

# SAMSUNG DCS

## KEYSET USER GUIDE



TELECOMS



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ELECTRONICS

# EU Declaration of Conformity (RTTE)

**Samsung Electronics Co., Ltd.**

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(factory name, address)

declare under our sole responsibility that the product  
**Digital Keyphone System "DCS"**

to which this declaration relates is in conformity with

RTTE Directive 1999/5/EC ( Annex II )  
Low Voltage Directive 73/23/EEC  
EMC Directive 89/336/EEC:92/31/EEC



By application of the following standards

EN55022 : 1998 Inc A1: 2000\*

.....  
EN61000-3-2:1995 Inc. A1/A2:1998

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EN61000-3-3:1995, EN61000-4-2:1995 Inc. A1:1998, EN61000-4-3:1996 Inc. A1:1998

.....  
EN61000-4-4:1995, EN61000-4-5:1995, EN61000-4-6:1996, EN61000-4-8:1993

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### **EU Declaration of Conformity (see previous page)**

For other directives relevant to DCS Compact II, DCS-816, DCS-408, DCS-408i and DCS-VIP systems, refer to the Samsung website at:

[www.samsung-telecoms.co.uk](http://www.samsung-telecoms.co.uk)

### **Intended Use**

This digital telephone is intended to be connected to a digital extension of a Samsung DCS telephone system (DCS, DCS Compact II, DCS-816, DCS-408, DCS-408i or DCS-VIP). The connection allows voice communication between the central processor unit and the telephone. It is not intended to be connected to any other telephone system or the public telephone network.

Please read the provided user instructions carefully.

### **Note for Users Outside the UK**

**In order to provide as much information as possible on the features and functions of Samsung Digital Keysets, it has been necessary to include some details which are relevant to users in the UK only. Please be aware, therefore, that you may notice some differences in the operation or performance of your keyset if you are located in another country. However, the general operating procedures provided here remain relevant for your keyset.**

**If you are unsure of any details provided in this user guide, please see your system administrator.**

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# Things You Should Know

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## Your DCS Keyphone System

There are a number of different Samsung keyphone systems each designated with the prefix ‘DCS.’ The original system is called simply the ‘DCS.’ Other systems are designated DCS Compact II, DCS-816, DCS-408 and DCS-408i. For simplicity, this guide uses the designations ‘DCS,’ ‘Compact II,’ ‘816,’ ‘408’ and ‘408i’ when referring to individual systems.

Your keyset is connected to one of these systems, and you should be aware of which one it is in order to follow the instructions in this user guide correctly. Some features described here, for example, may not work on your system. Also, some feature codes you need to select to operate a feature may differ from system to system. (See *System Access Codes*, below.)

## Your DCS Keyset

DCS telephones are called “keyphones” or “keysets.” They have buttons or “keys” that are used to access or activate features on your office phone system. They also have LCDs for displaying call information, feature menus, and so on.

The keys with paper designation strips are programmable keys. This means a key can be programmed for a specific function on your keyset, and the same key can be something different on another keyset. There may be 6, 12 or 24 programmable keys on your keyset. To see the layout for your keyset, refer to the appropriate layout diagram at the end of this section. Ask the system administrator to get your most frequently-used features assigned to your programmable keys and make sure that these keys are labelled 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—called Direct Trunk Selection (DTS) keys—or lines may be assigned to groups. When they are in a group, you access a line by dialling an access code or pressing a route key. For example, you might dial ‘9’ or ‘0’ 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 pre-programmed C.O. line according to what digits are dialled. Each line in the system is numbered beginning with 701, then 702, 703, etc.

Note: 408/408i systems have 2-digit line numbers 71–74.

Direct Station Selection (DSS) keys are programmed to ring specific extensions. You can press a DSS key instead of dialling the extension number. A DSS key will light red when that extension is busy (this is called a Busy Lamp Indication).

DCS provides distinctive ring patterns to your keypad. Ring patterns vary depending on the country in which you reside. For example, in the UK:

- Outside calls have a single ring tone repeated.
- Internal calls have a double ring tone repeated.
- Doorphone calls and alarm/appointment reminders have a short ring tone repeated very quickly.

## Call Indications

The keys on your phone have light emitting diodes (LEDs). Some of these are tri-coloured LEDs that light green, red or amber (green and red together). Some of the keys can only light red. See the relevant keypad layout diagram (below) for a description of the keypad you are using.

Internal calls, also called intercom calls, always appear on your CALL keys and always light green. You can have up to eight CALL keys (or up to five on Compact II systems), but two are recommended.

Outside calls appear on individual DTS keys, if these are assigned. If an individual line is not assigned to its own key, it will appear on a CALL key. Your outside calls will light green on your keyset and red on other keysets.

You never lose sight of your calls while they are on hold. They stay right where you put them and are identified with a green flashing light.

Some simple rules to remember:

- Any steady LED indicates the line or feature is in use.
- A fast flashing green LED indicates a new call ringing in.
- A slow flashing green or red LED indicates a call is on hold.
- A slow flashing amber LED indicates a recall to your keyset.

## Speakerphone

Pressing the **ANS/RLS** key will answer or release a call on the speakerphone.

Switching from the handset to the speakerphone is easy. Press the **SPEAKER** key and replace the handset.

## Volume Controls

DCS keysets use the **VOLUME Up** and **Down (+ and -)** keys to adjust the ringer volume while the keyset is ringing, the speaker volume while the speakerphone is in use and the handset volume while you are listening. These three levels will be stored in memory until changed. If background music is turned on at your keyset, the volume keys will also control the level of music. The volume of pages heard

through the speaker can be adjusted during a page announcement using the **VOLUME** keys. (There are eight user-programmable levels for ring, off-hook ring and handset volume, and 16 levels for speaker and background music volume.)

Note: Volume levels can also be changed by dialling **TRSF 114** and selecting the required option(s).

## Hot Keypad

Your keypad's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press the **SPEAKER** key before you begin dialling. Calls can be made and features activated by simply dialling the line number, trunk group access code, internal number or feature access code. Dialling feature descriptions in this guide assume that the Hot Keypad feature is switched on. If it is not, always lift the handset or press the **SPEAKER** key before dialling. (Refer to *Customising Your Keypad* for details on the Hot Keypad feature.)

## System Tones (in the UK)

The system provides several tones to assist you. These are referred to as follows:

*Internal Dial Tone*—a continuous steady tone that indicates you can begin dialling.

*Ringback Tone*—indicates the extension you dialled is ringing

*Busy Tone*—indicates the extension you dialled is busy.

*DND/No More Calls Tone* - fast busy tone indicates the extension you dialled is in Do Not Disturb mode or cannot receive any more calls.

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

*Confirmation Tone*—very short beeps followed by dial tone indicate you have correctly set or cancelled a system feature.

*Error Tone*—a continuous single-level tone indicates you have done something incorrectly and should try again.

Note: Check with your system administrator for the correct tones on your keyset if you are outside of the UK.

## Selecting Key Features Using Menus

In order to use any features that are not assigned to programmable keys, you can press the **SCROLL** key to display feature menus on the LCD and then use the soft keys to select the required feature(s).

The three soft keys below the LCD are substitutes for dedicated feature keys and access codes. Pressing one of these keys has the same effect as pressing a programmed key. These keys are context sensitive and their functions change to present you with the best options for a particular call condition.

The **SCROLL** key is used to display options available at a particular time or during a specific procedure. Press this key once while in the idle state to view the main feature menus available.



```
201:STN NAME
CALL    OTHER    ANS→
```

- |              |   |
|--------------|---|
| <b>CALL</b>  | Guides you through the options to make a call.                    |
| <b>OTHER</b> | Guides you through features other than making or answering calls. |
| <b>ANS</b>   | Guides you through the options to answer calls.                   |

1. Select one of the main menus, CALL, OTHER, or ANS using the appropriate soft key.
2. You select features in a menu using the soft keys. If there are more than three features in a menu—as indicated by the symbol → displayed as the last character on the lower line of the display—press the **SCROLL** key to display these further options.

Be aware that the menus presented to you will change depending on the state of your keyphone. In idle state, you see the menus above. While making or answering calls, other menus are displayed. When a feature is described in this guide, you are shown how to use the menus if you do not have the required key programmed on your keyset.

