

SYSTEM ADMINISTRATION AND SPECIAL FEATURES GUIDE

**DCS COMPACT
DIGITAL COMMUNICATIONS SYSTEM**
System Software Release 1, 2

January 2003

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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 DCS COMPACT office telephone system. Instructions are detailed and easy to follow. When assistance is needed, contact your installation and service company.

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, 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. For Automatic Night Service, each tenant has an on-time and an 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.

NOTES:

1. If the manual **NIGHT** key is pressed **BEFORE** the system automatically enters night service then the automatic night service timer tables will be overridden until the system is manually restored to day mode. [RELEASE 2 ONLY]
2. If the manual **NIGHT** key is pressed **AFTER** the system automatically enters night service then the automatic night service timer tables will not be overridden.

MANUAL NIGHT SERVICE

Press the **NIGHT** button on any keyset. Enter the night service passcode (see your service company for this number) and press **1** to turn Night Service on or **0** to turn Night Service off. The **NIGHT** key on all keysets 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. Calls to the system operator are easily identified because the **CALL** key will have a fast 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 conversation, you must be allowed to barge-in and the other station or trunk must not be secure.

- Dial the desired extension or trunk number and listen for the busy signal.
- Press the **BARGE-IN** button 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 the third 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** button 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 **SPK** 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** 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 DCS COMPACT 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 or call stations within the system. 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 DCS COMPACT dial tone. Dial your security code (your extension number plus your station passcode).
- If you are allowed access, you will receive DCS 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 DCS COMPACT 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 DCS COMPACT system will print an SMDR record (a customer-provided printer and a miscellaneous card 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 incoming and outgoing calls. If you do not have SMDR running, you cannot use this information. These account codes can be either forced or optional, but if forced, are always verified from a system list of up to 250 entries. When optional, the account code is only verified from the system list of 250 entries when the ACCT key is pressed before the call is made. If the ACCT is pressed during a call the account number is not verified. They can include digits 0–9, star(*) and #.

USING FORCED ACCOUNT CODES

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

This code will always print on SMDR reports. 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 100 entries. Each authorization code has an associated class of service. When the code is entered, the class of service is changed to that 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 DCS COMPACT 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.

USING THE TIE LINE

OUTGOING

Your office can be connected to another system with a tie line. 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. Tie line calls can be put on hold, transferred and conferenced in the same manner as are other outside calls.

- Lift the handset or press the **SPK** 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 the **ANS/RLS** key.

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

INCOMING

Station users in the other system can access the tie line and make intercom calls to stations in your system. Answer tie line 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 are other outside calls.

IN AND OUT ON TIE LINE

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

CALLER ID SPECIAL FEATURES

INVESTIGATE

This feature 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.

To investigate a call in progress:

- At *your* keyset, press the **INVESTIGATE** key.
- Enter your station passcode.
- 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.

NOTES:

1. If the call is an outgoing call, the **NND** key will not appear.
2. This feature requires optional software and/or hardware. Please ask your installation and service company for details.

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.

CALLER ID SPECIAL FEATURES

NOTE: The Caller ID features below require optional software and/or hardware. Please ask your installation and service company for details.

ABANDON CALL LIST (50)

The system has a system-wide abandoned call list that stores CID information for the last 50 calls that rang but were not answered and were accompanied with valid CID information. Calls with CID information consisting of OUT OF AREA, PAYPHONE or PRIVATE will not be stored in the list. 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. The system must be using LCR to dial numbers from the abandoned call list.

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 **VOL** keys.

NUMBER TO NAME TRANSLATION (250)

The system provides a translation table of 250 entries for use in areas that do not provide name and number (sometimes called "deluxe") Caller ID. When the CID number is received, the table is searched. When a match is found, the system will display the corresponding name from the table. This will allow users in areas that do not support "deluxe" Caller ID to provide names for regular callers.

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 a display keypad. Should it become necessary to change this passcode, see your 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 keypad returns to its idle condition.
- Now press **TRSF** and then dial the three digit program code you want to access. Follow the instructions for that program. 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 Night Service 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

1. Press **TRSF** and then dial **505**
Display shows
2. Enter the new time and date using the above format and the system will return to step 2
3. Verify the time and date and reenter them if necessary
4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

OLD: 6010184:0047
NEW: WMMDDYY: HHMM

OLD: 6010184:0047
NEW: 3020994:1445

OLD: 3020994:1445
NEW: WMMDDYY: HHMM

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 **TRSF** 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 passcode
4. Press the right soft key to return to step 2 OR press **TRSF** to store and exit programming OR press **SPK** 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. To verify the system software version, press **TRSF 727**. If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, 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 **TRSF** 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 **TRSF** to store and exit programming OR press **SPK** 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 ten characters long for version V1.x software and eleven characters long for V2.x software.

