

TABLE OF CONTENTS

USER INSTRUCTIONS SECTION

PART	DESCRIPTION	PAGE
1	<u>ENHANCED DISPLAY PROGRAMMING</u>	
1.1	<u>OVERVIEW</u>	1-1
1.2	<u>LOCKING YOUR KEYSSET</u>	1-4
1.3	<u>CHANGING YOUR PASSCODE</u>	1-5
1.4	<u>CALL FORWARDING</u>	1-6
1.5	<u>SETTING YOUR ANSWER MODE</u>	1-7
1.6	<u>PROGRAMMING YOUR STATION'S NAME</u>	1-8
1.7	<u>PROGRAMMING PERSONAL SPEED DIAL LOCATIONS</u>	1-10
1.8	<u>NAMING YOUR PERSONAL SPEED DIAL LOCATIONS</u>	1-11
1.9	<u>ADDING EXTENDERS TO KEYS</u>	1-12
1.10	<u>CHECKING STATION STATUS</u>	1-13
1.11	<u>CHANGING YOUR TIME AND DATE DISPLAY</u>	1-14
1.12	<u>SETTING STATION ON/OFF OPTIONS</u>	1-15
1.13	<u>SELECTING A RING TONE</u>	1-17
1.14	<u>ALARM REMINDER</u>	1-18
1.15	<u>VIEW MEMO</u>	1-19
1.16	<u>OFF-HOOK RING VOLUME</u>	1-20
1.17	<u>SETTING A PROGRAMMED MESSAGE</u>	1-21
1.18	<u>ALARM REMINDER WITH MESSAGE</u>	1-22
1.19	<u>BACKGROUND MUSIC VOLUME</u>	1-23
1.20	<u>CID DISPLAY</u>	1-24
2	<u>iDCS KEYSSET USER GUIDE</u>	
3	<u>DCS KEYSSET USER GUIDE</u>	
4	<u>STANDARD TELEPHONE USER GUIDE</u>	
5	<u>SYSTEM ADMINISTRATION AND SPECIAL FEATURES GUIDE</u>	

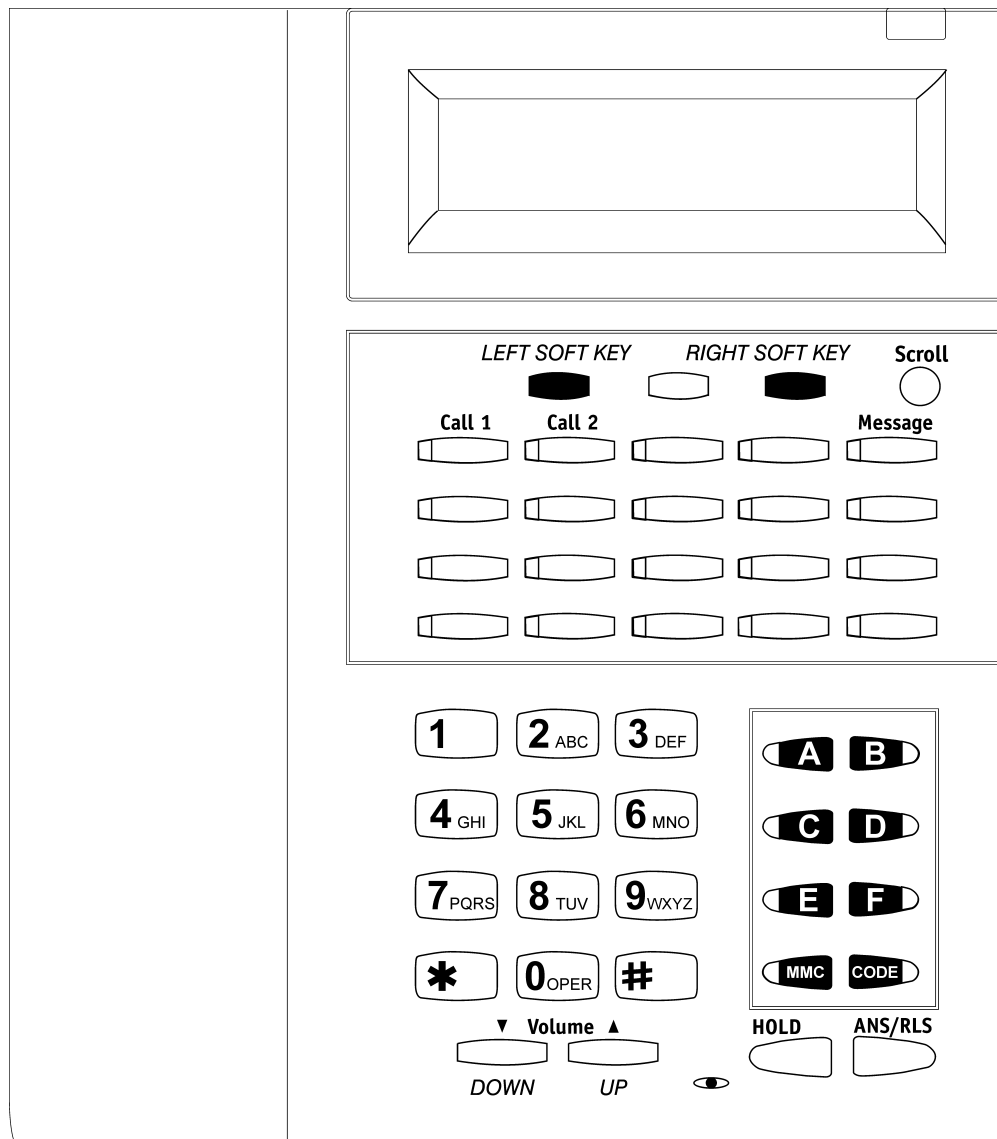
PART 1. ENHANCED DISPLAY PROGRAMMING

1.1 OVERVIEW

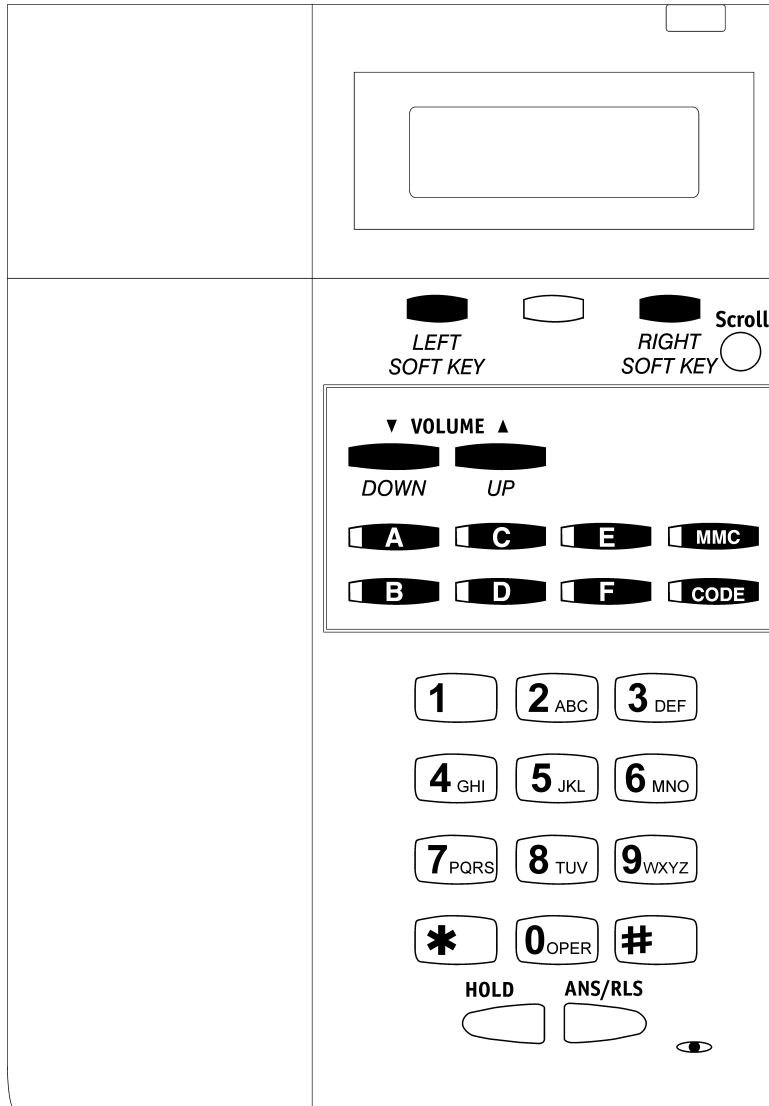
• iDCS KEYSETS

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 [Keyset User Guide](#) are followed.

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



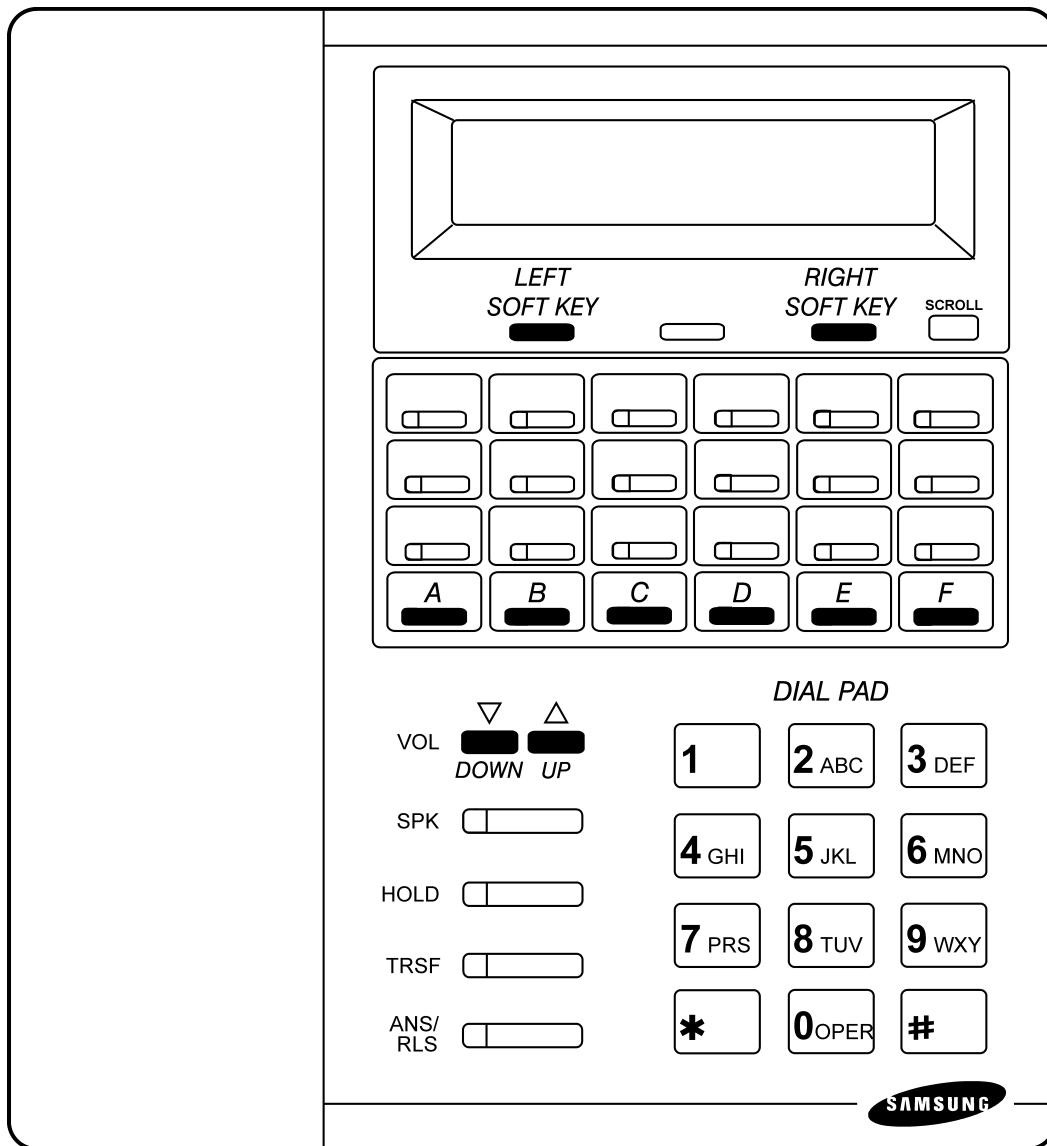
The diagram below illustrates the keys on an **iDCS 8D keyset** that have special functions during programming. When required, these keys will be referred to by the names described below.



• DCS 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 [Keyset User Guide](#) are followed.

