



Digital Keysets Quick Reference Guide



Hampton Roads Communication Technologies (HRCT) provides quality business telecommunications solutions to companies and organizations throughout the Hampton Roads Virginia cities of Virginia Beach, Chesapeake, Norfolk, Portsmouth, Suffolk, Newport News and Hampton, north into Williamsburg and south into the Outer Banks of North Carolina. HRCT keeps your company connected.

**Hampton Roads Communications Technologies
2023 High Street, Portsmouth, Virginia 23704
Tel: 757.399.3350 Fax: 757.397.3405**

Digital Keysets

Quick Reference Guide



Samsung Means Business



This **QUICK REFERENCE GUIDE** provides the basic operation of your Samsung Digital telephone.

PLACING CALLS

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

- ▶ Lift the handset.
- ▶ Press an idle outside line button, line group button, or dial a line access code to receive dial tone.
- ▶ Dial the telephone number.
- ▶ Replace the handset or press the **ANS/RLS** key when the call is completed.

NOTE: To call preprogrammed speed dial external numbers, lift the handset and press the appropriate key.

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 ring-back tone, the station called is set for Voice Announce or Auto Answer. Begin speaking after the tone.
- ▶ Replace the handset or press the **ANS/RLS** key when the call is completed.

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

- ▶ Press the **SPEAKER** key.
- ▶ Place an internal or external call.
- ▶ Press **SPEAKER** key to disconnect the call.

NOTE: The handset can be used at any time during the conversation. To resume handsfree operation, press the **SPEAKER** key, and replace the handset.

ANSWERING CALLS

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

- ▶ Lift the handset or press the **ANS/RLS** key to answer on **SPEAKERPHONE** and you are automatically connected to the ringing call.
- ▶ Replace the handset or press the **ANS/RLS** key when the call is completed.

NOTE: If a call is flashing at your telephone but not ringing, you must press the flashing button to answer. The volume can be adjusted at any time by pressing the up and down arrow keys on your navigation button.

PLACING A CALL ON HOLD

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

SYSTEM HOLD - To place a call on hold:

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

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

- ▶ Press the **HOLD** twice. The call will flash green at your telephone.
- ▶ To retrieve the call, press the flashing green line button or press the **HOLD** 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 transfer a call without notification (blind transfer).

- ▶ While on a call, press the **TRANSFER** button. Your call is automatically put on transfer hold.
 - ▶ Dial the extension number for the party receiving the transferred call.
 - ▶ Wait for the called party to answer and announce the call, or simply hang up without announcing.
 - ▶ Replace the handset to complete the transfer.
-

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.

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

CALL WAITING

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

- ▶ Your keyset rings and the call that is waiting (camped-on) flashes green.
- ▶ 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 call and hang up; the waiting call will ring.
- ▶ Lift the handset or press the **ANS/RLS** key 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 **CONF** button and receive conference tone.
- ▶ Make another call, either intercom or outside, press the **CONF** button and receive conference tone.
- ▶ Make another call or press the **CONF** 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.
- ▶ 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. Press the **CONF** button again to return to the previous conversation.

FORWARDING CALLS

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 as detailed below. If you have **FWD ALL**, **FWD BUSY**, and **FWD NO ANSWER** keys, press the associated soft key to activate the feature. A steady red light reminds you what forward condition is activated.

Clear all call forward conditions set at your station by lifting the handset and dialing **600**.

FORWARD ALL CALLS

To forward all your calls to another station:

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

FORWARD BUSY

To forward calls to another station when you are on the phone:

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

FORWARD NO ANSWER

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.

FORWARD BUSY/NO ANSWER

If you have both a Forward On Busy destination and a Forward No Answer destination programmed, you can activate them simultaneously:

- ▶ Dial **604**.
- ▶ Receive a confirmation tone and hang up.

OTHER FEATURES AND FUNCTIONS

SPEAKER/RECEIVER AND RINGER VOLUME - Press the up (▲) or down (▼) arrow buttons during a conversation to raise or lower volume.

Features and Specifications

Line Groups

9 Local/LCR

15 _____

16 _____

17 _____

18 _____

19 _____

20 _____

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 Page

Programmed Messages

01 _____

02 _____

03 _____

04 _____

05 _____

06 _____

07 _____

08 _____

09 _____

10 _____

11 _____

12 _____

13 _____

14 _____

Feature Access Codes

| | |
|--------------|---------------------------|
| 0 | Operator |
| 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 Sent Message |
| 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 |
| 53 + xxx + 1 | In Group |
| 53 + xxx + 0 | Out of Group |
| 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 |

NOTE: Some features may not be available on your system software version or some access codes may have changed to meet your company's application. In either case consult with your System Administrator.

