SAMSUNG

Enterprise IP Solutions

OfficeServ

Single Line Telephone User Guide

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ELECTRONICS

EU Declaration of Conformity (RTTE)

Samsung Electronics Co., Ltd.

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(factory name, address)

declare under our sole responsibility that the product

Digital Keyphone System "*i*DCS500 / OfficeServ500"

to which this declaration relates is in conformity with

RTTE Directive 1999/5/EC (Annex II)
Low Voltage Directive 73/23/EEC
EMC Directive 89/336/EEC:92/31/EEC

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By application of the following standards

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Intended Use

This analogue telephone is intended to be connected to an analogue exten-
sion of a Samsung OfficeServ500 telephone system. The connection allows
voice communication between the OfficeServ500 central processor unit and
the telephone.

The telephone may be connected to the analogue extensions of any other
telephone system or the public telephone network, but in this case the user
instructions provided with the telephone will not be valid.

CONTENTS

ABOUT THIS GUIDE

This book provides instructions for using an industry-standard telephone—also known as a single line telephone (SLT)—with a Samsung OfficeServ500 telephone system. A variety of SLTs from many different manufacturers are available. Check with your service and installation company to ensure proper operation with the OfficeServ system to which your phone is connected.

Please take the time to study this guide and to become familiar with the operation of your phone. Keep it handy. You may need to look up instructions for infrequently used features. Learning to use your phone correctly will make everyday telephone communications quick and easy.

If you are using your phone in a country other than the UK, be aware that a few features may differ slightly in some respects to those described here (system tones, dial access codes, for example). However, the general operating procedures remain relevant to your phone.

THINGS YOU SHOULD KNOW

Lifting the handset on your phone provides system dial tone. To get an outside line from the telephone company, dial an access code (usually the digit **9** in the UK). Check with your system administrator if you are not sure of this code. To call another station in your system, simply dial its extension number. See also *System Access Codes*, below.

RECALL, FLASH & HOOKFLASH

Throughout this guide, you will see references to the Recall key. This key is required for feature operation. Some telephones use **FLASH** instead of **RECALL**. The same effect can be achieved by a "hookflash." This is a momentary operation of the hookswitch.

C.O. LINES

Lines from the Telephone Company are called "Central Office" (C.O.) lines. Calls on these lines are referred to as outside or external calls. These C.O. lines are accessed by dialling an access code. For example, in the UK, dial **9** to get a local outside line. To get a specific line, dial the 3- or 4-digit line number. Each line in the system is numbered beginning with 701 (or 7001), then 702 (7002), 703 (7003) and so on. If Least Cost Routing (LCR) is programmed into the system, you need only dial **9**.

Your system administrator can tell you what lines are available and how to access them.

DISTINCTIVE RINGING

OfficeServ500 provides distinctive ring patterns to your phone:

●   External calls have a double ring tone repeated

●   Internal calls have a single ring tone repeated

●   Doorphone calls and alarm/appointment reminders have a short triple ring tone rapidly repeated.

Note: These ring patterns apply to phones in the UK. They may be different for users in other countries.

SYSTEM TONES

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

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

Ringback Tone—Indicates the station you dialled is ringing.

Busy Tone—Indicates the station you dialled is busy.

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

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

Confirmation Tone—Very short beeps followed by dialling tone indicates you have correctly set or cancelled a system feature.

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

Note: These system tones apply to phones in the UK. They may be different for users in other countries.

SYSTEM ACCESS CODES

Your system is configured with default system access codes for using the various features described in this guide. These codes are also printed on the back cover of this guide for quick reference. However, your system may have been set up to use a different set of codes. Therefore, if your phone does not work as described in this guide, see your system administrator for advice.

A 'Changed System Access Codes' table has also been provided at the end of this guide for you to enter the codes required by your system, if they are different from the default codes.

EXTERNAL CALLS

MAKING AN EXTERNAL CALL

1. Lift the handset and listen for internal dial tone.
2. Dial a C.O. line or line group access code.
3. Listen for external dial tone and dial the telephone number.
4. Finish the call by replacing the handset.

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

1. Dial * and a valid code. You will hear transfer tone.
2. Press Recall and select a C.O. line.

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

1. Dial **47** and a valid code.
2. Press Recall and listen for transfer tone. Select a C.O. line.

For advice on authorisation and account codes, see your system administrator.