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



1.2 LOCKING YOUR KEYSSET

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

1. Press the **transfer key** followed by **100**
Display shows
2. Enter your passcode
Default is 1234
3. Enter **0** to unlock or **1** to lock (e.g., **1**)
4. Press the **transfer key** to save and exit

DISPLAY

```
[201] STN LOCK  
PASSCODE : _
```

```
[201] STN LOCK  
_UNLOCKED
```

```
[201] STN LOCK  
_LOCKED
```

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  
OLD CODE : _
```

2. Enter the existing passcode (default = 1234)

```
[201] PASSCODE  
OLD CODE : ****
```

3. Enter the new passcode

```
[201] PASSCODE  
NEW CODE : _
```

4. Reenter the new passcode to verify the number
If reentered correctly, the display will show

```
[201] PASSCODE  
VERIFY : SUCCESS
```

5. Press the **transfer key** to save and exit

1.4 CALL FORWARDING

The DCS COMPACT system allows five types of call forwarding and these are Forward All, Forward No Answer, Forward Busy, Forward Follow Me And Forward External. There is an additional option of 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

1. Press the **transfer key** followed by **102**
Display shows
2. Dial **0-5** to select the Forward type (e.g., **1**)
OR
Press **UP** or **DOWN** to select the Forward type
and press the right soft key to move the cursor
3. Dial the destination number (e.g., **202**)
OR
Press **UP** or **DOWN** to select the destination
and press the right soft key to move the cursor
4. Dial **1** to set
OR
Press **UP** or **DOWN** to select YES or NO
5. Press the **transfer key** to store and exit

DISPLAY

```
[201] FORWARD  
0:FORWARD CANCEL
```

```
[201] FORWARD  
1:ALL CALL: NONE
```

```
[201] FORWARD  
1:ALL CALL:202
```

```
[201] FORWARD  
CURENTLY SET: YES
```

1.5 SETTING YOUR ANSWER MODE

Each keyset or add-on module (AOM) 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 **ANS/RLS** 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 or AOM will ring when the transfer is complete if the user has not pressed the **ANS/RLS** key or lifted the handset.

VOICE—The station will not ring. After a short attention tone, callers can make an announcement but the **ANS/RLS** key or the handset must be used to answer calls.

ACTION

DISPLAY

1. Press the **transfer key** followed by **103**
Display shows
2. Dial **0**, **1** or **2** to change the ring mode, e.g., **2**
OR
Press **UP** or **DOWN** to select the ring mode
3. Press the **transfer key** to store and exit

```
[201] ANS MODE  
RING MODE
```

```
[201] ANS MODE  
VOICE ANNOUNCE
```


1.6 PROGRAMMING YOUR STATION'S NAME

Names are written using the keypad. Each press of a key will select a character. Pressing the next key will move 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." Now press the number "2" once to get the letter "A." Continue selecting characters from the table below to complete your message.

NOTE: When the character you want appears on the same dial pad key as the previous character, press the UP key to move the cursor to the right.

• DCS KEYSETS

COUNT	1	2	3	4	5
DIAL 0	Q	Z	.)	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	R	S	&	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	(9
DIAL *	:	=	[]	*

• 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. If you receive error tone, hang up and begin again.

Display keyset users may want to hide some speed dial numbers so they will not show in the display. When 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** while 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**
 Display shows

```
[201] SPEED DIAL
00: _
```

If you have no speed dial bins, the display will be as shown

```
[201] SPEED DIAL
SPDBLK NOT EXIST
```

2. Dial the location number (e.g., **05**)
 OR
 Press **UP** or **DOWN** to select the location
 and press the right soft key to move cursor

```
[201] SPEED DIAL
05: _
```

3. Enter the trunk access code (e.g., **9**) followed
 by the number to be dialed (e.g., **4264100**)
 OR
 Press the left soft key to return to step 2

```
[201] SPEED DIAL
05: 9-4264100_
```

4. Press the **F** button to access the next program
 OR
 Press the **transfer key** to save and exit

1.8 NAMING YOUR PERSONAL SPEED DIAL LOCATIONS

This program allows a ten 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.

ACTION

DISPLAY

1. Press the **transfer key** followed by **106**
Display shows
2. Dial the speed dial location (e.g., **01**)
OR
Use **UP** or **DOWN** to scroll through the location numbers and use the right soft key to move the cursor
3. Enter the location name using the procedure described in [Programming Your Station's Name](#)
4. Press **UP** or **DOWN** to move to the next location
OR
Press the **F** key to program speed dial numbers
5. Press the **transfer key** to store and exit

```
[201] SPEED NAME  
_0:
```

```
[201] SPEED NAME  
01: _
```

```
[201] SPEED NAME  
01: SAMSUNG _
```

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	EXTENDER
BOSS	Boss And Secretary (1–4)
DP	Direct Pickup (station or group number)
DS	Direct Station Select (station number)
FWRD	Call Forward (0–5)
GPIK	Group Pickup (01–30)
MMPG	Meet Me Page (0–9, *)
PAGE	Page (0–9, *)
SPD	Speed Dial (00–49, 500–999)
PSMG	Programmed Message (01–20)
DIR	SYS (0), PERS (1) or STN (2)

ACTION

1. Press the **transfer key** followed by **107**
 Display shows the first station
2. 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
3. Dial the extender according to above table and
 press the right soft key to return to step 2 above
 OR
 Press the **transfer key** to store and exit
 OR
 Press the **speaker key** to store and advance to
 the next program

DISPLAY

```
[201] KEY EXTEND
01:CALL1 →
```

```
[201] KEY EXTEND
18:DS →
```

```
[201] KEY EXTEND
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, SLOT-CHANNEL, OFFSET
1	TENANT NUMBER	1-2
2	PICKUP GROUP	NONE, 01-30
3	STN GROUP	STATION GROUP NUMBER
4	BOSS-SECR	NONE, 1-4
5	PAGE	PAGE ZONE (1-4)
6	DAY COS NO	COS (01-30)
7	NIGHT COS NO	COS (01-30)

ACTION

DISPLAY

1. Press the **transfer key** followed by **108**
 Display shows the first station
2. Dial **0-7** to select the station status item, e.g., **1**
 OR
 Press **UP** or **DOWN** to view the status items
3. Press the **transfer key** to exit

```
[201] STN STATUS
P07:S2-01 OFS:01
```

```
[201] STN STATUS
TENANT NUMBER:1
```

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 MON 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 MON 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**
Display shows

2. Press **UP** or **DOWN** to select the display mode
and press the right soft key to move the cursor

3. Press the right soft key to return to step 2
OR
Press the left soft key to return to step 3

4. Press the **transfer key** to store and exit

```
[201] DAY FORMAT  
COUNTRY: WESTERN
```

```
[201] DAY FORMAT  
COUNTRY: _ORIENTAL
```

1.12 SETTING STATION ON/OFF OPTIONS

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

- | | |
|----------------|--|
| 1. 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. |
| 2. AUTO HOLD | Automatically places an existing C.O. call on hold if a 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. |
| 3. AUTO TIMER | Automatically starts the stopwatch timer immediately when a C.O. call is answered or after a short delay on an outgoing call. |
| 4. HEADSET USE | When on, this feature disables the hookswitch, allowing a headset user to answer calls on the headset without requiring the user to lift the handset. |
| 5. 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. |
| 6. KEY TONE | Allows the user to hear a slight tone when pressing buttons on the set. |
| 7. 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. |
| 8. RING PREF. | When off, this feature requires the user to press the fast flashing button to answer a ringing call after lifting the handset. |

ACTION

1. Press the **transfer key** followed by **110**
 Display shows

2. Dial the option number from above list (e.g., **3**)
 OR
 Press **UP** or **DOWN** to select the option and
 press the right soft key to move the cursor

DISPLAY

```
[201] STN ON/OFF
      AUTO HOLD   :OFF
```

```
[201] STN ON/OFF
      AUTO HOLD   :OFF
```

```
[201] STN ON/OFF
      HOT KEYPAD  :ON
```


3. Press **UP** or **DOWN** to select ON or OFF and press left or right soft key to return to step 2
OR
Dial **1** for ON or **0** for OFF

[201] STN ON/OFF
HOT KEYPAD :OFF

If option 1 from above list is dialed at Step 2

[201] STN ON/OFF
AUTO CAMPON :ON

If option 2 from above list is dialed at Step 2

[201] STN ON/OFF
AUTO HOLD :ON

If option 3 from above list is dialed at Step 2

[201] STN ON/OFF
AUTO TIMER :ON

If option 4 from above list is dialed at Step 2

[201] STN ON/OFF
HEADSET USE :OFF

If option 5 from above list is dialed at Step 2

[201] STN ON/OFF
HOT KEYPAD :ON

If option 6 from above list is dialed at Step 2

[201] STN ON/OFF
KEYTONE :ON

If option 7 from above list is dialed at Step 2

[201] STN ON/OFF
PAGE REJOIN :ON

If option 8 from above list is dialed at Step 2

[201] STN ON/OFF
RING PREF. :ON

4. Press the **transfer key** to store and exit

1.13 SELECTING A RING TONE

Each keyset user can select one of eight ring frequencies that suits the user best.

ACTION

1. Press the **transfer key** followed by **111**
Display shows
2. Dial **1-8** to select the ring tone
OR
Press **UP** or **DOWN** to select the ring tone and
press the right soft key to move the cursor
3. Press the **transfer key** to store and exit

DISPLAY

```
[201] RING TONE  
SELECTION 6
```

```
[201] RING TONE  
SELECTION 5
```

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**
Display shows

```
[201] ALM CLK(1)  
HHMM: →NOTSET
```

- 2. Dial **1-3** to select the alarm (e.g., **2**)
OR
Press **UP** or **DOWN** to select alarm and
press the right soft key to move the cursor
OR
Press the left soft key to return to step 2

```
[201] ALM CLK(2)  
HHMM: →NOTSET
```

- 3. Enter alarm time in 24 hour format (e.g., **1300**)
Display will automatically advance to step 5

```
[201] ALM CLK(2)  
HHMM: 1300→NOTSET
```

- 4. Enter alarm type (e.g., **2**)
OR
Press **UP** or **DOWN** to select alarm type and
press the right soft key to move the cursor and
return to step 2

```
[201] ALM CLK  
HHMM: 1300→DAILY
```

- 5. Press the **transfer key** to store and exit

1.15 VIEW MEMO

This procedure allows keyset users to view the information entered via the MEMO feature.

ACTION

1. Press the **transfer key** followed by **113**
Display shows
2. Use **UP** and **DOWN** keys to scroll through memos
3. Press the **transfer key** to exit

DISPLAY

```
[201] VIEW MEMO  
1:
```

```
[201] VIEW MEMO  
1:426 4100
```

1.16 OFF-HOOK RING VOLUME

This procedure allows users to view and set the level of off-hook ring volume.

ACTION

1. Press the **transfer key** followed by **114**
Display shows
2. Press **UP** or **DOWN** to select ring level
OR
Dial level of volume (**1–8**) on keypad
3. Press the **transfer key** to store and exit

DISPLAY

```
[201] OFFRNG VOL  
RING VOLUME 4
```

```
[201] OFFRNG VOL  
RING VOLUME 3
```

1.17 SETTING A PROGRAMMED MESSAGE

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

ACTION

1. Press the **transfer key** followed by **115**
Display shows
2. Dial **00–20** to select message number, e.g., **05**
OR
Press **UP** or **DOWN** to select message
3. Press the left or right soft key to return to step 2
above
OR
Press the **transfer key** to store and exit

DISPLAY

```
[201] PGMMSG(00)  
CANCEL VAC MSG
```

```
[201] PGMMSG(05)  
PAGE ME
```

1.18 ALARM REMINDER WITH MESSAGE

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.

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 three alarms described in [Alarm Reminder](#). This procedure allows a message to be added.

ACTION

DISPLAY

1. Press the **transfer key** followed by **116**
 Display shows

```
[201] ALM REM(1)
HHMM: →NOTSET
```

2. Dial **1-3** 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

```
[201] ALM REM(1)
HHMM: →NOTSET
```

3. Enter the alarm time in 24 hour clock format
 (e.g., **1300**)
 Display will automatically advance to step 4

```
[201] ALM REM(2)
HHMM: 1300→NOTSET
```

4. Dial the valid entry from the above list for the
 alarm type
 OR
 Press **UP** or **DOWN** to select the alarm type
 and press the right soft key to move the cursor

```
[201] ALM REM
HHMM:1300→DAILY
```

5. Enter messages using the method in
[Programming Your Station's Name](#)
 Press the right soft key to return to step 2

```
[201] ALM REM
TAKE MEDICATION
```

6. Press the **transfer key** to store and exit

1.19 BACKGROUND MUSIC VOLUME

This procedure allows keyset users to view and adjust the level of background music heard at their keysets.

ACTION

1. Press the **transfer key** followed by **117**
Display shows
2. Enter volume level (**01–16**)
3. Press the **transfer key** to store and exit

DISPLAY

```
[201] BGM VOLUME  
VOLUME 13
```

```
[201] BGM VOLUME  
VOLUME 06
```


1.20 CID DISPLAY

NOTE: This procedure applies only to systems with Caller ID software.

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

1. Press **TRSF 119**
Display shows current display mode
2. Dial display option **0, 1** or **2**, e.g., **2**
OR
Press **UP** or **DOWN** to select option
3. Press **TRSF** to store and exit
OR
Press **SPK** to store and exit

DISPLAY

[201] CID DISPLAY
NUMBER FIRST

[201] CID DISPLAY
NAME FIRST

iDCS KEYSET USER GUIDE

SAMSUNG DCS COMPACT SYSTEM

May 2003

Every effort has been made to eliminate errors and ambiguities in the information contained in this guide. Any questions concerning information presented here should be directed to SAMSUNG TELECOMMUNICATIONS AMERICA. SAMSUNG TELECOMMUNICATIONS AMERICA disclaims all liabilities for damages arising from the erroneous interpretation or use of information presented in this guide.

TABLE OF CONTENTS

<u>ABOUT THIS BOOK</u>	1
<u>THINGS YOU SHOULD KNOW</u>	2-9
<u>ASSEMBLING YOUR KEYSET</u>	10
<u>ADDING A KEYSET DAUGHTERBOARD MODULE</u>	11
<u>OUTSIDE CALLS</u>	
Making an Outside Call	12
Answering an Outside Call	12
Universal Answer	12
Recall/Flash	13
Busy Line Queuing with Callback	13
<u>INTERCOM CALLS</u>	
Calling Other Stations.....	14
Answering Intercom Calls.....	14
Answer Modes	14
Busy Station Callback	15
Busy Station Camp-on	15
Calling Your System Operator	15
<u>CALL PROCESSING</u>	
Holding Calls.....	16-17
Transferring Calls	17-18
Transfer with Camp-On.....	18
Transfer to Voice Mail	18
Call Waiting	18
Conference Calls	19
Forwarding Calls	19-22
Call Pickup	22

DIALING FEATURES

Speed Dialing	23
Programming Personal Speed Dial Numbers	23–24
One Touch Speed Dialing	24
Last Number Redial	24
Save Number with Redial	24
Chain Dialing	25
Automatic Redial/Retry	25
Pulse to Tone Changeover	25

PAGING AND MESSAGING

Making an Internal Page.....	26
Making an External Page	26
All Page	26
Meet Me Page.....	27
Call Park and Page	27
Messages—Set and Cancel	27–28
Returning Messages	28
Programmed Messages	28

CONVENIENCE FEATURES

Do Not Disturb	29
One Time DND	29
Mute	29
Background Music	29
Appointment Reminder/Alarm Clock	30
Door Phone Calls	30–31
Executive/Secretary Hotline	31
Group Listening	31
Account Codes	31
Locking Your Keypad	32
Off-Hook Voice Announce	32–33
OHVA Block	33
OHVA Reject	33
In Group/Out of Group	33

CUSTOMIZING YOUR KEYSSET

AME Password	34
Answer Machine Emulation	34
Select Ring Tone	35
Change Your Passcode	35
Set Answer Mode	35
Automatic Hold	35
Headset Operation	36
Hot Keypad	36
Key Confirmation Tone	36
Rejoining a Page	37
Ring Preference	37

DISPLAY FEATURES

Interactive Display Keys	38
Directory Information	38
Dial by Directory	39
Call Progress Displays	39
Display Number Dialed.....	39
Call Duration Timer	39
Auto Timer.....	40
Timer Function	40
Viewing Message Indications	40
Alarm Reminder Messages	40–41
Personal Speed Dial Names	41
Station Names	42
Managing Key Assignments.....	42
Caller ID	43–46
LCR with Clear	46

<u>SVMi-4</u>	47
<u>Flow Chart</u>	48
<u>Accessing your Mailbox</u>	48
<u>Getting Started</u>	49
<u>Listening to your Messages</u>	49
<u>Message Forwarding Options</u>	50
<u>Sending Messages</u>	51
<u>Personal Greetings</u>	51
<u>Mailbox Administration</u>	51
<u>Access Manager (Follow Me)</u>	53
<u>Personal Services</u>	53
<u>Keypad User Features</u>	54
<u>Interactive Displays for SVMi-4</u>	55

PERSONAL SPEED DIAL NUMBERS56-57

ABOUT THIS BOOK

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

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

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

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 **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.

