

# STANDARD TELEPHONE USER GUIDE

# SAMSUNG DCS DIGITAL COMMUNICATIONS SYSTEM

### **NOVEMBER 1995**

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# ABOUT THIS BOOK

This booklet provides instructions for using an industry standard single line telephone set with the SAMSUNG DCS. Avariety of single line sets from many different manufacturers are available. Check with your service and installation company to ensure proper operation with the SAMSUNG DCS 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.

# THINGS YOU SHOULD KNOW

### **USER ORIENTATION**

Lifting the handset on your telephone will provide SAMSUNG DCS 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** 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 – 89 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 DCS 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 short triple ring tone rapidly repeated.

### **SYSTEM TONES**

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

Intercom Dial Tone - Asteady tone that indecates you can begin dialing.

DIAL TONE- 1000 m+ ON £50 m+ OFF	CONTINUOUS
RINGBACK TONE- 400m+ ON £000m+ OFF#00m+ ON £0000m+ OFF	CONTINUOUS
BUSYTONE-850m+ ON&50m+ OFF	CONTINUOUS
DND NO MORECALLS TONE - 250 m+ ON £50 m+ OFF	u s. FOR TEN SECONDS
TRONSFERICONFTONE- 100 m+ ON #00 m+	u

Confirmation Tone – Very short beeps followed by dialing tone indicates you have correctly set or canceled a system feature.

	R ONE SECOND grammable)
--	----------------------------

'e

ERROR TONE- 250 m+ ON £50 m+ OFF	FOR THREE SECONDS
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### 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 transfer tone.
- Hookflash and 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 on authorization and account codes, 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 CALL-BACK**

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: Acallback will be canceled if it is not answered within 30 seconds.



### **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 call back:

- 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.



### **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 preprogrammed 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).

### TRANSFER RING 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 campedon) will automatically recall to your station if they are not answered in a preprogrammed 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 a 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, and then recall and 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,recieve 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 extention number. When the parties on the outside lines hang up, the lines will release automatically.

### 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 chage your selection; simply enter a new forward command.

### FORWARD ALL CALLS

To forward all 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 then dial **602** plus the extension or group number.
- Receive confirmation tone and hang up.

To cancel the 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 then dial 603 plus the extension or group number.
- Receive confirmation tone and then 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 the 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 our extension forwarded to the extension where you are now:

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

If you want a specific extension's call 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.

### STATION CALL PICK-UP

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 PICK-UP**

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 systemwide speed dial list of numbers 500999 or from your personal list of numbers 0049.

- Lift the handset and then 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 off-hook, 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.

NOTE: 1. If you are presented an error tone at any time, then go onhook 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 programmed bin previously, but overwriting may be 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 previous 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 the 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 the zone number 5, 6, 7 or 8 OR dial 55 plus 9 to page all external zones.
- 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 an announcement. Be sure to include your station number, example, "Mr. Saint, 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 MES-SAGE 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: Astation 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 answer, 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 then 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.



### 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.

### **BARRING OUTSIDE CALL FROM YOUR PHONE**

You can change your phone into barring mode against CO access for outgoing purpose to prevent other people from making CO calls with it while you are away. With this mode, receiving CO incoming and intercom calling/receiving will be still available on your phone.

You can release it when you return.

- Go off-hook, dial 15 and then dial 100.
- Dial your four digit station passcode.
- Dial 1 to bar or 0 to release as normal.
- Go on-hook to take effect.

NOTE: If you are presented an error tone at any time, then go on-hook and resume from the beginning.

### 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 (refer to Alarm Interval Timer in MMC 501) intervals.

To set/reset alarms:

- Go off-hook.
- Dial 15 and then dial 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.
- Dial **0** (NOT SET), **1** (TODAY ONLY) or **2** (DAILY) to select alarm type.
- · Go on-hook to save.
- Repeat for each alarm if needed.

NOTE: If you are presented 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 DCS system allow 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 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 53 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 53 pous the guoup 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 recording. Practice saying names as one word, i.e., Saint cho, Robert Kim, Candy Kim. Personal speed dial numbers must be programmed for you by your system administrator or by your installation and service company.

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 to recognize your voice. Try again. For example, your entry maybe the following: 682123405 beeps VOICE entry beeps.

To place a call using Dial by Voice:

- Lift the handset.
- Dial 681 and speaker 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.

# CUSTOMIZING YOUR PHONE

### **CHANGE YOUR PASSCODE**

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

- Go off-hook, dial 15 and then dial 101.
- Dial your old passcode.
- Dial a new passcode (must be four characters). You can use 09.
- Redial new passcode to verify. If successful, you will hear short repeated confirm tone. If you are presented an error tone, that indicates an incorrect code. Replace handset and resume from the beginning.
- Otherwise, go on-hook to store new passcode.

NOTE: If you are presented an error tone at any time, then go on-hook and resume from the beginning.

## **PERSONAL SPEED DIAL NUMBERS**

CODE	NAME	TELEPHONE
00		
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		

CODE	NAME	TELEPHONE
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		
32		
33		

# **MEMO**

# **MEMO**

### **SYSTEM ACCESS CODES**

LINE GROUPS	VACA	NT STATION MESSAGES
9 LOCAL	01	IN AMEETING
	02	OUT ON A CALL
80	03	OUT TO LUNCH
	04	LEAVE AMESSAGE
81	05	PAGE ME
	06	OUT OF TOWN
82	07	IN TOMORROW
	08	RETURN AFTERNOON
	09	ON VACATION
	10	
	11	
STATION GROUPS	12	
501	13	
502	14	
503	15	
504	16	
	17	
	18	
	19	

#### **FEATURE CODES**

#### **PAGING ZONES**

TLAIC	ILL CODES	IAGII	IG ZOIIES
10 + xxxF	PICK UPAPARKED CALL	0	ALLINTERNALZONES
12 + xxxI	PICK UPAHELD CALL	1.	
15 + yyy(	CUSTOMIZE YOUR PHONE	2.	
42 + xxx0	CANCELMSG YOU LEFT	3.	
43	RETURN MESSAGE	4.	
48 + xx	SET VACANT MESSAGE	5.	ALLEXTERNALZONES
48 + 00	CANCEL VACANT MESSAGE	6.	
60	CANCELALLCALLFORWARDING	7.	
611 + xxx	SET FWD ALLCALLS	8.	
610	CANCEL FWD ALLCALLS	9.	
621 + xxx	SET FWD ON BUSY	* ALL PA	<b>GE</b>
620	CANCEL FWD ON BUSY		
631 + xxx	SET FWD NO ANSWER		
630	CANCEL FWD NO ANSWER		
641	SET DND		
640	CANCELDND		
65 + xxx	PICK UPRINGING STATION		
66	PICK UP GROUP		

UNIVERSAL NIGHT ANSWER