SAMSUNG

DCS GATEWAY

DIGITAL COMMUNICATION GATEWAY SYSTEM

DS-2100B KEYSET USER GUIDE

SAMSUNG TELECOMS

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SAMSUNG ELECTRONICS

EU Declaration of Conformity (RTTE)

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declare under our sole responsibility that the product

Digital Telephone Exchange model "DCS Gateway"

to which this declaration relates is in conformity with

RTTE Directive 1999/5/EC (Annex II)
Low Voltage Directive 73/23/EEC
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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.

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Things You Should Know

- DCS Gateway digital telephones are called “keysets”.
- 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. For example, dial 9 to get a local outside line.
- DCS provides distinctive ring patterns to your keyset:
  - Outside calls have a double ring tone repeated.
  - Internal calls have a single ring tone repeated.

Speakerphone Operation

Switching from the handset to speakerphone mode is simple: press the **Speaker** key and hang up the handset. The Multi-Function lamp will light steady when you are using the speakerphone.

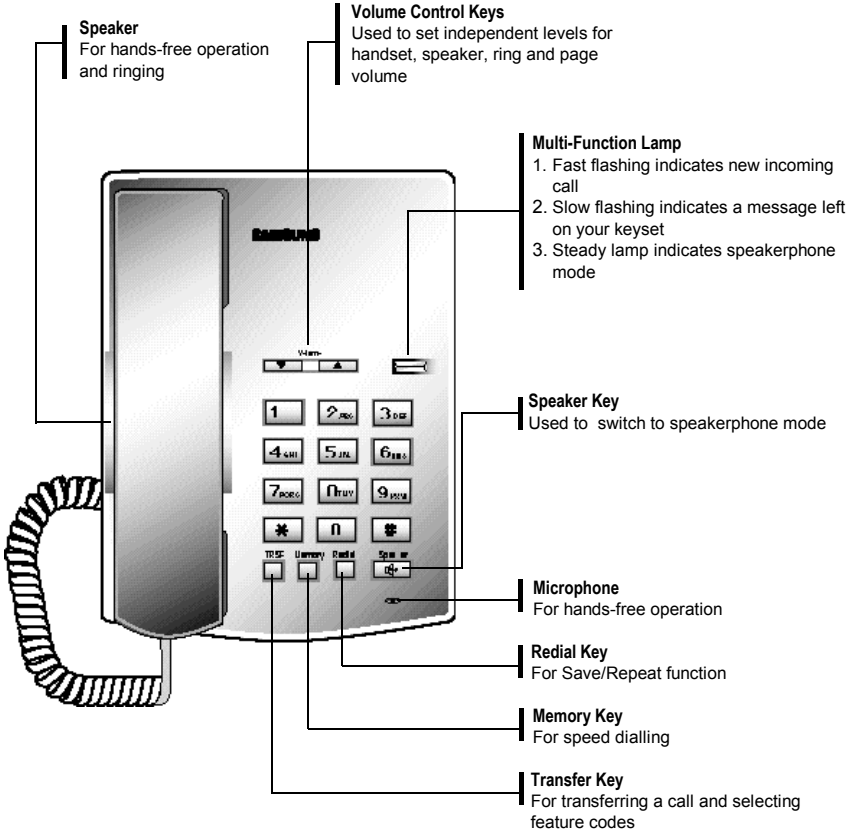
In speakerphone mode, pressing the **Speaker** key will answer or release a call on your keyset.

System Access Codes

Your system is configured with default system access codes for using the various features described in this guide. These codes are also printed on the back cover for quick reference. However, your system may have been set up to use a different set of codes. Therefore, if your system does not work as described in this guide, refer to your System Administrator for advice.

A special table has been provided at the back of this guide for you to enter the codes required by your system, if different from the default codes.

DS-2100B Layout



Outside Calls

Making An Outside Call

- Lift the handset or press the **Speaker** key and dial the outside line access code **9**.
- Dial the telephone number required.
- Finish the call by replacing the handset or pressing the **Speaker** key.

If your system is programmed to require an authorisation code before making a call, dial feature code ***48** plus a valid authorisation code. Press the **#** key and then select an outside line.

For more information on authorisation and account codes, see your System Administrator.

