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# SYSTEM ADMINISTRATION AND SPECIAL FEATURES GUIDE

iDCS 16  
DIGITAL COMMUNICATIONS SYSTEM

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# SPECIAL FEATURES

## ABOUT THIS BOOK

This book contains instructions for special features that every telephone user may not need to know. The owner can decide who the system administrator will be and who will have access to these features. Station users can be trained on only the items that apply to them. This procedure will help control costs and telephone abuse.

Several of the features listed in this book are specific to the system operator or attendant position. You can have more than one operator or set your system up to be used without an operator.

The designated system administrator can access specific programs and modify some functions to better manage the Samsung iDCS 16 office telephone system. Instructions are detailed and easy to follow. When assistance is needed, contact your installation and service company.

## NIGHT SERVICE OPERATION (AUTOMATIC OR MANUAL)

Your system is designed to have an alternate mode of operation generally designated as Night Service. Night Service permits incoming calls to ring differently than during normal day operation. Night Service may be set manually or automatically. While in the Night mode, each station will be limited to its individual night class of service dialing restrictions. You can put the system in or out of Night Service at any time. Automatic Night Service has an on-time and off-time for each day. If no automatic timer is set, you must turn Night Service on and off manually.

## AUTOMATIC NIGHT SERVICE

Automatic Night Service is turned on or off according to the programmed on and off times. These programmed times use the system clock as a reference, so the system clock must be set correctly. Pressing the manual **NIGHT** key will override the automatic mode until the next programmed time.

## MANUAL NIGHT SERVICE

Press the **NIGHT** key on any keyset to enter Night Service. Enter the Night Service passcode and press the **NIGHT** softkey or dial **1** on the keypad to activate Night Service. Or press the **DAY** softkey or dial **0** on the keypad to exit Night Service.

## CALLING THE SYSTEM OPERATOR

Any station that dials **0** will ring its assigned operator. Calls to the system operator are easily identified because the **CALL** key will have a rapidly flashing red light. Station users will never receive a busy signal when they dial **0** or the operator group number. The calls will continue ringing in queue until answered.

## OPERATOR RECALLS

Transferred calls that go unanswered will recall to the station that originated the transfer. Should the station that originated the transfer not answer the recall, the call will be sent to the operator as a transfer recall.

A call left on hold will recall the station that put it on hold. If the hold recall is unanswered at the station that originated the hold, the call is sent to the operator.

Both types of recalls will ring and have a slow flashing amber light on the **LINE** key or **CALL** key.

## EXECUTIVE BARGE-IN

If you want to break into another station's conversation, you must be allowed to barge-in and the other station must not be secure.

- Dial the desired extension number and listen for the busy signal.
- Press the **BARGE-IN** key and begin speaking after the tone.
- Hang up when you are finished.

The system can be set for one of the three following barge-in options:

- No barge-in allowed
- Barge-in with intrusion tone
- Barge-in without intrusion tone (service observing)

When this last option is selected, the station that barges-in can monitor the conversation and no warning tone or display will be sent to the station being monitored. The handset transmitter and keyset microphone are disabled. The party that originated the barge-in may join the conversation by pressing the **MUTE** key on the keyset. Your service company must program these options for you.

### WARNING

Barge-in without tone may violate state or federal laws concerning the right to privacy. Samsung Telecommunications America is in no way responsible for the possible misuse of this feature.

## WALKING CLASS OF SERVICE

You can change a restricted station's class of service to the same class as your station, allowing you to make calls or use features that would otherwise be restricted from that station.

- Lift the handset or press the **Speaker** key.
- Dial **59** and then your extension number.
- Dial your station passcode and receive internal dial tone.

- Dial an access code and then the telephone number—**OR**—use the desired feature as usual.
- Hang up. The station will be returned to its restricted status.

NOTE: The default station passcode 1234 cannot be used.

## IN/OUT OF GROUP

Any station assigned to a station group can remove itself from that group and then reenter the group at a later time. When out of the group, a station can receive calls to its extension number but not to the group. There are 10 groups and the access codes are 500–509.

