

OfficeServ™
System Administration Guide



SAMSUNG

TABLE OF CONTENTS

SYSTEM ADMINISTRATION AND SPECIAL FEATURES GUIDE

for
OfficeServ™ 7000 Series

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<u>ABOUT THIS BOOK</u>	1
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SPECIAL FEATURES

<u>System Ring Plans</u>	2
<u>Manual Ring Plan Change</u>	2
<u>Temporary Ring Plan Override</u>	2
<u>Calling The System Operator</u>	3
<u>Operator Recalls</u>	3
<u>Executive Barge-in</u>	3
<u>Walking Class of Service</u>	4
<u>In/Out of Group</u>	4
<u>Direct Inward System Access (DISA)</u>	5
<u>DISA Security</u>	6
<u>Forced Account Codes</u>	6-7
<u>Authorization Codes</u>	7
<u>Using the Tie Line</u>	8

CALLER ID SPECIAL FEATURES

<u>Abandon Call List</u>	9
<u>CID on SMDR</u>	9
<u>Number to Name Translation</u>	9

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SYSTEM ADMINISTRATOR PROGRAMMING

Customer Level Access	10
Customer Level Access Using the PROG Key	10
Changing Feature Passcode	11
Set Date and Time Display	11-12
Reset Station Passcodes to Default	12-13
Program Station Names.....	13-15
Program Trunk Names.....	16
Program Station Group Names	17
Program System Speed Dial Numbers	18-21
Program System Speed Dial Names.....	22
Program Personal Speed Dial Numbers for Other Stations	23-24
Program Personal Speed Dial Names for Other Stations	25-26
Create Programmed Station Messages	26
Set Alarm/Appointment Reminder with Message	27-28
Managing Key Assignments	28
Programming Account Codes	30
Station Timers.....	31
Adding Names to the Translation Table	32
Holiday	34
Customer Set Relocation.....	35-36

SYSTEM MAINTENANCE ALARMS

[37](#)

ABOUT THIS BOOK

This book contains instructions for special features that every telephone user may not need to know. The owner can decide who the system administrator will be and who will have access to these features. Station users can be trained on only the items that apply to them. This procedure will help control costs and telephone abuse.

Several of the features listed in this book are specific to the system operator or attendant position. You can have more than one operator or set your system up to be used without an operator.

The designated system administrator can access specific programs and modify some functions to better manage the OfficeServ 100, OfficeServ 500, OfficeServ 7000 Series office telephone systems. Instructions are detailed and easy to follow. When assistance is needed, contact your installation and service company.

SPECIAL FEATURES

SYSTEM RING PLANS

Your system is designed to have a maximum of six different Ring Plans. Each ring plan can be programmed to allow different lines to ring different ring plans to ring different station and/or station groups. Examples of why different ring plans are required can include normal day operation, night operation, using different operators during different lunch shifts and Saturday or evening hours of operation. While the system is in a ring plan, each station will be limited to its individual Ring Plan class of service dialing restrictions. You can place the system in one of any six of these ring plans at any time. Ring Plans are available on an individual tenant basis and may be set automatically or manually. Automatic Ring Plans have an individual start time and will remain in that mode until the beginning of the next defined ring plan. If no automatic timer is set, you must change ring plans manually.

Any of these ring plans can be switched from one plan to another at any time by manually pressing a ring plan button. There are two ways to override the automatic ring plans; one is a temporary override until the next programmed start time, and the other is a permanent override until manually changed.

MANUAL RING PLAN CHANGE

Press the **RTO** button plus the ring plan passcode (four digits) and the ring plan (1-6) you wish to set. The system will override all the automatic time tables and will remain in the set ring plan until manually changed. To manually change or cancel the ring plan time override and return ring plan operation to the system clock: press the **RTO** plus the ring plan passcode (four digits) and a "0" to cancel the ring plan time override and return to normal operation.

TEMPORARY RING PLAN CHANGE

Press the **RP** button plus the ring plan passcode (four digits) and the ring plan (1-6) you wish to set. The system will remain in that ring plan until the next automatic start time for the next ring plan goes into effect.

NOTE: This button may also be assigned an extender of one of the six ring plans. Example: An **RP** button is given an extender of 3 (**RP3**) and the operation of this button is a push on/push off type of operation with the system always returning to ring plan 1 when the key is turned off. When the system is operating in ring plan 3, the **RP3** button will light steady red, and when off the light will also turn off.

CALLING THE SYSTEM OPERATOR

Any station that dials **0** will ring its assigned operator. (If tenant service is used, each tenant may have a different operator or operator group.) Calls to the system or tenant operator are easily identified because the **CALL** key will have a fast flashing red light. Station users will never receive a busy signal when they dial **0** or the operator group number. The calls will continue ringing in queue until answered.

NETWORKING: When 2 or more systems are networked a single station or operator group may receive all calls to a single operator. (Please consult with your service company if required).

OPERATOR RECALLS

Transferred calls that go unanswered will recall to the station that originated the transfer. Should the station that originated the transfer not answer the recall, the call will be sent to the operator as a transfer recall.

A call left on hold will recall the station that put it on hold. If the hold recall is unanswered at the station that originated the hold, the call is sent to the operator.

Both types of recalls will ring and have a slow flashing amber light on the **LINE** key or **CALL** key.

NETWORKING: When 2 or more systems are networked a single station or operator group may receive all recalls to a single operator. (Please consult with your service company if required).

EXECUTIVE BARGE-IN

If you want to break into another conversation, you must be allowed to barge-in and the other station and trunk must not be secure.

- Dial the desired extension or trunk number and listen for the busy signal.
- Press the **BARGE** button and begin speaking after the tone.
- Hang up when you are finished.

The system can be set for one of the three following barge-in options:

- No barge-in allowed
- Barge-in with intrusion tone
- Barge-in without intrusion tone (service observing)

When the second or third option is selected the barger will take priority over the line. This means unless you (barger) hang up first, the station or line you barged into will still be connected to you when the station you barged into hangs up. When the third option is selected, the station that barges-in can monitor the conversation and no warning tone or display will be sent to the station being monitored. The handset transmitter and keyset microphone are disabled. The party that originated the barge-in may join the conversation by pressing the **MUTE** button on the keyset. Your service company must program these options for you.

