The display on your Samsung telephone includes an interactive menu, providing easy access to a wide variety of features. To access these features, simply press the button located directly beneath the feature label on the display. This buttons are referred to as "soft keys" To display more features, press the SCROLL button when "➔" is displayed.

LABEL refers to a button on the phone
TEXT refers to an option on the display menu.
It may be necessary to press the SCROLL button to display the desired feature.
DS refers to a direct station button, typically labeled with the names and extension of other users.
EXTN refers to an extension number.
CALL buttons are color-coded. Green indicated your call. Red indicates another extension's call. Yellow indicates a recall from hold.

Making Calls

Place a Call - 9 + telephone number.

Redial Last Number – REDIAL *or* 1 9 + VOL↑↓ to select one of your recently dialed numbers + **DIAL** or REDIAL, or select **NND** to view date/time of call.

Phonebook – PHONEBOOK *or* * 0 + **PERS** *or* **SYS** *or* **STN** + first letter of party's name + VOL↑↓ + **DIAL**.

Speed Dial – SPEED *or* 1 6 + a speed dial bin number (00 to 49 or 500 to 999). If your phone is configured with one-touch speed dial buttons, simply press the button instead.

Processing Calls

Answer Call Ringing at Your Phone – lift handset *or* press SEND (DS5014/DS5021) or SPKR (DS5007)

Answer Call Ringing at Another Phone using DS – press flashing DS button.

Answer Call Ringing at Another Phone w/o DS – press RING P/U *or* 6 5 + **EXTN**.

Place Call On Hold – HOLD and hang up.

Place Call on Exclusive Hold – HOLD HOLD and hang up. Can be retrieved from your phone only.

Retrieve Call from Hold – press flashing CALL button.

Retrieve Call on Hold at Another Extension – HOLD P/U *or* 1 2 + **EXTN**.

Transfer Call Using DS Button – Press DS, announce call and hang up. For a blind transfer, do not announce call. Just hang up after pressing DS.

Transfer Call w/o DS button – TRANSFER + **EXTN**.

Cancel Transfer – Press TRANSFER *or* CALL.

Place Call on Hold at Another Extension – TRANSFER + **EXTN**. Announce Call. HOLD. This can also be performed if destination extension is busy.

Transfer Call to Busy Extension – TRANSFER + **EXTN** (receive busy) + Hang up. Call will ring through to busy Extension.

Park a Call – TRANSFER + 1 0 *. Read display to determine park orbit where call was parked.

Pickup a Parked Call – 1 0 + park orbit 0-9

Intercom Calls

Calling Another Extn using DS Button – Press DS.

Calling Another Extn w/o DS Button – dial **EXTN.**

Busy Extension Callback – Dial busy extension. Hear busy signal. Press **CBK**. Your phone will ring when the extension becomes idle.

Busy Extension Camp On – Call busy extension. Hear busy signal. Press **CAMP**. You will hear ringing tone and dialed extension will ring.

Paging – PAGE + single digit page zone. Announce after tone.

All Call Paging – PAGE + *. Announce after tone.

Convenience Features

Station Ring Group Log In/Out – dial * 5 3 + group number + **IN** *or* **OUT**. (or 1 or 0)

Do Not Disturb – DND or dial 4 0 1. To clear DND, press DND or dial 4 0 0.

One-Time DND – (requires DND button). During call, press DND. After completion of call, DND will automatically deactivate.

Call Forward – dial * 6 0 and select the forwarding type from your on-screen menu.

Caller ID – while on a call, CALLER ID or **CID**. **NND** toggles display of name/number/date&time.

Group Listen – with call on handset, press **LISTEN**.

Conferencing – on first call. Press **CONF**. Make next call. Press **CONF**. Press **CONF** again to connect all parties. Process prior to final **CONF** button may be repeated to create up to a five-party conference.

Handset Volume – while on a call, use VOL↑↓ to adjust your receiver volume.

Speaker Volume – while using the speakerphone, use VOL↑↓ to adjust speakerphone volume.

Station Volume – with your phone idle and on-hook, you may preset your various volume levels by pressing TRANSFER + 1 1 4 and using VOL↑↓ to select the item you wish to preset. Press the rightmost softkey to move the cursor to the current level, then press VOL↑↓ to adjust the level. Press TRANSFER again to finish. Volume controls which you can preset are: Ringing, Off-Hook Ringing, Handset, Speakerphone, Background Music, and Paging.

Voicemail Features

(Refer to voicemail quick reference guide for description of voicemail features & usage. This section only describes the buttons on your telephone related to voicemail)

Access Voicemail – VOICEMAIL or dial voicemail extension number.

Transfer Call to User's Voicemail – VM XFER + DS or dial **EXTN** + hang up.

Send Ringing Call to Voicemail – while call is ringing, press #.

Record Conversation – press RECORD.

Customizing Your Telephone

Programming Personal Speed Dial – with your phone idle and your handset on-hook, press TRANSFER + 1 0 5 + bin number (00-49) + number as you would dial it manually + TRANSFER. Note: your phone may be equipped with from 0 to 50 speed dial bins. Default setting is 10 bins per phone.

Programming Speed Dial Names – with your phone idle and handset on-hook, press TRANSFER + 1 0 6 + bin number (00-49). Use the digits on your dial pad and VOL↑↓ to enter the name. HOLD erases.

Programming Key Extenders – certain buttons, such as DS, SPEED and GROUP IN/OUT buttons allow the programming of an "extender". This specifies the extension, bin or group number of a button. To change an extender, with your phone idle and handset on-hook, press TRANSFER 1 0 7 + the button you wish to program + extender data + TRANSFER. Example: to program a DS key for extension 201, press TRANSFER + 1 0 7 + DS + 2 0 1 + TRANSFER.

Selecting a Ring Tone – with your phone idle and handset on-hook, press TRANSFER + 1 1 1 and use VOL↑↓ to select a ring frequency. Press TRANSFER again to finish.

Setting Intercom Answer Mode – your phone offers three intercom calling modes: AUTO is the default mode and offers full handsfree operation; RING requires you to answer intercom calls manually; and VOICE offers automatic voice announcement but not auto hands-free answer back. You must either lift your handset or press ANS/RLS to activate your microphone. To change your Intercom Answer Mode, with your phone idle and your handset on-hook, press TRANSFER + 1 0 3, use VOL↑↓ to select a mode and finish by pressing TRANSFER.

Changing Your Station Name – with your phone idle and handset on-hook, press TRANSFER + 1 0 4. Use your dial pad and VOL↑↓ to enter a new name. HOLD erases.

Paging Zones:

1 _____
2 _____
3 _____
4 _____
5 _____
6 _____
7 _____
8 _____
9   All External Loudspeakers
0   All Telephones
*   All Telephones & Loudspeakers

Station Groups:

_____ _____
_____ _____
_____ _____
_____ _____
_____ _____
_____ _____
_____ _____
_____ _____
_____ _____
_____ _____
_____ _____
_____ _____

Feature Access Codes:

Code	Feature
10	Call Park / Park Pickup
12	Hold Pickup
16	Speed Dial
17	Saved Number Redial
19	Last Number Redial
40	Do Not Disturb
44	Busy Station Call Back
45	Busy Station Camp On
*48	Programmed Station Msg
*53	Group In/Out
*60	Call Forward
55 or *55	Internal Page
65 or *65	Ring Pickup
66 or *66	Group Pickup

SAMSUNG **OfficeServ 7000 DS Telephone**

Telephone Features Quick Reference Guide