To create a backup or relief operator position, assign the main operator and one or more backup individuals to the operator group. All but the main operator should be out of the group. When it is necessary to use a backup operator, put the desired backup station in the group and remove the main operator. When incoming call traffic is heavy, you can have another station put itself in the operator group along with the main operator to handle the extra call load.

If the station does not have an **IN/OUT** key:

- Lift the handset and dial **53**.
- Dial the group number.
- Dial **0** to be out of the group or dial **1** to be in the group.
- Receive confirmation tone and hang up.

If the station has an **IN/OUT** key:

- Press the **IN/OUT** key. It will light red when the station is in the group.
- Press the **IN/OUT** key again. The light is off when the station is out of the group.

NOTE: A station can be in more than one group.

## DIRECT INWARD SYSTEM ACCESS (DISA)

From outside of the office, selected individuals can call into the iDCS 16 system on special DISA line(s). A security code must be entered to gain access. Once these individuals are in the system, they can make outside calls using the office lines, call stations within the system, access paging resources, or set/reset their external forward database.

DISA allows the use of an incoming line to gain access to system resources for the purpose of dialing an intercom, accessing a Central Office (C.O.) line, internal paging or changing external forward setting.

Individuals who will use DISA must have their stations assigned for DISA access and must change their station passcodes. The default passcode 1234 cannot be used.

- Call in on the DISA line from any phone with tone dialing.
- You will hear a dial tone. Dial your security code (your extension number plus your station passcode). If you want to connect to a station, you do not need a passcode; security codes are needed only for access to trunk lines.
- If you are allowed access, you will receive system dial tone.
- Dial any line access code, receive outside dial tone and then dial a telephone number **OR** dial any extension number to call a station in the system.
- To make another call, press **\***, receive dial tone and dial another number.
- Press **#** and hang up when finished.

NOTE: Outgoing DISA calls are controlled by the dialing class of the station identified by the security code. The DISA line must have disconnect supervision from the central office. Insist that this service is verified by your installation/service company.

## DISA SECURITY

A common practice among “hackers” is to repeatedly dial a known DISA access number (usually with a computer) and try a different passcode each time. The hacker hopes to eventually chance upon the correct passcode and thus gain access to your system. The SAMSUNG iDCS 16 security feature counts the number of sequential incorrect passcode attempts. If a certain number is reached, DISA is disabled and the system sends an alarm to designated display stations. The number of passcode attempts and the disable duration are both programmable. In addition, the SAMSUNG iDCS 16 system will print an SMDR record (a customer-provided printer and a serial interface module—SIM are required) each time an incorrect passcode is entered.

The DISA alarm will ring for a programmable time before canceling the ringing; however, the DISA alarm display will remain until the alarm is cleared. To clear the DISA alarm, follow the following procedure:

- Lift the handset and dial **58**.
- Enter the DISA alarm passcode (see your service company).
- Replace the handset.

### WARNING

As it is impossible to prevent unauthorized access to your telephone system by hackers, we suggest that you do not turn the DISA feature on unless you intend to use it. If you do use this feature, it is good practice to frequently change passcodes and periodically review your telephone records for unauthorized use.

## FORCED ACCOUNT CODES

Account codes are used to provide accountability for the calls that are made. These account codes can be either forced or optional; if forced, they are always verified from a system list of up to 200 entries.

## USING FORCED ACCOUNT CODES

- Lift the handset and press the **ACCT CODE** key or dial **47**.
- Enter the account code.
- Press the **ACCT CODE** button again, press **Transfer** (or hookflash on a single line telephone (SLT)). If a correct code is entered, you will hear iDCS 16 dial tone and you can make an outside call in the usual manner. If an incorrect code is entered, the station returns error tone.

For information on entering and changing forced account codes, see the system administrator programming section of this book.

