



# DCS

DIGITAL COMMUNICATIONS SYSTEM

## KEYSET USER GUIDE

– Australian version –

**LCD 24B STD 24B**

**LCD 24Bi**

**LCD 12B STD 12B**

**6B ENHANCED**

# SYSTEM ACCESS CODES

The DCS telephone system has the following pre-set (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.

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

**LCD 24B STD 24B  
LCD 24Bi  
LCD 12B STD 12B  
6B ENHANCED  
KEYSET USER GUIDE**

**SAMSUNG  
DIGITAL COMMUNICATION SYSTEM**

**JUNE 1998**



SAMSUNG ELECTRONICS CO. LTD

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# 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 DCS system. The keys with paper designation strips are programmable keys which can be programmed for a specific functions on your keyset that you require. See your System Administrator to get your most frequently used features assigned to your programmable keys.

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 dialling an access code or pressing a programmed button. For example: dial **0** or press the **LOCAL** key to get a local outside line. 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 will light red when that station is busy (Busy Lamp Indication). Each extension in the system is numbered, beginning with 201, then 202, 203, etc

DCS provides distinctive ring patterns to your keyset:

- Outside calls have a double ring tone repeated.
- Internal calls have a single ring tone repeated.
- Door phone 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. Some of the keys can only light red. See telephone layout for details.

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 two are recommended.

Outside calls appear on individual line keys if they are assigned. When an individual line is not assigned to its own key, it will appear on a **CALL** button. Your outside calls will light green on your keyset and

red on other keysets.

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

Some simple rules to remember:

- Any steady LED indicates the line or feature is in use.
- A fast flashing green LED indicates a new call incoming call.
- 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 speaker phone.

Switching from the handset to the speaker phone is easy. Press the **SPEAKER** key and hang up the handset.

## HOT KEYPAD

On the DCS, your keysets keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press **SPEAKER** before you begin dialing. Calls can be made and features activated by simply dialing the outside line number, line access code, intercom number or feature access code.

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

## VOLUME CONTROLS

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

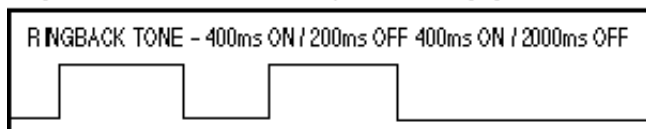
The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone - A steady tone that indicates you can begin dialling.



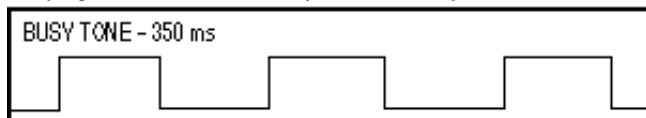
CONTINUOUS

Ringback Tone - Indicates the station you dialled is ringing.



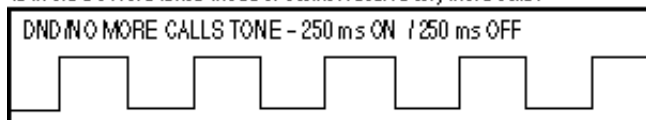
CONTINUOUS

Busy Signal - indicates the station you dialled is busy.



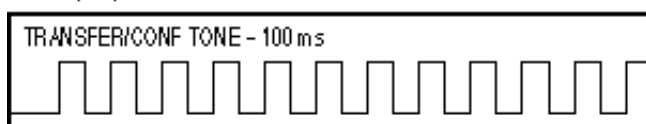
CONTINUOUS

DND/No More Calls Tone - Fast busy tone advises you the station you dialled 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.



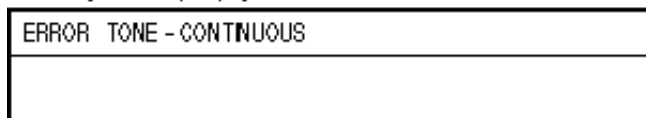
CONTINUOUS

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



FOR ONE SECONDS

Error Tone - A continuous signal level tone indicates you have done something incorrectly. Try again.



