to verify. If successful, you will hear two beeps. Four beeps indicate an incorrect code. Reenter the code again.
- Press **TRANSFER** to store the new passcode.



## SET ANSWER MODE

You can receive internal calls in one of three modes (see *Answering Intercom Calls* under *Intercom Calls* for descriptions):

- While on-hook, press **TRANSFER** and then dial **103**.
- Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce.
- Press **TRANSFER** to store your selection.

NOTE: When your keyset is programmed for Auto Answer and you have Forward No Answer (FNA) turned on, you must answer screened transfers by pressing the **SPEAKER** key before your FNA timer expires or the call will forward.

## AUTOMATIC HOLD

While on an outside call, pressing a line key, route key or a flashing **CALL** button will automatically put your call on hold and connect you to the next call. This feature can be turned on or off at your keyset.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **01** to turn Automatic Hold on or **00** to turn it off.
- Press **TRANSFER** to store your selection.

NOTE: Intercom calls can be automatically put on hold by pressing **TRANSFER.**

## HEADSET OPERATION

Keyset users can switch between headset mode and handset mode. When using headset mode, press the **SPEAKER** key to answer and release calls.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **21** to use the headset or **20** to use the handset.
- Press **TRANSFER** to store your selection.

Your keyset may be equipped with a Headset mode key. If it is so equipped pressing this key while the light is out will cause the keyset to enter headset mode and the light will illuminate to indicate this. Pressing the key while the light is lit will cause the keyset to return to handset mode and the light will go out.

## HOT KEYPAD

On your phone system your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press the **SPEAKER** key before you begin dialing. Calls can be made and features activated by simply dialing the C.O. line number, trunk group access code, intercom number or feature access code. To activate this feature:

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **31** to turn the Hot Keypad on or **30** to turn it off.
- Press **TRANSFER** to store your selection.

## KEY CONFIRMATION TONE

You can hear a short beep (confirmation tone) each time you press a button on the dial pad. This tone can be turned on or off.

- While on-hook, press **TRANSFER** and then dial **110**.
- Dial **40** to turn tones off or **41** to turn tones on.
- Press **TRANSFER** to store your selection.

## REJOINING A PAGE

This feature allows you to hear the remaining portion of an ongoing internal page after you return your keyset to idle. To enable this feature:

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **51** to turn this feature on or **50** to turn it off.
- Press **TRANSFER** to store your selection.

## RING PREFERENCE

This feature automatically answers ringing calls when you lift the handset or press the **SPEAKER** key. This method will always answer calls in the order they arrived at your keyset. When you turn ring preference off, you must press the flashing button to answer a call, allowing you to answer calls in the order you choose.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **61** to turn ring preference on or **60** to turn it off.
- Press **TRANSFER** to store your selection.



# DISPLAY FEATURES

## INTERACTIVE DISPLAY KEYS

The three keys below the display are substitutes for dedicated feature keys and access codes. Pressing one of these keys has the same effect as pressing a programmable key. These keys are called soft keys as their functions are not fixed. They change to present you with the best options for that call condition. The use of soft keys allows the programmable keys to be used for more **DSS** and speed dial keys.

The **SCROLL** key is used to display options available to the user at a particular time or during a specific procedure. Press this key once while in the idle state to view the three main categories available.

201: STN NAME
CALL OTHER ANS

**ANSWER:** Guides you through the options to answer calls.
**OTHER:** Guides you through features other than making or answering calls.
**CALL:** Guides you through the options to make a call.

Select one of the main categories: **CALL**, **OTHER** or **ANS** (**ANSWER**). Press the **SCROLL** key to display additional options available under each of the three main categories. The symbol ➡ displayed as the last character on the lower line of the display indicates that there are additional options. Press the **SCROLL** key to display these additional options.

User instructions will be displayed in lower case letters. Options assigned to soft keys will be in upper case letters.

## DIRECTORY INFORMATION

An 11 character directory name can be assigned to each extension number. Display keyset users can view the name of the called or calling station before answering.

Each outside line can have an 11 character directory name. Incoming calls can be easily identified and answered with different greetings.

Outside and internal calls ringing to a station group will display [CALL FOR xxx] where xxx is the station group number. This allows you to answer calls directed to you differently than calls directed to your group.

# DIAL BY DIRECTORY

Each station or speed dial number can have an associated directory name. A station or speed dial number can be selected by scrolling alphabetically through a directory name list. This on-line "phone book" allows the user to look up and dial any station or speed dial number in seconds.

- Press the **DIR** key (**DIRECTORY**).
- Select the directory you wish to use: **PERS** (personal speed dial numbers), **SYS** (system speed dial numbers) or **STN** (station names).
- Dial the key on the keypad that corresponds to the first letter of the name you wish to search for.
- Use the **UP** and **DOWN** arrows to scroll through the names.
- Press the **DIAL** soft key to dial the number.

NOTE: A **DIR** key can have an extender to take you directly to one of the above lists.

# CALL PROGRESS DISPLAYS

During everyday call handling, your keyset display will provide information that is helpful and in some cases invaluable. Displays like [CALL FROM 203], [TRANSFER TO 202], [701: RINGING], [TRANSFER FM 203], [708 busy], [Camp on to 204], [Recall from 204], [Call for 501], [message frm 204] and [FWD ALL to 204] keep you informed of what is happening and where you are. In some conditions you are prompted to take an action and in other cases you receive directory information.

# DISPLAY NUMBER DIALED

Display keysets begin showing digits as they are dialed. They will stay in the display until the call duration timer comes on automatically or the **TIMER** button is pressed. If the call duration timer is not used, the number dialed will be displayed until the call is released, transferred or put on hold.

# CALL DURATION TIMER

The system can be set to automatically time outside calls. A few seconds after you dial a telephone number, the timer appears in the display. It appears immediately for incoming calls. The call timer continues for the duration of the call. Call duration times are displayed in minutes and seconds. If a call lasts longer than 60 minutes, the timer restarts.

You can press the **TIMER** key to manually begin timing a call. Press it again to stop timing. If you press it while the automatic timer is on, the call duration time is restarted.



# AUTO TIMER

Display keyset users may have the timer automatically start when they answer incoming calls or after a short delay on an outgoing call.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **11** to turn the auto timer on or **10** to turn it off.
- Press **TRANSFER** to store your selection.

# TIMER FUNCTION

Display keyset users may use this feature as a simple stopwatch.

- When the keyset is idle, press the **TIMER** button to start timing.
- Press the **TIMER** button again to stop timing.
- Read the elapsed time in the display.
- Lift the handset and replace it. The display will return to date and time.

# VIEWING MESSAGE INDICATIONS

You can view all of your message indications before you return them:

- With the handset on-hook, press the **MSG** key with the red flashing light.
- The first station that left a message indication will be displayed.
- Press the **UP** and **DOWN** arrows to scroll through the stations that left message indications. Use the soft keys to reply, clear or advance to the next message.
- Press the **SPEAKER** key to return your keyset to the idle condition.

# ALARM REMINDER MESSAGES

When you use the alarm/appointment reminder feature, you create a 16 character reminder message. When the alarm rings, your message will appear instead of [ALARM REMINDER]. To program reminder messages:

- Press **TRANSFER** and then dial **116**.
- Dial the alarm number **1** or **2**.
- Dial the time you want the alarm to go off. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY) or **2** (DAILY) to select the alarm type.
- Write your message using the dial pad keys. Each press of a key selects a character. Pressing the next key moves the cursor to the next position. For example, if your message is "TAKE MEDICATION," press **8** once to get the letter "T." Press **2** once to get "A." Press **5** twice to get "K." Continue selecting characters from the following table to complete your message.
- Press the **TRANSFER** key to store the alarm and reminder message.
- Repeat for each alarm if needed.

| | | | | | |
|---|---|---|---|---|---|
| COUNT | 1 | 2 | 3 | 4 | 5 |
| DIAL 0 | < | > | . | ) | 0 |
| DIAL 1 | space | ? | , | ! | 1 |
| DIAL 2 | A | B | C | @ | 2 |
| DIAL 3 | D | E | F | # | 3 |
| DIAL 4 | G | H | I | $ | 4 |
| DIAL 5 | J | K | L | % | 5 |
| DIAL 6 | M | N | O | ^ | 6 |
| DIAL 7 | P | Q | R | S | 7 |
| DIAL 8 | T | U | V | ✱ | 8 |
| DIAL 9 | W | X | Y | Z | 9 |
| DIAL ✱ | : | = | [ | ] | ✱ |

NOTES:
1. When the character you want appears on the same dial pad key as the previous character, press **UP** to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

To cancel an individual alarm and reminder message:

- Press **TRANSFER** and then dial **112**.
- Dial alarm number **1** or **2**.
- Press the **HOLD** key.
- Press the **TRANSFER** key.

# PERSONAL SPEED DIAL NAMES

Each personal speed dial number can have an 11 character name assigned to it. This name is used to select the speed dial bin when you are dialing by directory.

- Press **TRANSFER** and then dial **106**.
- Dial the speed dial bin number **00–49**.
- Write your message using the procedure described in *Alarm Reminder Messages*.
- Press the **TRANSFER** key to store the speed dial name.
- Repeat for each speed dial bin if necessary.



# STATION NAMES

You can assign an 11 character name to your keyset. This allows other display keyset users to call you using the directory dial feature.

To program a station name:

- Press **TRANSFER** and then dial **104**.
- Enter the 11 character name using the procedure described in *Alarm Reminder Messages*.
- Press **TRANSFER** to store the name.

# MANAGING KEY ASSIGNMENTS

You can view your key assignments and add extenders to some of your programmable keys for easy one touch operation of frequently used features.

An extender is a number that makes an otherwise general key very specific. Adding the digit “4” to a PAGE key defines this key for paging zone four. Adding “225” to a different pickup key will define this key as pickup for extension 225 only. The key must already be assigned by the technician.

- While on-hook, press **TRANSFER** and then dial **107**.
- Use the **VOLUME** keys to scroll through all of your programmable keys
  **OR**
  Press the programmable key to which you want to add the extender.
- When you reach a key listed below, dial the corresponding extender.
- Press **TRANSFER** to store and exit programming.

| KEY | DESCRIPTION | EXTENDER |
|---|---|---|
| **BOSS** | Boss/Secretary | 1–4 |
| **DP** | Direct Pickup | Extension or station group number |
| **DS** | Direct Station | Any extension number |
| **FWRD** | Call Forwarding | 0–5 |
| **GPIK** | Group Pick-Up | 01–08 |
| **IG** | In/Out of Group | Any group you are part of 5XX |
| **MMPG** | Meet Me Page | 0–5, ✱ |
| **PAGE** | Page | 0–5, ✱ |
| **PSMG** | Programmed Message | 01–20 |
| **SG** | Station Group | 5XX |
| **SPD** | Speding Dialing | 00–49, 500–799 |
| **DIR** | Directory | PERS (1), SYS (2) or STN (3) |
| **VT** | Voice Mail Transfer | Voice Mail Group (5XX) |

NOTE: Confirm that the cursor is placed correctly before you enter the extender.

# WHAT IS CALLER ID?

Caller ID is the name given to the telephone company-provided feature that delivers the telephone number and sometimes the name of the person calling your phone.

The Samsung iDCS 16 system supports Caller ID and in fact in the case where the number only is delivered, the system can be programmed to insert a name for a specific telephone number received. Up to a maximum of 200 numbers can be programmed.

Caller ID is provided by telephone companies as a charged service on analog PSTN lines. However, there are some circumstances where you will not receive the information. The most common reasons for this are:

- The caller has requested the Telephone Company to stop their telephone number being sent.
- The caller is calling from an area that cannot provide Caller ID, e.g. international calls.
- Callers are calling from a pay phone.
- The Caller ID information is corrupted when received from the telephone company.
- The Telephone Company does not send the Caller ID.
- The Telephone Company may send the name **MOBILE** to the system.

# SELECTING YOUR CALLER ID DISPLAY

You can decide if you want to see the Caller ID name or Caller ID number in the display. Regardless of which one is selected, you can press the **NND** key to view the other pieces of Caller ID information. To select the type of Caller ID information you wish to view first:

- With the handset on-hook, press **TRANSFER** and then dial **119**.
- Dial **0** if you do not wish to view CID information, **1** to view the NUMBER first or **2** to view the NAME first.
- Press **TRANSFER** to exit and store your selection.



# VIEWING THE NEXT CALLER ID CALL

In the event that you have a call waiting or a camped-on call at your keyset, you can press the **NEXT** key to display the Caller ID information associated with the call in queue at your keyset. Either the CID name or CID number will show in the display depending on your Name/Number selection.

To view Caller ID information for calls that have been camped-on to your keyset, press the **NEXT** key. If your keyset does not have a **NEXT** key, press the **CID** key and then the **NEXT** soft key.

# SAVING THE CALLER ID NUMBER

At any time during an incoming call that provides CID information, you may press the **SAVE** key to save the CID number. If your keyset does not have a **SAVE** key, press the **CID** key, the **SCROLL** key and then the **SAVE** soft key. The system must be using LCR to dial the saved number.

# REDIALING A SAVED CALLER ID NUMBER

To redial a number that has been saved, press the **SAVE** key or dial **17**.

NOTES:

1. Your telephone system must have LCR correctly programmed to redial the saved number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# STORING A CALLER ID NUMBER

At any time during an incoming call that provides CID information, you may save the CID number as a speed dial number in your personal speed dial list. To store a Caller ID number in a personal speed dial bin:

- Press the **STORE** key. The system displays the speed dial bin in which the number was stored, **OR**
- Press the **CID** key and then press the **SCROLL** key.
- Press the **STORE** soft key.
- The system displays the speed dial bin in which the number was stored.

NOTE: Your telephone system must have LCR correctly programmed to redial the saved number. If LCR is not being used on your system, you will not be allowed to STORE CID numbers.

# INQUIRE CALLER ID PARK/HOLD INFO

If you are informed that an incoming call is on hold or has been parked for you, you may view the Caller ID information before you retrieve the call. This may influence how you choose to handle the call.

From an idle keyset:

- Press the **INQUIRE** key, **OR**
  Press the **CID** key and then the **INQUIRE** soft key.
- Dial the trunk number.
- You may now answer the call by pressing the **ANS** key, **OR**
  You may use **NND** to view more information about this call, **OR**
  You can return to the idle condition by pressing **IGNORE**.

If you are on a call:

- Press the **INQUIRE** key. Your existing call will go on hold, **OR**
  Press the **CID** key and then the **INQUIRE** soft key to place the first call on hold.
- Dial the trunk number.
- You may now answer the call by pressing the **ANS** key, **OR**
  You may use **NND** to view more information about this call, **OR**
  You can return to the idle condition by pressing **IGNORE**.

NOTES:
1. If you are on an intercom call or you have Automatic Hold turned off, you must finish the existing call or place it on hold before inquiring.
2. If you inquire about an outgoing call, you will receive a [call no longer available] display.

# REVIEWING PAST CALLER ID CALLS

This feature allows you to review CID information for calls sent to your keyset. This list can contain 10–50 calls in a last-in, first-out basis. The list includes calls that you answered and calls that rang your keyset but that you did not answer. When reviewing this list, you can press one button to dial the person back. The system must be using LCR to dial the stored number. To access the CID information stored in your REVIEW list:

- Press the **REVIEW** key, **OR**
  Press the **CID** key and then press the **REVIEW** soft key.
- If you have entries in your review list, the most recent call will be shown first.
- You can now **CLEAR** this entry, **OR**
  Use **NND** to view more information about this call, **OR**
  Press **DIAL** to call this person back, **OR**
  Press **SCROLL** and then press **STORE** to save this number in a personal speed dial bin.

NOTES:
1. Each keyset defaults with ten review bins. Please see your system administrator to determine the number of bins assigned to your keyset.
2. Your system must have LCR correctly programmed to allow you to **DIAL** numbers from the review list or to **STORE** entries from the review list.

# LCR WITH CLEAR

When you are making an outside call using LCR and dial an incorrect digit, you can press the CLEAR soft key to cancel the digit and continue dialing the telephone number.

# SVM/SVMi E-Series

This section describes how to setup and use the various features available to a Subscriber. A Subscriber is a person that has been authorized access to the various features and services available in the SVM/SVMi E-Series. Please review this section carefully before you use your Authorized Features and Services, known as Subscriber Services.

Voice Mail is one of the Subscriber Services available. Your voice mail box has the capability of storing private messages, and offers a number of options for sending or redirecting messages as well as provides several ways to notify you of new messages.

Another very common Subscriber Service is Access Manager. This allows you control over when and where you receive your calls as well as what to speak to your callers in the event you are unable to speak to them directly. The 'events' are referred to as "Call Conditions". No-Answer, Busy, and Blocked are the most commonly used Call Conditions.

This guide can be used by Subscribers from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. See the SVM/SVMi E-Series Subscriber Services Menu Diagram for more details.

Note that some features and prompts detailed here may not be available to all Subscribers. See your System Administrator if you have questions about feature availability.



# ACCESSING YOUR MAILBOX

### *[Also known as Subscriber Services Menu]*

### Inside Callers *[Subscriber logging in from their Desk]*

- Dial the SVM/SVMi E-Series access number or press the key assigned to ring SVM/SVMi E-Series **[VMMSG]**.
- Enter your personal password when prompted (the default password is 0000).

### Outside Callers *[Subscribers calling from Cell Phones or outside of the office environment]*

- Dial the phone number that will be answered by the SVM/SVMi E-Series. The main greeting will answer.
- At the main greeting dial **[#]** plus your Subscriber (or mailbox) number (Subscriber and Mailbox numbers will usually match your extension number).
- Enter your personal password when prompted (the default password is 0000).

### Access your Subscriber Services (or Mailbox) from a Station other than your Own (or checking a mailbox associated with a different station)

- Press the **[VMMSG]** key or dial the SVM/SVMi E-Series **group number**. You will be prompted to enter a password.
- Press **[*]**. This will take you to the Main Auto Attendant Menu.
- Press **[#]** plus the Subscriber number of your choice. You will be prompted to enter you password.

At this point the inside and outside callers follow the same instructions. You will hear a message stating the number of messages left in your mailbox. You will then hear the Subscriber Services Menu with the following options:

**1** **Listen to New Messages** - See Listening to your Message.

**2** **Record and Send Message** - See Sending Messages.

**3** **Review Saved Messages** - See Listening to your Message.

**4** **Access Manager** - See Access Manager.

**5** **Personal Greetings** - See Personal Greetings.

**6** **Mailbox Administration** - See Mailbox Administration.

**#** **Personal Services** - See Personal Services.

***** **Return to Main Menu.**

# SVM/SVMi E-Series Subscriber Services Menu

NOTE: All options shown MAY NOT be authorized. If an option is not available please speak to your system administrator.

# GETTING STARTED

Using your new SVM/SVMi E-Series Subscriber Services is as simple as following a few simple spoken instructions. First time users should read this section as a tutorial. You should start with the following steps:

- Access your Subscriber Services Menu - You already know how to do this.

**From the Subscriber Services Menu:**

- Record a Primary/No-Answer Personal Greeting. Dial **[5][1]**.
- Record a Mailbox Greeting. Dial **[5][7]**.
- Change your access code (Password). Dial **[#][7][1]**.
- Record your name. Dial **[#][7][2]**.
- Enter your directory name. Dial **[#][7][3]**.

After you have completed the steps above your Subscriber Services are set up and ready to use.

# LISTENING TO YOUR MESSAGES

If there are new messages in your mailbox your **[VMMSG]** key will be lit. Call the SVM/SVMi E-Series by pressing this key, and when prompted enter your password. You will then be at the Subscriber Services Menu. Select **[1]** to listen to new messages or **[3]** to listen to saved messages.

**Note:** After you enter your password, if "Autoplay of New Messages" is enabled and you have new messages the SVM/SVMi E-Series will begin to play them automatically. A subscriber can control this feature. From the Subscriber Services Menu **[6] [5]** toggles "Autoplay of New Messages" ON/OFF.

**1** LISTENING TO NEW MESSAGES
**11** GROUP NEW MESSAGES
**2** RECORD AND SEND A MESSAGE
**3** LISTENING TO OLD MESSAGES
**33** GROUP OLD MESSAGES
**4** ACCESS MANAGER
**5** PERSONAL GREETINGS
**6** MAILBOX ADMINISTRATION
**8** PAUSE / RESUME
**0** PLAY MENU OPTIONS



**✱** EXIT TO AUTO ATTENDANT
**#** PERSONAL SERVICES

**1 or 3**

# LISTENING TO OLD OR NEW MESSAGES

**1** Play / replay the message you just heard.

**11** Play the previous message.

**2** Save the message you just heard and listen to the next message.

**3** Delete the message you just heard and listen to the next message.

**4** Reply to the message.

This will allow you to leave a message in the mailbox of the sender (if the sender has a mailbox on this system).

**5** Return the call directly to the telephone number that left the message.

This will work for internal and external callers, but Caller ID service is needed to use this feature on an outside call.

**55** Deliver a fax copy.

This will allow you to receive attached faxmail document(s). Faxmail documents can be delivered to any fax machine of your choice as long as out calling is authorized. You can also have faxmail messages automatically delivered to the fax machine of your choice.

**6** Forward the message and saves a copy.

The subscriber can be selected by dialing their mailbox number (nnn), using the directory service (#) or you may also add comments and leave it as a memo to yourself (##).

The Send and Copy Service (option 6) allows a user to send copies of a message to multiple recipients easily. A different introduction message may be left for each recipient.

**7** Rewind the message 5 seconds.

**77** Change playback volume of the recording.

There are two levels of volume during playback. Dialing this code will toggle between the two levels.

**8** Pause or resume during message playback.

**9** Fast forward the message 5 seconds.

**99** Change playback speed of the recording.

There are two levels of speed during playback. Dialing this code will toggle between the two speeds.

**0** Play options.

Pressing this key will play all the menu options available to you from this point.

**00** Hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.

**#** Move to the next message. This does not Save or Discard the current message - it is retained as new.

**##** Scan. Plays first 7 seconds of a message then skips to next message. This is similar to the scan button on a radio. It will allow you to find a specific message quickly. To stop scanning press **[1]**.

**✱** Cancel and return to previous menu.

**11** or **33**

# GROUP NEW OR OLD MESSAGES

Messages can be grouped as either Reminders, press **[3]** or Messages from a specific sender, press **[9]**.

Additionally you can press **[#]** and hear a summary of your mailbox contents:

a) Number of messages
b) Number of reminders
c) Number of urgent messages
d) Number of messages needing a callback
e) Number of private messages
f) Number of fax messages

**2**

# RECORD OR SEND A MESSAGE

This option is used to send a message to another subscriber. The steps are simple:

a) Enter the recipient's mailbox number, or if this is not known enter **[#]** to use the system directory.



b) Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:

**1** Review
**2** Continue Recording
**3** Discard and Re-Record
**4** Set Message Attributes (Delivery Options)
**5** Schedule Future Delivery
**6** Save and Send then Send a Copy to Someone Else
**#** Save and Send the Recording

## Setting Message Attributes

If after recording a message you select **[4]** you can set up any combination of the following delivery options:

**1** Urgent Delivery
**2** Return Receipt Requested
**3** Request a Call Back
**4** Private Delivery
**5** Reply Required
**✱** Exit

## Scheduling Future Delivery

If after recording a message you select **[5]** to schedule future delivery, you will be able to set message attributes and set this message as:

**#** Immediate Delivery
**1** Next Few Hours
**2** End of Current Business Day (based on your Availability Schedule)
**3** Beginning of Next Business Day (based on your Availability Schedule)
**4** A Coming Day of the Week
**5** Specific Day / Time
**✱** Exit

**4**

# ACCESS MANAGER

The Access Manager allows the subscriber to set a number of options for when, where and how, and/or if the SVM/SVMi E-Series contacts you when a caller dials your extension number. All of the options are toggled on/off based on their current status when you access them.

**Note: ALL** Access Manager options **MUST** be individually allowed by the System Administrator for each Subscriber. They are:

**1 Follow Me**

Allows the subscriber to enter an alternate location and set how long the new destination (Designated Location) will be active. This number may be an internal or external number. This is useful if you are frequently traveling or changing the number where you can be reached.

When Follow Me is activated, the transfer will be supervised and confirmed. This means that if the call is not answered or if rejected by the Subscriber at the designated location it will be recalled to the Subscriber's mailbox.

**3 Call Blocking**

When this feature is active, callers will not be transferred to your extension, they will hear your 'blocked' greeting (if recorded) and will go directly to your mailbox if they do not select any or are not offered any other options.

**4 Call Forwarding**

Unlike Follow Me where the subscriber wants to take their calls at an alternate location this feature allows the subscriber to pass control of his calls to another Subscriber. The "Forwarded To" Subscriber will now be in control of the caller and the caller will NOT return to originating Subscriber's Mailbox. If the "Forwarded To" Subscriber does not answer the caller it will now follow what ever the "Forwarded To" Subscriber has set up for their call conditions. The Caller will hear "Forwarding to" "{Subscriber Name}" before actually being forwarded.

**5 Call Screening**

If this is turned on, the caller will be asked their name and the SVM/SVMi E-Series will play this name to you before the transfer, giving you an option to accept or reject the call.

**6 Find Me**

Find Me, when enabled, will attempt to locate the subscriber by calling a list of preprogrammed phone numbers. The stored phone numbers are entered in 'Personal Services' **[#][2]** (if allowed by the Administrator). The stored telephone number list can contain up to 9 preprogrammed telephone numbers. The Find Me feature only use the first five.



**7 Night Intercept**

This feature is dependent on your weekly availability schedule, which is entered in 'Personal Services' **[#][3]** (if allowed by the Administrator). When Night Intercept is active the SVM/SVMi E-Series will first ring your extension 0 then play your primary, No Answer greeting during the day (when you are available) and will NOT ring your extension but simply play your Night greeting during the night (when you are not available).

**Note:** This does NOT use the Day and Night schedules of the phone system. It is solely controlled by the Subscriber's Availability Schedule.

**8 Pause / Resume**

**✱ Exit from Access Manager**

**0 Play All Options**

**# Play Access Coverage**

This feature is useful for finding out how you current access settings are set. It will also tell you what greetings will play under each of the call conditions you have setup.

# 5

# PERSONAL GREETINGS

The options available in this menu will be determined by your System Administrator, and not all of them may be available to you. In the simplest systems, only a mailbox greeting will be available, additional greetings may be accessible in more complex systems.

Your Personal Greeting will be played every time someone dials your extension and you do not answer.

You may record up to 9 Personal Greetings, and you may assign any one of them to be active. There are several different 'Call Coverage' conditions to which you may assign any of your 9 greetings. The Call Coverage Conditions are: No-Answer, Busy, and Do Not Disturb (or Forwarded All). This will allow different greetings to play depending on the type of call forward that you have set, or the condition of your telephone.

The Call Coverage conditions that you can assign specific greetings to are selected by the following digits:

**1 Primary/No Answer Greeting**

Used when in your office, away from your desk or during the time peri-

od you are scheduled available. If this is the only Personal Greeting you record, it will play for all call coverage conditions.

This option is available only if the Administrator has assigned you the 'Basic Greeting' feature.

Example: “Hi this is John Smith. I'm sorry I am not available to answer your call. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1.”

**2 Busy Greeting**

Played to a caller when you are already talking to someone on your extension or the telephone at your Designated Location.

This option is available only if the Administrator has assigned you the 'Busy Greeting' feature.

Example: “Hi, this is John Smith. I'm on another line right now. If someone else can help you, please enter the extension number now. Or, to leave a message, press 1.”

**3 Call Blocking Greeting**

Used while Call Blocking is enabled in your Access Manager or if your phone is forwarded ALL or DND.

This option is available only if the Administrator has assigned you the 'Call Blocking' feature.

Example: “Hi, this is John Smith. Sorry I missed your call, but I'm going to be out of the office for the next few hours. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1.”

**4 Night Greeting**

Used during the time period you are scheduled UNAVAILABLE, usually after business hours during the evening and at night.

This option is available only if the Administrator has assigned you the 'Scheduling' feature.

Example: “Hi, this is John Smith. I've left the office for the evening. If you would like to try someone else, please enter the extension number now. Or, to leave me a message, press 1.”

**5 Call Screening Greeting**

Used while Call Screening is enabled, and you REJECT a caller after listening to the caller's record name.

This option is available only if the Administrator has assigned you the 'Call Screening' feature.



Example: “Hi, this is John Smith. I'm sorry, but I am not available to speak with you at this time. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1.”

**6 Edit Personal Greetings**

You may also edit/record each one of the greetings (1-9) at any time.

Select a greeting number to edit and follow the instructions to record your greeting. When you are done recording your greeting, you will be able to listen to the greeting you recorded, save the greeting you recorded and return to the previous menu, record the greeting again, or exit without saving the greeting.

