OfficeServ
Standard Telephone
User 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.

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OfficeServ™

Standard Telephone
User Guide

SAMSUNG

STANDARD TELEPHONE
USER GUIDE

for
OfficeServ™ 100, OfficeServ™ 500
and OfficeServ™ 7000 Series

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ABOUT THIS BOOK

This booklet provides instructions for using an industry standard single line telephone set with the OfficeServ 100, OfficeServ 500, and OfficeServ 7000 Series systems. A variety of single line sets from many different manufacturers are available. Check with your service and installation company to ensure proper operation with the OfficeServ 100, the OfficeServ 500 and the OfficeServ 7000 Series systems.

Please take the time to study this guide and to become familiar with the operation of your standard telephone. Keep it handy. You may need to look up instructions for infrequently used features.

Learning to use your telephone correctly will make everyday telephone communications a breeze.

This book is written based on the 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.

THINGS YOU SHOULD KNOW

USER ORIENTATION

Lifting the handset on your telephone will provide the OfficeServ 100, the OfficeServ 500, and the OfficeServ 7000 Series systems with dial tone. This is also referred to as internal or intercom dial tone. To get an outside line from the telephone company, dial an access code, usually the digit "**9**." To call another station in your system, simply dial its extension number. See your system directory list for other access codes and extension numbers.

HOOKFLASH

Throughout this guide, you will see references to "hookflash." A hookflash is a momentary operation of the hookswitch required for a feature operation. Some telephones have a **FLASH** key. This key may be pressed instead of the hookswitch.

C.O. LINES

Lines from the telephone company are "C.O. lines." Calls on these lines are referred to as "outside calls." These C.O. lines are accessed by dialing an access code. For example, dial **9** to get a local outside line or dial **800**–**8XX** for other line groups. Each line in the system is numbered beginning with 701, and then 702, 703, etc. To get a specific line, dial its three digit line number. If Least Cost Routing (LCR) is programmed into the system, you will only be required to dial **9**.

DISTINCTIVE RINGING

The OfficeServ 100, the OfficeServ 500, and the OfficeServ 7000 Series systems provide distinctive ring patterns to your phone:

- Outside calls have a single ring tone repeated.
- Intercom calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a triple ring tone repeated.

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SYSTEM TONES

The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone—A steady tone that indicates you can begin dialing.

DIAL TONE

CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.

RINGBACK TONE—1000 ms ON/3000 ms OFF
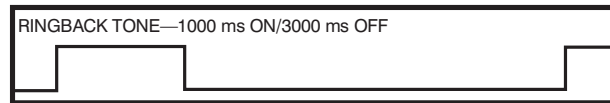
CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.

BUSY TONE—500 ms ON/500 ms OFF
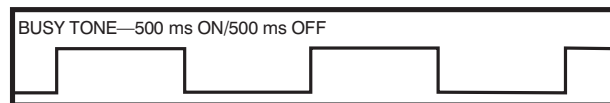
CONTINUOUS

DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.

DND/NO MORE CALLS TONE—250 ms ON/250 ms OFF
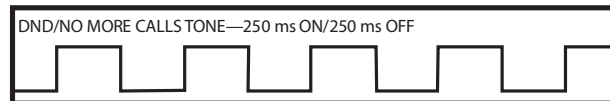
FOR TEN SECONDS

Transfer/Conference Tone—Indicates your call is being held and you can dial another party.

TRANSFER/CONF TONE—100 ms ON/100 ms OFF
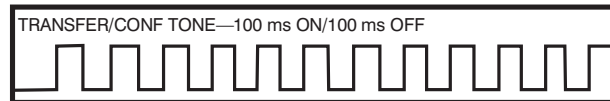
CONTINUOUS

Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.

CONFIRMATION TONE—50 ms ON/50 ms OFF
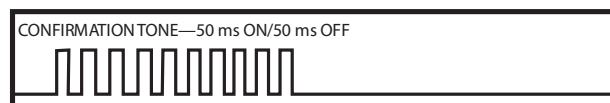
FOR ONE SECOND
(programmable)

Error Tone—A distinctive two level beeping tone indicates you have done something incorrectly. Try again.

