

# OfficeServ™

## SMT-i3105



USER GUIDE



# OfficeServ™ SMT-i3105

Keypad User Guide

*For OfficeServ™ 7000 Series Systems*

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## ABOUT THIS BOOK

The new Samsung Multimedia Telephone SMT-i3105 keyset is part of the OfficeServ 7000 Series.

The SMT-i3105 keyset represents a new concept of Internet phone, in that it uses an IP address to Send/Receive voice and data. For voice communications, the SMT-i3105 uses the data network line already in place in most offices and increasing number of homes.

This guide contains 6 sections: Section 1. Caution and Preparation, Section 2. Phone Functions, Section 3. Frequently Used Feature Operation, Section 4. Phone Features, Section 5. OfficeServ 7000 System Features and Section 6. Applications. Please take the time to study this guide and to become familiar with the operation of your keyset. Keep this guide handy, as you may need to look up instructions for infrequently used features.

This book is written based on factory default settings, for the feature access codes. Sometimes, due to programming requirements, these codes may be changed. If you find that a feature code does not work as described in this book, please contact your installation and service company to determine the correct code.

## CAUTION

# SECTION 1. CAUTION AND PREPARATION

- Read the installation instructions before connecting the system to its power source.
- If there is dirt or moisture on the pin contact surface of a power plug, pull out the plug and wipe it away with a cloth. If dirt or moisture remains on the product even after wiping, contact the service center.
- For the power connection port of the phone, use the supplied power adapter. (The power adapter is supplied separately.) Use of a power adapter that does not meet the specifications may cause the product to become damaged, to overheat, or to explode.
- Do not place the phone in a location with a lot of dust, in a location that is subject to severe changes in temperature, or near a heating device (cigarette heat, heater, etc.)
- Do not use or store flammable spray or materials near the phone.
- Do not place vases, flowerpots, cups, or a container of cosmetics or drugs near the phone.
- Installation of equipment must not route interconnecting cables or external power supply sources outdoors.
- The LAN cable to the network should be connected to the LAN port of a phone, NOT to the PC connection port.
- Use a soft and dry cloth when cleaning the phone. Do not spray water directly onto the product; and do not use chemicals such as wax, benzene, alcohol, thinner, mosquito killer, perfume spray, lubricant, detergent, etc.

# PREPARATION

## CHECK THE CONTENTS OF THE BOX

Check if the product package box includes all the components as follows:

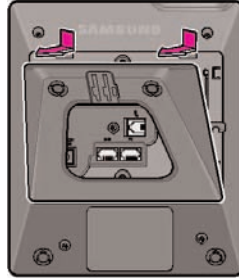
- Phone body including a base
- Handset and Handset Cord
- Patch cable

**NOTE:** Power transformer sold separately. If any of these items are missing or damaged, please contact your dealer.

## PHONE INSTALLATION

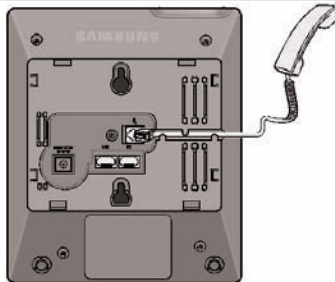
### Connecting the Phone Body

- 1** Remove the base of the phone by pressing the **[Push]** mark on the top of the base.

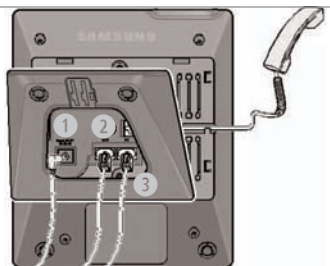


- 2** Connect a handset to the handset port of the phone.

Connect RJ45 cable through middle hole of stand to LAN and the other end of cable to the phone system (data network). If PoE data switch is used, it will power up the phone.



- 3** OPTIONAL: Connect the cable through the middle hole of the base to the PC, as shown in the figure. When connecting to PC, connect one end of the cable to the PC port of the phone, and the other end of the cable to the LAN port of the PC.



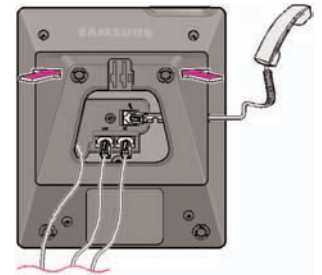
① AC Power ② LAN to Phone System ③ Phone to PC-10/100 Base T Switch

Connect the LAN cable (connected through the middle hole of the base to a network) to the LAN port of the phone, as shown in the figure.

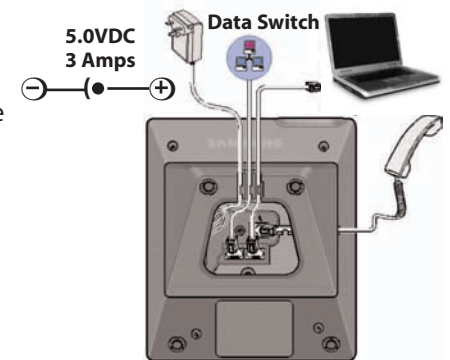
When power is supplied from the LAN port (PoE) (802.3af), the phone is powered via LAN connection.

If PoE is not supported, connect the power adapter to the **power (-DV 5V) port** of the phone by running the cable through the middle hole of the base as shown in the figure below. If the connected power adapter is plugged into an outlet (120AC), the phone is booted. (The power adapter is supplied separately.)

- 4** Fix the base to the phone body by fitting the bottom groove and then securing the top side.



- 5** Secure the cable along the cable guideline as shown in the figure. For the cable of power adaptor, give some slack before securing the cable to the guideline to prevent easy disconnect.



## CAUTION

The input power of the SMT-i3105 needs 5.0vDC and 3000mA. The SMT-i3105 phone needs to be powered by using Samsung's SMT-A53PA power adapter. Failure to use the appropriate power supply will cause permanent damage to the phone and will void Samsung's warranty.

## SECTION 2. PHONE FUNCTIONS

# SMT-i3105 LAYOUT



**NOTE:** The words “key” and “button” are interchangeable.

## NAMES AND FUNCTIONS

Button	Function
① LCD Screen	A display showing the phone's status (busy, ringing, receiving an internal message, etc.), time and date, extension number, name.
② Soft Button	Used to select the desired function from the soft menus displayed at the bottom of the LCD screen, such as <b>Back</b> , <b>End</b> , and <b>Save</b> .
③ Telephone Status Indicator	The blinking pattern differs depending on the phone status. Red status for Station Message, Voicemail, and DND, and green status for Incoming CO Call.
④ Call Log Button (▲ Up)	Used to view the entire call history. Used to move upward on various list screens.
⑤ OK Button	Used to make a selection or to save an entry.
⑥ Phone Book Button (▼ Down)	Used to search for a phone number saved in the phone, or to register a new number. Pressing this button shows the main screen of the phone book. Used to move downward on various list screens.

Button	Function
⑦ Transfer Button	Used to enable the call transfer function.
⑧ Programmable Button	Used to set up one touch feature button on the phone.
⑨ Hold Button	Used to place a call on hold.
⑩ Conference Button	Used for conference calls.
⑪ Volume Button [+ ] [-]	Used to control the volume settings.
⑫ Mute Button	Used to silence the transmit voice to the remote party.
⑬ Hold Button	Used to place a call on hold.
⑭ Speaker Button	Used to enable/disable the use of a speaker phone.
⑮ Dial Pad	Used to dial the phone number.
⑯ Handset	Used for two-way voice conversation.

## KEY FUNCTIONS

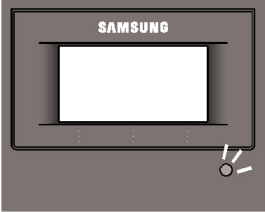
**NETWORK:** The SMT-i3105 uses VoIP communication through an already-installed public or private data network.

**LCD SCREEN:** Various functions are displayed on the LCD screen, so you can use them conveniently by using the scroll buttons **Call Log** (▲ Up) or **Phone Book** (▼ Down) on the phone.

**SHORT MESSAGE SERVICE (SMS):** You can exchange text messages internally only using this function. This function is available only on internal IP stations.

## TELEPHONE STATUS INDICATOR

The indicators are turned on or off depending on the status of relevant functions.

Screen	Status	LED Indicator
	When station is busy	Red colored indicator is constant.
	When station is receiving an incoming call	Green colored indicator flashes.
	When there is a message	Red indicator (slow flash).
	During "Do Not Disturb"	Red indicator (fast flash).
	Hold Recall	Amber colored indicator flashes.

## SCREEN STRUCTURE

The screen consists of three areas.



Area	Description
Icon Area	Displays various icons ( <a href="#">see icon descriptions on page 11</a> ).
Text Area	Displays date, time, extension number, name, message, phone number, etc.
Soft Menu Area	Displays the functions allocated to the 3 soft buttons. Service menus are provided depending on the state of the phone. A user can use the service or feature menus by pressing the <b>Menu</b> or <b>Func.</b> soft button, or the <b>AOM</b> for more soft keys (99).

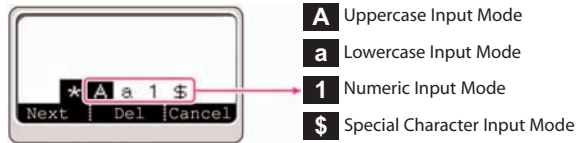


## TEXT INPUT METHOD

Using the dial and direction buttons on the phone, you can enter and modify the English characters, numeric and special characters.

Whenever you press the dial button [\*] on a text input screen, the input mode is advanced in sequence (on keypad).

### Text Input Example



- Use the dial buttons to type English text and numbers; and use the **Direction Arrows** <- : -> in the soft menu screen to move the cursor left and right and **OK** buttons to complete input. When removing the typed characters, select the **Del** soft button or hold down to delete the entire entry.

**Alpha Characters Input:** Select this mode (uppercase/lowercase) by pressing the [\*] button on keypad, and type text by repeated pressing the dial buttons, characters will auto advance after a time limit.

**Number Input:** Select this mode by pressing the [\*] button on keypad, move the cursor highlighted to **1**, then use the keypad to enter digits.

**Special Character Input:** Select this mode by pressing the [\*] button on keypad (advance to \$); select a desired character by using the **Direction Arrows** <- : -> soft button; and press the **OK** button to enter it.

### Keypad Character Entry

Count	1	2	3	4
Dial *	A (Uppercase)	a (Lowercase)	1 (Numbers)	\$ (Special Characters)
Dial #	Not Used			
Dial 0	Not Used			
Dial 1	Not Used			
Dial 2	A	B	C	
Dial 3	D	E	F	
Dial 4	G	H	I	
Dial 5	J	K	L	
Dial 6	M	N	O	
Dial 7	P	Q	R	S
Dial 8	T	U	V	
Dial 9	W	X	Y	Z

## DESCRIPTION OF ICONS

The following icons are displayed on the screen.

Icon	Description
	Shows that 'Call Forward' is enabled.
	Shows that 'Do Not Disturb' is enabled.
	Shows that 'Mute' function is enabled. When the call ends to become a standby status or this function is disabled, this icon disappears.
	Shows that the call is <b>hold</b> state. When call is reconnect or disconnected, this icon disappears.
	Appears when there are unread <b>Short messages</b> in the message inbox. Once they are read, it disappears.
	Shows that a LAN cable is <b>connected</b> to the <b>PC port</b> .
	Shows that a <b>LAN cable</b> is to the LAN port but that the system is <b>not connected</b> .
	Shows that a <b>LAN cable</b> is <b>connected</b> to the LAN port and that the system is connected normally.
	<b>Outgoing</b> call icon.
	<b>Incoming</b> call icon.
	<b>Missed</b> call icon.

## NAVIGATING THE DISPLAY

When programming within various menu options, information can be entered via the dial pad keys using [0]-[9] and [\*] dial keys. The button used for editing and their features are summarized below.

BUTTONS	FEATURES
<b>Left and Right Soft Buttons</b> <- : ->	To move the cursor (underlined area) or to erase/write what is entered.
<b>Hold</b>	To clear/delete an entire field such as station name.
<b>Transfer</b>	To write the changes and exit programming.
<b>Volume Button Up (+) Down(-)</b>	To adjust settings (tones), sounds, contrast, etc.
<b>OK</b>	To enter or save a selection.
<b>Call Log (▲ Up)</b>	To move cursor up.
<b>Phone Book (▼ Down)</b>	To move cursor down.

# SMT-i3105 SETUP

## INITIALIZING THE SMT-i3105

Initially the SMT-i3105 IP keyset will need to be setup to operate within the users network. The Setup Menu is also used to make changes to the keyset, in the event that the system information should change. The option chosen will be highlighted.

The station numbers will be automatically created by the OfficeServ 7000 Series systems once the necessary information has been entered into the IP keyset.

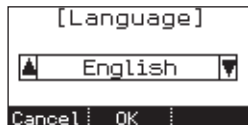
Enter ID and password of the server, as described below to register the phone. See your system administrator for specific Network and Server addresses. The addresses necessary to set up the SMT-i3105 are:

- IP Address of Station
- Subnet Mask
- Network Gateway Address
- IP Address of System's main processor
- User ID
- Password

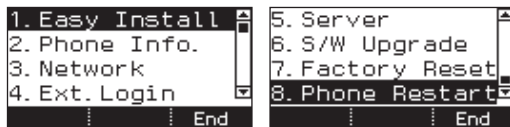
## SETUP MODE

To get to the **SETUP MODE** unplug the power cord from the SMT-i3105. Press and hold the \* button while you plug power back into the phone. Release the \* button when you see Samsung in the display. If you have a PoE (Power over Ethernet) connection, the same procedure can be done by unplugging and plugging the Ethernet cable into the phone while pressing and holding the \* button.

When the phone reboot is complete, the **Language Menu** will display. Press the **OK** soft button to advance to the **Configuration Menu**.



Once the **Configuration Menu** is displayed, you can move to each menu in the Setup by using the **Call Log** (▲ Up) or **Phone Book** (▼ Down) buttons and **[1]-[8]** dial buttons of the SMT-i3105 IP phone. [To learn how to navigate the menus refer to the previous section.](#)



## EASY INSTALL WIZARD

By selecting this option, the System Easy Wizard can guide you through setting up your network parameters. If you want to set up these parameters individually, follow the instructions below.

- From the idle phone press **Menu**, scroll to **Settings**, and press **OK** button. Scroll to **Phone Info** and press **OK** button. From the keypad, enter the administrator's password (please contact your phone system administrator). Press the **OK** button. Scroll to **Easy Install** and press **OK** button.

## SELECTING THE STATIC IP OPTION

- When the Static IP option is selected, the user enters the **Static IP Address** for the phone (eg. 192.168.9.193) then press the **OK** button or the **Next** soft button.
- Enter the **Subnet Mask** (eg. 255.255.255.0); press **OK** button or the **Next** soft button.
- Enter **Gateway Address** (eg. 192.168.9.1), press **OK** button.  
**NOTE:** Press the \* key on the dial pad to enter the "." in the IP address.
- Enter the **System IP address** (eg. 192.168.9.200), press **OK** button.
- Enter **System ID XXXX** (eg. 3201), then press **OK** button.
- Enter **Password XXXX** (eg. 1234) then press **OK** button.