## System Access Codes

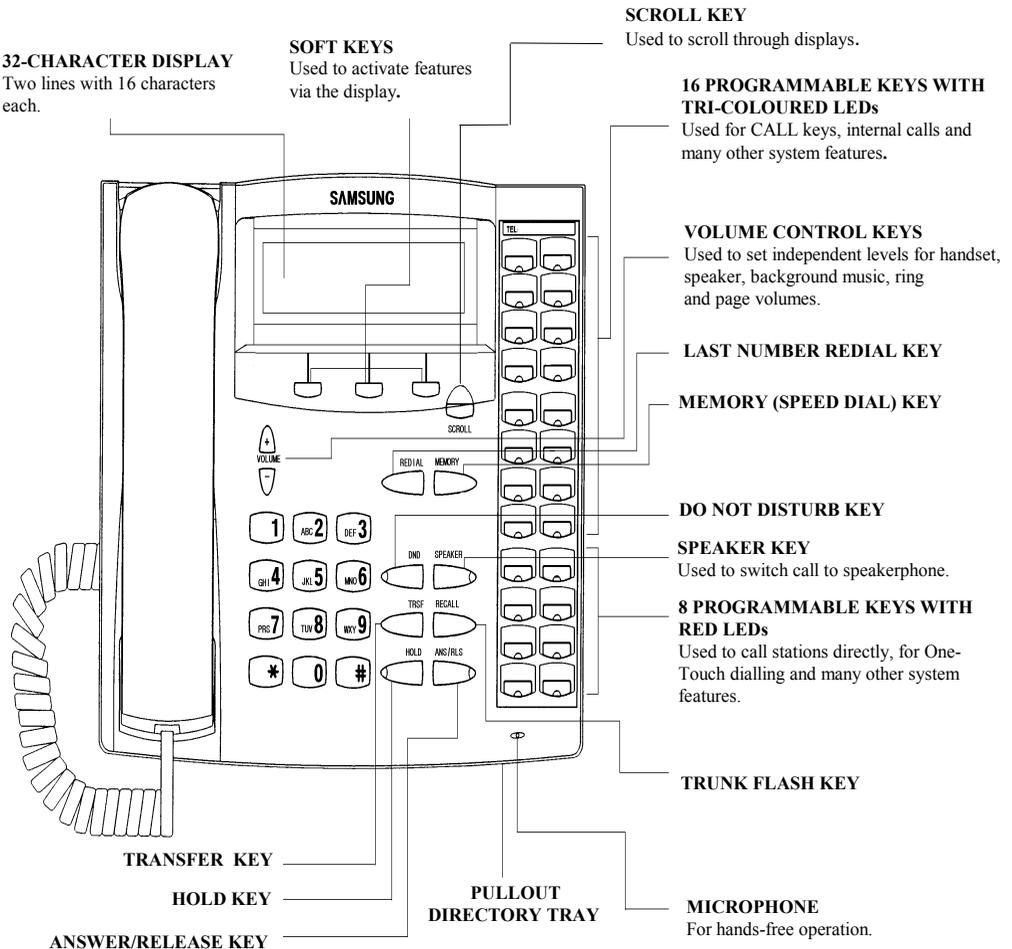
As an alternative to programming the phone keys, your system is configured with default system access codes for using the various features described in this guide. These codes are also printed on the back cover for quick reference. However, your system may have been set up to use a different set of codes. Therefore, if your system does not work as described in this guide, see your system administrator for advice.

A special table has been provided at the back of this guide for you to enter the codes required by your system, if different from the default codes.

# LCD 24B Keypad Layout

## Labelling Programmable Keys

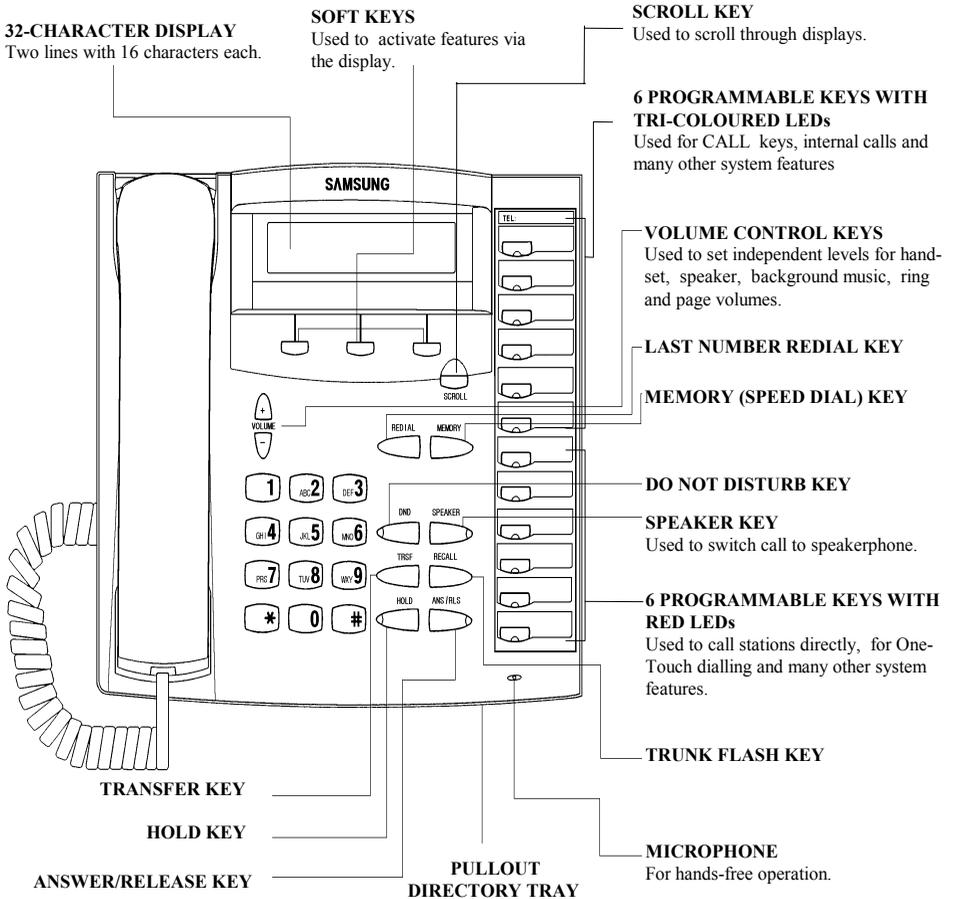
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



# LCD 12B Keypad Layout

## Labelling Programmable Keys

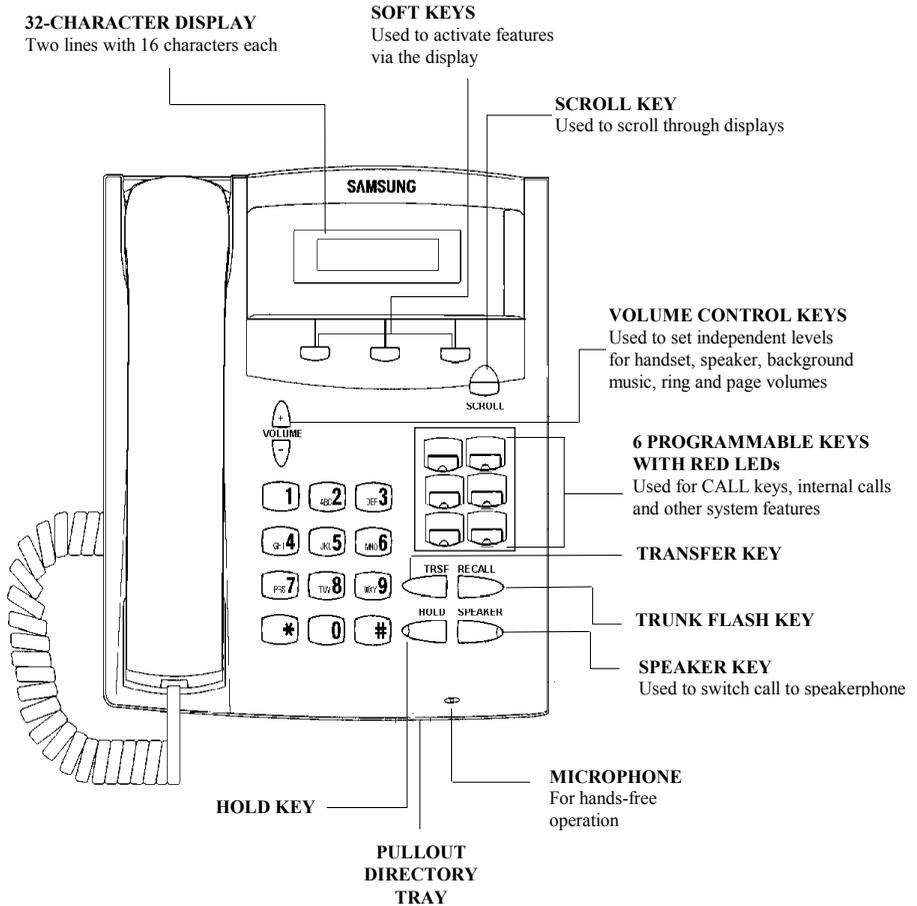
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



# LCD 6B Keypad Layout

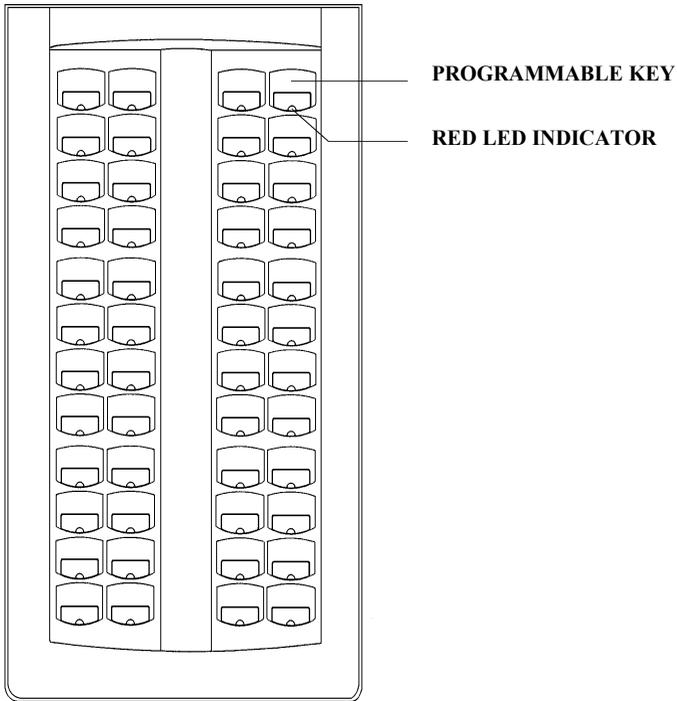
## Labelling Programmable Keys

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.



