Enterprise IP Solutions

OfficeServ

DECT

D-5000 Handset
User Guide

SAMSUNG

Publication Information

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EU Declaration of Conformity

Appropriate to the law of radio and telecom terminal equipment (FTEG) and Directive 1999/5/EC (R&TTE)

The D-5000 handset conforms with the following standards:
Health & Safety requirements contained in §3(1)1, Article 3(1)a:
EN 60950:2000
EN 41003:1998
Protection requirements with respect to electromagn. compatibility §3(1)2, Article 3(1)b:
EN 301 489 -1:2000
EN 301 489 -6:2000
Other relevant harmonised standards:
TBR6, CTR10/TBR10, TBR22 GAP

The relevant declaration for the D-5000 handset can be obtained from Samsung Business Communications at the address shown at the end of this guide.

Intended Use

This D-5000 handset is intended to communicate with a Samsung telephone system, where such a telephone system is provided with the appropriate DECT interface. It allows the user to make and receive voice calls. An optional ear-microphone (headset) unit can be connected. The telephone is powered by an integral battery which is charged through the base unit provided. It should not be used for any other purpose.
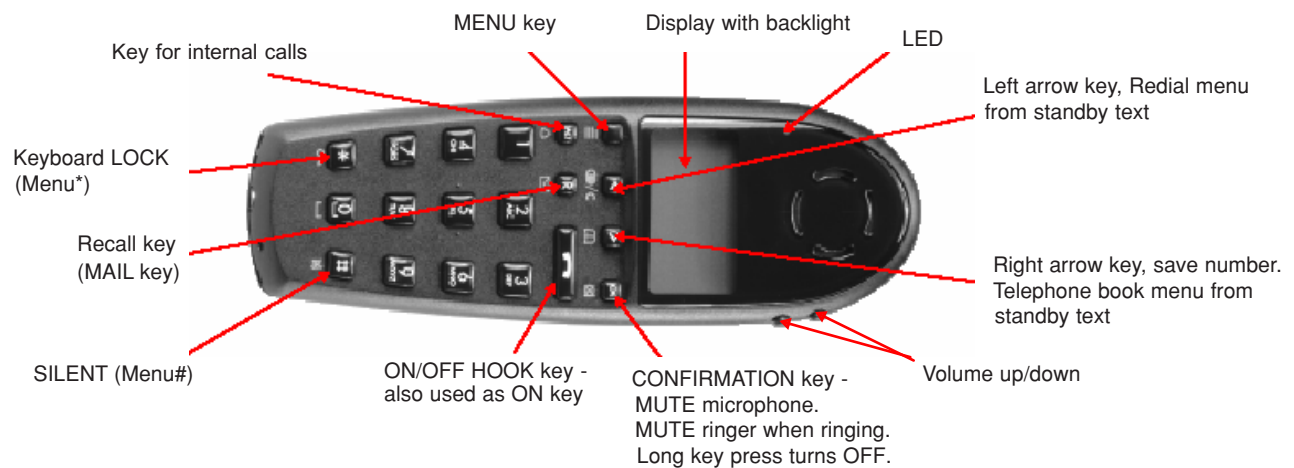
Contents

Your DECT Handset

The handset will provide you with the greatest possible degree of flexibility and mobility due to high battery capacity, practical weight, size and design.

1. Construction

MENU key   Display with backlight

Key for internal calls   LED

Left arrow key, Redial menu
from standby text

Keyboard LOCK
(Menu*)

Recall key
(MAIL key)

Right arrow key, save number.
Telephone book menu from
standby text

SILENT (Menu#)   ON/OFF HOOK key -   CONFIRMATION key -   Volume up/down
                        also used as ON key   MUTE microphone.
                                                 MUTE ringer when ringing.
                                                 Long key press turns OFF.

2. Battery installation

Before using the telephone it is important that you connect the battery to the connector in the battery box. Assemble the battery cover as described below and place the handset into the charger.

1. Push the battery cover 5 mm towards the headset plug using your thumbs.
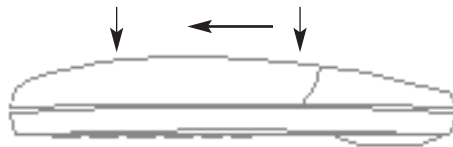
2. Lift off battery cover.
3. If the battery is not already installed, place battery plug in the slot in the battery box.

Place the battery plug in the slot with red wire closest to the mark **✱** (see figure).