ANSWERING AN EXTERNAL CALL

1. Lift the handset. You are automatically connected to the ringing call.
2. 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 ring plan mode.

SENDING A FLASH

While you are on an external call, press Recall, listen for 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.

BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you dial an external line:

1. Press Recall, listen for transfer tone and dial **44**.
2. Hang up.
3. When the line becomes free, the system will call you back.
4. Lift the handset, listen for dial tone and dial the telephone number (or the speed dial number) again.

Note: A callback will be cancelled if it is not answered within 30 seconds.

INTERNAL CALLS

CALLING OTHER STATIONS

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

ANSWERING INTERNAL CALLS

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

BUSY STATION CALLBACK

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

1. Press Recall, listen for transfer tone and dial **44**.
2. Hang up.
3. When the busy station becomes free, your telephone will ring.
4. Lift the handset to automatically call the now idle station.

Note: You have 30 seconds to answer or the callback will be cancelled.

BUSY STATION CAMP-ON

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

1. Press Recall, listen for transfer tone and dial **45**.
2. The called station will receive off-hook ring or camp-on tone.
3. You will hear ringback tone.
4. 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.

CALLING YOUR SYSTEM OPERATOR

Dial the appropriate system code to call your system operator or group of opera-tors. This is normally **0**.

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:

- Press Recall, listen for transfer tone and dial **11**. The call will now be on hold. You may now make or receive a second call.

(Be aware that pressing the Recall key only will **not** put a call on hold: the call will reconnect to your handset after a few seconds.)

To take the caller off hold:

- Lift the handset and dial **11**. You are now reconnected to the call and can resume your conversation.

Note: You can put only one call on hold at a time.

HOLD RECALL

If you leave a call on hold longer than the pre-programmed hold timer, it 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 time, it will go to the system operator.

RETRIEVING CALLS ON HOLD AT ANOTHER STATION

When a call 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 external line and it is necessary to consult with another extension without transferring the call:

1. Press Recall and listen for transfer tone. Your call is placed on transfer hold.
2. Dial an extension number.
3. Consult with the internal party (the external party cannot hear you).
4. Press Recall to return to the external party.

Note: Repeatedly pressing the Recall key will toggle between the external and inside parties (except if the destination station is a keyset set for Auto Answer or Voice Announce). Also see *Transfer Cancel*, below.

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 ('unscreened') transfer without notification.

1. Press Recall to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
2. 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 external line when the station hangs up or you can press Recall to reconnect to the external line.

Note: After the inside party answers, you may toggle any number of times between the two parties by pressing Recall. When talking to one party, the other party cannot hear you. Also see *Transfer Cancel*, below.

TRANSFER CANCEL

Check with your system administrator if this feature is enabled on your phone. It is useful if you are consulting with another extension or attempting to transfer a call to an extension as described above. With Transfer Cancel, when you press Recall to return to the external caller the internal extension is dropped, allowing you to consult or transfer the call to another extension by dialling the new extension number.

TRANSFER WITH CAMP-ON

When you want to transfer a call to another station but it is busy, you may camp on the call to this station:

1. Press Recall to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
2. Hang up when you hear busy tone. The called party will be alerted that a call is waiting.

TRANSFER RECALL

All unscreened transfer calls and camped-on calls sent from your station will automatically recall to you if they are not answered by the destination station within a pre-programmed time.

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

CALL WAITING

If an external call has been camped-on to your phone or another station is camped-on to your station, you will receive a camp-on tone indicating another call is waiting.

1. Press Recall and dial **11** to put the first call on hold.
2. Hang up and the waiting call will ring.
3. Lift the handset to answer.
4. Complete this call by transferring it or hanging up.
5. Lift the handset and dial **11** to return to your first call.

SETTING UP A CONFERENCE

You may conference up to five parties (you and four others) in any combination of external lines and internal stations, in any order.

1. While you are engaged in a conversation, press Recall, listen for transfer tone and dial **46**. You will receive conference tone.
2. Make another call, either internal or external, then press Recall and listen for conference tone.
3. Repeat step 2 to add all the parties you require.
4. When all parties are added, press Recall to start the conference.

