securicor telecoms

SKP-308H
Keyset

User Guide

SAMSUNG ELECTRONICS CO. LTD.

securicor telecoms

Publication Information

Samsung Electronics and Securicor Telecoms reserve the right without prior notice to revise information in this publication for any reason.

Samsung Electronics and Securicor Telecoms also reserve the right without prior notice to make changes in design or components of equipment as engineering and manufacturing may warrant.

Copyright 1996
Samsung Electronics Co. Ltd and Securicor Telecoms Ltd

Part No 12749   Issue 2
Nov/96

Making an Outside Call

⟨**Keyphone**⟩
- Lift the handset and press idle outside line button.

- Receive dial tone and dial telephone number.
  OR

- To use hands free, press idle outside line button.

- Receive dial tone through speaker and dial telephone number. Speak into the microphone.

- Finish call by replacing the handset or pressing **SPK.**

> Note: If programmed, you may dial **9** or **80** to select an available line from these two line groups.

⟨**Standard phone**⟩
- Lift the handset and listen for a dial tone.

- Select the outside line **81-83** (81 = line 1, 83 = line 3), or dial **9** or **80** to select an available line.

- Dial the outside telephone number. When the other party answers, speak.

Answering an Outside Call

⟨**Keyphone**⟩
- Lift the handset and press fast flashing green outside line button.

OR

1

- Answer call using speaker phone by pressing flashing green outside line button.

- If your phone is assigned ringing, lift the handset or press **SPK** button and call is automatically answered.

⟨**Standard phone**⟩
- Lift the handset and speak.

Recall Dial Tone

⟨**Keyphone**⟩
Press the line button you are now using to disconnect the present call and receive dial tone to make another call on the same line.

⟨**Standard phone**⟩
Not available.

Sending a Flash

⟨**Keyphone**⟩
When using a PABX line or CENTREX line, press the line button you are now using to send hookflash for special operation.

⟨**Standard phone**⟩
- While talking on the phone, hookflash.

- Dial **5**.

Busy Line Queuing With Call-Back

⟨**Keyphone**⟩
- Press the desired busy outside line with red light and receive busy signal.

- Press **CALL BACK** button, then replace the handset.

- When the selected line becomes free and it is your turn, the system will call you back.

- Lift the handset or press **SPK** button to be connected to dial tone, then place a call.

Note: A call-back will be cancelled if not answered within 12 seconds.

〈Standard phone〉
- While you receive busy signal, hookflash before hanging up.

- Dial **3**, then replace the handset.

- When an outside line is free, the system calls you back.

INTERCOM CALLING

Calling Other Stations

⟨**Keyphone**⟩
- Lift the handset, press **DSS** button for another station and speak into the handset.

OR

- Place a call hands free by pressing **DSS** button for another station and speak into the microphone.

- Finish call by replacing the handset or press **SPK** button.

⟨**Standard phone**⟩
- Lift the handset and dial the desired extension number.

- When other party answers, speak. To end the call, replace the handset.

Answering a Call From Another Station

⟨**Keyphone**⟩
- When your telephone rings, lift the handset or press **SPK** button to be connected to calling station.

- Finish the call by replacing the handset or press **SPK** button.

⟨**Standard phone**⟩
- Lift the handset and speak.

Auto Answer — Voice Announce Mode

(available for intercom call)

⟨**Keyphone**⟩
If selected, your phone will beep once, then automatically answer an intercom call. The microphone and speaker are turned on and you may speak hands free. For more private calls, lift the handset and finish conversation.

- To select this mode, press **AUTO ANS** button.

- Press it again to cancel.
OR

- With the handset on-hook, dial **# 10** then **0** for normal ring or **1** for auto answer.

- Dial # to save your selection.

⟨**Standard phone**⟩
Not available.

Busy Station Call-Back

⟨**Keyphone**⟩
- Press the desired **DSS** button with red light and receive busy signal.

- Press **CALL BACK** button, then replace the handset.

- When the selected station becomes free, the system will call you back.