# Add-On Module (AOM) Layout

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Note: The AOM cannot be used with a 408 or 408i system.

# Outside Calls

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## Making An Outside Call

1. Lift the handset and press an idle outside line key, line group key or dial a line access code to receive dial tone.  
OR  
To use the speakerphone, press an idle outside line key or line group key, or dial a line access code, to receive dial tone through the speaker.  
OR  
Press the **SPEAKER** key, receive internal dial tone and dial a line access code.
2. Dial the telephone number.
3. Finish the call by replacing the handset or pressing the **ANS/RLS** key.

Note: You will receive No More Calls tone when you attempt to make a call and there is no key available for that line.

- If Least Cost Routing (LCR) is enabled on your phone system, there may be a key labelled **LCR** or it may be selected by dialling the access code (e.g. '9') which is set during system installation.
- If your system is programmed to require an authorisation code before you can make a call, dial \* plus a valid code before selecting a C.O. line.
- If your system is programmed to require an account code before you can make a call, press the **ACCT** key, or dial **47**, followed by a valid account code. Press the **ACCT** key or the **ACCT** soft key and then select a C.O line.

For more information on authorisation and account codes, see your system administrator.

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

## Answering An Outside Call

- Lift the handset and you are automatically connected to the ringing call. (See *Ring Preference* under *Customising Your Keypad*.)  
OR  
Press the **ANS/RLS** key to automatically answer on the speakerphone.

Note: If a call is flashing at your keypad but not ringing, you must press the flashing key to answer.

## Universal Answer Device

Outside lines can ring over the paging system or to a loud ringer. To answer calls ringing in night service to this device, dial **67** or press the **UA** key.

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

## Recall Dial Tone

- Press the **NEW** key to disconnect your existing call, wait for dial tone and then make a new call on the same line.

Note: If the **NEW** key does not appear on your keypad, the **RECALL** key may be programmed to recall dial tone.

## Sending a Flash

While on an outside call, press the programmed **FLASH** key to send a flash to the telephone company. This is required for some custom calling features or CENTREX use (e.g. for nuisance calls).

## **Busy Line Queuing With Callback**

If you receive a busy signal when you are selecting an outside line, this means that the line or group of lines is busy.

1. Press the **CALLBACK** key or dial **44**. You will hear confirmation tone.

When the line becomes free the system will call you back.

2. Lift the handset or press the **ANS/RLS** key to answer, wait for dial tone and dial the telephone number or speed dial number again.

Note:

- A callback will be cancelled if not answered within 30 seconds. If you have set a callback, your **CALLBACK** key will light.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialling.

# Internal Calls

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## Calling Other Extensions

1. Dial the extension number or group number.
2. Wait for the party to answer. If you hear a brief tone burst instead of ringback tone, the extension you called is set for Voice Announce or Auto Answer. Begin speaking immediately after the tone.
3. Finish the call by replacing the handset or pressing the **ANS/RLS** key.

Note:

- If you have a **DSS** key assigned to an extension or a extension group, you can press this key instead of dialling the number.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

## Answering Internal Calls

Your keypad can answer internal calls in one of three modes: Ring, Voice Announce and Auto Answer. Ring mode is the normal mode, unless you change it to another mode.

### *Ring Mode*

1. When your keypad rings, simply lift the handset  
OR  
Press the **ANS/RLS** key to be connected to the calling extension.
2. Finish the call by replacing the handset or pressing the **ANS/RLS** key.

See *Ring Preference* under *Customising Your Keypad*.

## ***Voice Announce Mode***

When another extension calls you, your keyset will sound a brief attention tone and you will hear the caller's announcement.

1. Press the **ANS/RLS** key to turn on the microphone and speak hands-free.  
OR  
Lift the handset to reply.

2. To finish the call, replace the handset or press the **ANS/RLS** key.

Note: To set Voice Announce mode, see *Customising Your Keyset*.

## ***Auto Answer Mode***

When another extension calls you, your keyset will sound a brief attention tone and then automatically answer the call.

1. Your microphone and speaker are turned on and you can speak hands-free. For privacy, use the handset.
2. To finish the call, replace the handset or press the **ANS/RLS** key.

Note: To set Auto Answer mode, see *Customising Your Keyset*.

## **Busy Extension Callback**

When you call another extension and receive a busy signal:

1. Press the **CALLBACK** key or dial **44**.  
When the busy extension becomes free, your keyset will ring.
2. Lift the handset or press the **ANS/RLS** key to call the now idle extension.

Note:

- A callback will be cancelled if not answered within 30 seconds. If you have set a callback, your **CALLBACK** key will light.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialling.

## Busy Extension Camp-On

When you call another extension and receive a busy signal but you do not want to wait for a callback:

1. Press the **CAMP** key, if assigned  
OR  
Press the **CAMP** soft key.  
OR  
Dial **45**.

The called extension will receive off-hook ring tone repeated every few seconds and its first available **CALL** key will flash green to indicate your call is waiting.

2. Wait for the called party to answer.

The called extension must hold or release their first call before answering your camp-on.

Note:

- If you receive No More Calls tone, the extension has no available key to accept your call. Hang up or leave a message.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

## Calling Your System Operator

- Dial the appropriate system code to call your system operator or group of operators. This is normally 0 or 9.
- If you want to call a specific operator, dial that person's extension number.

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

## **Barge-in On An Extension**

The Barge-in feature allows you to barge in on a conversation currently in progress at another extension. Barge-in is an optional feature and your keyset must be programmed to allow it to access this feature. See your system administrator if you require this.

If you dial an extension which is busy, press the **BARGE** key, if assigned, or the **SCROLL** key and then the BARGE-IN soft key to barge in on the conversation.

Note: You can only barge in on extensions that are programmed to permit barge in. Otherwise, you will receive a 'barge-in failed/not allowed' message.

# Call Processing

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## System Hold

- When you are connected to a call, press the **HOLD** key. The call will go on hold and flash green at your keypad. If this call appears on a line key at other keysets, it will flash red at those keysets.
- To take the call off hold, press the flashing key and the green light will go steady green again. Resume conversation.

Note: While on a call, pressing a line key, route key or a flashing **CALL** key will automatically put your first call on hold and connect you to the new call. See *Automatic Hold* under *Customising Your Keypad*.

## Exclusive Hold

To place an outside call on hold at your phone so that other users cannot get it:

- Press the **HOLD** key twice. The call will flash green on your keypad and this line will show a steady red light on other keysets.
- To retrieve the call, press the flashing green line key.

Note: Internal calls are always placed on exclusive hold.

## Hold Recall

If you leave a call on hold longer than the hold timer, it will recall your extension. The key that the call appears on will have a slow flashing amber light.

- When your phone rings, lift the handset or press the **ANS/RLS** key to answer the recall.

If you do not answer this recall within a pre-programmed period of time, it will go to the system operator.

## **Consultation Hold**

When you are talking on an outside line and it is necessary to consult with another extension:

1. Press the **TRSF** key and receive transfer dial tone. Your call is placed on transfer hold.
2. Dial the extension number.
3. Consult with the internal party.
4. Press the **TRSF** key to return to the outside party or hang up to transfer the outside call to the extension.

Note: Repeatedly pressing the **TRSF** key will repeatedly toggle between the outside caller and internal extension.

## **Retrieving Calls Held At Another Extension**

When a line is on hold and it appears on your keyset, press the line key with the red flashing light.

When a line is on hold and it does not appear on your keyset, dial **12** followed by the line number or extension number of the extension that placed the call on hold.

Note:

- This feature is not available for calls put on Exclusive Hold at an extension (see above).
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

## Transferring Calls

You can transfer a call from your extension to another number in one of two ways. You can do a ‘screened’ transfer and inform the called party who is calling, or you can do a ‘blind’ (unscreened) transfer without notification.

