

# TELEPHONE QUICK USER GUIDE

## Samsung OfficeServ 21 Button Handset

My Extension Number is: \_\_\_\_\_



### MAKING A CALL

To make an outside call press '0' and dial the number

### ANSWERING CALLS

Pick up Handset on the ringing Keypad

or Press " \* " or the flashing " Answer " Key to pick up incoming calls.

### PARKING A CALL

When on a call, press an available "Park" key to park the call

To retrieve a parked call, press the corresponding flashing Park key.

### CALL PICKUP from HOLD

If Call is on hold on your phone, Press flashing Call key.

If Call is on hold on another phone, Dial 12 and dial extension number which has the call on hold.

### CALL TRANSFER

Whilst on a call:

- A. Press the Extension Button and hang-up
  - B. Press Transfer and dial extension number,
  - C. Press Transfer and dial extension, announce call, and hang up to put call through to handset
- Press the Transfer key to return to the caller

### CUSTOMISING KEYS

To adjust your handset for personal preference, whilst handset is "On Hook" press,

Intercom mode Press TRSF **103**, select '0' for ringing or '1' for Handsfree intercom.

Name Press TRSF **104**, Use Key Pad to type new name, or press Hold to clear entry.

Button assignment Press TRSF **107**, select button to adjust, type new extension or type new speed bin.

Headset Mode Press TRSF **110**, Press 02 for Headset, press 1 for ON, press 2 for OFF.

Ring Type Press TRSF **111**, use Volume keys or dial 1 - 8 for different ring tones.

Press TRSF to accept change. Refer to User guide for more options

### CALL FORWARDING

60	0		Cancel Forwarding
60	1	[number]	Forward All Calls
60	2	[number]	Forward on Busy
60	3	[number]	Forward on No Answer
60	4		Forward on Busy & No Answer

The [number] field can be an extension number, voicemail number or external number. For external forwarding, you must include '0' in front of the phone number for an outside line. This is not required for extensions or voicemail

### ACCESSING VOICEMAIL

To access your voicemail, and retrieve messages:

Press your flashing voicemail key or dial your voicemail number

Enter your passcode, and follow the prompts

Refer to voicemail Quick Reference Guide for further information

### CONFERENCE CALLS

To initiate a Conference Call:

1. Dial the first party as per "Making a Call"
2. Whilst on the call, press the "Conference" key. This will put the first party on hold.
3. Dial the next party as per "Making a Call"
4. Whilst on the call, press the "Conference" key.
5. Continue steps 3 & 4 for as many parties as required (up to 5 parties including yourself)
6. Once all parties have been dialled, press the "Conference" key a second time to join all parties together