ERROR TONE—50 ms of tone 1/50 ms of tone 2
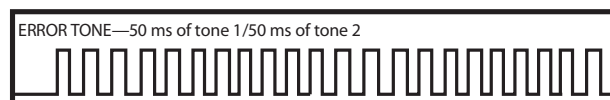
FOR THREE SECONDS

OUTSIDE CALLS

MAKING AN OUTSIDE CALL

- Lift the handset and receive internal dial tone.
- Dial a C.O. line or line group access code.
- Receive outside dial tone and then dial the telephone number.
- Finish the call by replacing the handset.

If your system is programmed to require an authorization code before making a call:

- Dial ✱ and a valid code. You will hear confirmation tone, followed by dial tone.
- Select a C.O. line.

If your system is programmed to require an account code before making a call:

- Dial **47** and a valid code.
- Hookflash and receive transfer tone. Select a C.O. line.

For more information see your system administrator.

ANSWERING AN OUTSIDE CALL

- Lift the handset. You are automatically connected to the ringing call.
- Finish the call by replacing the handset.

UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67**. This device can operate in any system ring mode.

SENDING A FLASH

While you are on an outside call, hookflash, receive transfer tone and dial **49** to send a flash to the telephone company. This may be required for some custom calling features or CENTREX lines.

Note: Flash is not available on an ISDN circuit.

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RECALL DIAL TONE

Hookflash and then dial **18** to disconnect your outside call and receive telephone company dial tone for a new call.

BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you select an outside line:

- While on that call, hookflash, receive transfer tone and dial **44**.
- When the line becomes free, the system will call you back.
- Lift the handset, receive dial tone and dial the telephone number or the speed dial number again.

NOTE: A callback will be canceled if it is not answered within 30 seconds.

INTERCOM CALLS

CALLING OTHER STATIONS

- Lift the handset.
- Dial the extension number or group number.
- Wait for the party to answer.
- If you hear several brief tone bursts instead of ringback tone, the station you called is set for Voice Announce or Auto Answer.
- Begin speaking immediately after the tone.
- Finish the call by replacing the handset.

ANSWERING INTERCOM CALLS

- Lift the handset and you are automatically connected to the ringing call.
- Finish the call by replacing the handset.

BUSY STATION CALLBACK

When you call another station and you receive a busy signal:

- Hookflash, receive transfer tone, dial **44**, receive transfer tone and hang up.
- When the busy station becomes free, your telephone will ring.
- Lift the handset to automatically call the now idle station.

NOTE: You have 30 seconds to answer or the callback will be canceled.

BUSY STATION CAMP-ON

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

- Hookflash, receive transfer tone and dial **45**.
- The called station will receive off-hook ring or camp-on tone.
- You will hear ringback tone.
- Wait for the called party to answer.

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

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CALLING YOUR SYSTEM OPERATOR

- Lift the handset and 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.

CALL PROCESSING

HOLDING CALLS

- When you are connected to any call, hookflash, receive transfer tone and dial **11**. The call will now be on hold. You may now make or receive a second call.
- To take the caller off hold, lift the handset and dial **11**. You are now connected to the call. You may resume your conversation.

NOTE: A standard telephone can put only one call on hold at a time.

HOLD RECALL

If you leave a call on hold longer than the hold timer, the call will recall your station.

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

RETRIEVING CALLS ON HOLD AT ANOTHER STATION

When a line is on hold at any other station:

- Lift the handset and dial **12** plus the extension number of the station that placed the call on hold**—OR—**dial **12** plus the line number if you know what it is.

CONSULTATION HOLD

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

- Hookflash and receive transfer tone. Your call is placed on transfer hold.
- Dial an extension number.
- Consult with the internal party.
- Hookflash to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the hookflash will flip-flop between the outside and inside parties (except if the destination station is set for Auto Answer or Voice Announce, or the system has Transfer Cancel activated).

