

Enterprise IP Solutions

# OfficeServ 100

# System Administration Guide





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# ABOUT THIS GUIDE

This guide describes the most commonly-used special features available with the Samsung OfficeServ 100 telephone system which you can use to ensure the system is working correctly, effectively and to best suit your working environment. You have access to all these features through a Samsung digital display (LCD) keyset or Internet phone operating under special passcode control for security.

Station users can be trained to use only the features that they require, to help control costs and telephone abuse. Comprehensive information for station users will be found in the relevant user guide for their telephone (see *Related Guides*, below). Several of the features listed in this guide are specific to the system operator (sometimes called the attendant position). You can have more than one operator or set up your system to be used without an operator.

Using your customer-level passcode, you can access specific programs (MMCs)—designated by your system installer—for setting, viewing or modifying certain functions to better manage your system. Instructions are detailed and easy to follow. However, if assistance is needed, don't hesitate to contact your Samsung dealer or system installer for advice.

## HOW THIS GUIDE IS ORGANISED

The guide is organised in three sections.

- **Special Features**—Discusses the most frequently used administration features such as setting and changing system ring plans, setting account and authorisation codes, monitoring conversations taking place at other stations, and so on.
- **CLIP Special Features**—Describes how to make the best use of caller identification options, especially for monitoring calls to and from other stations
- **System Administrator Programming**—Shows you how to program selected special features using MMC programming.

## RELATED GUIDES

You should also refer to the following documentation which provides more detailed information on OfficeServ500 system and keyset programming and features.

- **Samsung OfficeServ 100 Programming Guide**

This comprehensively covers all programming (MMC) procedures for OfficeServ 100 systems. Refer to this for details of MMCs not covered in the "System Administrator Programming" section of this guide.

- **Samsung OfficeServ 100 Installation Guide**

This guide provides information for installing your system and connecting station and optional equipment.

- **Samsung OfficeServ 100 General Description**

This guide provides an overview of the system, including possible structural configurations and hardware, features and facilities, and specifications.

- **Samsung Digital Keyset, Internet Phone & Single Line Telephone User Guides**

Refer to the appropriate user guide for each type of telephone connected to your system. These may include Samsung DCS (Euro) digital keysets, OfficeServ 5000 series digital keysets and IP phones, iDCS series digital keysets, and single line telephones.

# SPECIAL FEATURES

## SYSTEM RING PLANS

Your system is designed to have a maximum of six different ring plans. Each ring plan can be programmed to allow different lines to ring different ring plans (different stations and/or station groups). For example, different ring plans may be required for normal day operation, night operation, ringing different operators during different shifts, and weekend or evening hours of operation. While the system is programmed for a particular ring plan, each station will be limited to its individual ring plan class of service dialling restrictions.

You can place the system in one of these ring plans at any given time. Ring plans are available on an individual tenant basis and may be set automatically or manually. Automatic ring plans have an individual start time and will remain in that plan until the beginning of the next defined plan. If no automatic timer is set, you must change ring plans manually.

The currently set ring plan can be switched to another at any time by pressing an override key. There are two ways to override the automatic ring plans:

- press the Ring Plan (**RP**) key for temporary override until the next programmed start time; or
- press the Ring Time Override (**RTO**) key for permanent override until manually changed.

### MANUAL RING PLAN CHANGE

Press the **RTO** key plus the 4-digit ring plan passcode (default value is '0000') and the ring plan (1-6) you wish to set. The system will override all the automatic time tables and will remain in the set ring plan until manually changed.

To manually change or cancel the ring plan time override and return ring plan operation to the system clock, press the **RTO** key plus the ring plan passcode plus '0' (zero).

### TEMPORARY RING PLAN CHANGE

Press the **RP** key plus the 4-digit ring plan passcode (default value is '0000') and the ring plan (1-6) you wish to set. The system will remain in that ring plan until the next automatic start time for the next ring plan comes into effect.

Note: The **RP** key may also be assigned an extender for one of the six ring plans. For example: an **RP** key is given an extender of 3 (**RP3**) so that pressing this key enters the system into ring plan 3 (and the key LED turns on). The system returns to ring plan 1 when the key is pressed again (and the key LED turns off).

## CALLING THE SYSTEM OPERATOR

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

## OPERATOR RECALLS

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

A call left on hold will recall the station that put it on hold. If the hold recall is unanswered at the station that originated the hold, the call will be sent to the system or tenant group operator. Both types of recalls will ring and have a slow flashing amber light on the Line key or CALL key.

## EXECUTIVE BARGE-IN

If you want to break into another station's conversation, either to monitor the call or join the conversation, your keyset must be programmed to allow you to barge in, and the other station(s) must not be secured against barge in. These options must be programmed for you by the system installer; you do not have customer-level access to the relevant program. You can then select one of the following barge-in options for your keyset (MMC 206):

- No barge-in allowed
- Barge-in with tone
- Barge-in without tone

Barging in on an unsecure station can be done with or without an intrusion tone or display. If 'with tone' is selected, a warning tone and display will be sent to the station. If 'without tone' is selected, the station that barges-in can monitor the conversation and no warning tone or display will be sent to the station being monitored. The handset transmitter and keyset microphone of the barging-in station are disabled. You can, however, join the conversation by pressing the **MUTE** key on the keyset to enable the handset and microphone.

### To barge in:

1. Dial the desired extension number and listen for the busy signal.
2. Press the **BARGE** key. (If joining the conversation, also press the **MUTE** key and begin speaking after the tone.)
3. Hang up when you are finished.

Note: You can investigate to see what number is calling a station, or is being called, before you barge in. See [Investigate \(ISPY\)](#) in the *CLIP Special Features* section of this guide.

### Recommendations on Privacy

It is recommended that only the system administrator's phone(s) be programmed to allow barge in on other stations, to prevent unwarranted use of this feature by other station users. Program stations that require monitoring so that their class of service allows barge in.

**WARNING: Barge-in without tone may violate laws regarding the right to privacy. Samsung Business Communications is in no way responsible for the misuse of this feature.**

## WALKING CLASS OF SERVICE

While away from your desk, you may want to make a call or use features allowed by your own station but from a station with a more restricted class of service. You can temporarily change a restricted station's class of service to the same class as your own station, as follows.

1. Lift the handset or press the **SPEAKER** key.
2. Dial **59** and then your normal extension number.
3. Dial your station passcode<sup>1</sup> and receive internal dial tone.
4. Dial an access code and then the telephone number—**OR**—use the desired feature as usual.
5. Hang up when finished. The station will be returned to its restricted status.

<sup>1</sup> Note: You must change your station passcode from the default value (1234) in order to use the WCOS feature. See your *Samsung Keyset / Phone User Guide*.