**Note:** If you record only the greeting assigned to the No-Answer Call Coverage Condition, then that greeting will play to callers for all Call Coverage Conditions (No-Answer, Busy, Blocked, Night, and Rejected Caller). In this case, the salutation part of the greeting should be very general.

**7 Edit Mailbox Greeting**

Used whenever a caller reaches your mailbox or if you have not recorded any of the Call Coverage greetings. The way a caller is transferred to your mailbox greeting directly, is by another subscriber transferring the caller to your mailbox using the VT (VoiceMail Transfer) key.

This option is available only if the Administrator has assigned you the 'Mailbox Greeting Option' feature.

Example: “Hi, this is John Smith. Please leave me a message, I will call you as soon as I can.”

**Note:** This greeting will only play if none of the 5 personal greetings has played to the caller. A common usage for this Greeting is when another Subscriber is talking with a caller and uses the VT key on their phone to transfer the caller directly to your Mailbox.

# 6

# MAILBOX ADMINISTRATION

The Mailbox Administration menu is used to turn on and off your pager notification, message alert options and other message control features.

**1 Message Alert**

When this function is activated, the SVM/SVMi E-Series will call any outside or inside telephone number, after each message is left in your voice mailbox.

To hear your message at the remote location when the SVM/SVMi E-Series calls you, after you pick up the telephone and answer you will be instructed that there is a message and to enter your password. Simply enter your password and you will now be logged in.

**Setting Up Message Alert:**

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[1]** for Message Alert.
- There are 4 options available to you:

  Press **[1]** to toggle message alert on and off.

  Press **[2]** to set the schedule when you would like to be notified.

  Press **[3]** to be notified on urgent messages only.

  Press **[4]** to set the destination phone number.

**2 Pager Notification**

When this function is activated, the SVM/SVMi E-Series will call your beeper service and notify you after each message is left in your voice mailbox.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[2]** for pager notification.
- There are 4 options available to you:

  Press **[1]** to toggle pager notification on and off.

  Press **[2]** to set the schedule when you would like to be paged.

  Press **[3]** to be notified on urgent messages only.

  Press **[4]** to set the pager phone number.

**3 Undelete**

When this function is activated, the SVM/SVMi E-Series will allow you to undelete any messages that you have recently deleted (up to the programmed Daily Maintenance Time, which is set to 3 a.m. by Default the following morning).

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[3]** for Deleted Messages.

Deleted voice mail messages are temporarily stored in memory until 3 a.m. the following day. Select this option to recover ("undelete") previously deleted messages, during this period of time.



**4 Undelivered Retrieval**

When this function is activated, the SVM/SVMi E-Series will allow you to recall any messages you have sent that have NOT yet been picked up by the recipient.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[4]** for Undelivered Messages.

This useful feature will allow you to cancel any messages that have NOT yet been picked up by the recipient.

**5 Auto Play New Messages**

If this option is enabled, after you enter your password correctly any new messages will immediately begin to play. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[5]** to Set Auto Play of New Messages.

**6 Auto Play Message Information**

If this option is enabled, the date, time and sender's name will be played automatically before each message. If this is disabled, the information must be requested manually by pressing '00'. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[6]** to Set Auto Play of Message Information.

# 9

# MESSAGE BROADCAST

This option will only be available if it has been allowed by the System Administrator.

**Broadcast to All Mailboxes**

If you have been designated as a Subscriber Administrator, you may send a message to ALL mailboxes in the system.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[9]** for Broadcast Messages.

This option will only be available if your mailbox has been assigned Subscriber Administration privileges.

#

# PERSONAL SERVICES

The Personal Administration Menu is used to set your password and record your name. Many of these features must be allowed by the System Administrator.

**1 Workload Management**

Allows you to access to all reminders, both Active and Pending. If authorized you can group your reminders as Commitments, Follow-Ups or Tasks for better organization. The system will flag each reminder as Active or Pending (pending means scheduled for future delivery).

**2 Stored Numbers**

Allows you to enter up to 9 stored phone numbers. The first five of these are used in the 'Find Me' feature, but any of them (1-9) can be easily dialed using only one digit followed by the pound key, to be used by many other features from within your subscriber space. (ie: “Follow Me, “Message Alert”, “Pager Alert”, and “Direct Call”).

**3 Schedule Availability**

Allows you to enter a weekly availability schedule for use with Night Personal Greeting and the Auto Night Intercept feature. Follow the spoken directions to enter the days of the week and times you are generally available to talk to your callers. All other times you will be considered unavailable.

**5 Place a Direct Call**

Allows you to place a direct call out of the SVM/SVMi E-Series from anywhere. You may either dial the number or dial a single digit 1-5 that corresponds to a stored number (See Personal Services, 2 - Stored Numbers). This feature must be authorized by the System Administrator and can be limited or opened to internal, local, and long distance calls.



**7 Personal Administration**

This area is used during the initial set up of your Subscriber Settings (see next section).

# PERSONAL ADMINISTRATION SETTINGS

This menu allows you to make changes to basic setup settings, that are rarely changed. Use these when you initially set up your personal Subscriber settings. You probably will not need to change them after that.

**1 Setting your Password**

- From the Subscriber Services Menu press **[#][7][1]**.
- The current password will be played and you will have the chance to change it.

**2 Recording your Name**

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the SVM/SVMi E-Series system.

- From the Subscriber Services Menu press **[#][7][2]**.
- The current name will be played and you will have the chance to change it.

**Note:** It is possible that if you do not record your name and/or enter your Directory Name (described below), you will not be included in the Dial by Name Directory.

**3 Entering your Directory Name**

Use this option to enter your Directory Name. Your Directory Name is used by callers to find you if they do not know your extension number.

- From the Subscriber Services Menu press **[#][7][3]**.
- The current Directory Name will be played as a string of digits that are equal to your name spelled out on your telephone keypad. Follow the instructions to enter a new name. You will be prompted to enter your last name and then your first name.

This must be done in order for the directory feature to work correctly.

**Note:** It is possible that if you do not record your name (described above) and/or enter your Directory Name, you will not be included in the Dial by Name Directory.

**4 Extended Prompting**

Use this option to drastically reduce the number of prompts played in the subscriber interface (mailbox prompts). Change this setting only if you are very familiar with the user operation of the SVM/SVMi E-Series.

**Note:** Remember if you know what digits to press, you can enter them at any time you do not have to wait to be prompted. This feature can be toggled on/off at anytime. Also if it is off you will be prompted within each subscriber menu to press zero for more options. This enables you to still be able to find out what to do if you were to get lost and extended prompting was disabled.

# KEYSET USER FEATURES

The following options are available if you have a display keyset. They require setup by the System Administrator.

## Message Waiting Lights

When new messages are left in your mailbox, the voice mail message light on your keyset will flash. Press this flashing key **[VMMSG]** and follow the prompts to retrieve messages. This key may be pressed at any time to log into your Subscriber Main Menu.

## Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to your voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mail box. At this time you will only be monitoring the call, you can not talk to the other party until you answer. You may pick up the call at any time or ignore it.

To activate this feature press the **AME** button. The associated indicator will be lit steady. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

While the caller is leaving a message or ringing you may:

- Press **[#]** to immediately put the caller in your voice mailbox and monitor it.
- Press **[*]** to immediately disconnect your station. The caller continues to leave a message normally.
- Pick up the handset and monitor privately.
- Press **ANS** / **RLS** to answer the call (using the handset or speaker).

## AME Password

If your keyset has **AME PASSWORD** (MMC 110) set to **YES**, you must enter your station password to listen to messages being left. This will prevent unauthorized people from listening to messages being left for you.

If the password option is turned on, while a message is being left, press the flashing **AME** indicator and enter your station password (not your SVM/SVMi E-Series password). You will then hear the message being left.

## Call Record

If you have a call record button assigned to your phone, you may press it at any time, to record the conversation in progress. If you have a display keyset, you will also have the soft key options to pause and time the message.

# SHORTCUTS

## Calling

Calling a station that is busy or does not answer you can press **[#]** to immediately send the call to the called parties mailbox.

## Being Called

If your phone rings and you want to send the caller directly to your mailbox, simply press **[#]**.

## Direct Messaging

**[#] + DSS** To make it easy to leave messages for others in your office without having to dial their extension number first, keyset users may simply dial **[#]** plus a mailbox (extension) number and leave a message directly. If you dial a busy extension press **[#]** to connect directly with the mailbox.

## Self Memo (Reminder)

Pressing **[##]** will leave a message in your own mailbox. This is useful to remind yourself of things to do now or in the future. Messages can be sent with future delivery so you can have the system call you when items become due.

# INTERACTIVE DISPLAYS

Display keyset users have the added advantage of using the soft keys and displays to play, save, delete, reply, call, forward, rewind, pause, fast forward, change the volume, get message information, or help.

## Viewing Mailbox Contents

If you have new messages, in addition to the Terminal Status Indicator (TSI) you will be able to use the keyset displays and soft keys to communicate with the SVM/SVMi E-Series.



# PERSONAL SPEED DIAL NUMBERS

| CODE | NAME | TELEPHONE NUMBER |
|---|---|---|
| 00 | | |
| 01 | | |
| 02 | | |
| 03 | | |
| 04 | | |
| 05 | | |
| 06 | | |
| 07 | | |
| 08 | | |
| 09 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |
| 20 | | |
| 21 | | |
| 22 | | |
| 23 | | |
| 24 | | |

# PERSONAL SPEED DIAL NUMBERS

| CODE | NAME | TELEPHONE NUMBER |
|---|---|---|
| 25 | _____ | _____ |
| 26 | _____ | _____ |
| 27 | _____ | _____ |
| 28 | _____ | _____ |
| 29 | _____ | _____ |
| 30 | _____ | _____ |
| 31 | _____ | _____ |
| 32 | _____ | _____ |
| 33 | _____ | _____ |
| 34 | _____ | _____ |
| 35 | _____ | _____ |
| 36 | _____ | _____ |
| 37 | _____ | _____ |
| 38 | _____ | _____ |
| 39 | _____ | _____ |
| 40 | _____ | _____ |
| 41 | _____ | _____ |
| 42 | _____ | _____ |
| 43 | _____ | _____ |
| 44 | _____ | _____ |
| 45 | _____ | _____ |
| 46 | _____ | _____ |
| 47 | _____ | _____ |
| 48 | _____ | _____ |
| 49 | _____ | _____ |



# NOTES

# iDCS KEYSET USER GUIDE

## SAMSUNG iDCS 16 SYSTEMS

*March 2005*

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# ABOUT THIS BOOK

Your iDCS keyset is the most visible part of your telephone system. No matter what model keyset you are using telephone calls are handled the same way. The 28D and 18D keysets have additional conveniences that are not available to 8D keyset users. These are noted throughout this guide.

Please take the time to study this guide and to become familiar with the operation of your keyset. Keep this guide handy. You may need to look up instructions for infrequently used features.

Learning to use your keyset correctly will make everyday telephone communications a breeze.

This book is written based on the factory default settings for the feature access codes. Sometimes, due to programming requirements, these codes may be changed. If you find that a feature code does not work as described in this book, please contact your installation and service company to determine the correct code.

# THINGS YOU SHOULD KNOW

## USER ORIENTATION

iDCS telephones are called “keysets.” They contain buttons or “keys” that are used to access or activate the many features of your office phone system. The keys with paper designation strips are programmable keys. This means they can be programmed for a specific function on your keyset and that same button can be something different on another keyset. See the system manager to get your most frequently used features assigned to your programmable keys. When changes are made, be sure that your programmable keys are relabeled properly.

Lines from the telephone company are “C.O. lines.” Calls on these lines are referred to as “outside calls.” Your system can have individual C.O. line keys or lines may be assigned to groups. When they are in a group, you access a line by dialing an access code or pressing a route button. For example, dial 9 or press a “LOCAL” key to get a local outside line. If Least Cost Routing is used, pressing the “LCR” key will automatically select a preprogrammed C.O. line according to what digits are dialed. Each line in the system is numbered, beginning with 701, then 702, 703, etc.

Direct Station Selection (DSS) keys are programmed to ring specific stations. You can press a DSS key instead of dialing the extension number. A DSS key lights red when that station is busy (Busy Lamp Indication).

iDCS keysets provide distinctive ring patterns:

- Outside calls have a single ring tone repeated.
- Internal calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a triple ring tone repeated.

## CALL INDICATIONS

The keys on your phone have light emitting diodes (LEDs). These are tri-colored LEDs that light green, red or amber (green and red together).

Intercom calls, also called internal calls, always appear on your CALL buttons. They will always light green. You can have up to eight CALL buttons, but at least two are recommended.

Outside calls appear on individual line keys if they are assigned. When an individual line is not assigned to its own key, it will appear on a CALL button.



Your outside calls will light green on your keyset and red on other keysets. You never lose sight of your calls while they are on hold. They stay right where you put them and are identified with a green flashing light.

Some simple rules to remember:

- Any steady LED indicates the line or feature is in use.
- A fast flashing green LED indicates a new call ringing in.
- A slow flashing green or red LED indicates a call is on hold.
- A slow flashing amber LED indicates a recall to your keyset.

## SPEAKERPHONE

All iDCS keysets are speaker phones. Pressing the **ANS**/**RLS** key will answer or release a call on the speakerphone. Switching from the handset to the speakerphone is easy. Press the **SPEAKER** key and hang up the handset.

## VOLUME CONTROLS

The iDCS keysets use the UP and DOWN keys to adjust the ringer volume while the keyset is ringing, the speaker volume while the speakerphone is in use and the handset volume while you are listening. These three levels will be stored in memory until changed. If background music is turned on at your keyset, the volume keys will also control the level of music. The volume of pages heard through the speaker of a keyset can be adjusted during a page announcement by using the volume keys. There are 16 levels for each volume setting. The volume of off-hook ring is controlled by a user-programmable setting.

## TERMINAL STATUS INDICATOR

The terminal status indicator light is positioned on the top right corner of the keyset above the display. The terminal status indicator is a tri-colored (red, green, and amber) light that provides greater visibility of your keysets status than the individual key LEDs. The terminal status indicator provides the following indications:

- Busy/Off Hook — Steady Red
- Intercom Ring — Flashing Red
- Outside Call Ring — Flashing Green
- Recall Ring — Flashing Amber
- Message Waiting — Flashing Red
- Do Not Disturb — Fast Flash Red at 1 Second Intervals

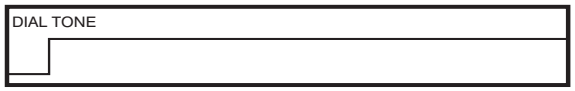
# FEATURE ACCESS CODES

This user guide is written based on the default access code for using system features. If the system numbering plan has been changed some of the access codes may not be correct. Your installing company can inform you of the correct codes.

# SYSTEM TONES

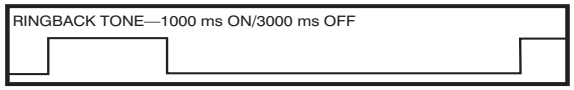
The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone—A steady tone that indicates you can begin dialing.



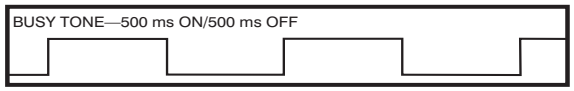

CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.



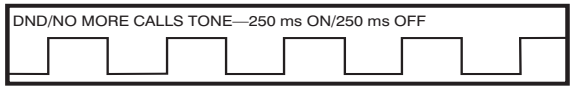

CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.



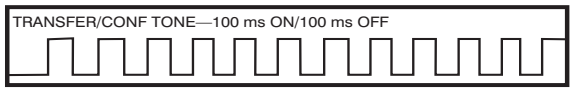

CONTINUOUS

DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.




FOR TEN SECONDS

Transfer/Conference Tone—Indicates your call is being held and you can dial another party.

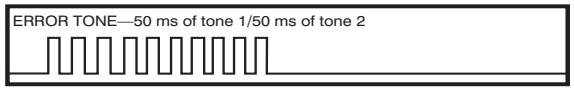



CONTINUOUS

Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.

FOR ONE SECOND (programmable)

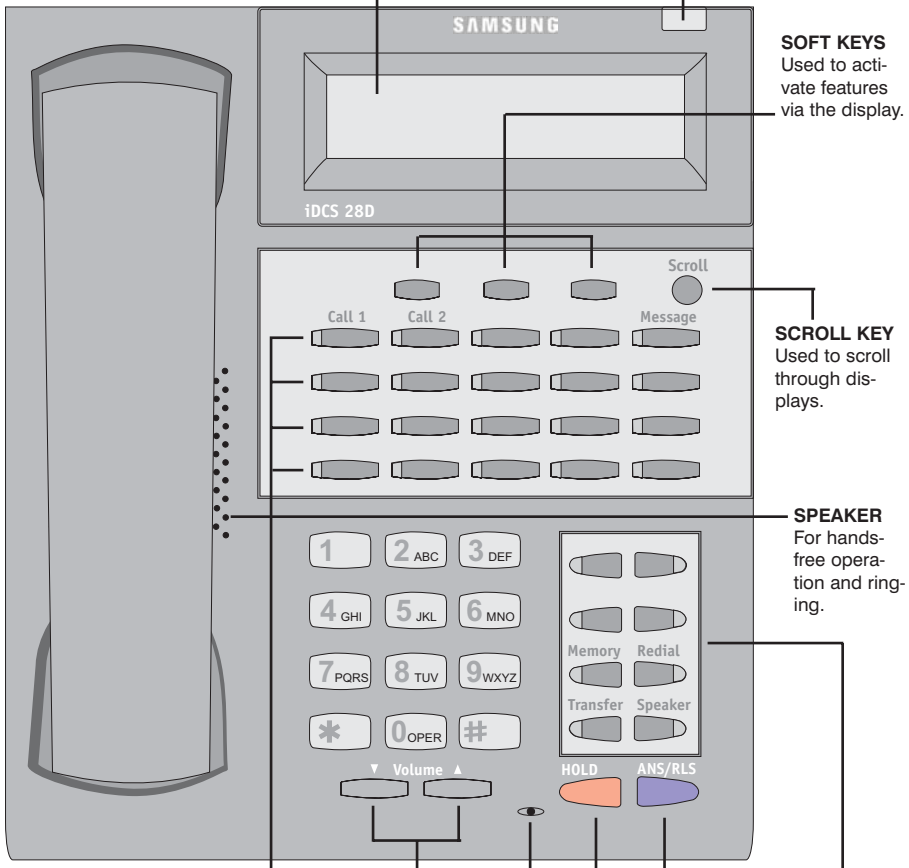
Error Tone—A distinctive two level beeping tone indicates you have done something incorrectly. Try again.




FOR THREE SECONDS



# iDCS 28D KEYSET




**32 CHARACTER DISPLAY**
Two lines with 16 characters each.

**TERMINAL STATUS INDICATOR**
Used to provide your keyset status.

**SOFT KEYS**
Used to activate features via the display.

**SCROLL KEY**
Used to scroll through displays.

**SPEAKER**
For hands-free operation and ringing.

**MICRO-PHONE**
For handsfree operation.

**HOLD KEY**

**ANSWER/RELEASE KEY**

**20 PROGRAMMABLE KEYS WITH TRI-COLORED LIGHTS**
Used for CALL buttons, intercom calls, outside lines and many other system features.

**VOLUME CONTROL KEYS** Used to set independent levels for handset, speaker, background music, ring and page volumes.

**8 PROGRAMMABLE KEYS WITH TRI-COLORED LIGHTS** Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialing and many other system features.

# iDCS 18D KEYSET

**32 CHARACTER DISPLAY**
Two lines with 16 characters each.

**TERMINAL STATUS INDICATOR**
Used to provide your keyset status.

**SOFT KEYS**
Used to activate features via the display.

**SCROLL KEY**
Used to scroll through displays.

**SPEAKER**
For handsfree operation and ringing.

**10 PROGRAMMABLE KEYS WITH TRI-COLORED LIGHTS**
Used for CALL buttons, intercom calls, outside lines and many other system features.

**VOLUME CONTROL KEYS** Used to set independent levels for handset, speaker, background music, ring and page volumes.

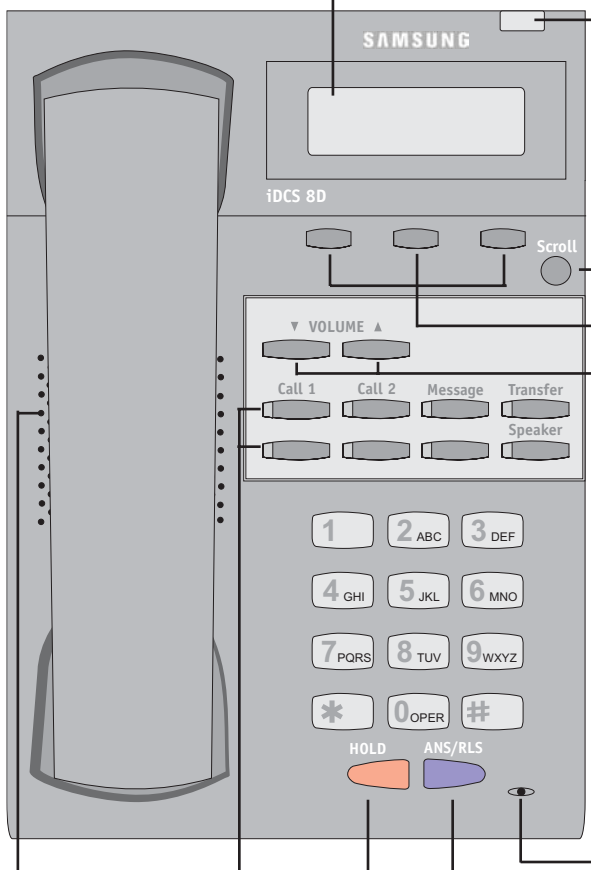
**MICRO-PHONE**
For handsfree operation.

**HOLD KEY**

**ANSWER/RELEASE KEY**

**8 PROGRAMMABLE KEYS WITH TRI-COLORED LIGHTS** Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialing and many other system features.

# iDCS 8D KEYSET




**32 CHARACTER DISPLAY**
Two lines with 16 characters each.

**TERMINAL STATUS INDICATOR**
Used to provide your keyset status.

**SCROLL KEY** Used to scroll through displays.

**SOFT KEYS** Used to activate features via the display.

**VOLUME CONTROL KEYS** Used to set independent levels for handset, speaker, background music, ring and page volumes.

**MICROPHONE**
For handsfree operation.

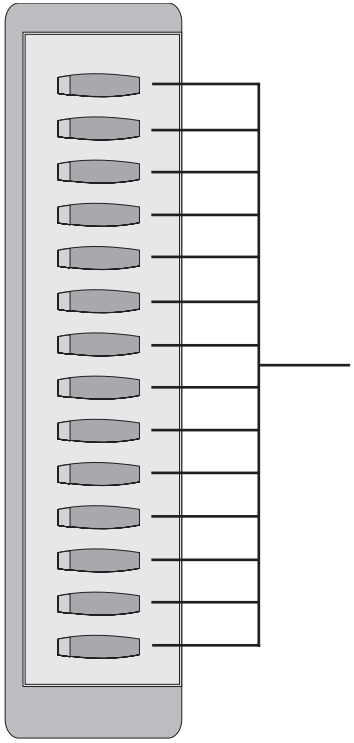
**SPEAKER**
For handsfree operation and ringing.

**HOLD KEY**

**ANSWER/ RELEASE KEY**

**8 PROGRAMMABLE KEYS WITH TRI-COLORED LIGHTS** Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialing and many other system features.

## iDCS 14B STRIP



**14 PROGRAMMABLE KEYS WITH RED LIGHTS** Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialing and many other system features.

## iDCS KDB-FULL DUPLEX (FKDBF)

The standard speakerphone mode of operation for a iDCS keyset is “half duplex”. This means that you cannot transmit and receive speech at the same time. Adding a FKDBF to your keyset will convert the speakerphone into full duplex mode enhancing its operation. In addition the FKDBF may have up to three (3) external microphones attached to it for conference room type applications. These microphones require an “EXTMIC” key programmed on the keyset to activate or deactivate them.

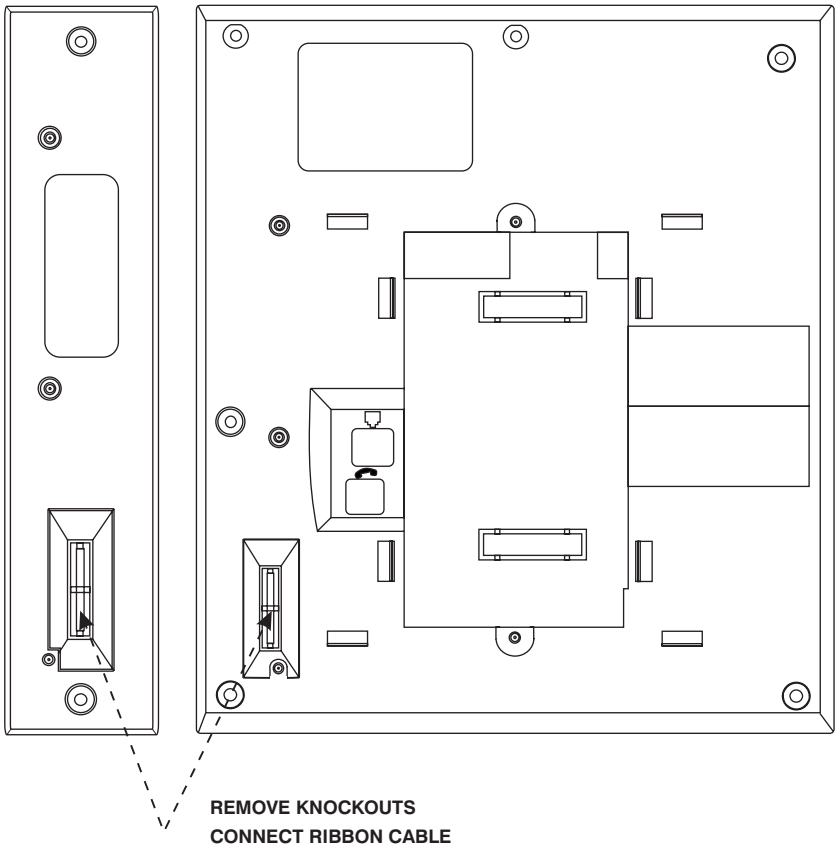


# ASSEMBLING YOUR KEYSET

- Place the keyset face down on a flat surface.
- Remove the base pedestal by placing your thumbs over the attachment clips and press outward while simultaneously pressing down on the keyset body with your fingertips.
- Plug the handset cord into the jack marked with the symbol.
- Route the handset cord out the RIGHT side of the keyset as you look at it face down.
- Reattach the base pedestal.
- Plug the line cord into the jack on the base of the keyset marked with the symbol and route it through one of the cable channels in the bottom of the base pedestal.

# ADDING AN iDCS 14 BUTTON KEY STRIP

- Place the keyset face down on a flat surface.
- Remove the base pedestal by placing your thumbs over the attachment clips and press outward while simultaneously pressing down on the keyset body with your fingertips.
- Remove the ribbon cable knockout from the bottom of the keyset.
- Clip the 14 button strip to the side of the keyset.
- Plug one end of the ribbon cable into the keyset and the other end into the 14 button strip.
- Place the support bracket over the ribbon cable and secure with the six screws provided.
- Reattach the base pedestal.






# OUTSIDE CALLS

## MAKING AN OUTSIDE CALL

- Lift the handset and press an idle outside line button, line group button or dial a line access code to receive dial tone—**OR**—press an idle outside line button, line group button or dial a line access code to receive dial tone through the speaker—**OR**—press **SPEAKER**, receive intercom dial tone and dial a line access code.
- Dial the telephone number.
- Finish the call by replacing the handset or pressing the **ANS**/**RLS** key.

NOTE: You will receive No More Calls tone when you attempt to make a call and there is no key available for that line.

- If Least Cost Routing is enabled on your phone system, this button may be labeled **LCR** or accessed by dialing an access code (usually **9**).
- If your system is programmed to require an authorization code before making a call, dial ✱ plus a valid code before selecting a C.O. line.
- If your system is programmed to require an account code before making a call, press the **ACCT** button or dial **47** plus a valid bin number, press the **ACCT** button again and then select a C.O. line.

For more information on authorization and account codes, see your system administrator.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

## ANSWERING AN OUTSIDE CALL

- Lift the handset and you are automatically connected to the ringing call. *See Ring Preference under Customizing Your Keyset*—**OR**—press the **ANS**/**RLS** key to automatically answer on the speakerphone.

NOTE: If a call is flashing at your keyset but not ringing, you must press the flashing button to answer.

## UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67** or press the **UA** key. This device can operate in any one of the six different ring plans.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

## RECALL DIAL TONE

Press the **NEW** button to disconnect your existing call, wait for dial tone and then make a new call on the same line.

