

RECEIVING CALLS	
TO ANSWER YOUR OWN EXTENSION	Lift the handset or press SPEAKER key
TO ANSWER ANOTHER RINGING EXTENSION	Press PICKUP key Or Dial 66 then the group number, e.g. 01, 02 etc
TO ANSWER A SPECIFIC RINGING EXTENSION	Press into the flashing extension Or Dial 65 followed by the extension number
TO ANSWER NIGHT BELL	Dial
TRANSFERRING CALLS	
TRANSFER	Press extension key Or Press TRSF followed by the extension number Wait for an answer (optional) Replace handset If there is no answer, the call will return back to you
To retrieve the call	
➤ Prior to replacing handset	Press the TRSF key
➤ After replacing handset	Press into the flashing extension key Or Dial 65 followed by the extension number
➤ If the extension is engaged	Optional - Retrieve the caller (as above) to inform your caller Transfer the call and replace handset
CALL WAITING <i>You will hear a quick burst of beeps through the speaker, your 2nd Call key will also illuminate</i>	1. Ignore the call, it will return to its originator Or 2. Finish your current call Or 3. Hold the current call
HOLDING CALLS	
HOLD	Press HOLD key
To retrieve the Caller	Press into the flashing CALL or LINE key

OTHER FEATURES	
CONFERENCE <i>Maximum of five parties including yourself in any combination of internal and external</i>	1. You are connected to your caller 2. Press CONF soft touch key (under screen) 3. Dial 2 nd party (for external line, enter 9 first) 4. Repeat steps 2 and 3 for further parties 5. Press CONF soft touch key twice (under screen) 6. All parties are connected
DO NOT DISTURB To Cancel	Press DND key (red light illuminates) Or dial 401 Press DND key (light returns idle) Or dial 400
CALL FORWARD <i>Call forwards your phone to an internal destination</i> <i>Call forwards your phone to an external destination</i>	All Calls Dial 601 Enter the extension number you wish to forward to Lift handset Dial 606 While off hook, press TRANSFER and then dial 102 Dial 5 . Dial the trunk group access code followed by the telephone number that you want. Press TRANSFER to store. Replace handset Busy Dial 602 Enter the extension number you wish to forward to No Answer Dial 603 Enter the extension number you wish to forward to Busy And No Answer Activate Busy (above) Activate No Answer (above) Dial 604 Enter the extension number you wish to forward to
To Cancel	Dial 600
PARKING <i>Allows a caller to be held from an extension, and then retrieved from any extension</i> <i>Also used by operators paging you to retrieve a call</i>	1. Ask your caller to hold 2. Press PARK key Or Press TRSF # 3. Enter any number between 0 – 9 4. Your caller is now on hold
To Retrieve the Caller	1. From any extension 2. Press PARK key Or Dial # 3. Enter the number between 0 – 9 4. You are now connected to your caller
BACKGROUND MUSIC	Press HOLD key

To Cancel	Press HOLD key
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MESSAGE WAIT <i>Turns on message light of another keyphone user or sends Broken dial tone to a standard phone</i> To Cancel	After you have dialed an extension and there is no answer Press MSG key or MSG Soft touch key
	Dial 42, followed by the extension number
WHEN YOUR OWN MESSAGE INDICATOR IS LIT	Press MSG key Your display will prompt: REPLY CLEAR NEXT Press the soft touch key below to make your selection
PAGING	Press PAGE or Dial 55, followed by * (Internal and External) 1 – 4 (Internal zones) 5 – 8 (External zones)
ABSENT MESSAGES <i>Programmes an absent message on your phone, visually displayed to screen phones ringing you</i>	1. Scroll to and select OTHER soft touch key 2. Scroll to and select PMSG soft touch key 3. Enter 2 digits from the following selection 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
	To Cancel 1. Follow steps 1 and 2 above 2. Dial 00

PROGRAMMING YOUR PHONE

EXTENSION KEYS	➤ The key must first be assigned as an extension key 1. Press TRSF 107 2. Press the extension key 3. Enter the extension number from your keypad 4. Press TRSF to store and exit
RINGING TONE	1. Press TRSF 111 2. Dial any number 1 – 8, listen to select desired tone 3. Press TRSF to store and exit
HEADSET / HANDSET To Use Headset Mode	1. Press TRSF 110 2a. Dial 21 for Headset (ANS/RLS key illuminates red) or 2b. Dial 20 for Handset 3. Press TRSF to store and exit
	Press ANS / RLS key to answer and disconnect calls

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SAMSUNG:QUICK REFERENCE TRAINING GUIDE: SYSTEM PHONES

MAKING CALLS	
EXTERNAL	Dial 9 Or Press into an idle line key
INTERNAL	Press the extension key Or Dial the extension
AUTOMATIC CALLBACK	After your have dialed an extension that is engaged Press CBK soft touch key (under screen) When your phone rings, lift your handset, the other party is called
MUTE	While in conversation Press MUTE soft touch key (under screen) Press MUTE again to deactivate
SPEED DIALING	
SYSTEM SPEED DIALING	Press MEMORY key, or Dial 16 Dial the access code 500 – 699
PERSONAL SPEED DIALING <i>Provides each user 10 personal speed dials</i>	<u>To Store/Edit Numbers</u> 1. Leave handset down 2. Press TRSF 105 3. Enter a speed number 00 – 09 4. Dial 9, followed the desired telephone number 5. Press TRSF to store and exit
	<u>To Dial</u> 1. Press MEMORY key, or Dial 16 2. Enter the desired the speed number
PROGRAMMING A ONE TOUCH SPEED KEY <i>Provides external speed dialing from a one touch key</i>	➤ The speed number needs to be pre-programmed as a system or personal speed number i.e. 500 - 699 or 00 - 09 ➤ Your technician needs to have programmed a SPD key
	<u>To Programme</u> 1. Leave handset down 2. Press TRSF 107 3. Select and press the pre-assigned SPD key 4. Enter the speed code 00-09 or 500-699 5. Press TRSF to store and exit
	<u>To Dial</u> Press the one touch key