## IN/OUT OF GROUP

Any station assigned to a station group can remove itself from that group and then reenter the group at a later time. When out of the group, a station can receive calls to its extension number but not to the group.

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

- Lift the handset and dial the feature access code. (Code = \_\_\_\_\_ )\*
- Dial the group number.
- Dial **0** to be out of the group **OR** dial **1** to be in the group.
- Receive confirmation tone and hang up.

(\* The feature access code must be programmed for your system. Enter the code in the space above.)

If the station has an **IN/OUT (IG)** key assigned to it:

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

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

## OPERATOR GROUP

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

# DIRECT INWARD SYSTEM ACCESS (DISA)

From outside the office, selected individuals can call into the system on special DISA line(s). A security code must be entered to gain access. Once these individuals are in the system, they can:

- make outside calls using the office lines;
- call stations within the system;
- access paging resources;
- set/reset external forwarding.

DISA service must be programmed on your system and users must change their station passcodes from the default value ('1234'). To use DISA:

1. Call in on a DISA line from any phone with tone dialling.
2. When you hear the DISA dial tone, dial your security code (the extension number plus your station passcode).
3. If you are allowed access, you will receive system dial tone.
4. Dial a line access code, receive outside dial tone and then dial a telephone number.

**OR**

Dial any extension number to call a station in the system. (To make another internal call when the current call is completed, press \*, receive dial tone and dial another extension number.)

5. Press # and hang up when finished.

Note:

- Outgoing DISA calls are controlled by the dialling class of the station identified by the security code. The DISA line must have disconnect supervision from the central office. Insist that this condition be verified by your service company.
- To change keyset passcodes, see your *Samsung Keyset / Phone User Guide*.

## DISA SECURITY

A common practice among hackers is to repeatedly dial a known DISA access number (usually with a computer) and try a different passcode each time. The hacker hopes to eventually chance upon the correct passcode and thus gain access to your system. The system's security feature will count the number of sequential incorrect passcode attempts, and if a certain number is reached, DISA will be disabled and the system will alert designated stations. The number of attempts allowed and the time for which DISA calls are disabled are both programmable. In addition, the system will print a Station Message Detail Recording (SMDR) report each time an incorrect passcode is entered (provided, of course, you have an SMDR printer installed on your system).

To clear the DISA alarm:

1. Lift the handset and dial the access code **58**.
2. Enter the DISA alarm passcode ('5678' by default—refer to MMC 202).
3. Replace the handset.

### WARNING

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

## ACCOUNT CODES

Account codes are used to charge an outside call from a station to a specific account. These account codes can be either forced or optional (voluntary). If forced, a message is displayed at a station that the code must be entered when the station user attempts to make an outside call.

### FORCED ACCOUNT CODES

Forced codes may be verified or unverified.

- If verified, the entered code is checked against a system list of up to 500 entries. Codes can include digits 0–9.
- If unverified, the entered code is not checked against the system list. Codes can include digits 0–9, \* and #.

### USING FORCED ACCOUNT CODES

Users with keysets programmed for forced account codes should follow this procedure:

1. Lift the handset and press the **ACCT** key or ACCT soft key or dial **47**.
2. Enter the account code.

If a correct code is entered, you will hear dial tone and you can make an outside call in the usual manner. If an incorrect code is entered, the station returns error tone.

These account numbers will print on SMDR reports. For information on setting up forced account codes, see the [System Administrator Programming](#) section of this guide.

## AUTHORISATION CODES

Authorisation codes are used to validate a station user and give permission to make an outside call. These 4-digit authorisation codes can be either forced or optional (voluntary). If forced, a message is displayed at a station that the code must be entered when the station user attempts to make an outside call.

Codes are always verified from a system list of 250 entries. Each authorisation code has an associated class of service. When the code is entered, the class of service is changed to the dialling class of the authorisation code.

### USING AUTHORISATION CODES

1. Lift the handset and dial \* or press the AUTH soft key.
2. Dial the 4-digit authorisation code.

If you enter a correct code, you will hear a confirmation tone and then receive dial tone and you can make an outside call in the usual manner. The station then follows the class of service for that authorisation code. If you enter an incorrect code, the station returns error tone. This code will print on SMDR reports if programmed to do so in MMC 725.

For information on setting up authorisation codes, see the [System Administrator Programming](#) section of this guide.

# USING THE TIE LINE

## OUTGOING

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

- Lift the handset or press the **SPEAKER** key.
- Dial the tieline access code or press the tie line key (if programmed).
- When you receive dial tone from the other system, you can dial extension numbers or access outside lines. You must know the extension numbers and the line access codes for the other system.

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

## INCOMING

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

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

## IN AND OUT ON TIE LINE

Users accessing the tie line from the other system can get a line in your system and make outgoing calls. These calls can be controlled by assigning a dialling class to the tie line. Your system installer must do this for you.

# CLIP

## SPECIAL FEATURES

*CLIP is a means of identifying incoming calls by displaying the calling number (or name) on the keyset LCD before the call is answered. It also allows you to identify yourself to a called number in the same way, if the called number supports CLIP information.*

## INVESTIGATE (ISPY)

CLIP investigate allows selected stations with a special class of service to investigate any call in progress at another station. If CLIP information is available for an incoming call, you can see to whom this station user is speaking. For outgoing calls, you can see the number that was dialed. You can barge-in on the conversation (if allowed—see [Executive Barge-In](#) in the *Special Features* section), disconnect the call or hang up your phone to end the investigation.

To use this feature:

- You need an **ISPY** key programmed on your keyset.
- You must change your station passcode from the default '1234'.

1. Press the **ISPY** key.
2. Enter your station passcode.
3. Enter the station number (extension) to be investigated.
4. Press the **BARGE** key or BARGE soft key to barge-in on the conversation (if allowed)

**OR**

Press the **NND** key or NND soft key to view more information about the call (for incoming calls only)

**OR**

Press the **DROP** key or DROP soft key to disconnect the call.

Note:

- If the call is an outgoing call, 'NND' will not appear in the keyset display.
- Refer to the Samsung User Guide for your phone for how to change your keyset passcode.

## ABANDONED CALLS LIST

The system has a system-wide abandoned calls list that stores CLIP information for calls that rang but were not answered and were accompanied with valid CLIP information. The system list contains up to 50 of the most current calls and is accessed using the system administrator's passcode. When viewing this list in your keyset display, you are provided with options for each call listed to CLEAR the entry or DIAL the number. You can also use the **NND** key or NND soft key to toggle between the CLIP name, CLIP number and the date and time the call came in. To view the list of abandoned incoming calls for which CLIP information has been received:

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

## NUMBER TO NAME TRANSLATION

The system provides a number to name translation table for associating names with incoming call numbers. You then have the choice of displaying the name associated with the number on your keyset display, rather than the CLIP number. When the CLIP number is received, the table is searched. If a match is found, the system displays the corresponding name from the table.