Wait a second for the phone to reboot. The phone should register and authenticate itself to the phone system. Test SMT-i3105 for proper operation.

## SETTING UP HOT DESKING [IDLE LOGIN]

Hot Desking allows you to log in and out of your SMT-i3105 IP keyset without rebooting. [See Setup Mode on how to access the Configuration Menu.](#)

- Press the **Menu** soft button, scroll to **Settings** then press **OK** button.
- Scroll to **Phone Info** and press **OK** button.
- Enter the administrator's password (please contact your phone system administrator).
- Scroll to **Ext. Login** then press **OK** button.
- Choose the **ON** option and press **OK** button. (Note: **ON** to allow, **OFF** to deny hot desking).
- Press the **End** soft button to complete the setup.
- When the phone restarts, enter the **ID** (eg; extension 2809) and **password**.
- Press the **Save** soft button to complete the login.

# CONFIGURATION MENU STRUCTURE

The **Configuration Menu** options are as follows:

## 1. EASY INSTALL

This option will guide you through setting up all required parameters for connecting the SMT keyset to your system.

## 2. PHONE INFO

1. Version Info: Provides boot rom, software, DSP, and hardware version information and date.
2. Network Info: Displays network mode, IP address of phone, network (DNS1, DNS2), Gateway Information, Subnet Mask, MAC Address, LAN (HUB), LAN (PC), PC Client, and Registered State.
3. MAC Address

## 3. NETWORK

Displays Static IP, Dynamic IP, PPPoE, NAT, 802.1x, VLAN (LAN), and VLAN (PC). Set to **Use** or **Not Use**.

## 4. EXT. LOGIN

Allows the user to choose the option of permitting the phone either login/logout from idle mode or only register to the server on power up. Once the phone is placed into Extension Login mode, a display will show up to allow you to enter any valid User ID and password. This function is also referred to as hot desking (idle login). Set to **Use** or **Not Use**. Default password is 1234.

## 5. SERVER

1. Primary System: The main processor's IP address.
2. System 1~3: Up to 4 server IPs can be set.

## 6. S/W UPGRADE

1. TFTP Server: The IP address of the TFTP server containing the IP software.
2. Upgrade: Starts the IP software upgrade process.

## 7. FACTORY RESET

This option resets the SMT-i3105 to factory default settings.

## 8. PHONE RESTART

This option reboots the SMT-i3105 phone.

# SECTION 3. FREQUENTLY USED FEATURE OPERATION

This section provides the basic operation of your Samsung Multimedia Telephone **SMT-i3105**.

## LOGGING IN & OUT [If Hot Desking is Enabled]

If enabled, your SMT-i3105 telephone may require you to log in before making or receiving calls. In these cases your telephone system administrator will provide you with an extension number, password, and the feature code used to log out.

### TO LOG IN

- Dial your extension number in the ID field (example 3201).
- Press the **OK** button.
- Dial your password in the password field (default 1234).
- Press **Save** soft button.

### TO LOG OUT

- Dial the feature code provided by your administrator (log out code 77).

## PLACING CALLS

**IMPORTANT:** Put your phone in **Overlap Mode** by pressing the **Menu** button, select **Settings** and then select **Dial Mode**, change it to **Overlap**. If your phone is not in OVERLAP mode you must always press the **Call** soft button after dialing the digits to send the call.

**NOTE:** All examples of making phone calls are based on the phone being set for overlap dialing mode.

**OUTSIDE CALLS** - To place a call to an outside party:

- Lift the handset or press the **Speaker** button.
- Press an idle outside line button, line group button, or dial a line access code to receive dial tone.
- Dial the telephone number.
- Hang up the handset when the call is completed.

**NOTE:** Frequently called telephone numbers can be added to the PhoneBook.

When making internal and external calls from AOM list, press the **AOM** soft button to access the programmable button screens. Then use the **Call Log** (▲ Up) or **Phone Book** (▼ Down) button to scroll to and highlight the desired programmable button. Press **OK** to access trunk or trunk group, dial phone number.

**INTERNAL CALLS** - To place a call to another extension at your location:

- Lift the handset.
- Dial the extension number or group number.
- Wait for the party to answer. If you hear a brief tone burst instead of ringback tone, the station called is set for Voice Announce or Auto Answer. Begin speaking after the tone.
- Hang up the handset when the call is completed.

### NOTES:

1. If you have a **DSS** button assigned to an extension or station group, you may press this button instead of dialing the number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.

**SPEAKERPHONE CALLS** - Your Samsung SMT-i3105 has speakerphone capability. This feature is used for both internal or external calls. To activate this feature:

- Press the **Speaker** button.
- Place an internal or external call.
- Press **Speaker** button to disconnect the call.

**NOTE:** The handset can be used at any time during the conversation. To resume handsfree operation, press the **Speaker** button, and hang up the handset.

## ANSWERING CALLS

**OUTSIDE/INTERNAL/VOICE ANNOUNCE CALLS** - To answer these three types of calls:

- Lift the handset or press the **Speaker** button to answer on **Speaker Phone**.
- Hang up the handset when the call is completed.

**NOTE:** The volume can be adjusted at any time by pressing the [+] and [-] **Volume** button arrow keys on your navigation button.

## PLACING A CALL ON HOLD

Calls can be placed on **System Hold** or **Exclusive Hold**. A call placed on System Hold can be picked up from any extension. Calls placed on Exclusive Hold can only be picked up from the extension that placed them on hold.

**SYSTEM HOLD** - To place a call on hold:

- Press the **Hold** button. The **Call** button will flash red at your telephone.
- To take the caller off hold, press that button and the red flashing light will go steady red again.
- Resume conversation.

**EXCLUSIVE HOLD** - To place a call on hold at your telephone so that other users cannot answer it:

- Press the **Hold** button **twice**. The call button will flash green at your telephone.
- To retrieve the call, press the flashing red line button or press the line button a third time.

**NOTE:** Internal calls are always placed on exclusive hold.

## TRANSFERRING CALLS

You can transfer a call by notifying the party to which the call is being transferred or without notification.

- While on a call, press the **Transfer** button then dial an extension number.
- Confirm you hear a ringback tone.
- Wait for the called party to answer and announce the call (optional).
- Replace the handset.

## TRANSFERRING WITH CAMP-ON

When you transfer a call to another station and receive a busy signal, you can camp the call on to this station. Hang up when you hear the busy signal. The called party is alerted that a call is waiting.

- Call another internal station.
- When receiving a busy tone, press the **Func.** soft button.
- Scroll to **Camp On** and press **OK** button (here ringback tone). Wait for party to answer the call.

**NOTE:** If you receive No More Calls tone, that station has no button available to receive another call. Press **Transfer** to return to the caller.

## CALL WAITING

If an outside call is camped-on to your phone or another station is camped-on to you:

- Your keyset rings and the call that is waiting (camped-on) flashes red.
- Press the flashing button to answer; the other call is put on hold automatically if your station has the Automatic Hold feature set. If not, you must press **Hold** and then the flashing button or finish the first call and hang up; the waiting call will ring.
- Lift the handset or press the **Speaker** button to answer.

**NOTE:** Intercom calls will not go on Automatic Hold.

## CONFERENCE CALLS

To make a conference call while engaged in a conversation:

- Press the **Conference** button and receive conference tone.
- Make another call, either intercom or outside, press the **Conference** button and receive conference tone.
- Make another call or press the **Conference** button to join all parties. You can conference up to five parties (you and four others).
- Repeat the last step until all parties are added. **Conf** a second time to put all calls bridged together.
- Hang up to leave the conference call.

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

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

- Press the **Conference** button and dial the extension or line number that is to be dropped.
- Press the **Conference** button again to reestablish the conference.

## FORWARDING CALLS Icon

You can forward your calls to another station, group of stations, or an external telephone number. Program a destination for the type of forwarding you want by pressing **Menu**, then **Call Forward**, to set the forwarding number to **All**, **Busy**, **No Answer**, and **Busy/No Answer**.

## OTHER FEATURES AND FUNCTIONS

**VOLUME CONTROL - Vol** button is used to adjust the volume of a handset, speaker and ringing sound.

### Volume Control of a Handset

- Adjusts the handset volume while busy (handset offhook).
- To increase the volume of a handset, press the top side [+] of the **Vol** button.
- To decrease the volume of a handset, press the bottom side [-] of the **Vol** button.

### Volume Control of a Speaker

- Adjusts the speaker volume while busy in speaker mode.
- To increase the volume of a speaker, press the top side [+] of the **Vol** button.
- To decrease the volume of a handset, press the bottom side [-] of the **Vol** button.

### Volume Control of a Ringing Tone

- During an incoming call, to increase the volume of a speaker, press the top side [+] of the **Vol** button while ringing.
- To decrease the volume of a handset, press the bottom side [-] of the **Vol** button while ringing.

### Volume Control of Key Tone

- To increase the volume of the key tones, press the top side [+] of the **Vol** button.
- To decrease the volume of the key tones, press the bottom side [-] of the **Vol** button.

**NOTE:** By pressing the **Vol** button in idle mode, the user can also adjust the key tone volume.

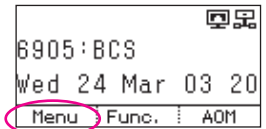
**CALL LOG BUTTON** - Provides direct access to a list of the most recent calls, outgoing calls, incoming calls, missed calls, and an option to delete all (or clear) all calls from the call log. The **Call Log** button is also used to scroll (▲ Up) the soft menus display.

**PHONE BOOK BUTTON** - Provides direct access to the user's phonebook of stored contacts. The **Phone Book** button is also used to scroll (▼ Down) the soft menus display.

**OK BUTTON** - This function is used to enter, save or complete the selected option in the display.

**SPEAKER BUTTON** - This function is used to go on and off hook in the hands-free speakerphone mode.

**MENU SOFT KEY** - This menu displays the following options:

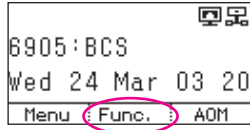


**NOTE:** The **Call Log** (▲ Up) and **Phone Book** (▼ Down) buttons can be used to navigate through these options.

1. **PHONEBOOK:** Maintains frequently dialed names and numbers in a PhoneBook. Search and initiate calls by: Speed Dial, Associated Names, or Telephone Numbers.
2. **CALL LOG:** Provides direct access to a list of most recent calls, outgoing calls, incoming calls, missed calls, and an option to delete all (or clear) all calls from the **Call Log**.
3. **MESSAGE:** This function allows users to select which desired type of messages is viewed. Users can select and view the following options: **Voicemail Messages, Station Messages, E-Mail** (optional with IP-UMS only), and **Short Message Service (SMS)**. Short Message Service is similar to sending text messaging [Function only supported to other internal station users with ITP or SMT-i phones].
4. **SOUND:** Sets Volume levels of various telephone functions. Scroll to select desired option setting. When setting Ring Type and Ringer Volume, each key tone level is heard while scrolling through them.
5. **SECURITY:** The function allows the user to lock or unlock an individual station from dialing out, and to change the station password. There are three options: **Unlock** (Station user is able to make any calls without restrictions), **Locked Out** (The station cannot make calls outside the system. The station can, however, make and receive internal calls and incoming CO calls, and outbound 911 emergency calls), and **Lock All Calls** (The station cannot make or receive any calls. Incoming, outgoing, internal calls and emergency calls are all blocked on a locked all station).
6. **CALL FORWARD:** Sends phone calls to a different station. Program a destination for the preferred forwarding options: **Disable, All, Busy, No Answer, Busy/No Answer, Do Not Disturb, and Follow Me Status**.
7. **SETTINGS:** This function allows the user to set the following option: **Dial Mode** (Overlap or Enbloc), **Language** (default English), **Network Information** (IP address, gateway, Server, etc), **Phone Information** (software version), **AOM Set**, and **Clear User Set**.



**FUNC. SOFT BUTTON** - This function allows a user one touch easy access to many of the system features. When pressed, the following options are displayed: **Last Number Redial, Save/Repeat, Speed Dial, Directory, VM Message, Station Message, Page Pickup, Direct Pickup, DND, In/Out Group, Status Message, Hold Pickup, Page, Meet Me Page, OHVA Block, Group Pickup, and My Group Pickup.** The **Call Log** (▲ Up) and **Phone Book** (▼ Down) buttons can be used to scroll up and down the list of features under the Func. button.

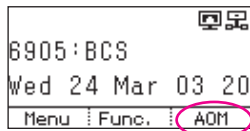


**Example of using the Last Number Redial feature:**

- Press the **Func.** Soft button, scroll to **Last Redial**, then press **OK** button. The last number called from the phone is called.

**NOTE:** [For detail operation of the list of features under the Func. soft button, please refer to the System Features section of the user guide.](#)

**AOM SOFT BUTTON** - This function is used to display all 99 programmable feature buttons of the phone. The **Call Log** (▲ Up) or **Phone Book** (▼ Down) buttons can be used to scroll up and down the list of 99 programmable feature buttons under the AOM module.

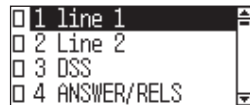


**Example of dialing a speed dial number using the AOM function:**

- Press the **AOM** soft button, scroll to **Speed Dial**, then press **OK** button. Enter the bin number (00~999).

**NOTE:** Some programmed features such as speed dialing and DSS buttons can be used to process calls; other programmed buttons such as Call buttons can only be viewed.

The soft AOM button can also display status indications for station keys, trunks, voice mail messages, etc.



**Example of programming a DSS button on the soft AOM:**

- Press the **Menu** soft button.
- Using the **Call Log** (▲ Up) or **Phone Book** (▼ Down) buttons, scroll to **Settings** and press **OK**, then scroll to and select **AOM Setting**.
- Scroll to the soft **AOM** button to program (for example: 04).
- Press the **Edit** soft button (the display will show AOM index 4).
- Using the **Left and Right** soft buttons, scroll to the feature option (for example: DSS).

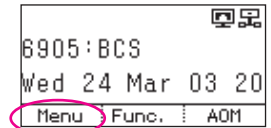
- Move down and enter the extension number (for example: 2003).
- Move down, use the dial pad to enter name (for example: John Dow). [Refer to Text Input Method.](#)
- Press the **Save** soft button to exit and save the setting.

## SECTION 4. PHONE FEATURES

## BASIC MENUS

The basic menu screen is displayed if you select the **Menu** from the soft menu at the left bottom of a idle screen. Using the **Call Log** (▲ Up) or **Phone Book** (▼ Down) buttons, move to a desired function, and press the **[OK]** button to execute the function.