- Lift the handset or press **SPK** button to call the idle station.

Note: A call-back will be cancelled if not answered within 12 seconds.

⟨**Standard phone**⟩
- While you receive busy signal, hookflash.
- Dial **3**, then replace the handset.

5

- When the station is free, the system calls you back.

Calling the Attendant

⟨**Keyphone & Standard phone**⟩
Lift the handset or use hands free. Dial **0** or press
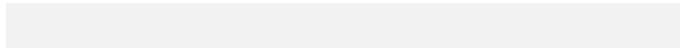**ATTENDANT** to call your system attendant.

Direct Retry

⟨**Keyphone**⟩
When making an intercom call, and you encounter one of the
conditions *busy, no answer, do not disturb, or not equip*., you
can make another intercom call without hanging up.

⟨**Standard phone**⟩
Not available.

CALL PROCESSING

System Hold

⟨**Keyphone**⟩
- When connected to any outside line or station, press **HOLD** button. Line button will flash green on your phone and red on other phones. A **DSS** button will flash red on your phone and remain red on other phones.

- To retrieve outside line again, press flashing line button from any phone.

- A station on hold can only be retrieved at the phone that put it on hold. Press flashing red **DSS** button.

⟨**Standard phone**⟩
- When connected to any outside line, hookflash and dial **6**.

- To retrieve the call again, lift the handset and dial **6.**

> Note: If you retrieve the call on another station, lift the handset, dial **5**, then dial the extension number that put the call on hold.

Exclusive Hold

⟨**Keyphone**⟩
To place an outside call on hold at your phone and not allow another user to take it:

- Press **HOLD** button twice.

- To retrieve the line, press the flashing green line button.

⟨**Standard phone**⟩
Not available.

Hold Recall

After a call has been left on hold for a preprogrammed time, it will recall the station that placed it on hold.

⟨**Keyphone**⟩
- When your phone rings, lift the handset or press **SPK** button to answer recall.

- If you are not able to answer recall, it will return to the system attendant (operator) after a preprogrammed time.

⟨**Standard phone**⟩
- When your phone rings, lift the handset to answer call.

Consultation Hold

When talking on an outside line and it is necessary to consult with another station:

⟨**Keyphone**⟩
- Press idle **DSS** button of the desired station. Outside call is automatically put on hold.

- Consult with other party.

- When inside station hangs up, you will be reconnected to the outside line.

⟨**Standard phone**⟩
- Hookflash and dial the desired extension number. Outside call is automatically put on hold.

- Consult with other party.

- When inside station hangs up or if you hookflash, you will be reconnected to the outside line.

Transferring Calls

A.   With outside call in progress, press **DSS** button for desired station. Call is automatically put on hold:

- Hang up when you hear ringing, and call is transferred.
  OR

- Wait for party to answer and advise them of the call, then hang up. If transfer is refused you will be reconnected to outside line when inside station hangs up.

B.   If during transfer you change your mind, press the same **DSS** button to release the called station and return to the outside line.

⟨**Standard phone**⟩
A.   With outside call in progress, hookflash and dial the desired station. The call is automatically put on hold:

- Hang up when you hear ringing, and the call is transferred.

OR

- Wait for the party to answer and advise them of the call, then hang up. If the transfer is refused you will be reconnected to the outside line when inside station hangs up.

B.   If during transfer you change your mind, hookflash to release the called station and return to the outside line.

Camp-On Transfer

⟨**Keyphone**⟩
- With outside call in progress, press the desired **DSS** button. The call is automatically put on hold.

- If station is busy, hang up and the call is camped on to the busy station.

9

Answering a Camped-On Call

If an outside call has been camped on to your phone:

⟨**Keyphone**⟩
- You will hear a single ring and the line that is waiting for you (camped on) will flash green.

- Place the present call on hold and press the flashing line button to answer.

OR

- Hang up and the waiting call will ring your phone.

- Lift the handset or press **SPK** button to answer.

Setting Up a Conference

⟨**Keyphone**⟩
You may confer with up to three parties in any combination, provided at least one is an internal extension.