To drop a party from your conference call:

1. Press Recall, listen for confirmation tone and dial the extension or line number that is to be dropped.
2. When you hear conference tone, dial **46** to rejoin the remaining parties.

To leave the conference yourself:

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 external lines connected to-gether in a trunk to trunk (unsupervised) conference, press Recall, listen for dial tone, and dial your own extension number. When the parties on the external lines have finished and hang up, the lines will release automatically.

FORWARDING CALLS

You can forward your calls to another extension, group of extensions or an external telephone number.

■ FORWARD ALL CALLS

To forward all your calls to an extension or extension group, under any condition:

1. Lift the handset and dial **601** followed by the extension or group number.
2. Hang up when you receive confirmation tone.

To forward all your calls to an external number, under any condition:

1. Lift the handset and dial **601**.
2. Dial the trunk or trunk group access code (9) followed by the outside number that you want, then #.
3. Hang up when you receive confirmation tone.

■ FORWARD BUSY

To forward calls to an extension or extension group when you are busy on another call:

1. Lift the handset and dial **602** followed by the extension or group number.
2. Hang up when you receive confirmation tone.

To forward all your calls to an external number when you are busy on another call:

1. Lift the handset and dial **602**.
2. Dial the trunk or trunk group access code (9) followed by the outside number that you want, then #.
3. Hang up when you receive confirmation tone.

■ FORWARD NO ANSWER

To forward calls to an extension or extension group when you are not available to answer:

1. Lift the handset and dial **603** followed by the extension or group number.
2. Hang up when you receive confirmation tone.

To forward all your calls to an external number when you are not available to answer:

1. Lift the handset and dial **603**.
2. Dial the trunk or trunk group access code (9) followed by the outside number that you want, then #.
3. Hang up when you receive confirmation tone.

■ FORWARD BUSY/NO ANSWER

If you have both a Forward Busy destination and a Forward No Answer destination already programmed (see above), you can set both of these together:

1. Lift the handset and dial **604**.
2. Hang up when you receive confirmation tone.

■ FORWARD FOLLOW ME

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

1. Lift the handset and dial **606** followed by your normal extension number.
2. Hang up when you receive confirmation tone.

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

1. Lift the handset and dial **606** followed by the desired extension number.
2. Hang up when you receive confirmation tone.

■ FORWARD DND

When you want all calls to your extension forwarded to another extension or group when you select Do Not Disturb (DND) mode for your phone:

1. Lift the handset and dial **605** plus the extension or group number.
2. Hang up when you receive confirmation tone.

To forward to an external number:

1. Lift the handset and dial **605**.
2. Dial the trunk or trunk group access code (9) followed by the outside number that you want, then #.
3. Hang up when you receive confirmation tone.

■ CANCELLING CALL FORWARDING

When you set any forward condition at your phone you can cancel it by dialling **600**. It is also cancelled if you dial a different forwarding code.

1. Lift the handset and dial **600**.
2. Hang up when you receive confirmation tone.

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 01–99.

MY GROUP PICKUP*

To pick up a ringing call in your group, dial **28** (you do not need to dial the group number).

For new ringing calls and operator recalls only. Station and group pickup features can be used to answer *recalls to a station* only if the required option is enabled on your system. Check with your system administrator if this is the case.

DIALLING FEATURES

SPEED DIALLING

You can dial a pre-programmed telephone number stored in the system-wide speed dial list of numbers (500–599 or 050–999) or from your personal list of numbers (00–49).

1. Lift the handset and dial **16**.
2. Dial the 2-digit personal speed dial number, or the 3-digit system speed dial number.

The telephone number is automatically dialled for you.

Note: See your system administrator if you're not sure what system speed dials are set up.

PROGRAMMING PERSONAL SPEED DIAL NUMBERS

You can program frequently dialled telephone numbers into a personal speed dial list. Your station may be allocated up to fifty speed dials, 00–49. Ask your system administrator how many are allocated to you. To assign phone numbers to your speed dials:

1. Lift the handset, dial **15** and then dial **105**.
2. Dial a speed dial number (**00–49**).
3. Dial a line or line group access code (usually **9**).
4. Dial the telephone number to be stored (24 digits maximum). This can include ✶ and **#**.
5. Replace the handset to store the number.

