VOICEMAIL FIRST TIME EASY SET-UP

To set up your personal Voicemail account, begin by pressing the **MESSAGE** button on your keyset. If prompted to enter a password, do so at this time (Default Password is 0000). After log in, you must set up all of the following five options for optimum performance.

1 Change Your Password.....# - 7 - 1

Required to Log In as a Subscriber. Password length can be from 1 to 8 digits. Default password is 0000.

2 Record Your Name.....# - 7 - 2

To record you name, simply state your name as though you were speaking to someone in person. This recorded name plays to your callers when they are transferred through the Auto Attendant. The Automated Directory also plays your recorded name so callers receive the correct spelling.

3 Enter Your Dial-By-Name Directory Name.....# - 7 - 3

You are asked to first spell, enter and accept your Last Name, then your First Name on the Telephone Keypad. The Automated Directory uses the feature for callers who do not know your extension number but do know your name.

4 Record Your Primary (No-Answer) Greeting....5 - 1 - 2

ALWAYS begin recording your greeting by using the **SOFT KEY BUTTONS** and pressing **DELETE** (the soft key furthest to the right on the keyset). After doing this, you will immediately hear a beep. After this beep, begin recording your greeting. Once you are finished recording your personal greeting, enter **2**. To replay the greeting, press **1**. When you are satisfied with your personal greeting, press **#** to save.

NOTE: This Greeting will be played when someone calls or is transferred to your phone and you are unable to answer. This recording is mandatory and is different from the Mailbox Greeting recorded in step 5.

5 Record Your Mailbox Greeting.....5 - 7 - 2

ALWAYS begin recording your greeting by using the **SOFT KEY BUTTONS** and pressing **DELETE** (the soft key furthest to the right on the keyset). After doing this, you will immediately hear a beep. After this beep, begin recording your greeting. Once you are finished recording your personal greeting, enter **2**. To replay the greeting, press **1**. When you are satisfied with your personal greeting, press **#** to save.

NOTE: The following Greeting plays when a call is transferred directly to your voicemail and your phone does not ring. It is different from the greeting recorded in step 4 and is mandatory.

TELCO AUTOMATION, INC.

TELCO AUTOMATION, INC.

Phone and Voicemail Quick Reference Guide

Telco Automation, Inc. - Monterey, California

831-393-TELCO (8352)

Downloaded from www.Manualslib.com manuals search engine

TELEPHONE QUICK TIPS

HOW TO TRANSFER CALLS

1. Do NOT press the HOLD button.
2. Simply press the button with the staff member's name. This automatically puts the caller on hold and put you in direct contact with the called party. If they want the call, simply hang up.

NOTE: If the extension that you want to transfer the call to does NOT have a button programmed for it, use the following instructions:

1. Do NOT press the HOLD button.
2. Press the TRANSFER button.
3. Then enter the THREE or FOUR digit extension number.
4. Hang up.

HOW TO YANK OR PULL BACK CALLS

If the person you transferred the call to does NOT want to accept it, use the following instructions.

1. If they do NOT want to take the call, simply press the button with the staff member's name. This will automatically take the caller off hold and return the call directly to you.

NOTE: If the extension that you want to transfer the call to does NOT have a button programmed for it, use the following instructions:

1. Do NOT press the HOLD button.
2. Press the TRANSFER button.
3. Then enter the THREE or FOUR digit extension number.
4. Hang up.

HOW TO TRANSFER A CALL TO VOICEMAIL

1. Do NOT press the HOLD button
2. Press the VM-XFER button (Voicemail Transfer)
3. Simply press the button of the staff member whose voice mailbox you want to direct the caller to or enter their THREE or FOUR digit extension number and simply hang up.

CUSTOMIZING YOUR TELEPHONE

SELECT A RING TONE

Each keyset user can select any one of eight ring frequencies:

- While on-hook, press **TRANSFER** and then dial **111.**
- Dial **1 – 8** or press the up (▲) or down (▼) arrow buttons to hear each tone.
- When you hear the tone that you prefer, press **TRANSFER** to save it.

LAST NUMBER REDIAL

To redial the last telephone number that you dialed, simply dial **19.**

PROGRAMMING PERSONAL SPEED DIAL NUMBERS

You can program frequently dialed telephone numbers in a personal speed dial list. A station may be assigned up to fifty numbers, **00 – 49.** See your system administrator to determine the amount assigned to your station.

- While on-hook, press **TRANSFER** and then dial **105.**
- Dial the line access code **(9).**
- Dial the telephone number to be stored (18 digits maximum). If programming an out of area number, be sure to include 1 and the area code.
- Press **TRANSFER** to store the number.

NOTE: Use the **HOLD** key to clear a speed dial number if a mistake is made or if you simply wish to erase the entry.