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 the **TRSF** key and dial ***49** to send a flash to the telephone company.

Busy Line Queuing With Callback

If you cannot obtain an outside line:

- Press the **TRSF** key and dial ***44**. You will hear confirmation tone.

When the line becomes free, the system will call you back.

- Lift the handset to answer.

The Callback feature can be released (cancelled), before the system calls you back, by dialling **#44.**

Internal Calls

Making An Internal Call

- Dial the extension number 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 handset or pressing the **Speaker** key.

Busy Extension/Group Callback

If you are dialling an extension and receive busy tone:

- Press the **TRSF** key and dial ***44**. When you hear confirmation tone, 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.

The Callback feature can be released (cancelled), before the system calls you back, by dialling **#44** plus the extension number.

A callback will be cancelled if not answered within a pre-programmed period of time.

Calling Your System Operator

Dial 0 to call your System Operator.

Call Processing

Holding Calls

To put a call on hold, press the **TRSF** key, 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.

Recalled Held Calls

If you leave a call on hold longer than the hold timer, it will recall to your station.

If you do not answer this recall within a pre-programmed period of time, it may go to the System Operator.

Transferring Calls

You may transfer a call to another extension in one of two ways. A screened transfer allows you to notify the extension who is calling. A blind (unscreened) transfer is a transfer without notification.

- While on a call, press the **TRSF** key and dial an extension number 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).

To return to the outside party without transferring, press the **TRSF** key.

Transfer With Camp-On

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

- Press the **TRSF** key and dial ***44**, then replace the handset. The called party will be alerted that a call is waiting for them.

Transfer With Auto Camp-On

When enabled, this feature automatically camps a call on to a busy extension. If you are transferring a call and receive busy tone:

- Wait for a few seconds and your call will automatically camp on to the busy extension.
- Hang up when you hear ringing (blind/unscreened transfer).
  OR
  Wait for the called party to answer, announce the call and then hang up (screened transfer).

The call will recall to your station if not answered within the specified time.

See your System Administrator to enable this function.

Conference Calls

You may conference up to eight parties (you and seven others) with a maximum of two external parties (e.g. outside lines or remote extensions) dialled in any order. While in conversation with the first party:

- Press the **TRSF** key and dial the extension or outside number of the second party to add to the conference.
- When the party answers, press the **TRSF** key and dial ***46**.

You will receive conference tone and all parties will be connected.

- Repeat the above procedure until all parties are added.

Direct Call Pickup

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

- Lift the handset and dial ***13**, then dial the ringing extension number.

Group Call Pickup

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

- Lift the handset and dial ***77**.

Consultation

You can consult with two parties separately, speaking to one while the other is on hold. The 'held' party cannot hear your conversation with the party consulted.

- While engaged in a conversation with a caller, press the **TRSF** key and dial the second party.
- When connected to the second party, press the **TRSF** key twice to return to the first caller.

To toggle from one party to the other, press the **TRSF** key *twice.*
OR
Hang up to join the parties together.

Forwarding Calls

You can forward your calls to another station (extension), group of stations or an external telephone number. The following describes how to set specific call forward conditions.

Instructions are included for cancelling each call forwarding condition. Any forwarding you set can also be cancelled by dialling **#60**.

Forward All

You can forward all your calls to another number.

- Dial ***61** followed by the number to which to forward. If you dial an external number, press the # key at the end of the number.
- Hang up

(To cancel Forward All, dial **#61** and hang up.)

Forward Busy

You can forward calls to another number if your phone is busy.

- Dial ***62** followed by the number to which to forward. If you dial an external number, press the # key at the end of the number
- Hang up

(To cancel Forward Busy, dial **#62** and hang up.)

Forward No Answer

You can forward calls to another number when you do not answer for any reason.

- Dial ***63** followed by the number to which to forward. If you dial an external number, press the # key at the end of the number.

- Hang up

(To cancel Forward No Answer, dial **#63** and hang up.)

Forward Busy/No Answer

If you want a common destination for both Forward Busy and Forward No Answer, you can set both at the same time using the following procedure.

- Dial ***64** followed by the number to which to forward. If you dial an external number, press the # key at the end of the number.