## AUTHORIZATION CODES

Authorization codes are used to validate a station user and give permission to make a call. These four digit authorization codes can be either forced or optional, but if used, are always verified from a system list of 30 entries. Each authorization code has an associated class of service. When the code is entered, the class of service is changed to the dialing class of the authorization code.

## USING AUTHORIZATION CODES

After going off-hook, the station user must dial **\*** followed by a four digit authorization code. If you enter a correct code, you will hear confirmation tone and then receive a dial tone and you can make an outside call in the usual manner. The station then follows the dialing class for that authorization

code. If you enter an incorrect code, the station returns error tone. This code may or may not print on SMDR reports depending on SMDR programming.

## CALLER ID SPECIAL FEATURES

### ABANDON CALL LIST (100)

A system-wide abandoned calls list stores CID information for the last 100 calls that rang but were not answered and were accompanied with valid CID information. The abandoned calls list is accessed using the system administrator's passcode. When reviewing this list, you are provided options to **CLEAR** the entry or **DIAL** the number. You can use the **NND** key to toggle between the CID name, CID number and the date and time the call came in.

To view the list of abandoned incoming calls for which CID information has been received:

- Dial **64** and dial the system administrator passcode.
- Scroll through the entries using the **Volume** keys.

### NUMBER TO NAME TRANSLATION

The system provides a translation table of 200 entries for displaying names on your LCD instead of CID. When the CID number is received, the table is searched. When a match is found, the system displays the corresponding name from the table.

# CALLER ID SPECIAL FEATURES

## INVESTIGATE

Investigate allows selected stations with a special class of service to investigate any call in progress. If CID information is available for an incoming call, you will know to whom this station user is speaking. For outgoing calls, you can see the number that was dialed. After investigating, you may barge-in on the conversation, disconnect the call or hang up your phone to end the investigation.

- At *your* keyset, press the **INVESTIGATE** key.
- Enter your station passcode. (Default passcodes cannot be used.)
- Enter the station number to be investigated.
- You can now press **BARGE** to barge-in on the conversation.

**OR**

You can press **NND** to view more information about the call.

**OR**

You can press **DROP** to disconnect the call.

**NOTE:** If the call is an outgoing call, the **NND** key will not appear.

### WARNING

This feature may violate state or federal laws concerning the right to privacy. Samsung Telecommunications America is in no way responsible for the possible misuse of this feature.

**NOTE:** This information is NOT repeated in this user guide.

# SYSTEM ADMINISTRATOR PROGRAMMING

## CUSTOMER LEVEL ACCESS

Before any customer programs can be accessed, you must first open system programming using the passcode you have been assigned. You must use a display keyset. Should it become necessary to change this passcode, see your service company.

- While on-hook, press **Transfer** and then dial **200**. Your display shows [ENABLE CUS. PROG. PASSCODE].
- Dial the four digit passcode. The display shows [ENABLE CUS. PROG. - DISABLE].
- Dial **1** to enable. The display shows [ENABLE CUS. PROG - ENABLE].
- Press **Transfer**. The keyset returns to its idle condition.
- Press **Transfer** and then dial the three digit program code you want to access. Follow the instructions for that program.

NOTE: You must begin programming within 30 seconds. Once you are in programming, any delay of more than 30 seconds between key strokes will cause the system to automatically close programming.

## SET DATE AND TIME DISPLAY

Should it ever become necessary to correct the date and time displayed on all of the keysets, do so as soon as you notice that they are incorrect. Automatic Operating Mode will not work correctly and SMDR records will be of no value when the date and time are not correct.

The display format is the following:

W (Day of the week): Enter **0** for Sunday and **6** for Saturday.

MM (Month): Enter **01** for January and **12** for December.

DD (Day of the month): Enter a number in the range of **01–31**.

YY (Year): Enter the last two digits of the year.

HH (Hours): Use the 24 hour clock and enter a number in the range of **00–24**.

MM (Minutes): Enter a number in the range of **00–59**.

