

# **SYSTEM ADMINISTRATION AND SPECIAL FEATURES GUIDE**

iDCS 500 Release 2/OfficeServ™ System

March 2004

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## 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 iDCS 500 Release 2 office telephone system. 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.

## 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.

## EXECUTIVE BARGE-IN

If you want to break into another conversation, you must be allowed to barge-in and the other station or 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 iDCS 500 Release 2 system type:

**iDCS 500 RLS 2 M** 40 Groups  
(500 through 539) or (5000 through 5039 depending if your system is setup for 4 digits numbering plan)

**iDCS 500 RLS 2 L** 80 Groups  
(500 through 579) or (5000 through 5079 depending if your system is setup for 4 digits numbering plan)

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 iDCS 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 iDCS 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 iDCS system 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 of **999** entries. Forced verified codes can contain the digits 0~9.

### 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

- Lift the handset and press the **ACCT CODE** key or dial **47**.
- Enter the account code.
- Press the account code button again, press **TRSF** or hookflash (on an SLT). If a correct code is entered, you will hear a dial tone and you can make an

outside call in the usual manner. If an incorrect code is entered, the station returns error tone.

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. 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 Q 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

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 that rang but were not answered and were accompanied with valid CID information. Calls with CID information consisting of OUT OF AREA, PAY-PHONE 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 **iDCS 500 M**, and **2000** entries in the **iDCS 500 L** 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

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** 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.

TEAR HERE



# 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 be 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](#)
- [MMC 722 Station Key Programming](#)

## 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

**[ 20 ] 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

### DISPLAY

[201] STN NAME

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

[205] STN NAME

3. Enter the station name using the procedure described on the next page and press the right soft key to return to step 2

[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.

NOTE: 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.

### DCS KEYSETS

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 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	&	7
DIAL 8	T	U	V	Q	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 LCD 12B and LCD 24B 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.

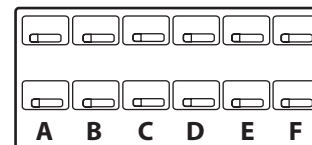
**D** - Changes the dialing type from pulse to tone.

**E** - Hides and displays digits.

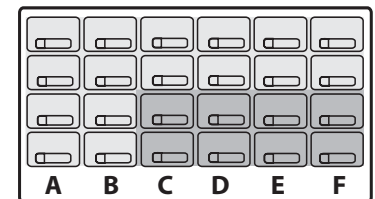
**F** - Changes display to speed dial name entry.

### DCS KEYSETS

12 BUTTON KEYSET  
PROGRAMMABLE KEYS LAYOUT

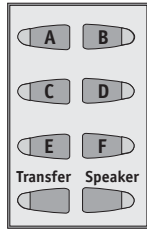


24 BUTTON KEYSET  
PROGRAMMABLE KEYS LAYOUT

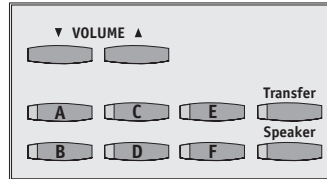


## iDCS KEYSETS

8D KEYSET PROGRAMMABLE KEYS LAYOUT



28D KEYSET, 18D KEYSET PROGRAMMABLE KEYS LAYOUT



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.

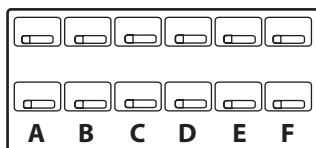
**D** - Changes the dialing type from pulse to tone.

**E** - Hides and displays digits.

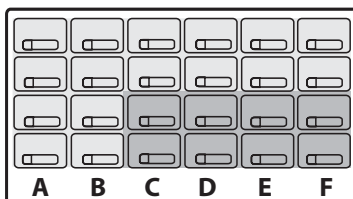
**F** - Changes display to speed dial name entry.

## DCS KEYSETS

12 BUTTON KEYSSET  
PROGRAMMABLE KEYS LAYOUT

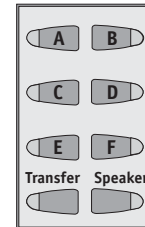


24 BUTTON KEYSSET  
PROGRAMMABLE KEYS LAYOUT

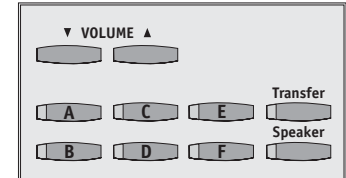


## iDCS KEYSETS

8D KEYSSET PROGRAMMABLE  
KEYS LAYOUT



28D KEYSSET, 18D KEYSSET  
PROGRAMMABLE KEYS LAYOUT



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)

### 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\_

- 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

#### 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

- Press **TRSF** and then dial **106**  
Display shows
- 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
- If the selected station has no speed dial bins, this display will be shown and a new station may be selected

#### DISPLAY

[201] SPEED NAME  
00:

[205] SPEED NAME  
00:

[205] SPEED DIAL  
SPDBLK NOT EXIST

- 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

[205] SPEED NAME  
01: \_

- 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

[205] SPEED NAME  
01: SAM SMITH

- 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

## 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 iDCS 500 Release 2 system allows 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

- Press **TRSF** and then dial **715**  
Display shows the first message

#### DISPLAY

PGM.MESSAGE (01)  
GIVE ME THE CALL



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

**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

Keyset 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

### DISPLAY

**[201]ALM REM(1)**  
**HHMM: NOTSET**

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

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

**[ALL]ALM REM(1)**  
**HHMM: NOTSET**

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

**[201]ALM REM(1)**  
**HHMM: NOTSET**

4. Enter the alarm time in 24 hour clock  
format (e.g., **1300**) and the display will  
automatically advance to step 5

**[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 pro-  
gramming 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.

Use this program to assign extenders to the following keys:

KEY	DESCRIPTION	EXTENDER
<b>BOSS</b>	Boss/Secretary	(1-4)
<b>DP</b>	Direct Pickup	(Extension number or station group number)
<b>DS</b>	Direct Station	(Any extension number)
<b>FWRD</b>	Call Forwarding	(0-7)
<b>GCONF</b>	Group Conference	(1-5)
<b>GPIK</b>	Group Pick-Up	(01-20)
<b>IG</b>	In/Out of Group	(Any group number you are part of)
<b>MMPG</b>	Meet Me Page	(0-9, *)
<b>PAGE</b>	Page	(0-9, *)
<b>PARK</b>	Park (orbits)	(0-9)
<b>RP</b>	Ring Plan	(1-6), HOLD for none
<b>SPD</b>	Speed Dialing	(00-49, 500-999)
<b>PMSG</b>	Programmed Messages	(01-30)
<b>DIR</b>	Directory	PERS (1), SYS (2) or STN (3)
<b>VT</b>	Voice Mail Transfer	Voice Mail Group 501-529 for the iDCS 500 M 501-549 for the iDCS 500 L
<b>SG</b>	Station Group	501-539 for the iDCS 500 M 501-579 for the iDCS 500 L

## 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 programming 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

[01] 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
3. Press **UP** or **DOWN** key to select the station timer and press the right soft key
4. Enter the new value via the dial pad, e.g., **0300** and the system will return to step 2
5. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

[205] NO ANS FWD  
010 SEC

OR

[ALL] NO ANS FWD  
010 SEC

[205] DTMF DUR.  
0100 MS→

[205] DTMF DUR.  
0100 MS→0300

## 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 **iDCS 500 Release 2 M** system or **2000** entries in the **iDCS 500 Release 2 L** 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
2. Press the right soft key to move the cursor to bottom half of display
3. Enter the desired ring plan (e.g., **0-6**)  
Display will return to **STEP 1**
4. Press **UP** or **DOWN** to change display to holiday assignment
5. Press the right soft key to move the cursor to bottom half of display
6. Enter a desired holiday date (e.g., **1225**)
7. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

### DISPLAY

**RING PLAN**  
**FOLLOW1**

**RING PLAN**  
**FOLLOW1**

**RING PLAN**  
**FOLLOW4**

**ASSIGN HOLIDAY**  
**01:**

**ASSIGN HOLIDAY**  
**01:**

**ASSIGN HOLIDAY**  
**01:**

**ASSIGN HOLIDAY**  
**01:1225**

## 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. 12 button keysets and 24 button keysets can be exchanged. Basic 7 button keysets can be exchanged with Basic 7 button key sets. Single line stations numbers can be exchanged. If incompatible set types are selected the system will provide an ERROR: NO MATCH message. 12 button and 24 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.

### 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
2. Enter first station number (e.g., **202**)  
Press **RIGHT** soft key to move cursor
3. Enter second station number (e.g., **210**)  
Press **RIGHT** soft key to enter data
4. Display will return to **STEP 1**  
Go to **STEP 2**  
OR press **TRSF** to store and exit programming.

### DISPLAY

**SET RELOCATION**  
**EXT \_ EXT**

**SET RELOCATION**  
**EXT 202 EXT \_**

**SET RELOCATION**  
**EXT 202 EXT 210**

**SET RELOCATION**  
**EXT \_ EXT**

## CUSTOMER SET RELOCATION ALLOW TABLE

	S/L	7 BTN	BSC 12	LCD 12	BSC 24	LCD 24	32 AOM	DCS & iDCS 64 AOM	iDCS 8B	iDCS 18B	DCS 18B with iDCS 14 AOM	iDCS 28B	DCS 28B with iDCS 14 AOM	ITP-5012L	ITP-5021D
S/L	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
7 BTN	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
BSC 12	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
LCD 12	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
BSC 24	NO	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO
LCD 24	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO
32 AOM	NO	NO	NO	NO	NO	NO	YES	YES	YES	NO	NO	YES	NO	NO	NO
DCS & iDCS 64 AOM	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO
iDCS 8B	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO
iDCS 18B	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO
DCS 18B with iDCS 14 AOM	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO
iDCS 28B	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO
DCS 28B with iDCS 14 AOM	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO
ITP-5012L	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO
ITP-5021D	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES

## SYSTEM MAINTENANCE ALARMS

The iDCS 500 Release 2 system (with a LAN board installed) provide a feature that self-checks for any failures. If a failure does occur in the iDCS 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.