4. Insert battery with the label readable and replace cover.

1

3. Charging

It takes approximately 3 1/2 hours to charge the handset from fully discharged to its full capacity. Place the handset in the charger. The display shows the charging status in line 3. For correct charging the room temperature has to be between 0°C and 25°C and therefore the handset must not be placed in direct sunshine. The battery has a built-in heat sensor which will stop the charging if the battery temperature is too high.

It is necessary to recharge the battery when the display shows "BATTERY LOW", or if it cannot be turned on. The LED flashes at a low frequency while charging and lights constantly when the charging has finished. The display goes back to normal mode when fully charged.

When the handset is placed in the charger the vibrator will not work and the B-answer function is inactive even if chosen. If the battery is fully discharged, it will be a moment before charging starts.

4. Key functions

The handset has 21 keys.

Two keys are placed at the right side for volume control. Press upper or lower key to change the volume. Each key press turns volume one step up/down.

≡   - Go to menu structure or exit menu structure. (Escape or »NO«).

" < ", ◖● /C   - Menu: left, Cursor left, after a digit: delete last digit. Long press: delete all. From standby text: Redial menu.

" > ",   ▭   - Menu: right, Cursor right, After a digit: Store number in telephone book. From standby text: Telephone book read.

"OK",   ⊠   - Confirmation (»YES«) or jump to next level in the menu. In off hook: Mute. Long key press turns the handset OFF.

"ALT", △   - If residential systems: Internal calls off hook, and internal recall if already off hook.

"R",   ✉   - If off hook: Recall. If on hook: Read message.

📞   - On hook/off hook and turn ON.

"✱",   ⊶   - * Long = pause (-), extra long: change from pulse to DTMF ("T" appears in the display, GAP standard).

"0-9"   - Digits or letters in alphanumeric mode (names and messages).

" # "   - #, Choose uppercase or lowercase letters in alphanumeric mode.

5. Turning the handset ON/OFF

ON: Press ☎ key for 1/2 second.

When the handset is turned on the symbol ((•)) is shown in the lower left corner of the display, if the handset is subscribed to a system. (For subscription, **see 8.5.1.**)

OFF: Press the "OK" (MUTE) key for 3 seconds.

Note: When the handset has been outside the coverage area, it can take up to 30 seconds before the handset is back on the system after re-entering the coverage area.

6. Making a call

For making or receiving calls the handset has to be subscribed to a system (((•)) shown in display) (**see 8.5.1**).
Press the ☎ key; the ✆ icon in the display will flash until connection is established.
Dial the number.

Pre-dial:

Press the number to dial (long press on »✱« will make a pause, if necessary).

Press the ☎ key; the ✆ icon will flash until the connection is established.

Telephone book:
Press the > key ▭ to enter the telephone book.
Search for the number either by using the < key or the > key or by pressing the first letter in the name by using the digits 1–9 (**see 8.2**).
Press the ☎ key, the ✆ icon will flash until connection is established.

Redial:
Redial / CLIP (CLIP = Calling Line Identification Presentation) stack:
Press the < key ●/C to enter the redial/CLIP stack.
Search for the number by using the < key or the > key, redialled numbers are marked with RE-DIAL or name and clip numbers are marked either with CLIP or the name of the person who called and the LED is on.
Press the ☎ key; the ✆ icon will flash until the connection is established.
Using the handset on residential systems:
Internal call post-dial:
Press the ALT key (△); the ✆ icon in the display will flash.
Dial the number of another handset on the base station, the ✆ icon will flash until the connection is established.
Internal call pre-dial:
Press the number of another handset on the base station.
Press the ALT key (△); the ✆ icon will flash until the connection is established.

6.1. Receiving calls
If the phone rings, the call can be answered by pressing the ☎ key.
When ringing, the LED flashes fast, and the display shows the CLIP (if presented). If it is an external call (or if no CLIP) the display shows "INCOMING CALL".

It is possible to stop the ringing signal without answering the call. Press ⊠ (OK) and the ringing signal is muted. Display shows: »RINGER MUTED«.

6.2 During conversation

6.2.1 Volume regulation:
Use the two keys placed at the right side of the handset for volume control.

6.2.2 Microphone mute:
Press the OK key (⊗); MIC. MUTED is showed in the display.
Press the OK key (⊗) to enable the microphone again.

6.2.3 Transferring the call to another handset:
Press R, and dial new number.

Press the ☏ key and the call is transferred to the other handset.