Failure to enter the time using the 24 hour clock will cause the date to change at 12:00 P.M. Open customer programming and follow the instructions below.

### ACTION

### DISPLAY

1. Press **Transfer** and then dial **505**  
Display shows

```
OLD:1060198:1220  
NEW:WMMDDYY:HHMM
```

2. Enter the new time and date using the above format

```
OLD:1060198:1220  
NEW:2070798:1545
```

3. Verify the time and date and reenter them if necessary

```
OLD:2070798:1545  
NEW:WMMDDYY:HHMM
```

4. Press the right soft key to return to step 2  
OR **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

If you have entered invalid data, you will receive an [ INVALID ENTRY ] message for three seconds. Reenter the correct date and time. If the information you entered is incorrect, repeat the procedure.



# RESET STATION PASSCODES TO DEFAULT

Individual keyset users can set or change their own individual passcodes. These passcodes are used to lock and unlock keysets, override toll restriction and access the DISA feature. At times, it may be necessary for the system administrator to reset a station's passcode to default "1234." This program cannot be used to display passcodes, only to reset them.

## PROGRAM KEYS

**UP & DOWN** - Select the extension number.

**Hold** - Press to reset the passcode.

Open customer programming and follow the instructions below.

### ACTION

1. Press **Transfer** and then dial **101**  
Display shows
2. Dial the station number OR use the **UP** and **DOWN** keys to scroll through the keyset numbers and press the right soft key to move the cursor right
3. Press **Hold** to reset the passcode
4. Press the right soft key to return to step 2 OR press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

### DISPLAY

```
[201] PASSCODE  
PASSCODE:****
```

```
[205] PASSCODE  
PASSCODE:****
```

```
[205] PASSCODE  
PASSCODE : 1234
```

**DEFAULT DATA: ALL STATION PASSCODES = 1234**

# PROGRAM STATION NAMES

This program is used to assign a character name or identification for each extension. You may assign a name of 11 characters long.

## PROGRAM KEYS

**UP & DOWN** - Used to scroll and move cursor.

**KEYPAD** - Used to enter characters.

**Hold** - Press to clear entry.

Open customer programming and follow the instructions below.

### ACTION

1. Press **Transfer** and then dial **104**  
Display shows
2. Dial station number (e.g., **205**)  
OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor
3. Enter the station name using the procedure described on the next page and press the right soft key to return to step 2
4. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

### DISPLAY

```
[201] STN NAME
```

```
[205] STN NAME
```

```
[205] STN NAME  
SAM SMITH
```

NOTE: Directory information is always 11 characters.

**DEFAULT DATA: NONE**

Names are written using the keypad. Each press of a key will select a character. Pressing the dial pad key moves the cursor to the next position. For example, if the directory name is "SAM SMITH," press the number "7" three times to get the letter "S." Press the number "2" once to get the letter "A." Continue selecting characters from the table below to complete your message. Press the "A" key to change the letter from upper case to lower case.

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

**DS 24D KEYSETS and iDCS KEYSETS**

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	\$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

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

# PROGRAM TRUNK NAMES

This program is used to assign a character name or identification for each C.O. line. You may assign a name of 11 characters long.

**PROGRAM KEYS**

- UP & DOWN** - Used to scroll and move cursor.
- KEYPAD** - Used to enter characters.
- Hold** - Press to clear entry.

Open customer programming and follow the instructions below.

**ACTION**

**DISPLAY**

1. Press **Transfer** and then dial **404**  
Display shows

[701] TRUNK NAME

2. Dial trunk (e.g., **704**) OR press **UP** or **DOWN** to select trunk and press the right soft key to move the cursor

[704] TRUNK NAME

3. Enter the trunk name using the procedure in *Program Station Names* and press the right soft key to return to step 2

[704] TRUNK NAME  
SAMSUNG

4. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

# PROGRAM STATION GROUP NAMES

This program is used to assign a character name or identification for each station group (500–509). You may assign a name 11 characters long.