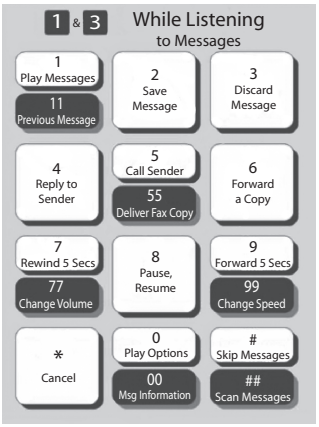
SPEED DIALING

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:**

- With the handset on-hook, dial **16.**
- Dial the desired speed dial number.
- The telephone number will be automatically dialed for you.

Downloaded from www.Manualslib.com manuals search engine

FUNCTIONS WHILE LISTENING TO A MESSAGE



FUNCTIONS WHILE RECORDING AND SENDING A MESSAGE

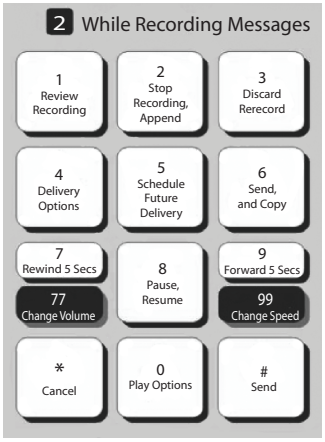


TABLE OF CONTENTS

TELEPHONE QUICK REFERENCE GUIDE

iDCS KEYSET **1**
PLACING CALLS **2**
OUTSIDE CALLS 2
INTERNAL CALLS 2
SPEAKERPHONE CALLS 2
ANSWERING CALLS **3**
OUTSIDE/INTERNAL/VOICE ANNOUNCE CALLS 3
PLACING A CALL ON HOLD **3**
SYSTEM HOLD 3
EXCLUSIVE HOLD 3
TRANSFERRING CALLS **3**
TRANSFERRING WITH CAMP-ON **4**
CALL WAITING **4**
CONFERENCE CALLS **4**
VOICEMAIL SERVICE MENU **5-6**
FORWARDING CALLS **7**
FORWARD ALL CALLS 7
FORWARD BUSY 7
FORWARD NO ANSWER 7
FORWARD BUSY/NO ANSWER 7
SET ANSSWER MODE **7**
INTERACTIVE DISPLAY KEYS **8**
OTHER FEATURES AND FUNCTIONS **8**
SPEAKER/RECEIVER VOLUME 8
RINGER VOLUME 8

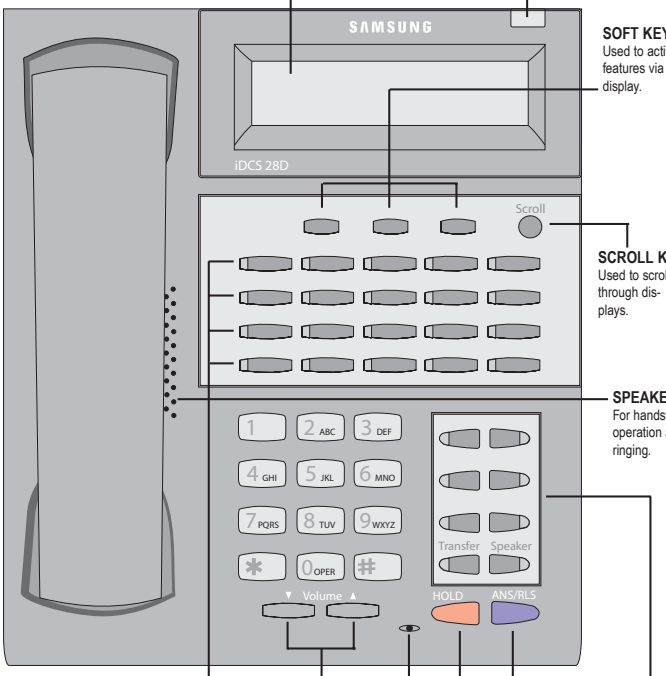
VOICEMAIL QUICK REFERENCE GUIDE

ACCESSING YOUR MAILBOX **9**
FROM YOUR DESK 9
FROM OFF-SITE (HOME, CELL PHONE) 9
FROM ANOTHER SUBSCRIBER'S PHONE 9
ALTERNATE OFF-SITE FOR DID USERS (HOME, CELL PHONE) 9
QUICK REFERENCE INDEX **10**
FUNCTIONS WHILE LISTENING TO A MESSAGE **11**
FUNCTIONS WHILE RECORDING AND SENDING A MESSAGE **11**

Downloaded from www.Manualslib.com manuals search engine

TELEPHONE QUICK REFERENCE GUIDE

iDCS KEYSET



32 CHARACTER DISPLAY
Two lines with 16 characters each.

TERMINAL STATUS INDICATOR
Used to provide your keyset status.

