

SAMSUNG

# DCS

DIGITAL COMMUNICATIONS SYSTEM



STANDARD TELEPHONE  
USER GUIDE

# **STANDARD TELEPHONE USER GUIDE**

**SAMSUNG DCS**  
**DIGITAL COMMUNICATIONS SYSTEM**

**NOVEMBER 1995**

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# ABOUT THIS MANUAL



This booklet provides instructions for using an industry standard single line telephone set with the SAMSUNG DCS. A variety of single line sets from many different manufacturers are available. Check with your service and installation company to ensure proper operation with the SAMSUNG DCS system.

Please take the time to study this guide and to become familiar with the operation of your standard telephone. Keep it handy. You may need to look up instructions for infrequently used features.

Learning to use your telephone correctly will make everyday telephone communications a breeze.

# THINGS YOU SHOULD KNOW

## USER ORIENTATION

Lifting the handset on your telephone will provide SAMSUNG DCS dial tone. This is also referred to as internal or intercom dial tone. To get an outside line from the telephone company, dial an access code, usually the digit “0.” To call another station in your system, simply dial its extension number. See your system directory list for other access codes and extension numbers.

## HOOKFLASH

Throughout this guide, you will see references to “hookflash.” A hookflash is a momentary operation of the hookswitch required for a feature operation. Some telephones have a **FLASH** key. This key may be pressed instead of the hookswitch.

## C.O. LINES

Lines from the telephone company are “C.O. lines.” Calls on these lines are referred to as “outside calls.” These C.O. lines are accessed by dialing an access code. For example, dial **0** to get a local outside line or dial **80 – 89** for other line groups. Each line in the system is numbered beginning with 701, and then 702, 703, etc. To get a specific line, dial its three digit line number. If Least Cost Routing (LCR) is programmed into the system, you will only be required to dial **0**.

# DISTINCTIVE RINGING

SAMSUNG DCS provides distinctive ring patterns to your phone:

- Outside calls have a single ring tone repeated;
- Intercom calls have a double ring tone repeated;
- Door phone calls and alarm/appointment reminders have a short triple ring tone rapidly repeated.

# SYSTEM TONES

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

Intercom Dial Tone – A steady tone that indicates you can begin dialing.



CONTINUOUS



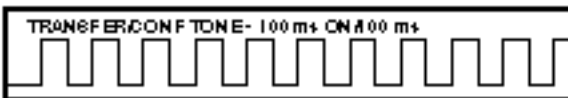
CONTINUOUS



CONTINUOUS



FOR TEN SECONDS



CONTINUOUS

u  
s.

u

Confirmation Tone – Very short beeps followed by dialing tone indicates you have correctly set or canceled a system feature.



FOR ONE SECOND  
(programmable)

re



FOR THREE  
SECONDS

# OUTSIDE CALLS

## MAKING AN OUTSIDE CALL

- Lift the handset and receive internal dial tone.
- Dial a C.O. line or line group access code.
- Receive outside dial tone and then dial the telephone number.
- Finish the call by replacing the handset.

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

- Dial ( and a valid code. You will hear transfer tone.
- Hookflash and select a C.O. line.

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

- Dial **47** and a valid code.
- Hookflash and receive transfer tone. Select a C.O. line.

For more information on authorization and account codes, see your system administrator.

## ANSWERING AN OUTSIDE CALL

- Lift the handset. You are automatically connected to the ringing call.
- 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 the Day or Night mode.

## SENDING A FLASH

While you are on an outside call, hookflash, receive 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.

## RECALL DIAL TONE

Hookflash and then dial **18** to disconnect your outside call and receive telephone company dial tone for a new call.

## BUSY LINE QUEUING WITH CALL-BACK

If you receive a busy signal when you select an outside line:

- While on that call, hookflash, receive transfer tone and dial **44**.
- When the line becomes free, the system will call you back.
- Lift the handset, receive dial tone and dial the telephone number or the speed dial number again.

NOTE: Acallback will be cancelled if it is not answered within 30 seconds.

