FORWARDING CALLS

You can 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 the associated soft key to activate the feature. A steady red light reminds you what forward condition is activated.

Clear all call forward conditions set at your station by lifting the handset and dialing 600.

FORWARD ALL CALLS
To forward all your calls to another station:
- Dial 601 plus the extension or group number.
- Receive a confirmation tone and hang up.

FORWARD BUSY
To forward calls to another station when you are on the phone:
- Dial 602 plus the extension or group number.
- Receive a confirmation tone and hang up.

FORWARD NO ANSWER
To forward calls to another station when you do not answer:
- Dial 603 plus the extension or group number.
- Receive a confirmation tone and hang up.

FORWARD BUSY/NO ANSWER
If you have both a Forward On Busy destination and a Forward No Answer destination programmed, you can activate them simultaneously:
- Dial 604.
- Receive a confirmation tone and hang up.

OTHER FEATURES AND FUNCTIONS

SPEAKER/RECEIVER AND RINGER VOLUME - Press the up (↑) or down (↓) arrow buttons during a conversation to raise or lower volume.

Features and Specifications

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This QUICK REFERENCE GUIDE provides the basic operation of your Samsung Digital telephone.

**PLACING CALLS**

**OUTSIDE CALLS** - To place a call to an outside party:
- Lift the handset.
- Press an idle outside line button, line group button, or dial a line access code to receive dial tone.
- Dial the telephone number.
- Replace the handset or press the ANS/RLS key when the call is completed.

**NOTE:** To call programmed speed dial external numbers, lift the handset and press the appropriate key.

**INTERNAL CALLS** - To place a call to another extension at your location:
- Lift the handset.
- Dial the extension number or group number.
- Wait for the party to answer. If you hear a brief tone burst instead of ringing, the station called is set for Voice Announce or Auto Answer. Begin speaking after the tone.
- Replace the handset or press the ANS/RLS key when the call is completed.

**SPEAKERPHONE CALLS** - Your Samsung telephone has full speakerphone capability. This feature is used for both internal or external calls. To activate this feature:
- Press the SPEAKER key.
- Place an internal or external call.
- Press SPEAKER key to disconnect the call.

**ANSWERING CALLS**

**OUTSIDE/INTERNAL/VOICE ANNOUNCE CALLS** - To answer these three types of call:
- Lift the handset or press the ANS/RLS key to answer on SPEAKERPHONE and you are automatically connected to the ringing call.
- Replace the handset or press the ANS/RLS key when the call is completed.

**NOTE:** If a call is ringing at your telephone but not ringing, you must press the flashing button to answer. The volume can be adjusted at any time by pressing the up and down arrow keys on your navigation button.

**PLACING A CALL ON HOLD**

Calls can be placed on System Hold or Exclusive Hold. Calls placed on Exclusive Hold can only be picked up from the extension that placed them on hold. A call placed on System Hold can be picked up from any extension.

**SYSTEM HOLD** - To place a call on hold:
- Press the HOLD button. The call will flash green at your telephone.
- To take the call off hold, press that button and the green flashing light will go steady green again.
- Resume conversation.

**EXCLUSIVE HOLD** - To place a call on hold at your telephone so that other users cannot answer it:
- Press the HOLD twice. The call will flash green at your telephone.
- To remove the call, press the flashing green line button or press the HOLD button a third time.

**NOTE:** Internal calls are always placed on exclusive hold.

**TRANSFERRING CALLS**

You can transfer a call by notifying the party to which the call is being transferred, or transfer a call without notification (blind transfer).

**NOTE:** If an outside call is camped-on to your telephone or another station is camped-on to you:
- Your keyset rings and the call that is waiting camped-on flashes green.
- Press the flashing button to answer; the other call is put 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 call and hang up the waiting call call ring.
- Lift the handset or press the ANS/RLS key to answer.

**NOTE:** Trunk calls will not go on Automatic Hold.

**CALL WAITING**

If an outside call is camped-on to your telephone or another station is camped-on to you:
- Your keyset rings and the call that is waiting camped-on flashes green.
- Press the flashing button to answer; the other call is put 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 call and hang up the waiting call call ring.
- Lift the handset or press the ANS/RLS key to answer.

**CONFERENCE CALLS**

To make a conference call while engaged in a conversation:
- Press the CONF button and receive conference tone.
- Make another call, either intercom or outside, press the CONF button and receive conference tone.
- Make another call or press the CONF button to join all parties. You can conference up to five parties (you and four others).
- Repeat the last step until all parties are added.
- Hang up to leave the conference call.

**NOTE:** When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Press the CONF button again to return to the previous conversation.
This **Quick Reference Guide** provides the basic operation of your Samsung Digital telephone.

### PLACING CALLS

**OUTSIDE CALLS** - To place a call to an outside party:
- Lift the handset.
- Press an idle outside line button, line group button, or dial a line access code to receive dial tone.
- Dial the telephone number.
- Replace the handset or press the **ANS/RLS** key when the call is completed.

