

SAMSUNG

DCS

SYSTEM ADMINISTRATION AND SPECIAL FEATURES GUIDE



TELECOMS

SAMSUNG DCS
(DIGITAL COMMUNICATIONS SYSTEM)

**SYSTEM
ADMINISTRATION
AND
SPECIAL FEATURES
GUIDE**

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ABOUT THIS GUIDE

This guide describes the special features available with the Samsung DCS keyphone system. The system administrator will have access to all these features. Station users can be trained to use only the features that they require, to help control costs and telephone abuse.

Several of the features listed in this guide 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 DCS system. Instructions are detailed and easy to follow. If assistance is needed, contact your Samsung dealer for advice.

SPECIAL FEATURES

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 is available on an individual tenant basis and may be set manually or automatically. While in the NIGHT mode, stations will be limited to their individual night class of service dialling restrictions. You can put the system in or out of Night Service at any time. For automatic Night Service, each tenant has an on-time and an off-time for each day. If no automatic timer is set, Night Service must be turned 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 **NIGHT** key will override the automatic mode until the next programmed time.

MANUAL NIGHT SERVICE

Press the **NIGHT** key on any keyset associated with the tenant group that wants to enter Night Service. Enter the Night Service passcode and press **1** to enter Night Service or **0** to leave Night Service. The **NIGHT** key on all keysets in that tenant group will light red to indicate that Night Service has been set for that tenant.

CALLING THE SYSTEM OPERATOR

Any station that dials **0** will ring its assigned operator. (If tenant service is used, each tenant may have a different operator or operator group.) Calls to the system or tenant 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 system or tenant group 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 will be sent to the system or tenant group 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 (if equipped) 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.

WALKING CLASS OF SERVICE

You can change a restricted station's class of service to the same class that your station is in, 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 30 groups and the access codes are 500–529.

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** (or **IG**) 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** (or **IG**) key assigned to it:

- 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 DCS 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

OR

- access paging resources
- set/reset their external forward database.

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

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

- Call in on the DISA line from any phone with tone dialling.
- When you hear the DISA dial tone, dial your security code (the extension number plus your station passcode).
- 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 a second intercom call press *, receive dial tone and dial another extension number.
- Press # and hang up when finished.

NOTE: Outgoing DISA calls are controlled by the dialling class of the station identified by the security code. The DISA line must have disconnect supervision from the central office. Insist that this condition be verified by your 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 DCS' security feature will count the number of sequential incorrect passcode attempts, and if a certain number is reached, DISA will be disabled and the system will alert designated stations. The number of incorrect passcodes and the disable duration are both programmable. In addition, the DCS system will print an SMDR record (a customer-provided printer and a SIM are required) each time an incorrect passcode is entered.

To clear the DISA alarm:

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

WARNING

As it is impossible to prevent unauthorised 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 access passcodes and periodically review your telephone records for unauthorised 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 500 entries.

USING FORCED ACCOUNT CODES

- Lift the handset and press the **ACCT CODE** key or dial **47**.
- Enter the account code.
- Press the account code key again, then press **TRSF** (or hookflash on an SLT). If a correct code is entered, you will hear DCS 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.

AUTHORISATION CODES

Authorisation codes are used to validate a station user and give permission to make a call. These four digit authorisation codes can be either forced or optional; if used, they are always verified from a system list of 250 entries.

Each authorisation code has an associated class of service. When the code is entered, the class of service is changed to the dialling class of the authorisation code.

USING AUTHORISATION CODES

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

USING THE TIELINE

OUTGOING

Your office can be connected to another system with a tieline. Use this line to make calls to stations in the other system. If programming allows, you can access lines in the other system to make outside calls. Tieline calls can be put on hold, transferred and conferenced in the same manner as are other outside calls.

- Lift the handset or press the **SPEAKER** key.
- Dial the tie line access code or press the tie line key.
- When you receive dial tone from the other system, you can dial extension numbers or access outside lines. You must know the extension numbers and the line access codes for the other system.
- Finish the call by replacing the handset or pressing **ANS/RLS** key.