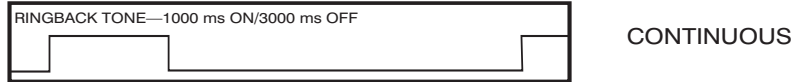
SYSTEM TONES

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

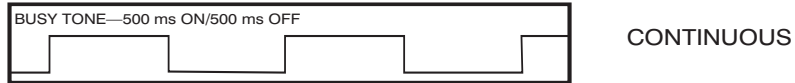
Intercom Dial Tone—A steady tone that indicates you can begin dialing.



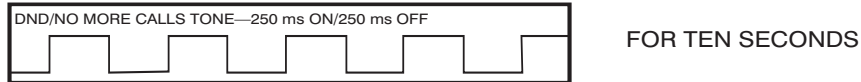
Ringback Tone—Indicates the station you dialed is ringing.



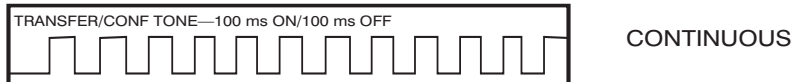
Busy Tone—Indicates the station you dialed is busy.



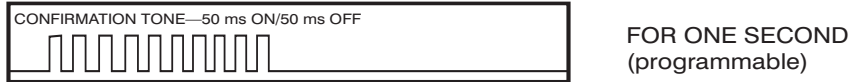
DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.



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



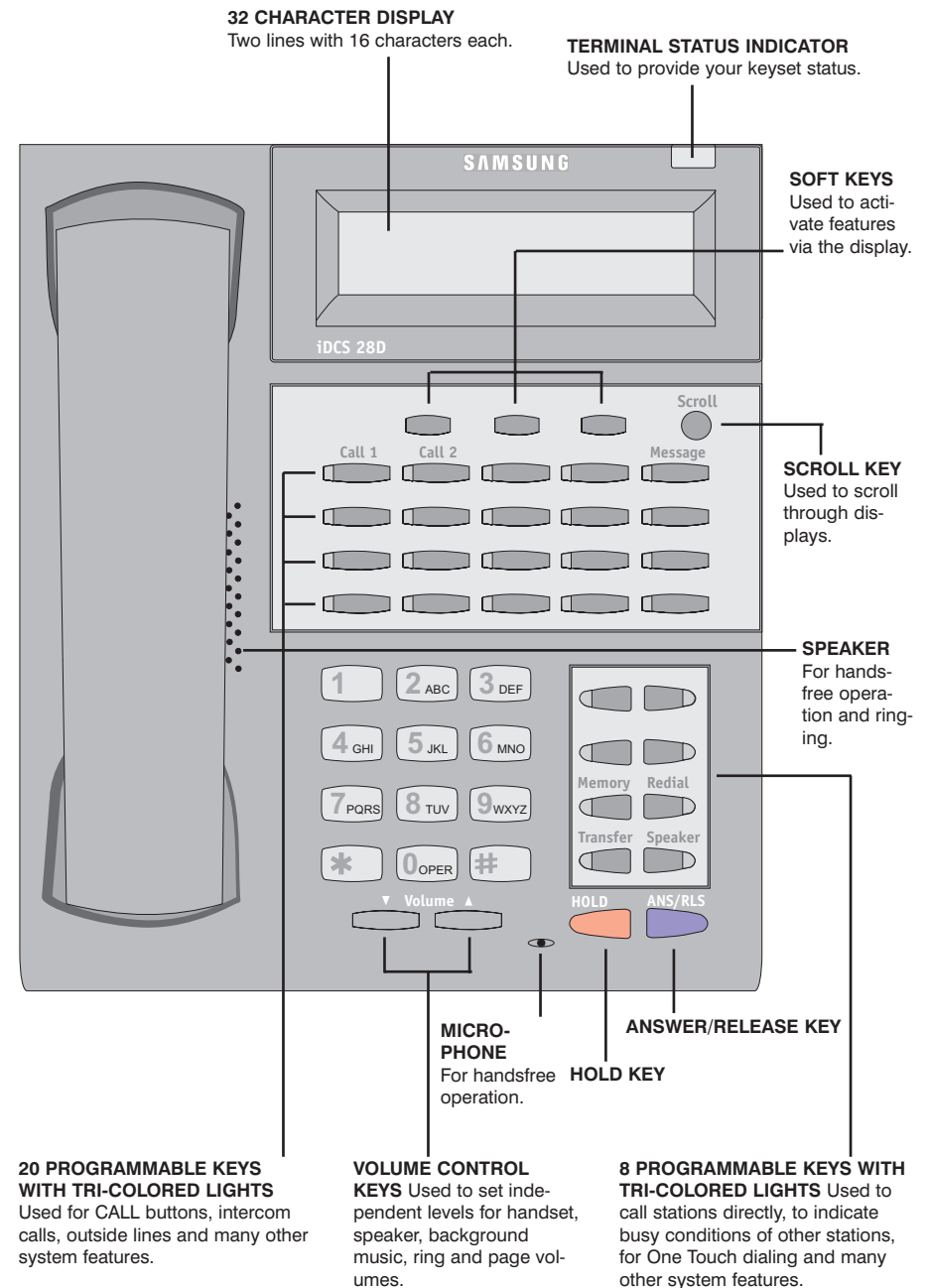
Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.



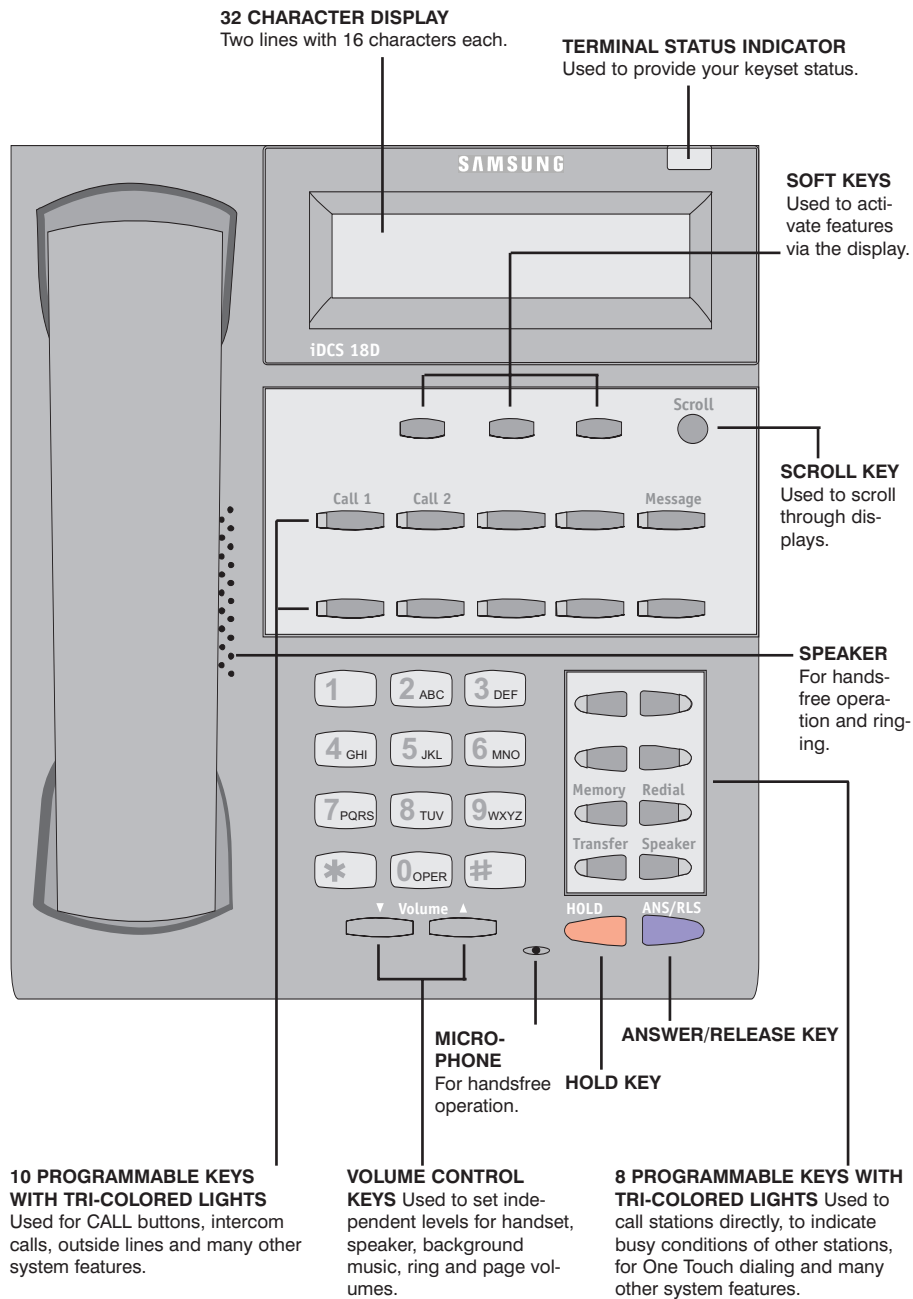
Error Tone—A distinctive two level beeping tone indicates you have done something incorrectly. Try again.



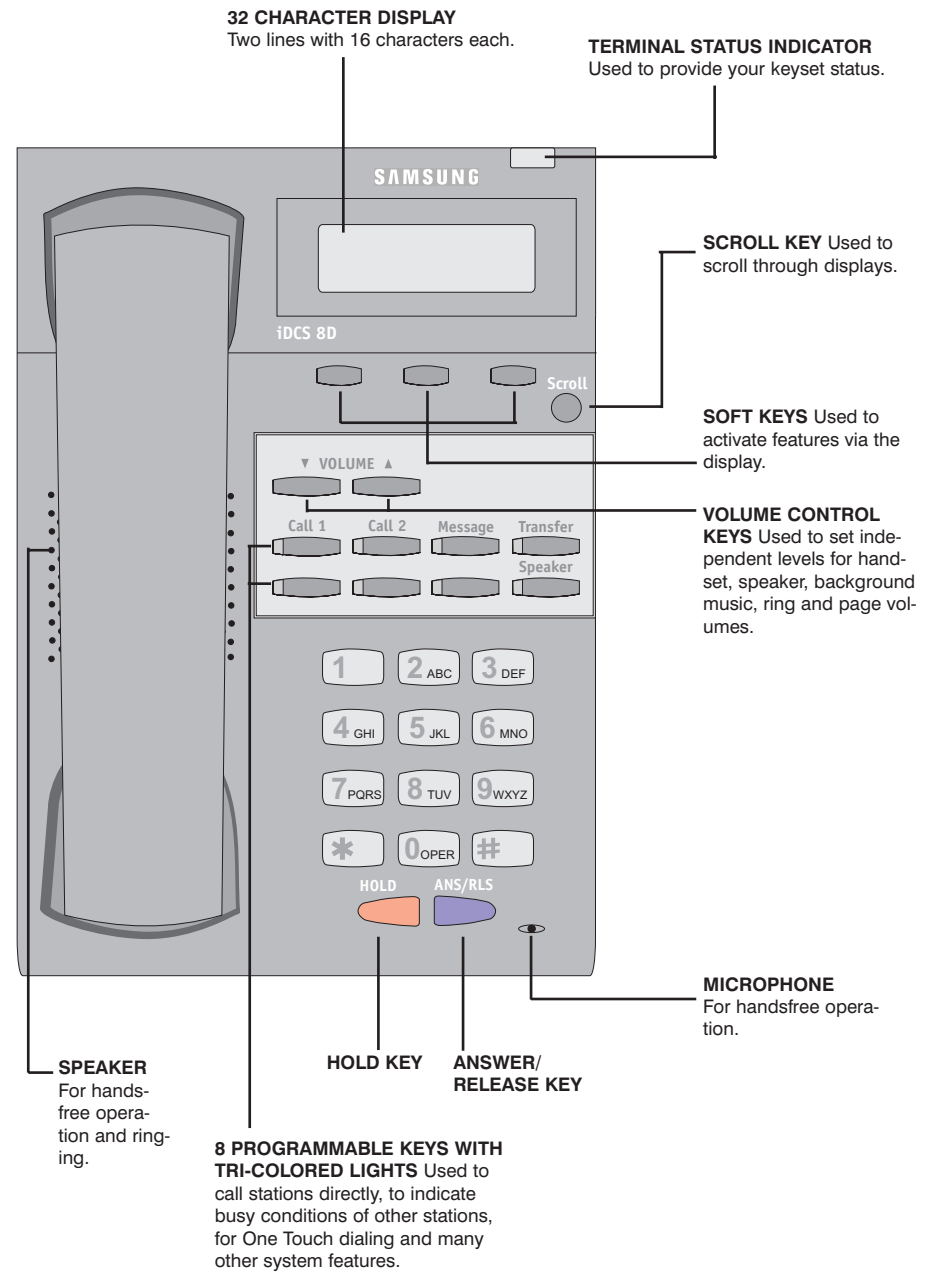
iDCS 28D KEYSET



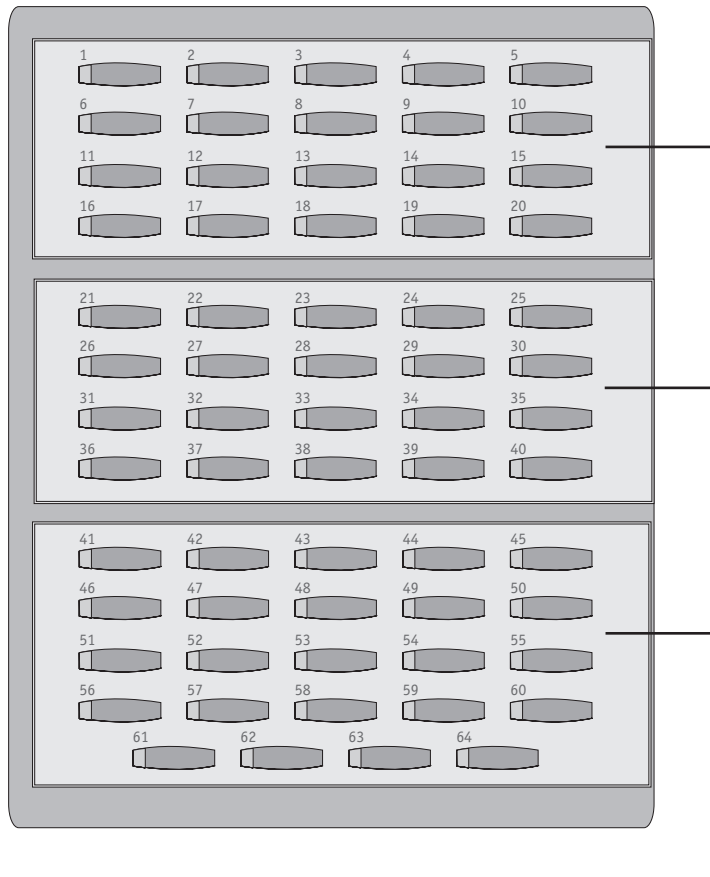
iDCS 18D KEYSET



iDCS 8D KEYSET



iDCS 64 AOM



64 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.