WARNING

Barge-in without tone may violate state or federal laws concerning the right to privacy. Samsung Telecommunications America is in no way responsible for the possible misuse of this feature.

WALKING CLASS OF SERVICE

You can change a restricted station's class of service to the same class as your station, allowing you to make calls or use features that would otherwise be restricted from that station.

- Lift the handset or press the **SPK** or the **MONITOR** key.
- Dial **59** and then your extension number.
- Dial your station passcode and receive internal dial tone.
- Dial an access code and then the telephone number—**OR**—use the desired feature as usual.
- Hang up. The station will be returned to its restricted status.

NOTE: The default station passcode 1234 cannot be used.

IN/OUT OF GROUP

Any station assigned to a station group can remove itself from that group and then reenter the group at a later time. When out of the group, a station can receive calls to its extension number but not to the group.

The number of groups available to choose from may vary depending on your OfficeServ 100 or OfficeServ 500 or OfficeServ 7000 Series system type:

OfficeServ 500 & OfficeServ 7200 40 Groups
(500 through 539) or (5000 through 5039 depending if your system is setup for 4 digits numbering plan)

OfficeServ 500 L & OfficeServ 7400 80 Groups
(500 through 579) or (5000 through 5079 depending if your system is setup for 4 digits numbering plan)

OfficeServ 100 & OfficeServ 7100 20 Groups
(500 through 519) these can be changed to 4 digits if required.

To create a backup or relief operator position, assign the main operator and one or more backup individuals to the operator group. All but the main operator should be out of the group. When it is necessary to use a backup operator, put the desired backup station in the group and remove the main operator. When incoming call traffic is heavy, you can have another station put itself in the operator group along with the main operator to handle the extra call load.

If the station does not have an **IN/OUT** key:

- Lift the handset and dial the feature access code _____.
- Dial the group number.
- Dial **0** to be out of the group or dial **1** to be in the group.
- Receive confirmation tone and hang up.

If the station has an **IN/OUT** key:

- Press the **IN/OUT** key. It will light red when the station is in the group.
- Press the **IN/OUT** key again. The light is off when the station is out of the group.

NOTE: A station can be in more than one group.

DIRECT INWARD SYSTEM ACCESS (DISA)

From outside of the office, selected individuals can call into the OfficeServ 100 or OfficeServ 500 or OfficeServ 7000 Series system on special DISA line(s). A security code must be entered to gain access. Once these individuals are in the system, they can make outside calls using the office lines or call stations within the system. Individuals who will use DISA must have their stations assigned for DISA access and must change their station passcodes. The default passcode 1234 cannot be used.

- Call in on the DISA line from any phone with tone dialing.
- You will hear a dial tone. Dial your security code (your extension number plus your station passcode).
- If you are allowed access, you will receive a dial tone.
- Dial any line access code, receive outside dial tone and then dial a telephone number **OR** dial any extension number to call a station in the system.
- To make another call, press **Q**, receive dial tone and dial another number.
- Press **#** and hang up when finished.

NOTE: Outgoing DISA calls are controlled by the dialing class of the station identified by the security code. The DISA line must have disconnect supervision from the central office. Insist that this service is verified by your installation/service company.

DISA SECURITY

A common practice among hackers is to repeatedly dial a known DISA access number (usually with a computer) and try a different passcode each time. The hacker hopes to eventually chance upon the correct passcode and thus gain access to your system. The OfficeServ 100, OfficeServ 500, and OfficeServ 7000 Series security feature counts the number of sequential incorrect passcode attempts. If a certain number is reached, DISA is disabled and the system sends an alarm to designated display stations. The number of passcode attempts and the disable duration are both programmable. In addition, the OfficeServ 100, OfficeServ 500, and OfficeServ 7000 systems will print an SMDR record (a customer-provided printer is required) each time an incorrect passcode is entered.

The DISA alarm will ring for a programmable time before canceling the ringing; however, the DISA alarm display will remain until the alarm is cleared. To clear the DISA alarm, follow the following procedure:

- Lift the handset and dial **58**.
- Enter the DISA alarm passcode (see your service company).
- Replace the handset.

WARNING

As it is impossible to prevent unauthorized access to your telephone system by hackers, we suggest that you do not turn the DISA feature on unless you intend to use it. If you do use this feature, it is good practice to frequently change passcodes and periodically review your telephone records for unauthorized use.

FORCED ACCOUNT CODES

VERIFIED

When set for this option the user must enter an account code for all outgoing calls. The account code entered will be verified from a system list. Forced verified codes can contain the digits 0~9.

OfficeServ 500 & 7100 999 entries
OfficeServ 100 500 entries
OfficeServ 7200 & 7400 999 entries

NOT VERIFIED

When set for this option the user must enter an account code for all outgoing calls, but the account code is not verified against the system list. Non verified account codes can contain the digits 0~9 and #.

USING FORCED ACCOUNT CODES

When enabled, your system allows calls to be charged to different accounts. You can enter account codes either by dialing the full code, by entering an account code "bin number", or by pressing your **ACC** key if one is assigned. Bin numbers are a 3 digit short code that will automatically insert the appropriate account code. Account codes may be a maximum of 12 digits (# may be used); if the account code is to be less than 12 characters you may end the code by pressing ***** or the right soft key. The type of code used is determined by your telephone system administrator. Codes can be entered before or during a call as follows:

To enter an account code before placing the call:

- Press your **ACC** key or dial **47**.
- Dial the account code or bin number.
- You will receive a confirmation tone and display.
- When prompted dial a trunk or trunk group (i.e. 9) and the telephone number to call.

To enter an account code by interrupting the conversation:

- While on an outside call press the **ACC** key or press **TRANSFER** followed by **47**.
- Dial the account number or bin number (if you are entering an account code you will need to press your **ACC** key or right soft key to finalize the entry)

NOTE: If you make an error simply repeat the procedure with the correct code. Only the most recent account code dialed will be recorded. This code will always print on SMDR reports. For information on entering and changing forced account codes, see the system administrator programming section of this book.