NOTE: If this button does not appear on your keyset, the **FLASH** key may be programmed to recall dial tone.

## SENDING A FLASH

While on an outside call, press the **FLASH** key to send a flash to the telephone company. This is required for some custom calling features or CENTREX use.

NOTE: Flash is not available on an ISDN circuit.

## BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you are selecting an outside line, this means that the line or group of lines is busy.

- Press the **CBK** key, if programmed, or dial **44**. You will hear confirmation tone.
- When the line becomes free, the system will call you back.
- Lift the handset or press the **ANS**/**RLS** key to answer, wait for dial tone and dial the telephone number or speed dial number again.

NOTES:
1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

## CANCELING CALLBACK

A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.

Your phone may have a maximum of five callbacks to lines and/or stations set at a time. To cancel a callback:

- Press the **CBK** key, if programmed, or dial **44**. You will hear confirmation tone.
- While you are listening to confirmation tone, press the **HOLD** key. This will cancel the oldest set callback.

NOTES:
1. If the hot keypad feature is turned off, you must first lift the handset or press the **SPEAKER** key before dialing.



# INTERCOM CALLS

## CALLING OTHER STATIONS

- Dial the extension number or group number.
- Wait for the party to answer. If you hear a brief tone burst instead of ringback tone, the station you called is set for Voice Announce or Auto Answer. Begin speaking immediately after the tone.
- Finish the call by replacing the handset or pressing the **ANS**/**RLS** key.

NOTES:
1. If you have a **DSS** key assigned to an extension or station group, you may press this key instead of dialing the number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## ANSWERING INTERCOM CALLS

- When your keyset rings, simply lift the handset—**OR**—press the **ANS**/**RLS** key to be connected to the calling station.
- Finish the call by replacing the handset or pressing the **ANS**/**RLS** key.

See *Ring Preference* under *Customizing Your Keyset*.

## VOICE ANNOUNCE MODE [INTERCOM CALLS ONLY]

When another station calls you, your keyset will sound a brief attention tone and you will hear the caller's announcement.

- Press **ANS**/**RLS** to turn on the microphone and speak handsfree—**OR**—lift the handset to reply.
- To finish the call, replace the handset or press the **ANS**/**RLS** key.

Note: In order for C.O. calls to be answered handsfree, AUTO ANS CO must be set to ON.

## AUTO ANSWER MODE [INTERCOM CALLS ONLY]

When another station calls you, your keyset will sound a brief attention tone and then automatically answer the call.

- Your microphone and speaker are turned on and you can speak handsfree. For privacy, use the handset.
- To finish the call, replace the handset or press the **ANS**/**RLS** key.

Note: In order for C.O. calls to be answered handsfree, AUTO ANS CO must be set to ON.

# BUSY STATION CALLBACK

When you call another station and receive a busy signal:

- Press the **CBK** key, if programmed, or dial **44**.
- When the busy station becomes free, your keyset will ring.
- Lift the handset or press **ANS**/**RLS** to call the now idle station.

NOTES:
1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.

# BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

**MANUAL CAMP-ON**

- Press the **CAMP** key or dial **45**.
- The called station will receive off-hook ring tone repeated every few seconds and its first available **CALL** button will flash green to indicate your call is waiting.
- Wait for the called party to answer.
- The called station must release its first call or place it on hold before answering your camp-on.

NOTES:
1. If you receive No More Calls tone, that station has no available key to accept your call. Hang up or leave a message.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing.



# CALLING YOUR SYSTEM OPERATOR

- Dial **0** to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# CALL PROCESSING

## SYSTEM HOLD

- When you are connected to any call, press **HOLD**. The call will flash green at your keyset. If this call appears on a line key at other keysets, it will flash red at those keysets.
- To take the caller off hold, press that key and the green flashing light will go steady green again. Resume the conversation.

NOTE: While on a call, pressing a line key, route key or flashing **CALL** button will automatically put your first call on hold and connect you to the new call. See *Automatic Hold* under *Customizing Your Keyset*.

## EXCLUSIVE HOLD

To place an outside call on hold at your phone so that other users cannot get it:

- Press the **HOLD** button twice. The call will flash green on your keyset and this line will show a steady red light on other keysets.
- To retrieve the call, press the flashing green line button or press the **HOLD** button a third time.

NOTE: Intercom calls will always be placed on exclusive hold.

## REMOTE HOLD

When you wish to place a call on hold at another station. Press **TRANSFER** and a dial the station number (or press the appropriate DSS key). Press the **HOLD** key. This will place the call on system hold on an available CALL button or Line Key at the remote station and return you to dial tone.

NOTES:

1. If the destination station does not have any free CALL buttons or line keys you will hear No More Calls tone and must return to the other party by pressing the **TRANSFER** key (or the RETURN soft key in the display).
2. Intercom calls cannot be remote held.

## HOLD RECALL

If you leave a call on hold longer than the hold timer, it will recall your station. The button that the call appears on will have a slow flashing amber light.

- When your phone rings, lift the handset or press the **ANS**/**RLS** key to answer the recall.



- If you do not answer this recall within a pre-programmed period of time, it will go to the system operator.

## CONSULTATION HOLD

When you are talking on an outside line and it is necessary to consult with another extension:

- Press the **TRANSFER** key; you will receive transfer dial tone. Your call is placed on transfer hold.
- Dial the extension number.
- Consult with the internal party.
- Press **TRANSFER** to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the **TRANSFER** key will toggle between the outside party and internal extension. If necessary you may disconnect either one of the parties by pressing the **DROP** button.

## RETRIEVING CALLS HELD AT ANOTHER STATION

When a line is on hold and it appears on your keyset, press the line button with the red flashing light.

When a line is on hold and it does not appear on your keyset, dial **12** plus the line number or the extension number of the station that placed the call on hold.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## CALL PARK

You can park an outside call in one of 10 “parking orbits”.

- Press the **PARK** key and dial the orbit number required (0-9); the key which the call was on will flash **OR**
- Press the dedicated **PARK** key which will also flash.
- To have the call picked up by another station notify the station user of the parking orbit number

To pick up a parked call:

- Press the **PARK** key followed by the orbit number required or press the flashing **PARK** key.

# TRANSFERRING CALLS

Transfer is used to send any call to another extension in one of two ways. You can do a screened transfer by informing the other extension who is calling or you can do a blind transfer without notification.

- While on a call, press the **TRANSFER** key and dial an extension number or group number. Your call is automatically put on transfer hold. **OR**
  Press a **DSS** key or station group key. Your call is automatically put on transfer hold.
- Hang up when you hear ringing (this is an unscreened or blind transfer). **OR**
  Wait for the called party to answer and advise him/her of the call and hang up. If the transfer is refused, you will be reconnected to the outside line when the called station hangs up or you can press **TRANSFER** to return to the outside party. If you wish to send the call to another extension without waiting for the first station to hang up, simply press another **DSS** button. **OR**
  Press the **CALL** button or C.O. line key to return to the outside party and begin the transfer process again.

When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.

NOTES:
1. After the inside party answers, you may alternate back and forth between the parties by pressing the **TRANSFER** key.
2. If you receive No More Calls tone, that station has no key available to receive another call. Press **TRANSFER** to return to the other party.
3. You cannot transfer an Intercom call by pressing a DSS key. You must press the **TRANSFER** key and dial the destination extension number.

# TRANSFER WITH CAMP-ON

When you are transferring a call to another station and you receive a busy signal, you may camp the call on to this station. Simply hang up when you hear the busy signal. The called party will be alerted that a call is waiting for them.

NOTE: If you receive No More Calls tone, that station has no key available to receive another call. Press **TRANSFER** to return to the outside caller.

# TRANSFER TO VOICE MAIL

This feature is used to send a call directly to a voice mailbox. Your keyset must have a correctly programmed **VT** key to accomplish this. To transfer a call directly to a voice mailbox:



- While on a call, press the **VT** key and dial the mailbox number.
- Hang up when dialing is completed.

# CALL WAITING

If an outside call has been camped-on to your phone or another station has camped-on to you:

- Your keyset will ring and the call that is waiting for you (camped-on) will flash green.
- Press the flashing button to answer; your other call will go on hold automatically if your station has the Automatic Hold feature set. If not, you must press **HOLD** and then the flashing button. **OR**
  Finish the first call and hang up; the waiting call will ring.
- Lift the handset or press the **ANS**/**RLS** key to answer.

NOTE: Intercom calls will not go on Automatic Hold.

# CONFERENCE CALLS

You may conference up to five parties (you and four others) in any combination of outside lines and internal stations in any order.

- While engaged in a conversation, press the **CONF** key and receive conference tone.
- Make another call, either intercom or outside, press the **CONF** key and receive conference tone.
- Make another call or press the **CONF** key to join all parties.
- Repeat the last step until all parties are added.

NOTE: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Simply press the **CONF** key again to return to your previous conversation.

**To drop a party from your conference call:**

- Press **CONF** and dial the extension or line number that is to be dropped.
- Press **CONF** again to reestablish the conference.

NOTE: To leave the conference, hang up. Control is passed to the next internal station. If there are no internal stations and you wish to leave outside lines connected together in a trunk to trunk conference, press the **CONF** key plus the **CALL** button that the call appears on or follow the instructions to drop a party and use your extension number. When they hang up, the lines will release automatically. Press **CONF** to rejoin a trunk to trunk conference.

# FORWARDING CALLS

You may forward your calls to another station, group of stations or an external telephone number. Program a destination for the type of forwarding you want as detailed below. If you have **FWD ALL**, **FWD BUSY** and **FWD NO ANSWER** keys, press one to turn that forward feature on. A steady red light reminds you what forward condition is activated.

You can clear all call forward conditions set at your station by lifting the handset and dialing **600**.

# FORWARD ALL CALLS

To forward all your calls under any condition to another station:

- Dial **601** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTES:
1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.
2. The station that receives a Forwarded All call can transfer the call to the forwarded station. This is useful when you are expecting an important call but you do not wish to be disturbed by other calls.
3. When a station user places his/her keyset in Forward All mode and he/she does not have a **FORWARD ALL** key, the **TRANSFER** key will light to indicate Forward All has been set and calls to this station have been transferred elsewhere.

# FORWARD BUSY

To forward calls to another station when you are on the phone:

- Dial **602** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPEAKER** before you begin dialing.

# FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Dial **603** plus the extension or group number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.



# FORWARD BUSY/NO ANSWER

If you have both a Forward on Busy destination and a Forward No Answer destination programmed, you may set both of these at the same time:

- Dial **604**.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# FORWARD FOLLOW ME

When you want all calls to your extension forwarded to the extension where you are now:

- Dial **605** plus your extension number.
- Receive confirmation tone and hang up.

If you want a specific extension's calls forwarded to your phone (Remote Call Forward):

- Dial **605** plus the desired extension number.
- Receive confirmation tone and hang up.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# FORWARD TO AN EXTERNAL NUMBER

To forward outside calls to a number outside of your business, you must have a **FWD EXTERNAL** button on your keyset.

- While on-hook, press **TRANSFER** and then dial **102**.
- Dial **6**.
- Dial the outside line access code followed by the telephone number that you want.
- Press **TRANSFER** to store.
- Press **FWD EXTERNAL** to turn the feature on and press it again to turn the feature off.

NOTES:
1. External Call Forward will cancel all other call forwarding instructions.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.
3. Intercom calls to your station may be forwarded to an external number outside your business, if your installation company has enabled this feature.

## FORWARD DND

To forward your phone when you activate DND.

- Dial **607** plus the extension number or group number.
- Receive confirmation tone and hang up.

NOTE:
1. If the Hot Keypad feature has been turned off you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## CALL FORWARD OPTIONS

A display keyset may review or change call forward options and destinations. Call forward access can be done via the keypad or by accessing the keyset display features. To review or change call forward options:

- Press **TRANSFER 102**.
- Dial **0-6** to select the forward type (e.g., 1) **OR**
  Press **UP** or **DOWN** to select the forward type
  Press the right soft key to move the cursor
- Dial the destination number (e.g., **202**) **OR**
  Press **UP** or **DOWN** to select the destination
  Press the right soft key to move the cursor
- Dial **1** to set **OR**
  Press **UP** or **DOWN** to select **YES** or **NO**
- Press **TRANSFER** to store and exit

## STATION CALL PICKUP

To pick up (answer) a call ringing at another station, lift the handset and dial **65** plus the extension number of the ringing phone.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group, lift the handset and dial **66** plus the desired group number **01–08** or press the flashing **GROUP PICKUP** key if available.

NOTES:
1. A group pickup key can have an extender for a specific pickup group.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialing the access code.



# DIALING FEATURES

## SPEED DIALING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500–799 or from your personal list of numbers 00–49:

- With the handset on-hook, press the **MEMORY** key or dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialed for you.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## PROGRAMMING PERSONAL SPEED DIAL NUMBERS

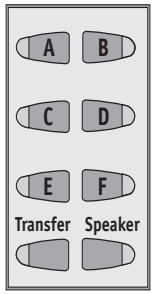
You can program frequently dialed telephone numbers in a personal speed dial list. A station may be assigned up to fifty numbers, **00–49**. See your system administrator to determine the amount assigned to your station.

- While on-hook, press **TRANSFER** and then dial **105**.
- Dial a speed dial number (**00–49**).
- Dial a line or line group access code.
- Dial the telephone number to be stored (24 digits maximum). It can include #, ✱, FLASH and PAUSE.
- Press **TRANSFER** to store the number.

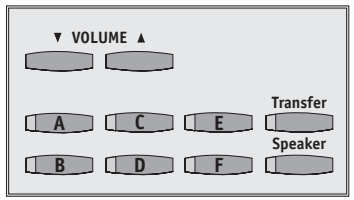
NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

For the purposes of programming speed dial numbers, the programmable keys are known as **A**, **B**, **C**, **D**, **E** and **F** and are defined below.

**28D KEYSET**
**18D KEYSET**
**DEFAULT**
**PROGRAMMING**
**KEYS LAYOUT**




**8D KEYSET DEFAULT**
**PROGRAMMING**
**KEYS LAYOUT**



- The **A** key is not used.
- The **B** key inserts a flash.
- The **C** key inserts a pause.
- The **D** key is used for pulse to tone conversion. If your system uses rotary (or pulse) dialing C.O. lines, pressing **D** while entering a speed dial number causes all subsequent digits to be sent as DTMF tones.
- The **E** key is used to hide digits. Display keyset users may want to hide some speed dial numbers so that they will not show in the display. When you are entering a telephone number, press **E**. All subsequent digits will be hidden. Press **E** again to begin displaying digits.
- The **F** key is used to enter a name. See *Personal Speed Dial Names* under *Display Features.*
- Use the **HOLD** key to clear a speed dial number.

# ONE TOUCH SPEED DIALING

You may assign any speed dial number to an already existing One Touch Speed Dial button for quick and easy dialing of frequently used numbers.

- While on-hook, press **TRANSFER** and then dial **107**.
- Press a One Touch Speed Dial button.
- Dial the speed dial number (**00**–**49** or **500**–**799**) that you want assigned to this button.
- Press **TRANSFER** to store your selection.

To call this telephone number, just press the One Touch Speed Dial button.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# LAST NUMBER REDIAL

To redial the last telephone number you dialed, press the **REDIAL** key or dial **19**.

NOTES:
1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.
2. Redial does not apply to intercom calls.



# SAVE NUMBER WITH REDIAL

To save the number you just dialed for later use, press the **SNR** key before hanging up.

To redial this saved number at any time, press the **SNR** key or dial **17**. The same line will be selected for you.

NOTES:
1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.
2. The saved telephone number is stored in memory until you save another number.
3. Redial does not apply to intercom calls.

# CHAIN DIALING

You may manually dial additional digits following a speed dial number or chain as many speed dial numbers together as required:

- After the first speed number is dialed, press **MEMORY** again and dial another speed number **OR** manually dial additional digits following a speed dial number.

# AUTOMATIC REDIAL/RETRY

When you are making an outside call and you receive a busy signal, the system can automatically redial the number for you. It will automatically redial at a pre-programmed interval for up to 15 attempts.

- When you hear a busy signal, press the **RETRY** button.
- The system will reserve the line and automatically redial the same number for you. You will hear the call being made through the keyset speaker. The microphone is muted.
- When the called party answers, lift the handset or press the flashing **SPEAKER** to begin speaking.

NOTES:
1. If you make another call, auto-redial is canceled.
2. To cancel a retry, lift and replace the handset.

## PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press #. All digits dialed after the # with be sent as tones.

# PAGING AND MESSAGING

## MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial the desired zone number **0, 1**, **2**, **3** or **4**.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone key, it is not necessary to press **PAGE** and dial a zone number.

## MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial the desired zone number **5**
  **OR**
  Dial **9** to page all external zones.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone key, it is not necessary to press **PAGE** and dial a zone number.

## ALL PAGE

To page all designated keysets and external speakers at the same time:

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial ✱ or press the **ALL PAGE** key.
- After the attention tone, make your announcement.

NOTE: The LED on the **PAGE** key will only light when an All Page is in progress.

# MEET ME PAGE

- Lift the handset.
- Press the Meet Me Page (**MMPG**) key or dial **54**.
- Dial the desired zone number.
- After the attention tone, instruct the paged person to dial **56**.
- Press **WAIT** or **TRANSFER**.
- Remain off-hook until the person dials **56** from any phone.
- The paged person will be automatically connected with you.

# CALL PARK AND PAGE

When you have an outside call for someone who is not at his/her desk, you can park the call prior to paging.

**To retrieve a parked call from orbit:**

- Press the **PARK** button and dial the announced orbit number (**0-9**).
- You will be connected to the parked call.

NOTES:

1. You must have a **PARK** button or park access code to retrieve and place calls in park orbits.
2. If the parked call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light. You cannot park and page intercom calls.
3. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

**AUTOMATIC PARK WITH PAGE KEY**

- While in conversation, press the **PAGE** button. The call is automatically parked at your station.
- Receive page tone and dial a desired page zone number.
- Make announcement indicating your extension number or the line number. Hang up.

**To retrieve an automatically parked call:**

- Dial **10** plus the number that was announced. If you have a **PAGPK** key, press it and dial the number that was announced. If you have a **PARK** key, press it and dial the announced orbit number.
- You will be connected to the parked call.

NOTES:

1. If the call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light. You cannot park and page intercom calls.
3. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.



# SETTING A MESSAGE INDICATION

When you are calling another station and no one answers or you receive a busy signal, you can leave a message indication:

- Press the **MESSAGE** key or dial **43** and receive confirmation tone.
- Hang up. The **MESSAGE** key on the called station will light. Standard telephones receive special dial tone as a message indication.

NOTES:

1. A station can have up to five message indications.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# CANCELING MESSAGES

To cancel a message indication that you left at another station, dial **42** plus the extension number of the station at which you left a message.

To cancel all message indications left at your keyset, dial **42** plus your extension. Your **MESSAGE** light will go out.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# RETURNING MESSAGES

- Press the **MESSAGE** key or dial **43**. The first station that left a message will be called automatically. If that station does not answer, your **MESSAGE** light will stay on.
- Repeat until all messages have been returned in the order received.
- Your **MESSAGE** light will turn off when all messages have been returned.

NOTES:

1. Display keyset users can view message indications and return them in any order. See *Viewing Message Indications* under *Display Features*.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.
3. If a message has been left at your keyset by a keyset in Auto Answer, you must manually cancel the message after it has been returned.

# PROGRAMMED MESSAGES

When you will be away from your phone for any length of time, you can leave a programmed station message. Display stations calling you will see this message and be informed of your status or follow your instructions.

- Dial **48** plus any of the message codes (**01–30**) listed on the back of this user guide.
- To cancel any of these messages you might have selected, dial **48** plus **00**.
- Press **TRANSFER** to exit and store your selection.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key.

You can have multiple programmed message keys (**PMSG**) and each one can have a different message code:

- Press any programmed message (**PMSG**) button. The message is set and the button will light red. Press the button again to turn off.
- Pressing another programmed message (**PMSG**) button will turn the previous one off and set a different programmed message.



# CONVENIENCE FEATURES

## DO NOT DISTURB

Use this feature when you want to block calls to your keyset.

- While on-hook, press the **DND** key or dial **401**. The **DND** key lights steady red to remind you of this mode.
- To cancel DND, press the **DND** key again or dial **400**. The **DND** light turns off. You can make calls while in the DND mode.

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key.
2. If you place your keyset in DND mode and you do not have a **DND** key, your **TSI** key will flash to indicate DND status.

## ONE TIME DND

If you are on a call and you do not wish to be interrupted while on that call, you can press the **DND** key and place your station in Do Not Disturb. When you hang up at the end of the call, DND will be automatically canceled and your keyset will be able to receive new calls. This feature requires a **DND** key.

## MUTE

You can mute the handset transmitter or the microphone during any conversation:

- Press the **MUTE** key. It will light red.
- To resume speaking, press the **MUTE** button again. The light turns off.

## BACKGROUND MUSIC

When a music source is supplied, you may listen to music through the speaker in your keyset:

- While on-hook, press the **HOLD** button to hear music.
- Press the **HOLD** button again to turn music off.

You can set the level of background music by using the **VOLUME** keys while listening to the music. This does not affect the speakerphone level.

# APPOINTMENT REMINDER/ALARM CLOCK

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (TODAY ONLY) or as a daily reminder every day (DAILY). You can set up to three alarms. Each one can be either a TODAY ONLY or a DAILY alarm.

When the alarm rings, you will hear three short rings repeated three times. Lift the handset to answer the alarm. If you do not, the alarm will alert you two more times at five minute intervals.

To set alarms:

- Press **TRANSFER** and then dial **112**.
- Dial the alarm number **1** or **2**.
- Dial the time at which you want the alarm to sound. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY ONLY) or **2** (DAILY) to select the alarm type.
- Press **TRANSFER** to save.
- Repeat for each alarm if needed.

To cancel individual alarms:

- Press **TRANSFER** and then dial **112**.
- Dial alarm number **1** or **2**.
- Press the **HOLD** key.

NOTE: Display keysets can show a reminder message. See *Alarm Reminder Messages* under *Display Features*.

# ANSWERING THE DOOR PHONE /ROOM MONITOR

When you are programmed to receive calls from a door phone:

- You will receive three short rings repeated.
- Lift the handset or press **ANS**/**RLS** key. You are connected to the door phone.
- If an electric door lock release is installed, dial **13** to unlock the door.



# CALLING THE DOOR PHONE/ROOM MONITOR

You may call the door phone and listen to what may be happening outside or in another room.

- Dial the extension number of the door phone.
- You will be connected to the door phone and you can listen or have a conversation.
- If an electric door lock release is installed, dial **13** to unlock the door.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key.

# EXECUTIVE/SECRETARY HOT LINE

If programmed, an executive and a secretary can have a hot line between them. When the executive station is in the DND mode, all of its calls will ring the secretary station.

- Either person can press the **BOSS** key to make a voice call to the other station.
- Using the hot line will override DND at the other station. This key will light red when the other station is in use.

**To transfer a call to a Boss in DND:**

- Press the **TRANSFER** key followed by the **BOSS** key.
- Wait for the **BOSS** to answer to announce the call and hang up to complete the transfer **OR**
- Hang up to complete a blind transfer after pressing the **BOSS** key.

# GROUP LISTENING

When you are engaged on a call and you are using the handset, you may want other people to hear the distant party's voice over the speaker:

- Press the **LISTEN** key to turn on the speaker. The microphone is not in use, so the distant party does not hear other parties present in your office.
- Press **LISTEN** again to turn the speaker off and resume private conversation.
- Repeat if necessary.

NOTE: Depending on speaker volume and the acoustics of your office, it may be advisable to turn the group listening feature off before hanging up. This will eliminate a momentary squeal.

# ACCOUNT CODES

When equipped with optional equipment, your system will allow calls to be charged to a specific account:

- During any outside C.O. call, press the account (**ACCT**) key.
- Enter the account code (maximum 12 characters including ✱ and #). Press the **ACCT** key again. Your conversation will not be interrupted.

NOTE: If you make an error before you complete the account code, press the **ACCT** key twice and redial the correct code. Only the last account code dialed will be printed.

# LOCKING YOUR KEYSET

You can lock your keyset to control misuse of your phone while you are away. You can unlock it when you return. Your default station passcode is 1234.

| | 0<br>UNLOCKED | 1<br>LOCKED<br>OUTGOING | 2<br>LOCKED<br>ALL CALLS |
|---|---|---|---|
| Make outside calls | YES | NO<br>ACCESS DENIED | NO |
| Receive outside calls | YES | YES | NO |
| Make intercom calls | YES | YES | NO |
| Receive intercom calls | YES | YES | NO |

- While on-hook, press **TRANSFER** and then dial **100**.
- Dial your four digit station passcode.
- Dial **1** to locking outgoing, **2** for locked all calls, or **0** to unlock.
- Press **TRANSFER** to store your selection.



# OFF-HOOK VOICE ANNOUNCE

Keysets may receive a voice announcement while on another call. The calling station must have an **OHVA** key. When you are in DND, you cannot receive OHVA calls. The OHVA feature will work with intercom and transferred calls.

**To make an off-hook voice announcement:**

- Dial the extension number or press the **DSS** key.
- When you receive a busy signal, press the **OHVA** key.
- After the attention tone, begin speaking.
- Finish the call by replacing the handset or pressing the **ANS**/**RLS** key.
- Press the flashing **CALL** button on your keyset. This will place the original party on hold and allow you to talk to the announcing party.
- To return to your first party, press the key corresponding to your original call. This will disconnect the OHVA call.

When you receive an OHVA, if you are using the handset, you will hear the announcement in the handset receiver. If you are using the speakerphone the announcement will always be heard through the speaker.

NOTES:
1. When you are voice announcing to a station close to you, use the handset to avoid an echo effect.
2. You cannot off-hook voice announce to single line telephones.

# OHVA BLOCK

Your keyset can be programmed with an OHVA Block (**BLOCK**) key. Pressing this key will prevent anyone from making an OHVA to you until you press the button again and cancel the blocking.

# OHVA REJECT

Your keyset can be programmed with an OHVA Reject (**REJECT**) key. Pressing this key while receiving an OHVA call will disconnect the voice announcing party and return you to your original call.

# IN GROUP/OUT OF GROUP

If your keyset is assigned to a station ring group, you can remove your keyset from the group and then put it back in. While you are out of the group, you can receive calls to your extension number but not calls to the group number. If you have an **IN**/**OUT** key:

- Press the **IN**/**OUT** key. It will light red when your keyset is in the group.

- Press the **IN**/**OUT** key again to exit the group and turn the light off. Repeat as necessary.

If you do not have an **IN**/**OUT** key:

- Dial 53 plus the group number. Repeat as necessary plus **0** to exit the group or **1** to enter the group.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPEAKER** key.

The **IN**/**OUT** key can include an extender to indicate the specific group that this key will affect. This means that if you are in multiple groups, you can decide for which groups you will receive calls.



# CUSTOMIZING YOUR KEYSET

## AME PASSWORD

This feature allows people using the AME (Answer Machine Emulation) feature to enable password protection. This will prevent unauthorized people from listening to your messages being left. The passcode is the same as your station passcode. This feature only applies if there is a Samsung Voice Mail card installed in the system and your keyset has a programmed AME key. *See the Keyset User Features in the SVM/SVMi E-Series section.*

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **101** to turn on AME PASSCODE or **100** to turn it off.
- Press **TRANSFER** to store your selection.

## SELECT RING TONE

Each keyset user can select any one of eight ring frequencies:

- While on-hook, press **TRANSFER** and then dial **111**.
- Dial **1**–**8** or press the **UP** and **DOWN** keys to hear each tone.
- When you hear the tone that you prefer, press **TRANSFER** to save it.

**NOTE: Specific lines or stations may be programmed to ring with a different tone than what you have selected for your keyset.**

## CHANGE YOUR PASSCODE

From the factory, your station passcode is 1234. You can change your station passcode whenever you desire.

- While on-hook, press **TRANSFER** and then dial **101**.
- Dial your old passcode.
- Dial a new passcode (must be four characters). You can use **0**–**9**.
- Redial the new passcode to verify. If successful, you will hear two beeps. Four beeps indicate an incorrect code. Reenter the code again.
- Press **TRANSFER** to store the new passcode.

# SET ANSWER MODE (INTERCOM)

You can receive internal calls in one of three modes (see *Answering Intercom Calls* under *Intercom Calls* for descriptions):

- While on-hook, press **TRANSFER** and then dial **103**.
- Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce.
- Press **TRANSFER** to store your selection.

NOTE: When your keyset is programmed for Auto Answer and you have Forward No Answer (FNA) turned on, you must answer screened transfers by pressing the **ANS**/**RLS** key before your FNA timer expires or the call will forward.