KEYSET DAUGHTER MODULES

[28 AND 18 BUTTON KEYSETS ONLY]

iDCS 28 and 18 button keysets can have one of three different types of daughter module installed on them to enhance the operation of the keyset or to provide an additional local port depending on the type of module.

iDCS KDB-DIGITAL LINE INTERFACE (FKDBD)

If your keyset is connected to a Digital Line Interface (DLI) port that supports 2B+D operation (your installing company can determine this) you may install a daughter module that provides a Digital Line Interface (DLI) port for connection of a digital station device such as a keyset or 64 button module.



iDCS KDB-SINGLE LINE INTERFACE (FKDBS)

If your keyset is connected to a Digital Line Interface (DLI) port that supports 2B+D operation (your installing company can determine this) you may install a daughter module that provides a Single Line Interface (SLI) port for connection of a standard telephone device such as a cordless phone.

iDCS KDB-FULL DUPLEX (FKDBF)

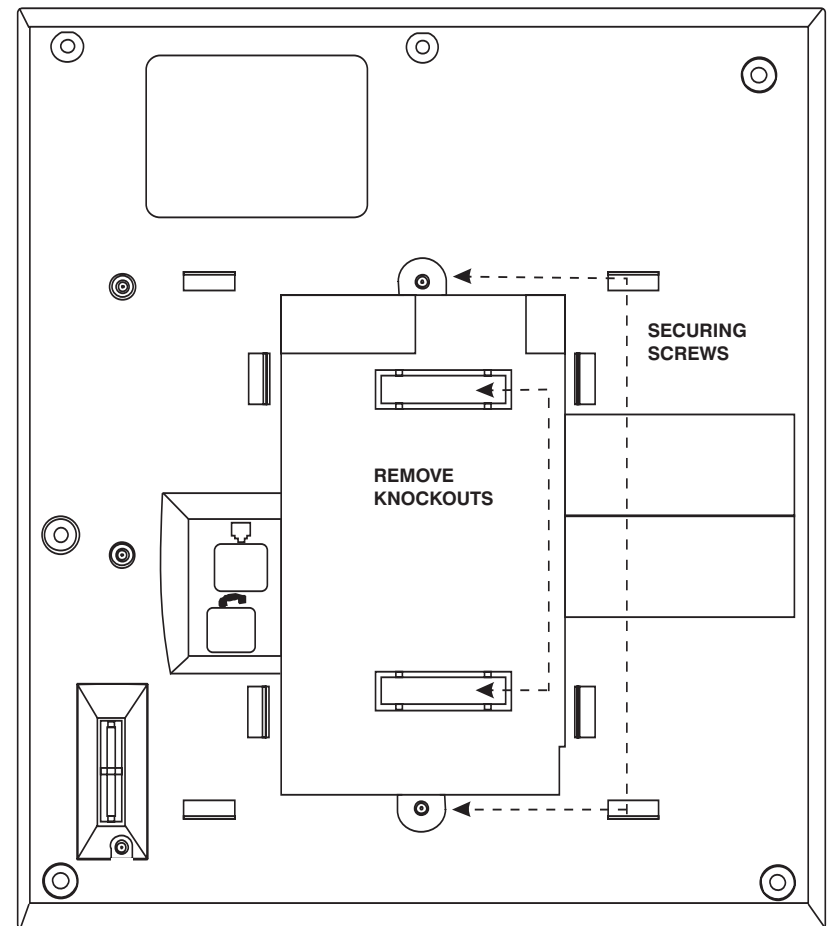
The standard speakerphone mode of operation for a iDCS keyset is “half duplex”. This means that you cannot transmit and receive speech at the same time. Adding a FKDBF to your keyset will convert the speakerphone into full duplex mode enhancing its operation. In addition the FKDBF may have up to three (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 A KEYSET DAUGHTERBOARD MODULE

- 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 two knockouts from the bottom of the keyset.
- Plug in the daughter module and secure with the two screws provided.



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 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 Keypad](#)—**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 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 **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.

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 **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 Keypad.](#)

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.

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 **ANS/RLS** 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 **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:

- 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 you begin 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.

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 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. 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 on a your keyset).

NOTE: 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.

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.

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 trunk or trunk group 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.

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

- Press **TRANSFER 102**.
- Dial **0-5** 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 **TRSF** 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 **01-20** 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.
3. 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 500-999 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

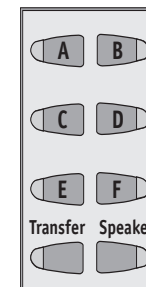
You can program frequently dialed telephone numbers in a personal speed dial list. A station may be assigned up to fifty numbers, **00-49**. See your system administrator to determine the amount assigned to your station.

- 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 (18 digits maximum). It can include **#**, *****, **FLASH** and **PAUSE**.
- Press **TRANSFER** to store the number.

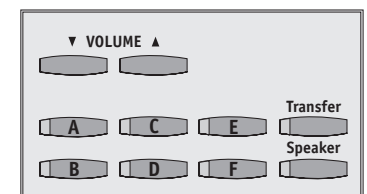
NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

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 KEYS
18D KEYS
DEFAULT
PROGRAMMING
KEYS LAYOUT



8D KEYS
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 **500–999**) 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.

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 **#** will 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, 6, 7** or **8**.
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 and page the requested party:

- While in conversation, press the **PAGE** button. The call is automatically parked at your station.
- Dial the desired page zone and announce “park” and your extension number or the line number. Hang up.

To retrieve a parked call:

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

NOTES:

1. 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.
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, 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 **01–20** listed on the back of this user guide.
- To cancel this message, 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 key. The message is set and the key will light red. Press the key again to turn off.
- Pressing another programmed message key 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 flashes 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**, **2** or **3**.
- 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**, **2** or **3**.
- 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 **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 Station 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 KEYSSET

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

- While on-hook, press **TRANSFER** and then dial **100**.
- Dial your four digit station passcode.
- Dial **1** to lock 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.

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.

If your keyset is associated with a DCS 32 Button Add-On Module, you can receive Executive OHVA calls. Executive Off-Hook Voice Announce allows you to engage in conversation on your keyset and simultaneously receive and reply handsfree to an OHVA through your DCS 32 Button Add-On Module (AOM). Use caution because the conversation through the AOM may possibly be heard by the caller on the keyset. When you receive an executive OHVA through your AOM:

- Reply by speaking in the direction of the microphone in the AOM unit.
- Adjust the volume with the **VOLUME** keys on the AOM unit.
- Press the **SPK** key on the AOM to disconnect the announcing party.

NOTE: If the **MUTE** key on the AOM is lit, you must press the AOM's **SPK** key to answer 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 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 an SVMi-4 card installed in the system and your keyset has a programmed AME key.

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

ANSWERING 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 mail box. You can 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 it 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.
- Press **ANS/RLS** to answer the call (using the handset or speaker).

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.

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**, ***** and **#**.
- 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 **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 **21** to turn Automatic Hold on or **20** to turn it off.
- Press **TRANSFER** to store your selection.

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

HEADSET OPERATION

Keypad 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 **41** to use the headset or **40** to use the handset.
- Press **TRANSFER** to store your selection.

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

HOT KEYPAD

On your phone system your keypad'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 **51** to turn the Hot Keypad on or **50** 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 **60** to turn tones off or **61** 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 keypad to idle. To enable this feature:

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **71** to turn this feature on or **70** 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 keypad. 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 **81** to turn ring preference on or **80** 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 **TRSF** and then dial **110**.
- Dial **31** to turn the auto timer on or **30** to turn it off.
- Press **TRSF** 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**, **2** or **3**.
- 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**, **2** or **3**.
- 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 Re-minder 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.

- 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	.Extension or station group number
FWRD	.Call Forwarding	.0-7
GPIK	.Group Pick-Up	.01-20
IG	.In/Out of Group	.Any group you are part of 500-529
MMPG	.Meet Me Page	.0-9, *
PSMG	.Programmed Message	01-20
PAGE	.Page	.0-9, *
SPD	.Speed Dialing	.00-49, 500-999
DIR	.Directory	.PERS (1), SYS (2) or STN (3)
VT	.Voice Mail Transfer	.Voice Mail Group (501-529)

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. 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 (up to a maximum of 250 numbers).

However, even though you are paying to receive Caller ID information, there are some circumstances that mean you will not receive this information. The three 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.

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 CID name or CID number in the display. Regardless of which one is selected, you can press the **NND** key to view the other pieces of CID 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 CID 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 CID 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 CID NUMBER

To redial a number that has been saved, press the **SAVE** key or dial **19**.

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 CID 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 CID 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 CID CALLS

This feature allows you to review CID information for calls sent to your keyset. This list can contain 10–50 calls in a first-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 oldest 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 reenter the telephone number. You do not need to redial **9** to reaccess LCR.

SVMi-4

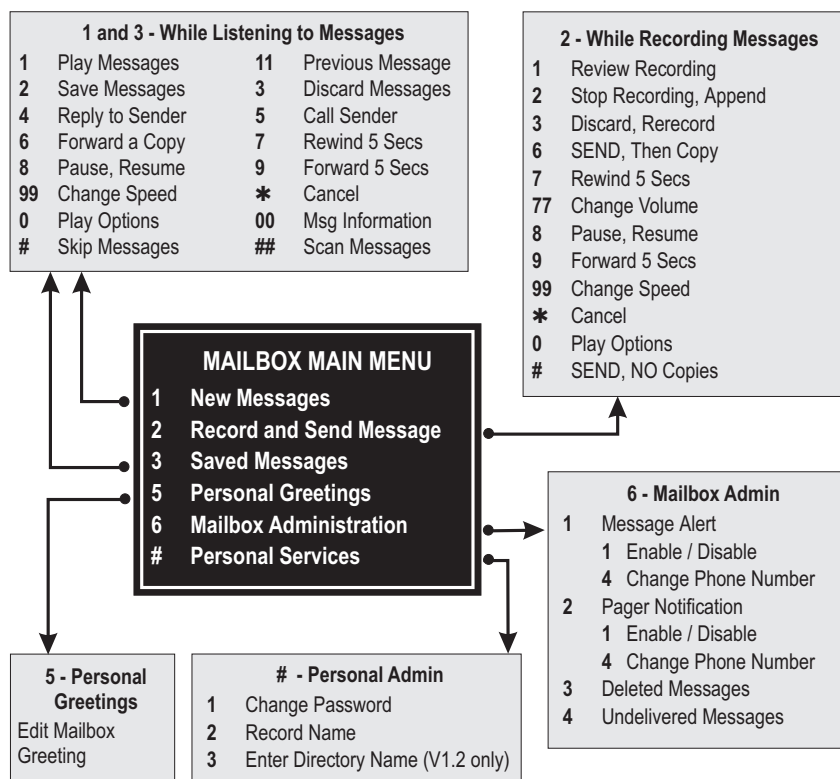
This section describes how to setup your mailbox, and how to use the various mailbox owner features. Please review this section carefully before you use your mailbox.

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 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.

FLOW CHART



ACCESSING YOUR MAILBOX

Outside Callers

- Dial the phone number that will be answered by the SVMi-4. 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 SVMi-4 Access Number or press the key assigned to ring SVMi-4 [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 with a Different Station)

- Press the [VMMSG] key or dial the SVM 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 SVMi-4 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.
- 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 an 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 SVMi-4 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 SVMi-4 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 (you must have SVMi-4 version 1.1 or higher to use this option).
*Your pager number must be programmed by the system administrator.

Undelete

When this function is activated, the SVMi-4 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 SVMi-4 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 you 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 main mailbox menu press [4], 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 SVMi-4 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 (SVMi-4 1.2 or higher)

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 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 outer 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 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 light and enter your station password (not your SVMi-4 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 FOR SVMi-4

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 SVMi-4.

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	_____	_____



DCS COMPACT

DIGITAL COMMUNICATIONS SYSTEM

**LCD 24B, LCD 12B,
STD 24B, BASIC 12B, 7B**

KEYSET USER GUIDE

System Software Release 1, 2

April 2002

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TABLE OF CONTENTS

<u>ABOUT THIS BOOK</u>	1
-------------------------------------	---

<u>THINGS YOU SHOULD KNOW</u>	2-9
--	-----

OUTSIDE CALLS

Making an Outside Call	10
Answering an Outside Call	10
Universal Answer	10
Recall/Flash	11
Busy Line Queuing with Callback	11

INTERCOM CALLS

Calling Other Stations	12
Answering Intercom Calls	12
Answer Modes	12
Busy Station Callback	13
Busy Station Camp-on	13
Calling Your System Operator	13

CALL PROCESSING

Holding Calls	14-15
Transferring Calls	15-16
Transfer with Camp-On	16
Transfer to Voice Mail	16
Call Waiting	16
Conference Calls	17
Forwarding Calls	17-19
Call Pickup	20

DIALING FEATURES

Speed Dialing	21
Programming Personal Speed Dial Numbers	21-22
One Touch Speed Dialing	22
Last Number Redial	22

Save Number with Redial	22
Chain Dialing	23
Automatic Redial/Retry	23
Pulse to Tone Changeover	23

PAGING AND MESSAGING

Making an Internal Page	24
Making an External Page	24
All Page	24
Meet Me Page	25
Call Park and Page	25
Messages—Set and Cancel	25-26
Returning Messages	26
Programmed Messages	26

CONVENIENCE FEATURES

Do Not Disturb	27
One Time DND	27
Mute	27
Background Music	27
Appointment Reminder/Alarm Clock	28
Door Phone Calls	28-29
Executive/Secretary Hotline	29
Group Listening	29
Account Codes	29
Locking Your Keypad	30
Off-Hook Voice Announce	30-31
OHVA Block	31
OHVA Reject	31
In Group/Out of Group	31

CUSTOMIZING YOUR KEYSSET

AME Password	32
Answer Machine Emulation	32
Select Ring Tone	33
Change Your Passcode	33
Set Answer Mode	33
Automatic Hold	33

Headset Operation	34
Hot Keypad	34
Key Confirmation Tone	34
Rejoining a Page	35
Ring Preference	35

DISPLAY FEATURES

Interactive Display Keys	36
Directory Information	36
Dial by Directory	37
Call Progress Displays	37
Display Number Dialed	37
Call Duration Timer	37
Auto Timer	38
Timer Function	38
Viewing Message Indications	38
Alarm Reminder Messages	38–39
Personal Speed Dial Names	39
Station Names	39–40
Managing Key Assignments	40
Caller ID	40–43
LCR with Clear	43

ADD-ON MODULE [44](#)

<u>SVMi-4</u>	45
Flow Chart	46
Accessing your Mailbox	46
Getting Started	47
Listen to your Messages	47
Message Forwarding Options	48
Sending Messages	49
Personal Greetings	49
Mailbox Administration	49
Access Manager (Follow Me)	51
Personal Services	51
Keypad User Features	52
Interactive Display for SVMi-4	53

PERSONAL SPEED DIAL NUMBERS [54–55](#)

ABOUT THIS BOOK

Your keyset is the most visible part of the PROSTAR DCS COMPACT Digital Communications System. No matter what model keyset you are using, with or without a display, telephone calls are handled in the same way. The LCD 12B and LCD 24B keysets have a few additional conveniences that are not available to STD 24B, Basic 12B and 7B 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.

