Samsung
Digital Keysets

QUICK REFERENCE GUIDE

SAMSUNG

This **QUICK REFERENCE GUIDE** is designed to familiarize you with the basic operation of your Samsung Digital telephone.

PLACING CALLS

OUTSIDE CALLS - To place a call to an outside party:

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

NOTE: If outside telephone numbers that you may need to call frequently have been programmed as system speed dial keys simply lift the handset and press the appropriate key to call these numbers.

INTERNAL CALLS - To place a call to another extension at your location:

▸ Lift the handset.
▸ Dial the extension number or group number.
▸ Wait for the party to answer. If you hear a brief tone burst instead of ring-back tone, the station you called is set for Voice Announce or Auto Answer. Begin speaking after the tone.
▸ Replace the handset or press the **ANS/RLS** key when the call is completed.

SPEAKERPHONE CALLS - Your Samsung telephone has full speakerphone capability. This feature may be used for both internal or external calls. To activate this feature:

▸ Press the **SPEAKER** key.
▸ Place an internal or external call.
▸ Press **SPEAKER** key to disconnect the call.

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

ANSWERING CALLS

OUTSIDE CALLS - To answer incoming calls :

▸ Lift the handset or press the **ANS/RLS** key to answer on **SPEAKERPHONE** and you are automatically connected to the ringing call.
▸ Replace the handset or press the **ANS/RLS** key when the call is completed.

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

INTERNAL CALLS/VOICE ANNOUNCE CALLS - To answer when another extension calls your telephone:

▸ Lift the handset or press the **ANS/RLS** key to answer on **SPEAKERPHONE**.
▸ Replace the handset or press the **ANS/RLS** key when the call is completed.

NOTE: The volume can be adjusted at any time by pressing the up and down arrow keys on your navigation button.

PLACING A CALL ON HOLD

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

SYSTEM HOLD - To place a call on hold:

▸ Press the **HOLD** button. The call will flash green at your telephone.
▸ To take the caller off hold, press that button and the green flashing light will go steady green again.
▸ Resume conversation.

EXCLUSIVE HOLD - To place a call on hold at your telephone so that other users cannot get it:

▸ Press the **HOLD** twice. The call will flash green at your telephone.
▸ To retrieve the call, press the flashing green line button or press the **HOLD** button a third time.

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

TRANSFERRING CALLS

You can transfer a call by informing the other extension who is calling or transfer a call without notification (blind transfer).

▸ While on a call, press the **TRANSFER** button. Your call is automatically put on transfer hold.
▸ Dial the other extension number.
▸ Wait for the called party to answer and announce the call or simply hang up without announcing.
▸ Replace the handset to complete the transfer.

TRANSFERRING WITH CAMP-ON

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

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

CALL WAITING

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

▸ Your keyset will ring and the call that is waiting for you (camped-on) will flash green.

▸ Press the flashing button to answer; your other call will go on hold automatically if your station has the Automatic Hold feature set. If not, you must press **HOLD** and then the flashing button or finish the call and hang up; the waiting call will ring.

▸ Lift the handset or press the **ANS/RLS** key to answer.

NOTE: Intercom calls will not go on Automatic Hold.

CONFERENCE CALLS

To make a conference call, while engaged in a conversation:

▸ Press the **CONF** button and receive conference tone.

▸ Make another call, either intercom or outside, press the **CONF** button and receive conference tone.

▸ Make another call or press the **CONF** button to join all parties. You may conference up to five parties (you and four others).

▸ Repeat the last step until all parties are added.

▸ To leave the conference, hang up.

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

FORWARDING CALLS

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

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

FORWARD ALL CALLS

To forward all your calls under any condition to another station:
▸ Dial **601** plus the extension or group number.
▸ Receive a confirmation tone and hang up.

FORWARD BUSY

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

FORWARD NO ANSWER

To forward calls to another station when you do not answer:
▸ Dial **603** plus the extension or group number.
▸ Receive a confirmation tone and hang up.

FORWARD BUSY/NO ANSWER

If you have both a Forward On Busy destination and a Forward No Answer destination programmed, you may set both of these at the same time:
▸ Dial **604**.
▸ Receive a confirmation tone and hang up.

OTHER FEATURES AND FUNCTIONS

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

Features and Specifications

Line Groups

9   Local/LCR

_____

_____

_____

Station Groups

501 _____

502 _____

503 _____

504 _____

Paging Zones - Dial 55 plus

0   _____

1   _____

2   _____

3   _____

4   _____

5   _____

6   _____

7   _____

8   _____

9   All External Zones

*   All Page

Programmed Messages

01 _____

02 _____

03 _____

04 _____

05 _____

06 _____

07 _____

08 _____

09 _____

10 _____

11 _____

12 _____

13 _____

14 _____

15 _____

16 _____

17 _____

18 _____

19 _____

20 _____

Feature Access Codes

Code	Feature
0	Operator
10 + xxx	Pick Up A Parked Call
12 + xxx	Pick Up A Held Call
13	Door Lock Release
16 + xxx	Speed Dialing
17	Save And Redial Number
18	New Call (Recall)
19	Last Number Redial
400	Cancel Do Not Disturb
401	Set Do Not Disturb
42 + xxx	Cancel Message You Left
43	Return Message
44	Callback
45	Busy Station Camp-On
46	Conference
47	Account Code
48 + xx	Cancel Programmed MSG
49	Send Flash To C.O. or PBX
53 + xxx + 1	In Group
53 + xxx + 0	Out of Group
56	Meet Me Answer
600	Cancel All Call Forward
601 + xxx	Set Forward All Calls
602 + xxx	Set Forward Busy
603 + xxx	Set Forward No Answer
604 + xxx	Set Fwd Busy/No Answer
605 + xxx	Set Forward on DND
606 + xxx	Set Forward Follow Me
65 + xxx	Pick Up Ringing Extension
66 + xx	Pick Up Group
67	Universal Answer
*	Authorization Code

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

SAMSUNG DIGIT*all*
everyone's invited™

w w w . s a m s u n g u s a . c o m / b c s