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.

DCS KEYSETS

| 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 | R | S | & | 7 |
| DIAL 8 | T | U | V | * | 8 |
| DIAL 9 | W | X | Y | (| 9 |
| DIAL * | : | = | [|] | * |

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

1. 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.
2. Other symbols are available for DIAL #.

PROGRAM TRUNK NAMES

This program is used to assign a character name or identification for each C.O. line. To verify the system software version, press **TRSF 727**. If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, 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 **TRSF** and then dial **404**
Display shows
2. Dial trunk (e.g., **704**) OR press **UP** or **DOWN** to select trunk and press the right soft key to move the cursor
3. Enter the trunk name using the procedure in *Program Station Names* and press the right soft key to return to step 2
4. Press **TRSF** to store and exit programming
OR press **SPK** to store and advance to the next program

DISPLAY

[701] TRUNK NAME

[704] TRUNK NAME

[704] TRUNK NAME
SAMSUNG

NOTE: Directory information is always ten characters long for version V1.x software and eleven characters long for V2.x software.

PROGRAM STATION GROUP NAMES

This program is used to assign a character name or identification for each station group (501–529). To verify the system software version, press **TRSF 727**. If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, 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 **TRSF** 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 **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

[501] SGR NAME

[505] SGR NAME

[505] SGR NAME
SAMSUNG

NOTE: Directory information is always ten characters long for version V1.x software and eleven characters long for V2.x software.

PROGRAM SYSTEM SPEED DIAL NUMBERS

The system list starts with 200 numbers and can be increased in blocks of ten. 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.

The speed dial codes are 500–999. 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 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 will need to use. These are the bottom row of programmable keys on your LCD 24B keyset and are known as keys **A**, **B**, **C**, **D**, **E** and **F**.

PROGRAM KEYS

UP & DOWN - Select the speed dial bin.

KEYPAD - Used to enter number.

HOLD - Press to clear entry.

SPK/RLS - Save data and advance to next program.

A - Does not have a function.

B - Inserts a FLASH.

C - Inserts a PAUSE.

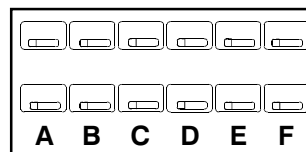
D - Changes the dialing type from pulse to tone.

E - Hides and displays digits.

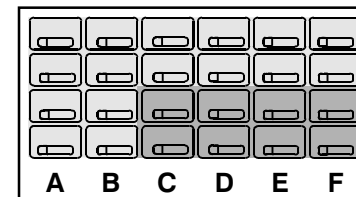
F - Changes display to speed dial name entry.

DCS KEYSETS

12 BUTTON KEYSSET
PROGRAMMABLE KEYS LAYOUT

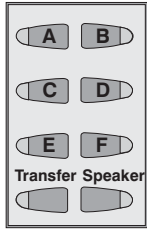


24 BUTTON KEYSSET
PROGRAMMABLE KEYS LAYOUT

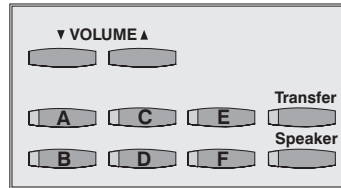


IDCS KEYSETS

28D KEYSET, 18D KEYSET
PROGRAMMABLE KEYS LAYOUT



8D KEYSET PROGRAMMABLE
KEYS LAYOUT



Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** 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 18 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 **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

SYS SPEED DIAL
500:

SYS SPEED DIAL
505:

SYS SPEED DIAL
505:9-1212234567

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. To verify the system software version, press **TRSF 727**. If the version is V1.x, you may assign a name ten characters long. If the version is V2.x, 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.
- SPK** - Used to store data and advance to next program.
- HOLD** - Used to clear previous entry.

ACTION

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

DISPLAY

SYS SPEED NAME
500:

SYS SPEED NAME
505:

SYS SPEED NAME
505:SAMSUNG

NOTE: Directory information is always ten characters long for version V1.x software and eleven characters long for V2.x software.

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 18 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 row of programmable keys on your LCD 24B keyset and are known as keys **A**, **B**, **C**, **D**, **E** and **F**.