Note:
- If you hear an error tone at any time, replace the handset and start from the beginning.
- You cannot put a Recall or a Pause into the phone number.
- There is no way to erase a programmed number, except by overwriting it with another number.
- You can enter your speed dial numbers in the table printed at the back of this guide for easy reference.

LAST NUMBER REDIAL

To redial the last external telephone number you dialled:

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

Note: This feature does not apply to internal calls.

SAVE NUMBER WITH REDIAL

To save the external number you have just dialled for later use:

- Before hanging up, press Recall, listen for confirmation tone and dial **17**.

To redial this saved number at any time:

- Lift the handset and dial **17**. This will dial the number for you.

This telephone number is stored in memory until you save another. The new number will be saved and the previous number will be erased.

Note: This feature does not apply to internal calls.

PULSE TO TONE CHANGEOVER

When making an external call on a pulse dialling line, press **#**. All digits dialled after the **#** will be sent as tones.

PAGING AND MESSAGING

MAKING AN INTERNAL PAGE

To make an announcement through *keyset speakers*:
1. Lift the handset.
2. Dial **55.**
3. Dial the page zone number **1, 2, 3** or **4—OR—**dial **0** to page all internal zones.
4. After the brief attention tone, make your announcement.

MAKING AN EXTERNAL PAGE

To make an announcement through *external paging speakers*:
1. Lift the handset.
2. Dial **55**.
3. Dial the page zone number **5, 6, 7** or **8—OR—**dial **9** to page all external zones.
4. After the brief attention tone, make your announcement.

ALL PAGE

To page all keysets and the external speakers at the same time:
1. Lift the handset and dial **55** plus ✶.
2. After the brief attention tone, make your announcement.

MEET ME PAGE/ANSWER

1. Make a page by dialling **54** plus any zone number and instruct the paged person to dial **56**.
2. After completing the page, press Recall 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 external call for someone who is away from their desk, you can park the call and page the requested party:

1. While in conversation, press Recall and dial **55**. The call is automatically parked at your station.
2. Dial the desired page zone and announce the parked call. 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:

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

MESSAGE WAITING INDICATIONS

You can inform another station user that you wish to speak with them by leaving a message waiting indication at their station. Other users may leave message waiting indications at your station.

■ SETTING A MESSAGE WAITING 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 a digital keyset will flash and a standard (single line) telephone will receive a special 'message waiting' dial tone.

1. Press Recall and dial **43**.
2. When you hear confirmation tone, hang up.

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

1. Hang up for at least two seconds.
2. Lift the handset.
3. Dial **41** plus the extension number.
4. When you hear confirmation tone, hang up.

Note: A station can have up to five message indications at a time. If you hear dial tone instead of confirmation tone, there are already five messages at this station. Try again later.

■ REPLYING TO MESSAGE WAITING INDICATIONS

When you lift the handset and hear the special dial tone, one or more stations have left a message waiting indication for you. To ring the station(s) back:

1. Lift the handset.
2. Dial **43**. The first station that left you a message indication will be called automatically. If it is not answered, the message indication will remain active.
3. Repeat the above step until you have replied to all message indications (in the order they were received).
4. Dial tone will return to normal when no more message indications remain active.

■ CANCELLING A MESSAGE

To cancel a message indication that you have left at another station, lift the handset and dial **42** followed by the extension number of that station.

To cancel all message indications left at your phone, lift the handset and dial **42** followed by your extension number. Replace the handset.

PROGRAMMED MESSAGES

When you plan to be away from your phone for any length of time, you can select a programmed station message. Any keyset with a display (LCD) which calls you will see this message. The message informs callers of your current status or may contain instructions for them to follow. There are 15 possible messages (01–15). Messages 01–10 are set up by default as follows (the rest are blank):

```
01 GIVE ME THE CALL
02 TAKE A MESSAGE
03 ASK THEM TO HOLD
04 SEND TO MY VOICE MAIL
05 TRSF TO MY SECY
06 LEAVE A MESSAGE
07 PAGE ME
08 OUT OF TOWN
09 IN A MEETING
10 I WILL CALL BACK
```

Each of these default messages and the blank messages can be customized in programming as required. For the list of messages set up for your system, see your system administrator.

To set a message:

1. Lift the handset and dial **48** plus any message code (e.g. **09**).
2. Listen for confirmation tone and hang up.

For example, if you select code 09, the message "In a Meeting" is displayed on calling keysets.

To cancel a message you have set:

● Lift the handset and dial **48** plus **00**.

CONVENIENCE FEATURES

DO NOT DISTURB

Use Do Not Disturb (DND) mode when you want to block incoming calls to your phone:

- Lift the handset and dial **401**.

TO CANCEL DND

- Lift the handset and dial **400**.

You can still make calls while in DND mode.

ANSWERING THE DOORPHONE

If your station is programmed to receive calls from the doorphone, you will receive a number of short rings repeated.

1. Lift the handset and you will be connected to the doorphone.
2. If an electric door lock release is installed, press Recall, listen for confirmation tone and dial **13** to release the lock.

CALLING THE DOORPHONE/ROOM MONITOR

You can call the doorphone and listen to what is happening external or in another room.

1. Lift the handset and dial the extension number of the doorphone.
2. You will be connected to the doorphone. You can listen or have a conversation.
3. If an electric door lock release is installed, press Recall, listen for 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 either during a call or when the external party hangs up.

To enter an account code during a call:

1. Press Recall, listen for confirmation tone and dial **47**. Your call is interrupted temporarily.
2. Dial the account code (a maximum of 12 characters, which can include ✶ and **#**).
3. Press Recall or ✶ to return to the conversation.

If you make an error, repeat the procedure with the correct code. Only the last account code dialled will be recorded.

To enter an account code after the external party hangs up:

1. Press Recall, listen for confirmation tone and dial **47**.
2. Dial the account code (a maximum of 12 characters, which can include ✶ and #).

Note: If you wait for the external party to hang up, you must complete this procedure within 10 seconds. You cannot repeat the procedure if you make a mistake.

■ FORCED ACCOUNT CODES

The system administrator can program individual extensions to prevent external calls being made until an account code is entered. If this is the case with your extension, then to make an external call:

1. Lift the handset, wait for dial tone, and dial **47**.
2. Dial the account code (a maximum of 12 characters, ✶ and # are not allowed).
3. Press the ✶ key.

You hear confirmation tone followed by dial tone. An external call can now be made.

Note: Only one call can be made for each code entry—the above procedure must be used for each call.

APPOINTMENT REMINDER/ALARM

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (TODAY ONLY) or as a daily reminder every day (DAILY). You can set up to three alarms. Each one can be either a TODAY ONLY or a DAILY alarm.

■ SET/RESET ALARMS

1. Lift the handset.
2. Dial **15** and then **112**.
3. Dial the alarm number **1, 2** or **3**.
4. Dial the time you want the alarm to sound. Enter the time as HHMM (hours and minutes) using a 24-hour clock format (e.g. 1300 for 1pm—see note below).
5. Dial **1** (TODAY ONLY) or **2** (DAILY) to select the alarm type.
6. Replace the handset.
7. Repeat for each alarm as required.

Note:
- If you hear an error tone at any time, replace the handset and start again from the beginning.
- To set an alarm for midnight (12 am) set the time as 2400

To cancel any alarm you have set, follow the above steps 1–3. Then, dial **00000** and replace the handset.

■ ANSWERING AN ALARM

When the alarm rings, you will hear a series of short rings, repeated three times. Lift the handset to answer the alarm. If you do not answer, the alarm will alert you two more times at pre-determined intervals.

IN/OUT OF GROUP

If your station is assigned to a group, this feature allows you to temporarily prevent your station from receiving any group calls. You will still be able to receive calls that are dialled directly to your station. Check with your system administrator what the access code is for this feature and enter it here: _____

To leave the group:

● Dial the **access code** plus the group number (e.g., **501**) plus **0.**

To re-enter the group:

● Dial the **access code** plus the group number (e.g., **501**) plus **1.**

LOCKING YOUR PHONE

Using this option, you can allow or disallow incoming and outgoing calls from your phone while absent from your desk. There are three possible options: Unlocked, Locked All and Locked Out.

Unlocked   Phone can be used without restriction.
Locked All   Prevents phone from making or receiving calls.
Locked Out   Restricts the phone from accessing an outside line and making a call. Calls can still be received.