CONTINUOUS

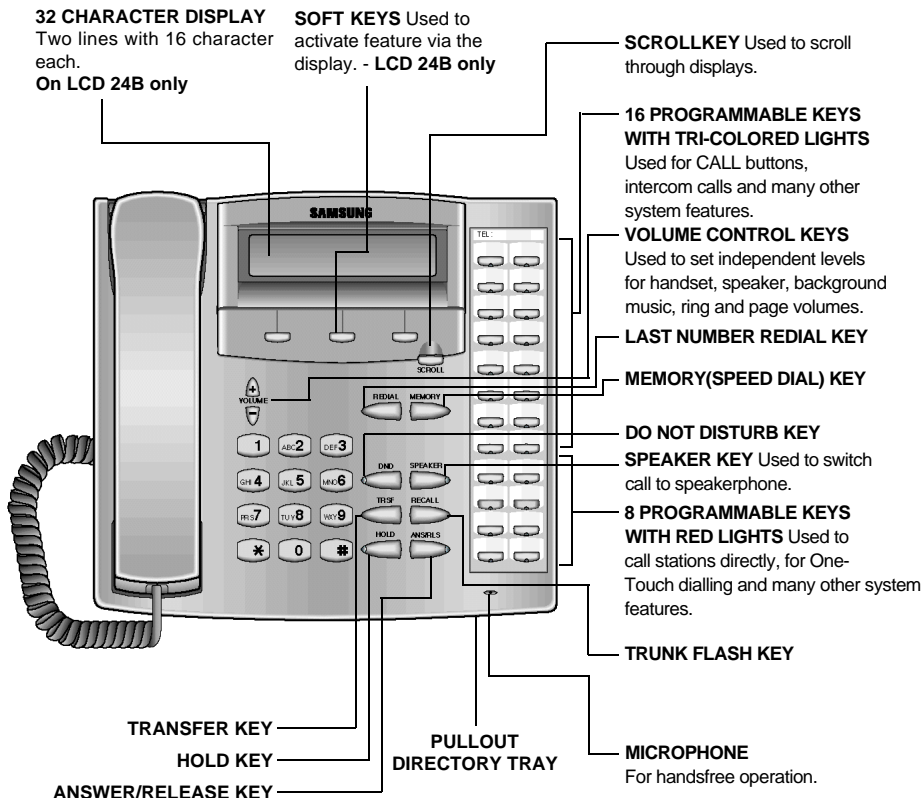
### WARNING

The handset receiver on the Keyset may retain metallic objects. Care should be taken when using the handset in the vicinity of small metal objects.

# LCD 24B or STD24B KEYSSET LAYOUT

## LABELLING PROGRAMMABLE KEYS

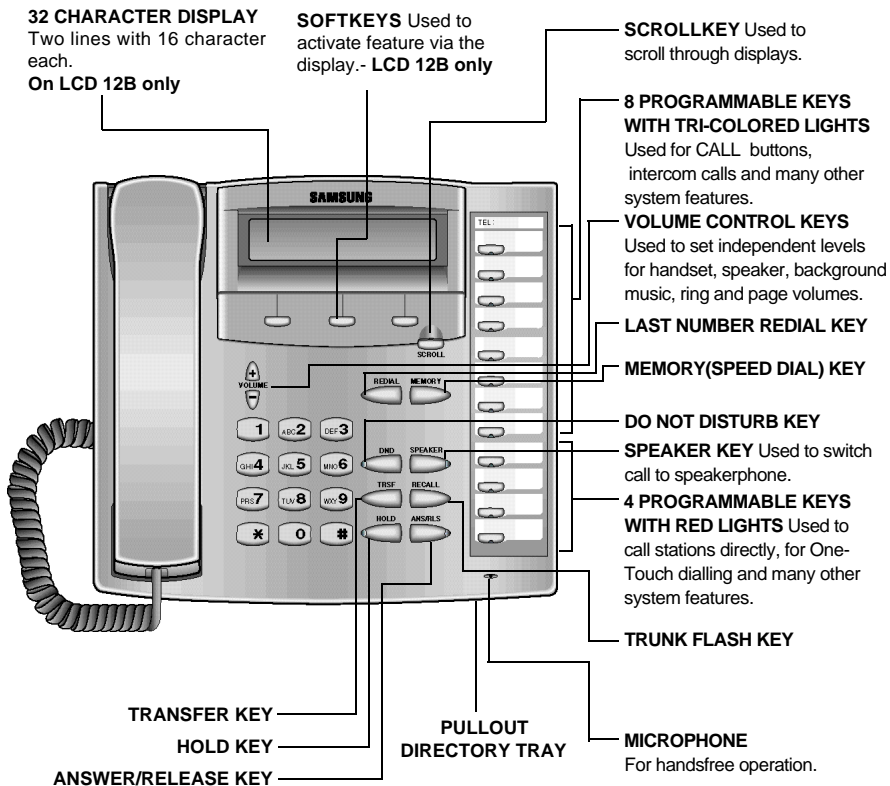
Insert the end of a paper clip into the notch of the clear cover. Push the cover sideways. Lift the cover and remove the designation strip. Label the designation strip. Replace the strip and cover.



