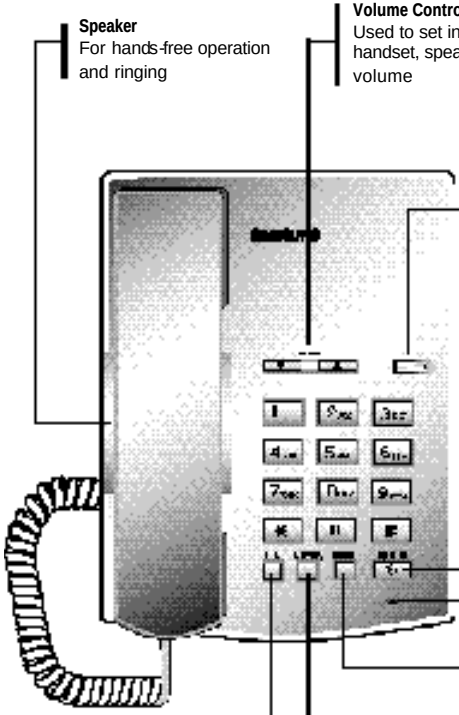
SAMSUNG

DS-2100B KEYSET

QUICK REFERENCE GUIDE

SAMSUNG TELECOMS

DS-2100B Keyset



Speaker
For hands-free operation and ringing

Volume Control Keys
Used to set independent levels for handset, speaker, ring and page volume

Multi-Function Lamp
1. Fast flashing indicates new incoming call
2. Slow flashing indicates a message left on your keyset
3. Steady lamp indicates speakerphone mode

Speaker Key
Used to switch to speakerphone mode

Microphone
For hands-free operation

Redial Key
For Last Number Redial

Memory Key
For speed dialling

Transfer Key
For transferring a call and selecting some feature codes

Intended Use

This digital telephone is intended to be connected to a digital extension of a Samsung DCS telephone system. The connection allows voice communication between the central processor unit and the telephone. It is not intended to be connected to any other telephone system or the public telephone network.

Please read the provided user instructions carefully.

Things You Should Know

- Lines from the Telephone Company are "C.O. lines." Calls on these lines are referred to as "outside calls."
- Lines may be assigned to groups. When they are in a group, you access a line by dialling a group access code (e.g. to dial an outside line).
- DCS provides distinctive ring patterns to your keyset. These are specific to the country in which you reside. For example, in the UK:
  - Outside calls have a double ring tone repeated.
  - Internal calls have a single ring tone repeated.

Note that some features described in this guide may not be supported by your system, or some feature codes may have different values to those shown here. You should refer to the manuals supplied with your system, or your system administrator, for more details if you are unsure.

Speakerphone Operation

With the handset on-hook, press the **Speaker** key. The Multi-Function lamp will light steady when you are using the speakerphone.

In speakerphone mode, pressing the **Speaker** key will answer or release a call on your keyset.

Outside Calls

Making An Outside Call

- Lift the handset or press the **Speaker** key and dial the outside line access code. (Check with your system administrator which single digit code to use—normally 0 or 9—and enter it in the system access code table on the back page.)
- Dial the telephone number required.
- Finish the call by replacing the handset or pressing the **Speaker** key.

Answering An Outside Call

- Lift the handset and you are automatically connected to the caller.
  OR
- Press the **Speaker** key to answer the call through the speakerphone.

Sending a Flash

While on an outside call, press **TRSF** and dial **49** to send a flash to the telephone company.

Busy Line Queuing With Callback

If you receive a busy signal when you select an outside line:

- Dial **44** to hear confirmation tone, then hang up.
  When the line becomes free it will call you back.
- Lift the handset or press the **Speaker** key to answer.

Internal Calls

Making An Internal Call

- Dial the extension or group number.
- Wait for the party to answer. If you hear a brief tone burst instead of a ring tone, the extension you have called is set for Voice Announce or Auto Answer. Begin speaking immediately after the tone.
- Finish the call by replacing the handset or pressing the **Speaker** key.

Answering An Internal Call

- Lift the handset or press the **Speaker** key.
- Finish the call by replacing the handset or pressing the **Speaker** key.

Busy Extension Callback

If you are dialling an extension and receive busy tone:

- Dial **44** to hear confirmation tone, then hang up.
  When the busy extension becomes free, your keyset will ring.
- Lift the handset or press the **Speaker** key to call the now idle extension.

Busy Extension Camp-On

If you are dialling an extension and receive busy tone:

- Dial **45**.

The busy extension receives off-hook ring. Wait for the extension to answer.

Calling Your System Operator

Check with your system administrator which single digit code—normally 0 or 9—calls your System Operator, and enter it in the system access code table on the back page.

Call Processing

Holding Calls

- Press **TRSF**, dial **11** and hang up (replace the handset or press the **Speaker** key).
- To return to the caller, pick up the handset, or press the **Speaker** key, and dial **11**.