NOTE: Outgoing calls are controlled by the station's dialling class.

INCOMING

Station users in the other system can access the tieline and make intercom calls to stations in your system.

Answer tieline calls ringing at your station as you would any other outside call. They can be put on hold, transferred and conferenced in the same manner as other outside calls.

IN AND OUT ON TIELINE

Users accessing the tieline from the other system can get a line in your system and make outgoing calls. These calls can be controlled by assigning a dialling class to the tieline. For further information, see your installation and service company.

ALARM SENSOR OPERATION

Your system may be equipped with an alarm sensor. When this sensor is activated, the designated stations will ring and will display a related message.

To clear the alarm:

- Lift the handset and dial **57**.
- Enter the alarm clear passcode (must be obtained from your service company).
- Replace the handset.

CLIP (Calling Line Identification Presentation) SPECIAL FEATURES

INVESTIGATE

Investigate allows selected stations with a special class of service to investigate any call in progress. If CLIP 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).
- 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:

1. If the call is an outgoing call, **NND** will not appear.
2. This feature requires optional hardware (BRI/PRI). Ask your installation and service company for details.

ABANDON CALL LIST (50)

The system has a system-wide abandoned calls list that stores CLIP information for the last 50 calls that rang but were not answered and were accompanied with valid CLIP 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 CLIP name, CLIP number and the date and time the call came in. To view the list of abandoned incoming calls for which CLIP information has been received:

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

NUMBER TO NAME TRANSLATION

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

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. This must be done using an LCD keyset. Should it become necessary to change this passcode, see your installation and service company.

- While your handset is on-hook, press **TRSF** and then dial **200**.
The 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 **TRSF**. The keyset returns to its idle condition.
- Now press **TRSF** and 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 keystrokes 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 Night Service will not work correctly and SMDR records will be of no value if the date and time are not correct.

The display format is as follows:

W (Day of the week, 0-6): e.g., enter **0** for Sunday and **6** for Saturday.

MM (Month, 01-12): e.g., enter **01** for January and **12** for December.

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

YY (Year): enter the last two digits of the year, e.g. 95.

HH (Hours): use the 24-hour clock and enter a number in the range **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 **TRSF 505**
Display shows
2. Enter the new time and date using the above format
3. Verify the time and date and reenter them if necessary
4. Press **TRSF** to store and exit programming OR press **SPEAKER** to store and advance to the next program

OLD : 6010184 : 0047
NEW : WMMDDYY : HHMM

OLD : 6010184 : 0047
NEW : 3020994 : 1445

If you have entered invalid data, you will receive an [INVALID ENTRY] message for three seconds. Re-enter 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

VOLUME UP & DOWN - Used to scroll through options.

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.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 101**

Display shows

[201] PASSCODE PASSCODE: ****

2. Dial the station number (e.g., **205**)
OR use the **UP** and **DOWN** keys to scroll through the keyset numbers and press the right soft key to move the cursor right

[205] PASSCODE PASSCODE: ****

3. Press **HOLD** to reset passcode

[205] PASSCODE PASSCODE: 1234

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

DEFAULT DATA: ALL STATION PASSCODES = 1234

PROGRAM STATION NAMES

This program is used to set or replace a name or identification for each extension, up to 11 characters long.

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

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.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 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 **TRSF** to store and exit programming OR press **SPEAKER** to store and advance to the next program

[201] STN NAME

[205] STN NAME

[205] STN NAME SAM SMITH

Procedure for entering names

Names are written using the keypad. Each press of a key selects a character. Pressing a different key moves the cursor to the next position*. For example: if the name is "SAM SMITH," press the number "7" four times to get the letter "S." Now press the number "2" to get the letter "A." Continue selecting characters from the table below to complete your message. Pressing the "A" key changes the letter from upper case to lower case.

