



# SAMSUNG

## DCS-408

## DCS-408i

System  
Administration  
Guide



TELECOMS



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ELECTRONICS

# EU Declaration of Conformity (RTTE)

**Samsung Electronics Co., Ltd.**

259 Gongdan-Dong, Gumi-City Kyungbuk, Korea, 730-030

(factory name, address)

declare under our sole responsibility that the product  
**Digital Keyphone System "DCS 408"**

to which this declaration relates is in conformity with

RTTE Directive 1999/5/EC ( Annex II )  
Low Voltage Directive 73/23/EEC  
EMC Directive 89/336/EEC:92/31/EEC



**By application of the following standards**

EN55022 : 1998 Inc A1: 2000\*

.....  
EN61000-3-2:1995 Inc. A1/A2:1998

.....  
EN61000-3-3:1995, EN61000-4-2:1995 Inc. A1:1998, EN61000-4-3:1996 Inc. A1:1998

.....  
EN61000-4-4:1995, EN61000-4-5:1995, EN61000-4-6:1996, EN61000-4-8:1993

.....  
EN61000-4-11:1994, AS/NZS3548:1995

.....  
EN60950 ; 1992+A1+A2+A3+A4+A11

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## **Intended Use**

This telephone system is intended to provide the user with voice communication between the system extensions and connection to the public switched telephone network by digital or analogue links.

The telephone system may be provided with the ability to communicate with local computer networks to provide CTI functions and features. In this case, it is capable of passing information to the computer network via a specified link.

The system is powered by mains voltage and can optionally be powered by batteries. Details of all connections and power arrangements are provided in the instructions for use. It should not be used in any other way.

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# **A** About This Guide

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This guide describes the most commonly-used special features available with the Samsung DCS 408 and 408i keyphone systems which the system administrator can use to ensure the system is working correctly, effectively and to best suit your working environment. You have access to all these features through a Samsung digital display (LCD) keyset operating under special passcode control for security.

Station users can be trained to use only the features that they require, to help control costs and telephone abuse. Comprehensive information for station users will be found in the relevant user guide for their telephone (see *Related Manuals*, below).

Several of the features listed in this guide are specific to the system operator (sometimes called the attendant position). You can have more than one operator or set up your system to be used without an operator.

Using your customer-level passcode, you can access specific programs (MMCs)—designated by your system installer—to set, view or modify certain functions to better manage your keyphone system. Instructions are detailed and easy to follow. However, if assistance is needed, don't hesitate to contact your Samsung dealer or system installer for advice.

## **How This Guide is Organised**

The guide is organised in three sections.

- **Special Features**—Discusses the most frequently used administration features such as setting account and authorisation codes, monitoring conversations taking place at other stations, and so on.
- **CLIP Special Features** (408i systems only)—Describes how to make the best use of caller identification options, especially for monitoring calls to and from other stations
- **System Administrator Programming**—Shows you how to program selected special features using MMC programming.

## **Related Manuals**

You should also refer to the following documentation which provides more detailed information on 408/408i system and keyset programming and features.

- *Samsung DCS Combined Programming Manual*  
This comprehensively covers all programming (MMC) procedures for all DCS keyphone systems, including the DCS 408 and 408i. Refer to this for details of MMCs not covered in the "System Administrator Programming" section of this guide.
- *Samsung DCS Keyset User Guide*  
This describes the use of Samsung digital display keysets. If your system includes other types of telephones (single line telephones, for example), refer to the User Guides or Quick Reference Guides supplied specifically for those telephones.



# **S**pecial Features

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## **Night Service Operation**

### **(Automatic or Manual)**

Your system is designed to operate in two modes: Day and Night Service. Night Service permits incoming calls to be handled in a different way to that during normal Day Service and may be set manually or automatically. While in Night Service, stations will be limited to their individual night class of service dialling restrictions. You can put the system in or out of Night Service at any time. For automatic Night Service there is an 'on' and 'off' time for each day. If no automatic timer is set, Night Service must be turned on and off manually.

- **Automatic Night Service**

Automatic Night Service is turned on or off according to programmed on and off times. These programmed times use the system clock as a reference, so the system clock must be set correctly. If you have a **NIGHT** key programmed on a keyset, pressing this key will override the automatic mode until the next programmed time (see *Manual Night Service*, below).

The programming procedures for setting Automatic Night Service, and system date and time, are described in the "System Administrator Programming" section of this guide.

- **Manual Night Service**

You must have a **NIGHT** key programmed on one or more keysets. (MMC 722 can be used for this, if not already done by the system installer.) Press the **NIGHT** key to enter Night Service. Enter the Night Service passcode and press **1** to enter Night Service or **0** to leave Night Service (or use the soft keys to select the required option from the display). The **NIGHT** keys on all keysets will light red to indicate that Night Service has been set.

Note: The passcode is set by default to '0000' but may be changed using the Day/Night option in MMC 202 (Change Feature Passcodes).

## **Calling the System Operator**

Any station that dials **0** will ring its assigned operator. Calls to the system operator are easily identified because the **CALL** key will have a rapidly 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 a 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 system 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 will be sent to the system 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 station's conversation, either to monitor the call or join the conversation, your keyset must be programmed to allow you to barge in, and the other station(s) must not be secured against barge in. These options must be programmed for you by the system installer; you do not have customer-level access to the relevant program. You can then select one of the following barge-in options for your keyset (see MMC 206):

- No barge-in allowed
- Barge-in with tone
- Barge-in without tone

Barging in on an unsecure station can be done with or without an intrusion tone or display. If 'with tone' is selected, a warning tone and display will be sent to the station. If 'without tone' 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 of the barging-in station are disabled. You can, however, join the conversation by pressing the **MUTE** key on the keyset to enable the handset and microphone.

To barge in:

1. Dial the desired extension number and listen for the busy signal.
2. Press the **BARGE** key. (If joining the conversation, also press the **MUTE** key and begin speaking after the tone).
3. Hang up when you are finished.