### SOFT BUTTON STRUCTURE



### MENU SOFT BUTTON

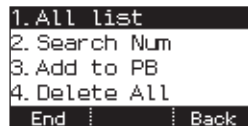
Item	Sub-Item	Description
<b>1. PhoneBook</b>	1. All List	Shows the entire list of phone numbers stored in the phonebook (00-99).
	2. Search Num	Allows a user to search for a stored phone number by name/number in your phonebook (case sensitive).
	3. Add to PB	Saves a phone number; and allows a user to specify a speed dialing name, number, and ringtone for incoming calls.
	4. Delete All	Allows a user to delete all the phone numbers saved in the phone.
<b>2. Call Log</b>	1. Recent	Lists the recent numbers of outgoing, incoming and missed calls.
	2. Outgoing	Lists the phone numbers of recent outgoing calls.
	3. Incoming	Lists the phone numbers of recent incoming calls.
	4. Missed	Lists the phone numbers of recent missed calls.
	5. Delete All	Allows a user to delete all the call history saved in the phone.
<b>3. Message</b>	1. Voice MSG [0]	Allows a user to retrieve voice mail messages from the mailbox.
	2. Station MSG [0]	Allows a user to retrieve station messages (internal) from another user.
	3. E Mail MSG [0]	Allows a user to to view how many e-mail messages have been received via IP-UMS (optional).
	4. Short MSG [0]	Allows a user to retrieve and send internal short messages (SMS) like text message to other internal phones. <i>[Not Supported Over Networking]</i>



Item	Sub-Item	Description
<b>4. Sound</b>	1. Volume	Allows a user to adjust the volume of the ringtone, handset, speaker, key tone, page, and BGM Off Hook (OHVA).
	2. Ring Tone	Allows a user to select the ringtone.
	3. Key Tone	Allows a user to select the key tone sound.
<b>5. Security</b>	Change Password Phone Lock	Allows a user to secure the access to some menu items and change the station password.
<b>6. Call FWD</b>	A user can enable call forwarding when they have moved to another location or during a long absence. Options are Disable, All, Busy, No Answer, Busy/No Answer, DND, Follow Me.	
<b>7. Settings</b>	1. Dial Mode	Allows a user to set the dial mode as immediate dial (overlap) or wait dial (enbloc).
	2. Language	Sets the language of the phone.
	3. N/W Info	Shows the network setting information of the phone.
	4. AOM Set	Used to set buttons 00-99 on the soft AOM from the phone.
	5. Phone Info	Shows the software version of the phone.
	5. Clear User Set	Allows a user to delete their personalized data and return to the initial status.

## 1. PHONEBOOK

**NOTE:** Personal phonebook is stored locally in phone memory.



### 1. All List

Shows the entire list of phone numbers saved in the phone book.

- Press the **Phonebook** button—OR—press the **Menu** soft button, scroll to **Phonebook**, press **OK**, scroll to **All List**, and then press **OK**.
- The entire list of phone numbers saved in the phone book is shown on the screen. Using the **Call Log ▲ / Phonebook ▼** button, move to a desired number, and select the **Call** soft button to place a call.

## 2. Search Number

Allows a user to search by name/number for a phone number saved in the phone book.

- Press the **Phonebook** button—OR—press the **Menu** soft button, scroll to **Phonebook**, press **OK**, scroll to **Search Num**, and then press **OK**.
- Select from your saved numbers either **By Name** or **By Number** and press **OK**.
- From the dial pad enter the first characters of the name (case sensitive) or phone number to search and press the **OK** button, the matching phone number is displayed. Move to a desired name/number using the **Call Log ▲ / Phonebook ▼** button, and select the **Call** soft button to place a call.

## 3. Add to PB (Phonebook)

This is the function used to add a phone number to the phonebook.

- Press the **Phonebook** button—OR—press the **MENU** soft button, scroll to **Phonebook**, press **OK**, scroll to **Add to PB**, and then press **OK**.
- Enter a name and press **Next**.
- Enter a phone number and press **Next**.
- Select a ring tone by using the **Call Log ▲ / Phonebook ▼** keys.
- Press the **Save** soft button to save the phone number.

**NOTE:** See [Text Input Method](#) on how to enter name in the Phone Book.

## 4. Delete All

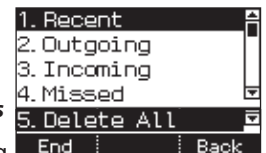
This is the function used to delete all the phone numbers saved in the phone book.

- Press the **Phonebook** button—OR—press the **Menu** soft button, scroll to **Phonebook**, press **OK**, scroll to **Delete All**, and then press **OK**.
- Press the **Yes** or **No** soft button to **Delete All** entries.

## 2. CALL LOG

### 1. Recent Outgoing Incoming Missed Icons

This function lists all the recent numbers for outgoing, incoming and missed calls.



- Press the **Call Log** button—OR—press the **Menu** soft button, scroll to **Call Log**, press **OK**, scroll to **Recent**, and then press **OK**. A phone number list and icons of recent outgoing, incoming, and missed calls are displayed.
- Using the **Call Log ▲ / Phonebook ▼** button, move to a desired number, and press the **Call** soft button to place a call.

## 2. [Outgoing](#) *Outgoing Calls Icon*

This function lists the phone numbers of recent outgoing calls.

- Press the **Call Log** button—**OR**—press the **Menu** soft button, scroll to **Call Log**, press **OK**, scroll to **Outgoing**, and press **OK**. A phone number list of recent outgoing calls is displayed.
- Using the **Call Log ▲ / Phonebook ▼** button, move to a desired number, and press the **Call** soft button to place a call.

## 3. [Incoming](#) *Incoming Calls Icon*

This function lists phone numbers of recent incoming calls.

- Press the **Call Log** button—**OR**—press the **Menu** soft button, scroll to **Call Log**, press **OK**, scroll to **Incoming**, and press **OK**. A phone number list of recent incoming calls is displayed.
- Using the **Call Log ▲ / Phonebook ▼** button, move to a desired number, and press the **Call** soft button to place a call.

## 4. [Missed](#) *Missed Calls Icon*

This function lists phone numbers of recently missed calls.

- Press the **Call Log** button—**OR**—press the **Menu** soft button, scroll to **Call Log**, press **OK**, scroll to **Missed**, and press **OK**. A phone number list of recent missed calls is displayed.
- Using the **Call Log ▲ / Phonebook ▼** button, move to a desired number, and press the **Call** soft button to place a call.

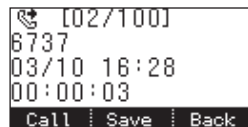
## 5. [Delete All](#)

This function allows a user to delete the entire call history saved on the phone.

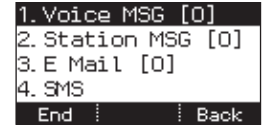
- Press the **Menu** soft button, scroll to **Call Log**, press **OK**, scroll to **Delete All**, and press **OK**.
- Enter the phone password [Enter 1234].
- Press **Yes** to delete all Call Log entries.

### VIEWING DETAIL CALL LOG RECORD

To view the details of each of the call log entry, highlight the entry and press the OK button to display the full Caller ID record which includes the name, date and time.



## 3. MESSAGE



### 1. [Voice Mail Messages](#)

This function allows users to retrieve voice mail message from the mailbox.

- Press the **Menu** soft button, scroll to **Message**, press **OK**, scroll to **Voice MSG [ ]**, and then press **OK** to access the voice mailbox and retrieve messages. Enter password for voice mail.

### 2. [Station Messages](#)

This function allows users to retrieve station messages (internal) from another user.

- Press the **Menu** soft button, scroll to **Message**, press **OK**, scroll to **Station MSG [ ]**, and then press **OK**.
- To return a call to the station that left the message: press the **Func.** soft button, scroll to **Reply**, then press **OK**.
- To delete the station message: press the **Func.** soft button, scroll to **Clear**, then press **OK**.
- To view the next station message: press the **Func.** soft button, scroll to **Next**, then press **OK**.

### 3. [E-Mail Messages](#)

This function allows users to view the amount of e-mails for a station user's account. This function is only available when the IP-UMS application is enabled. Please refer to the IP-UMS manuals for detailed operation.

### 4. [Short Message Service \(SMS\)](#)

This function is used to send and create internal short messages or text messaging. Only operational within same node, not supported over networking.

#### INBOX

- Press the **Menu** soft button, scroll to **Message**, press **OK**, scroll to **Short Message [0]**, and press **OK**.
- Scroll to **Inbox**, then press **OK** to view a short text message in you Inbox.
- Press the **Del** soft button, the **Yes** soft button to delete the short text message or press the **End** soft button to exit SMS.

## NEW MESSAGE (SEND)

This function is used to create and send a new short text message.

- Press the **Menu** soft button, scroll to **Message**, then press **OK**. Scroll to **Short Message** [], then press **OK**. Scroll to **New Msg**, then press **OK**.
- Write or create a new short message and press the **Next** soft button. [See Text Input Method on how to enter characters in text messages.](#)
- Enter the internal extension(s) to send the short message. Scroll to other entries and enter the station number to send to more users. (Each short message can be sent to 1 to 10 users).
- Press the **Send** soft button to deliver the short message to other user's inbox.

**NOTE:** When the message is sent successfully, the message "Sent" is displayed. When the message fails to send the "Failed to send" is displayed. SMS messages can only be sent to internally ITP, SMT-W, or SMT-i phones within the same node. TDM and single line phones cannot send or receive SMS messages. SMS messaging is not supported over networking.

## OUTBOX

This function is used to edit and resend a new short text message.

- Press the **Menu** soft button, scroll to **Message**, then press **OK**. Scroll to **Short Message** [], then press **OK**.
- Scroll to **Outbox**, then press **OK** to view short text message sent from your phone.
- Scroll to the desired **SMS MSG**.
- Press the **Del** soft button, then **Yes** soft button to delete the short text message or press the **End** soft button to exit SMS.

**NOTE:** SMS messages indicated by X icon cannot be deleted from the Outbox.

## DELETE ALL

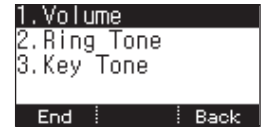
This function is used to delete the short message(s) saved in both the **Inbox** and the **Outbox**.

- Press the **Menu** soft button, scroll to **Message**, then press **OK**. Scroll to **SMS**, then press **OK**.
- Scroll to **Delete All**, then press **OK** to view short text message sent from your phone.
- Press the **Del** soft button to delete the short text message or press the **End** soft button to exit SMS.

**NOTE:** SMS messages indicated by X icon cannot be deleted from the Outbox.

## 4. SOUND

This function is used to adjust the selected volume levels on each phone. This is the same option as station lock in MMC 114.



- Press the **Menu** soft button, scroll to **Sound**, then press **OK**. Scroll to **Ring Tone**, or **Key Tone** or **Volume**, then press **OK**.
- Using the **Call Log** ▲ / **Phonebook** ▼ buttons adjust the volume or sound, then press **OK** and **Save** soft button.

## 5. SECURITY

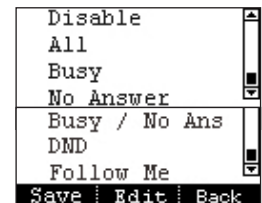
This function is used to select the option for each user to change station password, lock or unlock each phone. This is the same option as station lock in MMC 100.



- Press the **Menu** soft button, scroll to **Security**, then press **OK**.
- Enter the station password [default 1234].
- Press **OK** to **Change Password** and press **Back** soft button.
- In the **Dial** mode, use the **Left** [->] and **Right** [->] soft buttons to choose the **Unlock**, **Lock Out** (Outgoing), or **Lock All** option from the menu.
- In the **Menu** mode, use the **Left** [->] and **Right** [->] soft buttons to choose the **Unlock** or **Lock M** option (Station locked from changing the Dial Mode) from the menu.
- In the **Password** mode, enter the current password (eg; 1234)
- Enter the **New Password**. Re-enter the new password to confirm. Password is changed.

## 6. CALL FWD

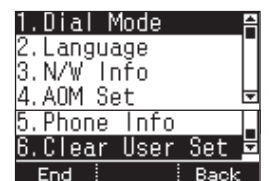
This function is used to set/cancel call forwarding to each phone.



- Press the **Menu** soft button, scroll to **Call Fwd**, then press **OK**, scroll to forward option [**Disable**, **All**, **Busy**, **No Answer**, **Busy/No Answer**, **DND** or **Follow Me Status**], then press **Edit** soft button.
- Enter the **Station or Group Number** to forward calls, then press **OK** or **Save**.

## 7. SETTINGS

This function is used to allow station users to set the Dial Mode to Enbloc or Overlap dial, set the Language, view the station network Info settings, to view the phone firmware and boot version, or to clear user settings, such as the call log and phonebook.



## DIAL MODE

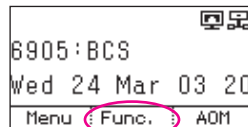
- Press the **Menu** soft button, scroll to **Settings**, then press **OK**.
- Scroll to **Dial Mode**, then press **OK**.
- Using the **Call Log ▲ / Phonebook ▼** buttons select **Enbloc** or **Overlap**, then press **Save** soft button or press **OK** button.
- Choose **Overlap** to dial number and have it automatic dial out, use **Enbloc** to press # sign to dial.

## LANGUAGE

- Press the **Menu** soft button, scroll to **Language**, then press **OK**.
- Scroll to **Language**, then press **OK**.
- Using the **Call Log ▲ / Phonebook ▼** buttons select the language, then press **Save** soft button or press **OK** button.

## FUNC. SOFT BUTTON

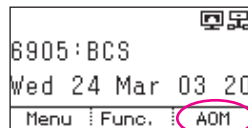
This function allows a user one touch easy access to many of the system features. When pressed, the following options are displayed: **Last Number Redial**, **Save/Repeat**, **Speed Dial**, **Directory**, **VM Message**, **Station Message**, **Page Pickup**, **Directory Pickup**, **DND**, **In/Out Group**, **Status Message**, **Hold Pickup**, **Page**, **Meet Me Page**, **OHVA Block**, **Group Pickup**, and **My Group Pickup**. The **Call Log ▲ / Phonebook ▼** buttons can be used to scroll up and down the list of features under the **Func.** button.



**NOTE:** [For detailed operation of the list of features under the Func. soft button, please refer to the System Features section of this user guide.](#)

## AOM SOFT BUTTON

This function is used to display all 99 programmable feature buttons of the phone. The **Call Log ▲ / Phonebook ▼** buttons can be used to scroll up and down the list of 99 programmable feature buttons under the AOM module. This feature button can be programmed by a technician.



# SECTION 5. OFFICESERV™ 7000 SYSTEM FEATURES

# OUTSIDE CALLS

## MAKING CALLS FROM AOM

**Note:** When making calls, internal or outside calls, in order to access the programmable button screens, press the **AOM** soft button. Then you can utilize the **Call Log ▲ / Phonebook ▼** buttons on the display.

- When the desired number is highlighted, press the **OK** button.
- The number will be automatically dialed.

## UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67—OR—**press the **UA** button. This device can operate in any one of the six different ring plans.

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

## RECALL DIAL TONE

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

**NOTE:** If this button does not appear on your keyset, the **Flash** button may be programmed to recall dial tone.

## SENDING A FLASH

While on an outside call, press the **Flash** button to send a flash to the telephone company. This is required for some custom calling features or CENTREX use.

**NOTE:** Flash is not available on an ISDN circuit.

## BUSY LINE QUEUING WITH CALLBACK

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

- Press the **Callback** button, if programmed, or dial **44**, you will hear confirmation tone.
- Hang up or press **Speaker** button.
- When the line becomes free, the system will call you back.
- Lift the handset or press the **Speaker** button to answer, wait for dial tone and dial the telephone number or speed dial number again.