# INTERCOM CALLS

## CALLING OTHER STATIONS

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

## ANSWERING INTERCOM CALLS

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

## BUSY STATION CALLBACK

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

- Hookflash, receive transfer tone, dial **44**, receive transfer tone and hang up.
- When the busy station becomes free, your telephone will ring.
- Lift the handset to automatically call the now idle station.

NOTE: You have 30 seconds to answer or the callback will be canceled.

## 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:

- Hookflash, receive transfer tone and dial **45**.
- The called station will receive off-hook ring or camp-on tone.
- You will hear ringback tone.
- 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



- Lift the handset and dial **9** to call your system operator or group of operators.
- 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, hookflash, receive transfer tone and dial **11**. The call will now be on hold. You may now make or receive a second call.
- To take the caller off hold, lift the handset and dial **11**. You are now connected to the call. You may resume your conversation.

NOTE: A standard telephone can put only one call on hold at a time.

## HOLD RECALL

If you leave a call on hold longer than the hold timer, the call will recall your station.

- When your phone rings, lift the handset to answer the recall.
- If you do not answer this recall within a preprogrammed period of time, it will go to the operator group.

## RETRIEVING CALLS ON HOLD AT ANOTHER STATION

When a line 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 outside line and it is necessary to consult

with another extension:

- Hookflash and receive transfer tone. Your call is placed on transfer hold.
- Dial an extension number.
- Consult with the internal party.
- Hookflash to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the hookflash will flip-flop between the outside and inside parties (except if the destination station is set for Auto Answer or Voice Announce).

## TRANSFER RING CALLS

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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 transfer without notification.

- While you are speaking on a call, hookflash to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- 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 outside line when the station hangs up or you can hookflash to return to the outside party.

NOTE: After the inside party answers, you may alternate back and forth between the parties by hookflashing.

## TRANSFER WITH CAMP-ON

---

When you are transferring a call to another station and it is busy, you may camp the call on to this station:

- While you are speaking on a call, hookflash to receive transfer dial

tone and then dial an extension number. Your call is automatically put on transfer hold.

- Hang up when you hear a busy signal. The called party will be alerted that a call is waiting.

## TRANSFER RECALL

All calls that you have transferred (screened, unscreened and camped-on) will automatically recall to your station if they are not answered in a preprogrammed period of time.

## CALL WAITING

If an outside call has been camped-on to your phone or another station is camped-on to you:

- You will receive a camp-on tone indicating another call is waiting.
- Hookflash and then dial **11** to put the first call on hold.
- Hang up and the waiting call will ring.
- Lift the handset to answer.
- Complete this call by transferring it or hanging up.
- Lift the handset and then dial **11** to return to your first call.

## SETTING UP A CONFERENCE

You may conference five parties (you and four other parties) in any combination of outside lines and internal stations in any order.

- While you are engaged in a conversation, hookflash, receive transfer tone and dial **46**. You will receive conference tone.
- Make another call, either intercom or outside, and then recall and receive conference tone.
- Make another call, either intercom or outside.  
After the called party answers, hookflash and receive conference tone.
- Make another call – **OR** – hookflash to join all parties.
- Repeat as necessary.

To drop a party from your conference call:

- Hookflash, receive confirmation tone and dial the extension or line number that is to be dropped.
- Receive conference tone and dial **46** to rejoin the other parties.

NOTES: To leave the conference, 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 outside lines connected together in a trunk to trunk conference, follow the instructions to drop a party and use your extension number. When the parties on the outside lines hang up, the lines will release automatically.

## FORWARDING YOUR CALLS

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You may forward your calls to other stations or groups of stations. When they are programmed, Forward All Calls will have priority over Forward Busy and Forward No Answer conditions.

To clear all call forward conditions set at your station, lift the handset and dial **600**.

NOTE: It is not necessary to clear call forwarding to change your selection; simply enter a new forward command.

## FORWARD ALL CALLS

---

To forward all your calls to another station:

- Lift the handset and dial **601** plus the extension or group number.
- Receive confirmation tone and hang up.

To cancel Forward All Calls, lift the handset and dial **600** – OR – dial another forward code, e.g., **604**.