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

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: # space & ! : ? . , % \$ - < > / = [] @ ^ () _ + { } | ; " ' → `

PROGRAM TRUNK NAMES

This program is used to set or replace a name or identification for each C.O. line, up to 11 characters long.

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

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.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 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 **TRSF** 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 name or identification for each station group (501-509), up to 11 characters long.

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

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.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 602**
Display shows
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 in the name using the method in *Program Station Names*
4. Press the left or right soft key to return to step 2 OR press **TRSF** to store and exit programming OR press **SPEAKER** to store and advance to the next program

[501] SGR NAME

[505] SGR NAME

[505] SGR NAME
SAMSUNG

PROGRAM SYSTEM SPEED DIAL NUMBERS

The system list can hold 200 numbers by default, but this can be increased in blocks of 10. The maximum amount is 500 numbers if no more than 1000 station speed dial numbers are assigned. See your service company to increase or decrease the system list.

Speed dial codes are 500–999. Each speed dial number consists of a line access code and the telephone number to be dialled. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 18 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 may need to use. These are the last six programmable keys on your LCD keyset and are known as keys **A**, **B**, **C**, **D**, **E** and **F**. (If you have a 6-button LCD keyset, the three buttons on the left are keys A–C and the three buttons on the right are keys D–F.) See *Program Keys*, below.

PROGRAM KEYS

- VOLUME UP & DOWN - Used to scroll through options.
- 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.
- A - Does not have a function.
- B - Inserts a FLASH.
- C - Inserts a PAUSE.
- D - Changes the dialling type from pulse to tone.
- E - Hides and displays digits.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

- | | |
|--|--------------------------------------|
| 1. Press TRSF 705
Display shows | SYS SPEED DIAL
<u>500</u> : |
| 2. Dial the speed bin desired (e.g., 505)
OR press UP or DOWN to make the selection and press the right soft key to move the cursor | SYS SPEED DIAL
<u>505</u> : |
| 3. Enter the access code (e.g., 9 - the system automatically inserts a dash) followed by the phone number (up to 18 digits long) and press the right soft key to return to step 2 | SYS SPEED DIAL
505:9-121223456789 |
| 4. Press the F key to toggle to <i>Program System Speed Dial Names</i> , step 3, to enter the name | SYS SPEED NAME
<u>505</u> : |
| 5. Press TRSF to store and exit programming
OR press SPEAKER to store and advance to the next program | |

PROGRAM SYSTEM SPEED DIAL NAMES

This procedure allows a name to be assigned for each system speed dial location, up to 11 characters. This name enables you to locate the speed dial number when you are using the directory dial feature.

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

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

DISPLAY

1. Press **TRSF 706**
Display shows
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 *System Speed Dial Numbers*, step 4
4. Press the right soft key to return to step 2 above OR press **TRSF** to store and exit programming OR press **SPEAKER** to store and advance to the next program

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 can have up to 10 numbers (00–09) by default, though more can be assigned (in blocks of 10) up to a maximum of 50 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 32 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 may need to use. These are the last six programmable keys on your LCD keyset and are known as keys **A**, **B**, **C**, **D**, **E** and **F**. (If you have a 6-button LCD keyset, the three buttons on the left are keys A–C and the three buttons on the right are keys D–F.) See *Program Keys*, below.

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

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.

A - Does not have a function.

B - Inserts a FLASH.

C - Inserts a PAUSE.

D - Changes the dialling type from pulse to tone.

E - Hides and displays digits.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 105**
Display shows

[201] SPEED DIAL 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 OR press the left soft key to go to step 4

[205] SPEED DIAL 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 SPDBLK NOT EXIST

4. Dial the location number (e.g., 05) OR press **UP** or **DOWN** to select location and press the right soft key to move the cursor OR press the left soft key to return to step 2

[205] SPEED DIAL 05 : _

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 you make an error, use the **DOWN** key to step back)

[205] SPEED DIAL 05 : 9-4264100_

6. Press the **F** key to access *Program System Speed Dial Numbers* OR press **TRSF** to save and exit programming OR press **SPEAKER** to save and advance to the next program

PROGRAM PERSONAL SPEED DIAL NAMES FOR OTHER STATIONS

Each individual station user can program his/her own names, but in cases where this is not practical 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 can have up to 10 names (00–09) by default and can be assigned more in blocks of 10, up to a maximum of 50 names.