NOTES:

1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, the cursor associated with the **Callback** button will be solid black.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before dialing.

## BUSY STATION CALLBACK

When you call another station and receive a busy signal:

- Press the **Callback** button, if programmed, or dial **44**.
- When the busy station becomes free, your keyset will ring.
- Lift the handset or press the **Speaker** button to call the now idle station.

NOTES:

1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, the cursor associated with the **Callback** button, will be solid black.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before dialing.

## CANCELING CALLBACK

A callback will be canceled if not answered within 30 seconds. If you have set a callback, the cursor associated with the **Callback** button, will be solid black.

To cancel a callback:

- Press the **Callback** button, if programmed, or dial **44**. The display will show the callback details, press the **Func.** soft button and then **Clear**.
- This will cancel the last set callback and display the next set callback, also with the option to **Clear**. This process is repeated until all callbacks are cleared from memory.

**NOTE:** If the Hot Keypad feature is turned off, you must first lift the handset or press the **Speaker** button before dialing.

## BUSY STATION CAMP-ON

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

### MANUAL CAMP-ON

- Press the **Camp** button or dial **45**.
- The called station will receive off-hook ring tone repeated every few seconds and the cursor associated with the first available **Call** button will flash black to indicate your call is waiting.
- Wait for the called party to answer.

- The called station must release its first call or place it on hold before answering your camp-on.

#### NOTES:

1. If you receive No More Calls tone, that station has no available button to accept your call. Hang up or leave a message.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before dialing.

#### AUTO CAMP-ON

When you want to automatically camp on to a busy station without pressing the camp on button every time you call a busy station, you can set your phone for auto camp-on.

- With the handset on-hook, press **Transfer** and then dial **110**.
- Dial **081** to turn **ON** auto camp-on or dial **080** to turn it **OFF**.
- Press **Transfer** to store your selection.

## INTERCOM CALLS

### VOICE ANNOUNCE MODE

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

- Press the **Speaker** button to turn on the microphone and speak handsfree—**OR**—lift the handset to reply.
- To finish the call, replace the handset or press the **Speaker** button.

NOTE: In order for C.O. calls to be answered handsfree, AUTO ANS CO must be set to ON.

### AUTO ANSWER MODE

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

- Your microphone and speaker are turned on and you can speak handsfree. For privacy, use the handset.
- To finish the call, replace the handset.

NOTE: In order for C.O. calls to be answered handsfree, AUTO ANS CO must be set to ON.

### CALLING YOUR SYSTEM OPERATOR

- Dial **0** to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.

NOTE: If the Hot keypad feature has been turned off, you must first lift the handset or press the **Speaker** button or dial **0** before you begin dialing.



# CALL PROCESSING

## SYSTEM HOLD

When you are connected to any call, press **Hold**. The call will flash at the keyset. If this call appears on a line button at other keysets, it will flash at those keysets also.

- To take the caller off hold, press that button and the flashing LED will go steady again. Resume the conversation—**OR**—press the **Hold** button. The flashing LED will go steady again and you will be connected to the call again. Resume the conversation.

NOTE: While on a call, pressing a line button, route button or flashing **Call** button will automatically put your first call on hold and connect you to the new call. [See Automatic Hold under Customizing Your Keypad.](#)

## EXCLUSIVE HOLD

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

- Press the **Hold** button twice. The call will flash on your keyset and this line will show a steady indication on other keysets.
- To retrieve the call, press the flashing line button or press the **Hold** button a third time.

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

## REMOTE HOLD

When you wish to place a call on hold at another station.

- Press **Transfer** and dial the station number (or press the appropriate **DSS** button)
- Press the **Hold** button. This will place the call on system hold on an available **Call** button or Line button at the remote station and return you to dial tone.

NOTES:

1. If the destination station does not have any free **Call** buttons or line buttons you will hear No More Calls tone and must return to the other party by pressing the **Transfer** button.
2. Intercom calls cannot be put on remote hold.

## HOLD RECALL

If you leave a call on hold longer than the hold timer, it will recall your station. The button that the call appears on will have a slow flashing indicator. (Telephone Status Indicator will flash amber).

- When your phone rings, lift the handset or press the **Speaker** button to answer the recall.
- If you do not answer this recall within a pre-programmed period of time, it will go to the system operator.

## CONSULTATION HOLD

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

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

NOTE: Repeatedly pressing the **TRANSFER** button will toggle between the outside party and internal extension. If necessary you may disconnect either one of the parties by pressing the **Func.** soft button, and then **Cancel**.

## RETRIEVING CALLS HELD AT ANOTHER STATION [HOLD PICKUP]

When a line is on hold and it appears on your keyset, press the **Line** button with the flashing indicator.

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

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.

## CALL TRANSFER

Transfer is used to send any calls to another extension in one of two ways. You can do a screened transfer by informing the other extension who is calling or you can do a blind transfer without notification.

- While on a call, press the **Transfer** button and dial an extension number or group number. Your call is automatically put on transfer hold—**OR**—press a **DSS** button or station group button. Your call is automatically put on transfer hold.
- Hang up when you hear ringing (this is an unscreened or blind transfer)—**OR**—wait for the called party to answer and advise him/her of the call and hang up. If the transfer is refused, you will be reconnected to the outside line when the called station hangs up or you can press **Transfer** to return to the outside party.
- If you wish to send the call to another extension without waiting for the first station to hang up, simply press another **DSS** button—**OR**—press the **Call** button or C.O. line button to return to the outside party and begin the transfer process again.
- When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.

### NOTES:

1. After the inside party answers, you may alternate back and forth between the parties by pressing the **Transfer** button.
2. If you receive No More Calls tone, that station has no button available to receive another call. Press **Transfer** to return to the other party.
3. You cannot transfer an Intercom call by pressing a **DSS** button. You must press the **Transfer** button and dial the destination extension number.

## TRANSFER WITH CAMP-ON

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

NOTE: If you receive No More Calls tone, that station has no button available to receive another call. Press **Transfer** to return to the outside caller.

## TRANSFER TO VOICE MAIL

This feature is used to send a call directly to a voice mailbox. Your keyset must have a correctly programmed **VT** button to accomplish this. To transfer a call directly to a voice mailbox:

- While on a call, press the **VT** button and dial the mailbox number.
- Hang up when dialing is completed.

## CALL WAITING

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

- You will hear a tone in the earpiece and the call that is waiting for you (camped-on) will flash. In addition the bottom line of the display will indicate the number of the station or trunk party camped-on.
- Press the flashing button to answer; your other call will go on hold automatically if your station has the Automatic Hold feature set. If not, you must press **Hold** and then the flashing button—**OR**—finish the first call and hang up; the waiting call will ring.
- Lift the handset or press the **Speaker** button to answer.

NOTE: Intercom calls will not go on Automatic Hold. When using the speakerphone the camp-on tone will come through the speaker.

## CALL FORWARD OPTIONS

A display keyset may review or change call forward options and destinations. Call forward access can be done via the keypad or by accessing the keyset display features. To review or change call forward options:

- Press the **Menu** button, scroll to **Settings**, press the **OK** button.
- Scroll to **Call Forward** and press the **OK** button.
- Scroll to the desired Forwarding option, enter the destination extension, and press the Save soft button.  
—**OR**—
- Press **Transfer 102**.
- Dial **0-5** to select the forward type (e.g., 1)—**OR**—  
Press **Volume Up [+]** or **Volume Down [-]** to select the forward type  
Press the right soft key to move the cursor.
- Dial the destination number (e.g., **202**)—**OR**—  
Press **Volume Up [+]** or **Volume Down [-]** to select the destination and press the **Right** soft key to move the cursor.
- Dial **1** to set—**OR**—press **Volume Up [+]** or **Volume Down [-]** to select **Yes** or **No** and press **Transfer** to store and exit.  
—**OR**—



### To Forward ALL Calls to Another Station

- Dial **601** plus the extension or group number.
- Receive a confirmation tone and hang up.

### To Forward Calls to Another Station when you are on the Phone (BUSY):

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

### To Forward Calls to Another Station when you DO NOT ANSWER:

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

### When you have both Forward ON BUSY and Forward NO ANSWER Destination Programmed:

- You can activate them simultaneously.
- Dial **604**. Receive a confirmation tone and hang up.

### To Forward Calls when DND is Activated:

- Dial **605** plus the extension or group number.
- Receive a confirmation tone and hang up.

### To Forward Calls to the Station Where You Currently Are (FORWARD FOLLOW ME):

- Dial **606** plus the extension or group number.
- Receive a confirmation tone and hang up.

To clear all call forward conditions set at your station lift the handset and dial **600**.

## STATION CALL PICKUP

To pick up (answer) a call ringing at another station, lift the handset and dial **65** plus the extension number of the ringing phone. If you have a DP key assigned with a station number, you only need to press this **DP** (Direct Pickup) key with the flashing light to answer this ringing station. NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.

## GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group, lift the handset and dial **66** plus the desired group number (**01-10** on the **OfficeServ 7030**, **01-20** on the **OfficeServ 7200-S**, **01-99**, and **01-99** on the **OfficeServ 7000 Series**) or press the flashing **Group Pickup** button if available or **GRP PKUP** on AOM.

### NOTES:

1. A group pickup button can have an extender for a specific pickup group.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before dialing the access code.

## MY GROUP PICKUP

If desired, a new access code can be assigned to pickup ringing calls in the same pickup group as you are in. Like "66" above except you do not need to dial the desired group number. See your installation company for the assigned access code. MY GROUP PICKUP: \_\_\_\_\_.

## PRIVACY RELEASE

This feature will allow another station to join in our conversation by releasing privacy on the C.O. from your phone.

**To Release Privacy:** While you are talking on a C.O. line and you wish to have other internal parties (or up to three) join the conversation.

- Press the **PRB** button (the **PRB** indicator will be steady). Inform the other party that he/she may now join the conversation.

After the other party (or parties) has joined the conversation and you wish to return privacy to the line so that no one else can join the conversation, press the **PRB** button a second time, the **PRB** button LED will be off.

**To Join a Non-Private Conversation:** When someone has informed you that you can join a conversation:

- Press the **C.O. line** button that he/she has indicated OR
- Dial the **C.O. line number** that he/she has indicated.

# DIALING FEATURES

All “DIALING FEATURES” instructions are written to support Overlap Dialing mode. This is the technical name for dialing from a telephone as it has been for many years. In recent years the cell phone industry has changed the cell phones to use Enblock Dialing. With this dialing mode all the digits are dialed and then sent to the carrier after pressing the **OK** key. Please check your telephone setup to confirm what dialing mode is used.

## SPEED DIALING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500–999 or from your personal list of numbers 00–49.

Your system may be set for 950 system wide numbers. If so the system speed dial access codes are 050~999 and the station speed dial codes are 000~049.

- From the idle screen with the handset on-hook, press the **AOM** soft button, or dial **16**, scroll to the **Speed** button, press the **OK** button.
- Dial the desired speed dial bin number.
- The telephone number is automatically dialed for you.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.

## PROGRAMMING PERSONAL SPEED DIAL NUMBERS

You can program frequently dialed telephone numbers in a personal speed dial list. A station may be assigned up to fifty numbers, **00–49**. See your system administrator to determine the amount assigned to your station. The phone itself maintains 1000 station speed dial numbers.

- While on-hook, press **Transfer** and then dial **105**.
- Dial a speed dial number (**00–49**).
- Dial a line or line group access code.
- Dial the telephone number to be stored (24 digits maximum). It can include #, \*, FLASH and PAUSE.
- Press **Transfer** to store the number.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialing.

For the purposes of programming speed dial numbers, the programmable buttons are known as **A, B, C, D,** and **E**.



- The **A** button inserts a flash.
- The **B** button inserts a pause.
- The **C** button is used for pulse to tone conversion. If your system uses rotary (or pulse) dialing C.O. lines, pressing **C** while entering a speed dial number causes all subsequent digits to be sent as DTMF tones.
- The **D** button is used to hide digits. Display keypad users may want to hide some speed dial numbers so that they will not show in the display. When you are entering a telephone number, press **D**. All subsequent digits will be hidden. Press **D** again to begin displaying digits.
- The **E** button is used to enter a speed dial name. [See Personal Speed Dial Names under Display Features.](#)
- The **F** button toggles between speed dial name and number.
- Use the **Hold** button to clear a speed dial number.
- Use **Volume Up [+]** or **Down [-]** to advance cursor for Input of Bin Name.
- Use **Left** or **Right** soft button to save name.

## DIRECTORY DIALING

- Press the **Func.** soft button, scroll to **Directory**, press **OK**.
- Press **Func.** soft button, scroll to the desired **directory**, press **OK**.

**STATION DIRECTORY** - Accesses Station name directory.

**PERSONAL DIRECTORY** - Accesses your personal speed dial name list.

**SYSTEM DIRECTORY** - Accesses System speed dial name list.

- Enter the first letter of the desired party.
- Press the **Volume Up [+]** or **Down [-]** buttons to scroll to the desired entry.
- Press the **Func.** soft button.
- Select the appropriate operation below.

**DIAL** - Dials the displayed number.

**EXIT** - Exit programming and return to idle screen.

**PREVIOUS** - Moves you to the previous entry.

**NEXT** - Moves you to the next entry.

- Press **OK**.
- Press **End** soft button to return to idle screen.

## LAST NUMBER REDIAL

To redial the last outgoing telephone number you dialed, press the **Func.** soft button, scroll to **Last Redial**, or dial **19**. Press **OK**.

### NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.
2. Redial does not apply to intercom calls.

## SAVE NUMBER WITH REDIAL

While on a conversation, press the **Func.** soft button and select the **Save/Repeat** option before hanging up to save the number you just dialed for later use.

To redial this saved number at any time, press the **Func.** soft button, scroll to **Save/Repeat**, press **OK** button or dial **17**. The same line will be selected for you.

### NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.
2. The saved telephone number is stored in memory until you save another number.
3. Redial does not apply to intercom calls.

## AUTOMATIC REDIAL/RETRY

When you are making an outside call and you receive a busy signal, the system can automatically redial the number for you. It will automatically redial at a pre-programmed interval for up to 15 attempts.

- When you hear a busy signal, press the **Retry (Auto Retry)** button.
- The system will reserve the line and automatically redial the same number for you. You will hear the call being made through the keyset speaker. The microphone is muted.
- When the called party answers, lift the handset or press the flashing **Speaker** to begin speaking.

### NOTES:

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

## PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press **#**. All digits dialed after the **#** will be sent as tones.

# PAGING AND MESSAGING

## MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers in the idle condition:

- Lift the handset.
- Press the **Func.** soft button, scroll to **Page** button, press **OK** or dial **55**.
- Dial the desired zone number **0, 1, 2, 3** or **4**.
- After the attention tone, make your announcement.

### NOTES:

1. If you have a dedicated page zone button, it is not necessary to press **Page** and dial a zone number.
2. If allowed by your system administrator you may be able to initiate a page from a speakerphone by pressing the **Page** key or dialing **55** without lifting the handset.

## MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Press the **Func.** soft button, scroll to **Page** button, press **OK** or dial **55**.
- Dial the desired zone number **5, 6, 7** or **8**—**OR**—dial **9** to page all external zones.
- After the attention tone, make your announcement.

### NOTES:

1. If you have a dedicated page zone button, it is not necessary to press **Page** and dial a zone number.
2. If allowed by your system administrator you may be able to initiate a page from a speakerphone by pressing the **Page** key or dialing **55** without lifting the handset.

## ALL PAGE

To page all designated keysets in internal zone 0 and all external zones at the same time:

- Lift the handset.
- Press the **Func.** soft button, scroll to **Page** button, press **OK** or dial **55**.
- Dial **\*** or press the **All Page** button.
- After the attention tone, make your announcement.

#### NOTES:

1. The LED on the **Page** button will only light when an All Page is in progress.
2. If allowed by your system administrator you may be able to initiate a page from a speakerphone by pressing the **Page** key or dialing **55** without lifting the handset.

## MEET ME PAGE

- Lift the handset.
- Press the Meet Me Page **MMPG (MMPAGE)** button or dial **54**.
- Dial the desired zone number (0~9).
- After the attention tone, instruct the paged person to dial **56**.
- Press **Func.** soft button, then **Answer Wait**, then **OK** button.
- Remain off-hook until the person dials **56** from any phone.
- The paged person will be automatically connected with you.

## CALL PARK AND PAGE

When you have an outside call for someone who is not at his/her desk, you can park the call prior to paging. The OfficeServ 100, OfficeServ 500, and OfficeServ 7000 Series systems offer two different methods:

#### MANUAL PARK ORBITS

- While in conversation, press the **Park** button.
- Entered a desired orbit number (**0-9**), if the orbit number is busy dial another orbit number. Display users can press **\*** to automatically place the call in any available orbit number and see the number in the display.
- Remember the selected orbit number.
- Replace the handset when finished.
- Lift the handset and make a page announcement as previously described (example: "John Smith park two").

#### To retrieve a parked call from orbit:

- Press the **Park** button and dial the announced orbit number (**0-9**).
- You will be connected to the parked call.

#### NOTES:

1. You must have a **Park** button or park access code to retrieve and place calls in park orbits.
2. If the parked call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light. You cannot park and page intercom calls.
3. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.

#### AUTOMATIC PARK WITH PAGE BUTTON

- While in conversation, press the **Page** button. The call is automatically parked at your station.
- Receive page tone and dial a desired page zone number.
- Make announcement indicating your extension number or the line number. Hang up.

#### To retrieve an automatically parked call:

- Dial **10** plus the number that was announced. If you have a **PAGPK (Page Pickup)** button, press it and dial the number that was announced. If you have a **Park** button, press it and dial the announced orbit number.
- You will be connected to the parked call.

#### NOTES:

1. If the call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light. You cannot park and page intercom calls.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.

## SETTING A MESSAGE INDICATION

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

- Press the **Func.** soft button, scroll to **Message**, press **OK—OR—dial 43** and receive confirmation tone. Hang up.
- The message button on the Main Programmable Button screen and the TSI will flash red at the called station.

#### NOTES:

1. A station can have up to five message indications.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.

## CANCELING MESSAGES

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

To cancel all message indications left at your keyset, dial **42** plus your extension. Your **Message** button indicator will stop flashing and the TSI will go out.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.

## RETURNING MESSAGES

- Press **Menu**, scroll to **Message**, press **OK**, scroll to **Station Message**, press **OK**, press **Func.** soft button, **Reply**, and then press **OK**, or dial **43**. The first station that left a message will be called automatically. If that station does not answer, the called station **Message** button indicator will continue to flash and the TSI will stay on.
- Repeat until all messages have been returned in the order received.

### NOTES:

1. Display keyset users can view message indications and return them in any order. [See Viewing Message Indications under Display Features.](#)
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button before you begin dialing.
3. If a message has been left at your keyset by a keyset in Auto Answer, you must manually cancel the message after it has been returned.

## PROGRAMMED MESSAGES

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

- Dial **48** plus any of the message codes (**01–20**) listed on the back of this user guide.
- To cancel any of these messages you might have selected, dial **48** plus **00**.
- Press **Transfer** to exit and store your selection.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button.

You can have multiple programmed message buttons (**PMSG**) and each one can have a different message code:

- Press any programmed message (**PMSG**) button. The message is set and the PGM MSG button indicator will be lit steady. Press the button again to turn off the programmed message and the indicator will go blank.
- Pressing another programmed message (**PMSG**) button will turn the previous one off and set a different programmed message.

## CONVENIENCE FEATURES

### LOGGING IN AND OUT

If enabled, your SMT-i3105 telephone may require you to log in before making or receiving calls. In these cases your telephone system administrator will provide you with an extension number, password, and the feature code used to log out.

#### To log in:

- At **Extension Login Screen** enter your ID which is your extension number.
- Scroll down to the password field and enter your station password
- Press on **Save** soft button or **OK** button.

#### To log out:

- Dial the feature code provided by your administrator (for example 77).

### DO NOT DISTURB

Use this feature when you want to block calls to your keyset.

- While on-hook, press the **Func.** soft button, scroll to **DND**, press **OK**, press **1** to turn it **ON**, or dial **401**. The Telephone Status Indicator will flash red intermittently to remind you of this mode.
- To cancel **DND**, press the **Func.** soft button, scroll to **DND**, press **OK**, press **0** to turn it **OFF**, or dial **400**. The Telephone Status Indicator goes blank. You can make calls while in the DND mode.

### NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button.
2. If you place your keyset in **DND** mode and you do not have a **DND** button, your **TSI** button will fast flash red to indicate DND status.

### ONE TIME DND

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



## MUTE

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

- Press the **Mute** button. The **Mute** button indicator will be lit steady and the mute icon will show in the display.
- To resume speaking, press the **Mute** button again. The **Mute** button indicator goes blank.

## BACKGROUND MUSIC

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

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

You can set the level of background music by using the **Volume** buttons while listening to the music. This does not affect the speakerphone level.

## ESTABLISHED CALL PICKUP

To pick up an established call in progress at a single line extension connected to a computer modem on your PC.

- Press the **EP (EST PKU)** button for that station on your keyset and the call is automatically moved to your keyset.
- The single line extension on your modem will be disconnected.

NOTE: You must have an assigned (**EP** button) button on your regular keyset, for the single line station.

## ANSWERING THE DOOR PHONE

When you are programmed to receive calls from a door phone:

- You will receive three short rings repeated.
- Lift the handset. You are connected to the door phone.
- If an electric door lock release is installed, dial **13** to unlock the door.

NOTE: This is called **Door Unlock** in the display.

## CALLING THE DOOR PHONE/ ROOM MONITOR

You may call the door phone and listen to what may be happening outside or in another room.

- Dial the extension number of the door phone.
- You will be connected to the door phone and you can listen or have a conversation.
- If an electric door lock release is installed, dial **13** to unlock the door.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** button.

## GROUP LISTENING

When you are engaged on a call and you are using the handset, you may want other people to hear the distant party's voice over the speaker:

- Press the **Listen (Group Listen)** button to turn on the speaker. The microphone is not in use, so the distant party does not hear other parties present in your office.
- Press **Listen (Group Listen)** again to turn the speaker off and resume private conversation.
- Repeat if necessary.

NOTE: Depending on speaker volume and the acoustics of your office, it may be advisable to turn the group listening feature off before hanging up. This will eliminate a momentary squeal.

## ACCOUNT CODES

When enabled, your system allows calls to be charged to different accounts. You can enter account codes either by dialing the full code, by entering an account code "bin number"; or by pressing your **ACC (Account)** key if one is assigned. Bin numbers are a 3 digit short code that will automatically insert the appropriate account code. Account codes may be a maximum of 12 digits (# may be used); if the account code is to be less than 12 characters you may end the code by pressing **\*** or the right soft key. The type of code used is determined by your telephone system administrator. Codes can be entered before or during a call as follows:

**To enter an account code before placing the call:**

- Press your **ACC (Account)** key or dial **47**.
- Dial the account code or bin number.
- You will receive a confirmation tone and display.

- When prompted dial a trunk or trunk group (i.e. 9) and the telephone number to call.

**To enter an account code by interrupting the conversation:**

- While on an outside call press the **ACC (Account)** key or press **Transfer** followed by **47**.
- Dial the account number or bin number (if you are entering an account code you will need to press your **ACC (Account)** key or right soft key to finalize the entry)

NOTE: If you make an error simply repeat the procedure with the correct code. Only the most recent account code dialed will be recorded.

## MANUAL SIGNALLING

Use this feature when you want to send a brief 500ms ring burst to another station, regardless of the status of your phone (on-hook, off-hook, handsfree, DND, or ringing).

**To send a signal to another station:**

- Press the Manual Signalling (**MS**) button with extender.
- You may press the **MS** button repeatedly to send multiple signals to the designated station.

NOTE: Your phone must have a Manual Signalling (MS) button with a station number extender assigned to it. Manual Signalling will override DND.

## OFF-HOOK VOICE ANNOUNCE

Keysets may receive a voice announcement while on another call. The calling station must have an **OHVA** button. When you are in DND, you cannot receive OHVA calls. The OHVA feature will work with intercom and transferred calls.

When you receive an OHVA and secure OHVA is ON, you will hear the announcement in the handset receiver, if you are using the handset. If secure OHVA is OFF then you will hear the announcement on the speaker, if you are talking on the handset. If you are using the speakerphone the announcement will always be heard through the speaker.

**To make an off-hook voice announcement:**

- Dial the extension number or press the **DSS** button.
- When you receive a busy signal, press the **OHVA** button.
- After the attention tone, begin speaking.
- Finish the call by replacing the handset.
- Press the flashing **Call** button on your keyset. This will place the original party on hold and allow you to talk to the announcing party.

- To return to your first party, press the button corresponding to your original call. This will disconnect the OHVA call.

NOTES:

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

## OHVA BLOCK

Your keyset can be programmed with an OHVA Block (**Block**) button. Pressing this button will prevent anyone from making an OHVA to you until you press the button again and cancel the blocking.

## OHVA REJECT

Your keyset can be programmed with an OHVA Reject (**Reject**) button. Pressing this button while receiving an OHVA call will disconnect the voice announcing party and return you to your original call.

## IN GROUP/OUT OF GROUP

If your keyset is assigned to a station ring group, you can remove your keyset from the group and then put it back in. While you are out of the group, you can receive calls to your extension number but not calls to the group number. If you have an **IO GRP (IN/OUT GRP)** button with the group number assigned.

- Press the **IO GRP (IN/OUT GRP)** button. The button indicator will be lit steady when your keyset is in the group.
- Press the **IO GRP (IN/OUT GRP)** button again to exit the group and the indicator will go blank. Repeat as necessary.

If you do not have an **IO GRP (IN/OUT GRP)** button:

- Dial the **IO GRP (IN/OUT GRP)** access code number \_\_\_\_\_, then the group number, then **0**, press **Call** soft button to exit the group or **1** then press **Call** soft button to enter the group.

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

The **IO GRP (IN/OUT GRP)** button can include an extender to indicate the specific group that this button will affect. This means that if you are in multiple groups, you can decide for which groups you will receive calls.

# CUSTOMIZING YOUR KEYSSET

## AME PASSWORD

This feature allows customers using the AME feature to enable password protection. This will prevent unauthorized users from listening to your messages being left. The passcode is the same as your station passcode. This feature only applies if there is a Samsung Voicemail card installed in the system and your keyset has a programmed AME button.

- With the handset on-hook, press **Transfer** and then dial **110**.
- Dial **101** to turn on AME PASSCODE or **100** to turn it off.
- Press **Transfer** to store your selection.

## AUTO CAMP-ON

This option allows intercom calls to be automatically camped on, if possible, when a busy station is called.

- With the handset on-hook, press **Transfer** and then dial **110**.
- Press **081** to turn CAMP-ON on or **080** to turn it off.
- Press **Transfer** to store your selection.

## SELECT RING TONE

Each SMT-i3105 user can select from a variety of ring tones.

### From the LCD:

- Press **Menu** button.
- Scroll to **Sound** option and press **OK**.
- Select **Ring Tone** and press **OK—OR—**you may dial **1** and immediately enter the option.
- Use **Volume Up [+]** or **Down [-]** buttons to scroll through the available ring tones and press **OK** or **Save** soft button to store your selection.
- Press **End** soft button to return to idle screen.

## CHANGE YOUR PASSCODE

From the factory, your station passcode is 1234. You can change your station passcode whenever you desire.

- While on-hook, press **Transfer** and then dial **101**.
- Dial your old passcode.
- Dial a new passcode (must be four characters). You can use **0–9**.

- Redial the new passcode. If successful, you will hear two beeps. Four beeps indicate an incorrect code to confirm, reenter the code again.
- Press **Transfer** to store the new passcode.

## SET ANSWER MODE (INTERCOM)

You can receive internal calls in one of three modes ([see Answering Intercom Calls under Intercom Calls](#) for descriptions).

- While on-hook, press **Transfer** and then dial **103**.
- Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce.
- Press **Transfer** to store your selection.

NOTE: When your keyset is programmed for Voice Announce and you have Forward No Answer (FNA) turned on, you must answer screened transfers by pressing the **OK** button before your FNA timer expires or the call will forward.

## SET ANSWER MODE (CO)

Your incoming CO calls can be set to follow the intercom answer mode.

- While on-hook, press **Transfer** and then dial **110**.
- Dial **15** to access **AUTO ANS CO**.
- Press the **Volume Up [+]** or **Down [-]** key to change status (**On/Off**).
- Press **Transfer** to store your selection.

## AUTOMATIC HOLD

While on an outside call, pressing a line button, route button or a flashing **Call** button will automatically put your call on hold and connect you to the next call. This feature can be turned on or off at your keyset.

- With the handset on-hook, press **Transfer** and then dial **110**.
- Dial **001** to turn Automatic Hold on or **000** to turn it off.
- Press **Transfer** to store your selection.

## HOT KEYPAD

On your phone system your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press the **Speaker** button before you begin dialing. Calls can be made and features activated by simply dialing the C.O. line number, trunk group access code, intercom number or feature access code.

- With the handset on-hook, press **Transfer** and then dial **110**.
- Dial **031** to turn the Hot Keypad on or **030** to turn it off.
- Press **Transfer** to store your selection.



## KEY CONFIRMATION TONE

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

- While on-hook, press **Transfer** and then dial **110**.
- Dial **040** to turn tones off or **041** to turn tones on.
- Press **Transfer** to store your selection.
- Additional ring tones can be selected from the **Menu, Sound, Keytone**, option.

## REJOINING A PAGE

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

- With the handset on-hook, press **Transfer** and then dial **110**.
- Dial **051** to turn this feature on or **050** to turn it off.
- Press **Transfer** to store your selection.

## RING PREFERENCE

This feature automatically answers ringing calls when you lift the handset or press the **Speaker** button. This method will always answer calls in the order they arrived at your keyset. When you turn ring preference off, you must press the flashing button to answer a call, allowing you to answer calls in the order you choose.