Note: If your system supports CLIP information (408i only) you can investigate to see what number is calling a station, or is being called, before you barge in. See *Investigate (ISPY)* in the "**CLIP Special Features**" section of this guide.

## Walking Class Of Service (WCOS)

While away from your desk, you may want to make a call or use features allowed by your own station but from a station with a more restricted class of service. You can temporarily change a restricted station's class of service to the same class as your own station using the following procedure.

1. Lift the handset or press the **SPEAKER** key.
2. Dial **59** and then your normal extension number.
3. Dial your station passcode<sup>1</sup> and receive internal dial tone.
4. Dial an access code and then the telephone number—**OR**—use the desired feature as usual.
5. Hang up when finished. The station will be returned to its restricted status

<sup>1</sup> Note: You must change your keyset passcode from the default value (1234) in order to use the WCOS feature. See your *Samsung DCS Keyset User Guide* for how to do this.

## In/Out of Group

Any station assigned to a station group can remove itself from that group and then re-enter the group at a later time. When out of the group, a station can receive calls sent directly to its extension number but not calls sent to the group. There are four groups available and the access codes are 50–53.

If the station has an **IN/OUT** (or **IG**) key assigned to it:

1. Press the **IN/OUT** key. It will light red when the station is in the group.
2. Press the **IN/OUT** key again. The light is off when the station is out of the group.

If the station does not have an **IN/OUT** (or **IG**) key:

1. Lift the handset and dial **53**.
2. Dial the group number.
3. Dial **0** to leave the group—**OR**—dial **1** to enter the group.
4. Receive confirmation tone and hang up.

Note: A station can be in more than one group. If so, you could program an IG key with an extender for each group. See *Program Station Key Assignments* in the “**System Administrator Programming**” section.

## Operator Group

To create a backup or relief operator (‘attendant 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.

Note: Refer to MMCs 600 and 601 for assigning station and operator groups.

## Direct Inward System Access (DISA)

From outside the office, selected individuals can call into the 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;
- call stations within the system;
- access paging resources;
- set/reset external forwarding.

DISA service must be programmed on your system and users must change their station passcodes from the default value (‘1234’). To use DISA:

1. Call in on a DISA line from any phone with tone dialling.
2. When you hear the DISA dial tone, dial your security code (the extension number plus your station passcode).
3. If you are allowed access, you will receive system dial tone.
4. Dial a 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 internal call when the current call is completed, press **\***, receive dial tone and dial another extension number.)

5. Press **#** and hang up when finished.

Note:

- Outgoing DISA calls are controlled by the dialling class of the station identified by the security code. The DISA line must have disconnect supervision from the central office. Insist that this condition be verified by your system installer.
- See your *Samsung DCS Keypad User Guide* for how to change keypad passcodes.

## 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 system's security feature will count the number of sequential incorrect passcode attempts, and if a certain number is reached, DISA will be disabled and the system will alert designated stations. The number of attempts allowed and the time for which DISA calls are disabled are both programmable. In addition, the DCS system will print a Station Message Detail Recording (SMDR) report each time an incorrect passcode is entered (provided, of course, you have an SMDR printer installed on your system).

To clear the DISA alarm:

1. Lift the handset and dial the access code **58**.
2. Enter the DISA alarm passcode ('5678' by default—refer to MMC 202).
3. Replace the handset.

### WARNING

As it is impossible to prevent unauthorised 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 access passcodes and periodically review your telephone records for unauthorised use.

## Account Codes

Account codes are used to charge an outside call from a station to a specific account. These account codes can be either forced or optional. If forced, they are always verified from a system list of up to 100 entries and a message is displayed at a station that the code must be entered before a call can be made. You must have an **ACCT** key programmed on each keypad which requires this option.

### Using Account Codes

1. Lift the handset and press the **ACCT** key or dial **47**.
2. Enter the account code.
3. Press the **ACCT** key again, then press **TRSF**. If a correct code is entered, you will hear dial tone and you can make an outside call in the usual manner. If an incorrect code is entered, the station returns error tone.

For information on setting up forced account codes, see the “System Administrator Programming” section of this guide.

## Authorisation Codes

Authorisation codes are used to validate a station user and give permission to make an outside call. These 4-digit authorisation codes can be either forced or optional. If used, they are always verified from a system list of 10 entries. If forced, a message is displayed at a station that the code must be entered before a call can be made.

Each authorisation code has an associated class of service. When the code is entered, the class of service is changed to the dialling class of the authorisation code.

### Using Authorisation Codes

After going off-hook, you must dial \* followed by a 4-digit authorisation code. If you enter a correct code, you will hear a confirmation tone and then receive dial tone and you can make an outside call in the usual manner. The station then follows the class of service for that authorisation code. If you enter an incorrect code, the station returns error tone. This code will print on SMDR reports if programmed to do so in MMC 725.

For information on setting up authorisation codes, see the “System Administrator Programming” section of this guide.

## Using the Tieline

### Outgoing Calls

Your office can be connected to another system with a tieline. 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. Tieline calls can be put on hold, transferred and conferenced in the same manner as other outside calls.

1. Lift the handset or press the **SPEAKER** key.
2. Dial the tieline access code or press the tieline key (if programmed).
3. When you receive dial tone from the other system, you can dial extension numbers or access outside lines. You must, of course, know the extension numbers and the line access codes for the other system.
4. Finish the call by replacing the handset or pressing the **ANS/RLS** key.

Note: Outgoing calls are controlled by the station's class of service.

### Incoming Calls

Station users in the other system can access the tieline and make calls to stations in your system.

Answer tieline 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 other outside calls.

### In and Out on Tieline

Users accessing the tieline from the other system can get a line in your system and make outgoing calls. These calls can be controlled by assigning a class of service to the tieline. Your system installer must do this for you.

# CLIP Special Features

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*Calling Line Identification Presentation (CLIP) features apply to 408i systems only. CLIP is a means of identifying incoming calls by displaying the calling number (or name) on the keyset LCD before the call is answered. It also allows you to identify yourself to a called number in the same way, if the called number supports CLIP information.*

## Investigate (ISPY)

CLIP investigate allows selected stations with a special class of service to investigate any call in progress at another station. If CLIP information is available for an incoming call, you can see to whom this station user is speaking. For outgoing calls, you can see the number that was dialed. You can barge-in on the conversation (if allowed to—see *Executive Barge-In* in the “Special Features” section), disconnect the call or hang up your phone to end the investigation.

To use this feature:

- you need an **ISPY** key programmed on your keyset.
  - you must change your station passcode from the default ‘1234’.
    1. At your keyset, press the **ISPY** key.
    2. Enter your station passcode.
    3. Enter the station number (extension) to be investigated.
    4. You can now press the **BARGE** key (or **BARGE** soft key) to barge-in on the conversation (if allowed)
- OR**
- You can press the **NND** key (or **NND** soft key) to view more information about the call (for incoming calls only)
- OR**
- You can press the **DROP** key (or **DROP** soft key) to disconnect the call.

Note:

- If the call is an outgoing call, ‘NND’ will not appear in the keyset display.
- Refer to your *Samsung DCS Keyset User Guide* for details of changing your keyset passcode.

## Abandoned Calls List

The system has a system-wide abandoned calls list that stores CLIP information for the last 50 calls, accompanied by valid CLIP information, that rang but were not answered. The abandoned calls list is accessed using the system administrator’s passcode. When reviewing this list, you are provided with soft key options to **CLEAR** the entry or **DIAL** the number. You can use the **NND** key (or **NND** soft key) to toggle between the CLIP name, CLIP number and the date and time the call came in. To view the list of abandoned incoming calls for which CLIP information has been received:

1. Dial **64** and dial the system administrator’s passcode.
2. Scroll through the entries using the **VOLUME UP** (+) and **DOWN** (–) keys.

## Number to Name Translation

The system provides a number to name translation table for associating names with incoming call numbers. You then have the choice of displaying the name associated with the number on your keyset display, rather than the CLIP number. When the CLIP number is received, the table is searched. If a match is found, the system displays the corresponding name from the table.

See *Adding Names to the Translation Table* in the “System Administrator Programming” section of this guide.

Note: MMC 119 is used to select the CLIP display for a keyset.

# **S**ystem Administrator Programming

## Open Customer-Level Programming

[MMC 200]

Before any customer programs can be accessed, you must first open programming using the Customer-level passcode you have been assigned. This, and all subsequent programming, must be done using a display keyset.

Note: Should it become necessary to change this passcode, see MMC 201.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SPEAKER - Used to store data and advance to next program.

#### ACTION

#### DISPLAY

1. Press **TRSF** and dial **200**.

ENABLE CUS. PROG.  
PASSCODE: \_

2. Dial the 4-digit passcode.  
(The passcode is not displayed)

ENABLE CUS. PROG.  
DISABLE

3. Dial **1** to select 'ENABLE'  
OR  
Press **VOLUME UP** or **DOWN** key to select

ENABLE CUS. PROG.  
ENABLE

4. Press the **SPEAKER** key.

201: CUS. PASSCODE  
SELECT PROG ID

5. Dial the 3-digit program (MMC) code you want to access  
(e.g. 201)  
OR  
Scroll through MMC codes using the **VOLUME UP** or  
**DOWN** key and press the **SPEAKER** key to select.

Follow the instructions for your chosen program. Selected programs are described in this section. For other programs, refer to the *Samsung DCS Combined Programming Manual*.

Note: You must begin programming within 30 seconds of opening a program. Once you are in programming mode, any delay of more than 30 seconds between keystrokes will cause the system to automatically close programming. (The system timer can, however, be changed to allow more or less time before programming mode is closed. Ask your dealer or the system installer for advice.)



## Set Automatic Night Service

[MMC 507]

Enters the system into Night Service mode automatically by utilising time and day tables. A **NIGHT** key is not needed as the system will switch automatically. (However, it is useful to have a dedicated **NIGHT** key so the status can be manually changed if necessary.) The start time is the time the system switches from Day to Night Service; the end time is when it switches back from Night to Day Service (e.g., start 1730 Wednesday, end 0800 Thursday). The numbers to dial to select days are:

0	SUN	4	THU
1	MON	5	FRI
2	TUE	6	SAT
3	WED		

All times are entered in 24-hour clock format (e.g. 1730 is 5.30pm).

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

#### ACTION

1. Open customer programming and select **507**
2. Dial day number (0–6, e.g. 3=Wed)  
OR  
Press **UP** or **DOWN** key to select day and press right soft key to advance cursor
3. Enter the Start time for night (e.g. 1730)  
If time entered is valid, cursor moves to End time
4. Enter the End time (e.g. 0800)  
If time entered is valid, system returns to step 2
5. Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

#### DISPLAY

NIGHT TIME ( <u>S</u> UN)
ST:            END:

NIGHT TIME ( <u>W</u> ED)
ST:            END:

NIGHT TIME (WED)
ST:1730    END: _

NIGHT TIME ( <u>W</u> ED)
ST:1730    END:0800

## Set System Date and Time

### [MMC 505]

Should it ever become necessary to correct the system date and time displayed on keysets, do so as soon as you notice that they are incorrect. Automatic Night Service will not work correctly and Station Message Detail Recording (SMDR) reports will be of no value if the date and time are not correct.

The display format is as follows:

W (Day of the week, 0-6): e.g., enter **0** for Sunday, **1** for Monday, ..., **6** for Saturday.

MM (Month, 01-12): e.g., enter **01** for January and **12** for December.

DD (Day of the month): enter a number in the range **01–31**.

YY (Year): enter the last two digits of the year (e.g. **01** for 2001).

HH (Hours): use the 24-hour clock and enter a number in the range **00–24**.

MM (Minutes): enter a number in the range **00–59**.

Failure to enter the time using the 24-hour clock will cause the date to change at 12:00 pm.

## Program Keys

KEYPAD - Used to enter selections.

SPEAKER - Used to store data and advance to next program.

### ACTION

### DISPLAY

1. Open customer programming and select **505**  
Display shows currently set ("old") time and date
2. Enter the new time and date using the above format  
(e.g. 3110701, 2.45pm)
3. Verify the time and date and reenter them if necessary
4. Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

OLD : 6010184 : 0047
NEW : <u>W</u> MMDDYY : HHMM

OLD : 6010184 : 0047
NEW : 3110701 : 1445

OLD : 3110701 : 1445
NEW : <u>W</u> MMDDYY : 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

### [MMC 101]

Individual keyset users can set or change their individual passcodes. These passcodes are used to lock and unlock keysets, override toll restriction (call barring) and access the DISA feature. At times, it may be necessary for the system administrator to reset a station's passcode to the default value "1234." This program cannot be used to display passcodes, only to reset them.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to reset passcode.

#### ACTION

1. Open customer programming and select **101**
2. Dial the station number (e.g., **22**)  
OR  
Press the **UP** and **DOWN** keys to scroll through the keyset numbers and press the right soft key to move the cursor right
3. Press **HOLD** to reset passcode
4. Press the right soft key to return to step 2  
OR  
Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

#### DISPLAY

[21] PASSCODE  
PASSCODE: \*\*\*\*

[21] PASSCODE  
PASSCODE: \*\*\*\*

[22] PASSCODE  
PASSCODE: 1234

## Program Station Names

### [MMC 104]

You can assign a name or identification to each internal extension, up to 11 characters long. The procedure for entering names is described below.

You can toggle characters between upper and lower case using the 'A' key. The 'A' key is programmable key #19 on a 24B keyset, or key #7 on a 12B keyset, or key #1 on a 6B keyset. (Refer to your *Samsung DCS Keypad User Guide* for more information.) By default, characters are displayed in upper case. If you press the 'A' key, the next character you select will display in lower case. Press 'A' again to return to upper case, and so on. It is, therefore, possible to have a combination of upper and lower case characters within a name.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

'A' - Used to toggle upper and lower case.

#### ACTION

#### DISPLAY

1. Open customer programming and select **104**

[21] STN NAME

2. Dial station number (e.g., **22**)

OR

Press **UP** or **DOWN** to select the station and press the right soft key to move the cursor

[22] STN NAME

\_

3. Enter the station name using the procedure described below (e.g. Sam Smith) and press the right soft key to return to step 2

[22] STN NAME  
Sam Smith

If you make a mistake, either press **HOLD** to clear the entire entry or use the **DOWN** key to move the cursor back

4. Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

## Procedure for Entering Names

Names are written using the number keys. Each press of a key selects a character, as shown on the selected key. Pressing a different key moves the cursor to the right. For example, you want to enter the name "SAM SMITH." The first letter "S" is selected by pressing the dial key number **7** four times (i.e. the first key press selects "P", the second selects "Q", and so on). Now press the number **2**. This moves the cursor and selects the letter "A." Continue selecting characters from the keypad to complete your message.

Tip: When the character you want next appears on the same key as the character you have just entered (e.g. you typed "P" and now want to type "R"), press the **UP** key to move the cursor to the right, then select the next character.

The # key is used to select the following special characters (in sequence of key presses):

#	space	&	!	:	?	.	,	%	\$	-	<	>	/	=	[	]	@	^	(
)	_	+	{	}		;	"	→	`										

## Program Trunk Names

### [MMC 404]

You can assign a name or identification to each C.O. line, up to 11 characters long. The procedure for entering names is the same as described in *Program Station Names*.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

'A' - Used to toggle upper and lower case.

#### ACTION

1. Open customer programming and select **404**

2. Dial trunk (e.g., **72**)

OR

Press **UP** or **DOWN** to select trunk and press the right soft key to move the cursor

3. Enter the trunk name (e.g. SAMSUNG) and press the right soft key to return to step 2

If you make a mistake, either press **HOLD** to clear the entire entry or use the **DOWN** key to move the cursor back

4. Press **TRSF** to store and exit programming

OR

Press **SPEAKER** to store and advance to next MMC

#### DISPLAY

[Z1] TRUNK NAME

[72] TRUNK NAME

\_

[72] TRUNK NAME  
SAMSUNG

## Program Station Group Names

### [MMC 602]

You can assign a name or identification to each station group (50-53), up to 11 characters long. The procedure for entering names is the same as described in *Program Station Names*, above.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

'A' - Used to toggle upper and lower case.

#### ACTION

1. Open customer programming and select **602**
2. Dial the group number (e.g., **53**)  
OR  
Press **UP** or **DOWN** to make a selection and press the left or right soft key to move the cursor
3. Enter the group name (e.g. SAMSUNG)  
  
If you make a mistake, either press **HOLD** to clear the entire entry or use the **DOWN** key to move the cursor back
4. Press the left or right soft key to return to step 2  
OR  
Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

#### DISPLAY

[50] SGR NAME

[53] SGR NAME  
\_

[53] SGR NAME  
SAMSUNG

## Program Speed Dialling Numbers and Names

Speed dialling provides a quick way of dialling phone numbers by assigning 3-digit speed dial codes to frequently-dialled numbers. To dial a phone number, a station user simply dials the 3-digit code. If a name is associated with the number, the user can do a directory search to quickly find the speed dial number.

You can set up both system and personal system dialling numbers. System numbers are available to all station users; personal numbers are assigned to individual stations. Speed dial numbers are assigned to the system or each station in “blocks”, each block allowing up to 10 phone numbers to be entered. For example, if five blocks are assigned to a station, up to 50 phone numbers can be stored as speed dials for that station, with associated names if desired.

Individual station users can program their own personal speed dial numbers and names which only they have access to (refer to your *Samsung DCS Keypad User Guide* for details). However, when necessary, the system administrator can set, view or change any station’s personal speed dials.

408 and 408i systems are allowed a maximum of 300 speed dial numbers in a system: a maximum of 200 for system speed dials while the remaining 100 can be allocated as personal numbers with a maximum of 50 (five blocks) per station.

Note: For even faster dialling, speed dial numbers can be assigned to programmed speed dial keys for “one-touch” speed dialling. See *Program Station Key Extenders* in this section.

### ○ Program System Speed Dial Numbers

[MMC 705]

A maximum of 200 system speed dial numbers, in the range 500–699, can be assigned (see *Assign Speed Dialling Blocks*, below). By default, your system is allocated with 100. Each speed dial number represents a line access code (e.g. **9**) and the telephone number to be dialled. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 digits long, and can include the characters **#**, **FLASH** and **PAUSE**.

Note: If Least Cost Routing (LCR) is being used, the LCR access code must be entered.

When programming speed dial numbers, some programmable keys perform special functions.

- On 12B and 24B keysets, the last six of the keyset’s programmable keys represent keys ‘A’–‘F’. These are keys #19–24 on a 24B keyset, and keys #7–12 on a 12B keyset.
- On 6B keysets, programmable keys #1–3 (on the left) represent keys ‘A’–‘C’, and keys #4–6 (on the right) represent keys ‘D’–‘F’.

Keys ‘B’–‘F’ are used to insert special digits—the ‘A’ key is not used. (See below.)



## PROGRAM KEYS

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

**B** inserts a flash (“F”).

**C** inserts a pause (“P”).

**D** is used for pulse-to-tone conversion (“C”). If your system uses rotary (or pulse) dialing C.O. lines, pressing D while entering a speed dial number causes all subsequent digits to be sent as DTMF tones.

**E** is used to hide digits. You may want to hide some phone numbers so that they will not show in the display when you dial the speed dial number during normal use. When you are programming the phone number, press **E** before entering the digits you want to hide. The symbol “[” is displayed. All subsequent digits will be displayed as “\*” when the speed dial number is dialled. If you want some digits to display, press **E** again (“]” is displayed) before entering these digits.

**For example:** if you program a speed dial number with the phone number 9-[0121]728765, when you later dial this speed dial number the display will show “\*\*\*\*728765”.

Note: When programming an outside number, enter the access code (e.g. 9 or 0) *before* you press E to hide any digits.

**F** is used to enter the program which allows you to assign a name to the speed dial number you are programming. (Alternatively, you can program speed dial numbers first—as described here—then close the program and open the program to assign names for the numbers you have set up.)

Use the **HOLD** key to clear a speed dial number and/or name.

### ACTION

### DISPLAY

1. Open customer programming and select **705**

SYS SPEED DIAL 500:
------------------------

2. Enter the speed dial number (e.g., **505**)  
OR  
Press **UP** or **DOWN** to select and press the right soft key to move the cursor

SYS SPEED DIAL 505:_
-------------------------

3. Enter the access code ( e.g., 9 - the system automatically inserts a dash) followed by the phone number to be dialled (up to 24 digits)

SYS SPEED DIAL 505:9-121223456789
--------------------------------------

If you enter a wrong number, either press **HOLD** to clear the entire entry or use the **DOWN** key to move the cursor back

4. Press the **F** key to to enter a name for this speed dial (see step 3 of *Program System Speed Dial Names*)  
OR  
Press right soft key to return to step 2  
OR  
Press **TRSF** to store and exit programming

SYS SPEED NAME 505:
------------------------

OR  
Press **SPEAKER** to store and advance to next MMC

## ○ Program System Speed Dial Names

[MMC 706]

This procedure allows a name, up to 11 characters, to be assigned to each system speed dial number you set up. This name enables you to locate the speed dial number when you are using the directory dial feature. Naming can be done at the same time as you program speed dial numbers or can be done separately, after you have finished programming speed dial numbers. The procedure for entering names is the same as described in *Program Station Names*, above.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

'F' - Used to return to system speed dial number programming.

#### ACTION

#### DISPLAY

1. Open customer programming and select **706**

SYS SPEED NAME  
500:

2. Dial the system speed number (e.g., **505**)  
OR  
Press **UP** or **DOWN** to select and press the right soft key to move the cursor

SYS SPEED NAME  
505:\_

3. Enter the speed dial name (e.g. SAMSUNG)

SYS SPEED NAME  
505: SAMSUNG

If you make a mistake, either press **HOLD** to clear the entire entry or use the **DOWN** key to move the cursor back

4. Press the right soft key to return to step 2  
OR  
If you used the **F** key to enter this MMC from *Program System Speed Dial Numbers*, press the **F** key again to return to that program  
OR  
Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

## ○ Program Personal Speed Dial Numbers for Stations

[MMC 105]

Station speed dial codes are 00–49, allowing a maximum of 50 numbers per keyset to be assigned (see *Assign Speed Dialling Blocks*, below). Each station has one block assigned by default, allowing up to 10 numbers to be entered.

Each speed dial number consists of a line access code and the telephone number to be dialled. The access code can be any line group (e.g. 9), individual line, station group or individual extension. The speed dial number can be up to 24 digits long including the characters #, **FLASH** and **PAUSE**.

Note: If Least Cost Routing (LCR) is being used, the LCR access code must be entered.

Refer to *Program System Speed Dial Numbers* for information on the special keys 'A' to 'F' you can use while programming personal speed dial numbers.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

'A' to 'F' - See *Program System Speed Dial Numbers*.

#### ACTION

#### DISPLAY

1. Open customer programming and select **105**

[21] SPEED DIAL 00 :
-------------------------

2. Dial the station number (e.g., **25**)  
OR  
Press **UP** or **DOWN** to select the station and press the right soft key to move the cursor

[25] SPEED DIAL 00 :
-------------------------

If the selected station has no speed dial blocks, this display will be shown and a new station may be selected

[25] SPEED DIAL NO SPEED BLOCK
-----------------------------------

3. Enter the speed dial number (e.g., **05**)  
OR  
Press **UP** or **DOWN** to select and press the right soft key to move the cursor

[25] SPEED DIAL 05 : _
---------------------------

4. Enter the trunk access code (e.g., 9 - the system automatically inserts a dash) followed by the number to be dialled up to 24 digits (e.g. 08104264100)

[25] SPEED DIAL 05 : 9-08104264100
---------------------------------------

If you enter a wrong number, either press **HOLD** to clear the entire entry or use the **DOWN** key to move the cursor back

5. Press the **F** key to enter a name for this speed dial (see *Program Personal Speed Dial Names*)  
OR  
Press the left soft key to return to step 3 to select another speed dial

- OR
- Press the right soft key to return to step 2 to select a new station
- OR
- Press **TRSF** to store and exit programming
- OR
- Press **SPEAKER** to store and advance to next MMC

## ○ Program Personal Speed Dial Names For Stations

[MMC 106]

Associating names with speed dial numbers can be done at the same time as you program personal speed dial numbers (using the 'F' key) or can be done separately, as described here. The procedure for entering names is the same as described in *Program Station Names*, earlier in this section.

### Program Keys

- VOLUME UP & DOWN - Used to scroll through options.
- KEYPAD - Used to enter selections.
- SOFT KEYS - Move cursor left and right.
- SPEAKER - Used to store data and advance to next program.
- HOLD - Used to clear previous entry.
- 'F' - Used to return to personal speed dial number programming.

ACTION	DISPLAY
1. Open customer programming and select <b>106</b>	[21] SPEED NAME 00 :
2. Dial the station number (e.g., <b>25</b> ) OR Press <b>UP</b> or <b>DOWN</b> to select the station and press the right soft key to move the cursor	[25] SPEED NAME 00 :
If the selected station has no speed dial bins, this display will be shown and a new station may be selected	[25] SPEED NAME NO SPEED BLOCK
3. Enter the speed dial number (e.g., <b>05</b> ) OR Press <b>UP</b> or <b>DOWN</b> 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	[25] SPEED NAME 05 : _
4. Enter the name (e.g. Sam Smith) If you make a mistake, either press <b>HOLD</b> to clear the entire entry or use the <b>DOWN</b> key to move the cursor back	[25] SPEED NAME 05 : SAM SMITH
5. If you used the <b>F</b> key to enter this MMC from <i>Program Personal Speed Dial Numbers For Stations</i> , press the <b>F</b> key again to return to that program OR Press the left soft key to return to step 3 OR Press the right soft key to return to step 2 OR	

Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

## ○ Assign Speed Dialling Blocks

### [MMC 606]

Your system can have up to 300 speed dial entries assigned (30 blocks of 10 numbers each). Up to 200 of these can be allocated as system speed dials, and the remainder allocated to stations as personal speed dials, with a maximum of 50 numbers per station. Consequently, the more system speed dials that are allocated, the fewer speed dials are available for personal use. When assigning speed dials, this MMC displays the number of system or personal blocks that are currently assigned and also shows the number remaining to be assigned, called the 'Free List'. This program also allows you to delete blocks of speed dial if required.

#### ACTION

#### DISPLAY

- |  |                                   |
|--|-----------------------------------|
| 1. Open customer programming and select <b>606</b>   | FREE LIST:60<br>SYSTEM:20         |
| 2. Press right soft key to advance cursor  | FREE LIST:60<br><u>S</u> YSTEM:20 |
| 3. Press <b>UP</b> or <b>DOWN</b> key to select SYSTEM to program system speed dials, or EXT (extension) to program personal speed dials   | FREE LIST:60<br><u>S</u> YSTEM:20 |
| <p>If you select EXT, go to step 5</p> <p>If you select SYSTEM, press right soft key and go to step 4</p>  |                                   |
| 4. Enter valid number of blocks to assign<br>OR<br>Press <b>UP</b> or <b>DOWN</b> key to select and press right soft key<br>OR<br>Press <b>HOLD</b> to delete block(s)<br>System returns to step 3 to make another selection<br>(If finished go to step 7) |                                   |
| 5. Enter desired EXT (extension) number via keypad (e.g., <b>205</b> )<br>OR<br>Press <b>UP</b> or <b>DOWN</b> key to make selection and press right soft key to advance cursor  | FREE LIST:60<br>EXT205: <u>1</u>  |
| 6. Enter valid number of blocks (0–5)<br>OR<br>Press <b>UP</b> or <b>DOWN</b> key to make selection<br>OR<br>Press <b>HOLD</b> key to delete block(s)  | FREE LIST:60<br>EXT205:5          |
| 7. Press <b>TRSF</b> to store and exit<br>OR<br>Press <b>SPEAKER</b> to store and advance to next MMC  |                                   |

## Create Programmed Station Messages

### [MMC 715]

Your system can have up to 20 programmed station messages. These are messages a station user can select to inform other users of their current status (e.g. "In a Meeting"). Messages 1–10 are preset (although these can be changed if desired). Messages 11–20 are blank to allow you to create 10 additional custom messages, up to 16-characters each. After programming these messages, inform station users what they are.

The procedure for entering messages is the same as that for entering names described in *Program Station Names*, earlier in this section.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear previous entry.

#### ACTION

1. Open customer programming and select **715**
2. Dial the message number (e.g., **11**)  
OR  
Press **UP** or **DOWN** to make the selection and press the right soft key to move the cursor
3. Enter the message (e.g. In the Showroom)  
and press the right soft key to return to step 2  
  
(If 'EMPTY MESSAGE' is displayed, any text you enter will overwrite this display, or you can press **HOLD** to delete the displayed text first if you prefer)
4. Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

#### DISPLAY

PGM.MESSAGE (01)  
IN A MEETING

PGM.MESSAGE (11)  
EMPTY MESSAGE

PGM.MESSAGE (11)  
IN THE SHOWROOM

## Set Alarm/Appointment Reminder With Message

### [MMC 116]

Station users can set their own alarm/appointment reminders. However, the system administrator can also set alarms with messages for any or all display keyset stations in the system. Up to two alarms can be set for each station and each alarm can be set as follows:

NOTSET (Dial 0 to select—alarm is not set)  
 TODAY (Dial 1 to select—alarm is set to ring today only)  
 DAILY (Dial 2 to select—alarm is set to ring at the set time each day)

The procedure for entering messages is the same as that for entering names described in *Program Station Names*, earlier in this section.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.  
 KEYPAD - Used to enter selections.  
 SOFT KEYS - Move cursor left and right.  
 SPEAKER - Used to store data and advance to next program.  
 HOLD - Used to clear previous entry.  
 ANS/RLS - Used to select ALL stations.

#### ACTION

#### DISPLAY

- |   |   |  |    |   |
|---|---|--|----|---|
| <p>1. Open customer programming and select <b>116</b></p>   | <p>[21] ALM REM (1)<br/>HHMM : →NOTSET</p>  |  |    |   |
| <p>2. Dial the station number (e.g., <b>25</b>)<br/>                 OR<br/>                 Press <b>UP</b> or <b>DOWN</b> to select the station and press the right soft key to move the cursor<br/>                 OR<br/>                 Press <b>ANS/RLS</b> to select all stations</p>      | <table border="0"> <tr> <td style="border: 1px solid black; padding: 5px;"> <p>[25] ALM REM (1)<br/>HHMM : →NOTSET</p> </td> </tr> <tr> <td style="text-align: center; padding: 5px;">OR</td> </tr> <tr> <td style="border: 1px solid black; padding: 5px;"> <p>[ALL] ALM REM (1)<br/>HHMM : →NOTSET</p> </td> </tr> </table> | <p>[25] ALM REM (1)<br/>HHMM : →NOTSET</p> | OR | <p>[ALL] ALM REM (1)<br/>HHMM : →NOTSET</p> |
| <p>[25] ALM REM (1)<br/>HHMM : →NOTSET</p>  |   |  |    |   |
| OR  |   |  |    |   |
| <p>[ALL] ALM REM (1)<br/>HHMM : →NOTSET</p>   |   |  |    |   |
| <p>3. Dial 1 or 2 to select the alarm (e.g., <b>2</b>)<br/>                 OR<br/>                 Press <b>UP</b> or <b>DOWN</b> to select the alarm and press the right soft key to move the cursor<br/>                 OR<br/>                 Press the left soft key to return to step 2</p> | <p>[25] ALM REM (2)<br/>HHMM : _ →NOTSET</p>  |  |    |   |
| <p>4. Enter the alarm time in 24-hour clock format (e.g., 1300 for 1 pm) and the display will automatically advance to step 5</p>   | <p>[25] ALM REM (2)<br/>HHMM : 1300→<u>N</u>OTSET</p>   |  |    |   |
| <p>5. Enter the alarm type from the list above (e.g. Daily)<br/>                 OR<br/>                 Press <b>UP</b> or <b>DOWN</b> to select the alarm type and press the right soft key to move the cursor</p>  | <p>[25] ALM REM (2)<br/>HHMM : 1300→<u>D</u>AILY</p>  |  |    |   |
| <p>6. Enter the alarm message (e.g. Meeting) and press the right soft key to return to step 2</p>   | <p>[25] ALM REM (2)<br/>MEETING<u></u></p>  |  |    |   |
| <p>7. Press <b>TRSF</b> to store and exit programming<br/>                 OR<br/>                 Press <b>SPEAKER</b> to store and advance to next MMC</p>  |   |  |    |   |

## Program Station Key Extenders

### [MMC 107]

You can view stations' programmable key assignments and add extenders to some of these keys for easy one-touch operation of frequently-used features.

An extender is a number that makes the otherwise general function of a programmable key more specific. For example, adding the digit '2' to a **PAGE** key ("PAGE2") defines this key for paging zone 2 only; and adding '25' to a directed pickup key ("DP25") defines this key as pickup for extension 25 only. An extender can be assigned at the time the key function is assigned (using MMC 722 or 723) or can be added later, as described here. You can assign extenders to the following programmed keys:

Key	Function	Extender
<b>BOSS</b>	Boss and Secretary	1–2
<b>DIR</b>	Directory dial by name type	1 (PERS), 2 (SYS) or 3 (STN) <sup>1</sup>
<b>DP</b>	Directed Pickup	Station or station group no
<b>DS</b>	Direct Station Select	Station or station group no.
<b>FWRD</b>	Call Forward	0–5
<b>GPIK</b>	Group Pickup	01–04
<b>IG</b>	In/Out of Group	50–53
<b>MMPG</b>	Meet Me Page	0–2, 5, *
<b>PAGE</b>	Page	0–2, 5, *
<b>PSMG</b>	Programmed Station Message	01–20
<b>SG</b>	Station Group	50–53
<b>SP</b>	UCD Supervise	UCD group no.
<b>SPD</b>	Speed Dial	00–49 (personal), 500–699 (system)
<b>VT</b>	Voice mail transfer	Group number

<sup>1</sup> PERS = personal speed dial names    SYS = system speed dial names    STN = internal extensions (stations)

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear previous entry.



**ACTION**

**DISPLAY**

1. Open customer programming and select **107**
2. Dial the station number (e.g., **25**)  
OR  
Press **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  
Press **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. Enter the extender (see table above) and the system displays your selection.
5. Select another key  
OR  
If there are no more entries for this station, press the left soft key to return to step 2  
OR  
Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

[21] EXT EXTEND  
01 : DT71 →

[25] EXT EXTEND  
01 : DT71 →

[25] EXT EXTEND  
18 : DS → DS\_

[25] EXT EXTEND  
18 : DS27 →

## Program Account Codes

### [MMC 708]

These are codes which can be used to allocate calls to specific accounts. You can add new or change existing account codes. Up to 100 entries (001–100) are allowed.

Note: To set up forced account codes, see *Program Forced Account and Authorisation Codes*

### Program Keys

VOLUME UP & DOWN - Used to select entry number.

KEYPAD - Used to enter the account code (allowable digits 0–9).

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear data.

#### ACTION

1. Open customer programming and select **708**
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 keypad (maximum of 12 digits, 0–9)
4. Press the right soft key to move the cursor back to step 2 to enter another account code  
OR  
Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

#### DISPLAY

ACCOUNT CODE  
001:

ACCOUNT CODE  
005: \_

ACCOUNT CODE  
005: 123456789012

## Program Authorisation Codes

### [MMC 707]

You can add or change authorisation code entries. These codes are used to authorise calls made by stations. Each code is associated with a class of service which is activated when the code is entered.

Note: To set up forced authorisation codes, see *Program Forced Account and Authorisation Codes*.

### Program Keys

VOLUME UP & DOWN - Used to select entry number.

KEYPAD - Used to enter the authorisation code (allowable digits 0–9).

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

HOLD - Used to clear data.

#### ACTION

#### DISPLAY

1. Open customer programming and select **707**
2. Dial the code index 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 authorisation code (max 4 digits) via the keypad and press the right soft key to move the cursor
4. Enter class of service no. 01–30 (e.g. **05**)  
OR  
Press **UP** or **DOWN** to select COS number
5. Press the right soft key to return to step 2  
OR  
Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to the next MMC

AUTHOR CODE (001) CODE:        COS:01
--

AUTHOR CODE (005) CODE:_        COS:01
---

AUTHOR CODE (005) CODE:1234    COS:01
--

AUTHOR CODE (005) CODE:1234    COS:05
--

## Program Forced Account and Authorisation Codes

### [MMC 305]

The use of account and authorisation codes can be optional or forced. By programming a station to use forced codes, the station user must enter the required code before a call can be made.

Options are:

- 0 NONE
- 1 AUTHORISE CODE
- 2 ACCOUNT CODE

### Program Keys

VOLUME UP & DOWN - Used to scroll through options

KEYPAD - Used to select options.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

ANS/RLS - Used to select ALL stations

#### ACTION

#### DISPLAY

1. Open customer programming and select **305**

[2] FORCD CODE NONE
------------------------

2. Dial the station number (e.g., **25**)  
OR  
Press **UP** or **DOWN** to select the entry number and press the right soft key to move the cursor  
OR  
Press **ANS/RLS** to select all stations

[25] FORCD CODE NONE
-------------------------

OR

[ALL] FORCD CODE ?
-----------------------

3. Dial the feature option, 0–2 (e.g. **2**)  
OR  
Press **UP** or **DOWN** to select and press the right soft key

[25] FORCD CODE ACCOUNT CODE
---------------------------------

4. Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

## Set Individual Forward No Answer Timers

### [MMC 502]

Each station can have its call Forward No Answer timer set to suit the user's requirements. The range is 001–255 seconds. When setting this timer, take care that the value is not greater than the system Transfer Recall timer value set in MMC 501, otherwise any calls transferred to the station will not be forwarded.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next program.

ANS/RLS - Used to select ALL stations.

#### ACTION

1. Open customer programming and select **502**
2. Dial the station number (e.g., **25**)  
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. Enter the new value via the keypad, e.g., **020** (must be three digits) and the system will return to step 2
4. Press **TRSF** to store and exit programming  
OR  
Press **SPEAKER** to store and advance to next MMC

#### DISPLAY

[21] NO ANS FWD  
010 SEC →

[25] NO ANS FWD  
010 SEC → \_

OR

[ALL] NO ANS FWD  
010 SEC → \_

[25] NO ANS FWD  
010 SEC → 020

## Add Names to the Translation Table

[MMC 728]

*This CLIP feature applies to 408i systems only.*

A CLIP number received from the Central Office can be associated with a name programmed in the translation table. If there is no match between a received number and a name in this table, "no CLIP name" will be displayed.

The translation table consists of 100 entries, each comprising a 14-digit telephone number and a 16-digit name.

The procedure for entering names is as described in *Program Station Names*, earlier in this section.

### Program Keys

VOLUME UP & DOWN - Used to scroll through options.

KEYPAD - Used to enter selections.

SOFT KEYS - Move cursor left and right.

SPEAKER - Used to store data and advance to next MMC.

HOLD - Used to clear previous entry.

#### ACTION

#### DISPLAY

- |  |  |
|--|--|
| 1. Open customer programming and select <b>728</b>   | CLIP XLAT (00 <u>1</u> )<br>DGT :                    |
| 2. Dial an entry number (e.g., <b>005</b> )<br>OR<br>Press <b>UP</b> or <b>DOWN</b> to scroll through entries and press the right soft key to select entry   | CLIP XLAT (00 <u>5</u> )<br>DGT : _                  |
| 3. Enter the phone number and press right soft key to advance to step 4 to enter name<br>OR<br>Enter phone number and press left soft key to return to step 2  | CLIP XLAT (00 <u>5</u> )<br>DGT : 305426410 <u>0</u> |
| 4. Enter associated name (e.g. Samsung) and press right or left soft key to return to step 2<br>OR<br>Press <b>TRSF</b> to store and exit programming<br>OR<br>Press <b>SPEAKER</b> to store and advance to next MMC | CLIP XLAT (00 <u>5</u> )<br>SAMSUN <u>G</u>          |

## System Access Codes

The DCS 408/408i telephone system has the following preset (default) feature access codes. These codes can be used if a key is not available for the feature you want to use. Standard (single line) telephone users must always dial these codes.

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

If your system installer has programmed different feature access codes to those shown above, you can enter these codes in the following 'Changed System Access Codes' table for your convenience.

## Changed System Access Codes

Enter any codes here that are different to the default values given in the System Access Codes table.

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



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