Transferring Calls

- Press **TRSF** and dial an extension or group number.
- Hang up when you hear ringing (blind or unscreened transfer).
  OR
- Wait for the called party to answer, announce the call and then hang up (screened transfer).
  OR
- To return to the outside party without transferring, press **TRSF**.

Transfer With Camp-On

When you are transferring a call to another extension (see above) and you receive busy tone, you can camp the call on to the extension.

- Hang up.

The called party will be alerted that a call is waiting for them. If they do not answer within a specified time, the call reverts to your keyset.

Conference Calls

While in conversation with the first party:

- Press **TRSF** and dial **46.**
- Dial the extension or outside number of the second party to add to the conference.
- When the party answers, press **TRSF**.
- Dial another number to add to the conference.
  OR
- Press **TRSF** to connect the existing parties.
- Repeat the procedure until all parties are added.

Direct Call Pickup

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

- Lift the handset and dial **65**, then dial the ringing extension number.

Group Call Pickup

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

- Lift the handset and dial **66** followed by the group number.

Forwarding Calls

- Dial **601** (Forward All) or **602** (Forward Busy) or **603** (Forward No Answer) or **604** (Forward Busy/No Answer) or **605** (Follow Me).
- Dial the number to which to forward. If you dial an external number, press the # key at the end of the number.
- Hang up.

Dialling Features

Speed Dialling

- Press the **Memory** key or dial **16**.
- Dial the desired speed dial number.

The number is automatically dialled for you.

Programming Personal Speed Dial Numbers

- While on-hook, press **TRSF** and dial **105**.
- Dial a speed dial number (00-49).
- Enter the telephone number to store, up to a maximum of 18 digits. (Remember to enter the line access code before the number if it is an outside number.)
- Press **TRSF** to store number.

Last Number Redial

- Press the **Redial** key or dial **19**.

Paging and Messaging

Making a Page

To make an announcement through keyset and/or external speakers:

- Lift the handset and dial **55.**
- Dial zone number 1–4 for internal zone page (or 0 for all internal zones)
  OR

Dial zone number 5–8 for external zone page (or 9 for all external zones)
OR
Dial * for all zones page

- After the attention tone, make your announcement.

Setting a Message Indication

To leave a message at another extension (or group) if there is no answer or you receive busy tone:

- Press **TRSF** and dial **43**. You receive confirmation tone.
- Hang up.

Cancelling Messages

To cancel a message indication *that you left at another extension:*

- Dial **42** plus the number of the extension at which you left a message.

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

- Dial **42** plus your extension number. The Multi-Function lamp on your keyset will turn off.

Returning Messages

If a message indication has been left at your phone, your Multi-Function lamp will flash.

- Dial **43**.
- Repeat until all messages have been returned.

Customising Your Keyset

Selecting a Ring Tone

You can select any one of eight ring tones for your keyset.

- While on-hook, press **TRSF** and dial **111**.
- Dial **1–8** or press the **Volume Up (+)** or **Down (–)** key to select a tone.
- Press **TRSF** to store setting.

SYSTEM ACCESS CODES

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

10 + xxx	Retrieve parked calls
11	Put calls on and take calls off hold
12 +xxx	Retrieve calls on hold at another extension
13	Door lock release
16 + xxx	Make speed dial calls
17	Save number and redial it
18	Recall dial tone for new call
19	Last number redial
2xx	Extension numbers
3xx	Extension numbers
400	Cancel Do not Disturb
401	Set Do Not Disturb
41	Set Message No Ring
42 + xxx	Cancel message
43	Set/return messages
44	Busy extension/line callback
45	Busy extension camp-on
46	Set up a conference
47	Enter account code
48	Set programmed station message
49	Send flash to outside line
500 to 529	Station hunt group
53+grp+0	Out of group
53+grp+1	In group
54+zone	Meet Me Page
55 + 0	Page all internal zones
55 + 1	Page internal zone 1
55 + 2	Page internal zone 2
55 + 3	Page internal zone 3
55 + 4	Page internal zone 4
55 + 5	Page external zone 5
55 + 6	Page external zone 6
55 + 7	Page external zone 7
55 + 8	Page external zone 8
55 + 9	Page all external zones
55 + *	All Page
56	Meet Me Answer
57	Alarm sensor clear
58	DISA alarm clear
59	Walking class of service
600	Cancel all call forwarding
601 + xxx	Set Forward All Calls
602 + xxx	Set Forward Busy
603 + xxx	Set Forward No Ans
604 + xxx	Set Fwd Busy/No Ans
605 + xxx	Set Fwd Follow me
65 + xxx	Direct call pickup
66 + grp	Group call pickup
67	Universal Answer
681	Voice Dialler
682	Voice Dialler Record
7xx	Individual line numbers
8x	Trunk groups

Call System Operator:

Access Outside Line:

EU Declaration of Conformity (RTTE)

The EU Declaration relevant to this Samsung product is available at the following website: www.samsung-telecoms.co.uk

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