7. Profiles (Setups)
The handset has two user-defined profiles (setups), and a mode where all sounds are disabled (SILENT). Pressing "≡" followed by "OK" will show the chosen profile. A new profile can be selected by using the arrow keys. To select the chosen profile press "OK". To escape (without storing anything) press "≡" again.

A quick way of choosing a profile, is to press "≡" and then 1, 2 or # (1 is "Profile 1", 2 is "Profile 2" and # is "SILENT"). To change the set up in a profile, press "≡" followed by "OK" twice. All settings have to be defined under each of the two profiles. The display shows if the SILENT mode or PROFILE2 is chosen.

8. Menu structure
Pressing the ≡ key, enters or exits the menu structure. It has to be used if a "NO" or "CLEAR" is wanted in the menu structure.

Pressing the OK key jumps to a lower level in the menu. When the lowest menu level is reached, it will store the setting and jump to a higher level. It has to be used if a "YES" is wanted.
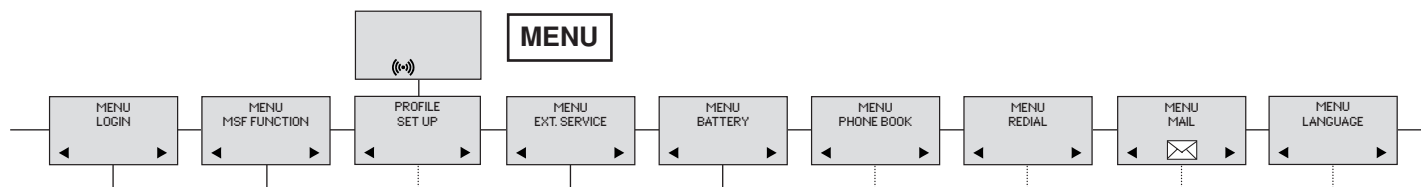
The phone book and redial menu can be accessed directly: the phone book by pressing the > key (▭) and the redial menu by pressing the < key (◉/C).

8.1 Using the alphanumeric keyboard
The normal dialling keys (0-9) are used for writing the name to be placed in the phone book. By pressing the keys a certain number of times the related letters or digits will appear in the display. Spaces are made by using the 0 key. Key # changes between uppercase and lowercase letters. The arrows will move the cursor. Left arrow is also used for deleting (hold for one second). New letters can be inserted.

Change of key press and pauses lasting more than one second automatically moves the cursor to next position.

8.2 Key functions

Key	
1	Æ Ø Å @ Ä Ö ß Ü 1
2	A B C @ Å Á Â 2
3	D E F 3
4	G H I Ï Î 4
5	J K L 5
6	M N O Ö Ó Ò 6
7	P Q R S ß 7
8	T U V Ü Ú Ù Û 8
9	W X Y Z 9
0	Space . , _ - + : ? ! 0
✱	* # / \ ( ) = &
#	Upper/lower-case

8.3 Profile set-up
In the following you will find a description of how to set up one of the two profiles. To enter the Profile Set-up menu press "≣". Then press "OK" and use > or < to find the profile you wish to change and confirm with "OK". You are now able to switch between the different settings. Press "OK" when you find the setting you wish to change. Change the setting as required, confirm with "OK" and automatically you go to the next setting.

Press "≣" to finalize profile setup.