## PROGRAM KEYS

**UP & DOWN** - Used to scroll and move cursor.

**KEYPAD** - Used to enter characters.

**Hold** - Press to clear entry.

Open customer programming and follow the instructions below.

## ACTION

1. Press **Transfer** and then dial **602**  
Display shows the first group
2. Dial the group number (e.g., **505**) OR press the **UP** or **DOWN** key to make a selection and press the left or right soft key to move the cursor
3. Enter the name using the method in *Program Station Names*
4. Press the left or right soft key to return to step 2 OR press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

## DISPLAY

[501] SGR NAME

[505] SGR NAME

[505] SGR NAME  
SAMSUNG

# PROGRAM SYSTEM SPEED DIAL NUMBERS

The system list starts with 200 numbers and can be increased in blocks of ten. The maximum amount is 300 numbers if no more than 200 station speed dial numbers are assigned. See your service company to increase or decrease the system list.

The speed dial codes are 500–799. Each speed dial number consists of a line access code and the telephone number to be dialed. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including \*, #, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is being used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you will need to use. These are the bottom six programmable keys on the right hand side of the DS 24D keyset. These keys are known as **A**, **B**, **C**, **D**, **E**, and **F** (see *the DS 24D Keyset User Guide, Dialing Features*).

## PROGRAM KEYS

**UP & DOWN** - Select the speed dial bin.

**KEYPAD** - Used to enter number.

**Hold** - Press to clear entry.

**Speaker** - Save data and advance to next program.

**A** - Does not have a function.

**B** - Inserts a FLASH.

**C** - Inserts a PAUSE.

**D** - Changes the dialing type from pulse to tone.

**E** - Hides and displays digits.

**F** - Enters the speed dial name.

Open customer programming and follow the instructions below.

## ACTION

1. Press **Transfer** and then dial **705**  
Display shows the first number
2. Dial the speed bin desired (e.g., **505**) OR press **UP** or **DOWN** to choose and press the right soft key to move the cursor
3. Enter the access code (e.g., **9**—the system will automatically insert a dash) followed by the phone number (up to 24 digits long) and press the right soft key to return to step 2
4. Press the **F** key to toggle to *Program System Speed Dial Names*, step 3 to enter the name
5. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

## DISPLAY

```
SYS SPEED DIAL  
500:
```

```
SYS SPEED DIAL  
505:
```

```
SYS SPEED DIAL  
505:9-121223456789
```

```
SYS SPEED NAME  
505:
```

## DEFAULT DATA: NO SPEED NUMBERS ASSIGNED

# PROGRAM SYSTEM SPEED DIAL NAMES

This program is used to assign a character name or identification for each system speed dial location. This name enables you to locate the speed dial number when you are using the directory dial feature. You may assign a name 11 characters long.

## PROGRAM KEYS

**UP & DOWN** - Used to scroll through speed dial bins.

**KEYPAD** - Used to enter selections.

**SOFT KEYS** - Move cursor left and right.

**Speaker** - Used to store data and advance to next program.

**Hold** - Used to clear previous entry.

## ACTION

1. Press **Transfer** and then **706**  
Display shows the first name
2. Dial the system speed number (e.g., **505**) OR press **UP** or **DOWN** to select the entry number and press the right soft key to move the cursor
3. Enter the name as shown in *Program Station Names* and press the right soft key to return to step 2 OR press the **F** key to toggle to the speed dial number to return to *Program System Speed Dial Numbers*, step 4
4. Press the right soft key to return to step 2 above OR press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

## DISPLAY

```
SYS SPEED NAME  
500:
```

```
SYS SPEED NAME  
505:
```

```
SYS SPEED NAME  
505:SAMSUNG
```

# PROGRAM PERSONAL SPEED DIAL NUMBERS FOR OTHER STATIONS

Individual station users can program their own numbers, but in cases where this is not practical, or for single line telephone users, this program allows a system administrator to view or change any station's speed dial numbers. The station speed dial codes are 00–49. Each station begins with ten numbers (00–09) and can be assigned more in blocks of ten (up to a maximum of fifty numbers).