THINGS YOU SHOULD KNOW

USER ORIENTATION

PROSTAR DCS COMPACT 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 the **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).

PROSTAR DCS COMPACT provides distinctive ring patterns to your keyset:

- 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). Some of these are tri-colored LEDs that light green, red or amber (green and red together). Some of the keys can only light red.

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 if the key has a tri-colored LED.

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 trunk key or call button indicates a call is on hold.
- A slow flashing amber LED indicates a recall to your keyset.
- A steady red LED on the HOLD key indicates the keyset is locked.
- A steady red LED on the TRSF key indicates the keyset is Forward All.
- A steady red LED on the ANS/RLS key indicates the keyset is in Headset mode.
- A flashing red LED on the ANS/RLS key indicates the keyset is in DND mode.

SPEAKERPHONE

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 **SPK** key and hang up the handset.

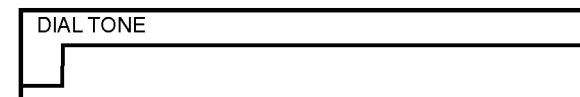
VOLUME CONTROLS

PROSTAR DCS COMPACT 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.

SYSTEM TONES

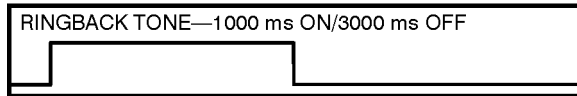
The system provides several tones to assist you. Some of these tones are already familiar to you.

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



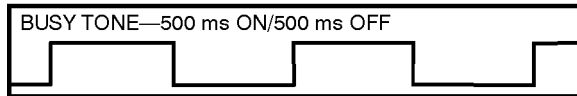
CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.



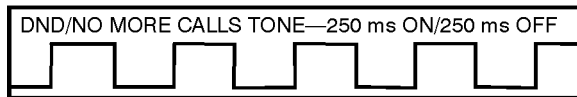
CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.



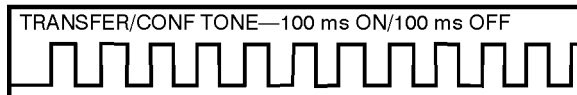
CONTINUOUS

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.



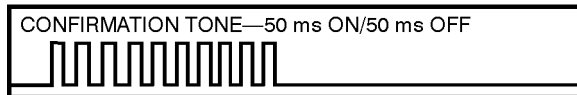
FOR TEN SECONDS

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



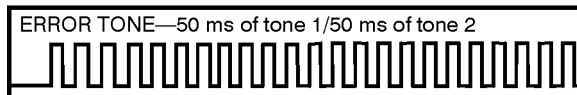
CONTINUOUS

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.

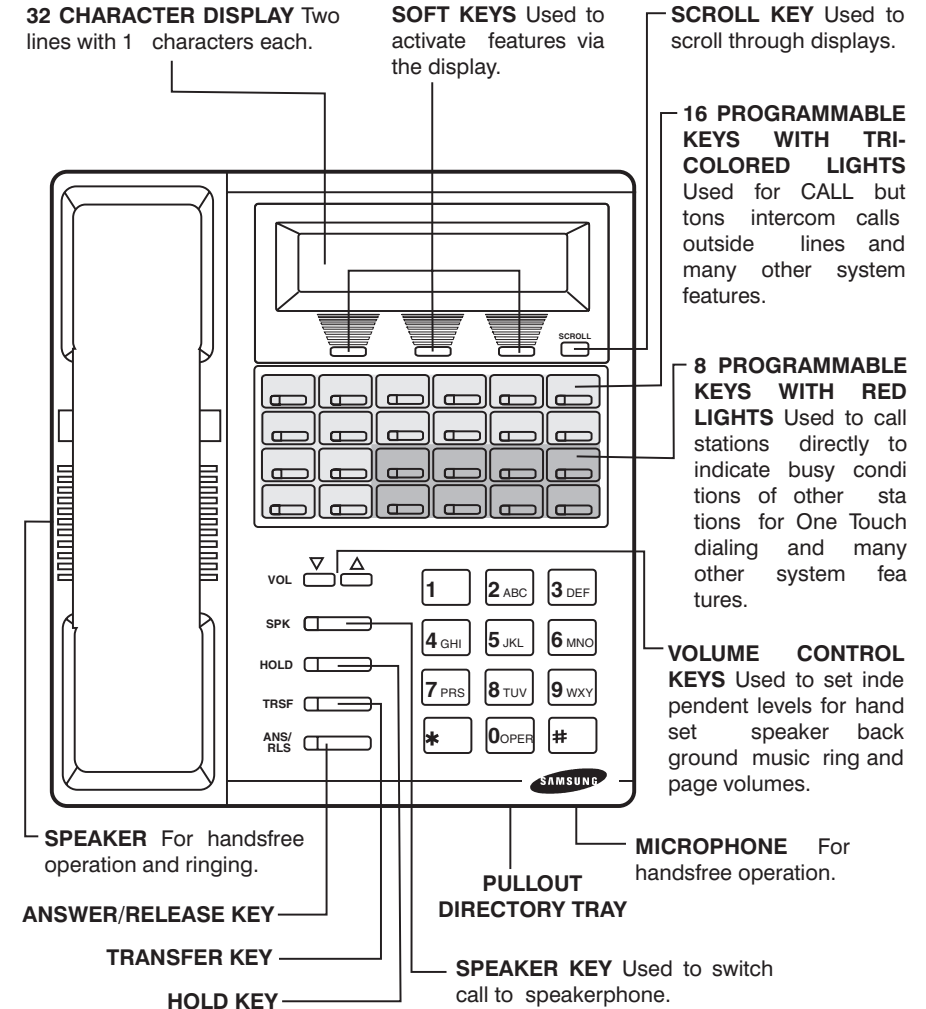


FOR THREE SECONDS

LCD 24B KEYSET LAYOUT

LABELING PROGRAMMABLE KEYS

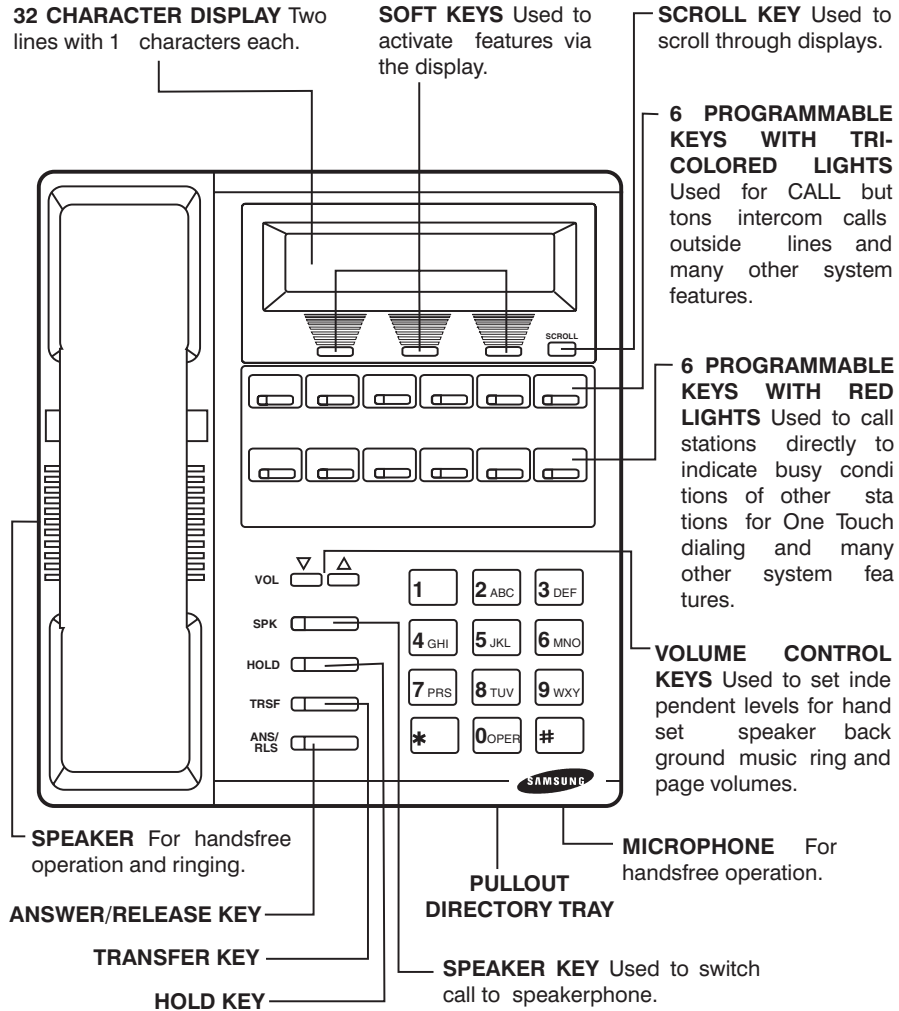
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



LCD 12B KEYSSET LAYOUT

LABELING PROGRAMMABLE KEYS

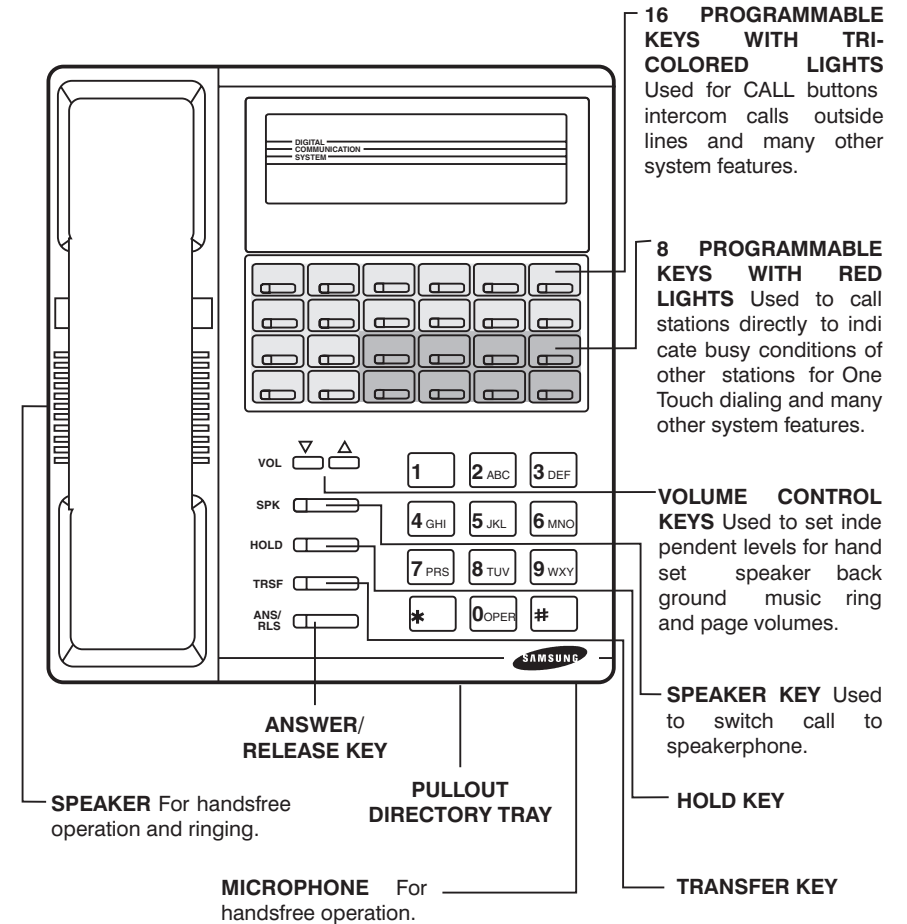
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



STD 24B KEYSSET LAYOUT

LABELING PROGRAMMABLE KEYS

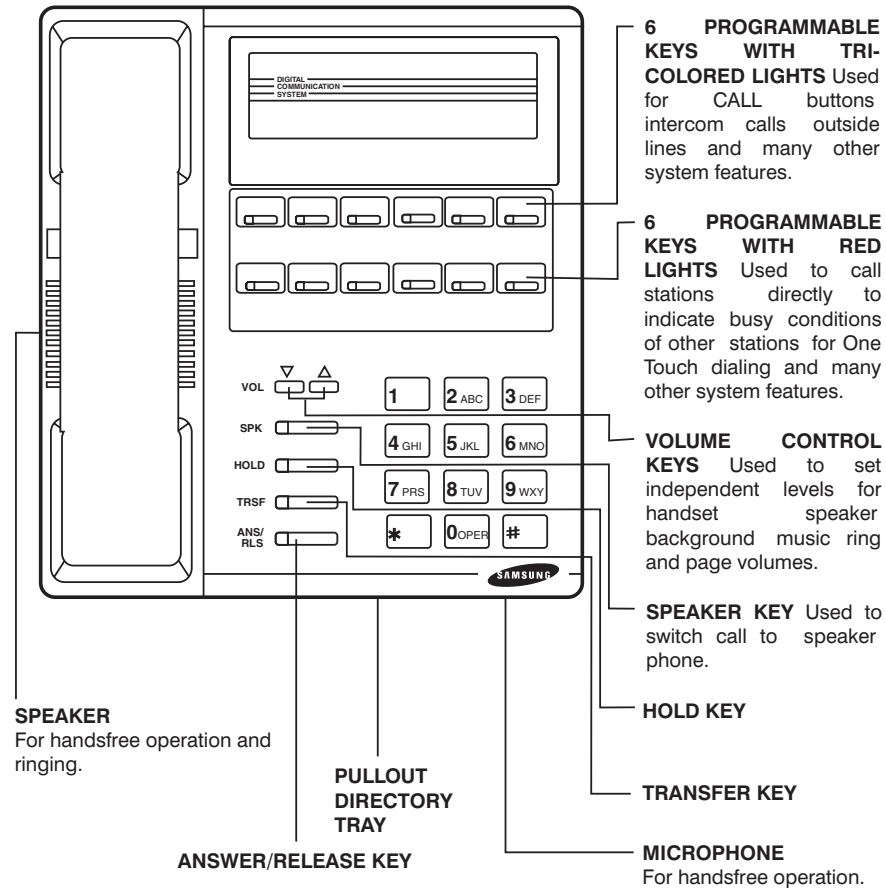
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