See [Add Names to the Translation Table](#) in the *System Administrator Programming* section of this guide.

Note: MMC 119 is used to select the CLIP display for a keyset.

# SYSTEM ADMINISTRATOR PROGRAMMING

Before any customer programs can be accessed, you must first open programming using the customer-level passcode you have been assigned. This, and all subsequent programming, must be done using a display keyset.

Note: Should it become necessary to change the customer-level passcode, see MMC 201.

## PROGRAM KEYS

Your keyset keys/buttons are used to perform the following functions during programming.

VOLUME (UP & DOWN)	Scroll through options.
KEYPAD	Enter your selections (numbers, text).
SOFT KEYS	Move cursor left and right.
SPEAKER	Store entered data and advance to next program (in number sequence).
TRANSFER	Store entered data and exit programming.
HOLD	Clear previous entry.

To select the ALL option (*all* stations/trunks, etc. rather than *selected* stations/trunks, etc) when it is available during programming, use the following key:

ANS/RLS	(DCS Euro and iDCS series)
or	
REDIAL	(2-Line LCD 5000 series)
or	
CONFERENCE	(Large LCD 5000 series)

## OPEN CUSTOMER-LEVEL PROGRAMMING

### [MMC 200]

Opens customer-level programming mode to provide access to system administrator programming.

#### ACTION

#### DISPLAY

1. Press **Transfer** (or **TRSF**) and dial **200**
2. Dial the 4-digit passcode.  
(The passcode is not displayed)
3. Dial **1** to select 'ENABLE'  
OR  
Press **VOLUME** up or down key to select

ENABLE CUS. PROG.  
PASSCODE: \_

ENABLE CUS. PROG.  
DISABLE

ENABLE CUS. PROG.  
ENABLE

4. Press the **SPEAKER** key.

201: CUS. PASSCODE SELECT PROG ID
--------------------------------------

5. Dial the 3-digit program (MMC) code you want to access (e.g. 201)  
OR  
Scroll through MMC codes using the **VOLUME** keys and press the **SPEAKER** key to select.

Follow the instructions for your selected program. Some programs are described in this section. For other programs, refer to the *Samsung OfficeServ 100 Programming Guide*.

Note: You must begin programming within 30 seconds of opening a program. Once you are in programming mode, any delay of more than 30 seconds between keystrokes will cause the system to automatically close programming. (The system timer can, however, be changed to allow more or less time before programming mode is closed. Ask your dealer or the system installer for advice.)

# SET DATE AND TIME DISPLAY

## [MMC 505]

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

The display format is as follows:

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

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

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

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

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

MM (Minutes): enter a number in the range 00–59.

*Failure to enter the time using the 24-hour clock will cause the date to change at 12:00 P.M.*

Open customer-level programming and follow these instructions.

### ACTION

### DISPLAY

1. Press **Transfer** (or **TRSF**) **505**  
Display shows

OLD : 6010184 : 0047
NEW : <u>W</u> MMDDYY : HHMM

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

OLD : 6010184 : 0047
NEW : <u>3</u> 020994 : 1445

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

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

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

# RESET STATION PASSCODES TO DEFAULT

## [MMC 101]

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

Open customer-level programming and follow these instructions.

### ACTION

1. Press **Transfer** (or **TRSF**) **101**  
Display shows
2. Dial the station number (e.g., **205**)  
OR press the **VOLUME** keys to scroll through the keyset numbers and press the right soft key to move the cursor
3. Press **HOLD** to reset the passcode
4. Press the right soft key to return to step 2  
OR press **Transfer** (or **TRSF**) to store and exit programming OR press **SPEAKER** to store and advance to the next program

### DISPLAY

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

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

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

# PROGRAM STATION NAMES

## [MMC 104]

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

Open customer programming and follow these instructions.

### ACTION

### DISPLAY

1. Press **Transfer** (or **TRSF**) **104**  
Display shows
2. Dial station number (e.g., **205**)  
OR press the **VOLUME** keys to select the station and press the right soft key to move the cursor
3. Enter the station name using the procedure described below and press the right soft key to return to step 2
4. Press **Transfer** (or **TRSF**) to store and exit programming OR press **SPEAKER** to store and advance to the next program

```
[201] STN NAME
```

```
[205] STN NAME
_
```

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

## PROCEDURE FOR ENTERING NAMES AND OTHER TEXT

Names and other text are written using the number keys. Each press of a key selects a character, as shown on the selected key. Pressing a different key moves the cursor to the right. For example, you want to enter the name "SAM SMITH." The first letter "S" is selected by pressing the key number **7** four times (i.e. the first key press selects "P", the second selects "Q", and so on). Now press the number **2**. This moves the cursor and selects the letter "A." Continue selecting characters from the keypad to complete your message.

By default, characters are displayed in upper case. To display lower case characters, before you begin typing press the **A** key. (Refer to the diagrams shown in [Program System Speed Dial Numbers](#).) Press the **A** key, as required, to toggle between upper and lower case. You can have a combination of upper and lower case characters within a name.

Tip: When the character you want next appears on the same key as the character you have just entered (e.g. you typed "P" and now want to type "R"), press the **VOLUME UP** key to move the cursor to the right, then select the next character.

The **#** key is used to select the following special characters (in sequence of number of key presses): **# space & ! : ? . , % \$ - < > / = [ ] @ ^ ( ) \_ + { } | ; " → `**

# PROGRAM TRUNK NAMES

## [MMC 404]

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

Open customer programming and follow these instructions.

### ACTION

1. Press **Transfer** (or **TRSF**) **404**  
Display shows
2. Dial trunk (e.g., **704**) OR press the **VOLUME** keys to select trunk and press the right soft key to move the cursor
3. Enter the trunk name using the procedure described in [Program Station Names](#) and press the right soft key to return to step 2
4. Press **Transfer** (or **TRSF**) to store and exit programming OR press **SPEAKER** to store and advance to the next program

### DISPLAY

[701] TRUNK NAME

[704] TRUNK NAME  
\_

[704] TRUNK NAME  
SAMSUNG

# PROGRAM STATION GROUP NAMES

## [MMC 602]

This program is used to assign a name or identification for each station group, up to 11 characters long.

Open customer programming and follow these instructions.