Each speed dial number consists of a line access code and the telephone number to be dialed. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including **\***, **#**, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you will need to use. These are the bottom six programmable keys on the right hand side of the DS 24D keyset. These keys are known as **A**, **B**, **C**, **D**, **E**, and **F** (see the *DS 24D Keyset User Guide, Dialing Features*).

## PROGRAM KEYS

**UP & DOWN** - Scrolls through extension numbers and speed dial bins.

**KEYPAD** - Used to enter number.

**Hold** - Press to clear entry.

**A** - Does not have a function.

**B** - Inserts a FLASH.

**C** - Inserts a PAUSE.

**D** - Changes the dialing type from pulse to tone.

**E** - Hides and displays digits.

**F** - Enters the speed dial name.

Open customer programming and follow the instructions below.

## ACTION

1. Press **Transfer** and then dial **105**  
Display shows
2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor OR press the left soft key to go to step 4
3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected
4. Dial the location number (e.g., **05**) OR press **UP** or **DOWN** to select the location and press the right soft key to move the cursor OR press the left soft key to return to step 2
5. Enter the trunk access code (e.g., **9**) followed by the number to be dialed (e.g., **4264100**) OR press the right soft key to return to step 2 OR press the left soft key to return to step 3 OR press **Hold** to clear an entry (if an error is made, use the **DOWN** key to step back)
6. Press the **F** key to access *Program Station Speed Dial Names* OR press **Transfer** to save and exit programming OR press **Speaker** to save and advance to the next program

## DISPLAY

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

```
[205] SPEED DIAL  
00 :
```

```
[205] SPEED DIAL  
NO SPEED BLOCK
```

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

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

**DEFAULT DATA: NO SPEED DIAL NUMBERS PROGRAMMED**

# PROGRAM PERSONAL SPEED DIAL NAMES FOR OTHER STATIONS

Each individual station user can program his/her own names but in cases where it is impractical or for single line telephone users, this program allows a system administrator to view or change any station's speed dial names. The station speed dial codes are 00–49. Each station begins with ten numbers (00–09) and can be assigned more in blocks of ten up to a maximum of fifty numbers.

## PROGRAM KEYS

**UP & DOWN** - Used to scroll through extension numbers and speed dial bins.

**KEYPAD** - Used to enter selections.

**SOFT KEYS** - Move cursor left and right.

**Speaker** - Used to store data and advance to next program.

**Hold** - Used to clear previous entry.

**Redial** - Used to select ALL.

## ACTION

1. Press **TRSF** and then dial **106**  
Display shows

## DISPLAY

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

2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor

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

3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected

```
[205] SPEED DIAL  
NO SPEED BLOCK
```

4. Dial the speed dial location (e.g., **05**) OR use **UP** or **DOWN** to scroll through the location numbers and use the right soft key to move the cursor OR press the left soft key to return to step 2 above

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

5. Enter the name using the procedure in *Program Station Names* and press the right soft key to return to step 2 OR press the left soft key to return to step 3

```
[205] SPEED NAME  
01: SAM SMITH
```

6. Press the **F** key to access *Program Personal Speed Dial Numbers for Other Stations* OR press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

# CREATE PROGRAMMED STATION MESSAGES

Messages 1-10 are programmed from the factory and cannot be changed. However, you can create 10 additional 16-character messages (11-20) that fit your company's needs. After programming these messages, inform other employees so they can add the new messages to the list on the back of their user guides.

## PROGRAM KEYS

**UP & DOWN** - Select the message number.

**KEYPAD** - Used to enter characters.

**Hold** - Press to clear entry.

Open customer programming and follow the instructions below.

