

TRANSFERRING CALLS	
TRANSFER	Press RECALL Enter the extension number Wait for an answer (optional) Replace handset If there is no answer, the call will return to you
To retrieve the call	
➤ Prior to replacing handset	Press RECALL
➤ After replacing handset	Dial 65 Followed by the extension number
➤ If the extension is engaged	Replace the handset OR Optional – Retrieve the caller (as above) Inform your caller Transfer the call and replace handset
ANSWERING CALL WAITING	
While during a call you hear call waiting tone	Finish your current call and replace handset Your phone rings with call waiting OR Hold your current call and replace handset (see below) Your phone rings with call waiting
HOLDING CALLS	
HOLD	Press RECALL Dial 11 You may replace handset
To retrieve the caller from your phone	Dial 11
To retrieve the caller from another phone	Dial 12 Dial the extension number the call is on hold at
PARKING CALLS	
PARKING	Press RECALL Dial # Dial any digit between 0 – 9 Replace your handset
<i>Allows a caller to be held fat an extension, and retrieved from any extension. Also used by operators paging you to retrieve a call</i>	
To retrieve the caller From ANY phone	From any phone Dial # Dial the digit you selected to park your call 0 – 9 You are now connected to your caller

CALL FORWARDING																							
ALL CALLS	Lift handset Dial 601 Enter the extension number you wish to forward to Replace handset																						
<i>Call forwards your phone to an internal destination</i>																							
BUSY	Lift handset Dial 602 Enter the extension number you wish to forward to Replace handset																						
NO ANSWER	Lift handset Dial 603 Enter the extension number you wish to forward to Replace handset																						
BUSY AND NO ANSWER	Lift handset Activate Busy (above) Activate No Answer (above) Dial 604 Replace handset																						
To Cancel	Lift handset Dial 600 Replace handset																						
ABSENT MESSAGES																							
ABSENT MESSAGES	Dial 48 Dial a 2 digit code from the following selection																						
<i>Programmes an absent message on your phone, visually displayed to screen phones ringing you</i>																							
	<table border="1"> <thead> <tr> <th>Code</th> <th>Message</th> </tr> </thead> <tbody> <tr><td>01</td><td>In a meeting</td></tr> <tr><td>02</td><td>Out on a call</td></tr> <tr><td>03</td><td>Out to lunch</td></tr> <tr><td>04</td><td>Leave a message</td></tr> <tr><td>05</td><td>Page me</td></tr> <tr><td>06</td><td>Out of town</td></tr> <tr><td>07</td><td>In tomorrow</td></tr> <tr><td>08</td><td>Return afternoon</td></tr> <tr><td>09</td><td>On vacation</td></tr> <tr><td>10</td><td>Gone home</td></tr> </tbody> </table>	Code	Message	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
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To Cancel	Dial 4800																						
CONFERENCE																							
<i>Maximum of five parties including yourself in any combination of internal and external</i>	<ol style="list-style-type: none"> 1. You are connected to your caller 2. Press FLASH and Dial 46 3. Dial 2nd party (for external line, enter 9 first) 4. Press FLASH to connect all parties 5. Repeat steps 2 – 4 to add on a further party 																						

MESSAGE WAIT	
MESSAGE WAIT <i>Turns message light on at another phone, or activates broken dial tone (on phones with no light)</i>	<ol style="list-style-type: none"> 1. After you have dialed an extension that is engaged or does not answer 2. Press RECALL and Dial 43 3. Replace handset
WHEN YOUR OWN MESSAGE INDICATOR IS LIT OR YOU HEAR BROKEN DIAL TONE THROUGH YOUR HANDSET	<ol style="list-style-type: none"> 1. Lift handset 2. Dial 43 3. The extension that activated your lamp is automatically rung
RINGER TONE – SAMSUNG BASIC DIGITAL PHONE	
CHANGING THE RINGER TONE	<ol style="list-style-type: none"> 1. Press TRSF 111 2. Dial any number 1 – 8, listen to and select desired tone 3. Press TRSF to store and exit

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SAMSUNG: QUICK REFERENCE TRAINING GUIDE, STANDARD PHONES

MAKING CALLS	
EXTERNAL	Dial 9
INTERNAL	Dial the extension number
AUTOMATIC CALLBACK	After you have dialed an extension that is engaged Press RECALL and dial 44 When your phone rings, lift your handset, the other party is called
REDIAL	Press REDIAL
SPEED DIALING	
SYSTEM SPEED DIALING	Press MEMORY key or Dial 16 Dial the speed number 500 – 699
PERSONAL SPEED DIALING <i>Provides each user 10 personal speed dials</i>	<u>To Store Numbers</u> <ol style="list-style-type: none"> 1. Lift handset and Dial 15105 2. Enter a speed number 00 – 09 3. Dial your outside line number 9 4. Dial the number you wish to store 5. Replace your handset <u>To Dial</u> <ol style="list-style-type: none"> 1. Press MEMORY key or Dial 16 2. Dial your speed number 00 – 09
RECEIVING CALLS	
TO ANSWER ANOTHER RINGING EXTENSION	Dial 66 then the group number e.g. 01
TO ANSWER A SPECIFIC RINGING EXTENSION	Dial 65 Followed by the extension number
TO ANSWER NIGHT BELL	Dial