SOFT KEYS
Used to activate features via the display.

SCROLL KEY
Used to scroll through displays.

SPEAKER
For handsfree operation and ringing.

MICROPHONE
For handsfree operation.

ANSWER/RELEASE KEY

HOLD KEY

20 PROGRAMMABLE KEYS WITH TRI-COLORED LIGHTS Used for CALL buttons, intercom calls, outside lines and many other system features.

VOLUME CONTROL KEYS
Used to set independent levels for handset, speaker, background music, ring and page volumes.

8 PROGRAMMABLE KEYS WITH TRI-COLORED LIGHTS Used to call stations directly, to indicate busy conditions of other stations, for One Touch dialing and many other system features.

QUICK REFERENCE INDEX

AUTO PLAY OF MESSAGE INFORMATION ..... 6 - 6
This option plays Time & Date Stamp Information. This option can be turned on/off.

AUTO PLAY NEW MESSAGES ..... 6 - 5
Plays new messages after you log in. This option can be turned on/off.

DIRECT CALL ..... # - 5
This option is used for placing outgoing calls while logged in.

EXTENDED PROMPTING ..... # - 7 - 4
This option can be turned on/off.

FIND ME ..... 4 - 6
Calls you at a series of numbers in your stored number list.

FOLLOW ME ..... 4 - 1
Changes the number where you are taking your calls.

LISTEN TO NEW MESSAGES 1

LISTEN TO SAVED MESSAGES 3

MESSAGE ALERT ..... 6 - 1
When enabled, the system calls to let you know you have new messages. This option can be turned on/off.

PAGER NOTIFICATION ..... 6 - 2
When enabled the system will call your Pager to let you know you have new messages. This option can be turned on/off.

QUICK MEMO ..... # - MAILBOX
Quickly send a message to another Subscriber.

RECORD AND SEND A MESSAGE REMINDER 2

REMINDER ..... # - #
Quickly send a message to yourself.

STORED TELEPHONE NUMBERS ..... # - 2
Enter a list of numbers used by Follow Me, Find Me, and all Notifications.

UNDELETE MESSAGES ..... 6 - 3
Deleted messages can be recovered any time before Daily Maintenance time, scheduled by the System Administrator. The default time is 3 a.m.

Downloaded from www.Manualslib.com manuals search engine

VOICEMAIL QUICK REFERENCE GUIDE

ACCESSING YOUR MAILBOX

(Subscriber Services Menu)

FROM YOUR DESK

- Press the button labeled **MESSAGE**
- Enter your Password: _____
  (Default Password: 0000)

FROM OFF-SITE (HOME, CELL PHONE)

- Dial the phone number that is answered by the VOICEMAIL_____
  (Your Company's Main Greeting)
- At the Main Greeting dial **#** plus your Subscriber (or Mailbox) number.
  (Subscriber and Mailbox Number usually match your extension number)
- Enter your Password: _____
- (Default Password: 0000)

FROM ANOTHER SUBSCRIBER'S PHONE

- Press the button labeled **MESSAGE**.
- Dial **✱** followed by **#** and your Extension / Mailbox Number.
- (You will be prompted to enter your password)
- Enter your Password: _____
- (Default Password: 0000)

ALTERNATE OFF-SITE FOR DID USERS (HOME, CELL PHONE)

- Dial your DID phone number.
- (Your Personal Greeting will answer in approximately 4-6 rings)
- During your Personal Greeting dial **#** directly followed by your password.
  (Default Password: 0000)

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 **9** for 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 and 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.

Downloaded from www.Manualslib.com manuals search engine

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.

INTERACTIVE DISPLAY KEYS

The three keys below the display are substitutes for dedicated feature keys and access codes. Pressing one of these keys has the same effect as pressing a programmable key. These keys are called soft keys, as their functions are not fixed. They change to present you with the best options for that call condition. The use of soft keys allows the programmable keys to be used for more **DSS** and speed dial keys.

The **SCROLL** key is used to display option available to the user at a particular time or during a specific procedure. Press this key once while in the idle state to view the three main categories available.

201: STN NAME
CALL OTHER ANS

ANSWER (ANS): Guides you through the options to answer calls.
OTHER: Guides you through features other than making or answering calls.
CALL: Guides you through the options to make a call.

Select one of the main categories: **CALL, OTHER, OR ANS (ANSWER).** Press the **SCROLL** key to display additional options available under each of the three main categories. The ➡ symbol displayed as the last character on the lower line of the display indicates that there are more options available. Press the **SCROLL** key to display these additional options.

User instructions will be displayed in lower case letters. Options assigned to soft keys will be displayed in upper case letters.

OTHER FEATURES AND FUNCTIONS

SPEAKER/RECEIVER VOLUME

Press the up (▲) or down (▼) arrow buttons during a conversation to raise or lower volume.