# AUTOMATIC HOLD

While on an outside call, pressing a line key, route key or a flashing **CALL** button will automatically put your call on hold and connect you to the next call. This feature can be turned on or off at your keyset.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **01** to turn Automatic Hold on or **00** to turn it off.
- Press **TRANSFER** to store your selection.

NOTE: Intercom calls can be automatically put on hold by pressing **TRANSFER**.

# HEADSET OPERATION

Keyset users can switch between headset mode and handset mode. When using headset mode, press the **ANS**/**RLS** key to answer and release calls.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **21** to use the headset or **20** to use the handset.
- Press **TRANSFER** to store your selection.

Your keyset may be equipped with a Headset mode key. If it is so equipped pressing this key while the light is out will cause the keyset to enter headset mode and the light will illuminate to indicate this. Pressing the key while the light is lit will cause the keyset to return to handset mode and the light will go out.



# HOT KEYPAD

On your phone system your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press the **SPEAKER** key before you begin dialing. Calls can be made and features activated by simply dialing the C.O. line number, trunk group access code, intercom number or feature access code. To activate this feature:

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **31** to turn the Hot Keypad on or **30** to turn it off.
- Press **TRANSFER** to store your selection.

# KEY CONFIRMATION TONE

You can hear a short beep (confirmation tone) each time you press a button on the dial pad. This tone can be turned on or off.

- While on-hook, press **TRANSFER** and then dial **110**.
- Dial **40** to turn tones off or **41** to turn tones on.
- Press **TRANSFER** to store your selection.

# REJOINING A PAGE

This feature allows you to hear the remaining portion of an ongoing internal page after you return your keyset to idle. To enable this feature:

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **51** to turn this feature on or **50** to turn it off.
- Press **TRANSFER** to store your selection.

# RING PREFERENCE

This feature automatically answers ringing calls when you lift the handset or press the **ANS**/**RLS** key. This method will always answer calls in the order they arrived at your keyset. When you turn ring preference off, you must press the flashing button to answer a call, allowing you to answer calls in the order you choose.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **61** to turn ring preference on or **60** to turn it off.
- Press **TRANSFER** to store your selection.

# DISPLAY FEATURES

## INTERACTIVE DISPLAY KEYS

The three keys below the display are substitutes for dedicated feature keys and access codes. Pressing one of these keys has the same effect as pressing a programmable key. These keys are called soft keys as their functions are not fixed. They change to present you with the best options for that call condition. The use of soft keys allows the programmable keys to be used for more **DSS** and speed dial keys.

The **SCROLL** key is used to display options available to the user at a particular time or during a specific procedure. Press this key once while in the idle state to view the three main categories available.

201: STN NAME
CALL OTHER ANS

**ANSWER:** Guides you through the options to answer calls.
**OTHER:** Guides you through features other than making or answering calls.
**CALL:** Guides you through the options to make a call.

Select one of the main categories: **CALL**, **OTHER** or **ANS** (**ANSWER**). Press the **SCROLL** key to display additional options available under each of the three main categories. The symbol ➡ displayed as the last character on the lower line of the display indicates that there are additional options. Press the **SCROLL** key to display these additional options.

User instructions will be displayed in lower case letters. Options assigned to soft keys will be in upper case letters.

## DIRECTORY INFORMATION

An 11 character directory name can be assigned to each extension number. Display keyset users can view the name of the called or calling station before answering.

Each outside line can have an 11 character directory name. Incoming calls can be easily identified and answered with different greetings.

Outside and internal calls ringing to a station group will display [CALL FOR xxx] where xxx is the station group number. This allows you to answer calls directed to you differently than calls directed to your group.



## DIAL BY DIRECTORY

Each station or speed dial number can have an associated directory name. A station or speed dial number can be selected by scrolling alphabetically through a directory name list. This on-line “phone book” allows the user to look up and dial any station or speed dial number in seconds.

- Press the **DIR** key (**DIRECTORY**).
- Select the directory you wish to use: **PERS** (personal speed dial numbers), **SYS** (system speed dial numbers) or **STN** (station names).
- Dial the key on the keypad that corresponds to the first letter of the name you wish to search for.
- Use the **UP** and **DOWN** arrows to scroll through the names.
- Press the **DIAL** soft key to dial the number.

NOTE: A **DIR** key can have an extender to take you directly to one of the above lists (PERS, SYS, or STN).

## CALL PROGRESS DISPLAYS

During everyday call handling, your keyset display will provide information that is helpful and in some cases invaluable. Displays like [CALL FROM 203], [TRANSFER TO 202], [701: RINGING], [TRANSFER FM 203], [708 busy], [Camp on to 204], [Recall from 204], [Call for 501], [message frm 204] and [FWD ALL to 204] keep you informed of what is happening and where you are. In some conditions you are prompted to take an action and in other cases you receive directory information.

## DISPLAY NUMBER DIALED

Display keysets begin showing digits as they are dialed. They will stay in the display until the call duration timer comes on automatically or the **TIMER** button is pressed. If the call duration timer is not used, the number dialed will be displayed until the call is released, transferred or put on hold.

## CALL DURATION TIMER

The system can be set to automatically time outside calls. A few seconds after you dial a telephone number, the timer appears in the display. It appears immediately for incoming calls. The call timer continues for the duration of the call. Call duration times are displayed in minutes and seconds. If a call lasts longer than 60 minutes, the timer restarts.

You can press the **TIMER** key to manually begin timing a call. Press it again to stop timing. If you press it while the automatic timer is on, the call duration time is restarted.

# AUTO TIMER

Display keyset users may have the timer automatically start when they answer incoming calls or after a short delay on an outgoing call.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **11** to turn the auto timer on or **10** to turn it off.
- Press **TRANSFER** to store your selection.

# TIMER FUNCTION

Display keyset users may use this feature as a simple stopwatch.

- When the keyset is idle, press the **TIMER** button to start timing.
- Press the **TIMER** button again to stop timing.
- Read the elapsed time in the display.
- Lift the handset and replace it. The display will return to date and time.

# VIEWING MESSAGE INDICATIONS

You can view all of your message indications before you return them:

- With the handset on-hook, press the **MSG** key with the red flashing light.
- The first station that left a message indication will be displayed.
- Press the **UP** and **DOWN** arrows to scroll through the stations that left message indications. Use the soft keys to reply, clear or advance to the next message.
- Press the **ANS**/**RLS** key to return your keyset to the idle condition.

# ALARM REMINDER MESSAGES

When you use the alarm/appointment reminder feature, you create a 16 character reminder message. When the alarm rings, your message will appear instead of [ALARM REMINDER]. To program reminder messages:

- Press **TRANSFER** and then dial **116**.
- Dial the alarm number **1** or **2**.
- Dial the time you want the alarm to go off. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY) or **2** (DAILY) to select the alarm type.
- Write your message using the dial pad keys. Each press of a key selects a character. Pressing the next key moves the cursor to the next position. For example, if your message is “TAKE MEDICATION,” press **8** once to get the letter “T.” Press **2** once to get “A.” Press **5** twice to get “K.” Continue selecting characters from the following table to complete your message.
- Press the **TRANSFER** key to store the alarm and reminder message.
- Repeat for each alarm if needed.

| COUNT | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| DIAL 0 | < | > | . | ) | 0 |
| DIAL 1 | space | ? | , | ! | 1 |
| DIAL 2 | A | B | C | @ | 2 |
| DIAL 3 | D | E | F | # | 3 |
| DIAL 4 | G | H | I | $ | 4 |
| DIAL 5 | J | K | L | % | 5 |
| DIAL 6 | M | N | O | ^ | 6 |
| DIAL 7 | P | Q | R | S | 7 |
| DIAL 8 | T | U | V | ✱ | 8 |
| DIAL 9 | W | X | Y | Z | 9 |
| DIAL ✱ | : | = | [ | ] | ✱ |

NOTES:
1. When the character you want appears on the same dial pad key as the previous character, press **UP** to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

To cancel an individual alarm and reminder message:

- Press **TRANSFER** and then dial **112**.
- Dial alarm number **1** or **2**.
- Press the **HOLD** key.
- Press the **TRANSFER** key.

# PERSONAL SPEED DIAL NAMES

Each personal speed dial number can have an 11 character name assigned to it. This name is used to select the speed dial bin when you are dialing by directory.

- Press **TRANSFER** and then dial **106**.
- Dial the speed dial bin number **00–49**.
- Write your message using the procedure described in *Alarm Reminder Messages*.
- Press the **TRANSFER** key to store the speed dial name.
- Repeat for each speed dial bin if necessary.

# STATION NAMES

You can assign an 11 character name to your keyset. This allows other display keyset users to call you using the directory dial feature.

To program a station name:

- Press **TRANSFER** and then dial **104**.
- Enter the 11 character name using the procedure described in *Alarm Reminder Messages*.
- Press **TRANSFER** to store the name.

# MANAGING KEY ASSIGNMENTS

You can view your key assignments and add extenders to some of your programmable keys for easy one touch operation of frequently used features.

An extender is a number that makes an otherwise general key very specific. Adding the digit "4" to a PAGE key defines this key for paging zone four. Adding "225" to a different pickup key will define this key as pickup for extension 225 only. The key must already be assigned by the technician.

- While on-hook, press **TRANSFER** and then dial **107**.
- Use the **VOLUME** keys to scroll through all of your programmable keys
  **OR**
  Press the programmable key to which you want to add the extender.
- When you reach a key listed below, dial the corresponding extender.
- Press **TRANSFER** to store and exit programming.

| KEY | DESCRIPTION | EXTENDER |
|---|---|---|
| **BOSS** | Boss/Secretary | 1–4 |
| **DP** | Direct Pickup | Extension or station group number |
| **DS** | Direct Station | Any extension number |
| **FWRD** | Call Forward | 0–5 |
| **GPIK** | Group Pick-Up | 01–08 |
| **IG** | In/Out of Group | Any group you are part of 5XX |
| **MMPG** | Meet Me Page | 0–5, ✱ |
| **PAGE** | Page | 0–5, ✱ |
| **PSMG** | Programmed Message | 01–20 |
| **SG** | Station Group | 5XX |
| **SPD** | Speed Dialing | 00–49, 500–799 |
| **DIR** | Directory | PERS (1), SYS (2) or STN (3) |
| **VT** | Voice Mail Transfer | Voice Mail Group (5XX) |

NOTE: Confirm that the cursor is placed correctly before you enter the extender.



# LCR WITH CLEAR

When you are making an outside call using LCR and dial an incorrect digit, you can press the **CLEAR** soft key to reenter the telephone number. You do not need to redial **9** to reaccess LCR.

# CALLER ID

## WHAT IS CALLER ID?

Caller ID is the name given to the telephone company-provided feature that delivers the telephone number and sometimes the name of the person calling your phone. There are two types of Caller ID; the first delivers the calling party's telephone number only and the second (sometimes referred to as "Deluxe" Caller ID) delivers both the calling party's telephone number and name as listed in the telephone directory.

The phone system can handle both types of Caller ID; in fact, in the case of number only delivery, the system can be programmed to insert a name for a specific telephone number. However, even though you are paying to receive Caller ID information, there are some circumstances that mean you will not receive this information. The six most common reasons are listed below along with the display information that the system will provide.

| | |
|---|---|
| PRIVATE | The caller does not wish his/her name or number to be revealed to you. This type of call can be stopped at the telephone company by dialing an access code on your outside lines. This will redirect these PRIVATE calls to an announcement that states that you do not wish to receive calls that have had Caller ID blocked. The code to block these calls can usually be found in the front section of the telephone directory. |
| OUT OF AREA | The caller is calling from an area that cannot provide Caller ID information (for example, international calls) or he/she is calling from a type of circuit that cannot provide Caller ID information, for example, some outbound WATS lines. |
| PAYPHONE | The caller is calling from a coin-operated telephone. The telephone company will send this information as there are no directory listings for pay phones. The number will be delivered as usual. |
| INVALID CID INFO | This is a message that will be displayed when CID information is sent on the line but was somehow corrupted. |
| NO CID RECEIVED | This is a message that will be displayed when there was no CID information sent on the line. |
| NO CID DSP | Caller ID Digital Signal Processors (CIDDSP's) are resources in the iDCS system required for receiving CID data. If there are no CIDDSP's available at the time a call comes in, this is the message you will see on your display. |

NOTE: The Caller ID features require optional software and/or hardware. Please see your service and installation company for details.

## SELECTING YOUR CALLER ID DISPLAY

You can decide if you want to see the Caller ID name or Caller ID number in the display. Regardless of which one is selected, you can press the **NND** key to view the other pieces of Caller ID information. To select the type of Caller ID information you wish to view first:

- With the handset on-hook, press **TRANSFER** and then dial **119**.
- Dial **0** for CID options, **1** for ANI options, or **2** for CLI options.
- Dial **0** if you do not wish to view CID information, **1** to view the NUMBER first or **2** to view the NAME first.
- Press **TRANSFER** to exit and store your selection.

## VIEWING THE NEXT CALLER ID CALL

In the event that you have a call waiting or a camped-on call at your keyset, you can press the **NEXT** key to display the Caller ID information associated with the call in queue at your keyset. Either the CID name or CID number will show in the display depending on your Name/Number selection.

To view Caller ID information for calls that have been camped-on to your keyset, press the **NEXT** key. If your keyset does not have a **NEXT** key, press the **CID** key and then the **NEXT** soft key.

## SAVING THE CALLER ID NUMBER

At any time during an incoming call that provides CID information, you may press the **SAVE** key to save the CID number. If your keyset does not have a **SAVE** key, press the **CID** key, the **SCROLL** key and then the **SAVE** soft key. The system must be using LCR to dial the saved number.

# REDIALING A SAVED CALLER ID NUMBER

To redial a number that has been saved, press the **SNR** key or dial **17**.

NOTES:
1. Your telephone system must have LCR correctly programmed to redial the saved number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

# STORING A CALLER ID NUMBER

At any time during an incoming call that provides CID information, you may save the CID number as a speed dial number in your personal speed dial list. To store a Caller ID number in a personal speed dial bin:

- Press the **STORE** key. The system displays the speed dial bin in which the number was stored, **OR**
- Press the **CID** key and then press the **SCROLL** key.
- Press the **STORE** soft key.
- The system displays the speed dial bin in which the number was stored.

NOTE: Your telephone system must have LCR correctly programmed to redial the saved number. If LCR is not being used on your system, you will not be allowed to STORE CID numbers.

# INQUIRE CALLER ID PARK/HOLD INFO

If you are informed that an incoming call is on hold or has been parked for you, you may view the Caller ID information before you retrieve the call. This may influence how you choose to handle the call.

From an idle keyset:

- Press the **INQUIRE** key, **OR**
  Press the **CID** key and then the **INQUIRE** soft key.
- Dial the trunk number.
- You may now answer the call by pressing the **ANS** key, **OR**
  You may use **NND** to view more information about this call, **OR**
  You can return to the idle condition by pressing **IGNORE**.

If you are on a call:

- Press the **INQUIRE** key. Your existing call will go on hold, **OR**
  Press the **CID** key and then the **INQUIRE** soft key to place the first call on hold.
- Dial the trunk number.
- You may now answer the call by pressing the **ANS** key, **OR**
  You may use **NND** to view more information about this call, **OR**
  You can return to the idle condition by pressing **IGNORE**.

NOTES:
1. If you are on an intercom call or you have Automatic Hold turned off, you must finish the existing call or place it on hold before inquiring.
2. If you inquire about an outgoing call, you will receive a [call no longer available] display.

# REVIEWING PAST CALLER ID CALLS

This feature allows you to review CID information for calls sent to your keyset. This list can contain 10–50 calls in a last-in, first-out basis. The list includes calls that you answered and calls that rang your keyset but that you did not answer. When reviewing this list, you can press one button to dial the person back. The system must be using LCR to dial the stored number. To access the CID information stored in your REVIEW list:

- Press the **REVIEW** key, **OR**
  Press the **CID** key and then press the **REVIEW** soft key.
- If you have entries in your review list, the most recent call will be shown first.
- You can now **CLEAR** this entry, **OR**
  Use **NND** to view more information about this call, **OR**
  Press **DIAL** to call this person back, **OR**
  Press **SCROLL** and then press **STORE** to save this number in a personal speed dial bin.

NOTES:
1. Each keyset defaults with ten review bins. Please see your system administrator to determine the number of bins assigned to your keyset.
2. Your system must have LCR correctly programmed to allow you to **DIAL** numbers from the review list or to **STORE** entries from the review list.

# SVM/SVMi E-Series

This section describes how to setup and use the various features available to a Subscriber. A Subscriber is a person that has been authorized access to the various features and services available in the SVM/SVMi E-Series. Please review this section carefully before you use your Authorized Features and Services, known as Subscriber Services.

Voice Mail is one of the Subscriber Services available. Your voice mail box has the capability of storing private messages, and offers a number of options for sending or redirecting messages as well as provides several ways to notify you of new messages.

Another very common Subscriber Service is Access Manager. This allows you control over when and where you receive your calls as well as what to speak to your callers in the event you are unable to speak to them directly. The 'events' are referred to as "Call Conditions". No-Answer, Busy, and Blocked are the most commonly used Call Conditions.

This guide can be used by Subscribers from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. See the SVM/SVMi E-Series Subscriber Services Menu Diagram for more details.

Note that some features and prompts detailed here may not be available to all Subscribers. See your System Administrator if you have questions about feature availability.



# ACCESSING YOUR MAILBOX

## *[Also known as Subscriber Services Menu]*

### Inside Callers *[Subscriber logging in from their Desk]*

- Dial the SVM/SVMi E-Series access number or press the key assigned to ring SVM/SVMi E-Series **[VMMSG]**.
- Enter your personal password when prompted (the default password is 0000).

### Outside Callers *[Subscribers calling from Cell Phones or outside of the office environment]*

- Dial the phone number that will be answered by the SVM/SVMi E-Series. The main greeting will answer.
- At the main greeting dial **[#]** plus your Subscriber (or mailbox) number (Subscriber and Mailbox numbers will usually match your extension number).
- Enter your personal password when prompted (the default password is 0000).

### Access your Subscriber Services (or Mailbox) from a Station other than your Own (or checking a mailbox associated with a different station)

- Press the **[VMMSG]** key or dial the SVM/SVMi E-Series **group number**. You will be prompted to enter a password.
- Press **[✱]**. This will take you to the Main Auto Attendant Menu.
- Press **[#]** plus the Subscriber number of your choice. You will be prompted to enter you password.

At this point the inside and outside callers follow the same instructions. You will hear a message stating the number of messages left in your mailbox. You will then hear the Subscriber Services Menu with the following options:

**1** **Listen to New Messages** - See Listening to your Message.

**2** **Record and Send Message** - See Sending Messages.

**3** **Review Saved Messages** - See Listening to your Message.

**4** **Access Manager** - See Access Manager.

**5** **Personal Greetings** - See Personal Greetings.

**6** **Mailbox Administration** - See Mailbox Administration.

**#** **Personal Services** - See Personal Services.

**✱** **Return to Main Menu.**

# SVM/SVMi E-Series Subscriber Services Menu

NOTE: All options shown MAY NOT be authorized. If an option is not available please speak to your system administrator.

# GETTING STARTED

Using your new SVM/SVMi E-Series Subscriber Services is as simple as following a few simple spoken instructions. First time users should read this section as a tutorial. You should start with the following steps:

- Access your Subscriber Services Menu - You already know how to do this.

**From the Subscriber Services Menu:**

- Record a Primary/No-Answer Personal Greeting. Dial **[5][1]**.
- Record a Mailbox Greeting. Dial **[5][7]**.
- Change your access code (Password). Dial **[#][7][1]**.
- Record your name. Dial **[#][7][2]**.
- Enter your directory name. Dial **[#][7][3]**.

After you have completed the steps above your Subscriber Services are set up and ready to use.

# LISTENING TO YOUR MESSAGES

If there are new messages in your mailbox your **[VMMSG]** key will be lit. Call the SVM/SVMi E-Series by pressing this key, and when prompted enter your password. You will then be at the Subscriber Services Menu. Select **[1]** to listen to new messages or **[3]** to listen to saved messages.

**Note:** After you enter your password, if "Autoplay of New Messages" is enabled and you have new messages the SVM/SVMi E-Series will begin to play them automatically. A subscriber can control this feature. From the Subscriber Services Menu **[6] [5]** toggles "Autoplay of New Messages" ON/OFF.

| | |
|---|---|
| **1** | LISTENING TO NEW MESSAGES |
| **11** | GROUP NEW MESSAGES |
| **2** | RECORD AND SEND A MESSAGE |
| **3** | LISTENING TO OLD MESSAGES |
| **33** | GROUP OLD MESSAGES |
| **4** | ACCESS MANAGER |
| **5** | PERSONAL GREETINGS |
| **6** | MAILBOX ADMINISTRATION |
| **8** | PAUSE / RESUME |
| **0** | PLAY MENU OPTIONS |
| **✱** | EXIT TO AUTO ATTENDANT |
| **#** | PERSONAL SERVICES |



**1 or 3**

# LISTENING TO OLD OR NEW MESSAGES

**1** Play / replay the message you just heard.

**11** Play the previous message.

**2** Save the message you just heard and listen to the next message.

**3** Delete the message you just heard and listen to the next message.

**4** Reply to the message.

This will allow you to leave a message in the mailbox of the sender (if the sender has a mailbox on this system).

**5** Return the call directly to the telephone number that left the message.

This will work for internal and external callers, but Caller ID service is needed to use this feature on an outside call.

**55** Deliver a fax copy.

This will allow you to receive attached faxmail document(s). Faxmail documents can be delivered to any fax machine of your choice as long as out calling is authorized. You can also have faxmail messages automatically delivered to the fax machine of your choice.

**6** Forward the message and saves a copy.

The subscriber can be selected by dialing their mailbox number (nnn), using the directory service (#) or you may also add comments and leave it as a memo to yourself (##).

The Send and Copy Service (option 6) allows a user to send copies of a message to multiple recipients easily. A different introduction message may be left for each recipient.

**7** Rewind the message 5 seconds.

**77** Change playback volume of the recording.

There are two levels of volume during playback. Dialing this code will toggle between the two levels.

**8** Pause or resume during message playback.

**9** Fast forward the message 5 seconds.

**99** Change playback speed of the recording.

There are two levels of speed during playback. Dialing this code will toggle between the two speeds.

**0** Play options.

Pressing this key will play all the menu options available to you from this point.

**00** Hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.

**#** Move to the next message. This does not Save or Discard the current message - it is retained as new.

**##** Scan. Plays first 7 seconds of a message then skips to next message. This is similar to the scan button on a radio. It will allow you to find a specific message quickly. To stop scanning press **[1]**.

**✱** Cancel and return to previous menu.

**11** or **33**

# GROUP NEW OR OLD MESSAGES

Messages can be grouped as either Reminders, press **[3]** or Messages from a specific sender, press **[9]**.

Additionally you can press **[#]** and hear a summary of your mailbox contents:

a) Number of messages
b) Number of reminders
c) Number of urgent messages
d) Number of messages needing a callback
e) Number of private messages
f) Number of fax messages

**2**

# RECORD OR SEND A MESSAGE

This option is used to send a message to another subscriber. The steps are simple:

a) Enter the recipient's mailbox number, or if this is not known enter **[#]** to use the system directory.



b) Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:

**1** Review
**2** Continue Recording
**3** Discard and Re-Record
**4** Set Message Attributes (Delivery Options)
**5** Schedule Future Delivery
**6** Save and Send then Send a Copy to Someone Else
**#** Save and Send the Recording

## Setting Message Attributes

If after recording a message you select **[4]** you can set up any combination of the following delivery options:

**1** Urgent Delivery
**2** Return Receipt Requested
**3** Request a Call Back
**4** Private Delivery
**5** Reply Required
**✱** Exit

## Scheduling Future Delivery

If after recording a message you select **[5]** to schedule future delivery, you will be able to set message attributes and set this message as:

**#** Immediate Delivery
**1** Next Few Hours
**2** End of Current Business Day (based on your Availability Schedule)
**3** Beginning of Next Business Day (based on your Availability Schedule)
**4** A Coming Day of the Week
**5** Specific Day / Time
**✱** Exit

**4**

# ACCESS MANAGER

The Access Manager allows the subscriber to set a number of options for when, where and how, and/or if the SVM/SVMi E-Series contacts you when a caller dials your extension number. All of the options are toggled on/off based on their current status when you access them.

**Note: ALL** Access Manager options **MUST** be individually allowed by the System Administrator for each Subscriber. They are:

**1 Follow Me**

Allows the subscriber to enter an alternate location and set how long the new destination (Designated Location) will be active. This number may be an internal or external number. This is useful if you are frequently traveling or changing the number where you can be reached.

When Follow Me is activated, the transfer will be supervised and confirmed. This means that if the call is not answered or if rejected by the Subscriber at the designated location it will be recalled to the Subscriber's mailbox.

**3 Call Blocking**

When this feature is active, callers will not be transferred to your extension, they will hear your 'blocked' greeting (if recorded) and will go directly to your mailbox if they do not select any or are not offered any other options.

**4 Call Forwarding**

Unlike Follow Me where the subscriber wants to take their calls at an alternate location this feature allows the subscriber to pass control of his calls to another Subscriber. The "Forwarded To" Subscriber will now be in control of the caller and the caller will NOT return to originating Subscriber's Mailbox. If the "Forwarded To" Subscriber does not answer the caller it will now follow what ever the "Forwarded To" Subscriber has set up for their call conditions. The Caller will hear "Forwarding to" "{Subscriber Name}" before actually being forwarded.

**5 Call Screening**

If this is turned on, the caller will be asked their name and the SVM/SVMi E-Series will play this name to you before the transfer, giving you an option to accept or reject the call.

**6 Find Me**

Find Me, when enabled, will attempt to locate the subscriber by calling a list of preprogrammed phone numbers. The stored phone numbers are entered in 'Personal Services' **[#][2]** (if allowed by the Administrator). The stored telephone number list can contain up to 9 preprogrammed telephone numbers. The Find Me feature only use the first five.



**7 Night Intercept**

This feature is dependent on your weekly availability schedule, which is entered in 'Personal Services' **[#][3]** (if allowed by the Administrator). When Night Intercept is active the SVM/SVMi E-Series will first ring your extension 0 then play your primary, No Answer greeting during the day (when you are available) and will NOT ring your extension but simply play your Night greeting during the night (when you are not available).

**Note:** This does NOT use the Day and Night schedules of the phone system. It is solely controlled by the Subscriber's Availability Schedule.

**8 Pause / Resume**

*** Exit from Access Manager**

**0 Play All Options**

**# Play Access Coverage**

This feature is useful for finding out how you current access settings are set. It will also tell you what greetings will play under each of the call conditions you have setup.

# 5

# PERSONAL GREETINGS

The options available in this menu will be determined by your System Administrator, and not all of them may be available to you. In the simplest systems, only a mailbox greeting will be available, additional greetings may be accessible in more complex systems.

Your Personal Greeting will be played every time someone dials your extension and you do not answer.

You may record up to 9 Personal Greetings, and you may assign any one of them to be active. There are several different 'Call Coverage' conditions to which you may assign any of your 9 greetings. The Call Coverage Conditions are: No-Answer, Busy, and Do Not Disturb (or Forwarded All). This will allow different greetings to play depending on the type of call forward that you have set, or the condition of your telephone.

The Call Coverage conditions that you can assign specific greetings to are selected by the following digits:

**1 Primary/No Answer Greeting**

Used when in your office, away from your desk or during the time perios

you are scheduled available. If this is the only Personal Greeting you record, it will play for all call coverage conditions.

This option is available only if the Administrator has assigned you the 'Basic Greeting' feature.

Example: “Hi this is John Smith. I'm sorry I am not available to answer your call. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1.”

**2 Busy Greeting**

Played to a caller when you are already talking to someone on your extension or the telephone at your Designated Location.

This option is available only if the Administrator has assigned you the 'Busy Greeting' feature.

Example: “Hi, this is John Smith. I'm on another line right now. If someone else can help you, please enter the extension number now. Or, to leave a message, press 1.”

**3 Call Blocking Greeting**

Used while Call Blocking is enabled in your Access Manager or if your phone is forwarded ALL or DND.

This option is available only if the Administrator has assigned you the 'Call Blocking' feature.

Example: “Hi, this is John Smith. Sorry I missed your call, but I'm going to be out of the office for the next few hours. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1.”

**4 Night Greeting**

Used during the time period you are scheduled UNAVAILABLE, usually after business hours during the evening and at night.

This option is available only if the Administrator has assigned you the 'Scheduling' feature.

Example: “Hi, this is John Smith. I've left the office for the evening. If you would like to try someone else, please enter the extension number now. Or, to leave me a message, press 1.”

**5 Call Screening Greeting**

Used while Call Screening is enabled, and you REJECT a caller after listening to the caller's record name.

This option is available only if the Administrator has assigned you the 'Call Screening' feature.