### ACTION

1. Press **Transfer** and then dial **715**  
Display shows the first message
2. Dial in the message number (e.g., **11**)  
OR press **UP** or **DOWN** to scroll through the messages and press the right soft key to move the cursor
3. Enter in the message using the procedure in *Program Station Names* and press the right soft key to return to step 2 above
4. Press **Transfer** to store and exit programming  
OR press **Speaker** to store and advance to the next program

### DISPLAY

```
PGM.MESSAGE (01)
IN A MEETING
```

```
PGM.MESSAGE (11)
_
```

```
PGM.MESSAGE (11)
IN THE SHOWROOM
```

# SET ALARM/APPOINTMENT REMINDER WITH MESSAGE

Keypad users can set their own alarms but standard telephone users cannot. The system administrator can set alarm/appointment reminders for other stations in the system.

## ALARM TYPE

- 0 NOTSET
- 1 TODAY
- 2 DAILY

## PROGRAM KEYS

**UP & DOWN** - Select a station.

**Hold** - Press to clear data.

**KEYPAD** - Used to enter data.

Open customer programming and follow the instructions below.

### ACTION

1. Press **Transfer** and then dial **116**  
Display shows
2. Dial the station number (e.g., **205**) OR  
press **UP** or **DOWN** to select the station  
and press the right soft key to move the  
cursor OR press **Redial** to select all  
stations
3. Dial **1-2** to select the alarm (e.g., **2**) OR  
press **UP** or **DOWN** to select the alarm  
and press the right soft key to move the  
cursor OR press the left soft key to  
return to step 2
4. Enter the alarm time in 24 hour clock  
format (e.g., **1300**) and the display will  
automatically advance to step 5

### DISPLAY

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

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

```
[ALL]ALM REM(1)
HHMM: NOTSET
```

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

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

5. Enter the alarm type from the list above OR press **UP** or **DOWN** to select the alarm type and press the right soft key to move the cursor
6. Enter the messages using the procedure in *Program Station Names* and press the right soft key to return to step 2
7. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

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

[205]ALM REM (2)  
TAKE MEDICATION

## MANAGING KEY ASSIGNMENTS

You can view station key assignments and add extenders to some of the programmable keys for easy one touch operation of frequently used features.

An extender is a number that makes an otherwise general key very specific. Adding the digit “4” to a **PAGE** key defines this key for paging zone four. Adding “205” to a directed pickup key will define this key as pickup for extension 205 only. The key must already be assigned by the installing technician.

Use this program to assign extenders to the following keys:

KEY	DESCRIPTION	EXTENDER
<b>BOSS</b>	.....Boss/Secretary .....	(1-4)
<b>DP</b>	.....Direct Pickup .....	(Extension number or station group number)
<b>DS</b>	.....Direct Station .....	(Any extension number)
<b>FWRD</b>	.....Call Forwarding .....	(0-7)
<b>GPIK</b>	.....Group Pick-Up .....	(01-08)
<b>IG</b>	.....In/Out of Group .....	(500-509)
<b>MMPG</b>	.....Meet Me Page .....	(0-9, *)
<b>PAGE</b>	.....Page .....	(0-9, *)
<b>SPD</b>	.....Speed Dialing .....	(00-49, 500-799)
<b>PMSG</b>	.....Programmed Messages .....	(01-20)
<b>DIR</b>	.....Directory .....	SYS (0), PERS (1) or STN (2)

### PROGRAM KEYS

**UP & DOWN** - Select the extension number.

**KEYPAD** - Used to enter extender codes.

**Hold** - Used to clear the displayed data.



Open customer programming and follow the instructions below.

### ACTION

1. Press **Transfer** and then dial **107**  
Display shows the first station
2. Dial the station number (e.g., **205**) OR use UP or DOWN to scroll through the station numbers and press the right soft key to move the cursor
3. Enter the key number (e.g., **18**) OR use **UP** and **DOWN** to scroll through the keys and use the right soft key to move the cursor OR press the key to be programmed
4. Dial the extender according to the list above and the system will display your selection  
If there are no more entries, press the left soft key to return to step 2
5. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

### DISPLAY

```
[201] KEY EXTEND  
01:CALL1
```

```
[205] KEY EXTEND  
01:CALL1
```

```
[205] KEY EXTEND  
18:DS
```

```
[205] KEY EXTEND  
18:DS207
```

## PROGRAMMING ACCOUNT CODES

This program is used to add or change account code entries.