RINGER VOLUME

Press the up (▲) or down (▼) arrow buttons to adjust the ringer volume while the telephone is ringing.

Downloaded from www.Manualslib.com manuals search engine

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 the **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.

SET ANSWER MODE

You can receive internal call in one of three modes:

- While on-hook, press **TRANSFER** and then dial **103.**
- Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce.
- Press **TRANSFER** to store your selection.

NOTE: When your keyset is programmed for Auto Answer and you have Forward No Answer (FNA) turned on, you must answer screened transfers by pressing the **ANS/RLS** key before your FNA timer expires or the call will forward.

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.

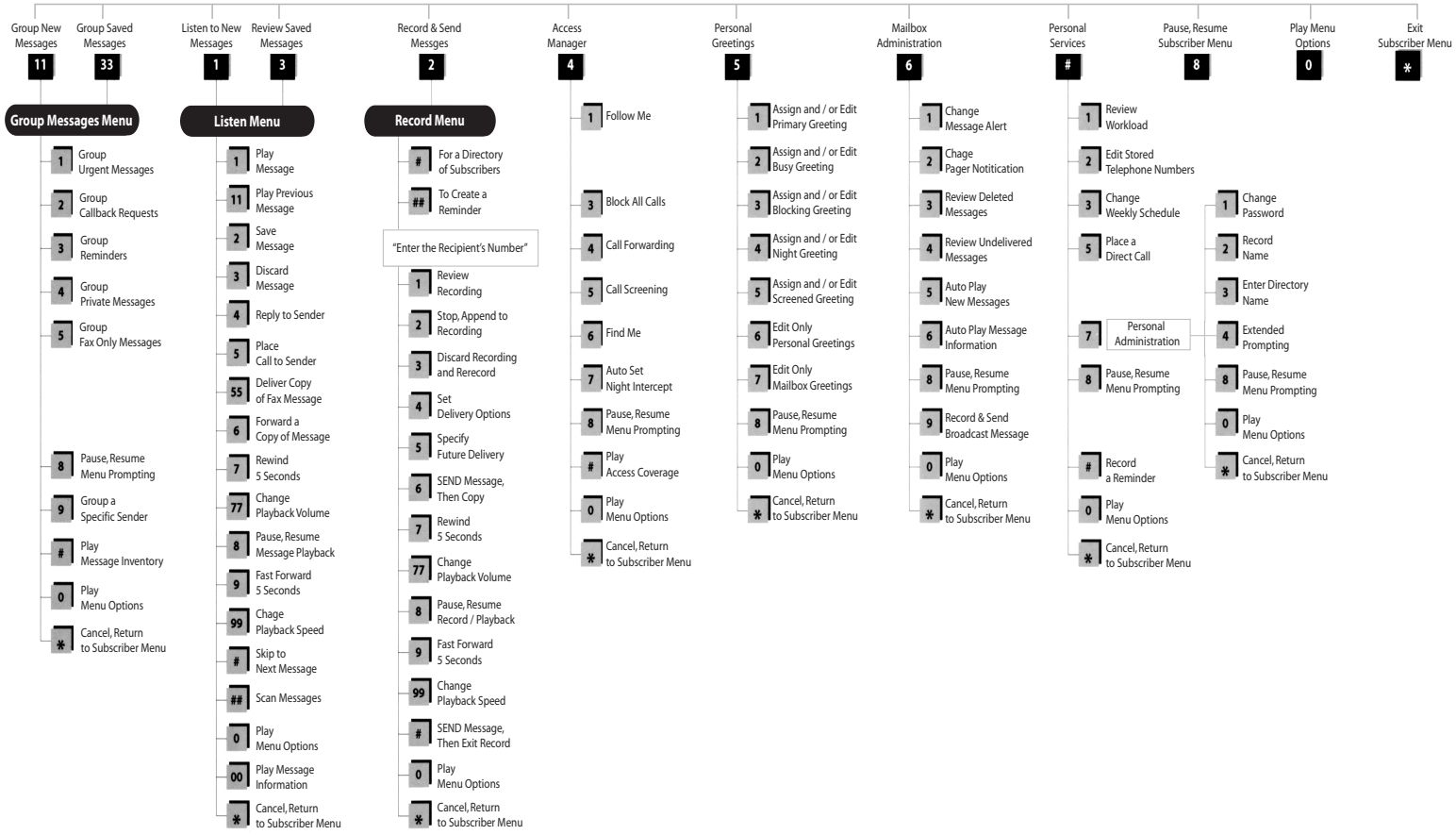
CONFERENCE CALLS

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.

Downloaded from www.Manualslib.com manuals search engine



Samsung Voicemail Services Menu

Downloaded from www.Manualslib.com manuals search engine