Example: “Hi, this is John Smith. I'm sorry, but I am not available to speak with you at this time. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1.”

**6 Edit Personal Greetings**

You may also edit/record each one of the greetings (1-9) at any time.

Select a greeting number to edit and follow the instructions to record your greeting. When you are done recording your greeting, you will be able to listen to the greeting you recorded, save the greeting you recorded and return to the previous menu, record the greeting again, or exit without saving the greeting.

**Note:** If you record only the greeting assigned to the No-Answer Call Coverage Condition, then that greeting will play to callers for all Call Coverage Conditions (No-Answer, Busy, Blocked, Night, and Rejected Caller). In this case, the salutation part of the greeting should be very general.

**7 Edit Mailbox Greeting**

Used whenever a caller reaches your mailbox or if you have not recorded any of the Call Coverage greetings. The way a caller is transferred to your mailbox greeting directly, is by another subscriber transferring the caller to your mailbox using the VT (VoiceMail Transfer) key.

This option is available only if the Administrator has assigned you the 'Mailbox Greeting Option' feature.

Example: “Hi, this is John Smith. Please leave me a message, I will call you as soon as I can.”

**Note:** This greeting will only play if none of the 5 personal greetings has played to the caller. A common usage for this Greeting is when another Subscriber is talking with a caller and uses the VT key on their phone to transfer the caller directly to your Mailbox.

# 6

# MAILBOX ADMINISTRATION

The Mailbox Administration menu is used to turn on and off your pager notification, message alert options and other message control features.

**1 Message Alert**

When this function is activated, the SVM/SVMi E-Series will call any outside or inside telephone number, after each message is left in your voice mailbox.

To hear your message at the remote location when the SVM/SVMi E-Series calls you, after you pick up the telephone and answer you will be instructed that there is a message and to enter your password. Simply enter your password and you will now be logged in.

**Setting Up Message Alert:**

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[1]** for Message Alert.
- There are 4 options available to you:

  Press **[1]** to toggle message alert on and off.

  Press **[2]** to set the schedule when you would like to be notified.

  Press **[3]** to be notified on urgent messages only.

  Press **[4]** to set the destination phone number.

**2 Pager Notification**

When this function is activated, the SVM/SVMi E-Series will call your beeper service and notify you after each message is left in your voice mailbox.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[2]** for pager notification.
- There are 4 options available to you:

  Press **[1]** to toggle pager notification on and off.

  Press **[2]** to set the schedule when you would like to be paged.

  Press **[3]** to be notified on urgent messages only.

  Press **[4]** to set the pager phone number.

**3 Undelete**

When this function is activated, the SVM/SVMi E-Series will allow you to undelete any messages that you have recently deleted (up to the programmed Daily Maintenance Time, which is set to 3 a.m. by Default the following morning).

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[3]** for Deleted Messages.

Deleted voice mail messages are temporarily stored in memory until 3 a.m. the following day. Select this option to recover ("undelete") previously deleted messages, during this period of time.



**4 Undelivered Retrieval**

When this function is activated, the SVM/SVMi E-Series will allow you to recall any messages you have sent that have NOT yet been picked up by the recipient.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[4]** for Undelivered Messages.

This useful feature will allow you to cancel any messages that have NOT yet been picked up by the recipient.

**5 Auto Play New Messages**

If this option is enabled, after you enter your password correctly any new messages will immediately begin to play. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[5]** to Set Auto Play of New Messages.

**6 Auto Play Message Information**

If this option is enabled, the date, time and sender's name will be played automatically before each message. If this is disabled, the information must be requested manually by pressing '00'. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[6]** to Set Auto Play of Message Information.

# 9

# MESSAGE BROADCAST

This option will only be available if it has been allowed by the System Administrator.

**Broadcast to All Mailboxes**

If you have been designated as a Subscriber Administrator, you may send a message to ALL mailboxes in the system.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[9]** for Broadcast Messages.

This option will only be available if your mailbox has been assigned Subscriber Administration privileges.

#

# PERSONAL SERVICES

The Personal Administration Menu is used to set your password and record your name. Many of these features must be allowed by the System Administrator.

**1 Workload Management**

Allows you to access to all reminders, both Active and Pending. If authorized you can group your reminders as Commitments, Follow-Ups or Tasks for better organization. The system will flag each reminder as Active or Pending (pending means scheduled for future delivery).

**2 Stored Numbers**

Allows you to enter up to 9 stored phone numbers. The first five of these are used in the 'Find Me' feature, but any of them (1-9) can be easily dialed using only one digit followed by the pound key, to be used by many other features from within your subscriber space. (ie: “Follow Me, “Message Alert”, “Pager Alert”, and “Direct Call”).

**3 Schedule Availability**

Allows you to enter a weekly availability schedule for use with Night Personal Greeting and the Auto Night Intercept feature. Follow the spoken directions to enter the days of the week and times you are generally available to talk to your callers. All other times you will be considered unavailable.

**5 Place a Direct Call**

Allows you to place a direct call out of the SVM/SVMi E-Series from anywhere. You may either dial the number or dial a single digit 1-5 that corresponds to a stored number (See Personal Services, 2 - Stored Numbers). This feature must be authorized by the System Administrator and can be limited or opened to internal, local, and long distance calls.



**7 Personal Administration**

This area is used during the initial set up of your Subscriber Settings (see next section).

# PERSONAL ADMINISTRATION SETTINGS

This menu allows you to make changes to basic setup settings, that are rarely changed. Use these when you initially set up your personal Subscriber settings. You probably will not need to change them after that.

**1 Setting your Password**

- From the Subscriber Services Menu press **[#][7][1]**.
- The current password will be played and you will have the chance to change it.

**2 Recording your Name**

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the SVM/SVMi E-Series system.

- From the Subscriber Services Menu press **[#][7][2]**.
- The current name will be played and you will have the chance to change it.

**Note:** It is possible that if you do not record your name and/or enter your Directory Name (described below), you will not be included in the Dial by Name Directory.

**3 Entering your Directory Name**

Use this option to enter your Directory Name. Your Directory Name is used by callers to find you if they do not know your extension number.

- From the Subscriber Services Menu press **[#][7][3]**.
- The current Directory Name will be played as a string of digits that are equal to your name spelled out on your telephone keypad. Follow the instructions to enter a new name. You will be prompted to enter your last name and then your first name.

This must be done in order for the directory feature to work correctly.

**Note:** It is possible that if you do not record your name (described above) and/or enter your Directory Name, you will not be included in the Dial by Name Directory.

**4 Extended Prompting**

Use this option to drastically reduce the number of prompts played in the subscriber interface (mailbox prompts). Change this setting only if you are very familiar with the user operation of the SVM/SVMi E-Series.

**Note:** Remember if you know what digits to press, you can enter them at any time you do not have to wait to be prompted. This feature can be toggled on/off at anytime. Also if it is off you will be prompted within each subscriber menu to press zero for more options. This enables you to still be able to find out what to do if you were to get lost and extended prompting was disabled.

# KEYSET USER FEATURES

The following options are available if you have a display keyset. They require setup by the System Administrator.

## Message Waiting Lights

When new messages are left in your mailbox, the voice mail message light on your keyset will flash. Press this flashing key **[VMMSG]** and follow the prompts to retrieve messages. This key may be pressed at any time to log into your Subscriber Main Menu.

## Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to your voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mail box. At this time you will only be monitoring the call, you can not talk to the other party until you answer. You may pick up the call at any time or ignore it.

To activate this feature press the **AME** button. The associated indicator will be lit steady. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

While the caller is leaving a message or ringing you may:

- Press **[#]** to immediately put the caller in your voice mailbox and monitor it.
- Press **[*]** to immediately disconnect your station. The caller continues to leave a message normally.
- Pick up the handset and monitor privately.
- Press **ANS** / **RLS** to answer the call (using the handset or speaker).

## AME Password

If your keyset has **AME PASSWORD** (MMC 110) set to **YES**, you must enter your station password to listen to messages being left. This will prevent unauthorized people from listening to messages being left for you.

If the password option is turned on, while a message is being left, press the flashing **AME** indicator and enter your station password (not your SVM/SVMi E-Series password). You will then hear the message being left.

## Call Record

If you have a call record button assigned to your phone, you may press it at any time, to record the conversation in progress. If you have a display keyset, you will also have the soft key options to pause and time the message.

# SHORTCUTS

## Calling

Calling a station that is busy or does not answer you can press **[#]** to immediately send the call to the called parties mailbox.

## Being Called

If your phone rings and you want to send the caller directly to your mailbox, simply press **[#]**.

## Direct Messaging

**[#] + DSS** To make it easy to leave messages for others in your office without having to dial their extension number first, keyset users may simply dial **[#]** plus a mailbox (extension) number and leave a message directly. If you dial a busy extension press **[#]** to connect directly with the mailbox.

## Self Memo (Reminder)

Pressing **[##]** will leave a message in your own mailbox. This is useful to remind yourself of things to do now or in the future. Messages can be sent with future delivery so you can have the system call you when items become due.

# INTERACTIVE DISPLAYS

Display keyset users have the added advantage of using the soft keys and displays to play, save, delete, reply, call, forward, rewind, pause, fast forward, change the volume, get message information, or help.

## Viewing Mailbox Contents

If you have new messages, in addition to the Terminal Status Indicator (TSI) you will be able to use the keyset displays and soft keys to communicate with the SVM/SVMi E-Series.



# PERSONAL SPEED DIAL NUMBERS

| CODE | NAME | TELEPHONE NUMBER |
|---|---|---|
| 00 | | |
| 01 | | |
| 02 | | |
| 03 | | |
| 04 | | |
| 05 | | |
| 06 | | |
| 07 | | |
| 08 | | |
| 09 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |
| 20 | | |
| 21 | | |
| 22 | | |
| 23 | | |
| 24 | | |

# PERSONAL SPEED DIAL NUMBERS

| CODE | NAME | TELEPHONE NUMBER |
|---|---|---|
| 25 | _____ | _____ |
| 26 | _____ | _____ |
| 27 | _____ | _____ |
| 28 | _____ | _____ |
| 29 | _____ | _____ |
| 30 | _____ | _____ |
| 31 | _____ | _____ |
| 32 | _____ | _____ |
| 33 | _____ | _____ |
| 34 | _____ | _____ |
| 35 | _____ | _____ |
| 36 | _____ | _____ |
| 37 | _____ | _____ |
| 38 | _____ | _____ |
| 39 | _____ | _____ |
| 40 | _____ | _____ |
| 41 | _____ | _____ |
| 42 | _____ | _____ |
| 43 | _____ | _____ |
| 44 | _____ | _____ |
| 45 | _____ | _____ |
| 46 | _____ | _____ |
| 47 | _____ | _____ |
| 48 | _____ | _____ |
| 49 | _____ | _____ |

# STANDARD TELEPHONE USER GUIDE

SAMSUNG iDCS 16

March 2005

Samsung Telecommunications America reserves the right without prior notice to revise information in this guide for any reason. Samsung Telecommunications America also reserves the right without prior notice to make changes in design or components of equipment as engineering and manufacturing may warrant. Samsung Telecommunications America disclaims all liabilities for damages arising from the erroneous interpretation or use of information presented in this guide.

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# ABOUT THIS BOOK

This booklet provides instructions for using an industry standard single line telephone set with the Samsung iDCS 16. A variety of single line sets from many different manufacturers are available. Check with your service and installation company to ensure proper operation with the Samsung iDCS 16 system.

Please take the time to study this guide and to become familiar with the operation of your standard telephone. Keep it handy. You may need to look up instructions for infrequently used features.

Learning to use your telephone correctly will make everyday telephone communications a breeze.

This book is written based on the factory default settings for the feature access codes. Sometimes, due to programming requirements, these codes may be changed. If you find that a feature code does not work as described in this book, please contact your installation and service company to determine the correct code.

# THINGS YOU SHOULD KNOW

## USER ORIENTATION

Lifting the handset on your telephone will provide Samsung iDCS 16 system dial tone. This is also referred to as internal or intercom dial tone. To get an outside line from the telephone company, dial an access code, usually the digit "**9**." To call another station in your system, simply dial its extension number. See your system directory list for other access codes and extension numbers.

## HOOKFLASH

Throughout this guide, you will see references to "hookflash." A hookflash is a momentary operation of the hookswitch required for a feature operation. Some telephones have a **FLASH** or **RECALL** key. This key may be pressed instead of the hookswitch.

## C.O. LINES

Lines from the telephone company are "C.O. lines." Calls on these lines are referred to as "outside calls." These C.O. lines are accessed by dialing an access code. For example, dial **9** to get a local outside line or dial **80**–**82** for other line groups. Each line in the system is numbered beginning with 701, and then 702, 703, etc. To get a specific line, dial its three digit line number. If Least Cost Routing (LCR) is programmed into the system, you will only be required to dial **9**.

## DISTINCTIVE RINGING

Samsung iDCS 16 provides distinctive ring patterns to your phone:

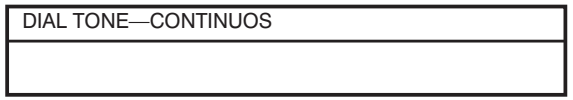
- Outside calls have a single ring tone repeated.
- Intercom calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a triple ring tone repeated.



## SYSTEM TONES

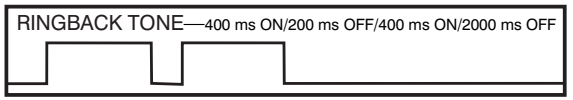
The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone—A steady tone that indicates you can begin dialing.



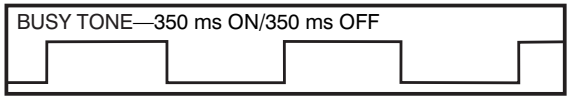

CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.



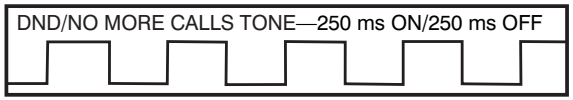

CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.



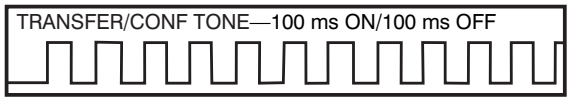

CONTINUOUS

DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.



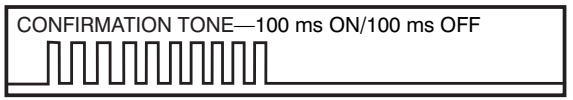

FOR TEN SECONDS

Transfer/Conference Tone—Indicates your call is being held and you can dial another party.



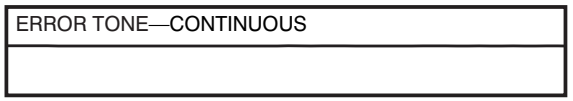

CONTINUOUS

Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.




FOR ONE SECOND

Error Tone—A continuous single level tone indicates you have done something incorrectly. Try again.




CONTINUOUS

# OUTSIDE CALLS

## MAKING AN OUTSIDE CALL

- Lift the handset and receive internal dial tone.
- Dial a C.O. line or line group access code.
- Receive outside dial tone and then dial the telephone number.
- Finish the call by replacing the handset.

If your system is programmed to require an authorization code before making a call:

- Dial ✱ and a valid code. You will hear confirmation tone, followed by dial tone.
- Select a C.O. line.

If your system is programmed to require an account code before making a call:

- Dial **47** and a valid code.
- Hookflash and receive transfer tone. Select a C.O. line.

For more information see your system administrator.

## ANSWERING AN OUTSIDE CALL

- Lift the handset. You are automatically connected to the ringing call.
- Finish the call by replacing the handset.

## UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67**. This device can operate in the Day or Night mode.

## SENDING A FLASH

While you are on an outside call, hookflash, receive transfer tone and dial **49** to send a flash to the telephone company. This may be required for some custom calling features or CENTREX lines.

## RECALL DIAL TONE

Hookflash and then dial **18** to disconnect your outside call and receive telephone company dial tone for a new call.

## BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you select an outside line:

- While on that call, hookflash, receive transfer tone and dial **44**.
- When the line becomes free, the system will call you back.
- Lift the handset, receive dial tone and dial the telephone number or the speed dial number again.

NOTE: A callback will be canceled if it is not answered within 30 seconds.

# INTERCOM CALLS

## CALLING OTHER STATIONS

- Lift the handset.
- Dial the extension number or group number.
- Wait for the party to answer.
- If you hear several brief tone bursts instead of ringback tone, the station you called is set for Voice Announce or Auto Answer.
- Begin speaking immediately after the tone.
- Finish the call by replacing the handset.

## ANSWERING INTERCOM CALLS

- Lift the handset and you are automatically connected to the ringing call.
- Finish the call by replacing the handset.

## BUSY STATION CALLBACK

When you call another station and you receive a busy signal:

- Hookflash, receive transfer tone, dial **44**, receive transfer tone and hang up.
- When the busy station becomes free, your telephone will ring.
- Lift the handset to automatically call the now idle station.

NOTE: You have 30 seconds to answer or the callback will be canceled.

## BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

- Hookflash, receive transfer tone and dial **45**.
- The called station will receive off-hook ring or camp-on tone.
- You will hear ringback tone.
- Wait for the called party to answer.

The called station must release its first call or put it on hold before answering your camp-on.



## CALLING YOUR SYSTEM OPERATOR

- Lift the handset and dial **0** to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.

# CALL PROCESSING

## HOLDING CALLS

- When you are connected to any call, hookflash, receive transfer tone and dial **11**. The call will now be on hold. You may now make or receive a second call.
- To take the caller off hold, lift the handset and dial **11**. You are now connected to the call. You may resume your conversation.

NOTE: A standard telephone can put only one call on hold at a time.

## HOLD RECALL

If you leave a call on hold longer than the hold timer, the call will recall your station.

- When your phone rings, lift the handset to answer the recall.
- If you do not answer this recall within a pre-programmed period of time, it will go to the operator group.

## RETRIEVING CALLS ON HOLD AT ANOTHER STATION

When a line is on hold at any other station:

- Lift the handset and dial **12** plus the extension number of the station that placed the call on hold**—OR—**dial **12** plus the line number if you know what it is.

## CONSULTATION HOLD

When you are speaking on an outside line and it is necessary to consult with another extension:

- Hookflash and receive transfer tone. Your call is placed on transfer hold.
- Dial an extension number.
- Consult with the internal party.
- Hookflash to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the hookflash will flip-flop between the outside and inside parties (except if the destination station is set for Auto Answer or Voice Announce).



## TRANSFERRING CALLS

Transfer is used to send any call to another extension in one of two ways. You can perform a screened transfer by informing the other extension who is calling or you can perform a blind transfer without notification.

- While you are speaking on a call, hookflash to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear ringing**—OR—**wait for the party to answer and advise the party of the call and then hang up. If the transfer is refused, you will be reconnected to the outside line when the station hangs up or you can hookflash to return to the outside party.

NOTE: After the inside party answers, you may alternate back and forth between the parties by hookflashing.

## TRANSFER WITH CAMP-ON

When you are transferring a call to another station and it is busy, you may camp the call on to this station:

- While you are speaking on a call, hookflash to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear a busy signal. The called party will be alerted that a call is waiting.

## TRANSFER RECALL

All calls that you have transferred (screened, unscreened and camped-on) will automatically recall to your station if they are not answered in a pre-programmed period of time.

## CALL WAITING

If an outside call has been camped-on to your phone or another station is camped-on to you:

- You will receive camp-on tone indicating another call is waiting.
- Hookflash and then dial **11** to put the first call on hold.
- Hang up and the waiting call will ring.
- Lift the handset to answer.
- Complete this call by transferring it or hanging up.
- Lift the handset and then dial **11** to return to your first call.

# SETTING UP A CONFERENCE

You may conference five parties (you and four other parties) in any combination of outside lines and internal stations in any order.

- While you are engaged in a conversation, hookflash, receive transfer tone and dial **46**. You will receive conference tone.
- Make another call, either intercom or outside.
- After the called party answers, hookflash and receive conference tone.
- Make another call—**OR**—hookflash to join all parties.
- Repeat as necessary.

To drop a party from your conference call:

- Hookflash, receive confirmation tone and dial the extension or line number that is to be dropped.
- Receive conference tone and dial **46** to rejoin the other parties.

NOTES: To leave the conference, hang up. Control will be passed to the first internal station that was added. If there are no internal stations and you wish to leave outside lines connected together in a trunk to trunk conference, follow the instructions to drop a party and use your extension number. When the parties on the outside lines hang up, the lines will release automatically, proceding disconnect supervision is supplied by the telephone company.

# FORWARDING YOUR CALLS

You may forward your calls to other stations or groups of stations. When they are programmed, Forward All Calls will have priority over Forward Busy and Forward No Answer conditions.

To clear all call forward conditions set at your station, lift the handset and dial **600**.

NOTE: It is not necessary to clear call forwarding to change your selection; simply enter a new forward command.

# FORWARD ALL CALLS

To forward all of your calls to another station:

- Lift the handset and dial **601** plus the extension or group number.
- Receive confirmation tone and hang up.

To cancel Forward All Calls, lift the handset and dial **600—OR—**dial another forward code, e.g., **604**.



# FORWARD BUSY

To forward calls to another station when you are on the phone:

- Lift the handset and dial **602** plus the extension or group number.
- Receive confirmation tone and hang up.

To cancel Forward Busy, lift the handset and dial **600—OR—**dial another forward code, e.g., **604.**

# FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Lift the handset and dial **603** plus the extension or group number.
- Receive confirmation tone and hang up.

To cancel Forward No Answer, lift the handset and dial **600—OR—**dial another forward code, e.g., **604.**

# FORWARD NO ANSWER/BUSY

To forward calls to another station when you do not answer or when you are on the phone:

- Lift the handset and dial **604** plus the extension or group number.
- Receive confirmation tone and hang up.

To cancel Forward No Answer/Busy, lift the handset and dial **600—OR—**dial another forward code, e.g., **601.**

# FORWARD FOLLOW ME

When you want all calls to your extension forwarded to the extension where you are now:

- Dial **605** plus your extension number.
- Receive confirmation tone and hang up.

If you want a specific extension's calls forwarded to your phone (Remote Call Forward):

- Dial **605** plus the desired extension number.
- Receive confirmation tone and hang up.

To cancel Forward Follow Me, lift the handset and dial **600—OR—**dial another forward code, e.g., **601**.

## FORWARD DND

To forward your phone when you activate DND.

- Dial **607** plus the extension number or group number.
- Receive confirmation tone and hang up.

## STATION CALL PICKUP

To pick up (answer) a call ringing at another station:

- Lift the handset and dial **65** plus the extension number of the ringing phone.

## GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group:

- Lift the handset and dial **66** plus the desired group number **01–20**.

NOTE: Station and group pickup features cannot be used to answer recalls to a station, only new ringing calls and operator recalls.



# DIALING FEATURES

## SPEED DIALING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers **500–799** or from your personal list of numbers **00–49**.

- Lift the handset and dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialed for you.

## PROGRAMMING PERSONAL SPEED DIAL NUMBERS

You can program frequently dialed telephone numbers in a personal speed dial list. A station may be assigned up to fifty numbers, **00–49**. See your system administrator to determine the amount assigned to your station.

- Go offhook, dial **15** and then dial **105**.
- Dial a speed dial number (**00–49)**.
- Dial a line or line group access code.
- Dial the telephone number to be stored (18 digits maximum). It can include **#**, **✱**.
- Simply go on-hook to store your dialed digits.

NOTES:

1. If you are presented with an error tone at any time, then go on-hook and resume from the beginning.
2. Unfortunately, phones are not allowed to put a FLASH or a PAUSE into your dialed-digit stream.
3. There is no way to erase a previously programmed speed dialing bin, but overwriting is allowed.

## LAST NUMBER REDIAL

To redial the last telephone number you have dialed:

- Lift the handset and dial **19**.

NOTE: Redial does not apply to intercom calls.

## SAVE NUMBER WITH REDIAL

To save the number you have just dialed for later use:

- Before hanging up, hookflash, receive confirmation tone and dial **17**.

To redial this saved number at any time:

- Lift the handset and dial **17**. This step will select the same line and dial the number for you.

This telephone number is stored in memory until you save another. When you do, the new number will be saved and the old number will be erased.

NOTE: Save Number does not apply to intercom calls.

## PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press **#**. All digits dialed after the **#** will be sent as tones.



# PAGING AND MESSAGING

## MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers:

- Lift the handset.
- Dial **55** plus zone number **1, 2, 3** or **4—OR—**dial **55** plus **0** to page all internal zones.
- After the brief attention tone, make the announcement.

## MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Dial **55** plus **9** to make an external page.
- After the brief attention tone, make the announcement.

## ALL PAGE

To page all keysets and the external speakers at the same time:

- Lift the handset and dial **55** plus ✱.
- After the brief attention tone, make the announcement.

## MEET ME PAGE/ANSWER

- Make a page by dialing **54** plus any zone and instruct the paged person to dial **56**.
- After completing the page, hookflash and remain off-hook until the paged person dials **56** from any phone. The paged person will be automatically connected with you.

## CALL PARK AND PAGE

When you have an outside call for someone who is not at his/her desk, you can park the call and page the requested party:

- While in conversation, hookflash and dial **55**. The call is automatically parked at your station.
- Dial the desired page zone and make the announcement. Be sure to include your station number, for example, “Mr. Smith, park 201.”

# RETRIEVING A PARKED CALL

To retrieve a call that has been parked for you:

- Lift the handset.
- Dial **10** plus the station number that was announced. You will be connected to the parked call.

# SETTING A MESSAGE INDICATION

When you are calling another station and no one answers or you receive a busy signal, you can set a message indication at that station. The **MESSAGE** key on keysets will flash and standard telephones will receive special dial tone.

- Hookflash and dial **43**.
- Receive confirmation tone and hang up.

If the keyset you are calling is in the Auto Answer mode, you must use the following procedure:

- Hang up for at least two seconds.
- Lift the handset.
- Dial **41** plus the extension number.
- Receive confirmation tone and then hang up.

NOTE: A station can have up to and including five message indications. If you receive dial tone instead of confirmation tone, there are already five messages at this station. Try again later.

# RETURNING MESSAGES

When you lift the handset and receive special dial tone, another station has left a message for you. To return messages:

- Lift the handset.
- Dial **43**. The first station that left you a message will be called automatically. If it is not answered, your message indication will remain.
- Repeat the prior step until all messages have been returned in the order received.
- Dial tone will return to normal when all messages have been returned.

# CANCELING A MESSAGE

You can cancel a message indication that you have left at another station.

- Lift the handset.
- Dial **42** plus the extension number of that station.

To cancel all message indications left at your phone:

- Lift the handset and dial **42** plus your extension number.
- Replace the handset.

# PROGRAMMED MESSAGES

When you will be away from your phone for any length of time, you may leave a programmed station message. Display stations calling you will see this message and be informed of your status or follow your instructions.

- Lift the handset and dial **48** plus any message code **01**–**20** listed on the back of this user guide.
- Listen for confirmation tone and hang up.
- To cancel this message, lift the handset and dial **48** plus **00**.

# CONVENIENCE FEATURES

## DO NOT DISTURB

Use Do Not Disturb (DND) when you want to block calls to your keyset.

- Lift the handset and then dial **401**.
- To cancel DND, lift the handset and then dial **400.**

You are able to make calls while in the DND mode.

## LOCKING YOUR STATION

To lock your phone from making outgoing calls:

- Lift handset to go offhook and dial **15100** plus your station passcode (default **1234**) then dial **1**.
- Listen for system dial tone and replace handset. Your station is now locked from making outgoing calls.

To lock your station from making both internal and outgoing calls:

- Lift handset to go offhook and dial **15100** plus your station passcode (default **1234**) then dial **2**.
- Listen for system dial tone and replace handset. Your station is now locked from making both internal and outgoing calls.

To unlock your phone:

- Lift handset to go offhook and dial **15100** plus your station passcode (default 1234) then dial **0**.
- Listen for system dial tone and replace handset. Your station is now unlocked.

| | 0 UNLOCKED | 1 LOCKED OUTGOING | 2 LOCKED ALL CALLS |
|---|---|---|---|
| Make outside calls | YES | NO | NO |
| Receive outside calls | YES | YES | NO |
| Make intercom calls | YES | YES | NO |
| Receive intercom calls | YES | YES | NO |



## ANSWERING THE DOOR PHONE

When your station is programmed to receive calls from the door phone:

- You will receive three short rings repeatedly.
- Lift the handset and you will be connected to the door phone.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial **13** to release the lock.

## CALLING THE DOOR PHONE (ROOM MONITORING)

You can call the door phone and listen to what is happening outside or in another room.

- Lift the handset and then dial the extension number of the door box.
- You will be connected to the door phone. You can listen or have a conversation.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial **13** to release the lock.

## APPOINTMENT REMINDER / ALARM CLOCK

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (TODAY ONLY) or as a daily reminder every day (DAILY). You can set up to three alarms. Each one can be either a TODAY ONLY or a DAILY alarm.

