

# Samsung Quick Reference Telephone User Guide

## **Buttons on your phone:**

VOL allows you to adjust the volume of a call or the ring volume  
SPEAKER allows you to talk without picking up the handset  
HOLD allows you to place a caller on hold  
TRANSFER allows you to transfer calls from your extension to another extension.

VM MSG Button Light is FLASHING red when you have message. Press button to be connected to voice mail.

CALL: Internal calls, or intercom calls, appear on call buttons

Soft Keys: 3 buttons under display will prompt you for 1 button features.  
Such as Conference, Mute, or voice mail functions Replay, Save or Delete

## **To make an outside call:**

Use the keypad for hands free, OR pick up the handset.  
Dial 9 plus the telephone number. If you have direct line appearances you can press the Line you want to go out on.

## **To make an internal call:**

Use the keypad for hands free, OR pick up the handset.  
Dial extension number or press the DS button with name or extension

## **To place a call on hold:**

Press the hold key

## **To pick up a call on hold:**

Press the flashing button on your phone

If you have CALL buttons press the HOLD PK button and the extension number where the call was placed on hold. Example HOLD PK 201

## Transferring calls:

## Telephone User Guide Continued

### Unscreened transfer

While on a call,  
Press transfer  
Dial the extension number  
Hang up. Phone will ring several times and forward  
to voice mail if not answered.

### Screened transfer

While on a call,  
Press transfer  
Dial the extension number  
Wait for answer  
Announce call  
Hang Up  
If you get a busy or no answer you can press the line button to  
return to the caller. Now you can page or send to voice mail

### Transfer with Camp-on

If you transfer to a busy extension you can hang up and the busy extension will  
hear a call waiting tone. Busy extension can put first call on hold or ignore the  
camp-on tone and call will forward to voice mail.

### Transfer to Hold

While on a call,  
Press transfer  
Dial the extension number  
Press Hold

### Transfer to Voice Mail

Press VM TRF button  
Press extension number  
Hang Up

### Conference Calls

While on a call press the CONF BUTTON  
Dial 9 plus a phone number or press extension number for internal party  
Press CONF and then press CONF again  
Maximum 5 party conference 2 outside lines and 3 inside extensions

### Speed Dial

Each phone has up to 50 personal speed dial numbers.  
To program speed dial numbers press transfer 105 on your telephone dial pad  
Press right softkey  
Press 9 on your dial pad  
Enter phone number  
Press transfer button

### To access Speed Dial

Press memory button  
Enter speed dial number 00-49

## Voice Mail

Your extension number and your voice mail box number are the same

### To access your voice mail from your desk

Press the VM MSG button Enter passcode 0000 is default

### To access your voice mail from outside of the office

Call the office phone number. When you hear the company greeting press # and your extension. If the receptionist answers ask her to press the voice mail transfer button and hang up on you. You are now at the main company greeting. Press # plus your extension. Enter your passcode.

### To Record your Primary Greeting

Press VM MSG button  
Enter Passcode  
Press 5, and then press 1  
Follow prompts

### To Record your Name

Press VM MSG button  
Enter Passcode  
Press # 7,2  
Follow prompts

### To add your name in the Dial by Name Directory

Press VM MSG button  
Enter Passcode  
Press #7,3  
Follow the prompts

### Useful Features

To back up 5 seconds while listening to a voice mail message press 7  
To leave a quick message for someone in office press # on your dial pad and enter the extension number  
To call forward your phone calls to your cell phone, after you are logged into your mailbox, press 4 and 1. Follow the prompts

To remove the time stamp press 6 and then 6 again after you are logged into your voice mail.

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