- Hang up

(To cancel Forward Busy/NoAns, dial **#64** and hang up.)

Follow Me

Follow Me is set at the station to which calls are to be forwarded from your normal extension.

- Dial ***65** and your normal extension number.
- Hang up

(You can cancel any Follow Me you have set for your extension by dialling, from any station, **#65** and your normal extension number.)

Dialling Features

System Speed Dialling

You can dial a pre-programmed telephone number stored in the system speed dial list of numbers (000-999).

- Press the **Memory** key or dial ***81**.
- Dial the desired speed dial number location.

The number is automatically dialled for you.

Personal Speed Dialling

Your keyset can assign up to 20 personal speed dial numbers. These are divided into two groups, SPEED1 and SPEED2, each containing up to 10 numbers (0-9). Speed dial numbers can be extension numbers, feature access codes or external numbers.

To store telephone numbers:

- While on-hook, dial ***82*** for SPEED1 or ***83*** for SPEED2.
- Dial a speed dial number (0-9).
- Enter the telephone number, up to a maximum of 20 digits. (Remember to enter '9' before the number if it is an outside number.)
- Press the **Speaker** key to finish.
- Repeat for each speed dial number as required.

A table is provided at the back of this guide for you to enter any personal speed dial numbers you create.

To dial a personal speed dial number:

1. In SPEED1

- Lift the handset and dial ***82**.
- Dial the required speed dial location number (0-9).

The telephone number is automatically dialled for you.

2. In SPEED2

- Lift the handset and dial ***83.**
- Dial the required speed dial location number (0-9).

The telephone number is automatically dialled for you.

Save Number With Redial

While on an outside call you can save the number you dialled for later use:

- Press the **TRSF** key and dial ***95** and your number will then be saved.

To redial this saved number at any time:

- Dial ***95**.

Last Number Redial

To redial the last outside telephone number you dialled:

- Press the **REDIAL** key or dial ***90**.

Control Group Call Forwarding

You can forward calls received by the control group, which comprises extension users, to another extension. This feature is often used to forward calls received after hours to an appropriate answering point.

- Dial ***67**.
- Dial the 3-digit control group number.
- Enter the extension number to receive the control group calls. When you hear confirmation tone, hang up.

To cancel control group call forwarding:

- Dial **#67**.
- Dial the 3-digit control group number.
- Enter the extension number receiving the control group calls. When you hear confirmation tone, hang up.

Paging and Messaging

Making An Internal Page

To make an announcement through keyset speakers:

- Lift the handset and dial ***55**.
- Dial the 2-digit zone number (00–99).
- After the attention tone, make your announcement.

Making An External Page

The system supports up to 10 external paging areas (0–9) with up to nine zones (1-9) in each. To make an announcement through connected external paging speakers:

- Lift the handset and dial ***56**.
- Dial the area number, 0–9.
- Dial the zone number, 1–9 (or dial **0** to page **all** external zones).
- After the attention tone, make your announcement.

Call Parking

When you have a call for someone who is not at their desk, you can park the call while you locate them. There are three parking locations available on the system: station, trunk and orbit.

Type	To Set Park	To Answer Park
Station	TRSF key + dial *53 + station no.	Dial *53 + station no.
Trunk	TRSF key + dial *52 + trunk no.	Dial *52 + trunk no.
Orbit	TRSF key + dial *51 + orbit no. (2 digits)	Dial *51 + orbit no. (2 digits)

To Park a Call

- While in conversation, press the **TRSF** key and dial the appropriate park code from the table above.
- Dial the extension, trunk number or orbit number (00-99) you wish to park the call on.
- Hang up.

To Answer a Parked Call

- Dial the appropriate park code from the table above.
- Dial the extension, trunk number or orbit number on which the call has been parked.

You will be connected to the parked call.

Setting a Message Indication

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

- Press the **TRSF** key and dial ***41.** You receive confirmation tone.
- Hang up.

(A message indication left at an extension is notified in two ways: keysets have a Message Waiting lamp or Multi-Function lamp which flashes; SLTs receive a special dial tone which is

different to the normal dial tone.)

To leave a message at another extension *without* dialling the extension:

- Dial ***41** followed by the extension number.
- Hang up.