AUTHORIZATION CODES

Authorization codes are used to validate a station user and give permission to make a call. These four digit authorization codes can be either forced or optional, but if used, are always verified from a system list of **500** entries on the **OfficeServ 500 M or L** version, the **OfficeServ 7100**, **OfficeServ 7200** and **OfficeServ 7400**, **250** entries on the **OfficeServ 100**. Each authorization code has an associated class of service. When the code is entered, the class of service is changed to that of the authorization code.

USING AUTHORIZATION CODES

After going off-hook, the station user must dial * followed by a four digit authorization code. If you enter a correct code, you will hear confirmation tone and then receive a dial tone and you can make an outside call in the usual manner. The station then follows the dialing class for that authorization code. If you enter an incorrect code, the station returns error tone. This code may or may not print on SMDR reports depending on SMDR programming.

USING THE TIE LINE

OUTGOING

Your office can be connected to another system with a tie line. Use this line to make calls to stations in the other system. If programming allows, you can access lines in the other system to make outside calls. Tie line calls can be put on hold, transferred and conferenced in the same manner as are other outside calls.

- Lift the handset or press the **SPK** or **MONITOR** key.
- Dial the tie line access code or press the tie line key.
- When you receive dial tone from the other system, you can dial extension numbers or access outside lines. You must know the extension numbers and the line access codes for the other system.
- Finish the call by replacing the handset or pressing the **ANS/RLS** or the **MONITOR** key if you are using a 7 button phone.

NOTE: Outgoing calls are controlled by the station's dialing class.

INCOMING

Station users in the other system can access the tie line and make intercom calls to stations in your system. Answer tie line calls ringing at your station as you would any other outside call. They can be put on hold, transferred and conferenced in the same manner as are other outside calls.

IN AND OUT ON TIE LINE [NOT SUPPORTED ON OS 7100]

Users accessing the tie line from the other system can get a line in your system and make outgoing calls. These calls can be controlled by assigning a dialing class to the tie line. For further information, see your service company.

CALLER ID SPECIAL FEATURES

NOTE: The Caller ID features below require optional software and/or hardware. Please ask your installation and service company for details.

ABANDON CALL LIST

The system has a system-wide abandoned calls list that stores CID information for the last **100** calls on the **OfficeServ 7000 Series, OfficeServ 500 M and L** version and **50** calls on the **OfficeServ 100** that rang but were not answered and were accompanied with valid CID information. Calls with CID information consisting of OUT OF AREA, PAYPHONE or PRIVATE will not be stored in the list. The abandoned calls list is accessed using the system administrator's passcode. When reviewing this list, you are provided options to **CLEAR** the entry or **DIAL** the number. You can use the **NND** key to toggle between the CID name, CID number and the date and time the call came in. The system must be using LCR to dial numbers from the abandoned calls list.

To view the list of abandoned incoming calls for which CID information has been received:

- Dial **64** and dial the system administrator passcode.
- Scroll through the entries using the **VOL** keys.

CID ON SMDR

The Station Message Detail Records (SMDR) report can be set to include the CID name and number for incoming calls. This format expands the printout to 113 characters. You must use a wide carriage printer or an 80 column printer set to the condensed print option.

NUMBER TO NAME TRANSLATION

The system provides a translation table of **1000** entries in the **OfficeServ 7100, 7200** and **OfficeServ 500 M**, and **2000** entries in the **OfficeServ 500 L** and in the **OfficeServ 7400**, and **500** entries on the **OfficeServ 100** for use in areas that do not provide name and number (sometimes called "deluxe") Caller ID or when ANI is received. When the CID or ANI number is received, the table is searched. When a match is found, the system will display the corresponding name from the table. This will allow users in areas that do not support "deluxe" Caller ID or have only ANI service to provide names for callers.

CALLER ID SPECIAL FEATURES

INVESTIGATE [ISPY]

Investigate allows selected stations with a special class of service to investigate any call in progress. If CID information is available for an incoming call, you will know to whom this station user is speaking. For outgoing calls, you can see the number that was dialed. After investigating, you may barge-in on the conversation, disconnect the call or hang up your phone to end the investigation.

- At *your* keyset, press the **INVESTIGATE [ISPY]** key.
 - Enter your station passcode. (Default passcodes cannot be used.)
 - Enter the station number to be investigated.
 - You can now press **BARGE** to barge-in on the conversation.
- OR**
You can press **NND** to view more information about the call.
- OR**
You can press **DROP** to disconnect the call.

NOTES:

1. If the call is an outgoing call, the **NND** key will not appear.
2. This feature requires optional software and/or hardware. Please ask your installation and service company for details.

WARNING

This feature may violate state or federal laws concerning the right to privacy. Samsung Telecommunications America is in no way responsible for the possible misuse of this feature.

NOTE: This information is NOT repeated in this user guide.

SYSTEM ADMINISTRATOR PROGRAMMING

CUSTOMER LEVEL ACCESS

Before any customer programs can be accessed, you must first open system programming using the passcode you have been assigned. You must use a display keyset. Should it become necessary to change this passcode, see your service company.

- While on-hook, press **TRSF** and then dial **200**.
Your display shows [ENABLE CUS. PROG. PASSCODE].
- Dial the four digit passcode.
The display shows [ENABLE CUS. PROG. - DISABLE].
- Dial **1** to enable. The display shows [ENABLE CUS. PROG - ENABLE].
- Press **TRSF**. The keyset returns to its idle condition.
- Press **TRSF** and then dial the three digit program code you want to access. Follow the instructions for that program.

NOTE: You must begin programming within 30 seconds. Once you are in programming, any delay of more than 30 seconds between key strokes will cause the system to automatically close programming.