BASIC 12B KEYSET LAYOUT

LABELING PROGRAMMABLE KEYS

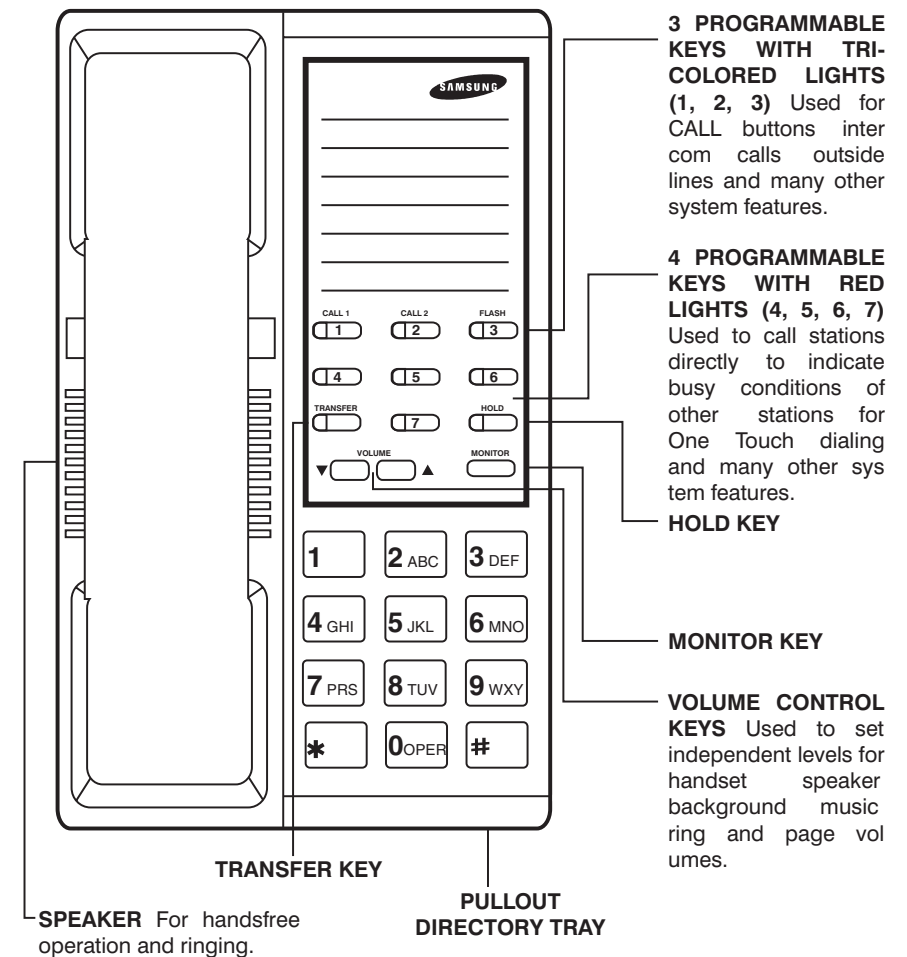
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



7B KEYSET LAYOUT [RELEASE 2 ONLY]

LABELING PROGRAMMABLE KEYS

Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



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**—to use the speakerphone, press an idle outside line button, line group button or dial a line access code to receive dial tone through the speaker—**OR**—press **SPK**, 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 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 **SPK** before dialing.

ANSWERING AN OUTSIDE CALL

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

NOTE: If a call is flashing at your keypad 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 **SPK** 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 keypad, 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 **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 **SPK** 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 **SPK** 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 Keypad.](#)

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.

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.

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 **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 **SPK** 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 **SPK** before you begin 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 **SPK** 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.

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

REMOTE HOLD [RELEASE 2 ONLY]

When you wish to place a call on hold at another station, press **TRSF** and 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. 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 **TRSF** key (or the **RETURN** soft key on a display keyset).

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

NOTE: Repeatedly pressing the **TRSF** 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 **SPK** key before you begin dialing.

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 **TRSF** 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 **TRSF** 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 **TRSF** key.
2. If you receive No More Calls tone, that station has no key available to receive another call. Press **TRSF** to return to the other party.
3. You cannot transfer an Intercom call by pressing a DSS key. You must press the **TRSF** 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 **TRSF** to return to the outside caller.

TRANSFER TO VOICE MAIL [RELEASE 2 ONLY]

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 **SPK** 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 **TRSF** 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 **SPK** 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 **SPK** 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 **SPK** 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 **SPK** 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 **TRSF** and then dial **102**.
- Dial **6**.
- Dial the trunk or trunk group access code followed by the telephone number that you want.
- Press **TRSF** 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 **SPK** before you begin dialing.

FORWARD DND [RELEASE 2 ONLY]

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 **SPK** 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 **TRSF 102**.
- Dial **0-5** 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 **TRSF** 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 **SPK** 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 **01–20** or press the flashing **GROUP PICKUP** key if available.

NOTES:

- A group pickup key can have an extender for a specific pickup group.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** before dialing the access code.
- 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 500–999 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 **SPK** 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 **TRSF** 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 **#**, *****, **FLASH** and **PAUSE**.
- Press **TRSF** to store the number.

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

For the purposes of programming speed dial numbers, the programmable keys in the bottom row 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 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 **TRSF** and then dial **107**.
- Press a One Touch Speed Dial button.
- Dial the speed dial number (**00–49** or **500–999**) that you want assigned to this button.
- Press **TRSF** 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 **SPK** 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 **SPK** 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 **SPK** before you begin dialing.
2. The saved telephone number is stored in memory until you save another.
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 can 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 **#** will 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, 6, 7** or **8**.
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 **TRSF**.
- 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 and page the requested party:

- While in conversation, press the **PAGE** button. The call is automatically parked at your station.
- Dial the desired page zone and announce “park” and your extension number or the line number. Hang up.

To retrieve a parked call:

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

NOTES:

1. 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.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** 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 **MSG** key or dial **43** and receive confirmation tone.
- Hang up. The **MSG** 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 **SPK** 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 **MSG** light will go out.

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

RETURNING MESSAGES

- Press the **MSG** key or dial **43**. The first station that left a message will be called automatically. If that station does not answer, your **MSG** light will stay on.
- Repeat until all messages have been returned in the order received.
- Your **MSG** 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 **SPK** 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, 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 **01–20** listed on the back of this user guide.
- To cancel this message, dial **48** plus **00**.

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

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

- Press any programmed message key. The message is set and the key will light red. Press the key again to turn off.
- Pressing another programmed message key 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 flashes 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 **SPK** before you begin dialing.
2. If you place your keyset in DND mode and you do not have a **DND** key, your **ANS/RLS** 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 **VOL** 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 **TRSF** and then dial **112**.
- Dial the alarm number **1, 2** or **3**.
- 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 **TRSF** to save.
- Repeat for each alarm if needed.

To cancel individual alarms:

- Press **TRSF** and then dial **112**.
- Dial alarm number **1, 2** or **3**.
- 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 **ANS/RLS**. 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 **SPK** before you begin dialing.

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 **TRSF** 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 PROSTAR DCS COMPACT 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 KEYSSET

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

- While on-hook, press **TRSF** and then dial **100**.
- Dial your four digit station passcode.
- Dial **1** to lock or **0** to unlock.
- Press **TRSF** to store your selection.

NOTE: When your keyset is locked, the **HOLD** key will light.

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.

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.

Executive off-hook voice announce allows you to engage in conversation on your keyset and simultaneously receive and reply handsfree to an OHVA through

your add-on module (AOM). Use caution because the conversation through the AOM may possibly be heard by the caller on the keyset. When you receive an executive OHVA through your AOM:

- Reply by speaking in the direction of the microphone in the AOM unit.
- Adjust the volume with the **VOL** keys on the AOM unit.
- Press the **SPK** key on the AOM to disconnect the announcing party.

NOTE: If the **MUTE** key on the AOM is lit, you must press the AOM's **SPK** key to answer 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 **SPK** before you begin dialing.

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 KEYSSET

AME PASSWORD

This feature allows people using the AME 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 an SVMi-4 card installed in the system and your keyset has a programmed AME key.

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

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 mail box. You can 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 it 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.
- Press **ANS / RLS** to answer the call (using the handset or speaker).

SELECT RING TONE

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

- While on-hook, press **TRSF** 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 **TRSF** to save it.

CHANGE YOUR PASSCODE

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

- While on-hook, press **TRSF** and then dial **101**.
- Dial your old passcode.
- Dial a new passcode (must be four characters). You can use **0–9**, ***** and **#**.
- Redial the new passcode to verify. If successful, you will hear two beeps. Four beeps indicate an incorrect code. Reenter the code again.
- Press **TRSF** 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 **TRSF** and then dial **103**.
- Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce.
- Press **TRSF** 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 **ANS/RLS** 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 **TRSF** and then dial **110**.
- Dial **21** to turn Automatic Hold on or **20** to turn it off.
- Press **TRSF** to store your selection.

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

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 **TRSF** and then dial **110**.
- Dial **41** to use the headset or **40** to use the handset.
- Press **TRSF** 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. [RELEASE 2 ONLY]

HOT KEYPAD

On the DCS COMPACT, your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press **SPK** 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 **TRSF** and then dial **110**.
- Dial **51** to turn the Hot Keypad on or **50** to turn it off.
- Press **TRSF** 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 **TRSF** and then dial **110**.
- Dial **60** to turn tones off or **61** to turn tones on.
- Press **TRSF** 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 **TRSF** and then dial **110**.
- Dial **71** to turn this feature on or **70** to turn it off.
- Press **TRSF** 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 **TRSF** and then dial **110**.
- Dial **81** to turn ring preference on or **80** to turn it off.
- Press **TRSF** 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

A 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 a 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 **TRSF** and then dial **110**.
- Dial **31** to turn the auto timer on or **30** to turn it off.
- Press **TRSF** 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 **TRSF** and then dial **116**.
- Dial the alarm number **1**, **2** or **3**.
- 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 **TRSF** key to store the alarm and reminder message.
- Repeat for each alarm if needed.

COUNT	1	2	3	4	5
DIAL 0	Q	Z	.)	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	R	S	&	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	(9
DIAL *	:	=	[]	*

NOTE: 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.

To cancel an individual alarm and reminder message:

- Press **TRSF** and then dial **112**.
- Dial alarm number **1, 2** or **3**.
- Press the **HOLD** key.
- Press the **TRSF** key.

PERSONAL SPEED DIAL NAMES

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

- Press **TRSF** 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 **TRSF** key to store the speed dial name.
- Repeat for each speed dial bin if necessary.

NOTE: If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, you may assign a name 11 characters long.

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 **TRSF** and then dial **104**.
- Enter the name using the procedure described in [Alarm Reminder Messages](#).
- Press **TRSF** to store the name.

NOTE: If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, you may assign a name 11 characters long.

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.

- While on-hook, press **TRSF** and then dial **107**.
- Use the **VOL** 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 **TRSF** to store and exit programming.

KEY	EXTENDER
BOSS	Boss and Secretary (1–4)
DP	Direct Pickup (extension or station group number)
DS	Any extension or station group number
FWRD	Call Forward (0–7)
GPIK	Group Pick-Up (01–20)
IG	In/Out of Group (501–529)
MMPG	Meet Me Page (0–9, *)
PAGE	Page (0–9, *)
SPD	Speed Dial (00–49, 500–999)
PSMG	Programmed Message (01–20)
DIR	PERS (1), SYS (2) or STN (3)
VT	Voice Mail Group (501–529) [RELEASE 2 ONLY]

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. 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 DCS COMPACT 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 (up to a maximum of 250 numbers).

However, even though you are paying to receive Caller ID information, there are some circumstances that mean you will not receive this information. The three most common reasons are listed below along with the display information that the DCS COMPACT 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.

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

- With the handset on-hook, press **TRSF** 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 **TRSF** to store your selection.

VIEWING THE NEXT CID 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 CID 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 CID NUMBER

To redial a number that has been saved, press the **SAVE** key or dial **19**.

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 SPK before you begin dialing.

STORING A CID 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 CID 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 will 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 **ANS**, **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 **ANS 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 CID CALLS

This feature allows you to review CID information for calls sent to your keyset. This list can contain 10–50 calls in a first-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 oldest 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 reenter the telephone number. You do not need to redial **9** to reaccess LCR.

ADD-ON MODULE

WITH KEYSSET

The add-on module (AOM) is used when you need more programmable keys or executive off-hook voice announce (OHVA). The extra programmable keys are used exactly as are the ones on your keyset. Make them **DSS/BLF** keys, C.O. line keys, One Touch Speed Dial buttons or any combination of these and other feature keys. A maximum of two AOMs can be added to any keyset.

The **UP** and **DOWN** arrow keys are used to adjust the speaker level for executive off-hook voice announce. The **MUTE** key is used to mute the microphone during an Executive OHVA. The **SPK** key has no function in this arrangement. Use the **SPK** key on your keyset when instructed throughout this user guide.

WITHOUT KEYSSET

This 32 button AOM can be used by itself (stand-alone) for basic internal communications when a handset and dial pad are not required.

Assign these keys as feature keys, **DSS/BLF** keys or One Touch Speed Dial buttons.

In the Auto Answer mode, use the AOM as a room monitor or intercom box. This allows use of the four feature keys at the bottom: **VOL UP/DOWN**, **MUTE** and **SPK**.