Profile Set-up
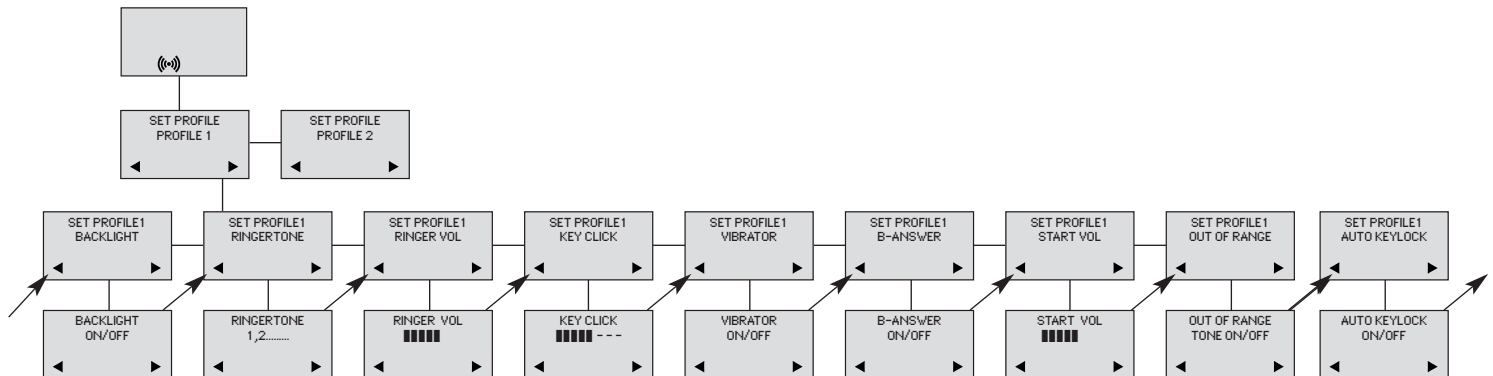
8.4 Profile functions
BACKLIGHT: Turn backlight on/off using > and <. Confirm with (OK).
RINGERTONE: Scroll through the nine different ringer tones using > and <. Confirm with (OK).
RINGER VOL: Turn the volume up and down using > or <. Confirm with (OK).
KEY CLICK: Turn on/off using > and <. Confirm with (OK).
VIBRATOR: Turn on/off using > and <. Confirm with (OK).
B-ANSWER: Turn on/off using > and <. Confirm with (OK). When turned on, the telephone automatically goes off hook when ringing. If subscribed to a DECT system, it automatically goes on hook when calls are terminated.
START VOL: Adjust Start Volume using > and <. Confirm with (OK).
OUT OF RANGE: Turn out of range indication on/off using > and <. Confirm with (OK). With the out of range indicator turned on, a beep will appear when the telephone is moving out of range of the base station, and "OUT OF RANGE" will appear in the display.

AUTO KEYLOCK: Turn auto keylock function on/off using > and <. Confirm with (OK). With auto key-lock turned on the handset will automatically lock the keys after 60 seconds. Press " ☰ " ✱ to activate the keys again.

8.5 Menu subscription and login

Password is factory set → 0000
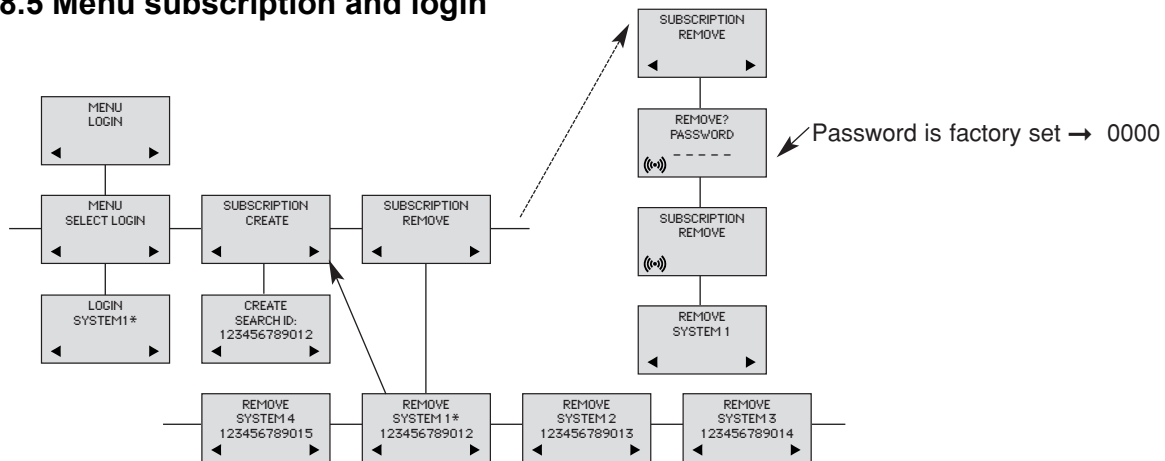
8.5.1 Create subscription
To make subscriptions, the system must allow subscriptions to be made. Some systems also require an Access Code (AC). If more than one system currently permits subscription, you will need to know the ID of the system to which you wish to subscribe. Access Codes and system IDs will be provided by the system administrator.

Choose the SUBSCRIPTION CREATE menu to subscribe to a new system (see **8.5 and 8.5.4**).

During subscription the handset will search for free positions and perform subscription on the first free position. An alternative position can be chosen using < or >. Enter the AC (if required) using the keyboard, and press (OK). If the subscription is successful, the startup text will be replaced by the standby text given into the system by the system administrator and ((•)) is shown in the display. If not, the subscription has failed and the procedure must be retried.