# LCD 12B or STD12B KEYSET 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.

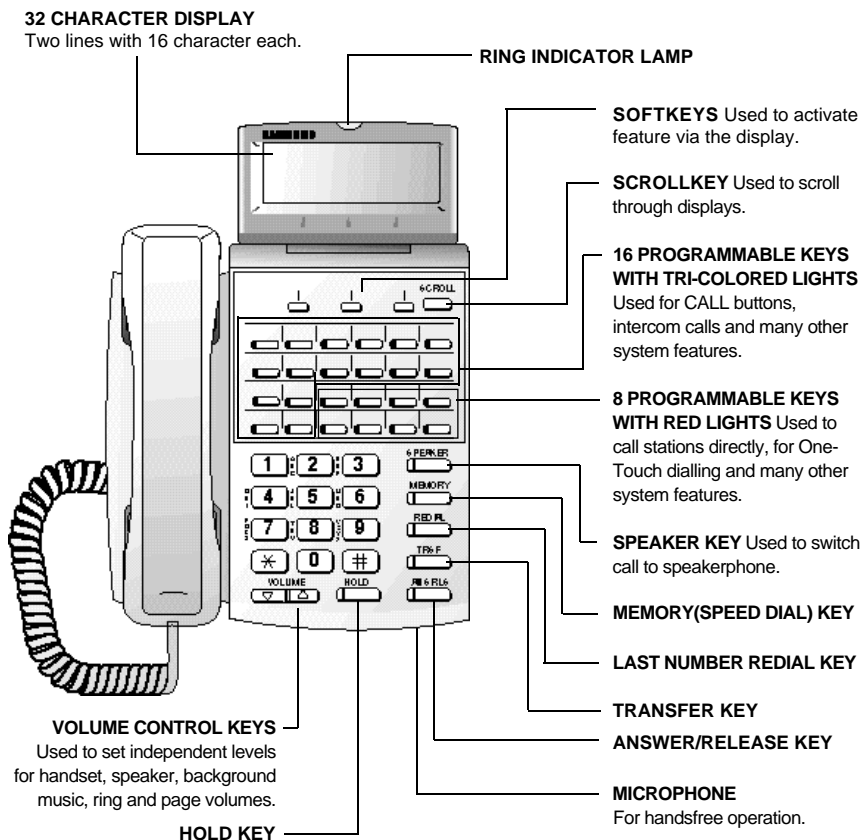


# LCD 24Bi KEYSSET LAYOUT

## LABELLING PROGRAMMABLE KEYS

At the right edge lift up the plastic cover and remove the designation strip.

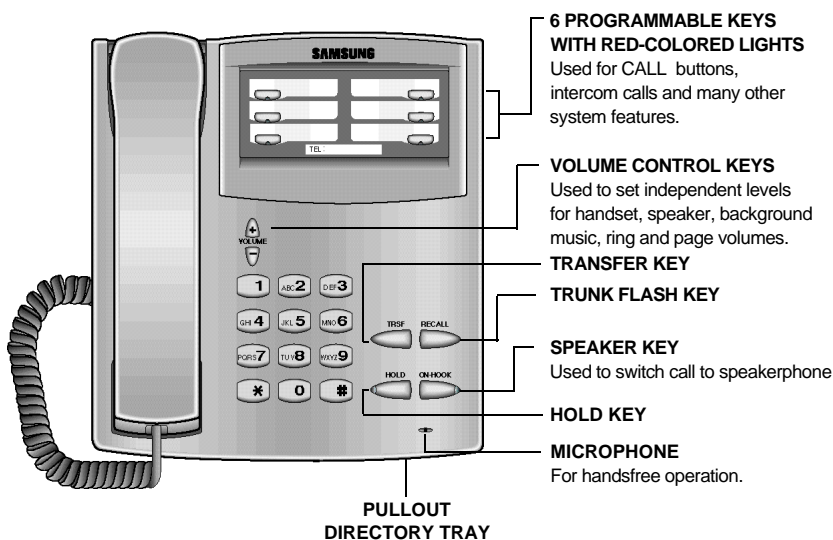
Label the designation strip and replace. Insert the plastic cover pressing firmly to click place.



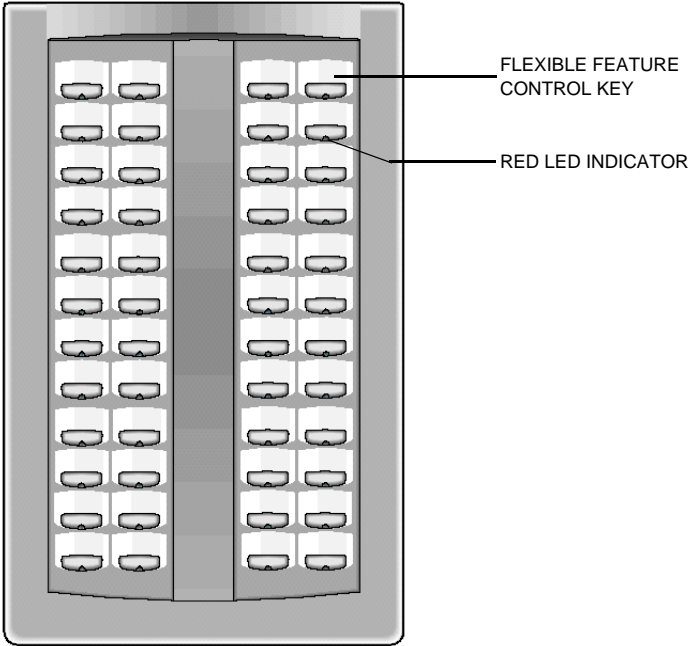
# 6B ENHANCED KEYSSET LAYOUT

## 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





# OUTSIDE CALLS

## MAKING AN OUTSIDE CALL

- Lift the handset and press an idle outside line button or dial the outside line access code
- Dial the telephone number
- Finish the call by replacing the handset or pressing the **ANS/RLS** key.
- If your system is programmed to require an authorization code before making a call, dial **★** plus a valid code before selecting an outside line.
- If your system is programmed to require an account code before making a call, press **ACCT** button or dial **47** plus a valid account code. Press the **ACCT** button again and then select an outside line.