CUSTOMER LEVEL ACCESS USING THE PROG KEY

A designated keyset may be programmed with a “**PROG**” key which allows access to the following areas of system programming. When pressed you must enter your station passcode followed by the MMC number. The default station passcode “1234” can not be used. The only MMCs that may entered from pressing the “**PROG**” key are as follows:

- [MMC 100 Station Lock for All Stations](#)
- [MMC 102 Station Forward for All Stations](#)
- [MMC 104 Station Name](#)
- [MMC 115 Program Message for all Stations](#)
- [MMC 116 Alarm and Message](#)
- [MMC 505 System Day and Time](#)
- [MMC 705 System Speed Dial](#)
- [MMC 706 System Speed Dial Name](#)

CHANGING FEATURE PASSCODE

You can change individual feature passcodes. This program is used to change the passcodes for several features. These features are the following: RING PLAN SERVICE, DISA ALARM, ALARM CLEAR, and AA RECORD. Note: Each passcode is four digits long. Each digit can be 0 to 9.

PROGRAM KEYS

UP & DOWN - Select the extension number.

HOLD - Press to reset the passcode to default settings.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **202**
Display shows
2. Use the **UP** and **DOWN** keys to scroll through the different options and press the right soft keys.
3. Press **HOLD** to reset the passcode
4. Press **TRSF** to store and exit programming
OR press **SPK** to store and advance to the next program

DISPLAY

CHANGE PASSCODE
RING PLAN: 0000

CHANGE PASSCODE
DISA ALARM: 5678

CHANGE PASSCODE
RING PLAN: 0000

SET DATE AND TIME DISPLAY

Should it ever become necessary to correct the date and time displayed on all of the keysets, do so as soon as you notice that they are incorrect. Automatic Operating Mode will not work correctly and SMDR records will be of no value when the date and time are not correct.

The display format is the following:

W (Day of the week): Enter **0** for Sunday and **6** for Saturday.

MM (Month): Enter **01** for January and **12** for December.

DD (Day of the month): Enter a number in the range of **01–31**.

YY (Year): Enter the last two digits of the year.

HH (Hours): Use the 24 hour clock and enter a number in the range of **00–24**.

MM (Minutes): Enter a number in the range of **00–59**.

Failure to enter the time using the 24 hour clock will cause the date to change at 12:00 P.M. Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **505**
Display shows
2. Enter the new time and date using the above format
3. Verify the time and date and reenter them if necessary
4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

OLD: 6010184:0047
NEW: WMMDDYY: HHMM

OLD: 6010184:0047
NEW: 3020994:1445

OLD: 3020994:1445
NEW: WMMDDYY: HHMM

If you have entered invalid data, you will receive an [INVALID ENTRY] message for three seconds. Reenter the correct date and time. If the information you entered is incorrect, repeat the procedure.

RESET STATION PASSCODES TO DEFAULT

Individual keyset users can set or change their own individual passcodes. These passcodes are used to lock and unlock keysets, override toll restriction and access the DISA feature. At times, it may be necessary for the system administrator to reset a station's passcode to default "1234." This program cannot be used to display passcodes, only to reset them.

PROGRAM KEYS

UP & DOWN - Select the extension number.

HOLD - Press to reset the passcode.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **101**
Display shows

DISPLAY

[201] PASSCODE
PASSCODE: ****

2. Dial the station number OR use the **UP** and **DOWN** keys to scroll through the keypad numbers and press the right soft key to move the cursor right

[205] PASSCODE
PASSCODE : ****

3. Press **HOLD** to reset the passcode

[205] PASSCODE
PASSCODE : 1234

4. Press the right soft key to return to step 2 OR press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DEFAULT DATA: ALL STATION PASSCODES = 1234

PROGRAM STATION NAMES

This program is used to assign a character name or identification for each extension. You may assign a name of 11 characters long.

PROGRAM KEYS

UP & DOWN - Used to scroll and move cursor.

KEYPAD - Used to enter characters.

HOLD - Press to clear entry.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **104**
Display shows
2. Dial station number (e.g., **205**)
OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor
3. Enter the station name using the procedure described on the next page and press the right soft key to return to step 2

DISPLAY

[201] STN NAME

[205] STN NAME

[205] STN NAME
SAM SMITH

4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

NOTE: Directory information is always 11 characters.

DEFAULT DATA: NONE

Names are written using the keypad. Each press of a key will select a character. Pressing the dial pad key moves the cursor to the next position. For example, if the directory name is "SAM SMITH," press the number "7" three times to get the letter "S." Press the number "2" once to get the letter "A." Continue selecting characters from the table below to complete your message. Press the "A" key to change the letter from upper case to lower case.

NOTES:

1. When the character you want appears on the same dial pad key as does the previous character, press the **UP** key to move the cursor to the right.
2. When the system is equipped with a Samsung Voicemail system, and the option has been enabled, changes to station names will automatically change the voicemail box name if a voicemail box exists.

DCS KEYSETS [NOT SUPPORTED ON THE OFFICESERV 7100]

COUNT	1	2	3	4	5
DIAL 0	Q	Z	.)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	\$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	R	S	&	7
DIAL 8	T	U	V	Q	8
DIAL 9	W	X	Y	(9
DIAL *	:	=	[]	*

The # key can be used for the following special characters: #, space, &, !, :, ;, ., %, \$, -, /, =, [,], @, ^, (,), _ , +, {, }, |, ;, \, " and ~.

iDCS / ITP / SMT-i / DS 5000 KEYSETS

COUNT	1	2	3	4	5
DIAL 0	<	>	.)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	\$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

PROGRAM TRUNK NAMES

This program is used to assign a character name or identification for each C.O. line. You may assign a name of 11 characters long.

PROGRAM KEYS

UP & DOWN - Used to scroll and move cursor.

KEYPAD - Used to enter characters.

HOLD - Press to clear entry.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **404**
Display shows
2. Dial trunk (e.g., **704**) OR press **UP** or **DOWN** to select trunk and press the right soft key to move the cursor
3. Enter the trunk name using the procedure in [Program Station Names](#) and press the right soft key to return to step 2
4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

[701] TRUNK NAME

[704] TRUNK NAME

[704] TRUNK NAME
SAMSUNG

PROGRAM STATION GROUP NAMES

This program is used to assign a character name or identification for each station group. You may assign a name 11 characters long.

PROGRAM KEYS

UP & DOWN - Used to scroll and move cursor.