If the handset is already subscribed to 10 systems, you will have to remove a subscription before creating a new subscription (see **8.5.3**).

8.5.2 Login
The handset can be subscribed to 10 different systems enabling you to use the same handset on 10 different systems.

If you would like to change to another system, use the login menu to connect to another system number.
The actual chosen system is shown with the red LED on.
To change to another system use < or > and press OK to confirm.

To be able to log on to a system, subscription to the system has to be established. (See **8.5.1.**)
Under LOGIN/SELECT LOGIN only subscriptions will be shown. Free positions will not be shown.

8.5.3 Auto login
The handset can be subscribed to 10 different systems. If Auto login is chosen from the menu, the handset automatically selects a system. The selected system is marked with an "A".

```
┌──────────────┐   ┌──────────────┐   ┌──────────────┐
│    MENU      │   │ SUBSCRIPTION │   │ SUBSCRIPTION │
│ SELECT LOGIN │   │   CREATE     │   │   REMOVE     │
│ ◀        ▶   │   │ ◀        ▶   │   │ ◀        ▶   │
└──────────────┘   └──────────────┘   └──────────────┘

┌──────────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────────┐
│ SELECT LOGIN │ │ SELECT LOGIN │ │ SELECT LOGIN │ │ SELECT LOGIN │ │ SELECT LOGIN │
│  SYSTEM 1    │ │  SYSTEM 2A   │ │  SYSTEM 3    │ │  SYSTEM 4    │ │    AUTO      │
│ 123456789015 │ │ 123456789012 │ │ 123456789013 │ │ 123456789014 │ │ ◀        ▶   │
│ ◀        ▶   │ │ ◀        ▶   │ │ ◀        ▶   │ │ ◀        ▶   │ └──────────────┘
└──────────────┘ └──────────────┘ └──────────────┘ └──────────────┘
```
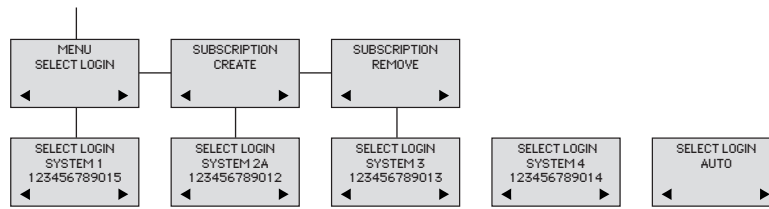
Note: Auto login should only be used in separate systems without overlaps.

8.5.4 Remove subscription
Subscriptions can be removed from the system in use and from the nine other systems (if connected). Removing a subscription requires a password. The password is factory set at 0000. If the system in use is removed, it is necessary either to select one of the remaining systems or to subscribe to a new one. If one of the systems not chosen is removed, the handset remains connected to the system in use.

8.5.5 Change startup text
The startup text is predefined as "Samsung" as factory default. This can be changed using the following procedure: Press ✹✹✹✹ 📖 (OK), enter the new startup text and press (OK). You can enter up to 24 characters.
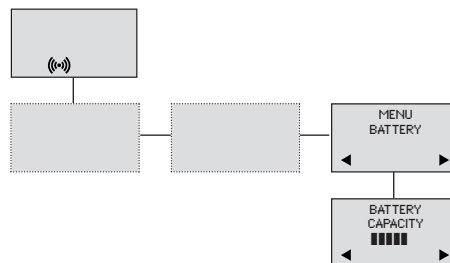
8.6 Battery capacity
In the Battery Menu it is possible to see the remaining battery capacity. To read the correct capacity, the handset has to be removed from the charger for at least one hour. Press "☰" and use the > or < keys to reach the Battery Menu. Press "OK" to enter the menu, and you see the current status of the battery capacity. Press "OK" to return to the menu system or press "☰" to quit.