For more information on authorization and account codes, see your System Administrator.

## ANSWERING AN OUTSIDE CALL

- Lift handset to answer the ringing call
- OR**
- Press the **ANS/RLS** key to answer on the speakerphone.

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

# UNIVERSAL ANSWER DEVICE

To answer calls ringing on a loud ringer dial **67** or press the **UA** key.

## RECALL DIAL TONE

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

## SENDING A FLASH

While on an outside call

- Press the **RECALL** key to send a flash.

## BUSY LINE QUEUING WITH CALL-BACK

If you receive a busy signal on selecting an outside line.

- Press the **CALLBACK** key or dial **44**. You will hear confirmation tone.
- When the line becomes free the system will call you back.
- Lift the handset or press the **ANS/RLS** key to answer.

**NOTE:** A callback will be canceled if not answered within 30 seconds. If you have set a call back, your **CBK** key will light.

# INTERCOM CALLS

## MAKING A CALL

- Dial the extension number or group number or press a Direct Station Select **DSS** key.
- Wait for the party to answer. If you hear a brief tone burst instead of ringback tone, the station you called is set for Voice announce or Auto answer. Begin speaking immediately after the tone.
- Finish the call by replacing handset or press **ANS/RLS** key.

## ANSWERING INTERCOM CALLS

- Lift the handset **-OR-** press the **ANS/RLS** key.
- To finish the call replace the handset or press the **ANS/RLS** button.

## VOICE ANNOUNCE MODE

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

- Press **ANS/RLS** to turn on microphone and speak handsfree - **OR-** lift the handset to reply.
- To finish the call, replace the handset or press the **ANS/RLS** key.

## AUTO ANSWER MODE

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

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

## BUSY STATION CALLBACK

When you call another station and receive a busy signal:

- Press the **CBK** key or dial 44.
- When the busy station becomes free, your keyset will ring.
- Lift the handset or press **ANS/RLS** to call the now idle station.

NOTES: A callback will be canceled if not answered within 30 seconds. If you have set a callback, your **CBK** key will light.

## **BUSY STATION CAMP-ON**

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

- Press the **CAMP** key or dial 45
- The called station will receive off-hook ring tone.
- Wait for the called party to answer.

## **CALLING YOUR SYSTEM OPERATOR**

- Dial 9 to call your system operator.

# CALL PROCESSING

## SYSTEM HOLD

- When you are connected to any call, press **HOLD**. The button associated with the call will flash green.
- To return to the caller, press the **HOLD** key and the green flashing light will go steady green again.

## EXCLUSIVE HOLD

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

- Press the **HOLD** button twice. The button associated with the call will flash green.
- To retrieve the call, press the **CALL** key with the flashing green light.

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

## HOLD RECALL

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

To answer

- Lift the handset or press the **ANS/RLS** key.
- If you do not answer this recall within a pre-programmed period of time, it may go to the System Operator.

## CONSULTATION HOLD

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

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

NOTE: Repeatedly pressing the **TRSF** key will toggle between the outside and inside party and internal extension.

## RETRIEVING CALLS HELD AT ANOTHER STATION

To retrieve a line is on hold that does not appear on your keyset,

- Dial 12 plus the line number or the extension number of the station that placed the call on hold.

## TRANSFERRING CALLS

You may transfer a call to another extension in one of two ways:. A screened transfer allows you to inform the other party who is calling or you can do a blind transfer without notification.

- While on a call, press the **TRSF** key and dial an extension number or group number.  
**OR**
- Press a **DSS** key or station group key. Your call is automatically put on transfer hold.
- Hang up when you hear ringing (this is an unscreened or blind transfer).  
**OR**
- Wait for the called party to answer and then hang up.
- To return to outside party
- Press **TRSF** or the **CALL** button or line key.

NOTES: 1. After the inside party answers, you may alternate back and forth between the parties by pressing the **TRSF** key.  
2. You cannot transfer an intercom call by pressing a **DSS** key. You must press the **TRSF** key and dial the destination extension number.  
3. When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.

## TRANSFER WITH CAMP-ON

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

# CALL WAITING

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

- You will hear off hook ring and the **CALL** button will flash green.
  - Press the flashing button to answer; your other call will go on hold automatically if your station has the Automatic Hold feature set. If not, you must press **HOLD** and then the flashing button.
- OR**
- Finish the first call and hang up; the waiting call will ring.
  - Lift handset or press **ANS/RLS** key to answer.

NOTE: Intercom calls will not go on Automatic Hold.

# CONFERENCE CALLS

You may conference up to five parties (you and four others) with a maximum of 2 external parties (eg. outside lines or remote extensions) in any order.

- While engaged in a conversation, press the **CONF** key (or dial **TRSF 46**) and receive conference tone.
- Make another call, either intercom or outside, press the **CONF** key (or **TRSF**) and receive conference tone.
- Make another call or press the **CONF** key (or **TRSF**) to join all parties.
- Repeat last step until all parties are added.

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

To drop a party from your conference call:

1. Press **CONF** and dial the extension or line number of the party to be dropped.
2. Press **CONF** again to reestablish the conference.

If you wish to leave outside lines connected together in a trunk to trunk conference.

- Press the **CONF** key and dial your extension number.
- Press **CONF** to rejoin a trunk to trunk conference.

# FORWARDING CALLS

You may forward your calls to another station, group of stations or an external telephone number. If you have **FWD ALL**, **FWD BUSY**, and **FWD NO ANSWER** keys, a steady red light reminds you what forward condition is activated.

To clear all call forwards:

- Dial **600**.

## FORWARD ALL CALLS

To forward all your calls to another station:

- Dial **601** plus the extension or group number.
- Receive confirmation tone and hang up.
- The **FWD ALL** key or the **TRSF** key will light to indicate Forward All has been set

NOTE: The station that receives a Forwarded call can transfer the call back to the forwarding station.

## FORWARD BUSY

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

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

## FORWARD NO ANSWER

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

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

## 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:

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



## FORWARD FOLLOW ME

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

- Dial **605** plus your extension number.
- Receive confirmation tone and hang up.

## FORWARD TO AN EXTERNAL NUMBER

To forward outside calls to a number outside of your business, you must have a **FWD EXTERNAL** button on your keyset.

- While on-hook, press **TRSF** and then dial **102**.
- Dial **5**.
- Dial the outside line access code followed by the telephone number that you wish to forward your calls to.
- Press **TRSF** to store.
- Press **FWD EXTERNAL** to turn the feature on and press it again to turn the feature off.

NOTE: External Call Forward will cancel all other call forwarding instructions.

## STATION CALL PICKUP

To pick up (answer) a call ringing at another station:

- Lift your handset and dial **65** plus the extension number of the ringing phone.
- OR**
- Press the flashing **DSS** key

## GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group,

- Lift your handset and dial **66** plus the desired group number **01-20**
- OR**
- Press the flashing **GROUP PICKUP** key.

NOTE: A group pickup key can have an extender for a specific pickup group.

# DIALLING FEATURES

## SPEED DIALLING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers (500-999 for the DCS or 500-699 for the DCS Compact) or from your personal list of numbers 00-19:

- With handset on-hook, press **SPD** or dial **16**.
  - Dial the desired speed dial number location.
- OR**
- Press the relevant **SPD** key
  - The telephone number is automatically dialled for you.

## PROGRAMMING PERSONAL SPEED DIAL NUMBERS

To store telephone numbers in your personal speed dial list.

- While on-hook, press **TRSF** and then dial **105** .
- Dial a speed dial number (**00-49**).
- Dial a line or line group access code .
- Dial the telephone number to be stored (18 digits maximum). It can include #, \*, FLASH or PAUSE.
- Press **TRSF** to store number.

**NOTE:** A station may be assigned up to fifty numbers, **00-49**. See your System Administrator to determine the number assigned to your station.

For the purposes of programming speed dial numbers, the last 6 programmable keys of the right hand row are known as **A, B, C, D, E** and **F** and are defined below.

- The **A** key is not used.
- The **B** key inserts a flash.
- The **C** key inserts a pause.
- The **D** key is used change the dialling type from pulse to tone dialling. Pressing **D** will cause all subsequent digits to be dialled as DTMF tones.

- The **E** key is used to hide digits. Press **E** and all subsequent digits will be hidden. Press **E** again to begin displaying digits.
- The **F** key is used to enter a name. See Personal Speed Dial Names under Display Features below.
- Use the **HOLD** key to clear a speed dial number.

## ONE TOUCH SPEED DIALLING

You may assign any speed dial number to an already existing one touch speed dial button for quick and easy dialling of frequently used numbers. (See your System Administrator for details)

- While on-hook, press **TRSF** and then dial **107**.
- Press a One-touch speed dial button.
- Dial the speed dial number (**00-19** or **500-999** or **699**) that you want assigned to this button.
- Press **TRSF** to store your selection.

To call this telephone number, just press the **SPD** button.

## LAST NUMBER REDIAL

To redial the last outside telephone number you dialled:

- Press the **REDIAL** key or dial **19**.

NOTES: Redial does not apply to intercom calls.

## SAVE NUMBER WITH REDIAL

To save the number you just dialled for later use:

- press the **SNR** key before hanging up.

To redial this saved number at any time:

- press the **SNR** key or dial **17**.

NOTES: The saved telephone number is stored in memory until you save another number.

## CHAIN DIALLING

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

After the first speed dial number is dialled,

- Press another **SPD** key or **MEMORY** and dial another speed

number location

**OR**

- Manually dial additional digits after the 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 2 attempts or if connected to the ISDN network up to 9 attempts.

On hearing a busy signal:

- press the **RETRY** button.
- The system will 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 lift the handset begin speaking.

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

## **PULSE TO TONE CHANGEOVER**

When making an outside call on a pulse (decadic) line:

- Press # and all subsequent digits dialled will be sent as tones.

## **VOICE DIALLER**

Voice Dialler gives you the ability to record a voice pattern into a digital format and store it to an addressable location. It allows the calling party to speak a name into the handset and have the system automatically place a call.

Before using the Voice Dial feature:

- Change your station passcode (see below).
- Ensure your System Administrator has assigned you a voice dial channel.
- Assign personal speed dial numbers.

## RECORDING A VOICE DIAL NAME

- Lift the handset.
- Press the **VREC** key or dial **682**.
- Enter your station passcode.
- Enter the personal speed dial bin number, eg. **05**
- After the short tone burst, clearly speak the name into the mouthpiece of the handset.

NOTE: The name should be spoken as one word (eg. John Citizen, pronounced Johncitizen). Avoid like names such as Ted and Fred.

- If you are successful, you will hear a short tone burst confirming the name recording. If you hear error tone, record the name again following the above procedure.

## PLACING A VOICE DIAL CALL

- Lift the handset.
- Press the **VDIAL** key or dial **681**.
- Speak the desired name into mouthpiece of 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 outside lines are busy.
- You are denied access to the Voice Dialler feature.(See your System Administrator)
- Background noise interfered when the name was recorded or when the name was spoken to place the call.

# PAGING AND MESSAGING

## MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers:

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

## MAKING AN EXTERNAL PAGE

To make an announcement through connected external paging speakers:

- Lift the handset.
  - Press **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.

## ALL PAGE

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

- Lift the handset.
- Press the **PAGE** key or dial **55**.
- Dial **★** or press the **ALL PAGE** key.
- After the attention tone, make your announcement.

NOTES: 1. If you have a dedicated **PAGE** key programmed you don't need to press **PAGE** or dial the desired zone.  
2. The LED on the **PAGE** key will only light when an All Page is in progress.

# MEET ME PAGE

- Lift the handset.
- Press the **MEET ME PAGE (MMPG)** key or dial **54**.
- Dial the desired zone number.
- After the attention tone, instruct the paged person to dial **56**.
- Press **WAIT** or **TRSF**.
- Remain off-hook until the person dials **56** from any phone.
- The paged person will be automatically connected with you.

# CALL PARK AND PAGE

When you have a call for someone who is not at their desk, you can park the call and page the required party:

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

To retrieve a parked call:

- Press a **PARK** key or dial **10** plus the line or extension number announced.
- You will be connected to the parked call.

NOTES: 1. If the parked call is not received within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light.  
2. You cannot park and page intercom calls.

# SETTING A MESSAGE INDICATION

To leave a message at another station or station when no one answers or you receive a busy signal:

- Press the **MSG** key or dial **43** and receive confirmation tone.
- Hang up.  
(The **MSG** key on the called station or on all of the stations in the group will light. Standard telephones receive special dial tone as a message indication.)

NOTE: A station can have up to five message indications.

# CANCELLING 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.

# RETURNING MESSAGES

- Press the **MSG** key or dial **43**. The first station that left you a message will be called automatically.
- Repeat until all messages have been returned in the order received.
- Your **MSG** button 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 a message has been left at your keyset by a keyset in Auto Answer mode, you must manually cancel the message light after the message has been returned.



# PROGRAMMED MESSAGES

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

- Dial **48** plus any of the message codes **01-20** listed below.
- To cancel this message, dial **48** plus **00**.

## PROGRAMMED MESSAGES

No.	Messages	No.	Messages
01	In a meeting	11	
02	Out on a call	12	
03	Out to lunch	13	
04	Leave a message	14	
05	Page me	15	
06	Out of town	16	
07	In tomorrow	17	
08	Return afternoon	18	
09	On Vacation	19	
10	Gone home	20	

# 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 flashed 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 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.  
2. The system can be programmed so that direct in dial calls will override DND (See you Service Company)

## 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 DND. When you end the call the DND will be automatically cancelled.

## MUTE

You can mute the handset transmitter or the microphone during any conversation:

- Press **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.

# APPOINTMENT REMINDER/ALARM CLOCK

Two types are available TODAY ONLY or DAILY. You can set up to three alarms for each type.

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:

- Dial **TRSF 112**.
- Dial the alarm number **1, 2 or 3**.
- Dial the time you want the alarm to sound. Enter the time as HHMM (hours & minutes) using a 24 hour clock.
- Dial **1** (TODAY ONLY) or **2** (DAILY) to select alarm type.
- Press **TRSF** to save.
- Repeat for each alarm as needed.

To cancel individual alarms:

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

NOTE: Display keysets can have 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:

- Lift the handset or press **ANS/RLS** and you will be 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.

## EXECUTIVE/SECRETARY HOT LINE

If programmed, an executive and a secretary can have a hot line between them. When the executive station is in the DND mode, all of its calls will ring the secretary station.

- Either person can press the **HOT LINE** 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.

## GROUP LISTENING

When engaged on a call and 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.
- Press **LISTEN** again to turn the speaker off and resume private conversation.

## ACCOUNT CODES

When equipped with optional Call Management software your SAMSUNG DCS system will allow calls to be charged to a specific account:

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

**NOTE:** If you make an error before you complete the account code, press the **ACCT** key twice and redial the correct code. Only the last account code dialed will be printed.

# LOCKING YOUR KEYSSET

You can allow/disallow incoming/outgoing calls from your keyset using this option. There are three possible levelst:

1. Unlocked - you can use your keyset without restriction,
  2. Locked all - prevents anyone from making or receiving calls from your keyset.
  3. Locked out - prevents anyone from making an external call but allows incoming calls as normal.
- While on-hook, press **TRSF** and then dial **100**.
  - Dial your four digit station passcode.
  - Dial **0** for Unlock,  
**1** for Locked out,  
**2** for Locked all,
  - Press **TRSF** to store your selection.

NOTE: According to the status of your keyset, the following visual indication will be provided:

Unlock	as normal
Locked out	the HOLD key light will flash slowly.
Locked all	the HOLD key light will be on steady

## OFF-HOOK VOICE ANNOUNCING (OHVA)

Keysets may receive a voice announcement while on another call. The calling station must be a display Keyset or have an **OHVA** key. The **OHVA** feature will work with all types of call.

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 handset or pressing the **ANS/RLS** key.

NOTES: 1. When you are voice announcing to a station close to you, use the handset to avoid an echo effect.  
2. You cannot off-hook voice announce to single line telephones or Keysets in DND.

When you receive an off-hook voice announcement, you will hear the announcement in the handset receiver or over the keyset speaker while continuing to speak to the original party.

To answer the OHVA:

- Press the flashing **CALL** button on your keyset. The original party is placed on hold allowing 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.

## OHVA BLOCK

Your keyset can be programmed with an OHVA Block (**OHBLK**) 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 announcement and return you to your original call.

## IN GROUP/OUT OF GROUP

If your keyset is assigned to a station ring group, you can temporarily remove your keyset 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.

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

If you do not have an **IN/OUT** key:

- Dial **53** plus the group number, e.g., 503, followed by **0** to exit the group or **1** to enter the group.
- Repeat as necessary.

# CUSTOMISING YOUR KEYSSET

## SELECT RING TONE

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

- While on-hook, press **TRSF** followed by **111**.
- Dial **1-8** or press the **UP** and **DOWN** keys to hear each tone.
- When you hear the tone that you prefer, press **TRSF** to save it.

## CHANGE YOUR PASSCODE

At installation, your station passcode is 1234. You can change your station passcode whenever you desire.

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

## SET ANSWER MODE

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

- While on-hook, press **TRSF** followed by **103**.
- Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce.
- Press **TRSF** to store your selection.

## AUTOMATIC HOLD

While on a 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.

- While on hook, press **TRSF** followed by **110**.
- Dial **01** to turn Automatic Hold on or **00** to turn it off.
- Press **TRSF** to store your selection.

# HEADSET OPERATION

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

- While on-hook, press **TRSF** followed by **110**.
- Dial **21** to use the headset or **20** to use the handset.
- Press **TRSF** to store your selection.

NOTES: 1. When you are in headset mode, your speakerphone is disabled.  
2. When you place your keypad in headset mode, the **ANS/RLS** key will light steady to indicate headset mode.

# HOT KEYPAD

Hot Keypad allows the user to activate features without the need to lift the handset or press **SPEAKER** first  
To activate this feature.

- While on-hook, press **TRSF** followed by **110**.
- Dial **31** to turn the Hot Keypad on or **30** to turn it off.
- Press **TRSF** to store your selection.

# KEY CONFIRMATION TONE

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** followed by **110**.
- Dial **40** to turn tones off or **41** to turn tones on.
- Press **TRSF** to store your selection.

# REJOINING A PAGE

Allows keypad users to hear the remaining portion of an ongoing internal page after completing a call.  
To enable this feature:

- While on-hook, press **TRSF** followed by **110**.
- Dial **51** to turn this feature on or **50** to turn it off.
- Press **TRSF** to store your selection.



# RING PREFERENCE

This feature sets the keyset to automatically answer ringing calls by lifting the handset or pressing the **ANS/RLS** key. Calls will always be answered in the order they arrived at your keyset. The alternative is to press the flashing button to answer a call allowing you to answer calls in the order you choose.

- While on-hook, press **TRSF** followed by **110**.
- Dial **61** to turn ring preference on or **60** to turn it off.
- Press **TRSF** to store your selection.

# DISPLAY FEATURES

## INTERACTIVE DISPLAY KEYS

The three keys below the display are substitutes for dedicated feature keys and access codes. Pressing one of these keys has the same effect as pressing a programmed key. These "soft" 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 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 indicated 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 are in upper case letters.

## DIRECTORY INFORMATION

An 11 character name can be assigned to each extension number. Display keysets can view the name of the called or calling station before answering. The Display will be:

Call from XXX where XXX is the extension no.  
*NAME* the calling extensions name

Each outside line can have an 11 character name. Incoming calls can be easily identified and answered with different greetings.

Each station group can have an 11 character name. Outside and internal calls ringing to a station group will display [CALL NAME]. This allows you to answer calls directed to you differently than calls directed to your station group.

## DIAL BY DIRECTORY

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

To dial by directory:

- 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).
- Press the dial key to select 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 number.