Cancelling Messages

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

- Dial **#43** 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** and your keyset will automatically dial the extension number of the person that left you the message.
- Repeat the procedure until all messages have been returned in the order they were received.

Other Useful Features

Do Not Disturb (DND)

Use this feature when you want to block incoming calls to your keyset. You can, however, still make calls while in DND mode.

- To enter DND mode, dial ***40**. You will notice a change in the dial tone when the handset is lifted.

To cancel DND:

- Dial **#40**.

The system can be programmed so that direct dial inwards calls will override DND (see your System Administrator).

Account Codes

When equipped with optional Call Management software, your DCS Gateway system will allow calls to be charged to a specific account:

- Before or during any outside call, press the **TRSF** key and dial ***47**. (Any current call is interrupted.)
- Enter the account code (a maximum of 12 characters including 0–9 and ✶). After typing the code, press the # key to signify it is complete.

If you enter a code while on a call, you are returned to the external party when # is entered.

Customising Your Keyset

Selecting a Ring Tone

You can select any one of 16 ring tones for your keyset.

- While on-hook, press the **TRSF** key.
- Press the **Volume** Up or Down key to select a tone. Each press of the key plays a different tone. The last tone you play will be the new tone selected for your keyset.

Personal Speed Dial Numbers

	CODE	NAME	TELEPHONE NUMBER
SPEED1	0		
	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
SPEED2	0		
	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		

Changed System Access Codes

Please enter the feature access codes configured for your system if different from the default codes printed on the back cover.

CODE	FEATURE	CODE	FEATURE
	Call attendant or system operator		Trunk park call/answer
	External call lock		Station park call/answer
	Release external call lock		Page internal zone (00–99)
	Put calls on and take calls off hold		Page all external zones in area
	Retrieve calls on hold at another station		Page external zone (1–9) in area
	Direct call pickup		ACD log on
	Extension numbers		ACD log off
	Extension numbers		Cancel all call forwarding
	Set Do Not Disturb		Set Forward All Calls
	Cancel Do Not Disturb		Set Forward Busy
	Set message		Set Forward No Ans
	Clear messages		Set Fwd Busy/No Ans
	Return messages		Set Fwd Follow Me
	Cancel set message		Control Group Forward
	Busy station/group callback		Group call pickup
	Cancel callback		Individual line numbers
	Set up a conference		Trunk groups
	Enter account code		System speed dial
	Forced Authorisation Code		Station speed dial 1
	Send flash to outside line		Station speed dial 2
	Station hunt group		Trunk group 9 (Local)
to			Last number redial
	Station hunt group		Save number and redial
	Orbit park call/answer		

SYSTEM ACCESS CODES

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

0	Call attendant or system operator	*52 + xxx	Trunk park call/answer
*00	External call lock	*53 + xxx	Station park call/answer
#00	Release external call lock	*55 + xx	Page internal zone (00–99)
*11	Put calls on and take calls off hold	*56 + area no. + 0	Page all external zones in area
*12 + xxx	Retrieve calls on hold at another station	*56 + area no. + x	Page external zone (1–9) in area
*13	Direct call pickup	*59	ACD log on
2xx	Extension numbers	#59	ACD log off
3xx	Extension numbers	#60	Cancel all call forwarding
*40	Set Do Not Disturb	*61 + xxx	Set Forward All Calls
#40	Cancel Do Not Disturb	*62 + xxx	Set Forward Busy
*41	Set message	*63 + xxx	Set Forward No Ans
#42	Clear messages	*64 + xxx	Set Fwd Busy/No Ans
*43	Return messages	*65 + xxx	Set Fwd Follow Me
#43 + xxx	Cancel set message	*67	Control Group Forward
*44	Busy station/group callback	*77	Group call pickup
#44	Cancel callback	7xx	Individual line numbers
*46	Set up a conference	8x	Trunk groups
*47	Enter account code	*81 + xxx	System speed dial
*48	Forced Authorisation Code	*82 + x	Station speed dial 1
*49	Send flash to outside line	*83 + x	Station speed dial 2
500	Station hunt group	9	Trunk group 9 (Local)
to		*90	Last number redial
529	Station hunt group	*95	Save number and redial
*51 + xx	Orbit park call/answer		

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