### ACTION

1. Press **Transfer** (or **TRSF**) **602**  
Display shows
2. Dial the group number (e.g., **505**)  
OR press the **VOLUME** keys to make a selection and press the left or right soft key to move the cursor
3. Enter the name using the method described in [Program Station Names](#)
4. Press the left or right soft key to return to step 2 OR press **Transfer** (or **TRSF**) to store and exit programming OR press **SPEAKER** to store and advance to the next program

### DISPLAY

[501] SGR NAME

[505] SGR NAME  
\_

[505] SGR NAME  
SAMSUNG\_

# PROGRAM SPEED DIAL NUMBERS AND NAMES

There are five distinct options for Speed Dial programming:

- Program System Speed Dial Numbers
- Program System Speed Dial Names
- Program Personal Speed Dial Numbers for Stations
- Program Personal Speed Dial Names for Stations
- Assign Speed Dialling Blocks

Speed dialling provides a quick way of dialling phone numbers by assigning 3-digit speed dial codes to frequently-dialled numbers. To dial a phone number, a station user simply dials the 3-digit code. If a name is associated with the number, the user can do a directory search to quickly find the speed dial number.

1500 speed dial numbers are supported. These can be set as both *system* and *personal* speed dialling numbers. System numbers are available to all station users; personal numbers are assigned to individual stations. Speed dial numbers are assigned to the system or each station in “blocks”, each block allowing up to 10 phone numbers to be entered. For example, if five blocks are assigned to a station, up to 50 phone numbers can be stored as speed dials for that station, with associated names if desired.

Individual station users can program their own personal speed dial numbers and names which only they can access (refer to your Samsung keyset or phone User Guide for details). However, when necessary, the system administrator can set, view or change any station’s personal speed dials.

Note: For even faster dialling, speed dial numbers can be assigned to programmed speed dial keys for “one-touch” speed dialling. See [Program Station Key Extenders](#).

## • PROGRAM SYSTEM SPEED DIAL NUMBERS [MMC 705]

The system list can hold 200 system speed dial numbers by default, but this can be increased in blocks of 10. Depending on how your system is programmed, the maximum amount is either 500 or 950. All of these can be set as system speed dials provided they are not already assigned to extensions as personal speed dials. Refer to your system installer to increase or decrease the system list.

Speed dial codes are 500–999 (500 speed dials) or 050–999 (950 speed dials). Each speed dial number consists of a line access code and the telephone number to be dialled. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including **\***, **#**, **FLASH** and **PAUSE**.

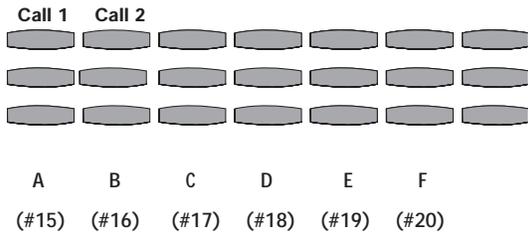
Note: If Least Cost Routing (LCR) is being used, the LCR access code must be entered.

## PROGRAM KEYS FOR SPEED DIALLING

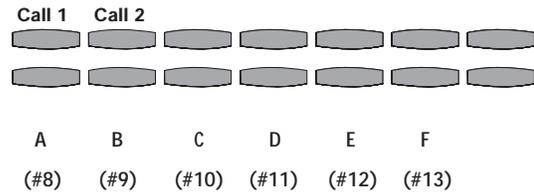
In addition to the normal programming keys, your keyset has keys designated **A**, **B**, **C**, **D**, **E** and **F**. Keys **B–F** are used to insert special digits or perform special functions during speed dial programming. These are shown in the following layouts.

# OfficeServ 5000 Series Keysets

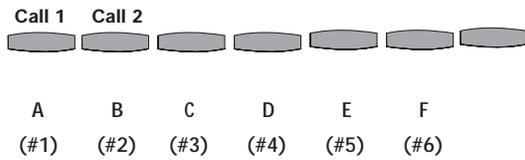
## DS/ITP-5021D & DS-5038SKEYSET



## DS/ITP-5014D & DS-5014S KEYSET



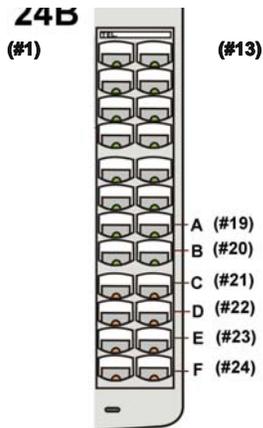
## DS-5007S KEYSET



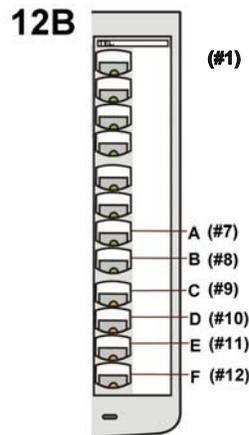
DS- & ITP-5012L (large LCD) keysets display the relevant keys A-F on the LCD

# DCS (Euro) Keysets

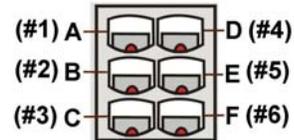
## 24B KEYSET



## 12B KEYSET

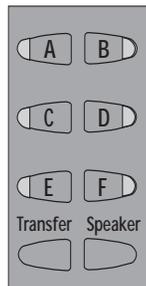


## 6B KEYSET 6B

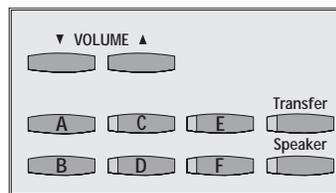


# iDCS Series Keysets

## 28D KEYSET 18D KEYSET



## 8D / 8S KEYSET



Key	Function
<b>B</b>	Inserts a flash (“F”).
<b>C</b>	Inserts a pause (“P”).
<b>D</b>	Used for pulse-to-tone conversion (“C”). If your system uses rotary (or pulse) dialling C.O. lines, pressing D while entering a speed dial number causes all subsequent digits to be sent as DTMF tones.
<b>E</b>	Used to hide digits. You may want to hide some phone numbers so that they will not show in the display when you dial the speed dial number later. When you are programming the phone number, press E before entering the digits you want to hide. The symbol “[” is displayed. All subsequent digits will be displayed as “*” when the speed dial number is dialled. If you want some digits to display, press E again (“]” is displayed) before entering these digits.  ( <b>For example</b> , if you program a speed dial number with the phone number 9-[0121]728765, when you later dial this speed dial number the display shows “****728765”.)  Note: When programming an outside number, enter the access code (e.g. 9 or 0) before you press E to hide any digits.
<b>F</b>	Used to enter a new MMC and designate a name for a speed dial number.