- While engaged in a conversation, press **CONF** button, and receive conference tone.

- Make another call, either station or outside line, and press **CONF** button to add the party.

⟨**Standard phone**⟩
Cannot set up a conference, but it is possible to join as one of the parties.

Releasing a Party From a Conference

⟨**Keyphone**⟩
While engaged in a conference:

- Press **CONF** button.

- Press the outside line or the **DSS** button of the party to be released.

- Press **CONF** button to return to the conference.

⟨**Standard phone**⟩
Not available.

Forward Calls

⟨**Keyphone**⟩
To forward your calls to another station:

- With the handset on-hook, dial **# 11**.

- Press the **DSS** button of the station that will receive your calls.

- Dial **#.**

Your **SPK** button will flash as a reminder that you have forwarded your calls.

⟨**Standard phone**⟩
Not available.

Cancel Call Forwarding

⟨**Keyphone**⟩
- With the handset on-hook, dial **# 11**.

- Press your **DSS** button.

- Dial **#** again. **SPK** button will stop flashing.

11

Call Pick-Up

You may pick up (answer) calls ringing at another station.
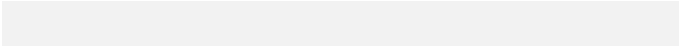
⟨**Keyphone**⟩
- Lift the handset or press **SPK** button.

- Dial **11** or press the dedicated **PICK UP** button and you will be connected to any ringing intercom or outside line call.

If you wish to pick up only intercom calls:

- Lift the handset or press **SPK** button.

- Press the flashing **DSS** button of the ringing station.

⟨**Standard phone**⟩
Lift the handset and dial **11** to pick up the call ringing at another station.

Speed Dialling — System List

To dial a preprogrammed telephone number from the system-wide list:

⟨**Keyphone**⟩
* Select an outside line.

* Press **ALM/SD** button.

* Dial the desired speed dial code **10** through **98**.

⟨**Standard phone**⟩
* Lift the handset and dial **19**.

* When you receive an attention tone, dial the desired speed dial code **10** through **98**.

Programming Personal Speed Dial Numbers

⟨**Keyphone**⟩
You may program frequently-dialled telephone numbers of your choice and store them under each DSS button.

* With the handset on-hook, press **ALM/SD** button.

* Press the **DSS** button where a number is to be stored.

* Dial a telephone number (maximum 30 digits). If required, press **HOLD** button to insert a three-second pause and press **MSG** button to insert a hookflash.

* Press **ALM/SD** button to store the number.

Repeat the above procedure for each number to be stored. For your privacy, when DSS button 1 and 2 are used, the number will not be displayed.

⟨**Standard phone**⟩
Not available.

Speed Dialling — Personal List

⟨**Keyphone**⟩
To dial a personally programmed speed dial number:

- Select an outside line.

- Press **ALM/SD** button.

- Press **DSS** button and the number is dialled for you.

Erase Personal Speed Dial Numbers

⟨**Keyphone**⟩
- With the handset on-hook, press **ALM/SD** button.

- Press **DSS** button where a number is stored.

- Press **HOLD** button to erase.

⟨**Standard phone**⟩
Not available.

Last Number Redial

⟨**Keyphone**⟩
- Lift the handset and select an outside line.

- Press **RD** button and the last telephone number you dialled will be automatically redialled.

If you press **RD** button with the handset on-hook, the call will be made through the speaker.

⟨**Standard phone**⟩
Not available.

Chain Dialling

⟨**Keyphone**⟩
You may manually dial additional digits following a speed dial call.
OR

You can chain as many speed dial numbers together as required*:

- After the first number is dialled, press **ALM/SD** button.

- Press **DSS** button or dial speed dial code **10-98**.

⟨**Standard phone**⟩
Not available.

(*Note: this is not available when using LCR.)

Automatic Redial of a Busy Number

⟨**Keyphone**⟩
- When placing an outside call and you receive a busy signal, press **AUTO REDIAL** button, then replace the handset.