SVMi-4

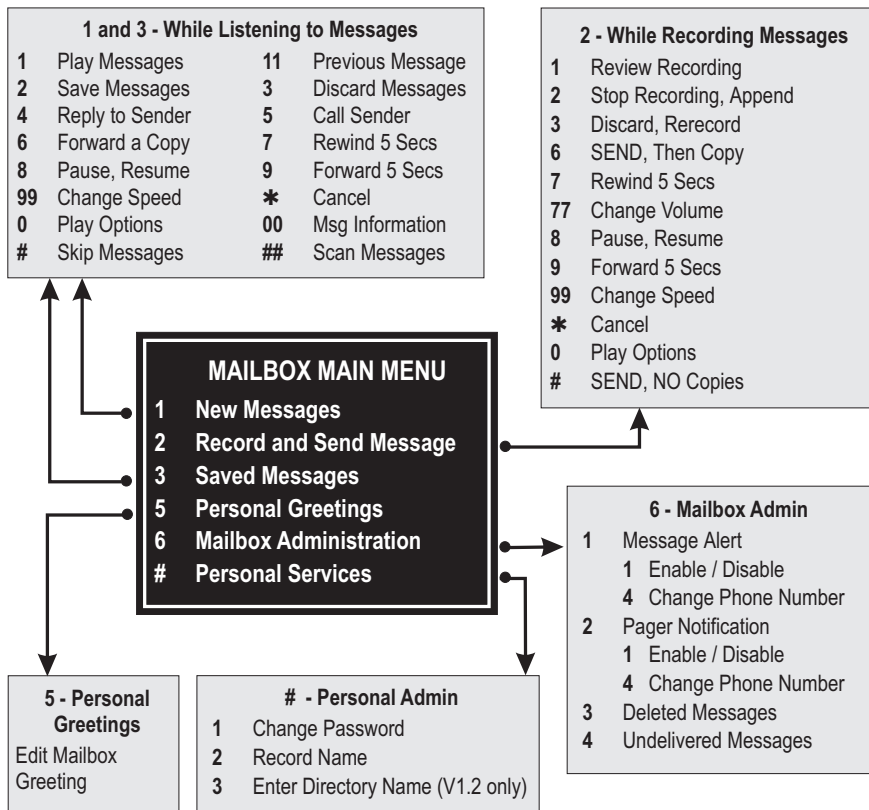
This section describes how to setup your mailbox, and how to use the various mailbox owner features. Please review this section carefully before you use your mailbox.

Your voice mail box has the capability of storing private messages and 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 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.

FLOW CHART



ACCESSING YOUR MAILBOX

Outside Callers

- Dial the phone number that will be answered by the SVMi-4. 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 SVMi-4 Access Number or press the key assigned to ring SVMi-4 [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 with a Different Station)

- Press the [VMMSG] key or dial the SVM 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.

LISTEN TO YOUR MESSAGES

If there are new messages in your mailbox your VMMSG key will be lit.

Call the SVMi-4 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.
- 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 an 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 SVMi-4 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 SVMi-4 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 (you must have SVMi-4 1.1 or higher to use this option).
*Your pager number must be programmed by the system administrator.

Undelete

When this function is activated, the SVMi-4 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 SVMi-4 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 administrator 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 main mailbox menu press [4], 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 SVMi-4 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 (SVMi-4 1.2 or higher)

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 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 DCS COMPACT 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 other 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 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.
- Pickup 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 light and enter your station password (not the SVMi-4 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 FOR SVMi-4

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 SVMi-4.

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

**DCS COMPACT
DIGITAL COMMUNICATIONS SYSTEM**

January 2003

TABLE OF CONTENTS

<u>ABOUT THIS BOOK</u>	1
-------------------------------------	---

<u>THINGS YOU SHOULD KNOW</u>	2-3
--	-----

OUTSIDE CALLS

<u>Making an Outside Call</u>	4
<u>Answering an Outside Call</u>	4
<u>Universal Answer</u>	4
<u>Flash/Recall</u>	4
<u>Busy Line Queuing with Callback</u>	4

INTERCOM CALLS

<u>Calling Other Stations</u>	5
<u>Answering Intercom Calls</u>	5
<u>Busy Station Callback</u>	5
<u>Busy Station Camp-on</u>	5
<u>Calling Your System Operator</u>	5

CALL PROCESSING

<u>Holding Calls</u>	6
<u>Transferring Calls</u>	6-7
<u>Transfer with Camp-On</u>	7
<u>Transfer Recall</u>	7
<u>Call Waiting</u>	7
<u>Setting Up a Conference</u>	7-8
<u>Forwarding Your Calls</u>	8-9
<u>Call Pickup</u>	9

DIALING FEATURES

<u>Speed Dialing</u>	10
<u>Last Number Redial</u>	10
<u>Save Number with Redial</u>	10
<u>Pulse to Tone Changeover</u>	10

PAGING AND MESSAGING

<u>Making an Internal Page</u>	11
<u>Making an External Page</u>	11
<u>All Page</u>	11
<u>Meet Me Page/Answer</u>	11
<u>Call Park and Page</u>	11
<u>Setting a Message Indication</u>	12
<u>Returning Messages</u>	12
<u>Canceling a Message</u>	12
<u>Programmed Messages</u>	12

CONVENIENCE FEATURES

<u>Do Not Disturb</u>	13
<u>Door Phone Calls</u>	13
<u>Account Codes</u>	13-14
<u>In/Out of Group</u>	14

<u>PERSONAL SPEED DIAL LIST</u>	15-16
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ABOUT THIS BOOK

This booklet provides instructions for using an industry standard single line telephone set with the DCS COMPACT. 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 DCS COMPACT 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 DCS COMPACT 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

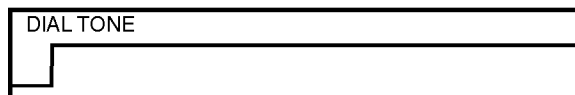
DCS COMPACT provides distinctive ring patterns to your phone:

- 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

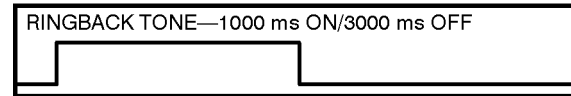
The system provides several tones to assist you. Some of these tones are already familiar to you.

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



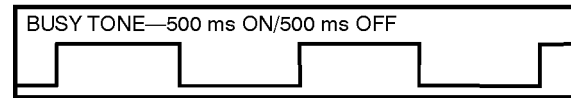
CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.



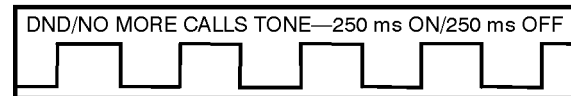
CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.



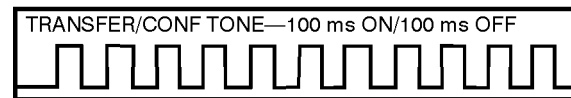
CONTINUOUS

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.



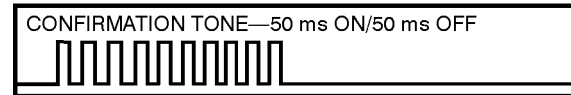
FOR TEN SECONDS

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



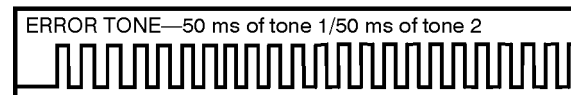
CONTINUOUS

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



FOR ONE SECOND
(programmable)

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



FOR THREE SECONDS

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.
- 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. You will hear confirmation 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 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.

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**.
- Receive confirmation tone and hang up.

NOTE: This option will only work if Forward No Answer and Forward Busy destinations are already programmed.

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 500–999 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.

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 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 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.

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.

ACCOUNT CODES

When it is equipped with optional equipment, your DCS COMPACT 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 **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** plus the group number, e.g., **501**, plus **1**.

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

**DCS COMPACT
DIGITAL COMMUNICATIONS SYSTEM**
System Software Release 1, 2

January 2003

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TABLE OF CONTENTS

<u>ABOUT THIS BOOK</u>	1
-------------------------------------	---

SPECIAL FEATURES

<u>Automatic Night Service</u>	2
<u>Manual Night Service</u>	2
<u>Calling The System Operator</u>	2
<u>Operator Recalls</u>	3
<u>Executive Barge-in</u>	3
<u>Walking Class of Service</u>	3
<u>In/Out of Group</u>	4
<u>Direct Inward System Access (DISA)</u>	4
<u>DISA Security</u>	5
<u>Forced Account Codes</u>	5
<u>Authorization Codes</u>	6
<u>Using the Tie Line</u>	6

CALLER ID SPECIAL FEATURES

<u>Abandon Call List</u>	7
<u>Number to Name Translation</u>	7

SYSTEM ADMINISTRATOR PROGRAMMING

<u>Customer Level Access</u>	8
<u>Set Date and Time Display</u>	9
<u>Reset Station Passcodes to Default</u>	10
<u>Program Station Names</u>	11–12
<u>Program Trunk Names</u>	13
<u>Program Station Group Names</u>	14
<u>Program System Speed Dial Numbers</u>	15–16
<u>Program System Speed Dial Names</u>	17
<u>Program Personal Speed Dial Numbers for Other Stations</u>	18–19
<u>Program Personal Speed Dial Names for Other Stations</u>	20–21
<u>Create Programmed Station Messages</u>	22
<u>Set Alarm/Appointment Reminder with Message</u>	23
<u>Managing Key Assignments</u>	24–25
<u>Programming Account Codes</u>	26
<u>Setting Individual Forward No Answer Timers</u>	27
<u>Adding Names to the Translation Table</u>	28–29
<u>Customer Set Relocation</u>	30–31

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 DCS COMPACT 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 is available on an individual tenant basis and 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. For Automatic Night Service, each tenant has an on-time and an 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.

NOTES:

1. If the manual **NIGHT** key is pressed **BEFORE** the system automatically enters night service then the automatic night service timer tables will be overridden until the system is manually restored to day mode. [RELEASE 2 ONLY]
2. If the manual **NIGHT** key is pressed **AFTER** the system automatically enters night service then the automatic night service timer tables will not be overridden.

MANUAL NIGHT SERVICE

Press the **NIGHT** button on any keyset. Enter the night service passcode (see your service company for this number) and press **1** to turn Night Service on or **0** to turn Night Service off. The **NIGHT** key on all keysets will light red to indicate that Night Service has been set for that tenant.

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 fast 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 conversation, you must be allowed to barge-in and the other station or trunk must not be secure.

- Dial the desired extension or trunk number and listen for the busy signal.
- Press the **BARGE-IN** button 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 the third 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** button on the keyset. Your 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 **SPK** 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 30 groups and the access codes are 500–529.

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 DCS COMPACT 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 or call stations within the system. 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 DCS COMPACT dial tone. Dial your security code (your extension number plus your station passcode).
- If you are allowed access, you will receive DCS 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 DCS COMPACT 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 DCS COMPACT system will print an SMDR record (a customer-provided printer and a miscellaneous card 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 incoming and outgoing calls. If you do not have SMDR running, you cannot use this information. These account codes can be either forced or optional, but if forced, are always verified from a system list of up to 250 entries. When optional, the account code is only verified from the system list of 250 entries when the ACCT key is pressed before the call is made. If the ACCT is pressed during a call the account number is not verified. They can include digits 0–9, star(*) and #.

USING FORCED ACCOUNT CODES

- Lift the handset and press the **ACCT CODE** key or dial **47**.
- Enter the account code.
- Press the account code button again, press **TRSF** or hookflash (on an SLT). If a correct code is entered, you will hear DCS COMPACT dial tone and you can make an outside call in the usual manner. If an incorrect code is entered, the station returns error tone.

This code will always print on SMDR reports. 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 100 entries. Each authorization code has an associated class of service. When the code is entered, the class of service is changed to that 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 DCS COMPACT 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.

USING THE TIE LINE

OUTGOING

Your office can be connected to another system with a tie line. Use this line to make calls to stations in the other system. If programming allows, you can access lines in the other system to make outside calls. Tie line calls can be put on hold, transferred and conferenced in the same manner as are other outside calls.

- Lift the handset or press the **SPK** key.
- Dial the tie line access code or press the tie line key.
- When you receive dial tone from the other system, you can dial extension numbers or access outside lines. You must know the extension numbers and the line access codes for the other system.
- Finish the call by replacing the handset or pressing the **ANS/RLS** key.

NOTE: Outgoing calls are controlled by the station's dialing class.

INCOMING

Station users in the other system can access the tie line and make intercom calls to stations in your system. Answer tie line calls ringing at your station as you would any other outside call. They can be put on hold, transferred and conferenced in the same manner as are other outside calls.

IN AND OUT ON TIE LINE

Users accessing the tie line from the other system can get a line in your system and make outgoing calls. These calls can be controlled by assigning a dialing class to the tie line. For further information, see your service company.

CALLER ID SPECIAL FEATURES

INVESTIGATE

This feature 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.

To investigate a call in progress:

- At *your* keyset, press the **INVESTIGATE** key.
- Enter your station passcode.
- 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.

NOTES:

1. If the call is an outgoing call, the **NND** key will not appear.
2. This feature requires optional software and/or hardware. Please ask your installation and service company for details.

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.

CALLER ID SPECIAL FEATURES

NOTE: The Caller ID features below require optional software and/or hardware. Please ask your installation and service company for details.

ABANDON CALL LIST (50)

The system has a system-wide abandoned call list that stores CID information for the last 50 calls that rang but were not answered and were accompanied with valid CID information. Calls with CID information consisting of OUT OF AREA, PAYPHONE or PRIVATE will not be stored in the list. 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. The system must be using LCR to dial numbers from the abandoned call list.

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 **VOL** keys.

NUMBER TO NAME TRANSLATION (250)

The system provides a translation table of 250 entries for use in areas that do not provide name and number (sometimes called "deluxe") Caller ID. When the CID number is received, the table is searched. When a match is found, the system will display the corresponding name from the table. This will allow users in areas that do not support "deluxe" Caller ID to provide names for regular callers.

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. This must be done using a display keyset. Should it become necessary to change this passcode, see your service company.