## FORWARD BUSY

To forward calls to another station when you are on the phone:

- Lift the handset and then dial **602** plus the extension or group number.
- Receive confirmation tone and hang up.

To cancel the Forward Busy, lift the handset and dial **600** – **OR** – dial another forward code, e.g., **604**.

## FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Lift the handset and then dial **603** plus the extension or group number.
- Receive confirmation tone and then hang up.

To cancel Forward No Answer, lift the handset and dial **600** – **OR** – dial another forward code, e.g., **604**.

## FORWARD NO ANSWER/BUSY

To forward calls to another station when you do not answer or when you are on the phone:

- Lift the handset and dial **604** plus the extension or group number.
- Receive confirmation tone and hang up.

To cancel the Forward No Answer/Busy, lift the handset and dial **600** – **OR** – dial another forward code, e.g., **601**.

## FORWARD FOLLOW ME

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

- Dial **605** plus the extension number.
- Receive confirmation tone and hang up.

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

- Dial **605** plus the desired extension number.

- Receive confirmation tone and hang up.

To cancel Forward Follow Me, lift the handset and dial **600** – OR – dial another forward code, e.g., **601**.

## STATION CALL PICK-UP

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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 PICK-UP

---

To pick up (answer) a call ringing in any pickup group:

- Lift the handset and dial **66** plus the desired group number **01 - 20**.

NOTE: Station and group pickup features cannot be used to answer recalls to a station, only new ringing calls and operator recalls.

# DIALLING FEATURES

## SPEED DIALLING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500999 or from your personal list of numbers 0049.

- Lift the handset and then dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialled for you.

## PROGRAMMING PERSONAL SPEED DIAL NUMBERS

You can program frequently dialled 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.

- Go off-hook, dial **15** and then dial **105**.
- Dial a speed dial number (**00 – 49**).
- Dial a line or line group access code .
- Dial the telephone number to be stored (18 digits maximum). It can include #, \*.
- Simply go on-hook to store your dialled digits.

- NOTE: 1. If you are presented an error tone at any time, then go on-hook and resume from the beginning.
2. Unfortunately, phones are not allowed to put a Flash or a Pause into your dialled-digit stream.
3. There is no way to erase programmed bin previously, but overwriting may be allowed.

## LAST NUMBER REDIAL

To redial the last telephone number you have dialed:

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

NOTE: Redial does not apply to intercom calls.

## SAVE NUMBER WITH REDIAL

To save the number you have just dialed for later use:

- Before hanging up, hookflash, receive confirmation tone and dial **17**.

To redial this saved number at any time:

- Lift the handset and dial **17**. This step will select the same line and dial the number for you.

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

NOTE: Save Number does not apply to intercom calls.

## PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press **#**. All digits dialed after the **#** will be sent as tones.

# PAGING AND MESSAGING

## MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers:

- Lift the handset.
- Dial **55** plus the zone number **1, 2, 3** or **4** – OR – dial **55** plus **0** to page all internal zones.
- After the brief attention tone, make the announcement.

## MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Dial **55** plus the zone number **5, 6, 7** or **8** – OR – dial **55** plus **9** to page all external zones.
- After the brief attention tone, make the announcement.

## ALL PAGE

To page all keysets and the external speakers at the same time:

- Lift the handset and dial **55** plus \*.
- After the brief attention tone, make the announcement.

## MEET ME PAGE/ANSWER

- Make a page by dialing **54** plus any zone and instruct the paged person to dial **56**.
- After completing the page, hookflash 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 outside call for someone who is not at his/her desk, you can park the call and page the requested party:

- While in conversation, hookflash and dial 55. The call is automatically parked at your station.
- Dial the desired page zone and make an announcement. Be sure to include your station number, example, “Mr. Saint, park 201.”

## RETRIEVING A PARKED CALL

To retrieve a call that has been parked for you:

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

## SETTING A MESSAGE 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 keysets will flash and standard telephones will receive special dial tone.

- Hookflash and dial 43.
- Receive confirmation tone and hang up.

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

- Hang up for at least two seconds.
- Lift the handset.
- Dial 41 plus the extension number.
- Receive confirmation tone and then hang up.