KEYPAD - Used to enter characters.

HOLD - Press to clear entry.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **602**
Display shows the first group
2. Dial the group number (e.g., **505**) OR press the **UP** or **DOWN** key to make a selection and press the left or right soft key to move the cursor
3. Enter the name using the method in [Program Station Names](#)
4. Press the left or right soft key to return to step 2 OR press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

[501] SGR NAME

[505] SGR NAME

[505] SGR NAME
SAMSUNG

PROGRAM SYSTEM SPEED DIAL NUMBERS

The system list starts with 200 numbers and can be increased in blocks of ten. The system may have either 500 or 950 maximum depending on the setting in MMC 861. See your service company to increase or decrease the system list.

The speed dial codes are 500–999 or 050–999. Each speed dial number consists of a line access code and the telephone number to be dialed. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including *****, **#**, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is being used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you will need to use. These are the bottom row of programmable keys on the keysets and are known as keys **A**, **B**, **C**, **D**, **E** and **F**.

PROGRAM KEYS

UP & DOWN - Select the speed dial bin.

KEYPAD - Used to enter number.

HOLD - Press to clear entry.

SPK/RLS - Save data and advance to next program.

A - Does not have a function.

B - Inserts a FLASH.

C - Inserts a PAUSE.

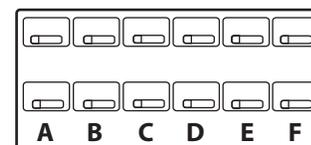
D - Changes the dialing type from pulse to tone.

E - Hides and displays digits.

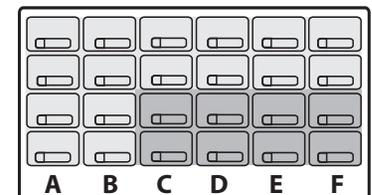
F - Changes display to speed dial name or number entry.

DCS KEYSETS [NOT SUPPORTED ON OFFICESERV 7100]

12 BUTTON KEYS
PROGRAMMABLE KEYS LAYOUT

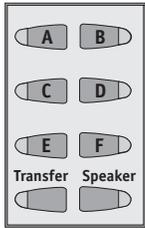


24 BUTTON KEYS
PROGRAMMABLE KEYS LAYOUT

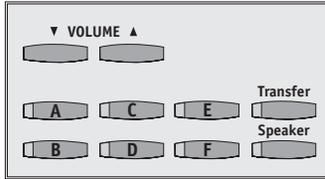


iDCS KEYSETS

8D KEYSET PROGRAMMABLE KEYS LAYOUT

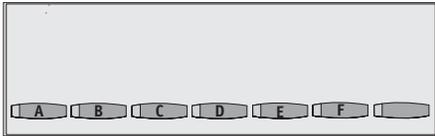


28D KEYSET, 18D KEYSET PROGRAMMABLE KEYS LAYOUT

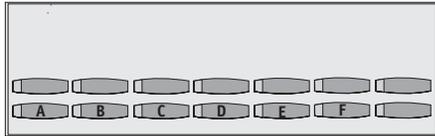


DS 5000 SERIES KEYSETS

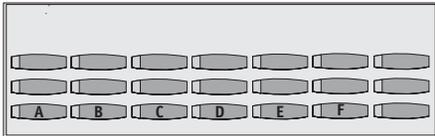
75 KEYSET PROGRAMMABLE KEYS LAYOUT



14D KEYSET PROGRAMMABLE KEYS LAYOUT



21D KEYSET PROGRAMMABLE KEYS LAYOUT



SMT-i SERIES KEYSETS

SMT-i3105



SMT-i5210



SMT-i5220



SMT-i5230



SMT-i5243



Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **705**
Display shows the first number
2. Dial the speed bin desired (e.g., **505**) OR press **UP** or **DOWN** to choose and press the right soft key to move the cursor
3. Enter the access code (e.g., **9**—the system will automatically insert a dash) followed by the phone number (up to 24 digits long) and press the right soft key to return to step 2
4. Press the **F** key to toggle to [Program System Speed Dial Names](#), step 3 to enter the name
5. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

SYS SPEED DIAL
500 :

SYS SPEED DIAL
505 :

SYS SPEED DIAL
505 : 9-121223456789

SYS SPEED NAME
505 :

DEFAULT DATA: NO SPEED NUMBERS ASSIGNED

PROGRAM SYSTEM SPEED DIAL NAMES

This program is used to assign a character name or identification for each system speed dial location. This name enables you to locate the speed dial number when you are using the directory dial feature. You may assign a name 11 characters long.

PROGRAM KEYS

UP & DOWN - Used to scroll through speed dial bins.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPK - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

ACTION

1. Press **TRSF** and then **706**
Display shows the first name
2. Dial the system speed number (e.g., **505**) OR press **UP** or **DOWN** to select the entry number and press the right soft key to move the cursor
3. Enter the name as shown in *Program Station Names* and press the right soft key to return to step 2 OR press the **F** key to toggle to the speed dial number to return to [Program System Speed Dial Numbers](#), step 4
4. Press the right soft key to return to step 2 above OR press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

SYS SPEED NAME
500 :

SYS SPEED NAME
505 :

SYS SPEED NAME
505 : SAMSUNG

PROGRAM PERSONAL SPEED DIAL NUMBERS FOR OTHER STATIONS

Individual station users can program their own numbers, but in cases where this is not practical, or for single line telephone users, this program allows a system administrator to view or change any station's speed dial numbers. The station speed dial codes are 00–49 or 000–049. Each station begins with ten numbers (00–09) and can be assigned more in blocks of ten (up to a maximum of fifty numbers).

Each speed dial number consists of a line access code and the telephone number to be dialed. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including *, #, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you will need to use. These are the bottom row of programmable keys on the LCD 12B and LCD 24B keysets and are known as keys **A**, **B**, **C**, **D**, **E** and **F**.

PROGRAM KEYS

UP & DOWN - Scrolls through extension numbers and speed dial bins.

KEYPAD - Used to enter number.

HOLD - Press to clear entry.

A - Does not have a function.