- With the handset on-hook, press **Transfer** and then dial **110**.
- Dial **061** to turn ring preference on or **060** to turn it off.
- Press **Transfer** to store your selection.

## DISPLAY SPEED DIAL NAME

This option allows you to view the name associated with a speed dial number as it is dialed.

- With you handset on-hook, press **Transfer** and then dial **110**.
- Press **111** to turn **DISP SPDNAME** on or **110** to turn it off.
- Press **Transfer** to store your selection.

## CALLER ID REVIEW ALL

This feature allows display keyset users to review Caller ID information for calls sent to their stations. This list can be from ten to fifty calls in a first in, first out basis. The list includes calls that you answered and calls that rang your station but that you did not answer. When reviewing this list, you can press one button to dial the person back. The system must be using LCR to dial the stored number.

- With you handset on-hook, press **Transfer** and then dial **110**.
- Press **121** to turn **CID Review All** on or **120** to turn it off.
- Press **Transfer** to store your selection.

## SECURE OHVA

This option allows you to receive OHVA (Over Head Voice Announce) calls via the speaker while you are on the handset.

- With your handset on hook, press **Transfer** and then dial **110**.
- Press **131** to turn **SECURE OHVA On** or **130** to turn it **Off**.
- Press **Transfer** to save your selection.

## CONFIGURE MOBILE EXTENSIONS (MOBEX)

This feature allows you to configure options for any Mobile Extension (MOBEX) ports that are assigned to you by your telephone system administrator. You can turn a port on or off; set the telephone number for the port; or set the caller ID you will be calling in from. The caller ID field has no effect unless you have been authorized as an Executive MOBEX user. Check with your telephone system administrator for further details on your specific system configuration.

**To set the phone number a MOBEX port can reach you on:**

- Press **Transfer** and then dial **126**.
- Dial your station passcode.
- Dial the number of the port you wish to configure (1-5) (you may also use the **Volume Up [+]** or **Down [-]** keys to select a port and press the right soft key to confirm).
- Press **Right** soft button to move to telephone number.
- Dial the number of a C.O. line or Trunk Group to use when making calls to this MOBEX port.
- Dial the phone number you can be reached at by users calling this MOBEX port.
- Press **Transfer** to store your selection and exit programming.

### To set the caller ID of the location you will be calling in from:

- Press **Transfer** and then dial **126**.
- Dial your station passcode.
- Dial the number of the port you wish to configure (1-5) (you may also use the **Volume Up** [+] or **Down** [-] keys to select a port and press the right soft key to confirm).
- Press **Right** soft key, then **Volume Up** [+] key, then press **Right** soft button again.
- Dial the phone number you will be calling in from.
- Press **Transfer** to store your selection and exit programming.

### To turn a MOBEX port ON or OFF:

- Press **Transfer** and then dial **126**.
- Dial your station passcode.
- Dial the number of the port you wish to configure (1-5) (you may also use the **Volume Up** [+] or **Down** [-] keys to select a port and press the right soft key to confirm).
- Press **Right** soft button to move the cursor down.
- At **TEL**, dial **2** on dial pad to advance to **DEACT**.
- Dial **1** to set to **Yes**.
- Press **Transfer** to store your selection and exit programming.

## DISPLAY FEATURES

### DIRECTORY INFORMATION

An 11 character directory name can be assigned to each extension number. Display keyset users can view the name of the called or calling station before answering.

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

Outside and internal calls ringing to a station group will display [CALL FOR xxx] where xxx is the station group number. This allows you to answer calls directed to you differently than calls directed to your group.

### DISPLAY NUMBER DIALED

Display keysets begin showing digits as they are dialed. They will stay in the display until the call duration timer comes on automatically or the **Timer** button is pressed. If the call duration timer is not used, the number dialed will be displayed until the call is released, transferred or put on hold.

### CALL DURATION TIMER

The system can be set to automatically time outside calls. A few seconds after you dial a telephone number, the timer appears in the display. It appears immediately for incoming calls. The call timer continues for the duration of the call. Call duration times are displayed in minutes and seconds. If a call lasts longer than 60 minutes, the timer restarts.

You can press the **Timer** button to manually begin timing a call. Press it again to stop timing. If you press it while the automatic timer is on, the call duration time is restarted.

### AUTO TIMER

Display keyset users may have the timer automatically start when they answer incoming calls or after a short delay on an outgoing call.

- With the handset on-hook, press **Transfer** and then dial **119**.
- Dial **41** to turn the auto timer on or **40** to turn it off.
- Press **Transfer** to store your selection.

## TIMER FUNCTION

Display keyset users may use this feature as a simple stopwatch.

- When the keyset is idle, press the **Timer** button to start timing.
- Press the **Timer** button again to stop timing.
- Read the elapsed time in the display.
- Lift the handset and replace it. The display will return to date and time.

## VIEWING STATION MESSAGE INDICATIONS

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

- With the handset on-hook, press the **Message** button with the flashing indicator.
- The first station that left a message indication will be displayed.
- Press the **Volume Up** [+] or **Down** [-] buttons to scroll through the stations that left message indications. Use the soft keys to reply, clear or advance to the next message.
- Press the **End** button to return your keyset to the idle condition.

## PERSONAL SPEED DIAL NAMES

Each personal speed dial number can have an 11 character name assigned to it. This name is used to select the speed dial bin when you are dialing by directory.

- Press **Transfer** and then dial **106**.
- Dial the speed dial bin number **00–49**.
- Enter the station name using the keypad. [See Station Names.](#)
- Press the **Transfer** key to store the speed dial name.
- Repeat for each speed dial bin if necessary.

NOTE: Use the Navigation button to move the cursor left or right, and use the **Volume Up** [+] or **Volume Down** [-] buttons to increment the speed dial bins.

[See Programming Personal Speed Dial Numbers Section.](#)

## STATION NAMES

- With the handset on-hook, press **Transfer** and then dial **104**.
- Enter the **Station Name**. Use the **Volume Up** [+] or **Volume Down** [-] buttons to move the cursor.
- Press **Transfer** to store the name.

## MANAGING PROGRAMMABLE KEY ASSIGNMENTS

You can manage your key assignments for easy one touch operation of frequently used features.

- While on-hook, press **Transfer** and then dial **107**.
- Use the **Volume Up** [+] or **Volume Down** [-] buttons to scroll through all of your programmable buttons.
- Press **Transfer** to exit programming.

To program the programmable keys, press **Menu, Settings, AOM Setting**.

For example:

**If you want to press a key that will direct calls to Joel at extension 3201.** Select an empty key and set the following:

- Feature: DSS
- Ext. Number: 3201
- Display Name: Joel

**If you want to press a key that will direct calls to Sue's external phone number at 972-444-3456.** Select an empty key and set the following:

- Feature: Speed
- Ext. Number: 01
- Display Name: Sue
- Use Transfer 105 to set speed dial number: [xxxx] SPEED DIAL  
01: 9-9724443456

Please consult your installation company to requested a complete list of descriptions for any keys you may have programmed on your keyset.

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

## BACKSPACE WITH LCR

If you misdial while using LCR, you can delete digits shown in the display by pressing the **Backspace** soft key as many times as necessary or by pressing **Clear** to delete all.

# CALLER ID

## SELECTING YOUR CALLER ID DISPLAY

Simultaneous display of Caller ID name and number on incoming CO calls on both lines of display keysets is supported on all OfficeServ systems. On Transferred CO calls, you can decide if you want to see the Caller ID name or Caller ID number in the display. Regardless of which data is selected, you can press the NND button to view the other pieces of Caller ID information. To select the type of Caller ID information you wish to view:

- With the handset on-hook, press **Transfer** and then dial **119**.
- To set the first line of a ringing call display dial **0**.
- To set the second line of a ringing call display dial **1**.  
Set the data to display from the following:
  - To set for Conversation Incoming dial **2**.
  - To set for Trunk Display dial **3**.
  - To set for Time/Cost dial **4**.
  - To show nothing dial **0**.
  - To show Caller ID Number dial **1**.
  - To show Caller ID Name dial **2**.
  - To show the DID Number the call came in on dial **3**.
  - To show the Name of the DID the call came in on dial **4**.
  - To show the Name of the Group the call came in for dial **5**.
  - To show the DID Number and then Name of the DID dial **6**.
  - To show the Name of the DID and then the DID Number dial **7**.
- To set the top line of the display shown after answering a call dial **2**.  
Set the data to display from the following:
  - To show Caller ID Number dial **0**.
  - To show Caller ID Name dial **1**.
  - To show the DID Number the call came in on dial **2**.
  - To show the Name of the DID the call came in on dial **3**.
  - To show Caller ID Number and then the DID Number dial **4**.
  - To show Caller ID Name and then the DID Number dial **5**.
  - To show the DID Number and then the name of the DID dial **6**.
  - To show the Name of the DID and then the DID Number dial **7**.
  - To show the C.O. line information dial **8**.
- To set the format if the C.O. line information when the above is set to show C.O. line information dial **3**.
  - To show the C.O. line number and the dialed or Caller ID Number dial **0**.
  - To show only the dialed or Caller ID Number dial **1**.
- Press **Transfer** to exit and store your selection.

## VIEWING THE NEXT CALLER ID CALL

In the event that you have a call waiting or a camped-on call at your keyset, you can press the **Next** button to display the Caller ID information associated with the call in queue at your keyset. Either the CID name or CID number will show in the display depending on you Name/Number selection.

To view Caller ID information for calls that have been camped-on to your keyset, press the **Next** button.

## INQUIRE CALLER ID PARK/HOLD INFO

If you are informed that an incoming call is on hold or has been parked for you, you may view the Caller ID information before you retrieve the call. This may influence how you choose to handle the call.

### From an idle keyset:

- Press the **Inquire** button—**OR**—press **CID** button, then **Func.** soft button, and the **Inquire** soft key.
- Dial the trunk number.
- You may now answer the call by pressing the **ANS** button—**OR**—you may use **Func.** soft button and **NND** to view more information about this call—**OR**—you can return to the idle condition by pressing **Ignore**.

### If you are on a call:

- Press the **Func.** soft button and then **Inquire** button. Your existing call will go on hold—**OR**—press the **CID** button and **Func.** soft button then **Inquire** soft button to place the first call on hold.
- Dial the trunk number.
- You may now answer the call by pressing the **Func.** soft button then the **ANS** button—**OR**—you may use **NND** to view more information about this call—**OR**—you can return to the idle condition by pressing the **Func.** soft button and then **Ignore**.

### NOTES:

1. If you are on an intercom call or you have Automatic Hold turned off, you must finish the existing call or place it on hold before inquiring.
2. If you inquire about an outgoing call, you will receive a [call no longer available] display.

# FEATURE ACCESS CODES

## Paging Zones - Dial 55 plus

- 0 \_\_\_\_\_
- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_
- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_
- 9 All External Zones
- \* All Page

## Feature Access Codes

0	Operator	56	Meet Me Answer
10 + xxx	Pick Up A Parked Call	600	Cancel All Call Forward
12 + xxx	Pick Up a Held Call	601 + xxx	Set Forward All Calls
13	Door Lock Release	602 + xxx	Set Forward Busy
16 + xxx	Speed Dialing	603 + xxx	Set Forward No Answer
17	Save And Redial Number	604 + xxx	Set Forward Busy/No Answer
18	New Call (Recall)	605 + xxx	Set Forward on DND
19	Last Number Redial	606 + xxx	Set Forward Follow Me
400	Cancel Do Not Disturb	65 + xxx	Pick Up Ringing Extension
401	Do Not Disturb	66 + xx	Pick Up Group
42 + xxx	Cancel Sent Message	67	Universal Answer
43	Return Message	*	Authorization Code
44	Callback		
45	Busy Station Camp-On		
46	Conference		
47	Account Code		
48 + xx	Cancel Programmed MSG		
49	Send Flash to C.O. or PBX		
53 + xxx + 1	In Group		
53 + xxx + 0	Out of Group		

## SECTION 6. APPLICATIONS

NOTE: For additional access codes contact your system administrator.

# Samsung Voicemail

This section describes how to setup and use the various features available to a Subscriber. A Subscriber is a person that has been authorized access to the various features and services available in the Samsung Voicemail. Please review this section carefully before you use your Authorized Features and Services, known as Subscriber Services.

Voice Mail is one of the Subscriber Services available. Your voice mail box has the capability of storing private messages, and offers a number of options for sending or redirecting messages as well as provides several ways to notify you of new messages.

Another very common Subscriber Service is Access Manager. This allows you control over when and where you receive your calls as well as what to speak to your callers in the event you are unable to speak to them directly. The 'events' are referred to as "Call Conditions". No-Answer, Busy, and Blocked are the most commonly used Call Conditions.

This guide can be used by Subscribers from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. [See the Subscriber Services Menu Diagram for more details.](#)

Note that some features and prompts detailed here may not be available to all Subscribers. See your System Administrator if you have questions about feature availability.

## ACCESSING YOUR MAILBOX

*[Also known as Subscriber Services Menu]*

### Inside Callers *[Subscriber logging in from their Desk]*

- Dial the voicemail access number or press the key assigned to ring voicemail [VMMSG].
- Enter your personal password when prompted (the default password is 0000).

### Outside Callers *[Subscribers calling from Cell Phones or outside of the office environment]*

- Dial the phone number that will be answered by the voicemail. The main greeting will answer.
- At the main greeting dial [#] plus your Subscriber (or mailbox) number (Subscriber and Mailbox numbers will usually match your extension number).
- Enter your personal password when prompted (the default password is 0000).