- While your handset is on-hook, press **TRSF** and then dial **200**.
The 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 **TRSF**. The keyset returns to its idle condition.
- Now press **TRSF** and then dial the three digit program code you want to access. Follow the instructions for that program. 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 Night Service 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

1. Press **TRSF** and then dial **505**
Display shows
2. Enter the new time and date using the above format and the system will return to step 2
3. Verify the time and date and reenter them if necessary
4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

OLD: 6010184:0047
NEW: WMMDDYY: HHMM

OLD: 6010184:0047
NEW: 3020994:1445

OLD: 3020994:1445
NEW: WMMDDYY: HHMM

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

1. Press **TRSF** and then dial **101**
Display shows
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
3. Press **HOLD** to reset passcode
4. Press the right soft key to return to step 2 OR press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

[201] PASSCODE
PASSCODE:****

[205] PASSCODE
PASSCODE:****

[205] PASSCODE
PASSCODE:1234

DEFAULT DATA: ALL STATION PASSCODES = 1234

PROGRAM STATION NAMES

This program is used to assign a character name or identification for each extension. To verify the system software version, press **TRSF 727**. If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, 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

1. Press **TRSF** and then dial **104**
Display shows
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
3. Enter the station name using the procedure described on the next page and press the right soft key to return to step 2
4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

[201] STN NAME

[205] STN NAME

[205] STN NAME
SAM SMITH

NOTE: Directory information is always ten characters long for version V1.x software and eleven characters long for V2.x software.

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.

DCS KEYSETS

COUNT	1	2	3	4	5
DIAL 0	Q	Z	.)	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	R	S	&	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	(9
DIAL *	:	=	[]	*

The # key can be used for the following special characters: #, space, &, !, :, ;, ?, ., %, \$, -, /, =, [,], @, ^, (,), _, +, {, }, |, ;, \, " 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 #.

PROGRAM TRUNK NAMES

This program is used to assign a character name or identification for each C.O. line. To verify the system software version, press **TRSF 727**. If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, 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

1. Press **TRSF** and then dial **404**
Display shows
2. Dial trunk (e.g., **704**) OR press **UP** or **DOWN** to select trunk and press the right soft key to move the cursor
3. Enter the trunk name using the procedure in [Program Station Names](#) and press the right soft key to return to step 2
4. Press **TRSF** to store and exit programming
OR press **SPK** to store and advance to the next program

DISPLAY

[701] TRUNK NAME

[704] TRUNK NAME

[704] TRUNK NAME
SAMSUNG

NOTE: Directory information is always ten characters long for version V1.x software and eleven characters long for V2.x software.

PROGRAM STATION GROUP NAMES

This program is used to assign a character name or identification for each station group (501–529). To verify the system software version, press **TRSF 727**. If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, 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

1. Press **TRSF** and then dial **602**
Display shows the first group
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
3. Enter the name using the method in [Program Station Names](#)
4. Press the left or right soft key to return to step 2 OR press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

[501] SGR NAME

[505] SGR NAME

[505] SGR NAME
SAMSUNG

NOTE: Directory information is always ten characters long for version V1.x software and eleven characters long for V2.x software.

PROGRAM SYSTEM SPEED DIAL NUMBERS

The system list starts with 200 numbers and can be increased in blocks of ten. The maximum amount is 500 numbers if no more than 1000 station speed dial numbers are assigned. See your service company to increase or decrease the system list.

The speed dial codes are 500–999. 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 18 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 row of programmable keys on your LCD 24B keyset and are known as keys **A**, **B**, **C**, **D**, **E** and **F**.

PROGRAM KEYS

UP & DOWN - Select the speed dial bin.

KEYPAD - Used to enter number.

HOLD - Press to clear entry.

SPK/RLS - Save data and advance to next program.

A - Does not have a function.

B - Inserts a FLASH.

C - Inserts a PAUSE.

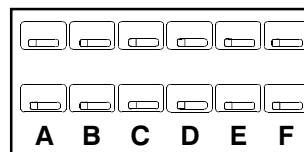
D - Changes the dialing type from pulse to tone.

E - Hides and displays digits.

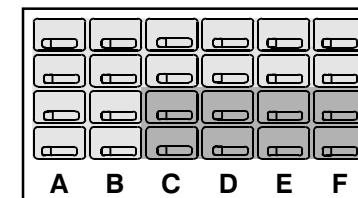
F - Changes display to speed dial name entry.

DCS KEYSETS

12 BUTTON KEYSSET
PROGRAMMABLE KEYS LAYOUT

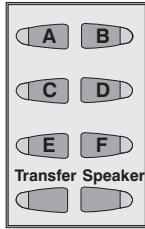


24 BUTTON KEYSSET
PROGRAMMABLE KEYS LAYOUT

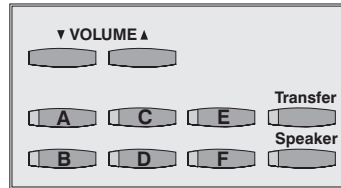


IDCS KEYSETS

28D KEYSET, 18D KEYSET
PROGRAMMABLE KEYS LAYOUT



8D KEYSET PROGRAMMABLE
KEYS LAYOUT



Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **705**
Display shows the first number
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
3. Enter the access code (e.g., **9**) (the system will automatically insert a dash) followed by the phone number (up to 18 digits long) and press the right soft key to return to step 2
4. Press the **F** key to toggle to [Program System Speed Dial Names](#), step 3 to enter the name
5. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

SYS SPEED DIAL
500:

SYS SPEED DIAL
505:

SYS SPEED DIAL
505:9-1212234567

SYS SPEED NAME
505:

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. To verify the system software version, press **TRSF 727**. If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, 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.
- SPK** - Used to store data and advance to next program.
- HOLD** - Used to clear previous entry.

ACTION

1. Press **TRSF** and then **706**
Display shows the first name
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
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
4. Press the right soft key to return to step 2 above OR press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

SYS SPEED NAME
500:

SYS SPEED NAME
505:

SYS SPEED NAME
505:SAMSUNG

NOTE: Directory information is always ten characters long for version V1.x software and eleven characters long for V2.x software.

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 18 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 row of programmable keys on your LCD 24B keyset and are known as keys **A**, **B**, **C**, **D**, **E** and **F**.

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.

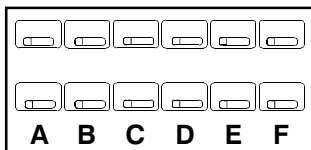
D - Changes the dialing type from pulse to tone.

E - Hides and displays digits.

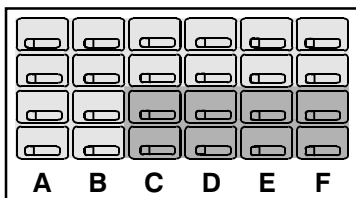
F - Changes display to speed dial name entry.

DCS KEYSETS

12 BUTTON KEYSSET
PROGRAMMABLE KEYS LAYOUT

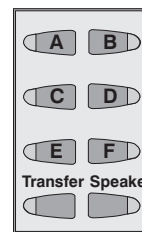


24 BUTTON KEYSSET
PROGRAMMABLE KEYS LAYOUT

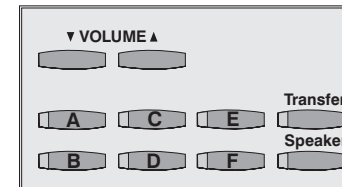


IDCS KEYSETS

28D KEYSSET, 18D KEYSSET
PROGRAMMABLE KEYS LAYOUT



8D KEYSSET PROGRAMMABLE
KEYS LAYOUT



Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **105**
Display shows
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
3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected
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
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)
6. Press the **F** key to access [Program Station Speed Dial Names](#) OR press **TRSF** to save and exit programming OR press **SPK** to save and advance to the next program

DISPLAY

[201] SPEED DIAL
00 :

[205] SPEED DIAL
00 :

[205] SPEED DIAL
SPDBLK NOT EXIST

[205] SPEED DIAL
05 : _

[205] SPEED DIAL
05 : 9-4264100_

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.

SPK - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

ANS/RLS - Used to select ALL.

ACTION

1. Press **TRSF** and then dial **106**
Display shows
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
3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected
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

DISPLAY

```
[201] SPEED NAME
00:
```

```
[205] SPEED NAME
00:
```

```
[205] SPEED DIAL
SPDBLK NOT EXIST
```

```
[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 **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

NOTE: Directory information is always ten characters long for version V1.x. software and eleven characters long for V2.x software.

CREATE PROGRAMMED STATION MESSAGES

Messages 1–10 are programmed from the factory and cannot be changed. However, you can create ten additional sixteen character messages (11–20) that fit your company’s needs. After programming these messages, inform other employees so the employees 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

1. Press **TRSF** and then dial **715**
Display shows the first message
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
3. Enter in the message using the procedure in [Program Station Names](#) and press the right soft key to return to step 2 above
4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

VAC.MESSAGE (01)
IN A MEETING

VAC.MESSAGE (11)
—

VAC.MESSAGE (11)
IN THE SHOWROOM

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.

PROGRAM KEYS

- UP & DOWN** - Scroll through extensions.
- HOLD** - Press to clear data.
- KEYPAD** - Used to enter data.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **116**
Display shows
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 **ANS/RLS** to select all stations
3. Dial **1–3** 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
4. Enter the alarm time in 24 hour clock format (e.g., **1300**) and the display will automatically advance to step 5
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
6. Enter the messages using the procedure in [Program Station Names](#) and press the right soft key to return to step 2
7. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

[201]ALM REM(1)
HHMM: NOTSET

[205]ALM REM(1)
HHMM: NOTSET
OR

[ALL]ALM REM(1)
HHMM: NOTSET

[201]ALM REM(1)
HHMM: NOTSET

[205]ALM REM (2)
HHMM: 1300NOTSET

[205]ALM REM (2)
HHMM: 1300DAILY

[205]ALM REM (2)
TAKE MEDICATION

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 "225" to a directed pickup key will define this key as pickup for extension 225 only. The key must already be assigned by the installing technician.

Use this program to assign extenders to the following keys:

KEY	EXTENDER
BOSS	Boss and Secretary (1-4)
DP	Direct Pickup (extension or station group number)
DS	Any extension or station group number
FWRD	Call Forward (0-7)
GPIK	Group Pick-Up (01-20)
IG	In/Out of Group (501-529)
MMPG	Meet Me Page (0-9, *)
PAGE	Page (0-9, *)
SPD	Speed Dial (00-49, 500-999)
PSMG	Programmed Message (01-20)
DIR	PERS (1), SYS (2) or STN (3)
VT	Voice Mail Group (501-529) [RELEASE 2 ONLY]

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

1. Press **TRSF** and then dial **107**
Display shows the first station
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

DISPLAY

[201] KEY EXTEND
01:CALL1

[205] KEY EXTEND
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
4. Dial the extender according to the list above and the system will display your selection
If there are no more entries, press the left soft key to return to step 2
5. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

[205] KEY EXTEND
18:DS

[205] KEY EXTEND
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.

FLASH & TRSF - Used to view and change only the used entries.

SPK/RLS - Used to clear data.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **708**
Display shows
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
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
4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

ACCOUNT CODE
(001)

ACCOUNT CODE
(005)

ACCOUNT CODE
(005) 12345678901

SETTING INDIVIDUAL FORWARD NO ANSWER TIMERS

Each station can have an individual 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 000–250 seconds.

Open customer programming and follow the instructions below.

PROGRAM KEYS

KEYPAD - Used to set timer values.

UP & DOWN - Used to select extension number.

SPK/RLS - Save data and advance to next program.

ACTION

1. Press **TRSF** and then dial **502**
Display shows
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 **ANS/RLS** to select all stations and press the right soft key
3. Enter the new value via the dial pad, e.g., **020** (must be three digits) and the system will return to step 2
4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

[201] FWD NO ANS
010 SEC _

[205] NO ANS FWD
010 SEC _
OR

[ALL] NO ANS FWD
SEC _

[205] NO ANS FWD
010 SEC 020

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 250 entries with each entry comprised of a ten digit telephone number and a 16 digit name.

Names are written using the keypad. Each press of a key will select a character. Pressing the next key will move 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." Now press the number "2" once to get the letter "A." Continue selecting characters from the table below to complete your message. NOTE: When the character you want appears on the same dial pad key as the previous character, press the **VOL UP** key to move the cursor to the right.

DCS KEYSETS

COUNT	1	2	3	4	5
DIAL 0	Q	Z	.)	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	R	S	&	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	(9
DIAL *	:	=	[]	*

The # key can be used for the following special characters: #, space, &, !, :, ?, ., %, \$, -, /, =, [,], @, ^, (,), _, +, {, }, |, ;, \, " 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 #.

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

1. Press **TRSF** and then dial **728**
Display shows first entry
2. Dial entry number (e.g., **005**) OR
Use **UP** and **DOWN** to scroll through entries and press right soft key to select entry
3. Enter telephone number and press right soft key to advance to name entry
OR
Enter telephone number and press left soft key to return to step 2 above
4. Enter associated name as described above and press right or left soft key to return to step 2 above OR
Press **SPK** to save and advance to next MMC
OR
Press **TRSF** to save and exit programming

DISPLAY

CID XLATION: (001)
DIGIT: _

CID XLATION: (005)
DIGIT: _

CID XLATION: (005)
DIGIT: 3054264100

CID XLATION: (005)
SAMSUNG TELECOM

DEFAULT DATA: NONE

CUSTOMER SET RELOCATION

[RELEASE 2 ONLY]

This program is used to swap information associated with two stations. All assignments such as trunk ring, station group, station COS, station speed dial etc. will follow this program. Like sets can only be exchanged with like sets. For example DCS 12 button sets can only be exchanged with other DCS 12 button sets or iDCS 28D button sets can only be exchanged with other iDCS 28D button sets. If incompatible set types are selected the system will show an ERROR: NO MATCH message. [The following table shows which phones can be switched with each other.](#)

NOTE: In order to use this program it must first be activated by a technician. Please see your installing company to have this done if you wish to use this program.

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 program.

HOLD - Used to clear previous entry.

ANS/RLS - Used to select ALL.

ACTION

1. Press **TRSF 315**
Display shows

DISPLAY

```
SET RELOCATION
EXT _ EXT
```

2. Enter first station number (e.g., **202**)
Press **RIGHT** soft key to move cursor

```
SET RELOCATION
EXT 202 EXT _
```

3. Enter second station number (e.g., **210**)
Press **RIGHT** soft key to enter data

```
SET RELOCATION
EXT 202 EXT _210
```

4. Display will return to **STEP 1**
Go to **STEP 2**
OR press **TRSF** to store and exit programming.

```
SET RELOCATION
EXT _ EXT
```

CUSTOMER SET RELOCATION ALLOW TABLE												
	S/L	7 BTN	BSC 12	LCD 12	BSC 24	LCD 24	32 AOM	DCS & iDCS 64 AOM	iDCS 8D	iDCS 18D	iDCS 28D	
S/L	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
7 BTN	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
BSC 12	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO
LCD 12	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO
BSC 24	NO	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO
LCD 24	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO
32 AOM	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO
DCS & iDCS 64 AOM	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO
iDCS 8D	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO
iDCS 18D	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO
iDCS 28D	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO