



## **Samsung SLT User Guide**





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## **EXTERNAL CALLS**

### ***MAKING AN EXTERNAL CALL***

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

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

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

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

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

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

### ***ANSWERING AN EXTERNAL CALL***

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

### ***UNIVERSAL ANSWER***

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67**. This device can operate in the Day or Night mode.

### ***SENDING A FLASH***

While you are on an external call, press Recall, listen for transfer tone and dial **49** to send a flash to the Telephone Company. This may be required for some custom calling features or CENTREX lines.

### ***BUSY LINE QUEUING WITH CALLBACK***

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

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

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



## **INTERNAL CALLS**

### ***CALLING OTHER STATIONS***

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

### ***ANSWERING INTERNAL CALLS***

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

### ***BUSY STATION CALLBACK***

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

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

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

### ***BUSY STATION CAMP-ON***

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

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

The called station must release its first call or put it on hold before answering your camp-on.

### ***CALLING YOUR SYSTEM OPERATOR***

Dial the appropriate system code to call your system operator or group of operators. This is normally **0** or **9**.

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:

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

To take the caller off hold:

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

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

### *HOLD RECALL*

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

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

### *RETRIEVING CALLS ON HOLD AT ANOTHER STATION*

When a call is on hold at any other station:

- f Lift the handset and dial **12** plus the extension number of the station that placed the call on hold —OR— dial **12** plus the line number (if you know what it is).

### *CONSULTATION HOLD*

When you are speaking on an external line and it is necessary to consult with another extension without transferring the call:

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

NOTE: Repeatedly pressing the Recall key will toggle between the external and inside parties (except if the destination station is a keyset set for Auto Answer or Voice Announce). To transfer a call, see *Transferring Calls*, below.

### *TRANSFERRING CALLS*

Transfer is used to send any call to another extension in one of two ways. You can perform a 'screened' transfer by informing the other extension who is calling or you can perform a blind ('unscreened') transfer without notification.

1. Press Recall to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
2. Hang up when you hear ringing—OR—wait for the party to answer and advise the party of the call and then hang up. If the transfer is refused, you will be re-connected to the external line when the station hangs up or you can press Recall to reconnect to the external line.



NOTE: After the inside party answers, you may toggle any number of times between the two parties by pressing Recall. When talking to one party, the other party cannot hear you.

## ***TRANSFER WITH CAMP-ON***

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

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

## ***TRANSFER RECALL***

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

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

## ***CALL WAITING***

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

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

## ***SETTING UP A CONFERENCE***

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

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

To drop a party from your conference call:

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

NOTE: To leave the conference yourself, hang up. Control will be passed to the first internal station that was added. If there are no internal stations and you wish to leave external lines connected together in a trunk to trunk (unsupervised) conference, follow the instructions above to drop a party and use your extension number. When the parties on the external lines have finished and hang up, the lines will release automatically.



## ***FORWARDING YOUR CALLS***

You may forward your calls to other stations or groups of stations. If set, the Forward All Calls condition 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 call forwarding code.

### ***FORWARD ALL CALLS***

To forward all your calls to another station or group:

1. Lift the handset and dial **601** plus the extension or group number.
2. When you hear confirmation tone, hang up.

To cancel Forward All Calls, lift the handset and dial **600—OR—**dial another call forwarding code (e.g., **604**).

### ***FORWARD BUSY***

To forward calls to another station or group when you are already on a call:

1. Lift the handset and dial **602** plus the extension or group number.
2. When you hear confirmation tone, hang up.

To cancel Forward Busy, lift the handset and dial **600—OR—**dial another call forwarding code (e.g., **604**).

### ***FORWARD NO ANSWER***

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

1. Lift the handset and dial **603** plus the extension or group number.
2. When you hear confirmation tone, hang up.

To cancel Forward No Answer, lift the handset and dial **600—OR—**dial another call forwarding code (e.g., **604**).

### ***FORWARD BUSY/NO ANSWER***

To forward calls to another station or group when you do not answer or when you are already on a call:

1. Lift the handset and dial **604** plus the extension or group number.
2. When you hear confirmation tone and hang up.

To cancel Forward Busy/No Answer, lift the handset and dial **600—OR—**dial another call forwarding code (e.g., **601**).

### ***FORWARD FOLLOW ME***

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

1. Dial **605** plus the extension number.
2. When you hear confirmation tone, hang up.

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

1. Dial **605** plus the desired extension number.
2. When you hear confirmation tone, hang up.

To cancel Forward Follow Me, lift the handset and dial **600—OR—**dial another call forwarding code (e.g., **601**).





## ***FORWARD TO EXTERNAL NUMBER***

When you want to forward all your calls to an external number:

1. Lift the handset and dial **15** followed by **102**.
2. Dial **5**.
3. Dial the trunk or trunk group access code (usually **9**) followed by the external number that you want calls to forward to.
4. Replace the handset.

To cancel External Call Forward, lift the handset and dial **600—OR—**dial another call forwarding code (e.g., **601**).

## ***STATION CALL PICKUP***

To pick up (answer) a call ringing at another station:

- f Lift the handset and dial **65** plus the extension number of the ringing phone.

## ***GROUP CALL PICKUP***

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

- f 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 (see note) or from your personal list of numbers (00-49).

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

The telephone number is automatically dialled for you.

NOTE: System speed dial numbers for each system type are: DCS and DCS Compact II=500-999; DCS 816=500-799; DCS 408 and 408i=500-699. Check with your system administrator if you are not sure which apply to you.

### ***PROGRAMMING PERSONAL SPEED DIAL NUMBERS***

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

1. Lift the handset, dial **15** and then dial **105**.
2. Dial a speed dial number (00-49).
3. Dial a line or line group access code (usually **9**).
4. Dial the telephone number to be stored (18 digits maximum). This can include \* and #.
5. Replace the handset to store the number.

NOTE:

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

### ***LAST NUMBER REDIAL***

To redial the last external telephone number you dialled: f Lift the handset and dial **19**.

NOTE: This feature does not apply to internal calls.

### ***SAVE NUMBER WITH REDIAL***

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

- f Before hanging up, press Recall, listen for confirmation tone and dial **17**. To redial this saved number at any time:

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

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

NOTE: This feature does not apply to internal calls.



## PAGING AND MESSAGING

### ***MAKING AN INTERNAL PAGE***

To make an announcement through *keyset speakers*:

1. Lift the handset.
2. Dial **55**.
3. Dial the page zone number **1, 2, 3** or **4** (if using a DCS 408/408i system, dial **1** or **2** only)—**OR**—dial **0** to page all internal zones.
4. After the brief attention tone, make your announcement.

### ***MAKING AN EXTERNAL PAGE***

To make an announcement through *external paging speakers*:

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

NOTE: You cannot make an external page on a DCS 408 system. On a DCS 408i or DCS 816 system, there is only one external page zone to select (zone 5).

### ***ALL PAGE***

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

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

### ***MEET ME PAGE/ANSWER***

1. Make a page by dialling **54** plus any zone number and instruct the paged person to dial **56**.
2. After completing the page, press Recall and remain off-hook until the paged person dials **56** from any phone. The paged person will be automatically connected with you.

### ***CALL PARK AND PAGE***

When you have an external call for someone who is away from their desk, you can park the call and page the requested party:

1. While in conversation, press Recall and dial **55**. The call is automatically parked at your station.
2. Dial the desired page zone and announce the parked call. Be sure to include your station number (for example, "Mr. Smith, park 201").



## ***RETRIEVING A PARKED CALL***

To retrieve a call that has been parked for you:

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

## ***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 a digital keyset will flash and a standard (single line) telephone will receive a special 'message waiting' dial tone.

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

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

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

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

## ***REPLYING TO MESSAGE INDICATIONS***

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

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

## ***CANCELLING A MESSAGE***

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

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

To cancel all message indications *left at your phone*:

1. Lift the handset and dial **42** plus your extension number.
2. Replace the handset.



## ***PROGRAMMED MESSAGES***

This feature is useful if there are users with display keysets connected to your system. When you will be away from your phone for any length of time, you can leave a programmed station message which will display your current status (e.g. In a Meeting) to any calling keyset. Up to 20 different messages may be programmed on your system.

1. Lift the handset and dial **48** plus any message code **01-20**.
2. Listen for confirmation tone and hang up.

By default, the following messages (01-10) are set up:

- |     |                  |
|-----|------------------|
| 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. | GONE HOME        |

Messages 11-20 are not set up by default, but may contain additional status information. Check with your system administrator what messages are set up if you're not sure.

To cancel any message you have set:

- f Lift the handset and dial **48** plus **00**.





## CONVENIENCE FEATURES

### ***DO NOT DISTURB***

Use Do Not Disturb (DND) mode when you want to block incoming calls to your keyset: f Lift the handset and dial **401**.

To cancel DND:

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

You can still make calls while in DND mode.

### ***ANSWERING THE DOORPHONE***

If your station is programmed to receive calls from the doorphone:

1. You will receive a number of short rings repeated.
2. Lift the handset and you will be connected to the doorphone.
3. If an electric door lock release is installed, press Recall, listen for confirmation tone and dial **13** to release the lock.

### ***CALLING THE DOORPHONE (ROOM MONITORING)***

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

1. Lift the handset and dial the extension number of the doorphone.
2. You will be connected to the doorphone. You can listen or have a conversation.
3. If an electric door lock release is installed, press Recall, listen for confirmation tone and dial **13** to release the lock.

## ***ACCOUNT CODES***

When it is equipped with optional equipment, your DCS system allows calls to be charged to different accounts. You can enter an account code either during a call or when the external party hangs up.

To enter an account code during a call:

1. Press Recall, listen for confirmation tone and dial **47**. Your call is interrupted temporarily.
2. Dial the account code (a maximum of 12 characters, which can include # but not \*).
3. Press Recall or \* to return to the conversation.

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

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

1. Press Recall, listen for confirmation tone and dial **47**.
2. Dial the account code (a maximum of 12 characters, which can include # but not \*).

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



## ***FORCED ACCOUNT CODES***

The DCS system administrator can program individual extensions to prevent external calls being made until an account code is entered. To make an external call in this case.

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

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

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

## ***APPOINTMENT REMINDER/ALARM***

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (TODAY ONLY) or as a daily reminder every day (DAILY). Depending on the DCS system you are connected to, you can set either two or three alarms. Each one can be either a TODAY ONLY or a DAILY alarm.

To set/reset alarms:

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

NOTE: If you hear an error tone at any time, replace the handset and start again from the beginning.

To cancel any alarm you have set, follow the above steps 1-3. Then, enter the time you set for this alarm (HHMM), dial **0** and replace the handset.

## ***ANSWERING AN ALARM***

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

## ***IN/OUT OF GROUP***

If your station is assigned to a group, this feature allows you to temporarily prevent your station from receiving any group calls. You will still be able to receive calls that are dialled directly to your station.

To leave the group:

- f Dial **53** plus the group number (e.g., **501**)  
plus **0** To re-enter the group:
- f Dial **53** plus the group number (e.g., **501**) plus **1**



## CHANGED SYSTEM ACCESS CODES

Please enter the feature access codes configured for your system if different from the default codes printed on the back cover.

CODE	FEATURE	CODE	FEATURE
	Retrieve parked calls		Page internal zone 3
	Put calls on and take calls off hold		Page internal zone 4
	Retrieve calls on hold at another extension		Page external zone 5
	Door lock release		Page external zone 6
	Make speed dial calls		Page external zone 7
	Save number and redial		Page external zone 8
	Recall dial tone for new call		Page all external zones
	Last number redial		All Page
	Cancel Do not Disturb		Meet Me Answer
	Set Do Not Disturb		Alarm sensor clear
	Set Message No Ring		DISA alarm clear
	Cancel message		Walking class of service
	Set/return messages		Cancel all call forwarding
	Busy extension/line callback		Set Forward All Calls
	Busy extension camp-on		Set Forward Busy
	Set up a conference		Set Forward No Ans
	Enter account code		Set Fwd Busy/No Ans
	Set programmed station message		Set Fwd Follow Me
	Send flash to outside line		Direct (station) call pickup
	Out of group		Group call pickup
	In group		Universal Answer
	Meet Me Page		Voice Dialler
	Page all internal zones		Voice Dialler Record
	Page internal zone 1		Individual line numbers
	Page internal zone 2		Trunk groups
Call attendant or system operator:		External dial code:	



## SYSTEM ACCESS CODES

The DCS telephone system has the following preset (default) feature access codes.

0	Call attendant or system operator	55 + 3	Page internal zone 3
10 + ext no	Retrieve parked calls	55 + 4	Page internal zone 4
11	Put calls on and take calls off hold	55 + 5	Page external zone 1
12 +ext no	Retrieve calls on hold at another station	55 + 6	Page external zone 2
13	Door lock release	55 + 7	Page external zone 3
16 + spd no	Make speed dial calls	55 + 8	Page external zone 4
17	Save number and redial	55 + 9	Page all external zones
18	Recall dial tone for new call	55 + *	All Page
19	Last number redial	56	Meet Me Answer
400	Cancel Do not Disturb	57	Alarm sensor clear
401	Set Do Not Disturb	58	DISA alarm clear
41	Set Message No Ring	59	Walking class of service
42 + ext no	Cancel message	600	Cancel all call forwarding
43	Set/return messages	601 + ext no	Set Forward All Calls
44	Busy station/line callback	602 + ext no	Set Forward Busy
45	Busy station camp-on	603 + ext no	Set Forward No Ans
46	Set up a conference	604 + ext no	Set Fwd Busy/No Ans
47	Enter account code	605 + ext no	Set Fwd Follow Me
48	Set programmed station message	65	Direct (station) call pickup
49	Send flash to external line	66	Group call pickup
53+grp no+0	Out of group	67	Universal Answer
53+grp no+1	In group	681	Voice Dialler
54+page zone	Meet Me Page	682	Voice Dialler Record
55 + 0	Page all internal zones	7x(x)	Individual line numbers
55 + 1	Page internal zone 1	8(x)	Trunk groups
55 + 1	Page internal zone 1	9	Local trunk group
55 + 2	Page internal zone 2		