## DISPLAY NUMBER DIALLED

Display keysets begin showing digits as they are dialled. 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 dialled is displayed until the call is released, transferred or put on hold.

## CALL DURATION TIMER

The system can time outside calls either automatically or manually. Call duration times are displayed in minutes and seconds.

## 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.

- While on-hook, press **TRSF** followed by **110**.
- Dial **11** to turn the auto timer on or **10** to turn it off.
- Press **TRSF** to store your selection.

# MANUAL TIMER

Display phone users may use this feature to time an incoming or outgoing call or as a simple stopwatch.

- 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 to idle.

# CALL COST

Display keypad users may have the call charge automatically displayed if metering is available.

- While on-hook, press **TRSF** followed by **110**.
- Dial **71** to turn the call cost on or **70** to turn it off.
- Press **TRSF** to store your selection.

# VIEWING MESSAGE INDICATIONS

You can view all your message indications before you return them:

- While on-hook, press the flashing **MSG** key.
- The first station that left a message indication is 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 to the idle condition.

# ALARM REMINDER MESSAGES

When you use the alarm/appointment reminder feature, you can create a 16 character reminder message. When the alarm rings, The message will appear when the alarm rings.

To program reminder messages:

- Press **TRSF** followed by **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 & minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY) or **2** (DAILY) to select 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 the letter "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	(	)	.	&	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: #, space, &, !, :, ?, ., %, \$, -, /, [, ], @, ^, (, ), \_, +, {, }, ;, |, " and ~.

**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 to storey.

## PERSONAL SPEED DIAL NAMES

Each personal speed dial number can have a ten character name assigned to it. This name is used to select the speed dial bin when you are dialling by directory. To program speed dial names:

- While on hook, press **TRSF** followed by **106**.
- Dial the speed dial bin number **00-49**.
- Write your name 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 needed.

## STATION NAMES

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

- While on hook, press **TRSF** followed by **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 programmed 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.(see below)

- Dial the corresponding extender.
- Press **TRSF** to store.

KEY	EXTENDER
<b>BOSS</b> .....	Boss and Secretary (1 - 4)
<b>DP</b> .....	Direct Pickup (extension or station group number)
<b>DS</b> .....	Any extension or station group number
<b>FWRD</b> .....	Call Forward (0 - 5)
<b>GPIK</b> .....	Group Pick-up (01 - 20)
<b>IG</b> .....	In/Out of Group (501 - 529)
<b>MMPG</b> .....	Meet Me Page (0 - 9, ★)
<b>PAGE</b> .....	Page (0 - 9, ★)
<b>SPD</b> .....	Speed Dial (00 - 49, 500 - 999)
<b>FSMG</b> .....	Programmable Message (01 - 20)
<b>DIR</b> .....	SYS (0), PERS (1) or STN (2)
<b>SP</b> .....	UCD supervise ( UCD group number)

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

## SELECTING YOUR CLIP DISPLAY

You can decide if you want to see the CLIP name or CLIP number in the display. Regardless of which one is selected, you can press the **NND** key to view the other pieces of CLIP information.

To select the CLIP information:

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

## VIEWING THE NEXT CLIP CALL

If you have a call waiting or a camped-on call at your keyset, you can press the **NEXT** key to display the CLIP information associated with the next call.

To view CLIP information:

Press the **NEXT** key. If your keyset does not have a **NEXT** key, press the **CLIP** key and then the **NEXT** soft key.

## SAVING THE CLIP NUMBER

At any time during an incoming call that provides CLIP information, you may press the **SAVE** key to save the CLIP number. If your keyset does not have a **SAVE** key, press the **CLIP** key, the **SCROLL** key and then the **SAVE** soft key.

## REDIALLING A SAVED CLIP NUMBER

To redial a number that has been saved:

- Press the **SAVE** key or dial 19.

## STORING A CLIP NUMBER

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

To store a CLIP number:

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

## INQUIRE CLIP PARK/HOLD INFO

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

From an idle keyset:

- Press the **INQUIRE** key.
- OR**
- Press the **CLIP** key and then dial the **INQUIRE** soft key.
  - Dial the trunk number.
  - Answer the call by pressing **ANS** or use **NND** to view more information about this call.
- OR**
- 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 **CLIP** 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 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 are inquire about an outgoing call, you will receive a [call no longer available] display.



## REVIEWING PAST CLIP CALLS

Allows you to review CLIP information for 10-50 calls in a first-in, first-out basis. The list includes calls that you answered and calls that rang your keyset but that you did not answer. When reviewing this list, you can press one button to dial the person back.

To access the CLIP information stored in your REVIEW list:

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

NOTES: Each keyset defaults with 10 review bins. Please see your System Administrator to determine the number of bins assigned to your keyset.

## 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 cancel the digit and continue dialling the telephone number.

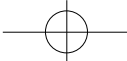
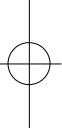
This feature does not operate if you have ISDN connected to your system..



# ADD-ON MODULE

## WITH KEYSSET

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



# 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	_____	_____

# ***MEMO***

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