When the alarm rings, you will hear three short rings repeated three times. Lift the handset to answer the alarm. If you do not, the alarm will alert you two more times at pre-determined time intervals.

To set/reset alarms:

- Go off-hook. Dial **15** and then **112**.
- Dial the alarm number **1**, **2** or **3**.
- Dial the time you want the alarm to sound. Enter the time as HHMM (hours & minutes) using a 24 hour clock.
- You receive confirmation tone after dial **0** (NOT SET), **1** (TODAY ONLY) or **2** (DAILY) to select alarm type.
- Receive confirmation tone and go on-hook.
- Repeat for each alarm if needed. (Receive confirmation tone)

Note: If you are presented with an error tone at any time, then go on-hook and resume from the beginning.

# ACCOUNT CODES

When it is equipped with optional equipment, your SAMSUNG iDCS 16 system allows calls to be charged to different accounts. You can enter an account code in two ways. To enter an account code by interrupting the conversation:

- While on an outside call, hookflash, receive confirmation tone and dial **47**.
- Dial the account code (it may be a maximum of 12 characters including ✱ and #).
- Hookflash to return to the conversation.
- If you make an error, repeat the procedure with the correct code. Only the last account code dialed will be recorded.

To enter an account code after the outside party hangs up.

- After the outside party hangs up, hookflash, receive confirmation tone and then dial **47**.
- Dial the account code (it may be a maximum of 12 characters including ✱ and #).

NOTE: If you wait for the outside party to hang up, you must complete this procedure within ten seconds. You cannot repeat if you make a mistake.

# IN/OUT OF GROUP

If your station is assigned to a hunt group, this feature will allow you to dial an **access code** plus the group number, e.g., **501**, plus **0** to temporarily prevent your station from receiving any group calls. You will still be able to receive calls that are dialed directly to your station. To reenter the group, dial an **access code** plus the group number, e.g., **501**, plus **1**.

# DIAL BY VOICE

If your station is assigned to a Dial by Voice group, this feature allows you to use Dial by Voice. Before using this feature, you must record a name and assign that name to a personal speed bin. This feature can be accessed only by a dial code. When you are recording a name, do not pause between the first and last names because the system will interpret the pause as the end of the recording. Practice saying names as one word, e.g. Saint cho, Robert Kim, Candy Kim.

**IMPORTANT:** To record a name for one of your speed dial numbers the following procedure must be followed in one complete step. Stopping causes recording to fail.



Lift the handset and dial 642. Dial the station passcode (1234). Dial the personal speed bin number. Upon completion of this entry, you will hear three short beeps. Immediately record the name. If you are successful, you will hear a short burst of tone confirming the recording.

To place a call using Dial by Voice:

- Lift the handset.
- Dial 681 and speak the name.
- If the name is recognized, the call will be placed. If the name is not recognized, you will hear error tone. Hang up and try again.

NOTE: This feature requires optional hardware and/or software. Ask your installation and service company for details.

# CHANGING YOUR STATION PASSCODE

Your default station passcode is 1234. You can change your station passcode whenever you desire.

To change your station user passcode:

- Lift handset to go offhook then dial **15101**.
- Then dial your existing station passcode.
- Then dial a new passcode (must be four digits).
- Redial your new passcode to verify. If successful, you will hear a confirmation tone.
- Hang up to store your new passcode.

NOTE: If you are presented with an error tone at any time, go on-hook and resume from the beginning.

# PERSONAL SPEED DIAL NUMBERS

| CODE | NAME | TELEPHONE NUMBER |
|---|---|---|
| 00 | | |
| 01 | | |
| 02 | | |
| 03 | | |
| 04 | | |
| 05 | | |
| 06 | | |
| 07 | | |
| 08 | | |
| 09 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |
| 20 | | |
| 21 | | |
| 22 | | |
| 23 | | |
| 24 | | |



# PERSONAL SPEED DIAL NUMBERS

| CODE | NAME | TELEPHONE NUMBER |
|---|---|---|
| 25 | | |
| 26 | | |
| 27 | | |
| 28 | | |
| 29 | | |
| 30 | | |
| 31 | | |
| 32 | | |
| 33 | | |
| 34 | | |
| 35 | | |
| 36 | | |
| 37 | | |
| 38 | | |
| 39 | | |
| 40 | | |
| 41 | | |
| 42 | | |
| 43 | | |
| 44 | | |
| 45 | | |
| 46 | | |
| 47 | | |
| 48 | | |
| 49 | | |

# SYSTEM ADMINISTRATION AND SPECIAL FEATURES GUIDE

iDCS 16

DIGITAL COMMUNICATIONS SYSTEM

*March 2005*

Samsung Telecommunications America reserves the right without prior notice to revise information in this guide for any reason. Samsung Telecommunications America also reserves the right without prior notice to make changes in design or components of equipment as engineering and manufacturing may warrant. Samsung Telecommunications America disclaims all liabilities for damages arising from the erroneous interpretation or use of information presented in this guide.

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# ABOUT THIS BOOK

This book contains instructions for special features that every telephone user may not need to know. The owner can decide who the system administrator will be and who will have access to these features. Station users can be trained on only the items that apply to them. This procedure will help control costs and telephone abuse.

Several of the features listed in this book are specific to the system operator or attendant position. You can have more than one operator or set your system up to be used without an operator.

The designated system administrator can access specific programs and modify some functions to better manage the Samsung iDCS 16 office telephone system. Instructions are detailed and easy to follow. When assistance is needed, contact your installation and service company.

# SPECIAL FEATURES

## NIGHT SERVICE OPERATION (AUTOMATIC OR MANUAL)

Your system is designed to have an alternate mode of operation generally designated as Night Service. Night Service permits incoming calls to ring differently than during normal day operation. Night Service may be set manually or automatically. While in the Night mode, each station will be limited to its individual night class of service dialing restrictions. You can put the system in or out of Night Service at any time. Automatic Night Service has an on-time and off-time for each day. If no automatic timer is set, you must turn Night Service on and off manually.

## AUTOMATIC NIGHT SERVICE

Automatic Night Service is turned on or off according to the programmed on and off times. These programmed times use the system clock as a reference, so the system clock must be set correctly. Pressing the manual **NIGHT** key will override the automatic mode until the next programmed time.

## MANUAL NIGHT SERVICE

Press the **NIGHT** key on any keyset to enter Night Service. Enter the Night Service passcode and press the **NIGHT** softkey or dial **1** on the keypad to activate Night Service. Or press the **DAY** softkey or dial **0** on the keypad to exit Night Service.

## CALLING THE SYSTEM OPERATOR

Any station that dials **0** will ring its assigned operator. Calls to the system operator are easily identified because the **CALL** key will have a rapidly flashing red light. Station users will never receive a busy signal when they dial 0 or the operator group number. The calls will continue ringing in queue until answered.

## OPERATOR RECALLS

Transferred calls that go unanswered will recall to the station that originated the transfer. Should the station that originated the transfer not answer the recall, the call will be sent to the operator as a transfer recall.



A call left on hold will recall the station that put it on hold. If the hold recall is unanswered at the station that originated the hold, the call is sent to the operator.

Both types of recalls will ring and have a slow flashing amber light on the **LINE** key or **CALL** key.

## EXECUTIVE BARGE-IN

If you want to break into another station's conversation, you must be allowed to barge-in and the other station must not be secure.

- Dial the desired extension number and listen for the busy signal.
- Press the **BARGE-IN** key and begin speaking after the tone.
- Hang up when you are finished.

The system can be set for one of the three following barge-in options:

- No barge-in allowed
- Barge-in with intrusion tone
- Barge-in without intrusion tone (service observing)

When this last option is selected, the station that barges-in can monitor the conversation and no warning tone or display will be sent to the station being monitored. The handset transmitter and keyset microphone are disabled. The party that originated the barge-in may join the conversation by pressing the MUTE key on the keyset. You service company must program these options for you.

**WARNING**

Barge-in without tone may violate state or federal laws concerning the right to privacy. Samsung Telecommunications America is in no way responsible for the possible misuse of this feature.

## WALKING CLASS OF SERVICE

You can change a restricted station's class of service to the same class as your station, allowing you to make calls or use features that would otherwise be restricted from that station.

- Lift the handset or press the **Speaker** key.
- Dial **59** and then your extension number.
- Dial your station passcode and receive internal dial tone.

- Dial an access code and then the telephone number—**OR**—use the desired feature as usual.
- Hang up. The station will be returned to its restricted status.

NOTE: The default station passcode 1234 cannot be used.

# IN/OUT OF GROUP

Any station assigned to a station group can remove itself from that group and then reenter the group at a later time. When out of the group, a station can receive calls to its extension number but not to the group. There are 10 groups and the access codes are 500–509.

To create a backup or relief operator position, assign the main operator and one or more backup individuals to the operator group. All but the main operator should be out of the group. When it is necessary to use a backup operator, put the desired backup station in the group and remove the main operator. When incoming call traffic is heavy, you can have another station put itself in the operator group along with the main operator to handle the extra call load.

If the station does not have an **IN**/**OUT** key:

- Lift the handset and dial **53**.
- Dial the group number.
- Dial **0** to be out of the group or dial **1** to be in the group.
- Receive confirmation tone and hang up.

If the station has an **IN**/**OUT** key:

- Press the **IN**/**OUT** key. It will light red when the station is in the group.
- Press the **IN**/**OUT** key again. The light is off when the station is out of the group.

NOTE: A station can be in more than one group.

# DIRECT INWARD SYSTEM ACCESS (DISA)

From outside of the office, selected individuals can call into the iDCS 16 system on special DISA line(s). A security code must be entered to gain access. Once these individuals are in the system, they can make outside calls using the office lines, call stations within the system, access paging resources, or set/reset their external forward database.



DISA allows the use of an incoming line to gain access to system resources for the purpose of dialing an intercom, accessing a Central Office (C.O.) line, internal paging or changing external forward setting.

Individuals who will use DISA must have their stations assigned for DISA access and must change their station passcodes. The default passcode 1234 cannot be used.

- Call in on the DISA line from any phone with tone dialing.
- You will hear a dial tone. Dial your security code (your extension number plus your station passcode). If you want to connect to a station, you do not need a passcode; security codes are needed only for access to trunk lines.
- If you are allowed access, you will receive system dial tone.
- Dial any line access code, receive outside dial tone and then dial a telephone number **OR** dial any extension number to call a station in the system.
- To make another call, press ✱, receive dial tone and dial another number.
- Press **#** and hang up when finished.

NOTE: Outgoing DISA calls are controlled by the dialing class of the station identified by the security code. The DISA line must have disconnect supervision from the central office. Insist that this service is verified by your installation/service company.

# DISA SECURITY

A common practice among “hackers” is to repeatedly dial a known DISA access number (usually with a computer) and try a different passcode each time. The hacker hopes to eventually chance upon the correct passcode and thus gain access to your system. The SAMSUNG iDCS 16 security feature counts the number of sequential incorrect passcode attempts. If a certain number is reached, DISA is disabled and the system sends an alarm to designated display stations. The number of passcode attempts and the disable duration are both programmable. In addition, the SAMSUNG iDCS 16 system will print an SMDR record (a customer-provided printer and a serial interface module—SIM are required) each time an incorrect passcode is entered.

The DISA alarm will ring for a programmable time before canceling the ringing; however, the DISA alarm display will remain until the alarm is cleared. To clear the DISA alarm, follow the following procedure:

- Lift the handset and dial **58**.
- Enter the DISA alarm passcode (see your service company).
- Replace the handset.

**WARNING**

As it is impossible to prevent unauthorized access to your telephone system by hackers, we suggest that you do not turn the DISA feature on unless you intend to use it. If you do use this feature, it is good practice to frequently change passcodes and periodically review your telephone records for unauthorized use.

# FORCED ACCOUNT CODES

Account codes are used to provide accountability for the calls that are made. These account codes can be either forced or optional; if forced, they are always verified from a system list of up to 200 entries.

# USING FORCED ACCOUNT CODES

- Lift the handset and press the **ACCT CODE** key or dial **47**.
- Enter the account code.
- Press the **ACCT CODE** button again, press **Transfer** (or hookflash on a single line telephone (SLT)). If a correct code is entered, you will hear iDCS 16 dial tone and you can make an outside call in the usual manner. If an incorrect code is entered, the station returns error tone.

For information on entering and changing forced account codes, see the system administrator programming section of this book.

# AUTHORIZATION CODES

Authorization codes are used to validate a station user and give permission to make a call. These four digit authorization codes can be either forced or optional, but if used, are always verified from a system list of 30 entries. Each authorization code has an associated class of service. When the code is entered, the class of service is changed to the dialing class of the authorization code.

# USING AUTHORIZATION CODES

After going off-hook, the station user must dial ✱ followed by a four digit authorization code. If you enter a correct code, you will hear confirmation tone and then receive a dial tone and you can make an outside call in the usual manner. The station then follows the dialing class for that authorization code. If you enter an incorrect code, the station returns error tone. This code may or may not print on SMDR reports depending on SMDR programming.

# CALLER ID SPECIAL FEATURES

## ABANDON CALL LIST (100)

A system-wide abandoned calls list stores CID information for the last 100 calls that rang but were not answered and were accompanied with valid CID information. The abandoned calls list is accessed using the system administrator's passcode. When reviewing this list, you are provided options to **CLEAR** the entry or **DIAL** the number. You can use the **NND** key to toggle between the CID name, CID number and the date and time the call came in.

To view the list of abandoned incoming calls for which CID information has been received:

- Dial **64** and dial the system administrator passcode.
- Scroll through the entries using the **Volume** keys.

## NUMBER TO NAME TRANSLATION

The system provides a translation table of 200 entries for displaying names on your LCD instead of CID. When the CID number is received, the table is searched. When a match is found, the system displays the corresponding name from the table.



TEAR HERE

# CALLER ID SPECIAL FEATURES

## INVESTIGATE

Investigate allows selected stations with a special class of service to investigate any call in progress. If CID information is available for an incoming call, you will know to whom this station user is speaking. For outgoing calls, you can see the number that was dialed. After investigating, you may barge-in on the conversation, disconnect the call or hang up your phone to end the investigation.

- At *your* keyset, press the **INVESTIGATE** key.
- Enter your station passcode. (Default passcodes cannot be used.)
- Enter the station number to be investigated.
- You can now press **BARGE** to barge-in on the conversation.
  **OR**
  You can press **NND** to view more information about the call.
  **OR**
  You can press **DROP** to disconnect the call.

NOTE: If the call is an outgoing call, the **NND** key will not appear.

**WARNING**

This feature may violate state or federal laws concerning the right to privacy. Samsung Telecommunications America is in no way responsible for the possible misuse of this feature.

**NOTE:** This information is NOT repeated in this user guide.

# SYSTEM ADMINISTRATOR PROGRAMMING

## CUSTOMER LEVEL ACCESS

Before any customer programs can be accessed, you must first open system programming using the passcode you have been assigned. You must use a display keyset. Should it become necessary to change this passcode, see your service company.

- While on-hook, press **Transfer** and then dial **200**.
  Your display shows [ENABLE CUS. PROG. PASSCODE].
- Dial the four digit passcode.
  The display shows [ENABLE CUS. PROG. - DISABLE].
- Dial **1** to enable.
  The display shows [ENABLE CUS. PROG - ENABLE].
- Press **Transfer**. The keyset returns to its idle condition.
- Press **Transfer** and then dial the three digit program code you want to access. Follow the instructions for that program.

NOTE: You must begin programming within 30 seconds. Once you are in programming, any delay of more than 30 seconds between key strokes will cause the system to automatically close programming.

# SET DATE AND TIME DISPLAY

Should it ever become necessary to correct the date and time displayed on all of the keysets, do so as soon as you notice that they are incorrect. Automatic Operating Mode will not work correctly and SMDR records will be of no value when the date and time are not correct.

The display format is the following:

W (Day of the week): Enter **0** for Sunday and **6** for Saturday.
MM (Month): Enter **01** for January and **12** for December.
DD (Day of the month): Enter a number in the range of **01**–**31**.
YY (Year): Enter the last two digits of the year.
HH (Hours): Use the 24 hour clock and enter a number in the range of **00**–**24**.
MM (Minutes): Enter a number in the range of **00**–**59**.

Failure to enter the time using the 24 hour clock will cause the date to change at 12:00 P.M. Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **505** Display shows | `OLD:1060198:1220`<br>`NEW:WMMDDYY:HHMM` |
| 2. Enter the new time and date using the above format | `OLD:1060198:1220`<br>`NEW:2070798:1545` |
| 3. Verify the time and date and reenter them if necessary | `OLD:2070798:1545`<br>`NEW:WMMDDYY:HHMM` |
| 4. Press the right soft key to return to step 2 OR **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |

If you have entered invalid data, you will receive an [ INVALID ENTRY ] message for three seconds. Reenter the correct date and time. If the information you entered is incorrect, repeat the procedure.



# RESET STATION PASSCODES TO DEFAULT

Individual keyset users can set or change their own individual passcodes. These passcodes are used to lock and unlock keysets, override toll restriction and access the DISA feature. At times, it may be necessary for the system administrator to reset a station's passcode to default "1234." This program cannot be used to display passcodes, only to reset them.

**PROGRAM KEYS**

**UP** & **DOWN** - Select the extension number.
**Hold** - Press to reset the passcode.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **101** Display shows | `[201]  PASSCODE`<br>`PASSCODE:****` |
| 2. Dial the station number OR use the **UP** and **DOWN** keys to scroll through the keyset numbers and press the right soft key to move the cursor right | `[205]  PASSCODE`<br>`PASSCODE:****` |
| 3. Press **Hold** to reset the passcode | `[205]  PASSCODE`<br>`PASSCODE  :  1234` |
| 4. Press the right soft key to return to step 2 OR press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |

**DEFAULT DATA: ALL STATION PASSCODES = 1234**

# PROGRAM STATION NAMES

This program is used to assign a character name or identification for each extension. You may assign a name of 11 characters long.

**PROGRAM KEYS**

**UP** & **DOWN** - Used to scroll and move cursor.
**KEYPAD** - Used to enter characters.
**Hold** - Press to clear entry.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **104** Display shows | [201] STN NAME |
| 2. Dial station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor | [205] STN NAME |
| 3. Enter the station name using the procedure described on the next page and press the right soft key to return to step 2 | [205] STN NAME<br>SAM SMITH |
| 4. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |

NOTE: Directory information is always 11 characters.

**DEFAULT DATA: NONE**



Names are written using the keypad. Each press of a key will select a character. Pressing the dial pad key moves the cursor to the next position. For example, if the directory name is “SAM SMITH,” press the number “7” three times to get the letter “S.” Press the number “2” once to get the letter “A.” Continue selecting characters from the table below to complete your message. Press the “A” key to change the letter from upper case to lower case.

NOTE: When the character you want appears on the same dial pad key as does the previous character, press the **UP** key to move the cursor to the right.

**DS 24D KEYSETS and iDCS KEYSETS**

| COUNT | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| DIAL 0 | < | > | . | ) | 0 |
| DIAL 1 | space | ? | , | ! | 1 |
| DIAL 2 | A | B | C | @ | 2 |
| DIAL 3 | D | E | F | # | 3 |
| DIAL 4 | G | H | I | $ | 4 |
| DIAL 5 | J | K | L | % | 5 |
| DIAL 6 | M | N | O | ^ | 6 |
| DIAL 7 | P | Q | R | S | 7 |
| DIAL 8 | T | U | V | ✱ | 8 |
| DIAL 9 | W | X | Y | Z | 9 |
| DIAL ✱ | : | = | [ | ] | ✱ |

The **#** key can be used for the following special characters: #, space, &, !, :, ?, ., %, $, -, /, =, [, ], @, ^, (, ), _, +, {, }, |, ;, \, “ and ~.

# PROGRAM TRUNK NAMES

This program is used to assign a character name or identification for each C.O. line. You may assign a name of 11 characters long.

**PROGRAM KEYS**

**UP** & **DOWN** - Used to scroll and move cursor.
**KEYPAD** - Used to enter characters.
**Hold** - Press to clear entry.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **404** Display shows | `[701] TRUNK NAME` |
| 2. Dial trunk (e.g., **704**) OR press **UP** or **DOWN** to select trunk and press the right soft key to move the cursor | `[704] TRUNK NAME` |
| 3. Enter the trunk name using the procedure in *Program Station Names* and press the right soft key to return to step 2 | `[704] TRUNK NAME`<br>`SAMSUNG` |
| 4. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |



# PROGRAM STATION GROUP NAMES

This program is used to assign a character name or identification for each station group (500–509). You may assign a name 11 characters long.

**PROGRAM KEYS**

**UP** & **DOWN** - Used to scroll and move cursor.
**KEYPAD** - Used to enter characters.
**Hold** - Press to clear entry.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **602** Display shows the first group | `[501] SGR NAME` |
| 2. Dial the group number (e.g., **505**) OR press the **UP** or **DOWN** key to make a selection and press the left or right soft key to move the cursor | `[505] SGR NAME` |
| 3. Enter the name using the method in *Program Station Names* | `[505] SGR NAME`<br>`SAMSUNG` |
| 4. Press the left or right soft key to return to step 2 OR press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |

# PROGRAM SYSTEM SPEED DIAL NUMBERS

The system list starts with 200 numbers and can be increased in blocks of ten. The maximum amount is 300 numbers if no more than 200 station speed dial numbers are assigned. See your service company to increase or decrease the system list.

The speed dial codes are 500–799. Each speed dial number consists of a line access code and the telephone number to be dialed. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including ✱, #, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is being used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you will need to use. These are the bottom six programmable keys on the right hand side of the DS 24D keyset. These keys are known as **A**, **B**, **C**, **D**, **E**, and **F** *(see the DS 24D Keyset User Guide, Dialing Features).*

**PROGRAM KEYS**

**UP** & **DOWN** - Select the speed dial bin.
**KEYPAD** - Used to enter number.
**Hold** - Press to clear entry.
**Speaker** - Save data and advance to next program.
**A** - Does not have a function.
**B** - Inserts a FLASH.
**C** - Inserts a PAUSE.
**D** - Changes the dialing type from pulse to tone.
**E** - Hides and displays digits.
**F** - Enters the speed dial name.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **705**<br>Display shows the first number | `SYS SPEED DIAL`<br>`500:` |
| 2. Dial the speed bin desired (e.g., **505**) OR press **UP** or **DOWN** to choose and press the right soft key to move the cursor | `SYS SPEED DIAL`<br>`505:` |
| 3. Enter the access code (e.g., **9**—the system will automatically insert a dash) followed by the phone number (up to 24 digits long) and press the right soft key to return to step 2 | `SYS SPEED DIAL`<br>`505:9-121223456789` |
| 4. Press the **F** key to toggle to *Program System Speed Dial Names*, step 3 to enter the name | `SYS SPEED NAME`<br>`505:` |
| 5. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |

**DEFAULT DATA: NO SPEED NUMBERS ASSIGNED**

# PROGRAM SYSTEM SPEED DIAL NAMES

This program is used to assign a character name or identification for each system speed dial location. This name enables you to locate the speed dial number when you are using the directory dial feature. You may assign a name 11 characters long.

### PROGRAM KEYS

**UP** & **DOWN** - Used to scroll through speed dial bins.
**KEYPAD** - Used to enter selections.
**SOFT KEYS** - Move cursor left and right.
**Speaker** - Used to store data and advance to next program.
**Hold** - Used to clear previous entry.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then **706** Display shows the first name | SYS SPEED NAME<br>500: |
| 2. Dial the system speed number (e.g., **505**) OR press **UP** or **DOWN** to select the entry number and press the right soft key to move the cursor | SYS SPEED NAME<br>505: |
| 3. Enter the name as shown in *Program Station Names* and press the right soft key to return to step 2 OR press the **F** key to toggle to the speed dial number to return to *Program System Speed Dial Numbers*, step 4 | SYS SPEED NAME<br>505:SAMSUNG |
| 4. Press the right soft key to return to step 2 above OR press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |



# PROGRAM PERSONAL SPEED DIAL NUMBERS FOR OTHER STATIONS

Individual station users can program their own numbers, but in cases where this is not practical, or for single line telephone users, this program allows a system administrator to view or change any station's speed dial numbers. The station speed dial codes are 00–49. Each station begins with ten numbers (00–09) and can be assigned more in blocks of ten (up to a maximum of fifty numbers).

Each speed dial number consists of a line access code and the telephone number to be dialed. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including ✱, #, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you will need to use. These are the bottom six programmable keys on the right hand side of the DS 24D keyset. These keys are known as **A**, **B**, **C**, **D**, **E**, and **F** *(see the DS 24D Keyset User Guide, Dialing Features)*.

### PROGRAM KEYS

**UP** & **DOWN** - Scrolls through extension numbers and speed dial bins.
**KEYPAD** - Used to enter number.
**Hold** - Press to clear entry.
**A** - Does not have a function.
**B** - Inserts a FLASH.
**C** - Inserts a PAUSE.
**D** - Changes the dialing type from pulse to tone.
**E** - Hides and displays digits.
**F** - Enters the speed dial name.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **105** Display shows | `[201] SPEED DIAL 00 :` |
| 2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor OR press the left soft key to go to step 4 | `[205] SPEED DIAL 00 :` |
| 3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected | `[205] SPEED DIAL NO SPEED BLOCK` |
| 4. Dial the location number (e.g., **05**) OR press **UP** or **DOWN** to select the location and press the right soft key to move the cursor OR press the left soft key to return to step 2 | `[205] SPEED DIAL 05: _` |
| 5. Enter the trunk access code (e.g., **9**) followed by the number to be dialed (e.g., **4264100**) OR press the right soft key to return to step 2 OR press the left soft key to return to step 3 OR press **Hold** to clear an entry (if an error is made, use the **DOWN** key to step back) | `[205] SPEED DIAL 05 : 9-4264100_` |
| 6. Press the **F** key to access *Program Station Speed Dial Names* OR press **Transfer** to save and exit programming OR press **Speaker** to save and advance to the next program | |

**DEFAULT DATA: NO SPEED DIAL NUMBERS PROGRAMMED**



# PROGRAM PERSONAL SPEED DIAL NAMES FOR OTHER STATIONS

Each individual station user can program his/her own names but in cases where it is impractical or for single line telephone users, this program allows a system administrator to view or change any station's speed dial names. The station speed dial codes are 00–49. Each station begins with ten numbers (00–09) and can be assigned more in blocks of ten up to a maximum of fifty numbers.

**PROGRAM KEYS**

**UP** & **DOWN** - Used to scroll through extension numbers and speed dial bins.
**KEYPAD** - Used to enter selections.
**SOFT KEYS** - Move cursor left and right.
**Speaker** - Used to store data and advance to next program.
**Hold** - Used to clear previous entry.
**Redial** - Used to select ALL.

| ACTION | DISPLAY |
|---|---|
| 1. Press **TRSF** and then dial **106** Display shows | `[201] SPEED NAME 00:` |
| 2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor | `[205] SPEED NAME 00:` |
| 3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected | `[205] SPEED DIAL NO SPEED BLOCK` |
| 4. Dial the speed dial location (e.g., **05**) OR use **UP** or **DOWN** to scroll through the location numbers and use the right soft key to move the cursor OR press the left soft key to return to step 2 above | `[205] SPEED NAME 01:_` |
| 5. Enter the name using the procedure in *Program Station Names* and press the right soft key to return to step 2 OR press the left soft key to return to step 3 | `[205] SPEED NAME 01:SAM SMITH` |

6. Press the **F** key to access *Program Personal Speed Dial Numbers for Other Stations* OR press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

# CREATE PROGRAMMED STATION MESSAGES

Messages 1-10 are programmed from the factory and cannot be changed. However, you can create 10 additional 16-character messages (11-20) that fit your company's needs. After programming these messages, inform other employees so they can add the new messages to the list on the back of their user guides.

**PROGRAM KEYS**

**UP** & **DOWN** - Select the message number.
**KEYPAD** - Used to enter characters.
**Hold** - Press to clear entry.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **715** Display shows the first message | `PGM.MESSAGE (01)`<br>`IN A MEETING` |
| 2. Dial in the message number (e.g., **11**) OR press **UP** or **DOWN** to scroll through the messages and press the right soft key to move the cursor | `PGM.MESSAGE (11)`<br>`_` |
| 3. Enter in the message using the procedure in *Program Station Names* and press the right soft key to return to step 2 above | `PGM.MESSAGE (11)`<br>`IN THE SHOWROOM` |
| 4. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |

# SET ALARM/APPOINTMENT REMINDER WITH MESSAGE

Keyset users can set their own alarms but standard telephone users cannot. The system administrator can set alarm/appointment reminders for other stations in the system.