(Note: The function of the ‘A’ key is described in [Program Station Names](#), above.)

Open customer programming and follow these instructions.

**ACTION**

**DISPLAY**

1. Press **Transfer** (or **TRSF**) **705**  
Display shows

SYS SPEED DIAL  
500:

2. Dial the speed bin desired (e.g., **505**)  
OR press the **VOLUME** keys to make the selection and press the right soft key to move the cursor

SYS SPEED DIAL  
505:

3. Enter the access code ( e.g., 9 – the system automatically inserts a dash) followed by the phone number (up to 24 digits)

SYS SPEED DIAL  
505:9-121223456789

4. Press the **F** key to toggle to [Program System Speed Dial Names](#) [MMC706, step 3, below] to enter a name for this number OR press the right soft key to return to step 2

SYS SPEED NAME  
505:

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

## • PROGRAM SYSTEM SPEED DIAL NAMES [MMC 706]

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

Open customer programming and follow these instructions.

### ACTION

### DISPLAY

- |   |  |
|---|--|
| 1. Press <b>Transfer</b> (or <b>TRSF</b> ) <b>706</b><br>Display shows  | SYS SPEED NAME<br><u>5</u> 00:         |
| 2. Dial the system speed number (e.g., <b>505</b> )<br>OR press the <b>VOLUME</b> keys to select the entry number and press the right soft key to move the cursor | SYS SPEED NAME<br><u>5</u> 05:         |
| 3. Enter the name using the procedure described in <a href="#">Program Station Names</a>  | SYS SPEED NAME<br>505: SAMSUN <u>G</u> |
| 4. Press the right soft key to return to step 2 OR press the <b>F</b> key to return to <a href="#">Program System Speed Dial Numbers</a> [MMC705, step 4, above]  |  |
| 5. Press <b>Transfer</b> (or <b>TRSF</b> ) to store and exit programming OR press <b>SPEAKER</b> to store and advance to the next program                         |  |

## • PROGRAM PERSONAL SPEED DIAL NUMBERS FOR STATIONS [MMC 105]

Individual station users can program their own numbers, but in cases where this is not practical or not straightforward (e.g. for single line telephones), this program allows a system administrator to view or change a station's speed dial numbers. Station speed dial codes are 00–49 (or 000–049). Each station can have up to 10 numbers (00–09) by default, although more can be assigned, in blocks of 10, up to a maximum of 50 numbers.

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

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

Refer to the section [Program System Speed Dial Numbers](#) (above) for full details of the special keys B–F you can use during this programming procedure.

Open customer programming and follow these instructions.

**ACTION****DISPLAY**

1. Press **Transfer** (or **TRSF**) **105**  
Display shows

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

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

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

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

```
[205] SPEED DIAL
SPDBLK NOT EXIST
```

3. Dial the speed dial number (e.g., 05) OR press the **VOLUME** keys to select location and press the right soft key to move the cursor OR press the left soft key to return to step 2

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

4. Enter the trunk access code (e.g., 9) followed by the number to be dialed (e.g., 4264100)

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

(If you make an error, press **HOLD** to clear an entry or use the **VOLUME DOWN** key to step back)

5. Press the **F** key to access [Program Personal Speed Dial Names For Stations](#) [MMC106, step 4, below] to enter a name for this number  
OR press left soft key to return to step 3  
OR press right soft key to return to step 2  
OR press **Transfer** (or **TRSF**) to save and exit programming  
OR press **SPEAKER** to save and advance to the next program

## • PROGRAM PERSONAL SPEED DIAL NAMES FOR STATIONS

### [MMC 106]

Individual station users can program their own speed dial names, but in cases where this is not practical or not straightforward (e.g. for single line telephones), this program allows a system administrator to view or change any station's speed dial names. Station speed dial codes are 00–49 (or 000–049). Each station can have up to 10 names (00–09) by default, although more can be assigned, in blocks of 10, up to a maximum of 50 names.

Open customer programming and follow these instructions.

#### ACTION

#### DISPLAY

1. Press **Transfer** (or **TRSF**) **106**  
Display shows

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

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

```
[205] SPEED NAME
0 :
```

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

```
[205] SPEED DIAL
SPDBLK NOT EXIST
```

3. Dial the speed dial location (e.g., **05**) OR press the **VOLUME** keys to scroll through the speed dial numbers and use the right soft key to move the cursor

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

4. Enter the name using the procedure described in [Program Station Names](#)

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

5. Press the **F** key to return to [Program Personal Speed Dial Numbers For Stations](#)  
OR press the right soft key to return to step 2  
OR press the left soft key to return to step 3  
OR press **Transfer** (or **TRSF**) to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

## • ASSIGN SPEED DIALLING BLOCKS [MMC 606]

Up to 1,500 speed dial entries can be assigned. A total of 500 or 950 of these (depending on how your system is programmed) can be allocated as system speed dials, and the remainder allocated to stations as personal speed dials, with a maximum of 50 numbers per station. Consequently, the more system speed dials that are allocated, the fewer speed dials are available for personal use. When assigning speed dials, this MMC displays the number of system or personal blocks that are currently assigned and also shows the number remaining to be assigned, called the 'Free List'. This program also allows you to delete blocks of speed dial if required.

Open customer programming and follow these instructions.

### ACTION

### DISPLAY

1. Press **Transfer** (or **TRSF**) **606**  
Display shows

```
FREE LIST : 60
SYSTEM : 20
```

2. Press right soft key to advance cursor

3. Press the **VOLUME** keys to select **SYSTEM** to program system speed dials, or **EXT** (extension) to program personal speed dials

```
FREE LIST : 60
SYSTEM : 20
```

If you select **EXT**, go to step 5

If you select **SYSTEM**, press right soft key and go to step 4

4. Enter valid number of blocks to assign (e.g. **10**)  
OR  
Press the **VOLUME** keys to select and press right soft key  
OR  
Press **HOLD** to delete block(s)  
System returns to step 3 to make another selection  
(If finished go to step 7)

```
FREE LIST : 60
SYSTEM : 10
```

5. Enter desired **EXT** (extension) number via keypad (e.g., **205**)  
OR  
Press the **VOLUME** keys to make selection and press right soft key to advance cursor

```
FREE LIST : 60
EXT205 : 1
```

6. Enter valid number of blocks (**0–5**) to assign (e.g. **5**)  
OR  
Press the **VOLUME** keys to make selection  
OR  
Press **HOLD** key to delete block(s)

```
FREE LIST : 60
EXT205 : 5
```

7. Press **Transfer** (or **TRSF**) to store and exit  
OR  
Press **SPEAKER** to store and advance to the next program

# CREATE PROGRAMMED STATION MESSAGES

## [MMC 715]

Programmed messages can be selected by a station user to inform other users of their current status (e.g. "In a Meeting"). The message displays on the user's keyset and also on any calling keyset which has a display. You can edit existing (default) messages if necessary, and set up new ones to suit your working environment.

