







Samsung OfficeServ 7000 Digital Handset User Guide

9	For an outside line.
Transfer	Press TRSF button + extension number or press named key.
To retrieve transferred call	Press Call or Transfer button.
Hold	Press Hold and return handset to cradle.
To retrieve held call	Press green flashing line button.
28	Call pick up.

Button

What you will achieve

Volume		Allows you to change the volume of the ringing, the speaker volume and handset volume.
Redial		Last number redial.
Conference		This allows you to have up to a four way conversation. Whilst in conversation press the Conference key and either dial 9 for an outside line and the telephone number required, or an internal extension number. Keep doing this until all people have been contacted. To join all parties, press Conference twice.
TRSF		Transfers calls. See above.
Hold		Puts calls on hold. See above.
Speaker		Allows you to speak to callers hands-free.

Samsung OSVM Voicemail Guide

Recording your personal greeting for personal voicemail

- Press VMMSG Button and enter pass code 2308 (default).
- Dial 0, 5 & 7.
- Record your greeting and dial 2 once you have finished.
- Follow options to re-record or continue recording, etc.
- Remember to dial # to save your greeting, hanging up will not save the recording.

Recording greeting for group voicemail

- Press VGMSG Button and enter pass code 2308 (default).
- Dial 0, 5 & 7.
- Record your greeting and dial 2 once you have finished.
- Follow options to re-record or continue recording, etc.
- Remember to dial # to save your greeting, hanging up will not save the recording.

Transferring calls directly to personal voicemail

- If you wish to send a call directly to a personal voicemail or group voicemail you will need to use the VMTRSF button (voicemail transfer button).
- To transfer a call directly to an individual's voicemail whilst on a call, press VMTRSF button, then the individual's extension button and hang up.

To divert your extension to voicemail

You can decide when a transferred call or an internal call goes to your personal voicemail. For example, if you were to leave the office for the day, you could set up your extension to send all calls to voicemail.

To Forward:	All Calls	Dial 601 + VM number
	Calls When Busy	Dial 602 + VM number
	Calls Not Answered	Dial 603 + VM number
	Busy & No Answer	Dial 604 + VM number

VM number is different depending on which system you have.

OfficeServ 7030 = 509
OfficeServ 7100 = 519
OfficeServ 7200 = 549
OfficeServ 7400 = 5049

To Cancel:	All Diverts	Dial 600
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To Programme System Directory Numbers

All programming of speed dial numbers must be done on a Display Phone.
Follow steps below to enter speed dial numbers.

- While your handset is on-hook press TRSF button and then dial 200.
The display will show [ENABLE CUS.PROG.PASSCODE].
- Dial 1234, which is your passcode.
The display will show [ENABLE CUS.PROG.-DISABLE].
- Dial 1 to enable.
The display will show [ENABLE CUS.PROG.-ENABLE].
- Press TRSF button. The phone will return to its idle condition.

Once you have followed these instructions, the system is ready to program in your speed dial numbers.
Now follow the instructions below:

- Whilst you handset is on-hook press TRSF button and dial 705.
The display shows:

System Speed Dial
500:

- Dial the speed dial number required. This will be 500 - 999.
Use the volume keys to scroll up or down if there are already numbers entered.
- Enter 9 for an outside line followed by the telephone number. If you make a mistake press the hold button.
You will notice that the cursor is at the end of the telephone number entered. In order for you to enter the next speed dial number you need to move the cursor to the left, under the speed dial number again. To do this press the 'Left Soft Key' (this is the button located under the speed dial number).
- You can now enter the next speed dial number.

System Speed Dial
500: 9-01179864777

- Make sure you keep a note of the speed dial numbers and telephone number associated with them.
You will need to know this when you name them.
- When you have entered all the numbers press TRSF. The phone will return to its idle position.

To Programme System Speed Dial Names

You may assign a name 11 characters long. To do this, follow the steps below:

- Whilst your handset is on-hook press TRSF button and dial 706.

The display shows:

System Speed Name
500:

- Dial system speed dial number that you have assigned a telephone number to, e.g. 500: (9-0117 9864777).

Enter system speed dial name using the number buttons on your telephone. If you require a space, press the + (Plus) button of your volume keys. If you wish to delete the name, press the Hold button. To enter the next speed dial name, you will need to move the cursor under the speed dial number again using the 'Left Soft Key'.

When you have entered all the names, press TRSF. The phone will return to its idle position.

To Access Directory Names & Numbers

To access your directory names and numbers, please follow the steps below:

- Press DIR Button.

The display shows:

Directory Dial
PERS SYS STN

- Choose SYS option by pressing button directly below SYS.

The display shows:

System Speed #
Enter 1st Letter

(If we programme the Directory button on your handset, this will bring you directly to this screen).



To find Name/Number programmed into the Directory, e.g. Protel, press number 7 on your keypad once (if you wanted R you would press number 7 three times). Use your volume key to scroll through the P's until you find the company you are after.

To Programme Personal Speed Dial Numbers

Please note programming PERSONAL directory numbers is far simpler when using the IT TOOL software.

You can programme frequently dialled telephone numbers into a personal speed dial list.

A handset has 10 speed dial numbers by default, but may be assigned up to 50.

- Press TRSF  and dial 105
- Dial a speed dial number (00-49).
- Dial 9 for outside line.
- Dial the telephone number to be stored.
- Press TRSF  to store the number.

Once the numbers required are programmed into your telephone, you can call them by dialling 16 + the speed dial number (e.g. 16+00).

Keep a note of the speed dial number (e.g. 01, 02, 03) so you can name them.

It's exactly the same process as entering the number, except you dial 106 instead of 105 at the beginning.

Accessing Directory Numbers

- Press DIR button
- Display will show:

Directory Dial
PERS SYS STN

- Use soft keys to select which directory you would like to use (soft keys are located directly under the display).

PERS: Personal Speed Dial Numbers

SYS: System Speed Dial Numbers

STN: Extension Numbers

- Enter the first letter of the name you wish to find, and scroll using the volume keys.

Set Date & Time Display

The display format is as follows:

W	Day of the week	enter 0 for Sunday & 6 for Saturday
MM	Month, 01-02	enter 01 for January & 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
HH	Hours	24 hour clock, enter number in the range 00-23
MM	Minutes	enter a number in the range 00-59

Open customer programming by following the procedure below:

- While your handset is on-hook, press TRSF button and then dial 200.
The display will show [ENABLE CUS.PROG.PASSCODE].
- Dial 1234, which is your passcode.
The display will show [ENABLE CUS.PROG.-DISABLE].
- Dial 1 to enable.
The display will show [ENABLE CUS.PROG.-ENABLE].
- Press TRSF button. The phone will return to its idle condition.

Now you have followed these instructions the system is ready to program:

- Press TRSF  505.

OLD: 102413: 1220
NEW: MMDDYY: HHMM

- Enter new time & date.

OLD: 102413: 1220
NEW: 052814: 1030

- Press TRSF  to store and exit program.