- Your phone will hold a line and redial the number every 65 seconds, up to three attempts.

- When ringing is detected you will hear it through the speaker. Lift the handset so you can speak when the party answers.

- Your RD button will flash while auto-redial feature is in use.
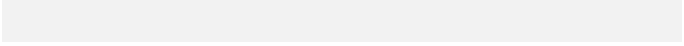
If you make another call, auto-redial is cancelled.

⟨**Standard phone**⟩
Not available.

15

Pulse to Tone Change-over

⟨**Keyphone & Standard phone**⟩
When making an outside call on a dial pulse line, press **#** to begin sending tones.

⟨**Keyphone & Standard phone**⟩
When making an outside call on a dial pulse line, begin sending tones.

PAGING & MESSAGING

Making an External Page

To page an optional external paging device.

⟨**Keyphone**⟩
*   Lift the handset and press **PAGE** button

*   After a brief attention tone, make your announcement.

⟨**Standard phone**⟩
*   Lift the handset and dial **14**.

*   After a brief attention tone, make your announcement.

All Page / Internal Page

To page all keysets and optional external paging devices at the same time:

⟨**Keyphone**⟩
*   Lift the handset.

*   Press your own **DSS** or **INT.PAGE** button.

*   Dial **0**.

*   After a brief attention tone, make your announcement.

⟨**Standard phone**⟩
*   Lift the handset and dial your extension number.

*   Dial **0**.

*   After a brief attention tone, make your announcement.

17

Transfer With Page Announcement

⟨Keyphone⟩
- While talking on an outside line, press your **DSS** button or **INTERNAL PAGE** button, then Zone number (0), or **PAGE** button and the call will be automatically put on hold.

- Announce to the paged person that they have a call, and specify the line number.

- Paged person answers call by pressing the outside line button that was announced.

⟨Standard phone⟩
- While talking on an outside line, hookflash and dial your extension number, then zone number (0) to transfer with internal page announcement.

OR

- Hookflash, and dial **4** to transfer with external page announcement.

- The outside line is automatically put on hold.

Setting a Message Light

⟨Keyphone⟩
When calling another station and you encounter either no answer or a busy signal:

- Press **MSG** button.

- Replace the handset. MSG button of the called station will light.

⟨Standard phone⟩
When calling another station and you encounter either no answer or a busy signal, hookflash and dial **4**.

Reviewing Messages

⟨**Keyphone**⟩
- With the handset on-hook, press the flashing **MSG** button.

- Stations that have left messages will be displayed (a maximum of four).

⟨**Standard phone**⟩
Not available.

Cancelling Messages

⟨**Keyphone**⟩
- With the handset on-hook, press the flashing **MSG** button.

- Press **DSS** button of the station you wish to cancel.

⟨**Standard phone**⟩
Not available.
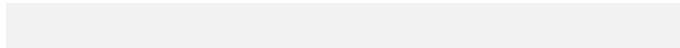

Returning Messages

⟨**Keyphone**⟩
- Lift the handset or press **SPK** button.

- Press the flashing **MSG** button. The station that left you a message will be called automatically.

Your MSG button will stop flashing when all messages have been returned.

⟨**Standard phone**⟩
Not available.

CONVENIENCE FEATURES

Do Not Disturb

⟨**Keyphone**⟩
- While on-hook, press **DND** button.

- DND button lights to remind you of this mode.

- To cancel, press **DND** button again and light turns off.

⟨**Standard phone**⟩
Not available.

Mute

⟨**Keyphone**⟩
When using hands free you can turn off the microphone but still hear other party through the speaker.

- Press **MUTE** button and light turns on.

- Press **MUTE** button again to turn microphone on and light turns off.

⟨**Standard phone**⟩
Not available.

Background Music

⟨**Keyphone**⟩
When a music source is supplied, you may listen to music through the speaker in your phone.

- While on-hook, press **HOLD** button to hear music.

- Press **HOLD** button again to turn music off.

⟨**Standard phone**⟩
Not available.