### Access your Subscriber Services (or Mailbox) from a Station other than your Own (or checking a mailbox associated with a different station)

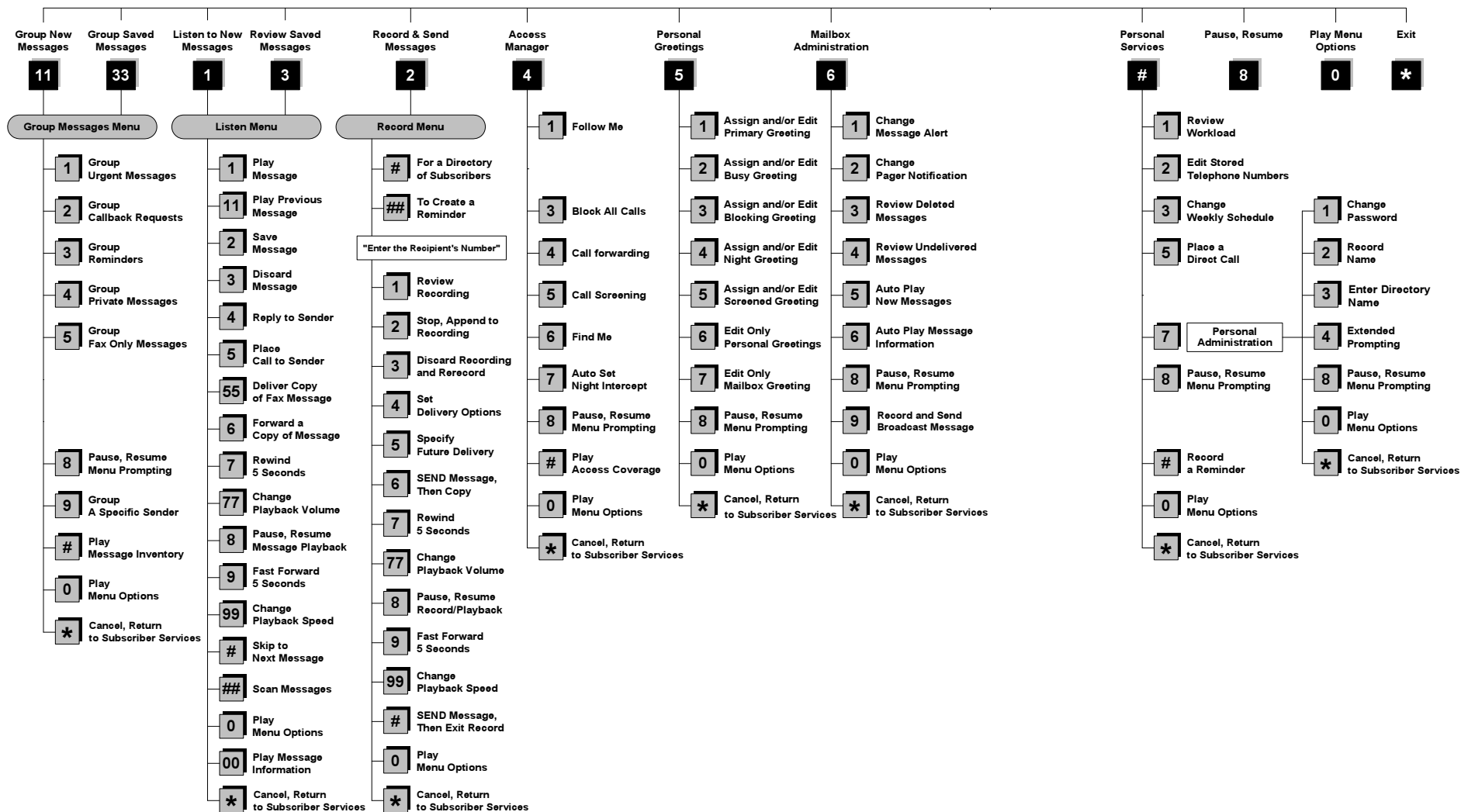
- Press the [VMMSG] key or dial the voicemail **group number**. You will be prompted to enter a password.
- Press [\*]. This will take you to the Main Auto Attendant Menu.
- Press [#] plus the Subscriber number of your choice. You will be prompted to enter your password.

At this point the inside and outside callers follow the same instructions. You will hear a message stating the number of messages left in your mailbox. You will then hear the Subscriber Services Menu with the following options:

- 1 Listen to New Messages - [See Listening to your Message.](#)**
  - 2 Record and Send Message - [See Sending Messages.](#)**
  - 3 Review Saved Messages - [See Listening to your Message.](#)**
  - 4 Access Manager - [See Access Manager.](#)**
  - 5 Personal Greetings - [See Personal Greetings.](#)**
  - 6 Mailbox Administration - [See Mailbox Administration.](#)**
- # Personal Services - [See Personal Services.](#)**
- \* Return to Main Menu.**

When accessing and retrieving voicemails from the mailbox, the service options such as **(1) Listening to Messages**, **(2) Record and Send Messages**, and **(3) Review Saved Messages** are available and can be accessed through the dial pad or through the **Function** soft key. When pressing the function soft button the options will be displayed. Scroll to and press the **OK** button to select an option from the **Function Menu**.

# Subscriber Services Menu



NOTE: All options shown MAY NOT be authorized. If an option is not available please speak to your system administrator.

\*Change Playback Speed and Volume not available on the OfficeServ 7030, OfficeServ 7100, OfficeServ 7200-S or OfficeServ IP-UMS.



## GETTING STARTED

Using your new Samsung Voicemail Subscriber Services is as simple as following a few simple spoken instructions. First time users should read this section as a tutorial. You should start with the following steps:

- Access your Subscriber Services Menu - You already know how to do this.

### From the Subscriber Services Menu:

- Record a Primary/No-Answer Personal Greeting. Dial **[5][1]**.
- Record a Mailbox Greeting. Dial **[5][7]**.
- Change your access code (Password). Dial **[#][7][1]**.
- Record your name. Dial **[#][7][2]**.
- Enter your directory name. Dial **[#][7][3]**.

After you have completed the steps above your Subscriber Services are set up and ready to use.

## LISTEN TO YOUR MESSAGES

If there are new messages in your mailbox your **[VMMMSG]** key will be lit. Call the Samsung Voicemail by pressing this key, and when prompted enter your password. You will then be at the Subscriber Services Menu. Select **[1]** to listen to new messages or **[3]** to listen to saved messages.

Note: After you enter your password, if "Autoplay of New Messages" is enabled and you have new messages the Samsung Voicemail will begin to play them automatically. A subscriber can control this feature. From the Subscriber Services Menu **[6][5]** toggles "Autoplay of New Messages" ON/OFF.

## SUBSCRIBER SERVICES MENU

The following is a list of all the options available in the Subscriber Main Menu.

- 1** LISTENING TO NEW MESSAGES
- 11** GROUP NEW MESSAGES
- 2** RECORD AND SEND A MESSAGE
- 3** LISTENING TO OLD MESSAGES
- 33** GROUP OLD MESSAGES
- 4** ACCESS MANAGER
- 5** PERSONAL GREETINGS
- 6** MAILBOX ADMINISTRATION
- 8** PAUSE / RESUME
- 0** PLAY MENU OPTIONS
- \*** EXIT TO AUTO ATTENDANT
- #** PERSONAL SERVICES

## 1 or 3

## LISTENING TO OLD OR NEW MESSAGES

- 1** Play / replay the message you just heard.
- 11** Play the previous message.
- 2** Save the message you just heard and listen to the next message.
- 3** Delete the message you just heard and listen to the next message.
- 4** Reply to the message.  
This will allow you to leave a message in the mailbox of the sender (if the sender has a mailbox on this system).
- 5** Return the call directly to the telephone number that left the message.  
This will work for internal and external callers, but Caller ID service is needed to use this feature on an outside call.
- 55** Deliver a fax copy.  
This will allow you to receive attached faxmail document(s). Faxmail documents can be delivered to any fax machine of your choice as long as out calling is authorized. You can also have faxmail messages automatically delivered to the fax machine of your choice.
- 6** Forward the message and saves a copy.  
The subscriber can be selected by dialing their mailbox number (nnn), using the directory service (#) or you may also add comments and leave it as a memo to yourself (##).  
The Send and Copy Service (option 6) allows a user to send copies of a message to multiple recipients easily. A different introduction message may be left for each recipient.
- 7** Rewind the message 5 seconds.
- 77** Change playback volume of the recording. **[Not available on the OS 7030, OS 7100, OS 7200-S or OS IP-UMS]**  
There are two levels of volume during playback. Dialing this code will toggle between the two levels.
- 8** Pause or resume during message playback.
- 9** Fast forward the message 5 seconds.
- 99** Change playback speed of the recording. **[Not available on OS 7030, OS 7100, OS 7200-S or OS IP-UMS]**  
There are two levels of speed during playback. Dialing this code will toggle between the two speeds.



- 0** Play options.  
Pressing this key will play all the menu options available to you from this point.
- 00** Hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.
- #** Move to the next message. This does not Save or Discard the current message - it is retained as new.
- ##** Scan. Plays first 7 seconds of a message then skips to next message. This is similar to the scan button on a radio. It will allow you to find a specific message quickly. To stop scanning press **[1]**.
- \*** Cancel and return to previous menu.

**11** or **33**

## GROUP NEW OR OLD MESSAGES

Messages can be grouped as either Reminders, press **[3]** or Messages from a specific sender, press **[9]**.

Additionally you can press **[#]** and hear a summary of your mailbox contents:

- a) Number of messages
- b) Number of reminders
- c) Number of urgent messages
- d) Number of messages needing a callback
- e) Number of private messages
- f) Number of fax messages

**2**

## RECORD AND SEND A MESSAGE

This option is used to send a message to another subscriber. The steps are simple:

- a) Enter the recipient's mailbox number, or if this is not known enter **[#]** to use the system directory.
- b) Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:
  - 1** Review
  - 2** Continue Recording

- 3** Discard and Re-Record
- 4** Set Message Attributes (Delivery Options)
- 5** Schedule Future Delivery
- 6** Save and Send then Send a Copy to Someone Else
- #** Save and Send the Recording

## Setting Message Attributes

If after recording a message you select **[4]** you can set up any combination of the following delivery options:

- 1** Urgent Delivery
- 2** Return Receipt Requested
- 3** Request a Call Back
- 4** Private Delivery
- 5** Reply Required
- \*** Exit

## Scheduling Future Delivery

If after recording a message you select **[5]** to schedule future delivery, you will be able to set message attributes and set this message as:

- #** Immediate Delivery
- 1** Next Few Hours
- 2** End of Current Business Day (based on your Availability Schedule)
- 3** Beginning of Next Business Day (based on your Availability Schedule)
- 4** A Coming Day of the Week
- 5** Specific Day / Time
- \*** Exit

# 4

## ACCESS MANAGER

The Access Manager allows the subscriber to set a number of options for when, where and how, and/or if the Samsung Voicemail contacts you when a caller dials your extension number. All of the options are toggled on/off based on their current status when you access them.

**Note: ALL** Access Manager options **MUST** be individually allowed by the System Administrator for each Subscriber. They are:

### 1 Follow Me

Allows the subscriber to enter an alternate location and set how long the new destination (Designated Location) will be active. This number may be an internal or external number. This is useful if you are frequently traveling or changing the number where you can be reached.

When Follow Me is activated, the transfer will be supervised and confirmed. This means that if the call is not answered or if rejected by the Subscriber at the designated location it will be recalled to the Subscriber's mailbox.

### 3 Call Blocking

When this feature is active, callers will not be transferred to your extension, they will hear your 'blocked' greeting (if recorded) and will go directly to your mailbox if they do not select any or are not offered any other options.

### 4 Call Forwarding

Unlike Follow Me where the subscriber wants to take their calls at an alternate location this feature allows the subscriber to pass control of his calls to another Subscriber. The "Forwarded To" Subscriber will now be in control of the caller and the caller will NOT return to originating Subscriber's Mailbox. If the "Forwarded To" Subscriber does not answer the caller it will now follow whatever the "Forwarded To" Subscriber has set up for their call conditions. The Caller will hear "Forwarding to" "{Subscriber Name}" before actually being forwarded.

### 5 Call Screening

If this is turned on, the caller will be asked their name and the Samsung Voicemail will play this name to you before the transfer, giving you an option to accept or reject the call.

### 6 Find Me

Find Me, when enabled, will attempt to locate the subscriber by calling a list of preprogrammed phone numbers. The stored phone numbers are entered in 'Personal Services' [#][2] (if allowed by the Administrator). The stored telephone number list can contain up to 9 preprogrammed telephone numbers. The Find Me feature only use the first five.

### 7 Night Intercept

This feature is dependent on your weekly availability schedule, which is entered in 'Personal Services' [#][3] (if allowed by the Administrator). When Night Intercept is active the Samsung Voicemail will first ring your extension then play your primary, No Answer greeting during the day (when you are available) and will NOT ring your extension but simply play your Night greeting during the night (when you are not available).

**Note:** This does NOT use the Day and Night schedules of the phone system. It is solely controlled by the Subscriber's Availability Schedule.

### 8 Pause / Resume

#### \* Exit from Access Manager

#### 0 Play All Options

#### # Play Access Coverage

This feature is useful for finding out how you current access settings are set. It will also tell you what greetings will play under each of the call conditions you have setup.

# 5

## PERSONAL GREETINGS

The options available in this menu will be determined by your System Administrator, and not all of them may be available to you. In the simplest systems, only a mailbox greeting will be available, additional greetings may be accessible in more complex systems.

Your Personal Greeting will be played every time someone dials your extension and you do not answer.

You may record up to 9 Personal Greetings, and you may assign any one of them to be active. There are several different 'Call Coverage' conditions to which you may assign any of your 9 greetings. The Call Coverage Conditions are: No-Answer, Busy, and Do Not Disturb (or Forwarded All). This will allow different greetings to play depending on the type of call forward that you have set, or the condition of your telephone.

The Call Coverage conditions that you can assign specific greetings to are selected by the following digits:

### **1 Primary/No Answer Greeting**

Used when in your office, away from your desk or during the time period you are scheduled available. If this is the only Personal Greeting you record, it will play for all call coverage conditions.

This option is available only if the Administrator has assigned you the 'Basic Greeting' feature.

Example: "Hi this is John Smith. I'm sorry I am not available to answer your call. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

### **2 Busy Greeting**

Played to a caller when you are already talking to someone on your extension or the telephone at your Designated Location.

This option is available only if the Administrator has assigned you the 'Busy Greeting' feature.

Example: "Hi, this is John Smith. I'm on another line right now. If someone else can help you, please enter the extension number now. Or, to leave a message, press 1."

### **3 Call Blocking Greeting**

Used while Call Blocking is enabled in your Access Manager or if your phone is forwarded ALL or DND.

This option is available only if the Administrator has assigned you the 'Call Blocking' feature.

Example: "Hi, this is John Smith. Sorry I missed your call, but I'm going to be out of the office for the next few hours. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

### **4 Night Greeting**

Used during the time period you are scheduled UNAVAILABLE, usually after business hours during the evening and at night.

This option is available only if the Administrator has assigned you the 'Scheduling' feature.

Example: "Hi, this is John Smith. I've left the office for the evening. If you would like to try someone else, please enter the extension number now. Or, to leave me a message, press 1."

### **5 Call Screening Greeting**

Used while Call Screening is enabled, and you REJECT a caller after listening to the caller's record name.

This option is available only if the Administrator has assigned you the 'Call Screening' feature.

Example: "Hi, this is John Smith. I'm sorry, but I am not available to speak with you at this time. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

### **6 Edit Personal Greetings**

You may also edit/record each one of the greetings (1-9) at any time.

Select a greeting number to edit and follow the instructions to record your greeting. When you are done recording your greeting, you will be able to listen to the greeting you recorded, save the greeting you recorded and return to the previous menu, record the greeting again, or exit without saving the greeting.

Note: If you record only the greeting assigned to the No-Answer Call Coverage Condition, then that greeting will play to callers for all Call Coverage Conditions (No-Answer, Busy, Blocked, Night, and Rejected Caller). In this case, the salutation part of the greeting should be very general.

### **7 Edit Mailbox Greeting**

Used whenever a caller reaches your mailbox or if you have not recorded any of the Call Coverage greetings. The way a caller is transferred to your mailbox greeting directly, is by another subscriber transferring the caller to your mailbox using the VT (VoiceMail Transfer) key.

This option is available only if the Administrator has assigned you the 'Mailbox Greeting Option' feature.

Example: "Hi, this is John Smith. Please leave me a message, I will call you as soon as I can."

Note: This greeting will only play if none of the 5 personal greetings has played to the caller. A common usage for this Greeting is when another Subscriber is talking with a caller and uses the VT key on their phone to transfer the caller directly to your Mailbox.