The indication on the display is not necessarily an exact reflection of the remaining speech time, but only an indication of the voltage on the battery.

```
┌──────────────┐
│    ((•))     │
│              │
└──────┬───────┘
       │
┌ ─ ─ ─ ─ ─ ┐ ┌ ─ ─ ─ ─ ─ ┐ ┌──────────────┐
                              │    MENU      │
│           │ │           │   │   BATTERY    │
                              │ ◀        ▶   │
└ ─ ─ ─ ─ ─ ┘ └ ─ ─ ─ ─ ─ ┘   └──────┬───────┘
                                     │
                              ┌──────────────┐
                              │   BATTERY    │
                              │   CAPACITY   │
                              │   ▮▮▮▮▮      │
                              │ ◀        ▶   │
                              └──────────────┘
```

8.7 Redial
The handset has a maximum of 10 redial numbers and 10 Caller IDs placed in the same stack. Each number is represented once. Enter the redial menu by pressing "< " (◖●/C) from the standby text. Repeated presses of the "<" button scroll backward through dialled numbers and CLIP numbers (from newest to oldest). Pressing ">" scrolls in the opposite direction. It is also possible to reach the redial menu in the main menu. Numbers are named "REDIAL", "CLIP" or with the name.

The LED will flash slowly if a new number (unanswered call) has arrived in the CLIP stack. If no number (no CLIP) is represented by a call only the LED will flash slowly afterwards.

To delete a "CLIP" or a "REDIAL", scroll to the name/number and press »OK« twice. The name/number is deleted. If a number is stored, it is moved to the telephone book. It is possible to edit the CLIP or redial numbers. Find the number you wish to edit and press the digits you want to add to the number, e.g. prefix = O.
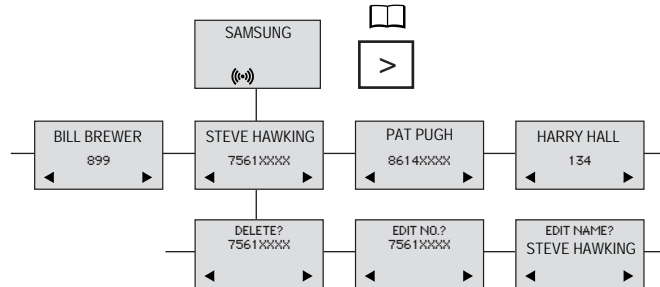
The Redial and CLIP stack Menu
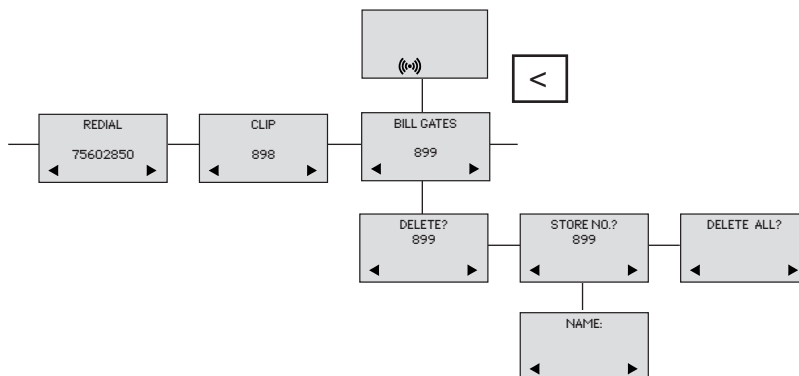
8.8 Book
Storing a number (max. 24 digits) in the phone book is done by pressing the number to be stored (in on-hook condition), then pressing the ">"- key followed by the "OK" key. It is possible to store up to 65 numbers with names in the phone book. Typing the name and confirmation is required. After storing, the telephone will go back to standby mode.

If the display shows "MEMORY FULL", it is necessary to delete one or more numbers from the phone book (see figure overleaf).
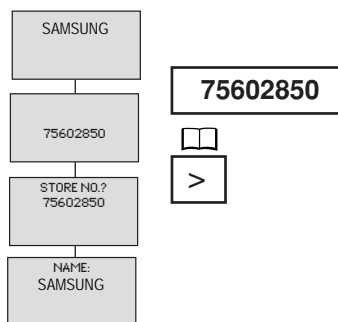
Read BOOK numbers: The telephone book is entered by pressing ">"(▭). For quick-search, press the first letter of the name (using 1-9) (see **8.2**). Call the displayed person by pressing the ☎ key. It is also possible to reach the telephone book menu in the main menu. Viewing and editing the telephone book can also be done while in conversation.

8

```
                              ┌──┐
              SAMSUNG         │  │
                             ┌┴──┴┐
               ((•))         │ >  │
                             └────┘

 BILL BREWER      STEVE HAWKING      PAT PUGH        HARRY HALL
    899             7561XXXX         8614XXXX           134
 ◄        ►      ◄         ►      ◄        ►       ◄        ►

                  DELETE?           EDIT NO.?        EDIT NAME?
                  7561XXXX          7561XXXX       STEVE HAWKING
                 ◄        ►      ◄        ►       ◄        ►
```

8.9 External services

External services are facilities placed in the main system, and only available if the handset is subscribed to a D500 or D1500 system. Under External Services can be found Clip stack, Delete clip stack and Local Phone book. The Local Phone book is a common Phone book for all handsets subscribed to the actual system, and all handsets subscribed to the system are listed in the Phone book. Aditional numbers can be added to the Phone book by the system administrator.

8.10 MSF-functions

MSF Functions are special functions which are based on MSF (Message Service Function). The functions require special software in the main system.

8.11 Mail/Text Messages

Available in systems configured to allow sending of text messages.

When a text message is received, the envelope icon $\boxtimes$ appears in the display. The envelope icon indicates one or more unread messages.
The text message is shown in the display, and when the message is read the envelope icon will disappear.

If the message contains a callback number, this will be displayed on the bottom line of the display. As long as the callback number is in the display, it is possible to activate the number by pressing the ☎ key.

1st letter in the display, in front of the timestamp, shows the message status: read (R), unread (N) or locked (L). Mails include a maximum of 72 letters or digits (two display screens of 36 each). Call back no. is max. 24 digits (or letters for E-mail).

14 messages can be "stored" in the handset. When receiving a new message, the oldest unlocked will be deleted. Locked messages will not automatically be overwritten, but can be manually deleted. Maximum 7 messages can be locked.

Read a mail

Press the "R"- (MAIL) key followed by the OK key or enter the mail menu (in on-hook condition).
If the message includes more than 36 letters or digits, the message will run over two display screens.
Use the > key to scroll.
To see the **sender** of the mail, press the OK key.
To leave the mail, press the " ≡ " key.

Reply to a mail

Open the mail by pressing the R key followed by the OK key. Press the OK key again and use the < > keys to find the reply feature. Press the OK key and you are then able to reply to the mail. After writing your reply, press the OK key to confirm.

Forward a mail

Open the mail by pressing the R key followed by the OK key. Press the OK key again and use the < > keys to find the forward feature. Press the OK key twice and you are then able to write the number of the receiver. Confirm with the OK key.

Delete all mail

Open the mail stack by pressing the R key followed by the OK key. Press the OK key again and use the < > keys to find the delete feature. Press the OK key and all mails are deleted.

Delete a mail

Open the mail by pressing the R key followed by the OK key. Press the OK key again and use the < > keys to find the delete feature. Press the OK key and the mail is deleted.

Lock/unlock a mail

Open the mail by pressing the R key followed by the OK key. Press the OK key again and use the < > keys to find the lock/unlock feature. Press the OK key and the mail is locked/unlocked.

Write a mail

To write a new mail, press the R (mail) key, confirm with the OK key and write your message. To send the mail press the OK key, type the number of the receiver and confirm with the OK key. If one or more mails are stored do as follows: Press the R (mail) key followed by the > key and confirm with the OK key; write your message. Press the OK key, type the number of the receiver and confirm with the OK key. The message is sent.

Note
If the sent message is not received, you will see a message in the display.