1. While on a call, press the **TRSF** key and dial an extension number, group number or external number.

OR

Press a **DSS** key or station group key.

Your call is automatically put on transfer hold.

2. Hang up when you hear ringing (this is a blind transfer).

OR

Wait for the called party to answer, announce the call and hang up (this is a screened transfer). If the transfer is refused, you will be reconnected to the outside line when the called party hangs up. Alternatively, you can press the **TRSF** key to return to the calling party. If you wish to send the call to another extension without waiting for the first extension to hang up, simply press another **DSS** key.

OR

Press the **CALL** key or **DT** key to return to the calling party and begin the transfer process again.

When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.

Note:

- After the called party answers, you may toggle between the calling and called parties by pressing the **TRSF** key.
- If you receive No More Calls tone, the extension has no key available to receive another call. Press the **TRSF** key to return to the caller.
- You cannot transfer an internal call by pressing a **DSS** key. You must press the **TRSF** key and dial the destination extension number.

## Transfer With Camp-On

When you are transferring a call to another extension and you receive a busy signal, you may camp the call on to the extension. 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 extension has no key available to receive another call. Press **TRSF** to return to the outside caller.

## Call Waiting

If an outside call has been camped on to your extension or another extension has camped on to you, your keyset will ring and the call that is waiting for you (camped-on) will flash green.

Either

- Put your current call on hold. If your extension has the Automatic Hold feature set, press the flashing key to answer. If not, press the **HOLD** key and then the flashing key.  
OR
- Finish the first call and hang up. The waiting call will ring. Lift the handset or press the **ANS/RLS** key to answer.

If you put a call on hold to answer the camped-on call, you can retrieve the held call by pressing the flashing **CALL** key when you have finished the camped-on call.

Note: Internal calls will not go on Automatic Hold.

## Conference Calls

You may connect up to five parties (you and four others) in a conference call, in any combination of outside lines and internal extensions in any order.

1. While engaged in a conversation, press the **CONF** key (if assigned), or the **CONF** soft key, or press the **TRSF** key and dial **46**. You receive conference tone.
2. Make another call (internal or outside) and press the **CONF** key, or the **CONF** soft key, or the **TRSF** key and receive conference tone.
3. Make another call or press the **CONF** key, or the **CONF** soft key, or the **TRSF** key to join all parties.
4. Repeat step 3 until all parties are added.

Note: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Press the **CONF** key again to return to your previous conversation.

### **To drop a party from your conference call:**

1. Press the **CONF** key or the **CONF** soft key and dial the extension or line number that is to be dropped.
2. Press the **CONF** key or the **CONF** soft key again to re-establish the conference without the dropped number.

### **Leaving a Conference**

To leave a conference, hang up. Control is passed to the next internal extension. If there are no internal extensions and you wish to leave outside lines connected together in a trunk to trunk conference, press the **CONF** key then the **CALL** key that the call appears on, or follow the instructions to drop a party (above) using your extension number. When outside callers hang up, the lines will release automatically. Press the **CONF** key to rejoin a trunk to trunk conference.

# Forwarding Calls

You can forward your calls to another extension, group of extensions or an external telephone number. Program a destination for the type of forwarding you want as shown 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.

## *Clearing Call Forwarding*

You can clear all call forwarding set at your extension by dialling **600**.

## *Forward All Calls*

To forward all your calls, under any condition, to another extension:

1. Dial **601** followed by the extension or group number.
2. When you receive confirmation tone and **LCD** message, hang up.

Note:

- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.
- The extension that receives a forwarded call can transfer the call back to the forwarding extension. This is useful when you are expecting an important call but you do not wish to be disturbed by other calls.
- When an extension keyset is in Forward All Calls mode and there is no **FWD ALL** key, the **TRSF** key will light to indicate that Forward All has been set and calls to this extension have been transferred elsewhere.

## *Forward Busy*

To forward calls to another extension when you are on a call:

1. Dial **602** followed by the extension or group number.
2. When you receive confirmation tone and **LCD** message, hang up.

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

### ***Forward No Answer***

To forward calls to another extension when you do not answer:

1. Dial **603** followed by the extension or group number.
2. When you receive confirmation tone and LCD message, hang up.

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

### ***Forward Busy/No Answer***

If you have both a Forward Busy destination and a Forward No Answer destination programmed, you can set both of these together:

1. Dial **604**.
2. When you receive confirmation tone and LCD message, hang up.

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

### ***Forward Follow Me***

When you want all calls to your extension forwarded to the extension where you are now:

1. Dial **605** plus your extension number.
2. When you receive confirmation tone and LCD message, hang up.

### **If you want a specific extension's calls forwarded to your station (called 'Remote Call Forward'):**

1. Dial **605** followed by the desired extension number.
2. When you receive confirmation tone and LCD message, hang up.

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

## ***Forward To An External Number***

To forward outside calls to another outside number, you can use the **FWD EXTERNAL** key programmed on your keyset with the required external number to forward to. Simply press this key to set forwarding (the LED lights and the message is displayed), and press it again to turn forwarding off.

However, if you do not have this key programmed:

1. While on-hook, press the **TRSF** key and dial **102**.
2. Dial **5**.
3. Dial the trunk or trunk group access code followed by the outside number that you want.
4. Press the **TRSF** key.

To turn forwarding off, dial **600**.

Note:

- External Call Forward will cancel all other call forwarding instructions.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

## **Extension Call Pickup**

To pick up (answer) a call ringing at another extension, lift the handset and dial **65** followed by the extension number of the ringing phone.

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

## **Group Call Pickup**

To pick up (answer) a call ringing in any pickup group, lift the handset and dial **66** followed by the desired group number, or press the flashing **GROUP PICKUP** key if available.

Note:

- Group numbers for each system type are: DCS and Compact II=01–20; 816=01–08; 408/408i=01–04.
- A group pickup key can have an extender for a specific pickup group (see *Adding Extenders to Key Assignments* under *Display Features*).
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before dialling the access code.
- Extension and group pickup features cannot be used to answer recalls to an extension, only new ringing calls and operator recalls.

# Dialling Features

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Some dialling features can be accessed using programmable keys or feature access codes only. Others can be accessed using programmable keys, feature access codes, or the soft key menus on the LCD. Use of the soft key menus is described at the beginning of this guide (see *Things You Should Know*).

## Speed Dialling

You can dial a pre-programmed telephone number stored in the system-wide speed dial list of numbers (see note, below) or from your personal list of speed dial numbers (see *Programming Personal Speed Dial Numbers*, below).

1. While on-hook, press the **MEMORY** key if available.  
OR  
Press the **SPD** key (if assigned)  
OR  
Dial **16**.
2. Dial the desired speed dial number.

The telephone number is automatically dialled for you.

Note:

- System speed dial numbers for each system type are: DCS and Compact II= 500–999; 816=500–799; 408/408i=500–699.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

# Programming Personal Speed Dial Numbers

You can program frequently-dialled telephone numbers in your personal speed dial list. An extension has 10 (00–09) speed dial numbers by default but may be assigned up to fifty (00-49). Your system administrator can tell you how many are assigned to your extension.

1. While on-hook, press the **TRSF** key and dial **105**.
2. Dial a speed dial number (00–49).
3. Dial a line or line group access code.
4. Dial the telephone number to be stored (18 digits maximum). The number can include \*, # and other special digits (see below).
5. Press the **TRSF** key to store the number.

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

When programming personal speed dial numbers, some programmable keys perform special functions.

- On 12- and 24-button keysets the last six of the keyset's programmable keys represent keys 'A'–'F'. These are keys 19–24 on a 24-button keyset, and keys 7–12 on a 12-button keyset.
- On 6-button keysets, programmable keys 1–3 (on the left) represent keys 'A'–'C', and keys 4–6 (on the right) represent keys 'D'–'F'.

Keys 'B'–'F' are used to insert special digits, as follows (the A key is not used):

**B** inserts a flash ("F").

**C** inserts a pause ("P").

**D** is used for pulse-to-tone conversion (“C”). If your system uses rotary (or pulse) dialling C.O. lines, pressing D while entering a speed dial number causes all subsequent digits to be sent as DTMF tones.

**E** is used to hide digits. You may want to hide some phone numbers so that they will not show in the display when you dial the speed dial number later. When you are programming the phone number, press E before entering the digits you want to hide. The symbol “[” is displayed. All subsequent digits will be displayed as “\*” when the speed dial number is dialled. If you want some digits to display, press E again (“]” is displayed) before entering these digits.

*For example*, if you program a speed dial number with the phone number 9-[0121]728765, when you later dial this speed dial number the display shows \*\*\*\*728765.

Note: When programming an outside number, enter the access code (e.g. 9 or 0) before you press E to hide any digits.

**F** is used to enter a name for the speed dial number. See *Personal Speed Dial Names* under *Display Features*.

Use the **HOLD** key to clear a speed dial number and/or name.

## One-Touch Speed Dialling

You can assign any personal or system speed dial number to an already programmed speed dial key for quick and easy one-touch dialling of frequently-used numbers.