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.

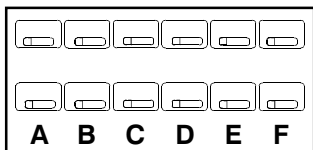
D - Changes the dialing type from pulse to tone.

E - Hides and displays digits.

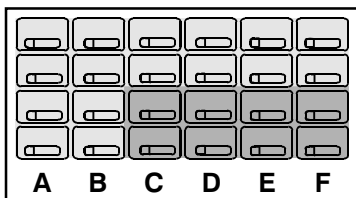
F - Changes display to speed dial name entry.

DCS KEYSETS

12 BUTTON KEYSSET
PROGRAMMABLE KEYS LAYOUT

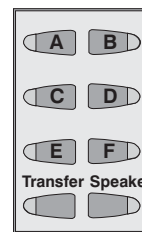


24 BUTTON KEYSSET
PROGRAMMABLE KEYS LAYOUT

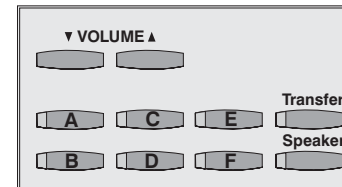


DCS KEYSETS

28D KEYSSET, 18D KEYSSET
PROGRAMMABLE KEYS LAYOUT



8D KEYSSET PROGRAMMABLE
KEYS LAYOUT



Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** 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 **TRSF** to save and exit programming OR press **SPK** to save and advance to the next program

DISPLAY

[201] SPEED DIAL
00 :

[205] SPEED DIAL
00 :

[205] SPEED DIAL
SPDBLK NOT EXIST

[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.

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

HOLD - Used to clear previous entry.

ANS/RLS - Used to select ALL.

ACTION

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

DISPLAY

[201] SPEED NAME
00:

[205] SPEED NAME
00:

[205] SPEED DIAL
SPDBLK NOT EXIST

[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 **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

NOTE: Directory information is always ten characters long for version V1.x. software and eleven characters long for V2.x software.

CREATE PROGRAMMED STATION MESSAGES

Messages 1–10 are programmed from the factory and cannot be changed. However, you can create ten additional sixteen character messages (11–20) that fit your company’s needs. After programming these messages, inform other employees so the employees 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 **TRSF** 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 **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

VAC.MESSAGE (01)
IN A MEETING

VAC.MESSAGE (11)
—

VAC.MESSAGE (11)
IN THE SHOWROOM

SET ALARM/APPOINTMENT REMINDER WITH MESSAGE

Keyset 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

UP & DOWN - Scroll through extensions.
HOLD - Press to clear data.
KEYPAD - Used to enter data.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** 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 **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 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 **SPK** 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: 1300NOTSET

[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 “225” to a directed pickup key will define this key as pickup for extension 225 only. The key must already be assigned by the installing technician.

Use this program to assign extenders to the following keys:

| KEY | EXTENDER |
|-------------------|---------------------------------------------------|
| BOSS | Boss and Secretary (1–4) |
| DP | Direct Pickup (extension or station group number) |
| DS | Any extension or station group number |
| FWRD | Call Forward (0–7) |
| GPIK | Group Pick-Up (01–20) |
| IG | In/Out of Group (501–529) |
| MMPG | Meet Me Page (0–9, *) |
| PAGE | Page (0–9, *) |
| SPD | Speed Dial (00–49, 500–999) |
| PSMG | Programmed Message (01–20) |
| DIR | PERS (1), SYS (2) or STN (3) |
| VT | Voice Mail Group (501–529) [RELEASE 2 ONLY] |

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 **TRSF** 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

DISPLAY

[201] KEY EXTEND
01:CALL1

[205] KEY EXTEND
01:CALL1

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 **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

[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.

FLASH & TRSF - Used to view and change only the used entries.

SPK/RLS - Used to clear data.

Open customer programming and follow the instructions below.

| ACTION | DISPLAY |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 1. Press TRSF and then dial 708 Display shows | ACCOUNT CODE (001) |
| 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 (005) |
| 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) 12345678901 |
| 4. Press TRSF to store and exit programming OR press SPK to store and advance to the next program | |

SETTING INDIVIDUAL FORWARD NO ANSWER TIMERS

Each station can have an individual 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.

Open customer programming and follow the instructions below.

PROGRAM KEYS

KEYPAD - Used to set timer values.

UP & DOWN - Used to select extension number.