B - Inserts a FLASH.

C - Inserts a PAUSE.

D - Changes the dialing type from pulse to tone.

E - Hides and displays digits.

F - Changes display to speed dial name or number entry.

[Refer to Programmable Keys Layout in the Program System Speed Dial Numbers.](#)

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **105**
Display shows
2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor OR press the left soft key to go to step 4
3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected
4. Dial the location number (e.g., **05**) OR press **UP** or **DOWN** to select the location and press the right soft key to move the cursor OR press the left soft key to return to step 2
5. Enter the trunk access code (e.g., **9**) followed by the number to be dialed (e.g., **4264100**) OR press the right soft key to return to step 2 OR press the left soft key to return to step 3 OR press **HOLD** to clear an entry (if an error is made, use the **DOWN** key to step back)
6. Press the **F** key to access [Program Station Speed Dial Names](#) OR press **TRSF** to save and exit programming OR press **SPK** to save and advance to the next program

DISPLAY

```
[201] SPEED DIAL  
00 :
```

```
[205] SPEED DIAL  
00 :
```

```
[205] SPEED DIAL  
SPDBLK NOT EXIST
```

```
[205] SPEED DIAL  
05: _
```

```
[205] SPEED DIAL  
05 : 9-4264100_
```

DEFAULT DATA: NO SPEED DIAL NUMBERS PROGRAMMED

PROGRAM PERSONAL SPEED DIAL NAMES FOR OTHER STATIONS

Each individual station user can program his/her own names but in cases where it is impractical or for single line telephone users, this program allows a system administrator to view or change any station's speed dial names. The station speed dial codes are 00–49. Each station begins with ten numbers (00–09) and can be assigned more in blocks of ten up to a maximum of fifty numbers.

PROGRAM KEYS

UP & DOWN - Used to scroll through extension numbers and speed dial bins.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPK - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

ANS/RLS - Used to select ALL.

ACTION

1. Press **TRSF** and then dial **106**
Display shows
2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor
3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected
4. Dial the speed dial location (e.g., **05**) OR use **UP** or **DOWN** to scroll through the location numbers and use the right soft key to move the cursor OR press the left soft key to return to step 2 above

DISPLAY

[201] SPEED NAME
00:

[205] SPEED NAME
00:

[205] SPEED DIAL
SPDBLK NOT EXIST

[205] SPEED NAME
01: _

5. Enter the name using the procedure in [Program Station Names](#) and press the right soft key to return to step 2 OR press the left soft key to return to step 3
6. Press the **F** key to access *Program Personal Speed Dial Numbers for Other Stations* OR press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

[205] SPEED NAME
01: SAM SMITH

CREATE PROGRAMMED STATION MESSAGES

The programmed station message feature lets you set a message at your phone to notify users with Display Phones that you may be out of town. This way, when Display Phone users call their display will show "OUT OF TOWN" and they will know why you do not answer.

The OfficeServ 100, OfficeServ 500, and OfficeServ 7000 systems allow 15 messages to be programmed in the system list in MMC 715 and each station can program 5 messages individually.

PROGRAM KEYS

UP & DOWN - Select the message number.

KEYPAD - Used to enter characters.

HOLD - Press to clear entry.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **715**
Display shows the first message
2. Dial in the message number (e.g., **11**) OR press **UP** or **DOWN** to scroll through the messages and press the right soft key to move the cursor

DISPLAY

PGM.MESSAGE (01)
GIVE ME THE CALL

PGM.MESSAGE (16)
EMPTY MESSAGE

3. Enter in the message using the procedure in [Program Station Names](#) and press the right soft key to return to step 2 above

PGM.MESSAGE (16)
IN THE SHOWROOM

4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

SET ALARM/APPOINTMENT REMINDER WITH MESSAGE

Keypad users can set their own alarms but standard telephone users cannot. The system administrator can set alarm/appointment reminders for other stations in the system.

PROGRAM KEYS

UP & DOWN - Scroll through extensions.

HOLD - Press to clear data.

KEYPAD - Used to enter data.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **116**
Display shows
2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor OR press **ANS/RLS** to select all stations
3. Dial **1-3** to select the alarm (e.g., **2**) OR press **UP** or **DOWN** to select the alarm and press the right soft key to move the cursor OR press the left soft key to return to step 2
4. Enter the alarm time in 24 hour clock format (e.g., **1300**) and the display will automatically advance to step 5

DISPLAY

[201]ALM REM(1)
HHMM: NOTSET

[205]ALM REM(1)
HHMM: NOTSET
OR

[ALL]ALM REM(1)
HHMM: NOTSET

[201]ALM REM(1)
HHMM: NOTSET

[205]ALM REM (2)
HHMM: 1300NOTSET

5. Enter the alarm type from the list above OR press **UP** or **DOWN** to select the alarm type and press the right soft key to move the cursor

[205]ALM REM (2)
HHMM: 1300DAILY

6. Enter the messages using the procedure in [Program Station Names](#) and press the right soft key to return to step 2

[205]ALM REM (2)
TAKE MEDICATION

7. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

MANAGING KEY ASSIGNMENTS

You can view station key assignments and add extenders to some of the programmable keys for easy one touch operation of frequently used features.

An extender is a number that makes an otherwise general key very specific. Adding the digit "4" to a **PAGE** key defines this key for paging zone four. Adding "225" to a directed pickup key will define this key as pickup for extension 225 only. The key must already be assigned by the installing technician.