1. While on-hook, press the **TRSF** key and dial **107**.
2. Press an **SPD** key.
3. Dial the speed dial number that you want assigned to this key.
4. Press the **TRSF** key to store your selection.

To call this number, simply press the **SPD** key.

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

## Last Number Redial

To redial the last outside number you dialled:

- Press the **REDIAL** key  
OR  
Press the **LNR** key (if assigned)  
OR  
Press the **SCROLL** key, then the **CALL** soft key and the **LNR** soft key.  
OR  
Dial **19**.

Note:

- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** before you begin dialling.
- Redial does not apply to internal calls.

## Save Number With Redial

To save the number you just dialled for later use, before hanging up:

- Press the **SNR** key (if assigned)  
OR
- Press the **SCROLL** key and select the **SAVE** soft key.

To redial this saved number at any time, press the **SNR** key or dial **17**. The same line will be dialled for you.

Note:

- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.
- The saved telephone number is stored in memory until you save another.
- Redial does not apply to internal calls.

## Chain Dialling

You can manually dial additional digits following a speed dial number or chain as many speed dial numbers together as required.

- After the first speed dial number is answered, press the **SPD** key again and dial another speed number OR manually dial additional digits following a speed dial number.

## Automatic Redial/Retry

When you are making an outside call and you receive a busy signal, the system can automatically redial the number for you. It will automatically redial at a pre-programmed interval for up to 15 attempts. You must have a **RETRY** key programmed to use this feature.

- When you hear a busy signal, press the **RETRY** key.

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.

- When the called party answers, you can begin speaking.

Note:

- If you make another call, auto-redial is cancelled.
- 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 dialled after the **#** will be sent as tones.

## Voice Dialler

Voice Dialler allows you to record a voice pattern in a digital format and store it in an addressable location. When the Voice Dialler feature is activated, it will identify, retrieve and process the associated stored data. This latest technology has been applied to the area of personal speed dialling. It allows the calling party to speak a name into the handset and have the system place a call.

Note: The Voice Dialler feature requires the optional VDIAL card and is not available on 816 or 408/408i systems.

To use Voice Dialler:

- You must be assigned to a channel of the VDIAL card. Your system administrator should do this.
- Change your extension's passcode (see *Change Your Passcode in Customising Your Keypad*).
- Assign personal speed dial numbers (see *Programming Personal Speed Dial Numbers*, above).

### ***Recording a Voice Dialler Name***

1. Lift the handset.
2. Press the VREC key, if assigned, or dial **682**.
3. Enter your extension's passcode.
4. Enter the personal speed dial bin number, e.g. 05.
5. After the short tone burst, speak the name carefully into the handset.

Note: Say the name as one word (e.g., Johnsmith for John Smith). Avoid similar names such as Ted, Ned and Fred.

If you are successful, you will hear a short tone burst confirming the name is recorded. If you hear error tone, record the name again following the same procedure.

### ***Placing a Voice Dialler Call***

1. Lift the handset.
2. Press the **VDIAL** key, if assigned, or dial **681**.
3. Speak the desired name carefully into the handset.

If you are successful, the call will be placed. If you hear error tone, repeat the procedure.

### ***Possible Causes For Voice Dialler Failure***

- The desired name is not recorded.
- The personal speed dial bin you have selected is empty.
- All trunks or trunk group are busy.
- You are denied access to the Voice Dialler feature.
- Background noise interfered when the name was recorded or when the name was spoken to place the call.

# Paging and Messaging

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## Making An Internal Page

To make an announcement through *keyset speakers*:

1. Lift the handset.
2. Press the **PAGE** key, if assigned  
OR  
Press the **SCROLL** key, **OTHER** soft key and **PAGE** soft key  
OR  
Dial **55**.
3. Dial the desired zone number 1, 2, 3 or 4. (If using a 408/408i system, dial 1 or 2 only.)  
OR  
Dial **0** to page **all** internal zones.
4. After the attention tone, make your announcement.

Note: If you have a separate **PAGE** key dedicated to each page zone, press the dedicated **PAGE** key to dial the required zone number.

## Making An External Page

To make an announcement through *external paging speakers*:

1. Lift the handset.
2. Press the **PAGE** key, if assigned,  
OR  
Press the **SCROLL** key, **OTHER** soft key and **PAGE** soft key  
OR  
Dial **55**.
3. Dial the desired zone number 5, 6, 7 or 8 (see note 1).  
OR  
Dial **9** to page **all** external zones.

4. After the attention tone, make your announcement.

Note:

1. DCS-816, 408 and 408i systems have one external zone only (zone 5).
2. If you have a separate **PAGE** key dedicated to each page zone, press the dedicated **PAGE** key to dial the required zone number.

## All Page

To page all designated keysets and external speakers at the same time:

1. Lift the handset.
2. Press the **PAGE** key, if assigned  
OR  
Press the **SCROLL** key, **OTHER** soft key and **PAGE** soft key  
OR  
Dial **55**.
3. Press the **\*** key, or press the **PAGE (ALL)** key if assigned.
4. After the attention tone, make your announcement.

Note: The LED on the **PAGE** key will only light when an All Page is in progress.

## Meet Me Page / Meet Me Answer

1. Lift the handset.
2. Press the **MEET ME PAGE (MMPG)** key, if assigned  
OR  
Press the **SCROLL** key, the **OTHER** soft key and the **MMPG** soft key  
OR  
Dial **54**.
3. Dial the desired zone number.
4. After the attention tone, instruct the paged person to dial **56** (Meet Me Answer).
5. Press the **TRSF** key.
6. Remain off-hook until the person dials **56** from any phone.

The paged person will be connected with you automatically.

## Call Park and Page

When you have a call for someone who is away from their desk, you can park the call and page the requested party.

1. While in conversation with the caller, press the **PAGE** key (if assigned) or the **PAGE** soft key. The call is automatically parked at your extension.
2. Dial the desired page zone and announce the parked call and your extension number or the line number. Hang up.

### To retrieve a parked call:

1. Press the **PARK** key, if assigned, or dial **10**.
2. Dial the number that was announced.

You will be connected to the parked call.

Note:

- You cannot park and page internal calls.
- If the parked call is not retrieved within a pre-programmed period of time, it will recall your keypad and have a slow flashing amber light.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

## Setting a Message Indication

When you are calling another extension or extension group and no one answers or you receive a busy signal, you can leave a message indication:

1. Press the **MSG** key  
OR  
Press the **MSG** soft key  
OR  
Dial **43**

You receive confirmation tone.

2. Hang up. The **MSG** key(s) on the called extension or on all of the extensions in the group will flash. (Some phones have a special multi-function lamp which flashes. Standard telephones receive special dial tone as a message indication.)

Note:

- An extension can have up to five message indications.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.

## **Cancelling Messages**

To cancel a message indication that *you left at another extension*, dial **42** followed by the extension number of the extension at which you left a message.

To cancel all message indications *left by others at your keyset*, dial **42** followed by your extension number. Your **MSG** key LED will go out.

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

## **Returning Messages**

To answer message indications at your keyset:

1. Lift the handset.
2. Press the **MSG** key or dial **43**. The first extension that left you a message will be called automatically. If that extension does not answer, your message light will stay on.
3. Repeat step 2 until all messages have been returned in the order they were received.

Your **MSG** key LED will turn off when all messages have been returned.

Note:

- You can first view message indications and return them in the order you choose. See *Viewing Message Indications* under *Display Features*.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialling.
- If a message has been left at your keypad by a keypad in Auto Answer mode, you must manually cancel the message after it has been returned.

## Programmed Messages

When you plan to be away from your phone for any length of time, you can leave a programmed station message on your phone's display (e.g. In a Meeting). Display keysets calling you will also see this message. The message may also contain instructions for callers to follow. There are 20 possible messages (01–20). Messages 01–10 are set up by default as follows:

- |     |                  |
|-----|------------------|
| 01. | IN A MEETING     |
| 02. | OUT ON A CALL    |
| 03. | OUT TO LUNCH     |
| 04. | LEAVE A MESSAGE  |
| 05. | PAGE ME          |
| 06. | OUT OF TOWN      |
| 07. | IN TOMORROW      |
| 08. | RETURN AFTERNOON |
| 09. | ON VACATION      |
| 10. | GONE HOME        |

Messages 11–20 are blank for new messages.

Note:

All programmed messages (01–20) can be changed by reprogramming the system. Therefore, some or all of the messages shown above may be different on your system. To find out what your messages are, follow the procedure below. If necessary, ask your system administrator to set up specific messages you might require.

**To set a message:**

- Dial **48** followed by a message code 01–20.

**To cancel this message:**

- Dial **48** followed by **00**.

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

You may also have several programmed message (**PMSG**) keys, each with a different message code. If so:

- Press any **PMSG** key. The message is set and the key will light red. Press the key again to turn the light off.
- Pressing another **PMSG** key will turn the previous one off and set a new message.