Programmed messages can also be used for **text messaging**. Text messaging allows a busy station to request some action from another station which is attempting to voice announce or camp-on a call to the busy station. For example, the user can request the calling station to "Take a Message," or "Ask them to Hold," or some other user-defined action.

There are 15 messages (01–15) allowed in the system. Messages **01–10** are pre-programmed as follows, but can be changed by the administrator if necessary:

- 01 GIVE ME THE CALL
- 02 TAKE A MESSAGE
- 03 ASK THEM TO HOLD
- 04 SEND TO MY VOICE MAIL
- 05 TRSF TO MY SECY
- 06 LEAVE A MESSAGE
- 07 PAGE ME
- 08 OUT OF TOWN
- 09 IN A MEETING
- 10 I WILL CALL BACK

Messages **11–15** are blank for new messages to be created (up to 16 characters).

After programming these messages, inform station users what they are.

Open customer programming and follow these instructions.

### ACTION

1. Press **Transfer** (or **TRSF**) **715**  
Display shows
2. Dial the message number (e.g., **11**)  
OR press the **VOLUME** keys to make the selection and press the right soft key to move the cursor
3. Enter the message using the procedure described in [Program Station Names](#) and press the right soft key to return to step 2 above
4. Press **Transfer** (or **TRSF**) to store and exit programming OR press **SPEAKER** to store and advance to the next program

### DISPLAY

PGM.MESSAGE (01)  
 GIVE ME THE CALL

PGM.MESSAGE (11)  
 \_

PGM.MESSAGE (11)  
 IN THE SHOWROOM

# SET ALARM/APPOINTMENT REMINDER WITH MESSAGE

## [MMC 116]

The system administrator can set alarm/appointment reminders with messages for other display keysets. Up to three alarms can be set for each station and each alarm can be set as follows:

NOTSET (Dial 0 to select—alarm is not set)

TODAY (Dial 1 to select—alarm is set to ring today only)

DAILY (Dial 2 to select—alarm is set to ring at the set time each day)

The procedure for entering messages is the same as that for entering names described in [Program Station Names](#).

Open customer programming and follow these instructions.

### ACTION

1. Press **Transfer** (or **TRSF**) **116**  
Display shows
2. Dial the station number (e.g., **205**) OR press the **VOLUME** keys to select the station and press the right soft key to move the cursor OR press **ANS/RLS** to select all stations
3. Dial 1–3 to select the alarm (e.g., **2**) OR press the **VOLUME** keys to select the alarm and press the right soft key to move the cursor OR press the left soft key to return to step 2
4. Enter the alarm time in 24-hour clock format (e.g., 1300 for 1 pm) and the display will automatically advance to step 5
5. Enter the alarm type from the list above OR press the **VOLUME** keys to select the alarm type and press the right soft key to move the cursor
6. Enter the message using the keypad
7. Press the right soft key to return to step 2 OR Press **Transfer** (or **TRSF**) to store and exit programming OR press **SPEAKER** to store and advance to the next program

### DISPLAY

[201]	ALM REM (1)
HHMM :	→NOTSET

[205]	ALM REM (1)
HHMM :	→NOTSET

OR

[ALL]	ALM REM (1)
HHMM :	→NOTSET

[205]	ALM REM (2)
HHMM : _	→NOTSET

[205]	ALM REM (2)
HHMM :1300	→NOTSET

[205]	ALM REM (2)
HHMM : 1300	→DAILY

[205]	ALM REM (2)
MEETING_	

# PROGRAM STATION KEY EXTENDERS

## [MMC 107]

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

An extender is a number that makes an otherwise general soft key more specific. For example, adding the digit '4' to a PAGE key ("PAGE4") defines this key for paging zone four. And adding '225' to a DP key ("DP225") defines this key as pickup for extension 225 only. The key must already be assigned by the system installer. An extender can be assigned at the time the key function is assigned (using MMC 722 or 723) or can be added later, as described here.

Extenders can be added to the following keys:

KEY	NAME	EXTENDER
AB	Absence	Station number
ACC	Account	000–999
BOSS	Boss and Secretary	1–4
CR	Call Record (Voice Mail)	Mailbox number
CS	UCD Call Status	UCD group number
DIR	Directory	1 (PERS), 2 (SYS) or 3 (STN) <sup>1</sup>
DP	Direct Pickup	Station or station group number
DS	Direct Station Selection	Station or station group number
EP	Established Call Pickup	Station number
FWRD	Call Forward	0–5
GPIK	Group Pickup	01–20
IG	In/Out of Group	500–519
MMPG	Meet Me Page	0–9, *
MS	Manual Signalling	Station or station group number
MW	Message Waiting	Station or station group number
PAGE	Page	0–9, *
PARK	Park (orbits)	0–9
PMSG	Programmable Message	01–15
RP	Ring Plan	1–6
RSV	Room Status View	0–4
SG	Station Group	Station group number
SP	UCD Supervise	UCD group number
SPD	Speed Dial: Personal System	00–49 or 000–049 500–999 or 050–999
VG	VM group message	Station group number
VM	VM Memo	Station or station group number
VT	Voice Mail Transfer	VM/AA group number

<sup>1</sup> PERS = personal speed dial names, SYS = system speed dial names  
STN = internal extensions (stations)

Open customer programming and follow these instructions.

**ACTION**

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

**DISPLAY**

[201] EXT (MAST)  
01 : CALL1 →

[205] EXT (MAST)  
01 : CALL1 →

[205] EXT (MAST)  
18 : DS → DS\_

[205] EXT (MAST)  
18 : DS207

# PROGRAM ACCOUNT CODES

## [MMC 708]

These are codes which can be used to allocate calls to specific accounts. You can add new or change existing account codes. Up to 999 entries (001–999) are allowed.

Note: Use of account codes can be forced or optional. To set up stations to use forced account codes, see [Program Stations for Forced Account and Authorisation Codes](#).

Open customer programming and follow these instructions.

### ACTION

### DISPLAY

1. Press **Transfer** (or **TRSF**) **708**  
Display shows

```
ACCOUNT CODE
001:
```

2. Dial the account code entry (e.g., **005**)  
OR press the **VOLUME** keys to select the entry number and press the right soft key to move the cursor

```
ACCOUNT CODE
005: _
```

3. Enter the account code via the keypad,  
(maximum 12 digits) and press the right soft key to move the cursor back to step 2

```
ACCOUNT CODE
005: 123456789012_
```

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

# PROGRAM AUTHORISATION CODES

## [MMC 707]

You can add or change authorisation code entries. These codes are used to authorise calls made by stations and can be forced or optional. Each code is associated with a class of service which is activated when the code is entered. Up to 250 codes (each between 4 and 10 digits) are allowed.