1. Lift the handset and dial **15** then **100.**
2. Dial your 4-digit extension passcode.
3. Dial **1** to set the phone to Locked Out
   OR
   Dial **2** to set the phone to Locked All.
4. When you hear system dial tone, hang up.

■ UNLOCKING YOUR PHONE

1. Lift the handset and dial **15** then **100.**
2. Dial your 4-digit extension passcode.
3. Dial **0** to set the phone to Unlocked.
4. When you hear system dial tone, hang up.

CHANGE YOUR PASSCODE

By default, your extension passcode is 1234. You can change this passcode to any 4-digit number. You may be required to do this in order to use some special features.

1. Lift the handset and dial **15** then **101.**
2. Dial your existing (old) passcode.
3. Dial a new passcode (must be four characters, e.g. 3456). You can use numbers 0–9.
4. When you hear confirmation tone, hang up.

PERSONAL SPEED DIAL NUMBERS

(Print these pages for each SLT user to complete with their personal details)

CODE	NAME	TELEPHONE
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 _____   _____

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 _____   _____

SYSTEM ACCESS CODES

OfficeServ500 telephone systems have the following preset (default) feature access codes.

10 + ext no	Retrieve parked calls	55 + 2	Page internal zone 2
11	Put calls on & take calls off hold	55 + 3	Page internal zone 3
12 + ext no	Retrieve calls on hold at another	55 + 4	Page internal zone 4
	extension	55 + 5	Page external zone 5
13	Door lock release	55 + 6	Page external zone 6
16 + spd no	Make speed dial calls	55 + 7	Page external zone 7
17	Redial saved number	55 + 8	Page external zone 8
19	Last number redial	55 + 9	Page all external zones
2xx(x)	Extension numbers	55 + *	All Page
3xx(x)	Extension numbers	56	Meet Me Answer
400	Cancel Do not Disturb	57	Alarm sensor clear
401	Set Do Not Disturb	58	DISA alarm clear
41	Set Message No Ring	59	Walking class of service
42 + ext no	Cancel message	600	Cancel all call forwarding
43	Set/return messages	601 + no.	Set Fwrd All Calls
44	Busy extension/line callback	602 + no.	Set Fwrd Busy
45	Busy extension camp-on	603 + no.	Set Fwrd No Ans
46	Set up a conference	604	Set Fwrd Busy/No Ans
47	Enter account code	605 + no.	Set Fwrd DND
48	Set programmed station message	606 + no.	Set Fwrd Follow Me
49	Send flash to outside line	65 + ext no	Station (Directed) call pickup
5xx(x)	Station hunt group	66 + grp no	Group call pickup
54+zone	Meet Me Page	67	Universal Answer
55 + 0	Page all internal zones	7xx(x)	Individual line numbers
55 + 1	Page internal zone 1	8xx, 9	Trunk groups

Call attendant or system operator: 0   Outside dial code: 9

CHANGED SYSTEM ACCESS CODES

Please enter the feature access codes configured for your system if different from the default codes shown in the table above.

CODE	FEATURE	CODE	FEATURE
	Retrieve parked calls		Page internal zone 1
	Put calls on and take calls off hold		Page internal zone 2
			Page internal zone 3
	Retrieve calls on hold at another extension		Page internal zone 4
			Page external zone 5
	Door lock release		Page external zone 6
	Make speed dial calls		Page external zone 7
	Redial saved number		Page external zone 8
	Last number redial		Page all external zones
	Extension numbers		All Page
	Extension numbers		Meet Me Answer
	Cancel Do not Disturb		Alarm sensor clear
	Set Do Not Disturb		DISA alarm clear
	Set Message No Ring		Walking class of service
	Cancel message		Cancel all call forwarding
	Set/return messages		Set Fwrd All Calls
	Busy extension/line callback		Set Fwrd Busy
	Busy extension camp-on		Set Fwrd No Ans
	Set up a conference		Set Fwrd Busy/No Ans
	Enter account code		Set Fwrd DND
	Set programmed station message		Set Fwrd Follow Me
	Send flash to outside line		Station (Directed) call pickup
to	Station hunt group		Group call pickup
			Universal Answer
	Station hunt group		Individual line numbers
	Meet Me Page		Trunk groups
	Page all internal zones		

Call attendant or system operator: **Outside dial code:**