Menu structure
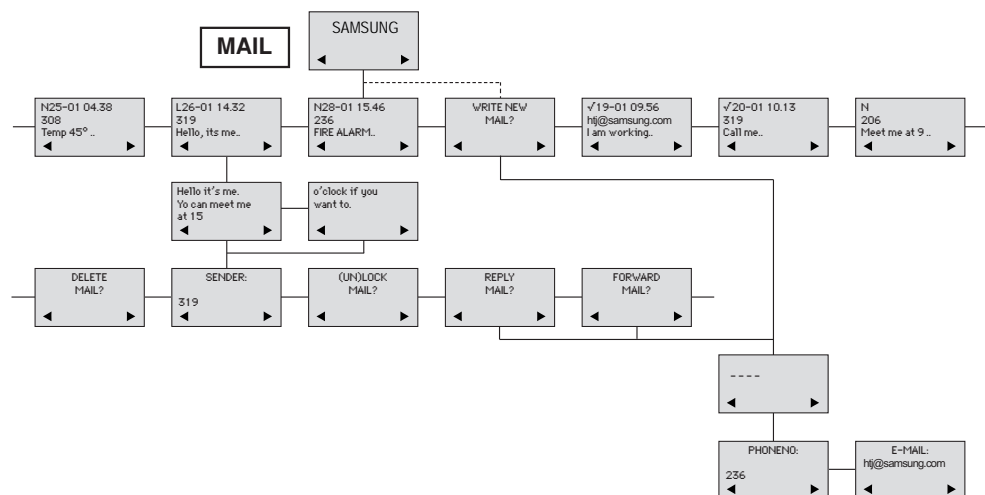
8.12 Menu language

There are six predefined languages in the handset: English, German, French, Italian, Spanish and Dutch. Select the required language by accessing the menu, locating the language menu and selecting the required language by pressing the OK key. Another language might be present and, if so, will be shown as "OPEN". The "OPEN" selection is a specific dealer language and is factory programmed.
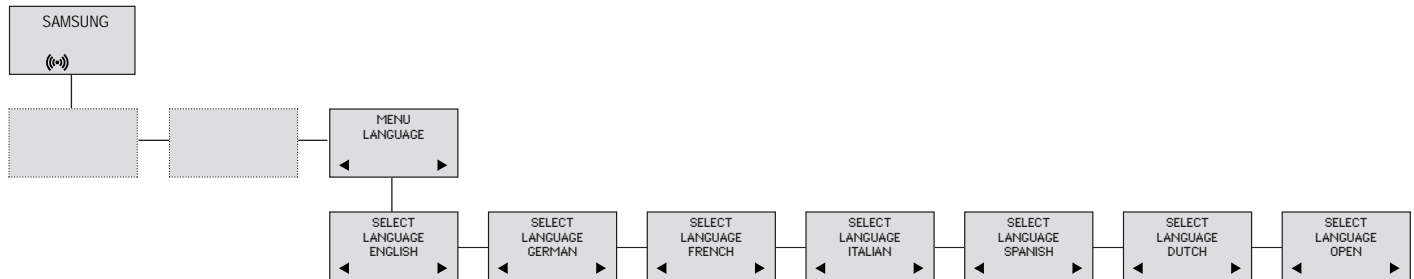
9. Shortcuts

"PROFILE 1": Press: ☰1.

"PROFILE 2": Press:☰2. (Display shows PROFILE 2).

"SILENT": Press: ☰ #. (No sounds) (Display shows SILENT).

"KEY LOCKED": Press: ☰ ✱ (Display shows KEY LOCKED).

"PHONE BOOK": Press > (▭) key in standby.

Name search in phone book: Press the first letter in name and > (▭) afterwards.

Store a number: Press > (▭) after the number (in on-hook condition).

"REDIAL "and "CLIP": Press < (◯●/C) key in standby.

"MAIL": Press R (✉) key in on-hook condition.

MUTE temporarily the ringer: Press "OK"(⊠) when the telephone is ringing.

MUTE the microphone: Press "OK"(⊠) when the telephone is off-hook.

RECALL: Press the ALT key if residential system, else press the "R" key.

Pause(-): Hold * for one second.

Change from pulse to DTMF(T): Hold ✱ for two seconds.

10. Information

10.1 Error tree

Problem	Check
The telephone freezes.	Remove and replace the battery pack. Press ☎ to turn on the telephone.
The telephone does not ring.	Check whether the ringer is SILENT or RINGER VOL. is OFF.
The telephone cannot find a system ID at "SUBSCRIPTION CREATE".	Check whether the system is set to allow subscriptions.
The telephone cannot subscribe even if system ID has been found.	Check if Access Code is necessary.
Not possible to turn on the telephone	Check if battery is connected. If yes, charge the battery.
The telephone turns off when receiving a call and going off-hook	Charge the battery. If still a problem, change the battery as it may be defective.

10.2 Error information

Incorrect functioning of the handset might be related to the installation of the DECT system or failures related to the main system. Before declaring a handset for repair, make sure that the main system is operating properly.

10.3 Warranty

The handset (but not the battery) is covered by a normal warranty-solution. The lifetime of the battery depends on the general use of the handset.

The handset is not covered by a general warranty if:
• The handset is exposed to water or metal dust.
• The handset is mistreated.
• The handset is subject to unauthorised use or attempted repair.

10.4. Technical information

Approvals
Acoustics: TBR 10
Electrical: TBR 6 (DECT RF)
Access profile: TBR 22 (GAP)
EMC: ETS 300 329 (CE labelling)

Size and weight
Size: 143 x 48 x 26 mm
Weight: 121 g including battery ± 10 g

Capacity
Active talking time 10 hours
Stand-by time 90 hours

Samsung Business Communications
Brookside Business Park, Greengate, Middleton, Manchester M24 1GS

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