### ALARM TYPE

**0** NOTSET
**1** TODAY
**2** DAILY

### PROGRAM KEYS

**UP** & **DOWN** - Select a station.
**Hold** - Press to clear data.
**KEYPAD** - Used to enter data.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **116** Display shows | `[201]ALM REM(1)`<br>`HHMM:  NOTSET` |
| 2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor OR press **Redial** to select all stations | `[205]ALM REM(1)`<br>`HHMM:  NOTSET`<br>OR<br>`[ALL]ALM REM(1)`<br>`HHMM:  NOTSET` |
| 3. Dial **1**–**2** to select the alarm (e.g., **2**) OR press **UP** or **DOWN** to select the alarm and press the right soft key to move the cursor OR press the left soft key to return to step 2 | `[201]ALM REM(2)`<br>`HHMM:  NOTSET` |
| 4. Enter the alarm time in 24 hour clock format (e.g., **1300**) and the display will automatically advance to step 5 | `[205]ALM REM (2)`<br>`HHMM:1300NOTSET` |
| 5. Enter the alarm type from the list above OR press **UP** or **DOWN** to select the alarm type and press the right soft key to move the cursor | `[205]ALM REM (2)`<br>`HHMM:1300DAILY` |
| 6. Enter the messages using the procedure in *Program Station Names* and press the right soft key to return to step 2 | `[205]ALM REM (2)`<br>`TAKE MEDICATION` |
| 7. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |

# MANAGING KEY ASSIGNMENTS

You can view station key assignments and add extenders to some of the programmable keys for easy one touch operation of frequently used features.

An extender is a number that makes an otherwise general key very specific. Adding the digit "4" to a **PAGE** key defines this key for paging zone four. Adding "205" to a directed pickup key will define this key as pickup for extension 205 only. The key must already be assigned by the installing technician.

Use this program to assign extenders to the following keys:

| KEY | DESCRIPTION | EXTENDER |
|---|---|---|
| **BOSS** | Boss/Secretary | (1–4) |
| **DP** | Direct Pickup | (Extension number or station group number) |
| **DS** | Direct Station | (Any extension number) |
| **FWRD** | Call Forwarding | (0–7) |
| **GPIK** | Group Pick-Up | (01–08) |
| **IG** | In/Out of Group | (500–509) |
| **MMPG** | Meet Me Page | (0–9, ✱) |
| **PAGE** | Page | (0–9, ✱) |
| **SPD** | Speed Dialing | (00–49, 500–799) |
| **PMSG** | Programmed Messages | (01–20) |
| **DIR** | Directory | SYS (0), PERS (1) or STN (2) |

**PROGRAM KEYS**

**UP** & **DOWN** - Select the extension number.
**KEYPAD** - Used to enter extender codes.
**Hold** - Used to clear the displayed data.



Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **107**<br>Display shows the first station | `[201] KEY EXTEND`<br>`01:CALL1` |
| 2. Dial the station number (e.g., **205**) OR use UP or DOWN to scroll through the station numbers and press the right soft key to move the cursor | `[205] KEY EXTEND`<br>`01:CALL1` |
| 3. Enter the key number (e.g., **18**) OR use **UP** and **DOWN** to scroll through the keys and use the right soft key to move the cursor OR press the key to be programmed | `[205] KEY EXTEND`<br>`18:DS` |
| 4. Dial the extender according to the list above and the system will display your selection<br>If there are no more entries, press the left soft key to return to step 2 | |
| 5. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | `[205] KEY EXTEND`<br>`18:DS207` |

# PROGRAMMING ACCOUNT CODES

This program is used to add or change account code entries.

**PROGRAM KEYS**

**KEYPAD** - Used to enter the account code (allowable digits 0–9).
**UP** & **DOWN** - Used to select entry number.
**Hold** - Used to clear data.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **708** Display shows | `ACCOUNT CODE (001)` |
| 2. Dial the account code entry (e.g., **005**) OR press **UP** or **DOWN** to select the entry number and press the right soft key to move the cursor | `ACCOUNT CODE (005)` |
| 3. Enter the account code via the dial pad, e.g., **1234** (maximum of 12 digits) and press the right soft key to move the cursor back to step 2 | `ACCOUNT CODE (005)123456789012` |
| 4. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |



# SETTING INDIVIDUAL FORWARD NO ANSWER TIMERS

Each station can have an individual Call Forward No Answer timer to accommodate station users with different individual work habits. When adjusting this timer, take care that the value is not greater than the transfer recall timer. The range is 001-255 seconds.

**PROGRAM KEYS**

**KEYPAD** - Used to set timer values.
**UP** & **DOWN** - Used to select extension number.
**Speaker** - Save data and advance to next program.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|---|---|
| 1. Press **TRSF** and then dial **502** Display shows | `[201] NO ANS FWD 010 SEC` |
| 2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** key to select the station and press the right soft key OR press **Redial** to select all stations and press the right soft key | `[205] NO ANS FWD 010 SEC` OR `[ALL] NO ANS FWD 010 SEC` |
| 3. Enter the new value via the dial pad, (e.g. **020**), must be 3 digits) and the system will return to step 2 | `[205] NO ANS FWD 010 SEC→020` |
| 4. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program | |

# ADDING NAMES TO THE TRANSLATION TABLE

This program allows the system administrator or technician to associate a CID number received from the Central Office with a name programmed in this translation table. If there is no match between a received number and a name in this table, [no CID name] will be displayed. The translation table consists of 200 entries with each entry comprised of a 12 digit telephone number and a 16 digit name. See *Program Station Names.*

Open customer programming and follow the instructions below.

**PROGRAM KEYS**

**UP** & **DOWN -** Used to scroll through options.
**KEYPAD -** Used to enter selections.
**SOFT KEYS -** Move cursor left and right.
**SPK -** Used to store data and advance to next MMC.
**Hold -** Used to clear previous entry.

| ACTION | DISPLAY |
|---|---|
| 1. Press **Transfer** and then dial **728**<br>Display shows first entry | `CID XLAT:(001)`<br>`DIGIT:` |
| 2. Dial entry number (e.g., **005**)<br>OR use **UP** and **DOWN** to scroll through entries and press right soft key to select entry | `CID XLAT:(005)`<br>`DIGIT:_` |
| 3. Enter telephone number and press right soft key to advance to name entry<br>OR enter telephone number and press left soft key to return to step 2 above | `CID XLAT:(005)`<br>`DIGIT:30542641000` |
| 4. Enter the name using the method in *Program Station Names* and press right or left soft key to return to step 2 above<br>OR press **Speaker** to save and advance to next MMC OR press **Transfer** to save and exit programming | `CID XLAT:(005)`<br>`SAMSUNG TELECOM` |

**DEFAULT DATA: NONE**



NOTES

iDCS
16

# AUTO ATTENDANT ADMINISTRATION GUIDE

*March 2005*

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AAUCD

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# OVERVIEW

Your iDCS 16 telephone system is equipped with an integrated option package to enhance call processing. The improved feature support is in the form of Auto Attendant .

# AUTO ATTENDANT

The auto attendant will answer and process incoming calls without human intervention. The caller is answered and hears a message prompting him/her to dial numbers to reach extensions in the phone system or follow other options provided by the AA card.

Your installation and service company has already designed and programmed these options for you, including the greetings and messages that play at different times while the call is being processed.

The only administration associated with this card is the greeting change. Different day and night greetings may be programmed. These change when the iDCS 16 system changes between day mode and night mode. Additionally, an alternate greeting may be recorded to indicate a holiday, an emergency or another temporary closure. From time to time, it may be necessary to manually change the active greeting from the current (day or night) to the alternate (holiday).

## RECORDING GREETINGS

To record greetings (or prompts) you must have an **AA RECORD** key programmed on your keyset. Select a quiet place where you will not be disturbed.

- Press the AA RECORD key
- Enter the passcode (this can be supplied by your installation and service company)
- Lift the handset and press HANDSET
- Dial the first AA port (this will usually be 381)
- Enter the number of the prompt to record (if in doubt get a list of the prompts from your installation and service company)
- Begin recording after the tone, when finished press the AA RECORD key

## PLAYING GREETINGS

You may play the greetings to check that you are happy with the quality and content. To do this you must have an **AA PLAY** key programmed on your keyset.

- Press the AA PLAY key
- Dial the first AA port (this will usually be 381)

- Enter the number of the prompt to play (if in doubt get a list of the prompts from your installation and service company)
- The prompt will begin to play along with all subsequent prompts

## CHANGING THE GREETING

The AA card allows the system administrator to call in and change the current greeting to day, night or alternate:

- Call the auto attendant and listen to the greeting you wish to change.
- Dial a special passcode while you are listening to the greeting. The special passcode is programmed by your service company technician.
- Dial **1** for the day greeting, **2** for the night greeting or **3** for the alternate greeting. The new greeting is played immediately as confirmation.
- Hang up. The new greeting is set until the next scheduled change.

## MANUAL NIGHT SERVICE

- When the iDCS 16 phone system changes from DAY to NIGHT mode, the AA greetings will also change.
- When the Day / Night AA greeting is changed remotely the Day / Night status of the iDCS 16 phone system is also changed. This means that a customer who forgets to put the system in night mode can call in remotely and do it.
- When the alternate greeting is set, the iDCS 16 system will go into night mode. If a NIGHT key is programmed on the iDCS 16 it will FLASH. The normal status of this light in the night mode is on steady. A flashing NIGHT key indicates the alternate greeting is set.

## AUTO NIGHT SERVICE

- Manually changing an Auto Attendant greeting to the day or night greeting will change the iDCS 16 system day / night mode until the next scheduled change by the Auto Day / Night program.
- Manually changing an Auto Attendant greeting to the alternate greeting will put the iDCS 16 phone system into night mode and flash the night button to indicate that the alternate greeting is set. The system will continue in this mode until manually changed. The Auto Day / Night Service will be suspended during this time.

# Samsung Voice Mail

*Your Voice Messaging System*

## Quick-Reference Guide

SAMSUNG

# Accessing Your Mailbox *(Subscriber Services Menu)*

## *From Your Desk*

- Press the button labeled **MESSAGE** or **VMMSG**

  OR
- Dial SVM Access Code: _____

  *(You will be prompted to enter your Passcode)*
- Enter your Password: _____

  *(Default Password: 0000)*

## *From Off-Site (Home, Cell Phone)*

- Dial the phone number that is answered by the SVM. _____

  *(Your Company's Main Greeting)*
- At the Main Greeting dial [#] plus your Subscriber (or Mailbox) number.

  *(Subscriber and Mailbox Number usually match your extension number)*
- Enter your Password: _____

  *(Default Password: 0000)*

## *From Another Subscriber's Phone*

- Press the button labeled **MESSAGE** or **VMMSG** or dial **SVM Access Code**.
- Dial **[✱]** followed by **[#]** and your Extension / Mailbox Number.

  *(You will be prompted to enter your Passcode)*
- Enter your Password: _____

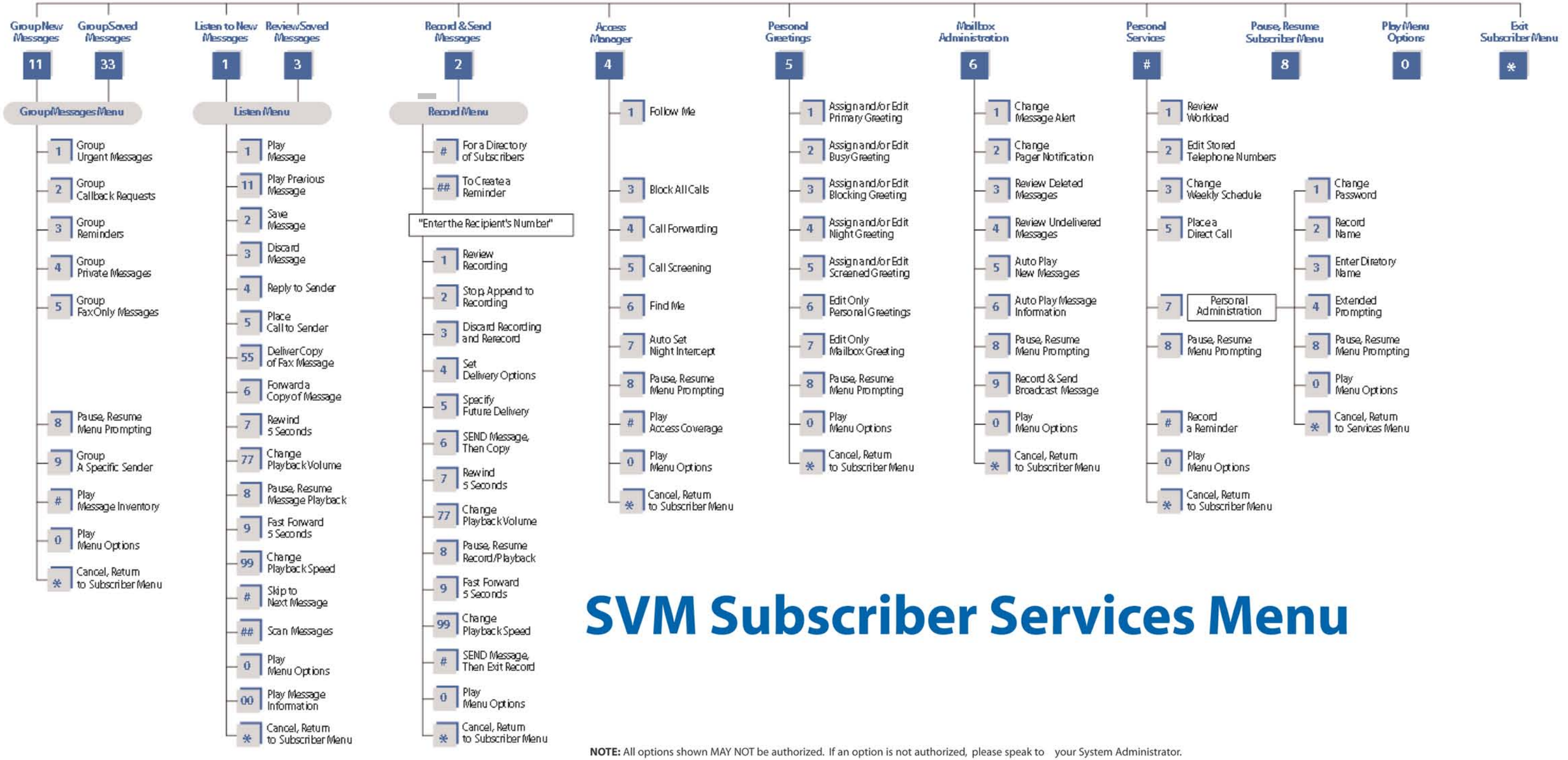
  *(Default Password: 0000)*

## *Alternate Off-Site for DID Users (Home, Cell Phone)*

- Dial your DID phone number.

  *(Your Personal Greeting will answer in approximately 4-6 rings)*
- During your Personal Greeting dial **[#]** directly followed by your password.

  *(Default Password: 0000)*




# SVM Subscriber Services Menu

**NOTE:** All options shown MAY NOT be authorized. If an option is not authorized, please speak to your System Administrator.

# First Time Easy Set-Up

There are five easy setup options required for optimum performance. These can be done after you log in.

**1** **Change Your Password:** ..... **[#][7][1]**

Required to Log In as a Subscriber. Password length can be from 1 to 8 digits. Default password is 0000.

**2** **Record Your Name:** ..... **[#][7][2]**

This recorded name plays to your callers when they are transferred throught the Auto Attendant. It is also used by the Automated Directory so the caller can verify they spelled your name correctly.

**3** **Enter Your Dial-By-Name Directory Name:** ..... **[#][7][3]**

You will be asked to first spell and enter and accept your Last Name, then your First Name on the Telephone Keypad. This is used by the Automated Directory for callers who do not know your extension number but do know your name.

**4** **Record Your Primary (No-Answer) Greeting:** ..... **[5][1]**

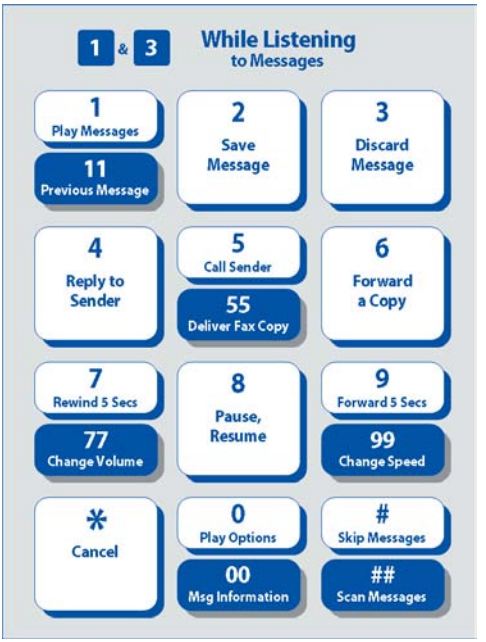
This is your Personal Greeting that plays to your callers when you do not answer your phone*.

**5** **Record Your Mailbox Greeting:** ..... **[5][7]**

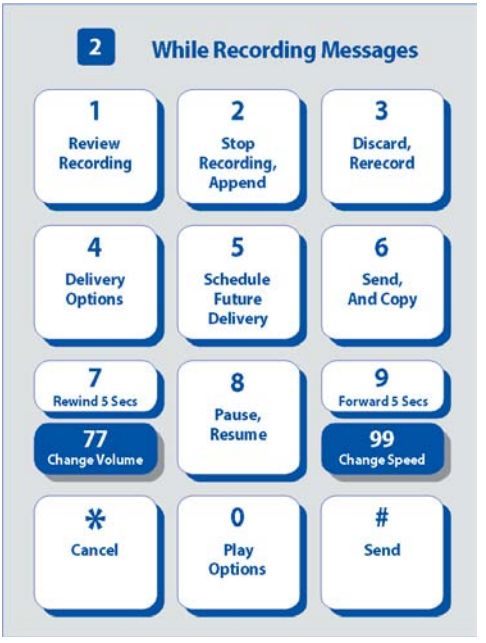
This Greeting is only used if you do not have a Primary Greeting recorded and/or another Subscriber transfers a caller directly into your Mailbox.

*There are other Personal Greetings available that can be scheduled to play for Busy, Forward All (DND), and Night Call Conditions. Ask your System Administrator for more information on Call Condition Greetings.

## Functions While Listening to a Message




## Functions While Recording and Sending a Message



# Quick Reference Index

**AUTO PLAY OF MESSAGE INFORMATION**.....**[6][6]**

Time & Date Stamp Information. This option can be turned on/off.

**AUTO PLAY NEW MESSAGES**.....**[6][5]**

Plays new messages after you log in. This option can be turned on/off.

**DIRECT CALL***.....**[#][5]**

Used for make out going calls while logged in.

**EXTENDED PROMPTING**.....**[#][7][4]**

This option can be turned on/off.

**FIND ME***.....**[4][6]**

Calls you at a series of numbers in your stored number list.

**FOLLOW ME***.....**[4][1]**

Changes the number where you are taking your calls.

**LISTEN TO NEW MESSAGES**.....**[1]**

**LISTEN TO SAVED MESSAGES**.....**[3]**

**MESSAGE ALERT***.....**[6][1]**

When enabled the system will call you to let you know you have new messages. This option can be turned on/off.

**PAGER NOTIFICATION***.....**[6][2]**

When enabled the system will call your Pager to let you know you have new messages. This option can be turned on/off.

**QUICK MEMO**.....**[#][MAILBOX #]**

Quickly send a message to another Subscriber.

**RECORD AND SEND A MESSAGE**.....**[2]**

**REMINDER**.....**[#][#]**

Quickly send a message to yourself.

**STORED TELEPHONE NUMBERS***.....**[#][2]**

Enter a list of numbers used by Follow Me, Find Me, and all Notifications.

**UNDELETE MESSAGES**.....**[6][3]**

Deleted messages can be recovered any time before Daily Maintenance time, scheduled by the System Administrator. The default time is 3 a.m.

*Must be Authorized by System Administrator.

# SVM/SVMi E-Series
# USER GUIDE

June 2004

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# INTRODUCTION

This guide describes how to setup and use the various features available to a Subscriber. A Subscriber is a person that has been authorized access to the various features and services available in the SVM/SVMi E-Series. Please review this section carefully before you use your Authorized Features and Services, known as Subscriber Services.

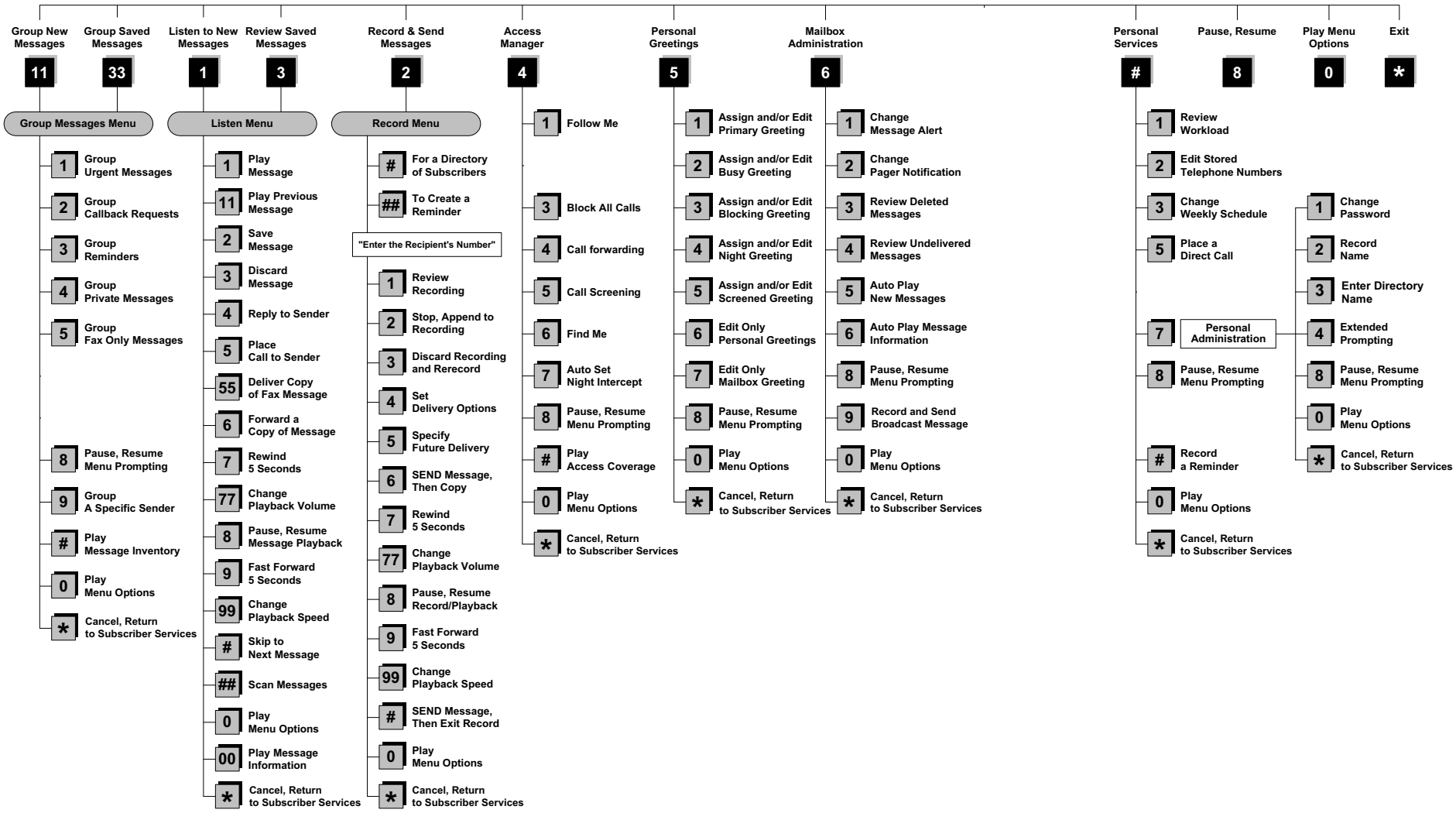
Voice Mail is one of the Subscriber Services available. Your voice mail box has the capability of storing private messages, and offers a number of options for sending or redirecting messages as well as provides several ways to notify you of new messages.

Another very common Subscriber Service is Access Manager. This allows you control over when and where you receive your calls as well as what to speak to your callers in the event you are unable to speak to them directly. The 'events' are referred to as "Call Conditions". No-Answer, Busy, and Blocked are the most commonly used Call Conditions.

This guide can be used by Subscribers from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. See the SVM/SVMi E-Series Subscriber Services Menu Diagram for more details.

Note that some features and prompts detailed here may not be available to all Subscribers. See your System Administrator if you have questions about feature availability.

# SVM/SVMi E-Series Subscriber Services Menu




NOTE: All options shown MAY NOT be authorized. If an option is not available please speak to your system administrator.

# ACCESSING YOUR MAILBOX

*[Also known as Subscriber Services Menu]*

## Inside Callers *[Subscriber logging in from their Desk]*

- Dial the SVM/SVMi E-Series access number or press the key assigned to ring SVM/SVMi E-Series **[VMMSG]**.
- Enter your personal password when prompted (the default password is 0000).

## Outside Callers *[Subscribers calling from Cell Phones or outside of the office environment]*

- Dial the phone number that will be answered by the SVM/SVMi E-Series. The main greeting will answer.
- At the main greeting dial **[#]** plus your Subscriber (or mailbox) number (Subscriber and Mailbox numbers will usually match your extension number).
- Enter your personal password when prompted (the default password is 0000).

## Access your Subscriber Services (or Mailbox) from a Station other than your Own (or checking a mailbox associated with a different station)

- Press the **[VMMSG]** key or dial the SVM/SVMi E-Series **group number**. You will be prompted to enter a password.
- Press **[✱]**. This will take you to the Main Auto Attendant Menu.
- Press **[#]** plus the Subscriber number of your choice. You will be prompted to enter you password.

At this point the inside and outside callers follow the same instructions. You will hear a message stating the number of messages left in your mailbox. You will then hear the Subscriber Services Menu with the following options:

**1** **Listen to New Messages** - See Listening to your Message.

**2** **Record and Send Message** - See Sending Messages.

**3** **Review Saved Messages** - See Listening to your Message.

**4** **Access Manager** - See Access Manager.

**5** **Personal Greetings** - See Personal Greetings.

**6** **Mailbox Administration** - See Mailbox Administration.

**#** **Personal Services** - See Personal Services.

**✱** **Return to Main Menu.**



# GETTING STARTED

Using your new SVM/SVMi E-Series Subscriber Services is as simple as following a few simple spoken instructions. First time users should read this section as a tutorial. You should start with the following steps:

- Access your Subscriber Services Menu - You already know how to do this.

**From the Subscriber Services Menu:**

- Record a Primary/No-Answer Personal Greeting. Dial **[5][1]**.
- Record a Mailbox Greeting. Dial **[5][7]**.
- Change your access code (Password). Dial **[#][7][1]**.
- Record your name. Dial **[#][7][2]**.
- Enter your directory name. Dial **[#][7][3]**.

After you have completed the steps above your Subscriber Services are set up and ready to use.

# LISTEN TO YOUR MESSAGES

If there are new messages in your mailbox your **[VMMSG]** key will be lit. Call the SVM/SVMi E-Series by pressing this key, and when prompted enter your password. You will then be at the Subscriber Services Menu. Select **[1]** to listen to new messages or **[3]** to listen to saved messages.

Note: After you enter your password, if "Autoplay of New Messages" is enabled and you have new messages the SVM/SVMi E-Series will begin to play them automatically. A subscriber can control this feature. From the Subscriber Services Menu **[6][5]** toggles "Autoplay of New Messages" ON/OFF.

# SUBSCRIBER SERVICES MENU

The following is a list of all the options available in the Subscriber Main Menu.

**1** LISTENING TO NEW MESSAGES
**11** GROUP NEW MESSAGES
**2** RECORD AND SEND A MESSAGE
**3** LISTENING TO OLD MESSAGES
**33** GROUP OLD MESSAGES
**4** ACCESS MANAGER
**5** PERSONAL GREETINGS
**6** MAILBOX ADMINISTRATION
**8** PAUSE / RESUME

**0** PLAY MENU OPTIONS

***** EXIT TO AUTO ATTENDANT

**#** PERSONAL SERVICES

## 1 or 3

## LISTENING TO OLD OR NEW MESSAGES

**1** Play / replay the message you just heard.

**11** Play the previous message.

**2** Save the message you just heard and listen to the next message.

**3** Delete the message you just heard and listen to the next message.

**4** Reply to the message.

This will allow you to leave a message in the mailbox of the sender (if the sender has a mailbox on this system).

**5** Return the call directly to the telephone number that left the message.

This will work for internal and external callers, but Caller ID service is needed to use this feature on an outside call.