# Convenience Features

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## Do Not Disturb (DND)

Use this feature when you want to block incoming calls to your keyset. You will still be able to make outgoing calls while in DND mode.

- While on-hook, press the key marked **DND** (if available)  
OR  
Press the programmed **DND** key (if available)  
OR  
Dial **401**.

The **DND** key flashes and 'DO NOT DISTURB' is displayed on the LCD.

### To cancel DND:

- Press the **DND** key or dial **400**. The **DND** key LED turns off and your display returns to normal.

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

## One-Time DND

This feature requires a **DND** key. If you are on a call and you do not wish to be interrupted while on that call, you can press the **DND** key to place your extension in DND mode. When you hang up at the end of the call, DND mode will be automatically cancelled and your keyset will be able to receive new calls.

Note: DND can be overridden by another extension if it is set up with a hotline to your extension (see *Boss/Secretary Hotline*, below).

## Mute

You can mute the handset transmitter or the microphone during any conversation so you cannot be heard.

1. Press the **MUTE** key or the MUTE soft key. The key will light red and ‘mute’ (lower case) is displayed.
2. To resume speaking, press the **MUTE** key or mute soft key. The key LED turns off and ‘MUTE’ (upper case) is displayed.

## Background Music

When a music source is supplied, you can listen to music through the speaker in your keyset.

- While on-hook, press the **HOLD** key to hear music.
- Press the **HOLD** key again to turn music off.

You can set the volume level for background music while listening by pressing the **VOLUME** up or down key. This does not affect the speakerphone volume.

## Appointment Reminder/Alarm Clock

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (**TODAY**) or as a daily reminder every day (**DAILY**). There are three different alarms for DCS systems, and two for other systems. Each one can be either a **TODAY** or a **DAILY** alarm.

### To set alarms:

1. Press the **TRSF** key and dial **112**.
2. Dial the alarm number 1–2 (or 1–3 for DCS systems).

3. Dial the time you want the alarm to sound. Enter the time as HHMM (hours and minutes) using a 24-hour clock. For example, 1430 is 2:30pm.
4. Dial **1** (TODAY) or **2** (DAILY) to select the alarm type. Dial **0** (NOTSET) if you choose not to set the alarm.
5. Press the **TRSF** key.
6. Repeat for each alarm if needed.

### **To cancel any alarms you have set:**

1. Press the **TRSF** key and dial **112**.
2. Dial the alarm number 1–2 (or 1–3 for DCS systems).
3. Press the **HOLD** key.

### **To Answer an Alarm**

When the alarm rings, you will hear a series of short rings, repeated three times, and ‘ALARM REMINDER’ is displayed on the keypad.

- Lift the handset to answer the alarm. If you do not, the alarm will alert you two more times at 5-minute intervals.

Note: You can also select to have a specific reminder message displayed on your keypad. See *Alarm Reminder Messages* under *Display Features*.

## **Answering the Doorphone**

If your extension is programmed to receive calls from a doorphone, you will hear a series of short rings repeated.

- Lift the handset or press the **ANS/RLS** key and you are connected to the doorphone.
- If an electric door lock release is installed, dial **13** to unlock the door.

## Calling the Doorphone/Room Monitor

You can call the doorphone and listen to what is happening outside or in another room.

- Dial the extension number of the doorphone.

You will be connected to the door phone and you can listen or have a conversation.

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

## Boss/Secretary Hotline

You can program two extensions to have a ‘hotline’ between them, called the boss/secretary hotline. When the boss extension is in the DND mode, all of its calls will ring the secretary extension.

Either extension user can press the **BOSS** key to make a voice call to the other extension. This will override any DND set at the other extension. The key will light red when the other extension is in use.

## Group Listening

When engaged on a call and using the handset, you may want other people to hear the other party’s voice over the speaker. You will need a **LISTEN** key programmed on your phone to do this. This key toggles the speaker on/off.

- Press the **LISTEN** key to turn on the speaker. The microphone is not in use, so the other party cannot hear other parties present in your office.
- Press the **LISTEN** key again to turn the speaker off and resume private conversation.
- Repeat as 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 any momentary squeal.

## Account Codes

When equipped with optional equipment, your Samsung DCS system allows calls to be charged to a specific account. You must have an **ACCT** key programmed on your keypad to use this feature.

- During any outside call, press the **ACCT** key.
- Enter the account code (maximum 12 characters). Press the **ACCT** key again. Your conversation will not be interrupted.

Note: If you make an error before you complete the account code, press the **ACCT** key twice and redial the correct code

## Locking Your Keypad

Using this option, you can allow or disallow incoming and outgoing calls from your keypad while absent from your desk. There are three possible options: Unlocked, Locked All and Locked Out.

Unlocked	Keypad can be used without restriction.
Locked All	Prevents keypad from making or receiving calls.
Locked Out	Restricts the keypad from accessing an outside line and making a call. Calls can be received.

1. While on-hook, press the **TRSF** key and dial **100**.
2. Dial your 4-digit extension passcode.
3. Dial **1** to set the keypad to Locked Out  
OR  
Dial **2** to set the keypad to Locked All.
4. Press the **TRSF** key to store your selection.

To unlock your keyset:

1. While on-hook, press the **TRSF** key and dial **100**.
2. Dial your 4-digit extension passcode.
3. Dial **0** to set the keyset to Unlocked.
4. Press the **TRSF** key to store your selection.

Note:

- If Locked Out is selected, the **HOLD** key will flash slowly.
- If Locked All is selected, the **HOLD** key will light steady.

## **Off-Hook Voice Announcing (OHVA)**

While engaged on another call, a keyset can receive voice announcements (OHVA calls) from other keysets. OHVA calls, however, cannot be received if a keyset is in DND mode or has an OHVA Block set (see below).

### **Making OHVA Calls**

To make OHVA calls to a busy extension you must have an **OHVA** key.

1. Dial the extension number or press the **DSS** key for the extension.
2. When you receive a busy signal, press the **OHVA** key.
3. After the attention tone, begin speaking.
4. Finish the call by replacing the handset or pressing the **ANS/RLS** key.

Note:

- If you are voice announcing to an extension close to you, use the handset to avoid an echo effect.
- You cannot announce to single line telephones.

## Receiving OHVA Calls

If you receive an off-hook voice announcement, you will hear the announcement in the handset receiver or over the keypad speaker while you are talking on your current call.

- Press the flashing **CALL** key on your keypad. This will place the current call on hold and allow you to talk to the announcing party.
- To return to your original call, press the key corresponding to your original call. This will disconnect the OHVA call.

## OHVA Block

Your keypad can be programmed with an OHVA BLOCK (**OHBLK**) key. Pressing this key will prevent anyone from making an OHVA call to you until you press the key again and cancel the blocking.

## OHVA Reject

Your keypad 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/Out of Group

If your keypad is assigned to a station ring group, you can remove your keypad from the group. 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 **IG** (or **IN/OUT**) key programmed:

- Press the **IN/OUT** key. It will light red when your keypad is in the group.
- Press the **IN/OUT** key again to exit the group and turn the light off.

- When you wish to return your extension to the group, press the **IN/OUT** key again. The key LED will light red.

If you wish to exit/enter the group but you do not have an **IN/OUT** key:

- Dial **53** followed by the group number (e.g. 503), and then dial **0** to exit or **1** to enter the group  
OR  
Use the **SCROLL** key and the IOG soft key to enter the group number to exit/enter.

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

The **IN/OUT** key programming 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 (*see Adding Extenders to Key Assignments under Display Features*).

# Customising Your Keypad

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## Select Ring Tone

You can select one of eight ring tones for your keypad.

1. While on-hook, press the **TRSF** key and dial **111**.
2. Dial a number **1–8** or press the **VOLUME** Up and Down keys to hear each tone.
3. When you hear the tone that you want, press the **TRSF** key.

## Change Your Passcode

By default, your extension passcode is 1234. You can change this passcode to any 4-digit number.

1. While on-hook, press the **TRSF** key and dial **101**.
2. Dial your existing (old) passcode.
3. Dial a new passcode (must be four characters, e.g. 3456). You can use numbers 0–9.
4. Redial the new passcode to verify. If successful, you will hear two beeps. (Four beeps indicate an invalid code and you should enter the code again.)
5. Press the **TRSF** key to store the new passcode.

## Set Answer Mode

You can receive internal calls in one of three modes: Ringing, Auto Answer or Voice Announce (see *Answering Internal Calls* in the section ‘Internal Calls’ for details):

1. While on-hook, press the **TRSF** key and dial **103**.
2. Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce. (Or use the **VOLUME** Up/Down keys to select.)
3. Press the **TRSF** key to store your selection.

## Automatic Hold

While on an outside call, pressing a line key, route key or a flashing **CALL** key 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.

1. While on-hook, press the **TRSF** key and dial **110**.
2. Dial **001** to turn Automatic Hold on or **000** to turn it off. (Or use the soft keys and **VOLUME** Up/Down keys to select.)
3. Press the **TRSF** key to store your selection.

## Headset Operation

You can switch between headset mode and handset mode easily. When using headset mode, you press the **ANS/RLS** key to answer and release calls.

1. While on-hook, press the **TRSF** key and dial **110**.
2. Dial **021** to use the headset [Headset Use: On] or **020** to use the handset [Headset Use: Off]. (Or use the soft keys and **VOLUME** Up/Down keys to select.)
3. Press the **TRSF** key to store your selection.

Note: When you are in headset mode, your speakerphone is disabled and the **ANS/RLS** key will light steady.

## Hot Keypad

Your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press the **SPEAKER** key before you begin dialling. Calls can be made and features activated by simply dialling the line number, trunk group access code, internal number or feature access code. To activate this feature:

1. While on-hook, press the **TRSF** key and dial **110**.
2. Dial **031** to turn the Hot Keypad on or **030** to turn it off. (Or use the soft keys and **VOLUME** Up/Down keys to select.)
3. Press the **TRSF** key to store your selection.

## Key Confirmation Tone

You normally hear a short beep (confirmation tone) each time you press a key on the dial pad. This tone can be turned on or off.

1. While on-hook, press the **TRSF** key and dial **110**.
2. Dial **041** to turn tones on or **040** to turn tones off. (Or use the soft keys and **VOLUME** Up/Down keys to select.)
3. Press the **TRSF** key to store your selection.

## Rejoining a Page

This feature allows you to hear the remaining portion of an ongoing internal page after you return your keypad to idle. To enable this feature:

1. While on-hook, press the **TRSF** key and dial **110**.
2. Dial **051** to turn this feature on or **050** to turn it off. (Or use the soft keys and **VOLUME** Up/Down keys to select.)
3. Press the **TRSF** key to store your selection.

## Ring Preference

This feature automatically answers ringing calls when you lift the handset or press the **ANS/RLS** key. This method will always answer calls in the order they arrived at your keypad. If you turn Ring Preference off, you must press the flashing key to answer a call, allowing you to answer calls in the order you choose.

1. While on-hook, press the **TRSF** key and dial **110**.
2. Dial **061** to turn Ring Preference on or **060** to turn it off. (Or use the soft keys and **VOLUME** Up/Down keys to select.)
3. Press the **TRSF** key to store your selection.

# Display Features

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## Call Progress Displays

During everyday call handling, your keyset display provides information that is helpful and, in some cases, invaluable in keeping you informed of what is happening and who is calling. In some cases you are prompted to take an action and in others you receive information on the call.

## Directory Information

A directory name of up to 11 characters can be assigned to each extension. If assigned, you can view the name of a calling extension before answering, and your name will be displayed on any display keysets you call. See *Setting Extension Names*, below. For example:

[CALL FROM 203]  
John Smith

Similarly, outside lines can have a directory name of up to 11 characters. Incoming calls can then be easily identified and answered with appropriate greetings.

Outside and internal calls ringing to an extension group will display [CALL FOR XXX] where XXX is the extension group number (e.g. 501). This allows you to answer calls directed to your group in a different way to calls directed to your extension.

## Setting Extension Names

You can assign a name up to 11 characters long to your keyset. This allows other display keyset users to see who is calling them and to call you using the Dial by Directory feature (below). To program an extension name:

1. Press the **TRSF** key and dial **104**.
2. Enter the name using the dial keypad. Each press of a key selects a character. Pressing a different key moves the cursor to the next position. For example: if your name is “Joanne”, press 5 once to get the letter “J”; then press 6 three times to get the letter “O”; then press 2 once to get “A”. Continue selecting characters using the following table to complete the name.

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	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

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

Note:

- When the next character you want appears on the same key as the character you just entered, press the **VOLUME Up** key to move the cursor one space to the right. Press the **VOLUME Down** key to move the cursor to the left to make any changes.
  - Press the “A” key before entering letters if you want lower case (press “A” again to switch back to upper case, and so on).
3. Press the **TRSF** key to store the name.

## Personal Speed Dial Names

Each personal speed dial number you create can have a name of up to 10 characters assigned to it. This name is used to select the speed dial bin when you use the Dial by Directory feature (see below). To program speed dial names:

1. Press the **TRSF** key and dial **106**.
2. Dial the speed dial bin number 00–49.
3. Enter the name using the procedure described in *Setting Extension Names*, above.
4. Press the **TRSF** key to store the speed dial name.
5. Repeat for each speed dial bin as required.

## Dial By Directory

Each extension or speed dial number can have an associated directory name, as described above. Where this is the case, an extension or speed dial number can be selected by scrolling alphabetically through a directory name list. This on-line “phone book” allows you to look up and dial any extension or speed dial number quickly.

### To dial by directory:

1. Press the **DIR** key (if assigned)  
OR  
Press the **SCROLL** key and select **DIR** from the **CALL** menu.
2. Select the directory you wish to search: **PERS** (personal speed dial numbers), **SYS** (system speed dial numbers) or **STN** (extension names).
3. Press the key that corresponds to the first letter of the name you wish to search for.
4. Press the **VOLUME** Up and Down keys to scroll through the names. (If no list exists for the letter selected, the system will tell you.)

5. Press the **DIR** key or the DIAL soft key to dial the number.

## Display Number Dialed

Display keysets show digits as they are dialed. They will stay in the display until the call duration timer comes on automatically or the **TIMER** key is pressed (see below). If the call duration timer is not used, the number dialed is displayed until the call is released, transferred or put on hold.

## Call Duration Timer

The system can be set to time outside calls automatically. A few seconds after you dial a telephone number, the timer will appear in the display. (It appears immediately for incoming calls.) See *Auto Timer*, below.

To manually begin timing a call, you can use the Timer function. See *Timer Function*, below

### Auto Timer

You can have the timer automatically start when you answer incoming calls, or after a short delay on an outgoing call.

1. While on-hook, press the **TRSF** key and dial **110**.
2. Dial **11** to turn the auto timer on or **10** to turn it off.
3. Press the **TRSF** key to store your selection.

The call timer displays in minutes and seconds for the duration of the call. If a call lasts longer than 99 minutes, the timer restarts.

### Timer Function

You can manually time your calls or use this feature as a simple stopwatch.

1. When the keyset is idle, press the **TIMER** key or press the **SCROLL** key and select **TIMER** from the **OTHER** menu to start timing. The timer shows in the display.
2. Press the **TIMER** key or **TIMER** soft key to stop timing.
3. Lift the handset and replace it. The display will return to normal.

Note: If you attempt to start the timer manually while the automatic timer is on, the call duration time is restarted.

## Call Cost

If your phone system is programmed to display call costs, you can have the call charge automatically displayed on the LCD when you make a call.

1. While on-hook, press the **TRSF** key and dial **110**.
2. Dial **71** to turn the call cost on or **70** to turn it off.
3. Press the **TRSF** key to store your selection.

## Viewing Message Indications

If you have a **MSG** key, you can view all your message indications before you return them.

1. While on-hook, press the **MSG** key with the red flashing light.

The first extension that left a message indication is displayed.

2. Press the **VOLUME** Up and Down keys to scroll through the extensions that left message indications. Use the soft keys to **REPLY** (ring the extension), **CLEAR** (delete) the message or advance to the **NEXT** message.
3. Press the **ANS/RLS** key to return your keyset to the idle condition.

## Alarm Reminder Messages

You can use the appointment reminder/alarm feature (refer to the *Convenience Features* section of this guide) and create a 16-character reminder message. When the alarm rings, your message will appear instead of the normal ‘ALARM REMINDER’ message. To program reminder messages:

1. Press the **TRSF** key and dial **116**.
2. Dial the alarm number 1 or 2 (or 1, 2, or 3 for DCS systems).
3. Dial the time you want the alarm to go off. Enter the time as HHMM (hours and minutes) using the 24-hour clock. For example, 1430 is 2:30pm.
4. Dial **1** (TODAY) or **2** (DAILY) to select the alarm type.
5. Enter your message using the dial pad keys. For example, the message might be “Meeting with JS.” (Refer to the table in *Setting Extension Names*, above, for information on how to enter text.)
6. Press the **TRSF** key to store the alarm and reminder message.
7. Repeat for each alarm as needed.

*To cancel an individual alarm and reminder message:*

1. Press the **TRSF** key and dial **116**.
2. Dial the alarm number 1, 2 or 3.
3. Press the **HOLD** key to clear the alarm.
4. Press the **TRSF** key.

## Adding Extenders to 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. For example, you can add a group number (extender) to a group pickup key.

1. While on-hook, press the **TRSF** key and dial **107**.
2. Use the **VOLUME** keys to scroll through your programmable keys. When the key you require is displayed, press the right soft key.  
OR
3. Press the programmable key to which you want to add an extender.
4. Enter the key extender. The following table shows the keys which can be assigned extenders, and the range of values allowed for each key according to system type.

KEY	NAME	EXTENDER			
		DCS	CH	816	408/i*
<b>BOSS</b>	Boss and Secretary	1-4	1-4	1-4	1-2
<b>DIR</b>	Directory	PERS (1), SYS (2) or STN (3)			
<b>DP</b>	Direct Pickup	Station or station group number			
<b>DS</b>	Direct Station Selection	Station or station group number			
<b>FWRD</b>	Call Forward	0-5	0-5	0-5	0-5
<b>GPIK</b>	Group Pickup	01-20	01-20	01-08	01-04
<b>IG</b>	In/Out of Group	501-529	501-519	500-509	50-53
<b>MMPG</b>	Meet Me Page	0-9, *	0-9, *	0-4, 5, *	0-2, 5, *
<b>PAGE</b>	Page	0-9, *	0-9, *	0-4, 5, *	0-2, 5, *
<b>PMSG</b>	Programmable Message	01-20	01-20	01-20	01-20
<b>SP</b>	UCD Supervise	UCD group number			
<b>SPD</b>	Speed Dial: Personal System	00-49, 500-999	00-49, 500-999	00-49, 500-799	00-49, 500-699
<b>VT</b>	VM Transfer	VM/AA group number			

\* 408 and 408i

5. Press the **TRSF** key to store the data and exit programming.

Note: Make sure that the cursor is placed correctly before you enter the extender.

## Calling Line Identification Presentation (CLIP)

CLIP is information that can be displayed when a call is received at your keypad, normally the caller's name or number.

Note: CLIP is supported by 408i systems but not 408 systems.

### Selecting Your CLIP Display

You can decide if you want to see the name or number in the display, or no CLIP display. Regardless of which one is selected, you can use the NND function to view the remaining CLIP information. To select the type of CLIP information you wish to view first:

1. While on-hook, press the **TRSF** key and dial **119**.
2. Dial **0** if you do not wish to view CLIP information, or **1** to view the NUMBER first, or **2** to view the NAME first.
3. Press the **TRSF** key to store your selection.

### Viewing the Next CLIP Call

In the event that you have a call waiting or a camped-on call at your keypad, you can display CLIP information associated with the call. Either the CLIP name or number will show in the display depending on your CLIP display selection (see above).

To view CLIP information for calls in queue at your keypad, press the **NEXT** key. If your keypad does not have a **NEXT** key, press the **SCROLL** key and select **NEXT** from the CLIP menu.

### Saving the CLIP Number

At any time during an incoming call that provides CLIP information, you can press the **SAVE** key to save the CLIP number. If your keypad does not have a **SAVE** key, press the **SCROLL** key and select **SAVE** from the CLIP menu.

## Redialling a Saved CLIP Number

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

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

## Storing a CLIP Number

At any time during an incoming call that provides CLIP information, you can save the CLIP number as a speed dial number in your personal speed dial list.

To store a CLIP 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 **SCROLL** key and select **STORE** from the CLIP menu.

The system displays the speed dial bin in which the number was stored.

## Inquire CLIP Park/Hold Information

If you are informed that an incoming call is on hold or has been parked for you, you can view the CLIP information before you retrieve the call. This will influence how you choose to handle the call. You can do this while the keyset is idle or while you are on a call.

### From an idle keyset:

1. Press the **INQUIRE** key.  
OR  
Press the **SCROLL** key and then the **OTHER** soft key. Press the **SCROLL** key again and select **INQUIRE** from the CLIP menu.
2. Dial the trunk number.

3. You can now answer the call by pressing the ANS soft key.  
OR  
You can use the NND menu to view more information about this call.  
OR  
You can return to the idle condition by pressing the IGNORE soft key.

### **If you are on a call:**

1. Press the **INQUIRE** key.  
OR  
Press the **CLIP** soft key and then the **INQUIRE** soft key. Your existing call will go on hold.
2. Dial the trunk number.
3. You can now answer the call by pressing the ANS soft key.  
OR  
Press the NND soft key to view more information about this call.  
OR  
Return to the idle condition by pressing the IGNORE soft key.

#### Note

- If you are on an internal call or you have Automatic Hold turned off, you must finish the existing call or place it on hold before inquiring.
- If you are inquiring about an outgoing call, you will receive a “call no longer available” display.

## **Reviewing Past CLIP Calls**

This feature allows you to review CLIP information for calls sent to your keypad. This list can contain up to 50 calls on a first-in, first-out basis. The list includes calls that you answered and calls that rang your keypad but that you did not answer. When reviewing this list, you can press a key to dial the person back. To access the CLIP information stored in your review list:

1. Press the **REVIEW** key.  
OR  
Press the **SCROLL** key and the **OTHER** soft key. Press the **SCROLL** key again and select **RE VW** from the **CLIP** menu.
2. If you have entries in your review list, the oldest call will be shown first.
3. You can now press **CLEAR** to clear this entry.  
OR  
Press **NND** to view more information about this call.  
OR  
Press **DIAL** to call this person back.  
OR  
Press the **SCROLL** key and then press the **STORE** soft key to save this number in a personal speed dial location (**bin**).

Note: Each keyset is allowed 10 speed dial numbers by default. Please see your system administrator to determine how many are assigned to your keyset.

## **LCR With Clear**

When you are making an outside call using Least Cost Routing (LCR) and you dial an incorrect digit, you can press the **CLEAR** soft key and reenter the telephone number. You do not need to redial the access code for LCR again.

## **Add-On Module**

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The add-on module (AOM) is used when you need more programmable keys. The extra programmable keys are used exactly like those on your keypad. They can be programmed to be DSS keys, C.O. line (DTS) keys, one-touch speed dial keys, and so on. A maximum of two AOMs can be connected to a single keypad.

Note: AOMs are not supported by 408/408i systems.

# 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		
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	_____	_____

## Changed System Access Codes

Please enter the feature access codes configured for your system if different from the default codes printed on the back cover.

CODE	FEATURE	CODE	FEATURE
	Retrieve parked calls		Page internal zone 1
	Put calls on and take calls off hold		Page internal zone 2
	Retrieve calls on hold at another extension		Page internal zone 3
	Door lock release		Page internal zone 4
	Make speed dial calls		Page external zone 5
	Save number and redial it		Page external zone 6
	Recall dial tone for new call		Page external zone 7
	Last number redial		Page external zone 8
	Extension numbers		Page all external zones
	Extension numbers		All Page
	Cancel Do not Disturb		Meet Me Answer
	Set Do Not Disturb		Alarm sensor clear
	Set Message No Ring		DISA alarm clear
	Cancel message		Walking class of service
	Set/return messages		Cancel all call forwarding
	Busy extension/line callback		Set Forward All Calls
	Busy extension camp-on		Set Forward Busy
	Set up a conference		Set Forward No Ans
	Enter account code		Set Forward Busy/No Ans
	Set programmed station message		Set Forward Follow Me
	Send flash to outside line		Directed call pickup
to	Station hunt group		Group call pickup
			Universal Answer
			Voice Dialler
	Out of group		Voice Dialler Record
	In group		Individual line numbers
	Meet Me Page		Trunk groups
	Page all internal zones		

**Call attendant or system operator:**

**Outside dial code:**

## SYSTEM ACCESS CODES

DCS telephone systems have the following preset (default) feature access codes. These codes can be used if a key is not available for the feature you want to use. Standard telephone users must always dial these codes.

10 + ext no	Retrieve parked calls	55 + 1	Page internal zone 1
11	Put calls on and take calls off hold	55 + 2	Page internal zone 2
12 + ext no	Retrieve calls on hold at another extension	55 + 3	Page internal zone 3
13	Door lock release	55 + 4	Page internal zone 4
16 + spd no	Make speed dial calls	55 + 5	Page external zone 5
17	Save number and redial it	55 + 6	Page external zone 6
18	Recall dial tone for new call	55 + 7	Page external zone 7
19	Last number redial	55 + 8	Page external zone 8
2x(x)	Extension numbers	55 + 9	Page all external zones
3x(x)	Extension numbers	55 + *	All Page
400	Cancel Do not Disturb	56	Meet Me Answer
401	Set Do Not Disturb	57	Alarm sensor clear
41	Set Message No Ring	58	DISA alarm clear
42 + ext no	Cancel message	59	Walking class of service
43	Set/return messages	600	Cancel all call forwarding
44	Busy extension/line callback	601 + ext no	Set Forward All Calls
45	Busy extension camp-on	602 + ext no	Set Forward Busy
46	Set up a conference	603 + ext no	Set Forward No Ans
47	Enter account code	604 + ext no	Set Fwd Busy/No Ans
48	Set programmed station message	605 + ext no	Set Fwd Follow me
49	Send flash to outside line	65 + ext no	Direct call pickup
5x(x)	Station hunt group	66 + grp no	Group call pickup
to		67	Universal Answer
5x(x)	Station hunt group	681	Voice Dialler
53+grp+0	Out of group	682	Voice Dialler Record
53+grp+1	In group	7x(x)	Individual line numbers
54+zone	Meet Me Page	8(x), 9	Trunk groups
55 + 0	Page all internal zones		

**Call attendant or system operator: 0**

**Outside dial code: 9**

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