TRANSFERRING CALLS

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

- While you are speaking on a call, hookflash to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear ringing**—OR—**wait for the party to answer and advise the party of the call and then hang up. If the transfer is refused, you will be reconnected to the outside line when the station hangs up or you can hookflash to return to the outside party.

NOTE: After the inside party answers, you may alternate back and forth between the parties by hookflashing.

TRANSFER WITH CAMP-ON

When you are transferring a call to another station and it is busy, you may camp the call on to this station:

- While you are speaking on a call, hookflash to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear a busy signal. The called party will be alerted that a call is waiting.

TRANSFER CANCEL

If this feature has been activated on your system the Consultation Hold feature will not work. Instead, when you hookflash to return to the outside party after initiating a transfer, the internal party will be dropped allowing you to transfer the call to another destination. This is especially useful if the party you originally tried to transfer to was busy or did not answer.

TRANSFER RECALL

All calls that you have transferred (screened, unscreened and camped-on) will automatically recall to your station if they are not answered in a pre-programmed period of time.

CALL WAITING

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

- You will receive camp-on tone indicating another call is waiting.
- Hookflash and then dial **11** to put the first call on hold.
- Hang up and the waiting call will ring.
- Lift the handset to answer.
- Complete this call by transferring it or hanging up.
- Lift the handset and then dial **11** to return to your first call.

SETTING UP A CONFERENCE

You may conference five parties (you and four other parties) in any combination of outside lines and internal stations in any order.

- While you are engaged in a conversation, hookflash, receive transfer tone and dial **46**. You will receive conference tone.
- Make another call, either intercom or outside.
- After the called party answers, hookflash and receive conference tone.
- Make another call—**OR**—hookflash to join all parties.
- Repeat as necessary.

To drop a party from your conference call:

- Hookflash, receive confirmation tone and dial the extension or line number that is to be dropped.
- Receive conference tone and dial **46** to rejoin the other parties.

NOTES: To leave the conference, hang up. Control will be passed to the first internal station that was added. If there are no internal stations and you wish to leave outside lines connected together in a trunk to trunk conference, follow the instructions to drop a party and use your extension number. When the parties on the outside lines hang up, the lines will release automatically, proceeding disconnect supervision is supplied by the telephone company.

FORWARDING YOUR CALLS

You may forward your calls to other stations or groups of stations. When they are programmed, Forward All Calls will have priority over Forward Busy and Forward No Answer conditions.

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

NOTE: It is not necessary to clear call forwarding to change your selection; simply enter a new forward command.

FORWARD ALL CALLS

To forward all of your calls to another station:

- Lift the handset and dial **601** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward All Calls, lift the handset and dial **600—OR—**dial another forward code, e.g., **604**.

FORWARD BUSY

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

- Lift the handset and dial **602** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward Busy, lift the handset and dial **600—OR—**dial another forward code, e.g., **604.**

FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Lift the handset and dial **603** followed by the destination you want your call to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward No Answer, lift the handset and dial **600—OR—**dial another forward code, e.g., **604.**

FORWARD NO ANSWER/BUSY

To forward calls to another station when you do not answer or when you are on the phone:

- Lift the handset and dial **604**.
- Receive confirmation tone and hang up.

NOTE: This option will only work if Forward No Answer and Forward Busy destinations are already programmed.

To cancel Forward No Answer/Busy, lift the handset and dial **600—OR—**dial another forward code, e.g., **601.**

FORWARD FOLLOW ME

When you want all calls to your extension forwarded to the extension where you are now:

- Dial **606** plus your extension number.
- Receive confirmation tone and hang up.

If you want a specific extension's calls forwarded to your phone (Remote Call Forward):

- Dial **606** plus the desired extension number.
- Receive confirmation tone and hang up.

To cancel Forward Follow Me, lift the handset and dial **600—OR—**dial another forward code, e.g., **601**.

FORWARD DND

To forward your phone when you activate DND.

- Dial **605** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

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.

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.