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

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

DISPLAY

- | | |
|--|---|
| <p>1. Press TRSF 106
Display shows</p> | <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> [201] SPEED NAME
00 : </div> |
| <p>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</p> | <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> [205] SPEED NAME
00 : </div> |
| <p>3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected</p> | <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> [205] SPEED DIAL
SPDBLK NOT EXIST </div> |
| <p>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</p> | <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> [205] SPEED NAME
01 : _ </div> |
| <p>5. Enter the name using the procedure in <i>Program Station Names</i> and press the right soft key to return to step 2 OR press the left soft key to return to step 3</p> | <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> [205] SPEED NAME
01 : SAM SMITH </div> |
| <p>6. Press the F key to access <i>Program Personal Speed Dial Numbers For Other Stations</i> OR press TRSF to store and exit programming OR press SPEAKER to store and advance to the next program</p> | |

CREATE PROGRAMMED STATION MESSAGES

Your system can have up to 20 station messages. These are messages a station user can select to inform other users of their current status (e.g. In a Meeting). Messages 1–10 are programmed with default messages (although these can be changed if desired). Messages 11–20 are blank to allow you to create 10 additional messages, up to 16-characters each, that fit your company's needs. After programming these messages, inform station users what they are.

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

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.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 715**
Display shows

PGM.MESSAGE (01) IN A MEETING

2. Dial in the message number (e.g., **11**)
OR press **UP** or **DOWN** to make the selection and press the right soft key to move the cursor

PGM.MESSAGE (11) —

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

PGM.MESSAGE (11) IN THE SHOWROOM

4. Press **TRSF** to store and exit programming
OR press **SPEAKER** to store and advance to the next program

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.

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

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.

ANS/RLS - Used to select ALL

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF 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 **ANS/RLS** to select all stations
3. Dial 1–3 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
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 in the messages using the procedure in *Program Station Names* and press the right soft key to return to step 2
7. Press **TRSF** to store and exit programming OR press **SPEAKER** to store and advance to the next program

DISPLAY

[201] ALM REM (1)
HHMM : →NOTSET

[205] ALM REM (1)
HHMM : →NOTSET

OR

[ALL] ALM REM (1)
HHMM : →NOTSET

[201] ALM REM (1)
HHMM : →NOTSET

[205] ALM REM (2)
HHMM : 1300→NOTSET

[205] ALM REM (2)
HHMM : 1300→DAILY

[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 soft key very specific. For example, adding the digit '4' to a **PAGE** key defines this key for paging zone four. And adding '225' to a direct pickup key defines this key as pickup for extension 225 only. The key must already be assigned by the installing technician. Adding extenders allows one-touch operation for that feature. Use this program to assign extenders to the following soft keys:

KEY	EXTENDER
BOSS	Boss and Secretary (1-4)
DIR	Directory dial by name type (1-3)
DP	Direct Pickup (station or station group no.)
DS	Direct Station Select (station no.)
FWRD	Call Forward (0-5)
GPIK	Group Pick-Up (01-20)
IG	In/Out of Group (501-529)
MMPG	Meet Me Page (0-9,*)
PAGE	Page (0-9,*)
PSMG	Programmed Station Message (01-20)
DIR	1 (PERS), 2 (SYS) or 3 (STN)
SP	UCD Supervise (UCD group no.)
SPD	Speed Dial (00-49, 500-999)

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

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.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 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 displays your selection.
If there are no more entries, press the left soft key to return to step 2
5. Press **TRSF** to store and exit programming OR press **SPEAKER** to store and advance to the next program

[201] EXT (MAST)
01 : CALL1 →

[205] EXT (MAST)
01 : CALL1 →

[205] EXT (MAST)
18 : DS → DS_

[205] EXT (MAST)
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).