Note: To set up stations to use forced authorisation codes, see [Program Stations for Forced Account and Authorisation Codes](#).

Open customer programming and follow these instructions.

### ACTION

1. Press **Transfer** (or **TRSF**) **707**  
Display shows
2. Dial the code index entry (e.g., **005**)  
OR  
Press the **VOLUME** keys to select the entry number and press the right soft key to move the cursor
3. Enter the authorisation code via the keypad (e.g. **1234**) and press the right soft key to move the cursor
4. Enter class of service no. 01–30 (e.g. **05**)  
OR  
Press the **VOLUME** keys to select the COS number
5. Press the right soft key to return to step 2  
OR  
Press **Transfer** (or **TRSF**) to store and exit programming  
OR  
Press **SPEAKER** to store and advance to the next program

### DISPLAY

AUTHOR CODE (001)	C:01
-------------------	------

AUTHOR CODE (005)	C:01
—	

AUTHOR CODE (005)	C:01
1234	

AUTHOR CODE (005)	C:05
1234	

# PROGRAM STATIONS FOR FORCED ACCOUNT AND AUTHORISATION CODES [MMC 305]

The use of account and authorisation codes can be optional or forced. By programming a station to use forced codes, the station user must enter the required code before a call can be made. Account codes can be verified (ACCT VERIFIED) or unverified (ACCT NO VERIFIED). If verified, a dialled code is checked against the system list of 500 entries.

Options are:

- 0 NONE
- 1 AUTHORIZE CODE
- 2 ACCT VERIFIED
- 4 ACCT NO VERIFIED

Open customer programming and follow these instructions.

## ACTION

1. Press **Transfer** (or **TRSF**) **305**  
Display shows
  
2. Dial the station number (e.g., **205**)  
OR  
Press the **VOLUME** keys to select the entry number and press the right soft key to move the cursor  
OR  
Press **ANS/RLS** to select all stations
  
3. Dial the feature option, 0–4 (e.g. **2**)  
OR  
Press the **VOLUME** keys to select and press the right soft key
  
4. Press **Transfer** (or **TRSF**) to store and exit programming  
OR  
Press **SPEAKER** to store and advance to the next program

## DISPLAY

[201] FORCD CODE  
NONE

[205] FORCD CODE  
NONE

OR

[ALL] FORCD CODE  
?

[205] FORCD CODE  
ACCT VERIFIED

# SET INDIVIDUAL STATION TIMERS

## [MMC 502]

Each station has a number of timers which can be set to suit the user's requirements.

DIAL NO	TIMER	DESCRIPTION	NOTES
0	NO ANS FWD	Duration of ring at station before Forward on No Answer takes place (Range=001–250 sec)	The value should not be greater than the system Transfer Recall timer value set in MMC 501, otherwise any calls transferred to the station will not be forwarded.
1	DTMF DURATION	Duration of DTMF digits sent to Voice Mail system port. (Range=0100–9900 msec)	Useful for customising Voice Mail system.
2	F-DGT DELAY	Delay before generating DTMF digits for in-band integration. (Range=0100–9900 msec)	
3	OFFHK SELECT	Grace period between lifting handset and placing programmed internal or external call (Range=000–250 sec)	Call is 'hot line' programmed in MMC 306
4	EFWD DELAY	Duration of ring at station before External Forward takes place (Range=001–250 sec)	

Open customer programming and follow these instructions.

### ACTION

- Press **Transfer** (or **TRSF**) **502**  
Display shows
- Dial the station number (e.g., **205**) OR press the **VOLUME** keys to select the station and press the right soft key OR press **ANS/RLS** to select all stations and press the right soft key
- Dial timer no. from above table (e.g. **0**) OR press the **VOLUME** keys to select and press right soft key
- Enter the new value via the keypad, e.g. **020**, (must enter correct no of digits) and the system will return to step 2
- Press **Transfer** (or **TRSF**) to store and exit programming OR press **SPEAKER** to store and advance to the next program

### DISPLAY

[201] NO ANS FWD  
015 SEC →

[205] NO ANS FWD  
015 SEC →

OR

[ALL] NO ANS FWD  
015 SEC →

[205] NO ANS FWD  
015 SEC →\_

[205] NO ANS FWD  
010 SEC → 020

# ADD NAMES TO THE TRANSLATION TABLE

## [MMC 728]

A CLIP number received from the Central Office can be associated with a name programmed in the translation table. This name can be displayed when a call from the number rings in. If there is no match between a received number and a name in this table, the number will be displayed. The translation table consists of 500 entries, each comprising a telephone number up to 14 digits and a name up to 16 digits.

The procedure for entering names is as described in [Program Station Names](#).

Open customer programming and follow these instructions.

### ACTION

### DISPLAY

1. Press **Transfer** (or **TRSF**) **728**  
Display shows first entry

```
CLIP XLAT (0001)
DGT :
```

2. Dial an entry number (e.g., **0005**)  
OR press the **VOLUME** keys to scroll through entries and press the right soft key to select entry

```
CLIP XLAT (0005)
DGT : _
```

3. Enter the telephone number and press right soft key to advance to name entry  
OR enter telephone number and press left soft key to return to step 2

```
CLIP XLAT (0005)
DGT : 3054264100
```

4. Enter the associated name and press right or left soft key to return to step 2  
OR press **Transfer** (or **TRSF**) to save and exit programming  
OR press **SPEAKER** to save and advance to the next program

```
CLIP XLAT (0005)
SAMSUNG
```

# ASSIGN HOLIDAYS

## [MMC 512]

You can assign dates for holiday periods and associate with each date a ring plan to follow if different from the normal system operating mode ring plan. Up to 60 dates can be assigned in a month/day format. For example, 0501 is the 1st of May.

Open customer programming and follow these instructions.

### ACTION

### DISPLAY

1. Press **Transfer** (or **TRSF**) **512**  
Display shows
2. Press right soft key to advance cursor and dial a ring plan (**1–6**, e.g. **2**) OR press the **VOLUME** keys to scroll through ring plans and press the right soft key to select
3. Press the **VOLUME** keys to select **ASSIGN HOLIDAY** and press right soft key
4. Dial entry number (**01–60**, e.g. **02**)  
OR press the **VOLUME** keys to select and press right soft key
5. Enter a holiday date (e.g. 0501 for May 1<sup>st</sup>)
6. Press **Transfer** (or **TRSF**) to save and exit programming OR press **SPEAKER** to save and advance to the next program

```
RING PLAN
FOLLOW1
```

```
RING PLAN
FOLLOW2
```

```
ASSIGN HOLIDAY
01:
```

```
ASSIGN HOLIDAY
02:_
```

```
ASSIGN HOLIDAY
02:0501
```

# CUSTOMER SET RELOCATION

## [MMC 315]

This program is used to exchange information associated with two stations or add-on modules (AOMs). All individual station assignments such as trunk ring, station group, station COS, station speed dial and key assignments are swapped. A user can then relocate to a new station and operate it exactly like their original station. *Both stations being exchanged must be idle while programming is done from a different keyset.*

There are two important rules to follow:

- You can only exchange an OfficeServ 5000 series keyset with an OfficeServ 5000 series keyset, a Euro keyset with a Euro keyset, and so on.
- Generally, you can only exchange keysets or AOMs of the same type (e.g. Euro 6B with Euro 6B, 48B AOM with 48B AOM)

However, there are exceptions to the last rule:

- You can exchange a Euro 12B for a Euro 24B keyset, and vice versa.<sup>1</sup>
- You can exchange an *i*DCS 18D for an *i*DCS 28D keyset, and vice versa.<sup>2</sup>
- You can exchange a DCS 48B AOM for an *i*DCS 64B or DS-5064B AOM, and vice versa.<sup>3</sup>

Refer to the table, below, to determine which devices can be exchanged. Attempting to exchange incompatible devices will result in an error message display (“INVALID DATA”).

<sup>1</sup> **If you are exchanging a Euro 12B and 24B keyset**, be aware that the 12B keyset will assume the key assignments for the first 12 keys on the 24B keyset. Conversely, the first 12 keys on the 24B keyset will assume the key assignments for the 12B keyset.

<sup>2</sup> **If you are exchanging an *i*DCS 28D and 18D keyset**, remember that for 18D keysets the first 10 programmable keys are numbered 01–10 and the last eight keys are numbered 21–28 (**not** 11–18). When you exchange 18D and 28D keysets you copy keys 01–10 to keys 01–10 and keys 21–28 to keys 21–28. Keys 11–20 on 28D keysets will not be copied.

<sup>3</sup> **If you are exchanging a 48B AOM and a 64B AOM**, the 48D keyset will assume the key assignments for the first 48 keys on the 64B AOM. Conversely, the first 48 keys on the 64B AOM will assume the key assignments for the 48B AOM. **You must first remove any association with master stations, using MMC 209, otherwise an error message will be displayed (“ERROR:AOM MASTER”).**

Exchange Allowed Table	SLT	EURO 6B	EURO 12B	EURO 24B	48B AOM	64B AOM	iDCS 28D	iDCS 18D	iDCS 8D	DS-5012L	DS-5014D	DS-5021D	DS-5007S	DS-5014S	DS-5038S	IP Phone*
SLT	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
EURO 6B	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
EURO 12B	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
EURO 24B	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
48B AOM	NO	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
64B AOM	NO	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
iDCS 28D	NO	NO	NO	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO
iDCS 18D	NO	NO	NO	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO
iDCS 8D	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO						
DS-5012L	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO
DS-5014D	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO
DS-5021D	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO
DS-5007S	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO
DS-5014S	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO
DS-5038S	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO
IP Phone*	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES

(\* IP phones can be exchanged only if using software version V2.03 or later.)

Open customer programming and follow these instructions.

**ACTION**

1. Press **Transfer** (or **TRSF**) **315**  
Display shows
2. Enter first device number (e.g. **201**) and press right soft key
3. Enter second device number (e.g. **205**) and press right soft key to return to step 2  
OR Press **Transfer** (or **TRSF**) to save and exit programming  
OR press **SPEAKER** to save and advance to the next program

**DISPLAY**

SET RELOCATION EXT _ EXT
-----------------------------

SET RELOCATION EXT 201 EXT _
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SET RELOCATION EXT 201 EXT 205
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# SYSTEM MAINTENANCE ALARMS

The OfficeServ 100 system is provided with software that self checks for any failures in hardware or software and generates a fault error which is sent to an alarm report. At the same time, each station with an assigned SYSALM (system alarm) key will ring and flash the key LED amber. Alarm information is also displayed on the keyset LCD.

The station user can use the SYSALM key to view and scroll through the alarms. This silences the audible part of the alarm at the station, but the key continues to flash until the alarms are cleared. In some cases you may need to refer to your dealer or system installer for help with alarms.

## SYSTEM ACCESS CODES

The OfficeServ500 telephone system has the following default feature access codes. These codes can be used if a key is not available for the feature you want to use. Standard telephone (SLT) users must always dial these codes. These codes can be changed in programming.

10 + ext no	Retrieve parked calls	55 + 2	Page internal zone 2
11	Put calls on and take calls off hold	55 + 3	Page internal zone 3
		55 + 4	Page internal zone 4
12 + ext no	Retrieve calls on hold at another extension	55 + 5	Page external zone 5
		55 + 6	Page external zone 6
13	Door lock release	55 + 7	Page external zone 7
16 + spd no	Make speed dial calls	55 + 8	Page external zone 8
17	Redial saved number	55 + 9	Page all external zones
19	Last number redial	55 + *	Page all zones 1–8
2xx(x)	Extension numbers	56	Meet Me Answer
3xx(x)	Extension numbers	57	Alarm sensor clear
400	Cancel Do not Disturb	58	DISA alarm clear
401	Set Do Not Disturb	59	Walking class of service
41	Set Message No Ring	60	Set call forwarding
42 + ext no	Cancel message	600	Cancel all call forwarding
43	Set/return messages	601 + ext or grp no	Set Fwrd All Calls
44	Busy extension/line callback	602 + ext or grp no	Set Fwrd Busy
45	Busy extension camp-on	603 + ext or grp no	Set Fwrd No Ans
46	Set up a conference	604 + ext or grp no	Set Fwrd Busy/No Ans
47	Enter account code	605 + ext or grp no	Set Fwrd DND
48	Set programmed station message	606 + ext or grp no	Set Fwrd Follow Me
		65 + ext no	Station (Directed) call pickup
49	Send flash to outside line	66 + grp no	Group call pickup
5xx(x)	Station hunt group	67	Universal Answer
54+zone	Meet Me Page	7xx(x)	Individual line numbers
55 + 0	Page all internal zones	8xx, 9	Trunk groups
55 + 1	Page internal zone 1		

**Call attendant or system operator: 0**

**Outside dial code: 9**