Set Appointment Reminder

⟨**Keyphone**⟩
To use your phone as an alarm clock:

- Press **ALM/SD** button twice.

- Set the hour and minutes in 24-hour clock format using the dial pad.

- Press **ALM/SD** button to save selected time.

- Your phone will sound five rings at the time you set.

You may cancel by pressing **ALM/SD** button twice then the **HOLD** button.

⟨**Standard phone**⟩
Not available.

Answering the Door Phone

When you are programmed to receive calls from the door phone:

⟨**Keyphone**⟩
- You will receive three short rings, repeatedly.

- Lift the handset or press **SPK** button and you are connected to call.

- If door lock is installed, dial **3** to unlock.

If not assigned door phone ringing, dial **11** for call pick-up.

⟨**Standard phone**⟩
- You will receive three short rings, repeatedly.

- Lift the handset and you are connected to call.

- If door lock is installed, hookflash and dial **3** to unlock.

If not assigned door phone ringing, dial **11** for call pick-up.

Calling the Door Phone

(Room Monitoring)

You may call the door phone and listen to what may be happening outside or in another room.

⟨**Keyphone**⟩
- Lift the handset and dial **13** or the dedicated **DOOR** button.

- You will be connected to door phone and can listen or have a conversation.

⟨**Standard phone**⟩
- Lift the handset and dial **13.**

- You will be connected to door phone and can listen or have a conversation.

Executive Barge-in (Override)

When specially programmed, you may barge-in on a busy station.

⟨**Keyphone**⟩
- Press the desired **DSS** button with red light and hear busy tone.

- Dial **5** to barge-in.

Barge-in is not allowed if the station is in a conference, or in the hold, transfer or call forward conditions.

⟨**Standard phone**⟩
When you receive busy signal, hookflash and dial **5** to barge-in on the busy station.

Group Listening

⟨**Keyphone**⟩
When engaged on a call using the handset, you may want other persons to hear the distant party's voice over the speaker.

- Press the dedicated **GRP.LISTEN** button to turn on the speaker. The microphone is not in use so the distant party does not hear other parties present in your office.

- Press again to turn speaker off and resume private conversation.

Depending on speaker volume and acoustics of your office it may be advisable to turn the group listening feature off before hanging up. This will eliminate a momentary squeal.

⟨**Standard phone**⟩
Not available.

Ringing Line Preference

⟨**Keyphone**⟩
Lifting the handset or pressing the **SPK** button will automatically answer any call ringing at your keyset.

This feature may be disabled for outside lines, allowing you to select the ringing line of your choice by pressing the associated button.

- Dial **# 17**.

- Press **0** to turn ringing line preference off. Press **1** to turn ringing line preference on.

- Dial **#** to save selection and restore phone to normal use.

⟨**Standard phone**⟩
Not available.

DISPLAY FEATURES

Date and Time Display

⟨**Keyphone**⟩
Display phone users will always have the current date and time displayed at their phone when in the idle condition.

⟨**Standard phone**⟩
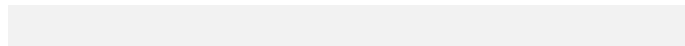Not available.

Timer Function

⟨**Keyphone**⟩
Display phone users may use this feature as a simple stopwatch.

- Press **TIMER** button to start timing.

- Press **TIMER** button again to stop timing.

While in a conversation, timer will show the elapsed time.

⟨**Standard phone**⟩
Not available.

ATTENDANT FEATURES

The following features can only be enabled at the designated attendant's station or by the user programming under password control.

Enable User Programming

- With the handset on-hook, dial **# 04**. Display shows MMC DISABLED.

- Dial the password and **1**. Followed by #

Programming is now enabled.

(Programming will be automatically disabled if no further key presses are made within a short period of time. To disable programming manually:

- With the handset on-hook, dial **# 04**. Display shows MMC ENABLED.

- Dial the password and **0**, followed by #

Programming is now disabled.

Changing User Password

To change the user password, enable user programming (as above), then:

- