

DCS KEYSET USER GUIDE

for
OfficeServ™ 100, OfficeServ™ 500
and OfficeServ™ 7000 Series

December 2009

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TABLE OF CONTENTS

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

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

OUTSIDE CALLS

<u>Making an Outside Call</u>	10
<u>Answering an Outside Call</u>	10
<u>Universal Answer</u>	11
<u>Recall/Flash</u>	11
<u>Busy Line Queuing with Callback</u>	11
<u>Cancelling Callback</u>	12

INTERCOM CALLS

<u>Calling Other Stations</u>	13
<u>Answering Intercom Calls</u>	13
<u>Answer Modes</u>	14
<u>Busy Station Callback</u>	14
<u>Busy Station Camp-on</u>	14
<u>Calling Your System Operator</u>	15

CALL PROCESSING

<u>Holding Calls</u>	16-17
<u>Transferring Calls</u>	18-19
<u>Transfer with Camp-On</u>	18
<u>Transfer to Voicemail</u>	19
<u>Call Waiting</u>	19
<u>Conference Calls</u>	19
<u>Forwarding Calls</u>	20-22
<u>Call Pickup</u>	23
<u>My Group Pickup</u>	23
<u>Privacy Release</u>	23

DIALING FEATURES

<u>Speed Dialing</u>	25
<u>Programming Personal Speed Dial Numbers</u>	25-26
<u>One Touch Speed Dialing</u>	26
<u>Last Number Redial</u>	27
<u>Manual Retry with LNR</u>	27
<u>Save Number with Redial</u>	27
<u>Chain Dialing</u>	27
<u>Automatic Redial/Retry</u>	28
<u>Pulse to Tone Changeover</u>	28
<u>Memo Redialing</u>	28

PAGING AND MESSAGING

<u>Making an Internal Page</u>	29
<u>Making an External Page</u>	29
<u>All Page</u>	29
<u>Meet Me Page</u>	30
<u>Call Park and Page</u>	30-31
<u>Messages—Set and Cancel</u>	31
<u>Returning Messages</u>	32
<u>Programmed Messages</u>	32

CONVENIENCE FEATURES

<u>Do Not Disturb</u>	33
<u>One Time DND</u>	33
<u>Mute</u>	33
<u>Background Music</u>	33
<u>Established Call Pick-Up</u>	34
<u>Appointment Reminder/Alarm Clock</u>	34
<u>Door Phone Calls</u>	35
<u>Executive/Secretary Hot Line</u>	35
<u>Group Listening</u>	36
<u>Account Codes</u>	36
<u>Locking Your Keypad</u>	37
<u>Manual Signalling</u>	37
<u>Off-Hook Voice Announce</u>	38
<u>OHVA Block</u>	39
<u>OHVA Reject</u>	39
<u>In Group/Out of Group</u>	39

CUSTOMIZING YOUR KEYSSET

AME PASSWORD	40
Auto Camp-On	40
Select Ring Tone	40
Change Your Passcode	40
Set Answer Mode (Intercom)	41
Set Answer Mode (CO)	41
Automatic Hold	41
Headset Operation	41
Hot Keypad	42
Key Confirmation Tone	42
Rejoining a Page	42
Ring Preference	42
Display Speed Dial Name	43
Caller ID Review All	43
Secure OHVA	43
Configure Mobile Extensions (MOBEX)	43

DISPLAY FEATURES

Interactive Display Keys	45
Directory Information	45
Call Log	46
Dial by Name	46
Call Progress Displays	46
Display Number Dialed	47
Call Duration Timer	47
Auto Timer	47
Timer Function	47
Viewing Message Indications	48
Alarm Reminder Messages	48
Personal Speed Dial Names	49
Station Names	49
Managing Key Assignments	49
LCR with Clear	50
Backspace with LCR	50
Text Messaging	51–52
Caller ID / ANI / CLI	53–57

ADD-ON MODULE

32 Button Module with Keypad / 64 Button Module with Keypad	58
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Samsung Voicemail

Subscriber Services Menu Diagram	60–61
Accessing your Mailbox	62
Getting Started	63
Listen to your Messages	64
Subscriber Services Menu	63
Listening to Old or New Messages	64
Group New or Old Messages	65
Record and Send a Message	65
Access Manager	66
Personal Greetings	68
Mailbox Administration	70
Message Broadcast	72
Personal Services	73
Personal Administration Settings	74
Keypad User Features	75
Shortcuts	77
Interactive Displays	77
E-Mail Gateway (EMG)	77-79

PERSONAL SPEED DIAL NUMBERS

80–81

ABOUT THIS BOOK

Your keyset is the most visible part of the OfficeServ 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.

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

THINGS YOU SHOULD KNOW

USER ORIENTATION

DCS 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).

OfficeServ 100, OfficeServ 500, and OfficeServ 7000 Series systems provide 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 LED 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** or the **MONITOR** 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.

NOTE: The 7B phone is not a speaker phone. If you are using a 7B phone, you must lift the handset in order to speak to the other party.

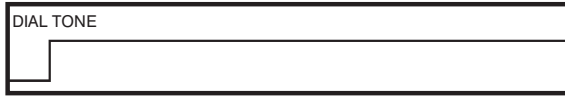
VOLUME CONTROLS

DCS keysets use the **UP** and **DOWN** keys to adjust the ringer volume while the keyset is ringing, the speaker volume while the speakerphone or monitor speaker 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

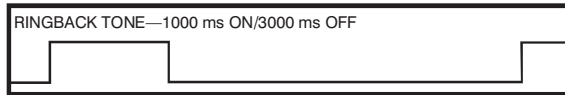
The system provides several tones to assist you. Some of these tones are already familiar to you.

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



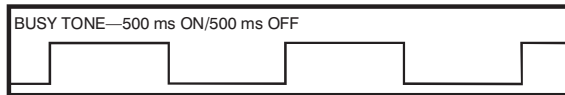
CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.



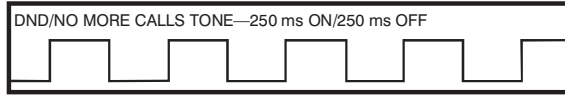
CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.



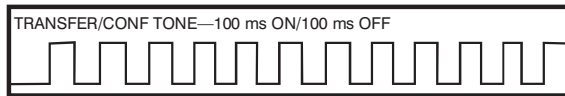
CONTINUOUS

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.



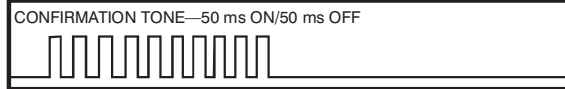
FOR TEN SECONDS

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



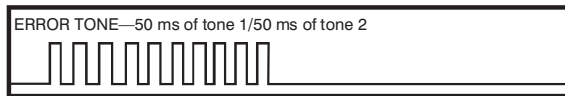
CONTINUOUS

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.

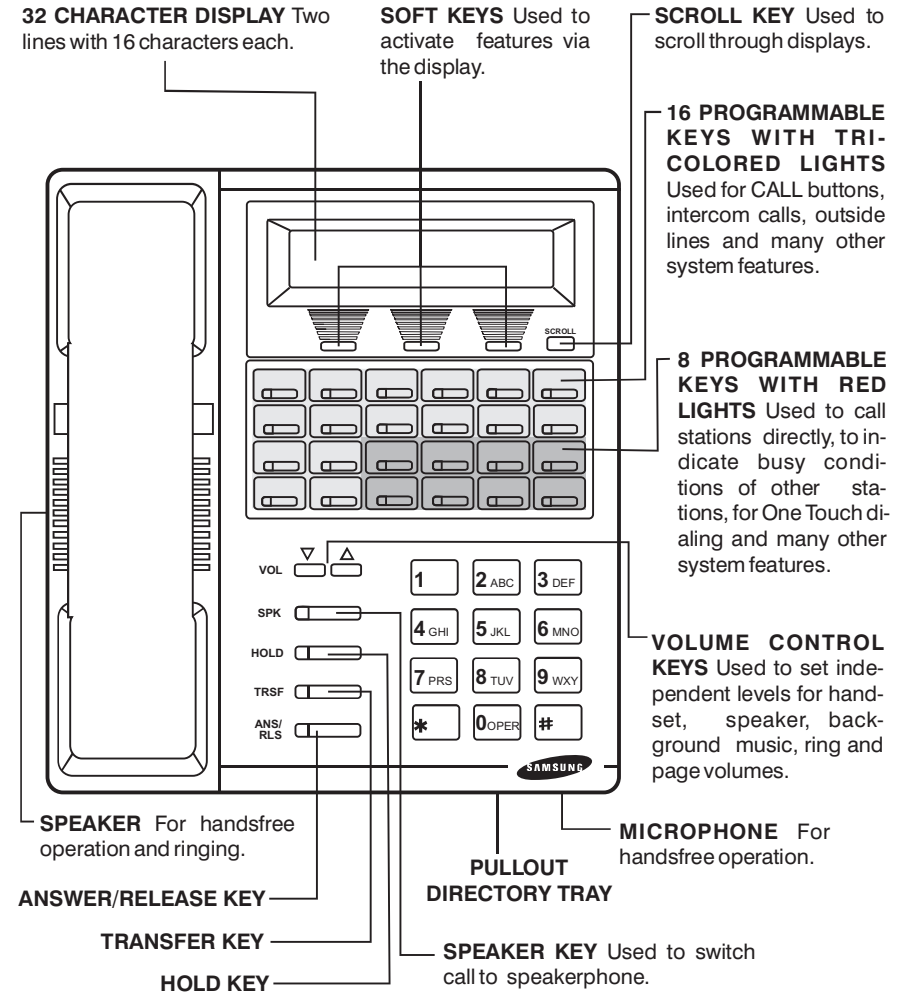


FOR THREE SECONDS

LCD 24B KEYSET LAYOUT

LABELING PROGRAMMABLE KEYS

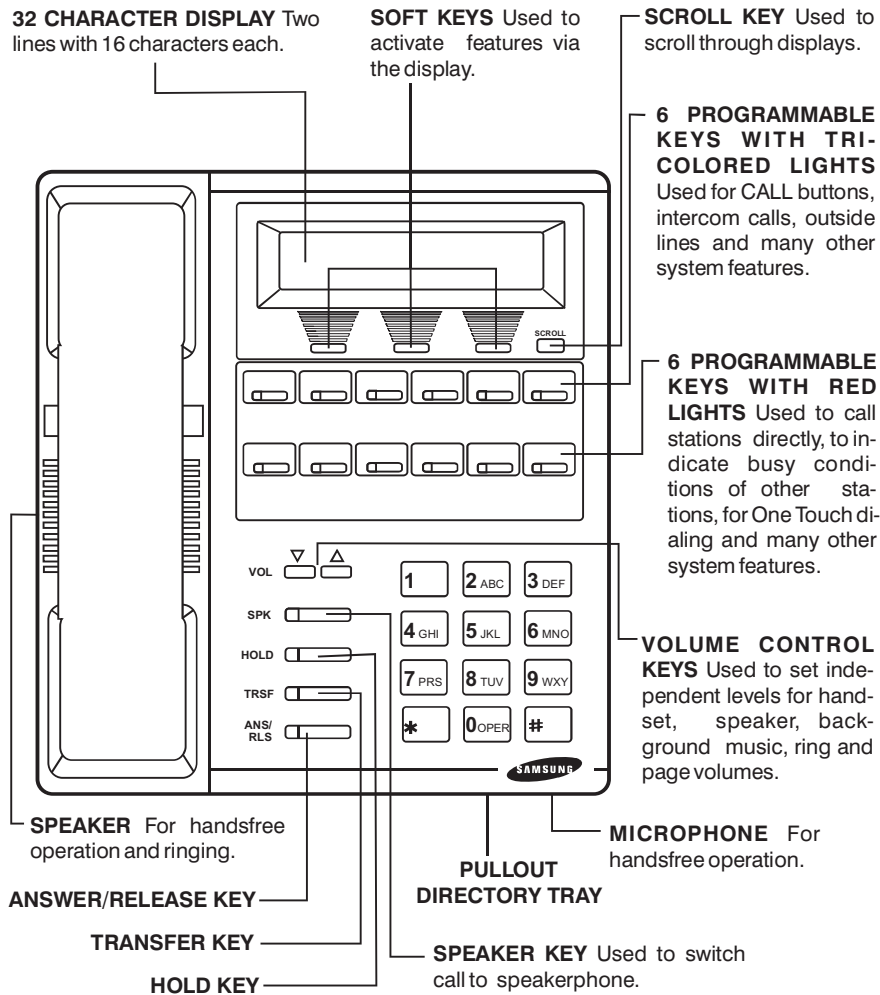
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



LCD 12B KEYSET LAYOUT

LABELING PROGRAMMABLE KEYS

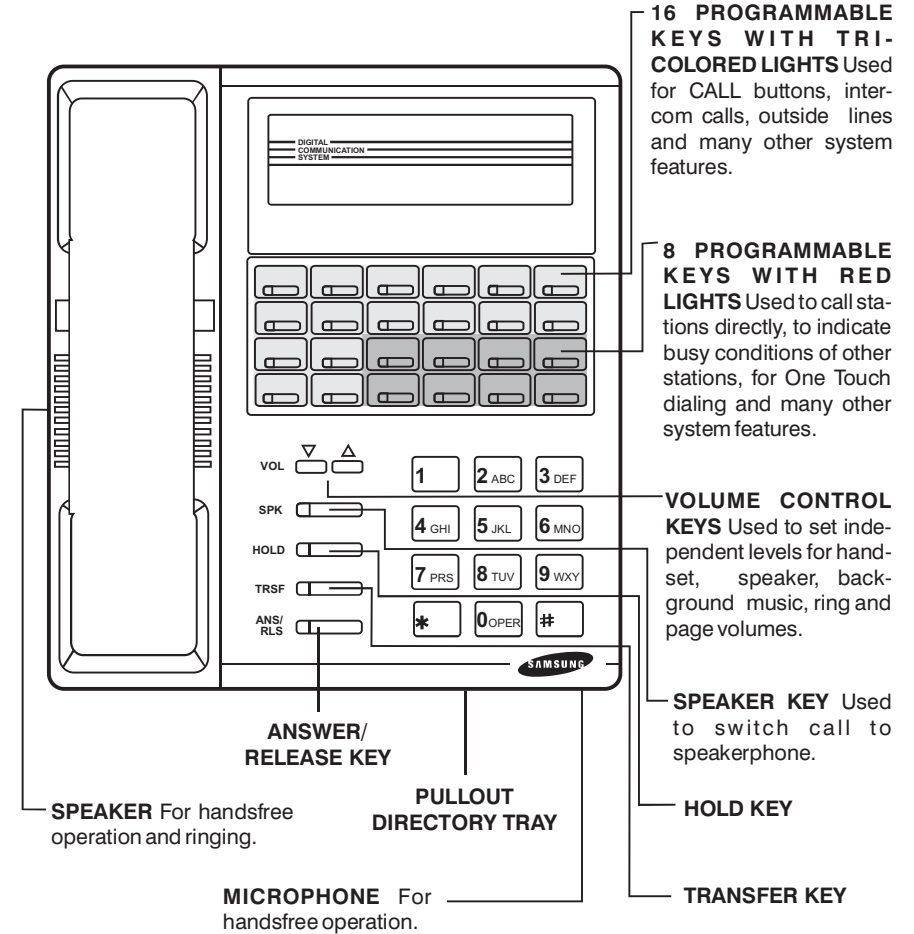
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



STD 24B KEYSET LAYOUT

LABELING PROGRAMMABLE KEYS

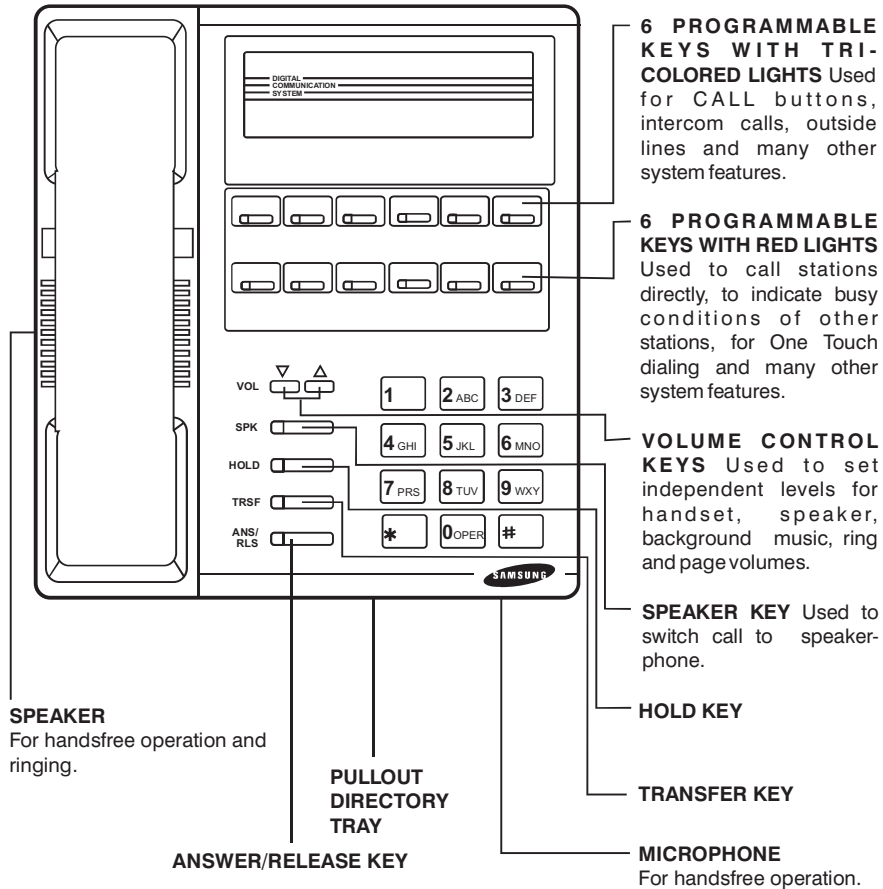
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



BASIC 12B KEYSET LAYOUT

LABELING PROGRAMMABLE KEYS

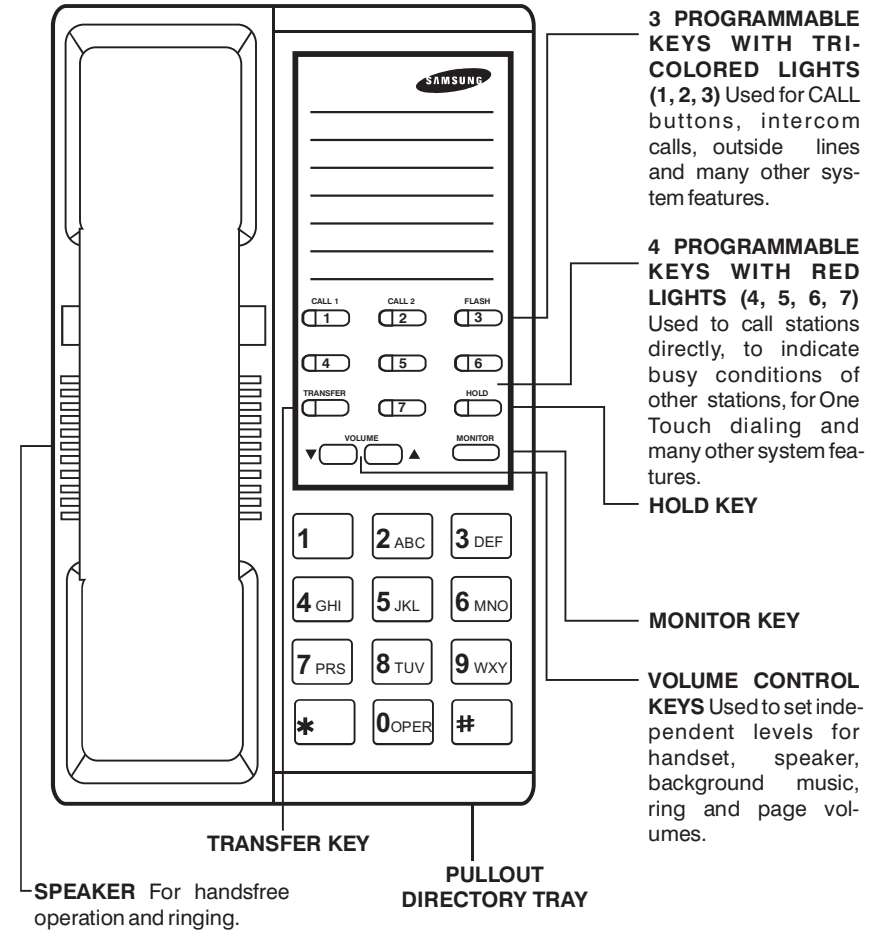
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



7B KEYSET LAYOUT

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.



UNIVERSAL ANSWER

Outside lines may be programmed to ring a general aler

AUTOMATIC REDIAL/RETRY

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

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

NOTES:

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

PULSE TO TONE CHANGEOVER

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

MEMO REDIALING

When you are calling directory information, you can store the number you are given using the **SAVE** feature. There is no need for pencil and paper.

- While you are talking on an outside call, press **SAVE**.
- Dial the telephone number as it is dictated to you on the key pad.
- Press **SAVE** to store the number.

To dial the number, press the **SNR** button. It will select the same line and dial the stored number. If necessary, you can select a different line and then press the **SNR** button.

PAGING AND MESSAGING

MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers in the idle condition:

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

NOTES:

1. If you have a dedicated page zone button, it is not necessary to press **PAGE** and dial a zone number.
2. If allowed by your system administrator you may be able to initiate a page from a speakerphone by pressing the **PAGE** key or dialing **55** without lifting the handset.

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.

NOTES

1. If you have a dedicated page zone button, it is not necessary to press **PAGE** and dial a zone number.
2. If allowed by your system administrator you may be able to initiate a page from a speakerphone by pressing the **PAGE** key or dialing **55** without lifting the handset.

ALL PAGE

To page all designated keysets in internal zone 0 and all external zones 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.

NOTES

1. The LED on the **PAGE** button will only light when an All Page is in progress.
2. If allowed by your system administrator you may be able to initiate a page from a speakerphone by pressing the **PAGE** key or dialing **55** without lifting the handset.

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 prior to paging. The OfficeServ 100, the OfficeServ 500, and OfficeServ 7000 Series systems offer two different methods:

MANUAL PARK ORBITS

- While in conversation, press the **PARK** button.
- Enter a desired orbit number (**0-9**), if the orbit number is busy dial another orbit number. Display users can press ***** to automatically place the call in any available orbit number and see the number in the display.
- Remember the selected orbit number and replace the handset when finished.
- Lift the handset and make a page announcement as previously described (example: "John Smith park two").

To retrieve a parked call from orbit:

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

NOTES:

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

AUTOMATIC PARK WITH PAGE KEY

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

To retrieve an automatically parked call:

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

NOTES:

1. If the call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow 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 or a lit message lamp, if the phone is equipped with one and they are connected to a 16MWSLI card on the system.

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** or the **MONITOR** key if you are using a 7B phone before you begin dialing.
3. If a message has been left at your keyset by a keyset in Auto Answer, you must manually cancel the message after it has been returned.

PROGRAMMED MESSAGES

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

- Dial **48** plus any message code (**01-20**) listed on the back of this user guide.
- To cancel any of these messages you might have selected, dial **48** plus **00**.
- Press **TRSF** to exit and store your selection.

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 (**PMSG**) and each one can have a different message code:

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

CONVENIENCE FEATURES

DO NOT DISTURB

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

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

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** key.
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.

NOTE: This feature will not affect any calls currently ringing your keyset.

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.

ESTABLISHED CALL PICKUP

To pick up an established call in progress at a single line extension connected to a computer modem on your PC.

- Press the **EP** key for that station on your keyset and the call is automatically moved to your keyset.
- The single line extension on your modem will be disconnected.

NOTE: You must have an assigned (EP key) button on your regular keyset, for the single line station.

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** or the **MONITOR** 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 **SPK** or the **MONITOR** 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. If the secretary does not answer, the caller will go to the secretary's voicemail box if setup.

- 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** station to answer, then 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 enabled, your system allows calls to be charged to different accounts. You can enter account codes either by dialing the full code, by entering an account code "bin number", or by pressing your **ACC** key if one is assigned. Bin numbers are a 3 digit short code that will automatically insert the appropriate account code. Account codes may be a maximum of 12 digits (# may be used); if the account code is to be less than 12 characters you may end the code by pressing * or the right soft key. The type of code used is determined by your telephone system administrator. Codes can be entered before or during a call as follows:

To enter an account code before placing the call:

- Press your **ACC** key or dial **47**.
- Dial the account code or bin number.
- You will receive a confirmation tone and display.
- When prompted dial a trunk or trunk group (i.e. 9) and the telephone number to call.

To enter an account code by interrupting the conversation:

- While on an outside call press the **ACC** key or press TRANSFER followed by **47**.
- Dial the account number or bin number (if you are entering an account code you will need to press your **ACC** key or right soft key to finalize the entry)

NOTE: If you make an error simply repeat the procedure with the correct code. Only the most recent account code dialed will be recorded.

LOCKING YOUR KEYSSET

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

	0 UNLOCKED	1 LOCKED OUTGOING Hold Button LED Flashes	2 LOCKED ALL CALLS Hold Button LED Solid
Make outside calls	YES	NO ACCESS DENIED	NO
Receive outside calls	YES	YES	NO
Make intercom calls	YES	YES	NO
Receive intercom calls	YES	YES	NO
Make 911 calls	YES	YES*	NO

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

NOTE: When your keyset is locked for outgoing, the **HOLD** key will flash. When your keyset is locked for all calls, the **HOLD** key will light steady.

MANUAL SIGNALLING

Use this feature when you want to send a brief 500ms ring burst to another station, regardless of the status of your phone (on-hook, off-hook, handsfree, DND or ringing).

To send a signal to another station:

- Press the Manual Signalling (**MS**) key.
- You may press the **MS** key repeatedly to send multiple signals to the designated station.

NOTE: Your phone must have a Manual Signalling (**MS**) key with a station number extender assigned to it.

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 calls 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** or the **MONITOR** key if you are using a 7B phone.

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.

If your keyset is associated with a DCS 32 Button Add-On Module (DCS 32 AOM is not supported on the OfficeServ 7100, OfficeServ 7030), 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 off-hook voice announcement, if you are using the handset, you will hear the announcement over 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** or the **MONITOR** key on the AOM to disconnect the announcing party.

NOTES:

1. Executive off-hook voice announce can only be accomplished when an AOM is attached to your phone.
2. 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 with the group number assigned.

- 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 the **IN/OUT** access code number _____, then the group number, then **0** to exit the group or **1** to enter the group.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPK** or the **MONITOR** 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 SVM 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 **101** to turn on AME PASSWORD or **100** to turn it off.
- Press **TRSF** to store your selection.

AUTO CAMP-ON

This option allows intercom calls to be automatically camped on, if possible, when a busy station is called.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Press **081** to turn CAMP-ON on or **080** to turn it off.
- Press **TRSF** to store your selection.

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.

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

CHANGE YOUR PASSCODE

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

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

SET ANSWER MODE (INTERCOM)

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

- While on-hook, press **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** or the **MONITOR** key if you are using a 7B phone before your FNA timer expires or the call will forward.

SET ANSWER MODE (CO)

Your incoming CO calls can be set to follow the intercom answer mode.

- While on-hook, press **TRSF** and then dial **110**.
- Dial **15** to access **AUTO ANS CO**.
- Press the **VOLUME UP** or **DOWN** key to change the status.
- Press **TRSF** to store your selection.

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 **001** to turn Automatic Hold on or **000** to turn it off.
- Press **TRSF** to store your selection.

NOTE: Intercom calls can only 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** or the **MONITOR** key if you are using a 7B phone to answer and release calls.

- With the handset on-hook, press **TRSF** and then dial **110**.
- Dial **021** to use the headset or **020** 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.

HOT KEYPAD

Your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press **SPK** or the **MONITOR** 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 **TRSF** and then dial **110**.
- Dial **031** to turn the Hot Keypad on or **030** 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 **040** to turn tones off or **041** 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 **051** to turn this feature on or **050** 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** or the **MONITOR** key if you are using a 7B phone. 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 **061** to turn ring preference on or **060** to turn it off.
- Press **TRSF** to store your selection.

DISPLAY SPEED DIAL NAME

This option allows you to view the name associated with a speed dial number as it is dialed.

- With you handset on-hook, press **TRANSFER** and then dial **110**.
- Press **111** to turn **DISP SPDNAME** on or **110** to turn it off.
- Press **TRANSFER** to store your selection.

CALLER ID REVIEW ALL

This feature allows display keyset users to review Caller ID information for calls sent to their stations. This list can be from ten to fifty calls in a first in, first out basis. The list includes calls that you answered and calls that rang your station 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.

- With you handset on-hook, press **TRANSFER** and then dial **110**.
- Press **121** to turn **CID REVIEW ALL** on or **120** to turn it off.
- Press **TRANSFER** to store your selection.

SECURE OHVA

This option allows you to receive OHVA calls via the speaker while you are on the handset.

- With you handset on-hook, press **TRANSFER** and then dial **110**.
- Press **131** to turn **AUTO CAMP-ON** on or **130** to turn it off.
- Press **TRANSFER** to store your selection.

CONFIGURE MOBILE EXTENSIONS (MOBEX)

This feature allows you to configure options for any Mobile Extension (MOBEX) ports that are assigned to you by your telephone system administrator. You can turn a port on or off; set the telephone number for the port; or set the caller ID you will be calling in from. The caller ID field has no effect unless you have been authorized as an Executive MOBEX user. Check with your telephone system administrator for further details on your specific system configuration.

To set the phone number a MOBEX port can reach you on:

- Press **TRANSFER** and then dial **126**.
- Dial your station pass code.
- Dial the number of the port you wish to configure (1-5) (you may also use the Volume Up and Volume Down keys to select a port and press the right soft key to confirm).
- Dial **0** to select the telephone option.

- Dial the number of a C.O. line to use when making calls to this MOBEX port.
- Dial the phone number you can be reached at by users calling this MOBEX port.
- Press **TRANSFER** to store your selection and exit programming.

To set the caller ID of the location you will be calling in from:

- Press **TRANSFER** and then dial **126**.
- Dial your station pass code.
- Dial the number of the port you wish to configure (1-5) (you may also use the Volume Up and Volume Down keys to select a port and press the right soft key to confirm).
- Dial **1** to select the caller ID option.
- Dial the phone number you will be calling in from.
- Press **TRANSFER** to store your selection and exit programming.

To turn a MOBEX port ON or OFF:

- Press **TRANSFER** and then dial **126**.
- Dial your station pass code.
- Dial the number of the port you wish to configure (1-5) (you may also use the Volume Up and Volume Down keys to select a port and press the right soft key to confirm).
- Dial **2** to select the activation status option.
- Dial **0** to turn the port on, dial **1** to turn the port off.
- Press **TRANSFER** to store your selection and exit programming.

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.

CALL LOG

The system can log both incoming and outgoing calls placed from or to your telephone. You must have a LOG button programmed on your keyset and assigned a review list. Each IN and OUT list can be up to 50 numbers maximum. They are assigned in blocks of 10 each.

To view your incoming and outbound call logs:

- Press the **LOG** key.
- Press either the **IN** or **OUT** key.
- View the first IN/OUT telephone number. At this point you may select one of the three options related to this number or use the **UP/DOWN** keys to scroll through your list of calls.
- Press the **CLEAR** key to erase this number from the list.
- Press the **NND** key repeated to view the Name, Number, or Date associated with this call.
- Press the **DIAL** key to call this number.

These options are the same for the incoming or outgoing call logs.

DIAL BY NAME

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

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

NOTE: A **DIR** key can have an extender to take you directly to one of the above lists, (PERS, SYS, or STN).

CALL PROGRESS DISPLAYS

During everyday call handling, your keyset display will provide information that is helpful and in some cases invaluable. Displays like [CALL FROM 203], [TRANSFER TO 202], [701: RINGING], [TRANSFER FM 203], [708 busy], [Camp on to 204], [Recall from 204], [Call for 501], [message from 204] and [FWD ALL to 204] keep you in-

formed 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 **119**.
- Dial **41** to turn the auto timer on or **40** 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 an 11 character 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.

STATION NAMES

You can assign an 11 character name to your keyset. This allows other display key-set users to call you using the directory dial feature. To program a station name:

- Press **TRSF** and then dial **104**.
- Enter the 11 character name using the procedure described in [Alarm Reminder Messages](#).
- Press **TRSF** 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 **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	DESCRIPTION	EXTENDER
BOSS	Boss and Secretary	1-4
DP	Direct Pickup	Extension or station group number
DS	Direct Station	Any extension number
FWRD	Call Forwarding	0-7
GCONF	Group Conference	0-5
GPIK	Group Pick-Up	01-20
IG	In/Out of Group	Any group number you are part of
MMPG	Meet Me Page	0-9, *
PAGE	Page	0-9, *
PARK	Park (orbits)	0-9
RP	Ring Plan	(1-6), HOLD for none
PMSG	Programmed Messages	01-30
SG	Station Group	500 or 5000 through 549 or 5049
SPD	Speed Dialing	00-49, 500-999
DIR	Directory	PERS (1), SYS (2) or STN (3)
VT	Voicemail Transfer	Voicemail Group number

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

LCR WITH CLEAR

When you are making an outside call using LCR and dial an incorrect digit, you can press the **CLEAR** soft key to reenter the telephone number. You do not need to redial **9** to reaccess LCR.

BACKSPACE WITH LCR

If you misdial while using LCR, you can delete digits shown in the display by pressing the **BSPC** soft key as many times as necessary.

TEXT MESSAGING

This feature allows two digital keyset users to respond to each other with preprogrammed text messages. After receiving an Off Hook Voice Announcement or Station Camp-On, you may respond with a text message while continuing to talk and listen to your outside party. The other station can view this message and take the appropriate action or respond back with another text message.

You **must** be permitted to use the Text Messaging feature. See your System Administrator or Technician to be assigned this feature.

They will assign you ten (10) blank messages. You can create any 16 character messages (01 to 10) that are appropriate for your use.

Note: Please see [ALARM REMINDER MESSAGES](#) for instructions on how to enter characters to create a text message.

Familiarization with the two digit message numbers you will use the most will make this procedure quick and easy. However if you do not know them, use the **UP/DOWN** button to scroll to the desired message, then press **SEND**.

The basics steps in text messaging are:

1. Press **TMSG** soft key to begin text messaging.
2. Dial the 2 digit number for the desired message.
3. Confirm this is the intended message then press **SEND**.
4. Wait for a reply from the other station (steps 1, 2 & 3)
5. When any station presses **EXIT** the displays at both stations return to their previous call progress condition.

At all times after step 1 you can talk and listen to your caller while repeating steps 2.

The following example will better demonstrate how to use Text Messaging. In this example station 201 is making an off hook voice announcement to station 205 who after hearing the announcement will respond with a text message.

STATION 201: LINDA
received a call on line 702

Talking on line 702

```
702:      01:15
CONF     PAGE     MUTE
```

Press **TRANSFER**

```
Transfer:
RETURN
```

Dial **205**

```
205:busy
OHVA     CAMP ON
```



```
OHVA to 205
```

```
Wait for reply
```

```
ASK THEM TO HOLD
TMSG     EXIT
```



```
702:      01:45
CONF     PAGE     MUTE
```

STATION 205: JOHN
is talking on line 701

```
701:      05:25
```

```
OHVA from 201
TMSG     REJECT
```

```
GIVE THE CALL
TMSG:01  SEND
```

Dial **03** or press ↑ twice

```
ASK THEM TO HOLD
TMSG:03  SEND
```



```
Wait for reply
```

```
701:      05:55
CONF     PAGE     MUTE
```

WHAT IS CALLER ID?

Caller ID is the name given to the telephone company-provided feature that delivers the telephone number and sometimes the name of the person calling your phone. There are two types of Caller ID; the first delivers the calling party's telephone number only and the second (sometimes referred to as "Deluxe" Caller ID) delivers both the calling party's telephone number and name as listed in the telephone directory.

The phone system can handle both types of Caller ID; in fact, in the case of number only delivery, the system can be programmed to insert a name for a specific telephone number. However, even though you are paying to receive Caller ID information, there are some circumstances that mean you will not receive this information. The six most common reasons are listed below along with the display information that the system will provide.

- | | |
|------------------|--|
| PRIVATE | The caller does not wish his/her name or number to be revealed to you. This type of call can be stopped at the telephone company by dialing an access code on your outside lines. This will redirect these PRIVATE calls to an announcement that states that you do not wish to receive calls that have had Caller ID blocked. The code to block these calls can usually be found in the front section of the telephone directory. |
| OUT OF AREA | The caller is calling from an area that cannot provide Caller ID information (for example, international calls) or he/she is calling from a type of circuit that cannot provide Caller ID information, for example, some outbound WATS lines. |
| PAYPHONE | The caller is calling from a coin-operated telephone. The telephone company will send this information as there are no directory listings for pay phones. The number will be delivered as usual. |
| INVALID CID INFO | This is a message that will be displayed when CID information is sent on the line but was somehow corrupted. |
| NO CID RECEIVED | This is a message that will be displayed when there was no CID information sent on the line. |

NO CID DSP

Caller ID Digital Signal Processors (CIDDSP's) are resources in the system required for receiving CID data. If there are no CIDDSP's available at the time a call comes in, this is the message you will see on your display.

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

WHAT IS ANI?

[T1&E&M NOT SUPPORTED ON THE OS 7030, OS 7100 and OS 7200-S]

ANI (Automatic Number Identification) is a feature offered by some telephone service providers that provides the calling party's telephone number. This service is only available on E&M Tie Lines on a T1, digital trunk. ANI is similar to Caller Identification (CID) but the format and information of the calling person is different. CID uses FSK signalling and ANI uses DTMF signalling. Usually, with ANI, a calling party's identity is the Listed Directory Number (LDN) unless a separate bill-to-number has been specified, (in which case the bill-to-number will be sent). Note that ANI does not provide calling party NAME, only the number. The phone system can provide calling number to name translation table.

WHAT IS CLI?

On ISDN circuits, calling party information is called CLI and is supported on both BRI (not supported in the US) and PRI type circuits (not supported on OS 7030). On BRI circuits the system only supports number delivery and, like ANI, a name can be attached to the telephone number of frequent callers via the Caller ID translation table. On 5ESS and NI2 PRI circuits both name and number support is provided on the system.

SELECTING YOUR CALLER ID DISPLAY

Simultaneous display of Caller ID name and number on incoming CO calls on both lines of display keysets is supported on all OfficeServ systems. On transferred CO calls, you can decide if you want to see the Caller ID name or Caller ID number in the display. Regardless of which data is selected, you can press the **NDD** key to view the other pieces of CID information. To select the type of Caller ID information you wish to view:

- With the handset on-hook, press **TRSF** and then dial **119**.
 - To set the first line of a ringing call display dial **0**.
 - To set the second line of a ringing call display dial **1**.
- Set the data to display from the following:
- To show nothing dial **0**.

- To show Caller ID Number dial **1**.
- To show Caller ID Name dial **2**.
- To show the DID Number the call came in on dial **3**.
- To show the Name of the DID the call came in on dial **4**.
- To show the Name of the Group the call came in for dial **5**.
- To show the DID Number and then Name of the DID dial **6**.
- To show the Name of the DID and then the DID Number dial **7**.
- To set the top line of the display shown after answering a call dial **2**.
Set the data to display from the following:
 - To show Caller ID Number dial **0**.
 - To show Caller ID Name dial **1**.
 - To show the DID Number the call came in on dial **2**.
 - To show the Name of the DID the call came in on dial **3**.
 - To show Caller ID Number and then the DID Number dial **4**.
 - To show Caller ID Name and then the DID Number dial **5**.
 - To show the DID Number and then the name of the DID dial **6**.
 - To show the Name of the DID and then the DID Number dial **7**.
 - To show the C.O. line information dial **8**.
- To set the format if the C.O. line information when the above is set to show C.O. line information dial **3**.
 - To show the C.O. line number and the dialed or Caller ID Number dial **0**.
 - To show only the dialed or Caller ID Number dial **1**.
- Press **TRANSFER** to exit and store your selection.

VIEWING THE NEXT CALLER ID CALL

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

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

SAVING THE CALLER ID NUMBER

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

REDIALING A SAVED CALLER ID NUMBER

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

NOTES:

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

STORING A CALLER ID NUMBER

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

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

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

INQUIRE CALLER ID PARK/HOLD INFO

If you are informed that an incoming call is on hold or has been parked for you, you may view the Caller ID information before you retrieve the call. This 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 CALLER ID CALLS

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

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

NOTES:

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

ADD-ON MODULE

32 BUTTON MODULE WITH KEYSSET

[NOT SUPPORTED ON THE OS 7030 and OS 7100]

The 32 button module is used when you need more programmable keys added to your keyset. The 32 tri-colored LED's provide better visual indication of call status and call progress. The extra programmable keys are used exactly like the one on your keyset. Make them DSS/BLF keys or any combination of feature keys. The 32 button does not support executive off-hook voice announce (OHVA) and does not have a microphone. A maximum of four 32 button modules can be assigned to any keyset.

64 BUTTON MODULE WITH KEYSSET

The 64 button module is used when you need more programmable keys added to your keyset. The 64 red LED's provide visual indication of calls and features. The extra programmable keys are used exactly like the ones on your keyset. Make them DSS/BLF keys or feature keys. As a DSS/BLF the size of the 64 button module allows for greater call status and faster call processing. The 64 button module does not support executive off-hook voice announce (OHVA) and does not have a microphone. A maximum of four 64 button modules can be assigned to any keyset.

Samsung Voicemail

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

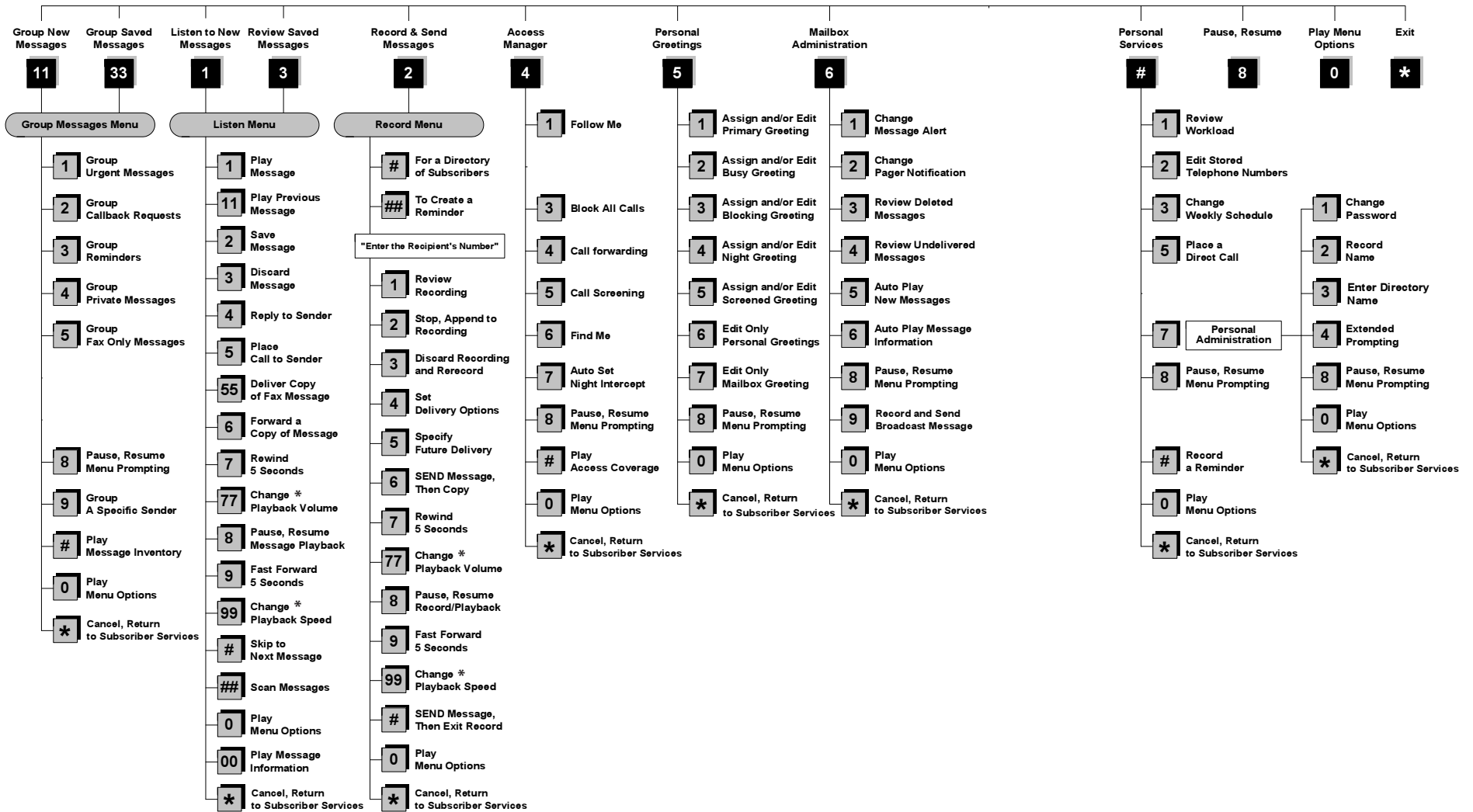
Voicemail is one of the Subscriber Services available. Your voicemail box has the capability of storing private messages, and offers a number of options for sending or redirecting messages as well as provides several ways to notify you of new messages.

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

This guide can be used by Subscribers from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. [See the Samsung Voicemail Subscriber Services Menu Diagram for more details.](#)

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

Samsung Voicemail Subscriber Services Menu



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

*Change Playback Volume and Speed not available on the OfficeServ 7030, OfficeServ 7100, OfficeServ 7200-S or the OfficeServ IP-UMS.

ACCESSING YOUR MAILBOX

[Also known as Subscriber Services Menu]

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

- Dial the voicemail access number or press the key assigned to ring the voicemail [VMMSG].
- Enter your personal password when prompted (the default password is 0000).

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

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

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

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

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

- 1 Listen to New Messages - [See Listening to your Message.](#)
- 2 Record and Send Message - [See Sending Messages.](#)
- 3 Review Saved Messages - [See Listening to your Message.](#)
- 4 Access Manager - [See Access Manager.](#)
- 5 Personal Greetings - [See Personal Greetings.](#)
- 6 Mailbox Administration - [See Mailbox Administration.](#)
- # Personal Services - [See Personal Services.](#)
- * Return to Main Menu.

GETTING STARTED

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

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

From the Subscriber Services Menu:

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

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

LISTEN TO YOUR MESSAGES

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

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

SUBSCRIBER SERVICES MENU

The following is a list of all the options available in the Subscriber Main Menu.

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

- 0 PLAY MENU OPTIONS
- * EXIT TO AUTO ATTENDANT
- # PERSONAL SERVICES

1 or 3

LISTENING TO OLD OR NEW MESSAGES

- 1 Play / replay the message you just heard.
- 11 Play the previous message.
- 2 Save the message you just heard and listen to the next message.
- 3 Delete the message you just heard and listen to the next message.
- 4 Reply to the message.
This will allow you to leave a message in the mailbox of the sender (if the sender has a mailbox on this system).
- 5 Return the call directly to the telephone number that left the message.
This will work for internal and external callers, but Caller ID service is needed to use this feature on an outside call.
- 55 Deliver a fax copy.
This will allow you to receive attached faxmail document(s). Faxmail documents can be delivered to any fax machine of your choice as long as out calling is authorized. You can also have faxmail messages automatically delivered to the fax machine of your choice.
- 6 Forward the message and saves a copy.
The subscriber can be selected by dialing their mailbox number (nnn), using the directory service (#) or you may also add comments and leave it as a memo to yourself (##).
The Send and Copy Service (option 6) allows a user to send copies of a message to multiple recipients easily. A different introduction message may be left for each recipient.
- 7 Rewind the message 5 seconds.
- 77 Change playback volume of the recording. [Not available on OS 7030, OS 7100, OS 7200-S or OS IP-UMS]
There are two levels of volume during playback. Dialing this code will toggle between the two levels.
- 8 Pause or resume during message playback.
- 9 Fast forward the message 5 seconds.

- 99 Change playback speed of the recording. [Not available on OS 7030, OS 7100, OS 7200-S or OS IP-UMS]
There are two levels of speed during playback. Dialing this code will toggle between the two speeds.
- 0 Play options.
Pressing this key will play all the menu options available to you from this point.
- 00 Hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.
- # Move to the next message. This does not Save or Discard the current message - it is retained as new.
- ## Scan. Plays first 7 seconds of a message then skips to next message. This is similar to the scan button on a radio. It will allow you to find a specific message quickly. To stop scanning press [1].
- * Cancel and return to previous menu.

11 or 33

GROUP NEW OR OLD MESSAGES

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

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

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

2

RECORD AND SEND A MESSAGE

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

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

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

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

Setting Message Attributes

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

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

Scheduling Future Delivery

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

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

4

ACCESS MANAGER

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

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

1 Follow Me

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

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

3 Call Blocking

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

4 Call Forwarding

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

5 Call Screening

If this is turned on, the caller will be asked their name and the voicemail will play this name to you before the transfer, giving you an option to accept or reject the call.