### PROGRAM KEYS

- KEYPAD** - Used to enter the account code (allowable digits 0–9).
- UP & DOWN** - Used to select entry number.
- Hold** - Used to clear data.

Open customer programming and follow the instructions below.

### ACTION

1. Press **Transfer** and then dial **708**  
Display shows
2. Dial the account code entry (e.g., **005**)  
OR press **UP** or **DOWN** to select the entry number and press the right soft key to move the cursor
3. Enter the account code via the dial pad, e.g., **1234** (maximum of 12 digits) and press the right soft key to move the cursor back to step 2
4. Press **Transfer** to store and exit programming OR press **Speaker** to store and advance to the next program

### DISPLAY

```
ACCOUNT CODE  
(001)
```

```
ACCOUNT CODE  
(005)
```

```
ACCOUNT CODE  
(005) 123456789012
```

# SETTING INDIVIDUAL FORWARD NO ANSWER TIMERS

Each station can have an individual Call Forward No Answer timer to accommodate station users with different individual work habits. When adjusting this timer, take care that the value is not greater than the transfer recall timer. The range is 001-255 seconds.

## PROGRAM KEYS

**KEYPAD** - Used to set timer values.

**UP & DOWN** - Used to select extension number.

**Speaker** - Save data and advance to next program.

Open customer programming and follow the instructions below.

ACTION	DISPLAY
1. Press <b>TRSF</b> and then dial <b>502</b> Display shows	[ <u>2</u> 01] NO ANS FWD 010 SEC
2. Dial the station number (e.g., <b>205</b> ) OR press <b>UP</b> or <b>DOWN</b> key to select the station and press the right soft key OR press <b>Redial</b> to select all stations and press the right soft key	[ <u>2</u> 05] <u>N</u> O ANS FWD 010 SEC OR [ <u>A</u> LL] <u>N</u> O ANS FWD 010 SEC
3. Enter the new value via the dial pad, (e.g. <b>020</b> ), must be 3 digits) and the system will return to step 2	[205] NO ANS FWD 010 SEC→020
4. Press <b>Transfer</b> to store and exit programming OR press <b>Speaker</b> to store and advance to the next program	

# ADDING NAMES TO THE TRANSLATION TABLE

This program allows the system administrator or technician to associate a CID number received from the Central Office with a name programmed in this translation table. If there is no match between a received number and a name in this table, [no CID name] will be displayed. The translation table consists of 200 entries with each entry comprised of a 12 digit telephone number and a 16 digit name. See *Program Station Names*.

Open customer programming and follow the instructions below.

## PROGRAM KEYS

**UP & DOWN** - Used to scroll through options.

**KEYPAD** - Used to enter selections.

**SOFT KEYS** - Move cursor left and right.

**SPK** - Used to store data and advance to next MMC.

**Hold** - Used to clear previous entry.

ACTION	DISPLAY
1. Press <b>Transfer</b> and then dial <b>728</b> Display shows first entry	CID XLAT: (00 <u>1</u> ) DIGIT:
2. Dial entry number (e.g., <b>005</b> ) OR use <b>UP</b> and <b>DOWN</b> to scroll through entries and press right soft key to select entry	CID XLAT: (005) DIGIT: _
3. Enter telephone number and press right soft key to advance to name entry OR enter telephone number and press left soft key to return to step 2 above	CID XLAT: (005) DIGIT: 305426410 <u>0</u>
4. Enter the name using the method in <i>Program Station Names</i> and press right or left soft key to return to step 2 above OR press <b>Speaker</b> to save and advance to next MMC OR press <b>Transfer</b> to save and exit programming	CID XLAT: (005) SAMSUNG TELECOM

**DEFAULT DATA: NONE**