VOLUME UP & DOWN - Used to select entry number.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear data.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 708**

Display shows

ACCOUNT CODE <u>0</u> 01:

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

ACCOUNT CODE <u>0</u> 05:

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

ACCOUNT CODE 005: <u>1</u> 23456789012

4. Press **TRSF** to store and exit programming
OR press **SPEAKER** to store and advance to the next program

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 000–250 seconds.

PROGRAM KEYS

KEYPAD - Used to enter the account code (allowable digits 0–9).

VOLUME UP & DOWN - Used to select entry number.

SPEAKER - Used to store data and advance to next program.

ANS/RLS - Used to select ALL

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 502**

Display shows

[201] NO ANS FWD
010 SEC →

2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** key to select the station and press the right soft key OR press **ANS/RLS** to select all stations and press the right soft key

[205] NO ANS FWD
010 SEC →

OR

[ALL] NO ANS FWD
010 SEC →

3. Enter the new value via the dial pad, e.g., **020** (must be three digits) and the system will return to step 2

[205] NO ANS FWD
010 SEC → 020

4. Press **TRSF** to store and exit programming OR press **SPEAKER** 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 CLIP 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 CLIP name] will be displayed.

The translation table consists of 250 entries (for DCS) or 200 entries (for Compact II). These comprise an 11-digit telephone number and a 16-digit name (DCS) or a 16-digit telephone number and a 16-digit name (Compact II).

Names are written using the keypad. Each press of a key selects a character. Pressing a different key moves the cursor to the next position*. For example: if the directory name is "SAM SMITH," press the number "7" four times to get the letter "S." Now press the number "2" to get the letter "A." Continue selecting characters from the table below to complete your message. Pressing the "A" key changes the letter from upper case to lower case.

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

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: # space & ! : ? . , % \$ - < > / = [] @ ^ () _ + { } | ; " ' → `

PROGRAM KEYS

UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next MMC.

HOLD - Used to clear previous entry.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF 728**
Display shows first entry

CLIP XLAT (00 <u>1</u>) DGT :

2. Dial an entry number (e.g., **005**)
OR use **UP** or **DOWN** to scroll through entries and press the right soft key to select entry

CLIP XLAT (00 <u>5</u>) DGT : _

3. Enter the 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

CLIP XLAT (005) DGT : 3054264100

4. Enter associated name as described above and press right or left soft key to return to step 2 above
OR press **SPEAKER** to save and advance to next MMC OR press **TRSF** to save and exit programming

CLIP XLAT (005) SAMSUNG TELECOMS

ASSIGNING STATIONS TO THE VOICE DIALLER FEATURE

This program allows stations to be assigned to a Voice Dialler to dial a personal speed dial number.

NOTE: This feature requires optional software and/or hardware. Ask your service and installation company for details.

PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next MMC.

HOLD - Used to clear previous entry.

Open customer programming and follow the instructions below.

ACTION

DISPLAY

1. Press **TRSF 216**
Display shows

```
[3551] VDIALER USER  
USER 1 : NONE
```

2. Dial voice dial number (e.g., **3552**) OR use **UP** or **DOWN** to make selection and press the right soft key to move the cursor

```
[3552] VDIALER USER  
USER 1 : NONE
```

3. Dial user number (1-7/1-5) dependent on number of users allowed via MMC 215 OR press **UP** or **DOWN** to make selection and press right soft key to move cursor

```
[3552] VDIALER USER  
USER 5 :NONE
```

4. Dial station number (e.g., **205**) OR press **UP** or **DOWN** to make selection and press right soft key to return to step 3 to continue with entries

```
[3552] VDIALER USER  
USER 5 : 205
```

5. Press **TRSF** to store and exit programming OR press **SPEAKER** to store and advance to the next program

SYSTEM ACCESS CODES

The DCS telephone system has 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.

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