6 Find Me

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

7 Night Intercept

This feature is dependent on your weekly availability schedule, which is entered in 'Personal Services' [#][3] (if allowed by the Administrator). When Night Intercept is active the voicemail will first ring your extension then play

your primary, No Answer greeting during the day (when you are available) and will NOT ring your extension but simply play your Night greeting during the night (when you are not available).

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

8 Pause / Resume

* Exit from Access Manager

0 Play All Options

Play Access Coverage

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

5

PERSONAL GREETINGS

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

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

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

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

1 Primary/No Answer Greeting

Used when in your office, away from your desk or during the time period you are scheduled available. If this is the only Personal Greeting you record, it will play for all call coverage conditions.

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

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

2 Busy Greeting

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

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

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

3 Call Blocking Greeting

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

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

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

4 Night Greeting

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

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

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

5 Call Screening Greeting

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

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

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

6 Edit Personal Greetings

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

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

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

7 Edit Mailbox Greeting

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

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

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

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

6

MAILBOX ADMINISTRATION

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

1 Message Alert

When this function is activated, the voicemail will call any outside or inside telephone number, after each message is left in your voice mailbox.

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

Setting Up Message Alert:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[1]** for Message Alert.
- There are 4 options available to you:
 - Press **[1]** to toggle message alert on and off.
 - Press **[2]** to set the schedule when you would like to be notified.
 - Press **[3]** to be notified on urgent messages only.
 - Press **[4]** to set the destination phone number.

2 Pager Notification

When this function is activated, the voicemail will call your beeper service and notify you after each message is left in your voice mailbox.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[2]** for pager notification.
- There are 4 options available to you:
 - Press **[1]** to toggle pager notification on and off.
 - Press **[2]** to set the schedule when you would like to be paged.
 - Press **[3]** to be notified on urgent messages only.
 - Press **[4]** to set the pager phone number.

3 Undelete

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

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

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

4 Undelivered Retrieval

When this function is activated, the voicemail will allow you to recall any messages you have sent that have NOT yet been picked up by the recipient.

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

5 Auto Play New Messages

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

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

6 Auto Play Message Information

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

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

9

MESSAGE BROADCAST

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

Broadcast to All Mailboxes

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

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

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

#

PERSONAL SERVICES

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

1 Workload Management

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

2 Stored Numbers

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

3 Schedule Availability

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

5 Place a Direct Call

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

7 Personal Administration

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

PERSONAL ADMINISTRATION SETTINGS

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

1 Setting your Password

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

2 Recording your Name

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the voicemail system.

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

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

3 Entering your Directory Name

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

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

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

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

4 Extended Prompting

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

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

KEYSET USER FEATURES

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

Message Waiting Lights

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

Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voicemail, 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 voicemail. After ringing your station the caller will be connected to your voicemail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voicemail box. At this time you will only be monitoring the call, you can not talk to the other party until you answer. You may pick up the call at any time or ignore it.

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

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

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

AME Password

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

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

Call Record

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

SHORTCUTS

Calling

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

Call Divert to Voicemail

While receiving an incoming (ringing) call, dial **[*]** to immediately send the caller to your personal voicemail box. This will override the call forward no answer setting.

Direct Messaging

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

Self Memo (Reminder)

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

INTERACTIVE DISPLAYS

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

Viewing Mailbox Contents

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

E-MAIL GATEWAY (EMG)

The E-Mail Gateway feature integrates your voicemail box with your email client. No matter what email client software you are using or where you use it, you can send voicemail messages and fax mail messages to your E-Mail inbox.

There are two parts to the E-Mail Gateway; E-Message Delivery and E-Message Notification.

1. **E-MESSAGE DELIVERY:** Voicemail messages (.wav) and/or fax mail messages (.tiff) are "delivered" to your Inbox with the appropriate attached file.
2. **E-MESSAGE NOTIFICATION:** You will receive an e-mail, with NO attachments, notifying you that you have a voice and/or fax mail message in your Voicemail Box.
 - As a subscriber you can use either E-Message Delivery and/or E-Message Notification.
 - As a subscriber you can have multiple e-mail addresses. (a maximum of 5 valid email addresses).
 - E-Message Notification can be set to one e-mail address while E-Message Delivery is set to different e-mail address.

Functionality

- With either type of EMG, when Caller ID (CID) is provided, the callers telephone number will appear in the subject field of the email along with the date and time stamp of when the voice message was originally recorded in your Voicemail Box.
- If the caller is also a subscriber on the system and the E-Mail Gateway is set up with a valid "Reply To" address, the Subscriber's name will also appear in the "From" field. Otherwise, the "From" field will display the name of the Samsung voicemail system sending the message.
- Client will use their PC's Multi-Media kit (equipped with either speakers and/or a headset) to listen to messages delivered to their e-mail Inbox.

IMPORTANT NOTE: If the PC/Laptop/PDA/Smart Phone/etc... is not equipped with hardware and software capable of playing a '.WAV' file then the E-Mail Gateway will not work for them until they add some method to listen to '.WAV' files delivered to their Inbox.

The same applies to Fax Mail messages, if the device the subscriber is using does not support the viewing of '.TIFF' files, then the E-Mail Gateway for Fax Mail will not work for them until they add some method to view .tiff files delivered to their inbox.

- No Synchronization of messages is performed between the Voicemail Box and the E-mail Inbox.
 - Messages listened to, forwarded, deleted, and/or saved within an e-mail inbox will NOT effect the status of that same new message in the Voicemail or the MWI (Message Waiting Indicator) associated with that message on the phone.
 - Also messages listened to in the Voicemail, from a phone, will not change the Unread/Read status of the same message in an e-mail inbox.

- However, the Voicemail Administrator can adjust parameters per subscriber or group of subscribers that decide how, when, or if to delete the original voice message after it is sent to the E-Mail Server.
- When full synchronization of messages between Voicemail Box and E-mail Inbox is required, ask your Samsung representative about the OfficeServ IP-UMS. This is an Internet Protocol based fully synchronized Unified Messaging System.

Benefits

- Store and Archive Voice and Fax Mail Messages in visible folders.
- Voice and Fax Mail Messages can now easily be dragged and dropped into folders the same way e-mail messages are organized and saved.
- Voice and Fax Mail Messages are now essentially the same as any other e-mail message.
- Backups and Message Archives can be made when they are made for all other types of e-mail messages.
- Add text notes and comments to use for reference later.
- Some (if not all) e-mail clients will allow you to edit the body of the e-mail to add comments.
- Some will allow you to edit the subject field to help you find a particular message quickly in a large archive of messages.
- Call Back Numbers and Date & Time Stamp are easily displayed in the Subject field.
- Easily forward Voice messages received, to others even if they are not a Voicemail Subscriber on your system.
- No EMG System or Client Software to load on your Local PC or Network Servers.

Therefore compatible with most:

- E-Mail providers and E-Mail Clients
- PCs, Laptops, PDA, and/or Smartphones

NOTE: If you are not sure you have this functionality on your system and you would like to use it, please contact your on Site system administrator to see if it is available.

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	_____	_____