GROUP NUMBERS

01-20	**OfficeServ 100** and **OfficeServ 7100**
01-99	**OfficeServ 500 M**
01-99	**OfficeServ 500 L**
01-99	**OfficeServ 7200** and **OfficeServ 7400**

NOTE: Station and group pickup features cannot be used to answer recalls to a station, only new ringing calls and operator recalls.

DIALING FEATURES

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.

- Lift the handset and dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialed for you.

NOTE: You 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.

PROGRAMMING PERSONAL SPEED DIAL NUMBERS

To program personal speed dial numbers:

- Lift handset to go offhook.
- Dial **15105** the next available speed dial bin number (e.g. **01**), a trunk or trunk group number and your speed dial digits.
- Listen for system dial tone and replace handset.

NOTE: It is much easier to have your System Administrator program these for you.

LAST NUMBER REDIAL

To redial the last telephone number you have dialed:

- Lift the handset and dial **19**.

NOTE: Redial does not apply to intercom calls.

SAVE NUMBER WITH REDIAL

To save the number you have just dialed for later use:

- Before hanging up, hookflash, receive confirmation tone and dial **17**.

To redial this saved number at any time:

- Lift the handset and dial **17**. This step will select the same line and dial the number for you.

This telephone number is stored in memory until you save another. When you do, the new number will be saved and the old number will be erased.

NOTE: Save Number does not apply to intercom calls.

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.
- Dial **55** plus zone number **0, 1, 2, 3** or **4**.
- After the brief attention tone, make the announcement.

MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Dial **55** plus zone number **5, 6, 7** or **8—OR—**dial **55** plus **9** to page all external zones.
- After the brief attention tone, make the announcement.

ALL PAGE

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

- Lift the handset and dial **55** plus **✶**.
- After the brief attention tone, make the announcement.

MEET ME PAGE/ANSWER

- Make a page by dialing **54** plus any zone and instruct the paged person to dial **56**.
- After completing the page, hookflash and remain off-hook until the paged 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 and page the requested party:

- While in conversation, hookflash and dial **55**. The call is automatically parked at your station.
- Dial the desired page zone and make the announcement. Be sure to include your station number, for example, "Mr. Smith, park 201."

RETRIEVING A PARKED CALL

To retrieve a call that has been parked for you:

- Lift the handset.
- Dial **10** plus the station number that was announced. You will be connected to the parked call.

SETTING A MESSAGE INDICATION

When you are calling another station and no one answers or you receive a busy signal, you can set a message indication at that station. The **MESSAGE** key on keysets will flash and standard telephones will receive special dial tone and light their message lamp if their phone is equipped with one and they are on a 16DSL card.

- Hookflash and dial **43**.
- Receive confirmation tone and hang up.

If the keyset you are calling is in the Auto Answer mode, you must use the following procedure:

- Hang up for at least two seconds.
- Lift the handset.
- Dial **41** plus the extension number.
- Receive confirmation tone and then hang up.

NOTE: A station can have up to and including five message indications. If you receive dial tone instead of confirmation tone, there are already five messages at this station. Try again later.

RETURNING MESSAGES

When you see your message indicating lamp flashing if your phone is equipped with one and your phone is connected to an 8MWSLI or a 16 MWSLI card or you lift the handset and receive special dial tone, another station has left a message for you. To return messages:

- Lift the handset.
- Dial **43**. The first station that left you a message will be called automatically. If it is not answered, your message indication will remain.
- Repeat the prior step until all messages have been returned in the order received.
- Dial tone will return to normal when all messages have been returned.

CANCELING A MESSAGE

You can cancel a message indication that you have left at another station.

- Lift the handset.
- Dial **42** plus the extension number of that station.

To cancel all message indications left at your phone:

- Lift the handset and dial **42** plus your extension number.
- Replace the handset.

PROGRAMMED MESSAGES

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

- Lift the handset and dial **48** plus any message code, **01–20** listed on the back of this user guide.
- Listen for confirmation tone and hang up.
- To cancel this message, lift the handset and dial **48** plus **00**.