This program is used to assign extenders. Some common keys that require extenders are:

KEY	DESCRIPTION	EXTENDER
BOSS	Boss/Secretary	(1-4)
DP	Direct Pickup	(Extension number or station group number)
DS	Direct Station	(Any extension number)
FWRD	Call Forwarding	(0-7)
GPIK	Group Pick-Up	(01-20)
IG	In/Out of Group	(Any group number you are part of)
MMPG	Meet Me Page	(0-9, *)
PAGE	Page	(0-9, *)
PARK	Park (orbits)	(0-9)
RP	Ring Plan	(1-6), HOLD for none
SPD	Speed Dialing	(00-49, 500-999)
PMSG	Programmed Messages	(01-30) [Only 20 on the OS7100]
DIR	Directory	PERS (1), SYS (2) or STN (3)
VT	Voice Mail Transfer	Voice Mail Group Number

SG.....Station Group**501–509** for the OfficeServ 7030
501–519 for the OfficeServ 100,
OfficeServ 7100, OfficeServ 7200-S
501–539 for the OfficeServ 500 M
501–579 for the OfficeServ 500 L
501–539 for the OfficeServ 7200
501–579 for the OfficeServ 7400

PROGRAM KEYS

UP & DOWN - Select the extension number.
KEYPAD - Used to enter extender codes.
HOLD - Used to clear the displayed data.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **107**
Display shows the first station
2. Dial the station number (e.g., **205**) OR use
UP or DOWN to scroll through the station
numbers and press the right soft key to
move the cursor
3. Enter the key number (e.g., **18**) OR use
UP and **DOWN** to scroll through the keys
and use the right soft key to move the
cursor OR press the key to be programmed
4. Dial the extender according to the list
above and the system will display your
selection
If there are no more entries, press
the left soft key to return to step 2
5. Press **TRSF** to store and exit programming
OR press **SPK** to store and advance to the
next program

DISPLAY

[201] KEY EXTEND
01 : CALL1

[205] KEY EXTEND
01 : CALL1

[205] KEY EXTEND
18 : DS

[205] KEY EXTEND
18 : DS207

PROGRAMMING ACCOUNT CODES

This program is used to add or change account code entries.

PROGRAM KEYS

KEYPAD - Used to enter the account code (allowable digits 0–9).
UP & DOWN - Used to select entry number.
FLASH & TRSF - Used to view and change only the used entries.
SPK/RLS - Used to clear data.

Open customer programming and follow the instructions below.

ACTION

1. Press **TRSF** and then dial **708**
Display shows
2. Dial the account code entry (e.g., **005**)
OR press **UP** or **DOWN** to select the
entry number and press the right soft
key to move the cursor
3. Enter the account code via the dial pad,
e.g., **1234** (maximum of 12 digits) and
press the right soft key to move the
cursor back to step 2
4. Press **TRSF** to store and exit pro-
gramming OR press **SPK** to store and
advance to the next program

DISPLAY

ACCOUNT CODE
(001)

ACCOUNT CODE
(005)

ACCOUNT CODE
(005) 123456789012

STATION TIMERS

Each station can have five timers customized for them to accommodate station users with individual work habits. These timers are as follows:

NO ANS FWD No Answer Forward

This is the amount of time a call will ring at a station before it forwards to the Forward No Answer destination. The default is 15 seconds and the range is 000 to 250 seconds. Make sure that this timer is not set to a greater value than the transfer recall timer or transferred calls will not forward.

DTMF DUR. DTMF Duration

This is the duration of DTMF tones sent to an analog voice mail port. The default duration is 100 milliseconds and the range is 0100 to 9900 milliseconds.

F-DGT DELY First Digit Delay

This is the time the system will wait before sending DTMF digits to a voice mail port. The default time is 600 milliseconds and the range is from 100 to 9900 milliseconds.

OFFHK SEL. Off Hook Select

This timer controls the delay between going off hook (lifting the handset) and the off hook select destination being called. The default duration is 10 seconds and the range is from 000 to 250 seconds.

EFWD DELAY External Forward Delay

This is the time that a station will ring before a call forwards to the external call forward destination. The default duration is 10 seconds and the range is 1 second to 250 seconds.

Open customer programming and follow the instructions below.

PROGRAM KEYS

KEYPAD - Used to set timer values.

UP & DOWN - Used to select extension number.

SPK/RLS - Save data and advance to next program.

ACTION

1. Press **TRSF** and then dial **502**
Display shows

DISPLAY

```
[201] NO ANS FWD  
010 SEC
```

2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** key to select the station and press the right soft key OR press **ANS/RLS** to select all stations and press the right soft key

```
[205] NO ANS FWD  
010 SEC  
OR
```

```
[ALL] NO ANS FWD  
010 SEC
```

3. Press **UP** or **DOWN** key to select the station timer and press the right soft key

```
[205] DTMF DUR.  
0100 MS→
```

4. Enter the new value via the dial pad, e.g., **0300** and the system will return to step 2

```
[205] DTMF DUR.  
0100 MS→0300
```

5. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

ADDING NAMES TO THE TRANSLATION TABLE

This program allows the system administrator or technician to associate a CID or ANI number received from the Central Office with a name programmed in this translation table. If there is no match between a received number and a name in this table, [no CID name] or [no ANI name] will be displayed.

The translation table consists of **1000** entries in the **OfficeServ 500 M** and **OfficeServ 7100**, and **OfficeServ 7200** and **OfficeServ 7400** systems or **2000** entries in the **OfficeServ 500 L** system or **500** entries in the **OfficeServ 100** system with each entry comprised of a ten digit telephone number and a 16 digit name. [See Program Station Names.](#)

Open customer programming and follow the instructions below.

PROGRAM KEYS

UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPK - Used to store data and advance to next MMC.

HOLD - Used to clear previous entry.

ACTION

1. Press **TRSF** and then dial **728**
Display shows first entry
2. Dial entry number (e.g., **005** or **0005**)
OR use **UP** and **DOWN** to scroll through entries and press right soft key to select entry
3. Enter telephone number and press right soft key to advance to name entry
OR enter telephone number and press left soft key to return to step 2 above
4. Enter the name using the method in [Program Station Names](#) and press right or left soft key to return to step 2 above
OR press **SPK** to save and advance to next MMC OR press **TRSF** to save and exit programming

DEFAULT DATA: NONE

DISPLAY

TRANSLATION: (001)
DIGIT: _

TRANSLATION: (005)
DIGIT: _

TRANSLATION: (005)
DIGIT: 3054264100

TRANSLATION: (005)
SAMSUNG TELECOM

HOLIDAY

This program provides the ability to set as many as 20 different holidays. Each holiday will override the System Operating Mode for that particular date with a programmed ring plan.

PROGRAM KEYS

UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

HOLD - Used to clear an entry.

ACTION

1. Press **TRSF** and then dial **512**
Display shows Holiday 1
2. Press the **RIGHT** soft key to advance cursor.
Press **UP** or **DOWN** key to select a month.
or use the dial pad to enter a **month** number (e.g., 12).
3. Press **UP** or **DOWN** key to select a day and press **RIGHT** soft key to advance cursor
or use the dial pad to enter a **day** number.
4. Press **UP** or **DOWN** to select a ring plan and press **RIGHT** soft key to advance cursor
or use the dial pad to enter a **ring plan** number (e.g., 4).
5. Press **UP** or **DOWN** key to select a voicemail ring mode and press **RIGHT** soft key to advance cursor or use the dial pad to enter a **ring mode** number (e.g., 15).
6. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

DISPLAY

:MM/DD :RP:VM
01: / : :

:MM/DD :RP:VM
01: _ / : :

:MM/DD :RP:VM
01: 12/ _ : :

:MM/DD :RP:VM
01: 12/31 : _ :

:MM/DD :RP:VM
01: 12/31 : 4 : _

:MM/DD :RP:VM
01: 12/31 : 4 : 15

CUSTOMER SET RELOCATION

This program is used to swap information associated with two stations. All assignments such as trunk ring, station group, station COS, station speed dial etc. will follow this program. 18 button keysets and 28 button keysets can be exchanged. If incompatible set types are selected the system will provide an ERROR: NO MATCH message. 18 button and 28 button key assignments should be taken in consideration when relocating these type of sets. The table below shows which phones can be switched with each other.

NOTE: In order to use this program it must first be activated by a technician. Please see your installing company to have this done if you wish to use this program. Set Relocation does not apply to ITP/SMT-i Series phones.

PROGRAM KEYS

UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPK - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

ANS/RLS - Used to select ALL.

ACTION

1. Press **TRSF 315**

Display shows

DISPLAY

```
SET RELOCATION
EXT _ EXT
```

2. Enter first station number (e.g., **202**)

Press **RIGHT** soft key to move cursor

```
SET RELOCATION
EXT 202 EXT _
```

3. Enter second station number (e.g., **210**)

Press **RIGHT** soft key to enter data

```
SET RELOCATION
EXT 202 EXT 210
```

4. Display will return to **STEP 1**

Go to **STEP 2**

OR press **TRSF** to store and exit programming.

```
SET RELOCATION
EXT _ EXT
```

CUSTOMER SET RELOCATION ALLOW TABLE

	Single Line	DCS*, DS & iDCS 64 AOM	iDCS 8B	iDCS 18B	iDCS 28B	DS5021D	DS5014D	DS5007S
Single Line	YES	NO	NO	NO	NO	NO	NO	NO
DCS*, DS & iDCS 64 AOM	NO	YES	NO	NO	NO	NO	NO	NO
iDCS 8B	NO	NO	YES	NO	NO	NO	NO	NO
iDCS 18B	NO	NO	NO	YES	YES	NO	NO	NO
iDCS 28B	NO	NO	NO	YES	YES	NO	NO	NO
DS5021D	NO	NO	NO	NO	NO	YES	NO	NO
DS5014D	NO	NO	NO	NO	NO	NO	YES	NO
DS5007S	NO	NO	NO	NO	NO	NO	NO	YES

[DCS Keysets and 32 button AOM not supported on the OS 7100].

SYSTEM MAINTENANCE ALARMS

The OfficeServ 100, OfficeServ 500, and OfficeServ 7000 systems provide a feature that self-checks for any failures. If a failure does occur in the software or hardware, a fault error will be generated and buffered to an alarm report. During an alarm state every phone with an assigned **SYSTEM ALARM** button will ring and cause the **SYSTEM ALARM** button to flash amber. A phone with a display should be used so that the alarm information can be viewed. When an alarm occurs, the user can press the **SYSTEM ALARM** button to view and scroll through the alarms. This will silence the audible part of the alarm, but the **SYSTEM ALARM** button will continue to flash until your Service Company views and clears the alarms in the alarm report located in the system software.

NOTES

FEATURES AND SPECIFICATIONS

The OfficeServ telephone systems have preset (default) feature access codes that use the following number plan. These codes can be used if a key is not available for the feature you want to use. Standard telephone users must always dial these codes.

0	Call attendant or system operator	55 + 9	Page all external zones
10 + xxx	Retrieve parked calls	55 +	All page
11	Put calls on and take calls off hold	56	Meet me answer
12 + xxx	Retrieve calls on hold at another station	57	Alarm sensor clear
13	Door lock release	58	DISA alarm clear
16 + xxx	Make speed dial calls	59	Walking class of service
17	Save number and redial it	600	Cancel all call forwarding
18	Recall dial tone for new call	601 + xxx	Set forward all calls
19	Last number redial	602 + xxx	Set forward busy
2xx or 2xxx	Extension numbers	603 + xxx	Set forward no answer
3xx or 3xxx	Extension numbers	604 + xxx	Set fwd busy/no answer
400	Cancel do not disturb	605 + xxx	Set forward on DD
401	Set do not disturb	606 + xxx	Set forward follow me
41	Set message no ring	65	Directed call pickup
42 + xxx	Cancel message	66	Group call pickup
43	Set/return messages	67	Universal answer
44	Busy station/line callback	7xx or 7xxx	Individual line numbers
45	Busy station camp-on	8xx	Trunk groups
46	Set up a conference	9	Trunk group 9 (local)
47	Enter account code		
48	Set programmed station message		
49	Send flash to outside line		
5xx or 5xxx	Station hunt groups		
55 + 0	Page internal zone zero		
55 + 1	Page internal zone 1		
55 + 2	Page internal zone 2		
55 + 3	Page internal zone 3		
55 + 4	Page internal zone 4		
55 + 5	Page external zone 1		
55 + 6	Page external zone 2		
55 + 7*	Page external zone 3		
55 + 8*	Page external zone 4		

*External zone 3 and 4 not available on the OfficeServ 7100.



www.samsung.com/bcs