**NOTE:** A station can have up to and including five message indications. If you receive dial tone instead of confirmation tone, there are already five messages at this station. Try again later.

## RETURNING MESSAGES

When you lift the handset and receive special dial tone, another station has left a message for you. To return messages:

- Lift the handset.
- Dial **43**. The first station that left you a message will be called automatically. If it is not answer, your message indication will remain.
- Repeat the prior step until all messages have been returned in the order received.
- Dial tone will return to normal when all messages have been returned.

## CANCELLING A MESSAGE

You can cancel a message indication that you have left at another station.

- Lift the handset.
- Dial **42** plus the extension number of that station.

To cancel all message indications left at your phone:

- Lift the handset and then dial **42** plus your extension number.
- Replace the handset.

## PROGRAMMED MESSAGES

When you will be away from your phone for any length of time, you may leave a programmed station message. Display stations calling you will see this message and be informed of your status or follow your instructions.

- Lift the handset and dial **48** plus any message code **01–20** listed on the back of this user guide.
- Listen for confirmation tone and hang up.
- To cancel this message, lift the handset and dial **48** plus **00**.

# CONVENIENCE FEATURES

## DO NOT DISTURB

Use Do Not Disturb (DND) when you want to block calls to your keyset:

- Lift the handset and then dial **401**.
- To cancel DND, lift the handset and then dial **400**.

You are able to make calls while in the DND mode.

## BARRING OUTSIDE CALL FROM YOUR PHONE

You can change your phone into barring mode against CO access for outgoing purpose to prevent other people from making CO calls with it while you are away. With this mode, receiving CO incoming and intercom calling/receiving will be still available on your phone.

You can release it when you return.

- Go off-hook, dial **15** and then dial **100**.
- Dial your four digit station passcode.
- Dial **1** to barr or **0** to release as normal.
- Go on-hook to take effect.

NOTE: If you are presented an error tone at any time, then go on-hook and resume from the beginning.

## ANSWERING THE DOOR PHONE

When your station is programmed to receive calls from the door phone:

- You will receive three short rings repeatedly.
- Lift the handset and you will be connected to the door phone.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial **13** to release the lock.

## CALLING THE DOOR PHONE (ROOM MONITORING)

You can call the door phone and listen to what is happening outside or in another room.

- Lift the handset and then dial the extension number of the door box.
- You will be connected to the door phone. You can listen or have a conversation.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial **13** to release the lock.

## APPOINTMENT REMINDER/ALARM CLOCK

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.

When the alarm rings, you will hear three short rings repeated three times. Lift the handset to answer the alarm. If you do not, the alarm will alert you two more times at pre-determined time (refer to Alarm Interval Timer in MMC 501) intervals.

To set/reset alarms:

- Go off-hook.
- Dial **15** and then dial **112**.
- Dial the alarm number **1**, **2** or **3**.
- Dial the time you want the alarm to sound. Enter the time as HHMM (hours & minutes) using a 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY ONLY) or **2** (DAILY) to select alarm type.
- Go on-hook to save.
- Repeat for each alarm if needed.

NOTE: If you are presented an error tone at any time, then go on-hook and resume from the beginning.

## ACCOUNT CODES

When it is equipped with optional equipment, your SAMSUNG DCS system allow calls to be charged to different accounts. You can enter an account code in two ways. To enter an account code by interrupting the conversation:

- While on an outside call, hookflash, receive confirmation tone and dial **47**.
- Dial the account code (it may be a maximum of 12 characters including \* and #).
- Hookflash 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 outside party hangs up.

- After outside party hangs up, hookflash, receive confirmation tone and then dial **47**.
- Dial the account code (it may be a maximum of 12 characters including \* and #).

**NOTE:** If you wait for the outside party to hang up, you must complete this procedure within ten seconds. You cannot repeat if you make a mistake.

## IN/OUT OF GROUP

If your station is assigned to a hunt group, this feature will allow you to dial **53** plus the group number, e.g., **501**, plus **0** 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. To reenter the group, dial **53** plus the group number, e.g., **501**, plus **1**.