## MAILBOX ADMINISTRATION

The Mailbox Administration menu is used to turn on and off your pager notification, message alert options and other message control features.

### 1 Message Alert

When this function is activated, the Samsung Voicemail will call any outside or inside telephone number, after each message is left in your voice mailbox.

To hear your message at the remote location when the Samsung Voicemail calls you, after you pick up the telephone and answer you will be instructed that there is a message and to enter your password. Simply enter your password and you will now be logged in.

#### Setting Up Message Alert:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[1]** for Message Alert.
- There are 4 options available to you:
  - Press **[1]** to toggle message alert on and off.
  - Press **[2]** to set the schedule when you would like to be notified.
  - Press **[3]** to be notified on urgent messages only.
  - Press **[4]** to set the destination phone number.

### 2 Pager Notification

When this function is activated, the Samsung Voicemail will call your beeper service and notify you after each message is left in your voice mailbox.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[2]** for pager notification.
- There are 4 options available to you:
  - Press **[1]** to toggle pager notification on and off.
  - Press **[2]** to set the schedule when you would like to be paged.
  - Press **[3]** to be notified on urgent messages only.
  - Press **[4]** to set the pager phone number.

### 3 Undelete

When this function is activated, the Samsung Voicemail will allow you to undelete any messages that you have recently deleted (up to the programmed Daily Maintenance Time, which is set to 3 a.m. by Default the following morning).

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[3]** for Deleted Messages.

Deleted voice mail messages are temporarily stored in memory until 3 a.m. the following day. Select this option to recover ("undelete") previously deleted messages, during this period of time.

### 4 Undelivered Retrieval

When this function is activated, the Samsung Voicemail will allow you to recall any messages you have sent that have NOT yet been picked up by the recipient.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[4]** for Undelivered Messages.

This useful feature will allow you to cancel any messages that have NOT yet been picked up by the recipient.

### 5 Auto Play New Messages

If this option is enabled, after you enter your password correctly any new messages will immediately begin to play. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[5]** to Set Auto Play of New Messages.

### 6 Auto Play Message Information

If this option is enabled, the date, time and sender's name will be played automatically before each message. If this is disabled, the information must be requested manually by pressing '00'. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[6]** to Set Auto Play of Message Information.

## MESSAGE BROADCAST

This option will only be available if it has been allowed by the System Administrator.

### Broadcast to All Mailboxes

If you have been designated as a Subscriber Administrator, you may send a message to ALL mailboxes in the system.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[9]** for Broadcast Messages.

This option will only be available if your mailbox has been assigned Subscriber Administration privileges.

## PERSONAL SERVICES

The Personal Administration Menu is used to set your password and record your name. Many of these features must be allowed by the System Administrator.

### 1 Workload Management

Allows you to access to all reminders, both Active and Pending. If authorized you can group your reminders as Commitments, Follow-Ups or Tasks for better organization. The system will flag each reminder as Active or Pending (pending means scheduled for future delivery).

### 2 Stored Numbers

Allows you to enter up to 9 stored phone numbers. The first five of these are used in the 'Find Me' feature, but any of them (1-9) can be easily dialed using only one digit followed by the pound key, to be used by many other features from within your subscriber space. (ie: "Follow Me," "Message Alert," "Pager Alert," and "Direct Call").

### 3 Schedule Availability

Allows you to enter a weekly availability schedule for use with Night Personal Greeting and the Auto Night Intercept feature. Follow the spoken directions

to enter the days of the week and times you are generally available to talk to your callers. All other times you will be considered unavailable.

### 5 Place a Direct Call

Allows you to place a direct call out of the Samsung Voicemail from anywhere. You may either dial the number or dial a single digit 1-5 that corresponds to a stored number ([See Personal Services, 2 - Stored Numbers](#)). This feature must be authorized by the System Administrator and can be limited or opened to internal, local, and long distance calls.

### 7 Personal Administration

This area is used during the initial set up of your Subscriber Settings ([see next section](#)).

## PERSONAL ADMINISTRATION SETTINGS

This menu allows you to make changes to basic setup settings, that are rarely changed. Use these when you initially set up your personal Subscriber settings. You probably will not need to change them after that.

### 1 Setting your Password

- From the Subscriber Services Menu press **#[7][1]**.
- The current password will be played and you will have the chance to change it.

### 2 Recording your Name

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the Samsung Voicemail system.

- From the Subscriber Services Menu press **#[7][2]**.
- The current name will be played and you will have the chance to change it.

Note: It is possible that if you do not record your name and/or enter your Directory Name (described below), you will not be included in the Dial by Name Directory.

### 3 Entering your Directory Name

Use this option to enter your Directory Name. Your Directory Name is used by callers to find you if they do not know your extension number.

- From the Subscriber Services Menu press **#[7][3]**.

- The current Directory Name will be played as a string of digits that are equal to your name spelled out on your telephone keypad. Follow the instructions to enter a new name. You will be prompted to enter your last name and then your first name.

This must be done in order for the directory feature to work correctly.

Note: It is possible that if you do not record your name (described above) and/or enter your Directory Name, you will not be included in the Dial by Name Directory.

#### 4 Extended Prompting

Use this option to drastically reduce the number of prompts played in the subscriber interface (mailbox prompts). Change this setting only if you are very familiar with the user operation of the SVMi E-Series.

Note: Remember if you know what digits to press, you can enter them at any time you do not have to wait to be prompted. This feature can be toggled on/off at anytime. Also if it is off you will be prompted within each subscriber menu to press zero for more options. This enables you to still be able to find out what to do if you were to get lost and extended prompting was disabled.

## KEYSET USER FEATURES

The following options are available if you have a display keyset. They require setup by the System Administrator.

### Message Waiting Lights

When new messages are left in your mailbox, the voice mail message light on your keyset will flash. Press this flashing key [**VMMSG**] and follow the prompts to retrieve messages. This key may be pressed at any time to log into your Subscriber Main Menu.

### Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to your voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mail box. At this time you will only be monitoring the call, you can not talk to the other party until you answer. You may pick up the call at any time or ignore it.

To activate this feature press the **AME** button. The associated indicator will be lit steady. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

While the caller is leaving a message or ringing you may:

- Press [**#**] to immediately put the caller in your voice mailbox and monitor it.
- Press [**\***] to immediately disconnect your station. The caller continues to leave a message normally.
- Pick up the handset and monitor privately.
- Press **ANS / RLS** to answer the call (using the handset or speaker).

### AME Password

If your keyset has **AME Password** (MMC 110) set to **Yes**, you must enter your station password to listen to messages being left. This will prevent unauthorized people from listening to messages being left for you.

If the password option is turned on, while a message is being left, press the flashing **AME** indicator and enter your station password (not your SVMi E-Series password). You will then hear the message being left.

### Call Record

If you have a call record button assigned to your phone, you may press it at any time, to record the conversation in progress. If you have a display keyset, you will also have the soft key options to pause and time the message.



## SHORTCUTS

### Calling

Calling a station that is busy or does not answer you can press [#] to immediately send the call to the called parties mailbox.

### Call Divert to Voicemail

While receiving an incoming (ringing) call, dial [\*] to immediately send the caller to your personal voicemail box. This will override the call forward no answer setting.

### Direct Messaging

[#] + DSS To make it easy to leave messages for others in your office without having to dial their extension number first, keyset users may simply dial [#] plus a mailbox (extension) number and leave a message directly. If you dial a busy extension press [#] to connect directly with the mailbox.

### Self Memo (Reminder)

Pressing [##] will leave a message in your own mailbox. This is useful to remind yourself of things to do now or in the future. Messages can be sent with future delivery so you can have the system call you when items become due.

## INTERACTIVE DISPLAYS

Display keyset users have the added advantage of using the soft keys and displays to play, save, delete, reply, call, forward, rewind, pause, fast forward, change the volume, get message information, or help.

### Viewing Mailbox Contents

If you have new messages, in addition to the Telephone Status Indicator (TSI) you will be able to use the keyset displays and soft keys to communicate with the SVMi E-Series.

## E-MAIL GATEWAY (EMG)

The E-Mail Gateway feature integrates your voice mail box with your email client. No matter what email client software you are using or where you use it, you can send voice mail messages and fax mail messages to your E-Mail inbox.

There are two parts to the E-Mail Gateway; E-Message Delivery and E-Message Notification.

1. **E-MESSAGE DELIVERY:** Voice mail messages (.wav) and/or fax mail messages (.tiff) are "delivered" to your Inbox with the appropriate attached file.
2. **E-MESSAGE NOTIFICATION:** You will receive an e-mail, with NO attachments, notifying you that you have a voice and/or fax mail message in your Voice Mail Box.
  - As a subscriber you can use either E-Message Delivery and/or E-Message Notification.
  - As a subscriber you can have multiple e-mail addresses. (a maximum of 5 valid email addresses).
  - E-Message Notification can be set to one e-mail address while E-Message Delivery is set to different e-mail address.

## Functionality

- With either type of EMG, when Caller ID (CID) is provided, the callers telephone number will appear in the subject field of the email along with the date and time stamp of when the voice message was originally recorded in your Voice Mail Box.
- If the caller is also a subscriber on the system and the E-Mail Gateway is set up with a valid "Reply To" address, the Subscriber's name will also appear in the "From" field. Otherwise, the "From" field will display the name of the Samsung voice mail system (SVMi-8E, SVMi-16E, or SVMi-20E) sending the message.
- Client will use their PC's Multi-Media kit (equipped with either speakers and/or a headset) to listen to messages delivered to their e-mail Inbox.

**IMPORTANT NOTE:** If the PC/Laptop/PDA/Smart Phone/etc... is not equipped with hardware and software capable of playing a '.WAV' file then the E-Mail Gateway will not work for them until they add some method to listen to '.WAV' files delivered to their Inbox.

The same applies to Fax Mail messages, if the device the subscriber is using does not support the viewing of '.TIFF' files, then the E-Mail Gateway for Fax Mail will not work for them until they add some method to view .tiff files delivered to their inbox.

- No Synchronization of messages is performed between the Voice Mail Box and the E-mail Inbox.
  - Messages listened to, forwarded, deleted, and/or saved within an e-mail inbox will NOT effect the status of that same new message in the Voice Mail or the MWI (Message Waiting Indicator) associated with that message on the phone.
  - Also messages listened to in the Voice Mail, from a phone, will not change the Unread/Read status of the same message in an e-mail inbox.

- However, the Voice Mail Administrator can adjust parameters per subscriber or group of subscribers that decide how, when, or if to delete the original voice message after it is sent to the E-Mail Server.
- When full synchronization of messages between Voicemail Box and E-mail Inbox is required, ask your Samsung representative about the OfficeServ IP-UMS. This is an Internet Protocol based fully synchronized Unified Messaging System.

## Benefits

- Store and Archive Voice and Fax Mail Messages in visible folders.
- Voice and Fax Mail Messages can now easily be dragged and dropped into folders the same way e-mail messages are organized and saved.
- Voice and Fax Mail Messages are now essentially the same as any other e-mail message.
- Backups and Message Archives can be made when they are made for all other types of e-mail messages.
- Add text notes and comments to use for reference later.
- Some (if not all) e-mail clients will allow you to edit the body of the e-mail to add comments.
- Some will allow you to edit the subject field to help you find a particular message quickly in a large archive of messages.
- Call Back Numbers and Date & Time Stamp are easily displayed in the Subject field.
- Easily forward Voice messages received, to others even if they are not a Voice Mail Subscriber on your system.
- No EMG System or Client Software to load on your Local PC or Network Servers.

Therefore compatible with most:

- E-Mail providers and E-Mail Clients
- PCs, Laptops, PDA, and/or Smartphones

**NOTE:** If you are not sure you have this functionality on your system and you would like to use it, please contact your on Site system administrator to see if it is available.

## PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
00	_____	_____
01	_____	_____
02	_____	_____
03	_____	_____
04	_____	_____
05	_____	_____
06	_____	_____
07	_____	_____
08	_____	_____
09	_____	_____
10	_____	_____
11	_____	_____
12	_____	_____
13	_____	_____
14	_____	_____
15	_____	_____
16	_____	_____
17	_____	_____
18	_____	_____
19	_____	_____
20	_____	_____
21	_____	_____
22	_____	_____
23	_____	_____
24	_____	_____

# PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
25	_____	_____
26	_____	_____
27	_____	_____
28	_____	_____
29	_____	_____
30	_____	_____
31	_____	_____
32	_____	_____
33	_____	_____
34	_____	_____
35	_____	_____
36	_____	_____
37	_____	_____
38	_____	_____
39	_____	_____
40	_____	_____
41	_____	_____
42	_____	_____
43	_____	_____
44	_____	_____
45	_____	_____
46	_____	_____
47	_____	_____
48	_____	_____
49	_____	_____

## FEATURES AND SPECIFICATIONS

### LINE GROUPS

- 9 Local/LCR \_\_\_\_\_
- 800 \_\_\_\_\_
- 801 \_\_\_\_\_
- 802 \_\_\_\_\_

### STATION GROUPS

- 501 \_\_\_\_\_
- 502 \_\_\_\_\_
- 503 \_\_\_\_\_
- 504 \_\_\_\_\_

### PAGING ZONES - DIAL 55 PLUS

- 0 \_\_\_\_\_
- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_
- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_
- 9 All External Zones
- \*All External Zones and Internal Zone 0

### PROGRAMMED MESSAGES

- 01 In A Meeting
- 02 Out On a Call
- 03 Out To Lunch
- 04 Leave A Message
- 05 Page Me
- 06 Out Of Town
- 07 In Tomorrow
- 08 Return Afternoon
- 09 On Vacation
- 10 Gone Home
- 11 \_\_\_\_\_
- 12 \_\_\_\_\_
- 13 \_\_\_\_\_
- 14 \_\_\_\_\_
- 15 \_\_\_\_\_
- 16 \_\_\_\_\_
- 17 \_\_\_\_\_
- 18 \_\_\_\_\_
- 19 \_\_\_\_\_
- 20 \_\_\_\_\_

### FEATURE ACCESS CODES

- 10 + xxx Pick Up A Parked Call
- 12 + xxx Pick Up A Held Call
- 13 Door Lock Release
- 16 + xxx Speed Dialing
- 17 Save And Redial Number
- 18 New Call (Recall)
- 19 Last Number Redial
- 400 Cancel Do Not Disturb
- 401 Set Do Not Disturb
- 42 + xxx Cancel Message You Left
- 43 Return Message
- 44 Callback
- 45 Busy Station Camp-On
- 46 Conference
- 47 Account Code
- 48 + xx Cancel Programmed MSG
- 49 Send Flash To C.O. or PBX
- 56 Meet Me Answer
- 600 Cancel All Call Forward
- 601 + xxx Set Forward All Calls
- 602 + xxx Set Forward Busy
- 603 + xxx Set Forward No Answer
- 604 + xxx Set Fwd Busy/No Answer
- 605 + xxx Set Forward on DND
- 606 + xxx Set Forward Follow Me
- 65 + xxx Pick Up Ringing Extension
- 66 + xx Pick Up Group
- 67 Universal Answer
- \* Authorization Code