SPK/RLS - Save data and advance to next program.

| ACTION | DISPLAY |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| 1. Press TRSF and then dial 502 Display shows | [201] FWD NO ANS 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 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 SPK 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 250 entries with each entry comprised of a ten digit telephone number and a 16 digit name.

Names are written using the keypad. Each press of a key will select a character. Pressing the next key will move 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." Now press the number "2" once to get the letter "A." Continue selecting characters from the table below to complete your message. 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.

DCS KEYSETS

| | | | | | |
|--------|-------|---|---|----|---|
| 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 | R | S | & | 7 |
| DIAL 8 | T | U | V | * | 8 |
| DIAL 9 | W | X | Y | (| 9 |
| DIAL * | : | = | [|] | * |

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

1. 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.
2. Other symbols are available for DIAL #.

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

1. Press **TRSF** and then dial **728**
Display shows first entry
2. Dial entry number (e.g., **005**) OR
Use **UP** and **DOWN** to scroll through entries and press right soft key to select entry
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
4. Enter associated name as described above and press right or left soft key to return to step 2 above OR
Press **SPK** to save and advance to next MMC
OR
Press **TRSF** to save and exit programming

DISPLAY

CID XLATION: (001)
DIGIT: _

CID XLATION: (005)
DIGIT: _

CID XLATION: (005)
DIGIT: 3054264100

CID XLATION: (005)
SAMSUNG TELECOM

DEFAULT DATA: NONE

CUSTOMER SET RELOCATION

[RELEASE 2 ONLY]

This program is used to swap information associated with two stations. All assignments such as trunk ring, station group, station COS, station speed dial etc. will follow this program. Like sets can only be exchanged with like sets. For example DCS 12 button sets can only be exchanged with other DCS 12 button sets or iDCS 28D button sets can only be exchanged with other iDCS 28D button sets. If incompatible set types are selected the system will show an ERROR: NO MATCH message. The following table shows which phones can be switched with each other.

NOTE: In order to use this program it must first be activated by a technician. Please see your installing company to have this done if you wish to use this program.

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 program.

HOLD - Used to clear previous entry.

ANS/RLS - Used to select ALL.

ACTION

1. Press **TRSF 315**
Display shows
2. Enter first station number (e.g., **202**)
Press **RIGHT** soft key to move cursor
3. Enter second station number (e.g., **210**)
Press **RIGHT** soft key to enter data
4. Display will return to **STEP 1**
Go to **STEP 2**
OR press **TRSF** to store and exit programming.

DISPLAY

```
SET RELOCATION
EXT _ EXT
```

```
SET RELOCATION
EXT 202 EXT _
```

```
SET RELOCATION
EXT 202 EXT 210
```

```
SET RELOCATION
EXT _ EXT
```

| CUSTOMER SET RELOCATION ALLOW TABLE | | | | | | | | | | | | |
|-------------------------------------|-----|-------|--------|--------|--------|--------|--------|-------------------|---------|----------|----------|--|
| | S/L | 7 BTN | BSC 12 | LCD 12 | BSC 24 | LCD 24 | 32 AOM | DCS & iDCS 64 AOM | iDCS 8D | iDCS 18D | iDCS 28D | |
| S/L | YES | NO | NO | NO | NO | NO | NO | NO | NO | NO | NO | |
| 7 BTN | NO | YES | NO | NO | NO | NO | NO | NO | NO | NO | NO | |
| BSC 12 | NO | NO | YES | YES | NO | NO | NO | NO | NO | NO | NO | |
| LCD 12 | NO | NO | YES | YES | NO | NO | NO | NO | NO | NO | NO | |
| BSC 24 | NO | NO | NO | NO | YES | YES | NO | NO | NO | NO | NO | |
| LCD 24 | NO | NO | NO | NO | NO | NO | YES | NO | NO | NO | NO | |
| 32 AOM | NO | NO | NO | NO | NO | NO | NO | YES | NO | NO | NO | |
| DCS & iDCS 64 AOM | NO | NO | NO | NO | NO | NO | NO | NO | YES | NO | NO | |
| iDCS 8D | NO | NO | NO | NO | NO | NO | NO | NO | YES | NO | NO | |
| iDCS 18D | NO | NO | NO | NO | NO | NO | NO | NO | NO | YES | NO | |
| iDCS 28D | NO | NO | NO | NO | NO | NO | NO | NO | NO | NO | YES | |

N O T E S

N O T E S

N O T E S