**NOTE:** To call preprogrammed speed dial external numbers, lift the handset and press the appropriate key.

**INTERNAL CALLS** - To place a call to another extension at your location:
- Lift the handset.
- 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 called is set for Voice Announce or Auto Answer. Begin speaking after the tone.
- Replace the handset or press the **ANS/RLS** key when the call is completed.

**SPEAKERPHONE CALLS** - Your Samsung telephone has full speakerphone capability. This feature is used for both internal or external calls. To activate this feature:
- Press the **SPEAKER** key.
- Place an internal or external call.
- Press the **SPEAKER** key to disconnect the call.

**NOTE:** The handset can be used at any time during the conversation. To resume handfree operation, press the **SPEAKER** key and replace the handset.

### ANSWERING CALLS

**OUTSIDE/INTERNAL/VOICE ANNOUNCE CALLS** - To answer these three types of calls:
- Lift the handset or press the **ANS/RLS** key to answer on **SPEAKERPHONE** and you are automatically connected to the ringing call.
- Replace the handset or press the **ANS/RLS** key when the call is completed.

**NOTE:** If a call is flashing at your telephone but not ringing, you must press the flashing button to answer. The volume can be adjusted at any time by pressing the up and down arrow keys on your navigation button.

### PLACING A CALL ON HOLD

Calls can be placed on **System Hold** or **Exclusive Hold**. Calls placed on **Exclusive Hold** can only be picked up from the extension that placed them on hold. A call placed on **System Hold** can be picked up from any extension.

**SYSTEM HOLD** - To place a call on hold:
- Press the **HOLD** button. The call will flash green at your telephone.
- To take the call off hold, press that button and the green flashing light will go steady green again.
- Resume conversation.

**EXCLUSIVE HOLD** - To place a call on hold at your telephone so that other users cannot answer it:
- Press the **HOLD** twice. The call will flash green at your telephone.
- To remove the call, press the flashing green line button or press the **HOLD** button a third time.

**NOTE:** Internal calls are always placed on exclusive hold.

### TRANSFERRING CALLS

You can transfer a call by notifying the party to which the call is being transferred, or transfer a call without notification (blind transfer):
- While on a call, press the **TRANSFER** button. Your call is automatically put on transfer hold.
- Dial the extension number for the party receiving the transferred call.
- Wait for the called party to answer and announce the call, or simply hang up without announcing.
- Replace the handset to complete the transfer.

### TRANSFERRING WITH CAMP-ON

When you transfer a call to another station and receive a busy signal, you can camp the call on to this station. Hang up when you hear the busy signal. The called party is alerted that a call is waiting.

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

### CALL WAITING

If an outside call is camped-on to your telephone or another station is camped-on to your line:
- Your keyset rings and the call that is waiting (camped-on) flashes green.
- Press the flashing button to answer; the other call is put 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 call and hang up the waiting call first.
- Lift the handset or press the **ANS/RLS** key to answer.

**NOTE:** Intercom calls will not go on Automatic Hold.

### CONFERENCE CALLS

To make a conference call while engaged in a conversation:
- Press the **CONF** button and receive conference tone.
- Make another call; either intercom or outside, press the **CONF** button and receive conference tone.
- Make another call or press the **CONF** button to join all parties. You can conference up to five parties (you and four others).
- Repeat the last step until all parties are added.
- Hang up to leave the conference call.

**NOTE:** When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Press the **CONF** button again to return to the previous conversation.
This QUICK REFERENCE GUIDE provides the basic operation of your Samsung Digital telephone.

PLACING CALLS

OUTSIDE CALLS - To place a call to an outside party:
- Lift the handset.
- Press an idle outside line button, line group button, or dial a line access code to receive dial tone.
- Dial the telephone number.
- Replace the handset or press the ANS/RLS key when the call is completed.

NOTE: To call preprogrammed speed dial external numbers, lift the handset and press the appropriate key.

INTERNAL CALLS - To place a call to another extension at your location:
- Lift the handset.
- 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 called is set for Voice Announce or Auto Answer. Begin speaking after the tone.
- Replace the handset or press the ANS/RLS key when the call is completed.

STEAKERPHONE CALLS - Your Samsung telephone has full speakerphone capability. This feature is used for both internal or external calls. To activate this feature:
- Press the SPEAKER key.
- Place an internal or external call.
- Press SPEAKER key to disconnect the call.

NOTE: The handset can be used at any time during the conversation. To resume handsfree operation, press the SPEAKER key and replace the handset.

ANSWERING CALLS

OUTSIDE/INTERNAL/VOICE ANNOUNCE CALLS - To answer these three types of calls:
- Lift the handset or press the ANS/RLS key to answer on SPEAKERPHONE and you are automatically connected to the ringing call.
- Replace the handset or press the ANS/RLS key when the call is completed.

NOTE: If a call is flashing at your telephone but not ringing, you must press the flashing button to answer. The volume can be adjusted at any time by pressing the up and down arrow keys on your navigation button.

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EXCLUSIVE HOLD - To place a call on hold at your telephone so that other users cannot answer it:
- Press the HOLD button. The call will flash green at your telephone.
- To remove the call, press the flashing green line button or press the HOLD button a third time.

NOTE: Internal calls are always placed on exclusive hold.

TRANSFERRING CALLS

You can transfer a call by notifying the party to which the call is being transferred or transfer a call without notification (blind transfer):
- While on a call, press the TRANSFER button. Your call is automatically put on transfer hold.
- Dial the extension number for the party receiving the transferred call.
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- Replace the handset to complete the transfer.

TRANSFERRING WITH CAMP-ON

When you transfer a call to another station and receive a busy signal, you can camp the call on to this station. Hang up when you hear the busy signal. The called party is alerted that a call is waiting.

NOTE: If a call is flashing at your telephone and you are not able to reach the desired person, hang up. Press the CONF button again to return to the previous conversation.

CALL WAITING

If an outside call is camped on to your telephone or another station is camped on to your keyset, the call is waiting - the station called is set for Call Waiting. Lift the handset.

To take the caller off hold, press that button and the green flashing light will go steady green again.

NOTE: Calls placed on exclusive hold or system hold can be picked up from any extension.

CONFERENCE CALLS

To make a conference call while engaged in a conversation:
- Press the CONF button and receive conference tone.
- Make another call, either intercom or outside, press the CONF button and receive conference tone.
- Make another call or press the CONF button to join all parties. You can conference up to five parties (you and four others).
- Repeat the last step until all parties are added.
- Hang up to leave the conference call.

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You can 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 the associated soft key to activate the feature. A steady red light reminds you what forward condition is activated.

Clear all call forward conditions set at your station by lifting the handset and dialing 600.

FORWARD ALL CALLS
To forward all your calls to another station:
  > Dial 601 plus the extension or group number.
  > Receive a confirmation tone and hang up.

FORWARD BUSY
To forward calls to another station when you are on the phone:
  > Dial 602 plus the extension or group number.
  > Receive a confirmation tone and hang up.

FORWARD NO ANSWER
To forward calls to another station when you do not answer:
  > Dial 603 plus the extension or group number.
  > Receive a confirmation tone and hang up.

FORWARD BUSY/NO ANSWER
If you have both a Forward On Busy destination and a Forward No Answer destination programmed, you can activate them simultaneously:
  > Dial 604.
  > Receive a confirmation tone and hang up.

OTHER FEATURES AND FUNCTIONS

SPEAKER/RECEIVER AND RINGER VOLUME - Press the up [↑] or down [↓] arrow buttons during a conversation to raise or lower volume.
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You can 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 the associated soft key to activate the feature. A steady red light reminds you what forward condition is activated.

Clear all call forward conditions set at your station by lifting the handset and dialing 600.

FORWARD ALL CALLS
To forward all your calls to another station:

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

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

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

FORWARD NO ANSWER
To forward calls to another station when you do not answer:

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

FORWARD BUSY/NO ANSWER
If you have both a Forward On Busy destination and a Forward No Answer destination programmed, you can activate them simultaneously:

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

OTHER FEATURES AND FUNCTIONS

SPEAKER/RECEIVER AND RINGER VOLUME - Press the up (↑) or down (↓) arrow buttons during a conversation to raise or lower volume.

Features and Specifications

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ORDER OF PICK UP - Out of Group, Meet Me Answer, Cancel All Call Forward, Set Forward All Calls, Set Forward Busy, Set Forward No Answer, Set Call Busy No Answer, FWD BUSY, FWD NO ANSWER, FWD BUSY/NO ANSWER, FWD ALL, Speed Dialing, Save And Redial, New Call (Bcal), Last Number Redial, Cancel Do Not Disturb, Set Call Hold Mode, Set Call Transfer Mode, Reminder Message, Callback, Busy Station Camp-On, Conference, Account Code, Cancel Programmed MSG, Sign On, Sign Off, I/O or PRI In Group, Out of Group, Meet Me Answer, Cancel All Call Forward, Set Forward All Calls, Set Forward Busy, Set Forward No Answer, Set Call Busy No Answer, FWD BUSY, FWD NO ANSWER, FWD BUSY/NO ANSWER, FWD ALL, Speed Dialing, Save And Redial, New Call (Bcal), Last Number Redial, Cancel Do Not Disturb, Set Call Hold Mode, Set Call Transfer Mode, Reminder Message, Callback, Busy Station Camp-On, Conference, Account Code, Cancel Programmed MSG, Sign On, Sign Off, I/O or PRI

NOTE: Some features may not be available on your system software version or some access codes may have been changed to meet your company's needs. Always consult with your System Administrator.

www.samsung.com/bcs