## DIAL BY VOICE

If your station is assigned to a Dial by Voice group, this feature allows you to use Dial by Voice. Before using this feature, you must record a

name and assign that name to a personal speed bin. This feature can be accessed only by a dial code. When you are recording a name, do not pause between the first and last names because the system will interpret the pause as the end of recording. Practice saying names as one word, i.e., Saint cho, Robert Kim, Candy Kim. Personal speed dial numbers must be programmed for you by your system administrator or by your installation and service company.

**IMPORTANT:** To record a name for one of your speed dial numbers, the following procedure must be followed in one complete step. Stopping causes recording to fail.

Lift the handset and dial **642**. Dial the station passcode (**1234**). Dial the personal speed bin number. Upon completion of this entry, you will hear three short beeps. Immediately record the name. If you are successful, you will recognize your voice. Try again. For example, your entry maybe the following: 682123405 beeps VOICE entry beeps.

To place a call using Dial by Voice:

- Lift the handset.
- Dial **681** and speaker the name.
- If the name is recognized, the call will be placed. If the name is not recognized, you will hear error tone. Hang up and try again.

**NOTE:** This feature requires optional hardware and/or software. Ask your installation and service company for details.

# CUSTOMIZING YOUR PHONE

## CHANGE YOUR PASSCODE

From the factory, your station passcode is 1234. You can change your station passcode whenever you desire.

- Go off-hook, dial **15** and then dial **101**.
- Dial your old passcode.
- Dial a new passcode (must be four characters). You can use **09**.
- Redial new passcode to verify. If successful, you will hear short repeated confirm tone. If you are presented an error tone, that indicates an incorrect code. Replace handset and resume from the beginning.
- Otherwise, go on-hook to store new passcode.

**NOTE:** If you are presented an error tone at any time, then go on-hook and resume from the beginning.

# PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE
00	_____	_____
01	_____	_____
02	_____	_____
03	_____	_____
04	_____	_____
05	_____	_____
06	_____	_____
07	_____	_____
08	_____	_____
09	_____	_____
10	_____	_____
11	_____	_____
12	_____	_____
13	_____	_____
14	_____	_____
15	_____	_____
16	_____	_____

CODE	NAME	TELEPHONE
17	_____	_____
18	_____	_____
19	_____	_____
20	_____	_____
21	_____	_____
22	_____	_____
23	_____	_____
24	_____	_____
25	_____	_____
26	_____	_____
27	_____	_____
28	_____	_____
29	_____	_____
30	_____	_____
31	_____	_____
32	_____	_____
33	_____	_____

# MEMO



# MEMO



# SYSTEM ACCESS CODES

## LINE GROUPS

9 LOCAL

80

81

82

## STATION GROUPS

501

502

503

504

## VACANT STATION MESSAGES

01 IN A MEETING

02 OUT ON A CALL

03 OUT TO LUNCH

04 LEAVE A MESSAGE

05 PAGE ME

06 OUT OF TOWN

07 IN TOMORROW

08 RETURN AFTERNOON

09 ON VACATION

10

11

12

13

14

15

16

17

18

19

## FEATURE CODES

10 + xxxPICK UPAPARKED CALL

12 + xxxPICK UPAHELD CALL

15 + yyyCUSTOMIZE YOUR PHONE

42 + xxxCANCELMSG YOU LEFT

43 RETURN MESSAGE

48 + xx SET VACANT MESSAGE

48 + 00 CANCEL VACANT MESSAGE

60 CANCELALLCALLFORWARDING

611 + xxxSET FWD ALLCALLS

610 CANCEL FWD ALLCALLS

621 + xxxSET FWD ON BUSY

620 CANCEL FWD ON BUSY

631 + xxxSET FWD NO ANSWER

630 CANCEL FWD NO ANSWER

641 SET DND

640 CANCELDND

65 + xxx PICK UPRINGING STATION

66 PICK UP GROUP

67 UNIVERSAL NIGHT ANSWER

## PAGING ZONES

0 ALLINTERNALZONES

1.

2.

3.

4.

5. ALLEXTERNALZONES

6.

7.

8.

9.

\* ALL PAGE