**55** Deliver a fax copy.

This will allow you to receive attached faxmail document(s). Faxmail documents can be delivered to any fax machine of your choice as long as out calling is authorized. You can also have faxmail messages automatically delivered to the fax machine of your choice.

**6** Forward the message and saves a copy.

The subscriber can be selected by dialing their mailbox number (nnn), using the directory service (#) or you may also add comments and leave it as a memo to yourself (##).

The Send and Copy Service (option 6) allows a user to send copies of a message to multiple recipients easily. A different introduction message may be left for each recipient.

**7** Rewind the message 5 seconds.

**77** Change playback volume of the recording.

There are two levels of volume during playback. Dialing this code will toggle between the two levels.

**8** Pause or resume during message playback.

**9** Fast forward the message 5 seconds.

**99** Change playback speed of the recording.

There are two levels of speed during playback. Dialing this code will toggle between the two speeds.

**0** Play options.

Pressing this key will play all the menu options available to you from this point.

**00** Hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.

**#** Move to the next message. This does not Save or Discard the current message - it is retained as new.

**##** Scan. Plays first 7 seconds of a message then skips to next message. This is similar to the scan button on a radio. It will allow you to find a specific message quickly. To stop scanning press **[1]**.

***** Cancel and return to previous menu.

## 11 or 33

## GROUP NEW OR OLD MESSAGES

Messages can be grouped as either Reminders, press **[3]** or Messages from a specific sender, press **[9]**.

Additionally you can press **[#]** and hear a summary of your mailbox contents:

a) Number of messages
b) Number of reminders
c) Number of urgent messages
d) Number of messages needing a callback
e) Number of private messages
f) Number of fax messages

## 2

## RECORD AND SEND A MESSAGE

This option is used to send a message to another subscriber. The steps are simple:

a) Enter the recipient's mailbox number, or if this is not known enter **[#]** to use the system directory.

b) Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:

**1** Review
**2** Continue Recording
**3** Discard and Re-Record
**4** Set Message Attributes (Delivery Options)
**5** Schedule Future Delivery
**6** Save and Send then Send a Copy to Someone Else
**#** Save and Send the Recording

## Setting Message Attributes

If after recording a message you select **[4]** you can set up any combination of the following delivery options:

**1** Urgent Delivery
**2** Return Receipt Requested
**3** Request a Call Back
**4** Private Delivery
**5** Reply Required
**✱** Exit

## Scheduling Future Delivery

If after recording a message you select **[5]** to schedule future delivery, you will be able to set message attributes and set this message as:

**#** Immediate Delivery
**1** Next Few Hours
**2** End of Current Business Day (based on your Availability Schedule)
**3** Beginning of Next Business Day (based on your Availability Schedule)
**4** A Coming Day of the Week
**5** Specific Day / Time
**✱** Exit

# 4

# ACCESS MANAGER

The Access Manager allows the subscriber to set a number of options for when, where and how, and/or if the SVM/SVMi E-Series contacts you when a caller dials your extension number. All of the options are toggled on/off based on their current status when you access them.



**Note: ALL** Access Manager options **MUST** be individually allowed by the System Administrator for each Subscriber. They are:

**1 Follow Me**

Allows the subscriber to enter an alternate location and set how long the new destination (Designated Location) will be active. This number may be an internal or external number. This is useful if you are frequently traveling or changing the number where you can be reached.

When Follow Me is activated, the transfer will be supervised and confirmed. This means that if the call is not answered or if rejected by the Subscriber at the designated location it will be recalled to the Subscriber's mailbox.

**3 Call Blocking**

When this feature is active, callers will not be transferred to your extension, they will hear your 'blocked' greeting (if recorded) and will go directly to your mailbox if they do not select any or are not offered any other options.

**4 Call Forwarding**

Unlike Follow Me where the subscriber wants to take their calls at an alternate location this feature allows the subscriber to pass control of his calls to another Subscriber. The "Forwarded To" Subscriber will now be in control of the caller and the caller will NOT return to originating Subscriber's Mailbox. If the "Forwarded To" Subscriber does not answer the caller it will now follow what ever the "Forwarded To" Subscriber has set up for their call conditions. The Caller will hear "Forwarding to""{Subscriber Name}" before actually being forwarded.

**5 Call Screening**

If this is turned on, the caller will be asked their name and the SVM/SVMi E-Series will play this name to you before the transfer, giving you an option to accept or reject the call.

**6 Find Me**

Find Me, when enabled, will attempt to locate the subscriber by calling a list of preprogrammed phone numbers. The stored phone numbers are entered in 'Personal Services' **[#][2]** (if allowed by the Administrator). The stored telephone number list can contain up to 9 preprogrammed telephone numbers. The Find Me feature only use the first five.

**7 Night Intercept**

This feature is dependent on your weekly availability schedule, which is entered in 'Personal Services' **[#][3]** (if allowed by the Administrator). When Night Intercept is active the SVM/SVMi E-Series will first ring your extension **0**

then play your primary, No Answer greeting during the day (when you are available) and will NOT ring your extension but simply play your Night greeting during the night (when you are not available).

**Note:** This does NOT use the Day and Night schedules of the phone system. It is solely controlled by the Subscriber's Availability Schedule.

**8 Pause / Resume**

*** Exit from Access Manager**

**0 Play All Options**

**# Play Access Coverage**

This feature is useful for finding out how you current access settings are set. It will also tell you what greetings will play under each of the call conditions you have setup.

# 5

# PERSONAL GREETINGS

The options available in this menu will be determined by your System Administrator, and not all of them may be available to you. In the simplest systems, only a mailbox greeting will be available, additional greetings may be accessible in more complex systems.

Your Personal Greeting will be played every time someone dials your extension and you do not answer.

You may record up to 9 Personal Greetings, and you may assign any one of them to be active. There are several different 'Call Coverage' conditions to which you may assign any of your 9 greetings. The Call Coverage Conditions are: No-Answer, Busy, and Do Not Disturb (or Forwarded All). This will allow different greetings to play depending on the type of call forward that you have set, or the condition of your telephone.

The Call Coverage conditions that you can assign specific greetings to are selected by the following digits:

**1 Primary/No Answer Greeting**

Used when in your office, away from your desk or during the time period you are scheduled available. If this is the only Personal Greeting you record, it will play for all call coverage conditions.

This option is available only if the Administrator has assigned you the 'Basic Greeting' feature.



Example:"Hi this is John Smith. I'm sorry I am not available to answer your call. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

**2 Busy Greeting**

Played to a caller when you are already talking to someone on your extension or the telephone at your Designated Location.

This option is available only if the Administrator has assigned you the 'Busy Greeting' feature.

Example:"Hi, this is John Smith. I'm on another line right now. If someone else can help you, please enter the extension number now. Or, to leave a message, press 1."

**3 Call Blocking Greeting**

Used while Call Blocking is enabled in your Access Manager or if your phone is forwarded ALL or DND.

This option is available only if the Administrator has assigned you the 'Call Blocking' feature.

Example: "Hi, this is John Smith. Sorry I missed your call, but I'm going to be out of the office for the next few hours. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

**4 Night Greeting**

Used during the time period you are scheduled UNAVAILABLE, usually after business hours during the evening and at night.

This option is available only if the Administrator has assigned you the 'Scheduling' feature.

Example:"Hi, this is John Smith. I've left the office for the evening. If you would like to try someone else, please enter the extension number now. Or, to leave me a message, press 1."

**5 Call Screening Greeting**

Used while Call Screening is enabled, and you REJECT a caller after listening to the caller's record name.

This option is available only if the Administrator has assigned you the 'Call Screening' feature.

Example:"Hi, this is John Smith. I'm sorry, but I am not available to speak with you at this time. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

### 6 Edit Personal Greetings

You may also edit/record each one of the greetings (1-9) at any time.

Select a greeting number to edit and follow the instructions to record your greeting. When you are done recording your greeting, you will be able to listen to the greeting you recorded, save the greeting you recorded and return to the previous menu, record the greeting again, or exit without saving the greeting.

Note: If you record only the greeting assigned to the No-Answer Call Coverage Condition, then that greeting will play to callers for all Call Coverage Conditions (No-Answer, Busy, Blocked, Night, and Rejected Caller). In this case, the salutation part of the greeting should be very general.

### 7 Edit Mailbox Greeting

Used whenever a caller reaches your mailbox or if you have not recorded any of the Call Coverage greetings. The way a caller is transferred to your mailbox greeting directly, is by another subscriber transferring the caller to your mailbox using the VT (VoiceMail Transfer) key.

This option is available only if the Administrator has assigned you the 'Mailbox Greeting Option' feature.

Example: "Hi, this is John Smith. Please leave me a message, I will call you as soon as I can."

Note: This greeting will only play if none of the 5 personal greetings has played to the caller. A common usage for this Greeting is when another Subscriber is talking with a caller and uses the VT key on their phone to transfer the caller directly to your Mailbox.

# 6

# MAILBOX ADMINISTRATION

The Mailbox Administration menu is used to turn on and off your pager notification, message alert options and other message control features.

### 1 Message Alert

When this function is activated, the SVM/SVMi E-Series will call any outside or inside telephone number, after each message is left in your voice mailbox.

To hear your message at the remote location when the SVM/SVMi E-Series calls you, after you pick up the telephone and answer you will be instructed that there is a message and to enter your password. Simply enter your password and you will now be logged in.



**Setting Up Message Alert:**

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[1]** for Message Alert.
- There are 4 options available to you:

  Press **[1]** to toggle message alert on and off.

  Press **[2]** to set the schedule when you would like to be notified.

  Press **[3]** to be notified on urgent messages only.

  Press **[4]** to set the destination phone number.

### 2 Pager Notification

When this function is activated, the SVM/SVMi E-Series will call your beeper service and notify you after each message is left in your voice mailbox.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[2]** for pager notification.
- There are 4 options available to you:

  Press **[1]** to toggle pager notification on and off.

  Press **[2]** to set the schedule when you would like to be paged.

  Press **[3]** to be notified on urgent messages only.

  Press **[4]** to set the pager phone number.

### 3 Undelete

When this function is activated, the SVM/SVMi E-Series will allow you to undelete any messages that you have recently deleted (up to the programmed Daily Maintenance Time, which is set to 3 a.m. by Default the following morning).

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[3]** for Deleted Messages.

Deleted voice mail messages are temporarily stored in memory until 3 a.m. the following day. Select this option to recover ("undelete") previously deleted messages, during this period of time.

### 4 Undelivered Retrieval

When this function is activated, the SVM/SVMi E-Series will allow you to recall any messages you have sent that have NOT yet been picked up by the recipient.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[4]** for Undelivered Messages.

This useful feature will allow you to cancel any messages that have NOT yet been picked up by the recipient.

**5 Auto Play New Messages**

If this option is enabled, after you enter your password correctly any new messages will immediately begin to play. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[5]** to Set Auto Play of New Messages.

**6 Auto Play Message Information**

If this option is enabled, the date, time and sender's name will be played automatically before each message. If this is disabled, the information must be requested manually by pressing '00'. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[6]** to Set Auto Play of Message Information.

9

# MESSAGE BROADCAST

This option will only be available if it has been allowed by the System Administrator.

**Broadcast to All Mailboxes**

If you have been designated as a Subscriber Administrator, you may send a message to ALL mailboxes in the system.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[9]** for Broadcast Messages.

This option will only be available if your mailbox has been assigned Subscriber Administration privileges.



#

# PERSONAL SERVICES

The Personal Administration Menu is used to set your password and record your name. Many of these features must be allowed by the System Administrator.

**1 Workload Management**

Allows you to access to all reminders, both Active and Pending. If authorized you can group your reminders as Commitments, Follow-Ups or Tasks for better organization. The system will flag each reminder as Active or Pending (pending means scheduled for future delivery).

**2 Stored Numbers**

Allows you to enter up to 9 stored phone numbers. The first five of these are used in the 'Find Me' feature, but any of them (1-9) can be easily dialed using only one digit followed by the pound key, to be used by many other features from within your subscriber space. (ie: "Follow Me, "Message Alert", "Pager Alert", and "Direct Call").

**3 Schedule Availability**

Allows you to enter a weekly availability schedule for use with Night Personal Greeting and the Auto Night Intercept feature. Follow the spoken directions to enter the days of the week and times you are generally available to talk to your callers. All other times you will be considered unavailable.

**5 Place a Direct Call**

Allows you to place a direct call out of the SVM/SVMi E-Series from anywhere. You may either dial the number or dial a single digit 1-5 that corresponds to a stored number (See Personal Services, 2 - Stored Numbers). This feature must be authorized by the System Administrator and can be limited or opened to internal, local, and long distance calls.

**7 Personal Administration**

This area is used during the initial set up of your Subscriber Settings (see next section).

# PERSONAL ADMINISTRATION SETTINGS

This menu allows you to make changes to basic setup settings, that are rarely changed. Use these when you initially set up your personal Subscriber settings. You probably will not need to change them after that.

**1 Setting your Password**

- From the Subscriber Services Menu press **[#][7][1]**.
- The current password will be played and you will have the chance to change it.

**2 Recording your Name**

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the SVM/SVMi E-Series system.

- From the Subscriber Services Menu press **[#][7][2]**.
- The current name will be played and you will have the chance to change it.

Note: It is possible that if you do not record your name and/or enter your Directory Name (described below), you will not be included in the Dial by Name Directory.

**3 Entering your Directory Name**

Use this option to enter your Directory Name. Your Directory Name is used by callers to find you if they do not know your extension number.

- From the Subscriber Services Menu press **[#][7][3]**.
- The current Directory Name will be played as a string of digits that are equal to your name spelled out on your telephone keypad. Follow the instructions to enter a new name. You will be prompted to enter your last name and then your first name.

This must be done in order for the directory feature to work correctly.

Note: It is possible that if you do not record your name (described above) and/or enter your Directory Name, you will not be included in the Dial by Name Directory.

**4 Extended Prompting**

Use this option to drastically reduce the number of prompts played in the subscriber interface (mailbox prompts). Change this setting only if you are very familiar with the user operation of the SVM/SVMi E-Series.



Note: Remember if you know what digits to press, you can enter them at any time you do not have to wait to be prompted. This feature can be toggled on/off at anytime. Also if it is off you will be prompted within each subscriber menu to press zero for more options. This enables you to still be able to find out what to do if you were to get lost and extended prompting was disabled.

# KEYSET USER FEATURES

The following options are available if you have a display keyset. They require setup by the System Administrator.

## Message Waiting Lights

When new messages are left in your mailbox, the voice mail message light on your keyset will flash. Press this flashing key **[VMMSG]** and follow the prompts to retrieve messages. This key may be pressed at any time to log into your Subscriber Main Menu.

## Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to your voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mail box. At this time you will only be monitoring the call, you can not talk to the other party until you answer. You may pick up the call at any time or ignore it.

To activate this feature press the **AME** button. The associated indicator will be lit steady. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

While the caller is leaving a message or ringing you may:

- Press **[#]** to immediately put the caller in your voice mailbox and monitor it.
- Press **[✱]** to immediately disconnect your station. The caller continues to leave a message normally.
- Pick up the handset and monitor privately.
- Press **ANS / RLS** to answer the call (using the handset or speaker).

## AME Password

If your keyset has **AME PASSWORD** (MMC 110) set to **YES**, you must enter your station password to listen to messages being left. This will prevent unauthorized people from listening to messages being left for you.

If the password option is turned on, while a message is being left, press the flashing **AME** indicator and enter your station password (not your SVM/SVMi E-Series password). You will then hear the message being left.

## Call Record

If you have a call record button assigned to your phone, you may press it at any time, to record the conversation in progress. If you have a display keyset, you will also have the soft key options to pause and time the message.



# SHORTCUTS

## Calling

Calling a station that is busy or does not answer you can press **[#]** to immediately send the call to the called parties mailbox.

## Being Called

If your phone rings and you want to send the caller directly to your mailbox, simply press **[#]**.

## Direct Messaging

**[#] + DSS** To make it easy to leave messages for others in your office without having to dial their extension number first, keyset users may simply dial **[#]** plus a mailbox (extension) number and leave a message directly. If you dial a busy extension press **[#]** to connect directly with the mailbox.

## Self Memo (Reminder)

Pressing **[##]** will leave a message in your own mailbox. This is useful to remind yourself of things to do now or in the future. Messages can be sent with future delivery so you can have the system call you when items become due.

# INTERACTIVE DISPLAYS

Display keyset users have the added advantage of using the soft keys and displays to play, save, delete, reply, call, forward, rewind, pause, fast forward, change the volume, get message information, or help.

## Viewing Mailbox Contents

If you have new messages, in addition to the Terminal Status Indicator (TSI) you will be able to use the keyset displays and soft keys to communicate with the SVM/SVMi E-Series.

# SVM 400 USER GUIDE

## SAMSUNG iDCS 16 SYSTEM

*June 2004*

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# ABOUT THIS BOOK

This section describes how to setup your mailbox, and how to use the various mailbox owner features. Please review this section carefully before you use your mailbox.

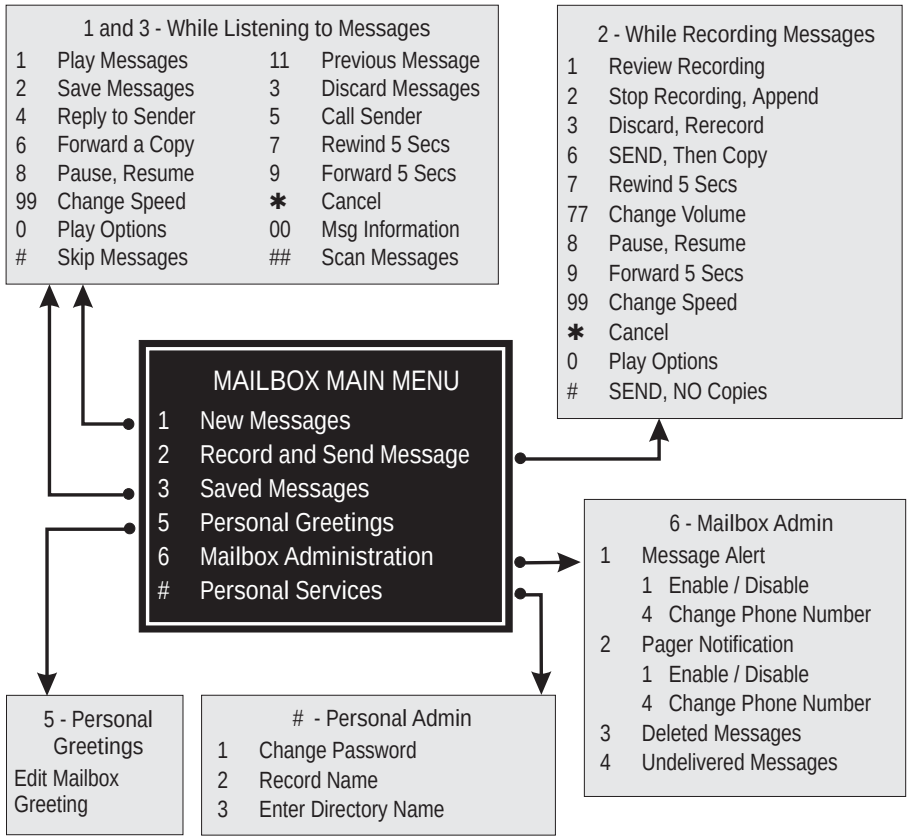
Your voice mail box has the capability of storing private messages offers a number of options for sending or redirecting messages and provides several ways to notify you of new messages or calls.

This section can be used by mailbox owners from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. See the SVM 400 Flow Chart for more details.

Note that some features and prompts detailed here may not be available to all mailbox owners. See your system administrator if you have questions about feature availability.



# SVM 400 FLOW CHART



# ACCESSING YOUR MAILBOX

## Outside Callers

- Dial the phone number that will be answered by the SVM 400. The main greeting will answer.
- At the main greeting dial **[#]** plus your mailbox number (mailbox numbers will usually match your extension number).
- Enter your personal mailbox password when prompted (the default password is 0000).

## Inside Callers

- Dial the SVM 400 Access Number or press the key assigned to ring SVM 400 **[VMMSG]**.
- Enter your personal mailbox password when prompted (the default password is 0000).

## Access your Mailbox From a Station Other Than Your Own (or Checking a Mailbox Associated With a Different Station)

- Press the **[VMMSG]** key or dial the SVM 400 group number. You will be prompted to enter a password.
- Press [✱]. This will take you to the main auto attendant menu.
- Press [#] plus the mailbox number of your choice. You will be prompted to enter your passcode.

At this point the inside and outside callers follow the same instructions. You will hear a message stating the number of messages left in your mailbox. You will then hear the Mailbox Owner Main Menu with the following options:

**1** **Listen to New Messages - See Listening to your Message.**

**2** **Record and Send Message - See Sending Messages.**

**3** **Review Saved Messages - See Listening to your Message.**

**5** **Personal Greetings - See Personal Greetings.**

**6** **Mailbox Administration - See Mailbox Administration.**

**#** **Personal Services - See Personal Services.**

**✱** **Return to Main Menu.**



# GETTING STARTED

Using your new mailbox is as simple as following a few simple spoken instructions. First time users should read this section as a tutorial. The first things to should do are:

- Access your mailbox - You already know how to do this.
- Record a personal greeting.
- Change your access code.
- Record your name.

After you have completed the steps above your mailbox is set up and ready to use.

# LISTENING TO YOUR MESSAGES

If there are new messages in your mailbox your **[VMMSG]** key will be lit. Call the SVM 400 by pressing this key, and when prompted enter your password.

Select **[1]** to listen to new messages or **[3]** to listen to saved messages.

**1** To play / replay the message you just heard.

**11** To play the previous message.

**2** To save the message you just heard and listen to the next message.

**3** To delete the message you just heard and listen to the next message.

**4** To reply to the message. This will allow you to leave a message in mailbox of the sender (if the sender has a mailbox on this system).

**5** To return the call directly to the telephone number that left the message (Caller ID service is needed to use this feature on an outside call).

**6** To forward the message and saves a copy - **See message forwarding.**

**7** To rewind the message 5 seconds.

**77** To change playback volume of the recording.

**8** To pause or resume during message playback.

**9** To fast forward the message 5 seconds.

**99** To change playback speed of the recording.

**0** To play help options.

**00** To hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.

**#** To move to the next message. Does not save or discard current message.

**##** To scan. Plays first 7 seconds of message then skips to next message. To stop scanning press [**1**].

**✱** To cancel and return to previous menu.

# MESSAGE FORWARDING OPTIONS

If option **[6]** is selected from the message play menu, you will be given the option to forward this message to another subscriber.

The subscriber can be selected by dialing the mailbox number (nnn), using the directory service **(#)** or you may also add comments and leave it as a memo to yourself **(##)**.

The SEND and Copy Service (option **[6]**) allows a user to send copies of a message to multiple recipients easily. A different introduction message may be left for each recipient.

# SENDING MESSAGES

Press **[2]** from the Main Menu.

Record your message at the tone. After recording the message, you will hear the send menu with the following functions:

**1** Select the recipient.

**2** Record the message.

**3** Follow instructions to review, continue, re record or accept it or continue sending it to other subscribers using the send then copy option.

# PERSONAL GREETINGS

To set personal mailbox greeting press **[5]** from the Main Menu.

Your personal greeting will be played every time someone reaches your mailbox. A typical text for a personal greeting message is:

"*Hi, this is ..... sorry I can't take your call right now. Please leave your name and number and I will get back to you as soon as I can.*"

Follow the instructions to record your greeting message. When you are done after recording your message, you will be able to listen to the message you recorded, save the message you recorded, and return to the previous menu, record the message again, or exit without saving the message.



Remember that the options you can offer callers are as follows:

**a)** Dial another extension at any time.

**b)** Dial **[0]** to reach the operator.

**c)** Press **[1]** to skip the greeting and record.

**d)** Press **[✱]** to return to the main auto attendant.

# MAILBOX ADMINISTRATION

The Mailbox Administration menu is used to turn on and off your pager notification, message alert options and other sent message control features.

## Message Alert

When this function is activated, the SVM 400 will call any outside or inside telephone number after each message is left in your voice mailbox. To hear your message at the remote location, pick up the telephone and enter your access code.

- From the mailbox main menu press **[6]** for mailbox administration.
- Press **[1]** for message alert.
- 2 options are available to you.
  Press **[1]** to toggle message alert on and off.
  Press **[2]** to set the destination phone number.

## Pager Notification

When this function is activated, the SVM 400 will call your beeper service and notify you after each message is left in your voice mailbox.

- From the mailbox main menu press **[6]** for mailbox administration.
- Press **[2]** for pager notification.
- Two options are available to you.
  Press **[1]** to toggle pager notification on and off.
  Press **[2]** to set the destination phone number.
  *Your pager number must be programmed by the system administrator.

## Undelete

When this function is activated, the SVM 400 will allow you to undelete any messages that you have recently deleted (up to 3 am the following morning).

- From the mailbox main menu press **[6]** for mailbox administration.
- Press **[3]** for deleted messages.

Deleted voice mail messages are temporarily stored in memory until 3 am the following day. Select this option to recover ("undelete") previously deleted messages during this period of time.

### Undelivered Retrieval

When this function is activated, the SVM 400 will allow you to recall any messages you have sent that have not yet been picked up by the recipient.

- From the mailbox main menu press **[6]** for mailbox administration.
- Press **[4]** for undelivered messages.
  This useful feature will allow you to cancel any messages that have not yet been picked up by the recipient.

### Broadcast to All Mailboxes

If you have been designated as a System Administrator, you may send a message to all mailboxes in the system.

- From the mailbox main menu press **[6]** for mailbox administration.
- Press **[9]** for broadcast messages. This option will only be available if your mailbox has been assigned system administration privileges.

## ACCESS MANAGER (Follow Me)

This function must be allowed by the System Administrator. This area of user programming allows the subscriber to set an alternate phone number where they would like their calls transferred. It is commonly called 'Follow Me'.

- From the mailbox main menu press **[4]** for Access Manager.
- Press **[1]** and enter a different phone number or press the **[#]** key to set your own extension.
- Follow the prompts to set how long you want this new instruction to be in effect.



## PERSONAL SERVICES

The Personal Administration menu is used to set your password and record your name.

### Setting your Password

- From the main mailbox menu press **[#]**.
- Press **[1]**. The current password will be played and you will have the chance to change it.

### Recording your Name

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the SVM 400 system.

- From the main mailbox menu press **[#]**.
- Press **[2]**. The current name will be played and you will have the chance to change it.

### Entering your Directory Name

Use this option to enter your Directory Name. Your Directory Name is used by callers to find you if you do not know your extension number.

- From the main mailbox menu press **[#]**.
- Press **[3]**. The current directory name will be played as a string of digits that are equal to your name spelled out on your telephone keypad. Follow the instructions to enter a new name. You will be prompted to enter your last name and then your first name. This must be done in order for the directory feature to work correctly.

# KEYSET USER FEATURES

The following options are available if you have a keyset. They require setup by the system administrator.

## Message Waiting Lights

When a new message is left in your mailbox, the voice mail message light on your keyset will flash. Press this flashing key and follow the prompts to retrieve messages.

## Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mailbox. At this time you will only be monitoring the call, you can not talk to the outher party until you answer. You may pick up the call at any time or ignore it.

To activate this feature press the **AME** key. It will light and the feature is set. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

While the caller is leaving a message or ringing you may:

- Press **[#]** to immediately put the caller in your voice mailbox and monitor it.
- Press **[*]** to immediately disconnect your station. The caller continues to leave a message normally.
- Pick up the handset and monitor privately.
- Press **SPEAKER** key to answer the call (using the handset or speaker).

## AME Password

If your keyset has AME PASSWORD (MMC 110) set to YES, you must enter your station password to listen to messages being left. This will prevent unauthorized people from listening to messages being left for you.

If the password option is turned on, while a message is being left, press the flashing AME light and enter your station password (not your SVM 400 password). You will then hear the message being left.



## Shortcuts

**Calling**

Calling a station that is busy or does not answer you can press **[#]** to immediately send the call to the called parties mailbox.

**Being Called**

If your phone rings and you want to send the caller directly to your mailbox, simply press **[#]**.

## Direct Messaging

**[#] + DSS** To make it easy to leave messages for others in your office without having to dial their extension number first, keyset users may simply dial **[#]** plus a mailbox (extension) number and leave a message directly. If you dial a busy extension press **[#]** to connect directly with the mailbox.

## Self Memo

**[#] + [#]** Pressing **[##]** will leave a message in your own mailbox.

# INTERACTIVE DISPLAYS

Display keyset users have the added advantage of using the soft keys and displays to play, save, delete, reply, call, fwd, rewind, pause, fast forward, change the volume, get message information, or help.

## Viewing Mailbox Contents

If you have new messages, in addition to the message waiting light you will be able to use the keyset displays and soft keys to communicate with the SVM 400.