CONVENIENCE FEATURES

DO NOT DISTURB

Use Do Not Disturb (DND) when you want to block calls to your keyset.

- Lift the handset and then dial **401**.
- To cancel DND, lift the handset and then dial **400.**

You are able to make calls while in the DND mode.

ANSWERING THE DOOR PHONE

When your station is programmed to receive calls from the door phone:

- You will receive three short rings repeatedly.
- Lift the handset and you will be connected to the door phone.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial **13** to release the lock.

CALLING THE DOOR PHONE
(**ROOM MONITORING**)

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

- Lift the handset and then dial the extension number of the door box.
- You will be connected to the door phone. You can listen or have a conversation.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial **13** to release the lock.

ACCOUNT CODES

When it is equipped with optional equipment, your system allows calls to be charged to different accounts. You can enter an account code in two ways. To enter an account code by interrupting the conversation:

- While on an outside call, hookflash, receive confirmation tone and dial **47**.
- Dial the account code (it may be a maximum of 12 characters including Q and **#**).
- Hookflash to return to the conversation.
- If you make an error, repeat the procedure with the correct code. Only the last account code dialed will be recorded.

To enter an account code after the outside party hangs up.

- After the outside party hangs up, hookflash, receive confirmation tone and then dial **47**.
- Dial the account code (it may be a maximum of 12 characters including Q and **#**).

NOTE: If you wait for the outside party to hang up, you must complete this procedure within ten seconds. You cannot repeat if you make a mistake.

IN/OUT OF GROUP

If your station is assigned to a hunt group, this feature will allow you to dial an **access code** plus the group number, e.g., **501**, plus **0** to temporarily prevent your station from receiving any group calls. You will still be able to receive calls that are dialed directly to your station. To reenter the group, dial an **access code** plus the group number, e.g., **501**, plus **1**.

LOCKING YOUR STATION

	0 UNLOCKED	1 LOCKED OUTGOING Hold Button LED Flashes	2 LOCKED ALL CALLS Hold Button LED Solid
Make outside calls	YES	NO (ACCESS DENIED)	NO
Receive outside calls	YES	YES	NO
Make intercom calls	YES	YES	NO
Receive intercom calls	YES	YES	NO

To lock your phone from making outgoing calls:

- Lift handset to go offhook and dial **15100** plus your station passcode (default **1234**) then dial **1**.
- Listen for system dial tone and replace handset. Your station is now locked from making outgoing calls.

To lock your station from making both internal and outgoing calls:

- Lift handset to go offhook and dial **15100** plus your station passcode (default **1234**) then dial **2**.
- Listen for system dial tone and replace handset. Your station is now locked from making both internal and outgoing calls.

To unlock your phone:

- Lift handset to go offhook and dial **15100** plus your station passcode (default 1234) then dial **0**.
- Listen for system dial tone and replace handset. Your station is now unlocked.

CHANGING YOUR STATION PASSCODE

To change your station user passcode:

- Lift handset to go offhook then dial **15101**
- Then dial your existing station passcode
- Then dial a new passcode (must be four digits)
- Listen for confirmation tone then replace the handset

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	_____	_____

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NOTES

NOTES

FEATURES AND SPECIFICATIONS

LINE GROUPS

9   Local/LCR
800 _____
801 _____
802 _____

STATION GROUPS

501 _____
502 _____
503 _____
504 _____

PAGING ZONES - DIAL 55 PLUS

0   All Internal Zones
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* _____

*Programmed Messages 16~20 not available on the OfficeServ 7100.

FEATURE ACCESS CODES

Code	Function
10 + xxx	Pick Up A Parked Call
12 + xxx	Pick Up A Held Call
HF-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
HF-44	Callback
HF-45	Busy Station Camp-On
HF-46	Conference
HF-47	Account Code
48 + xx	Cancel Programmed MSG
HF-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

Note: HF Indicates Hookflash.

SAMSUNG

www.samsung.com/bcs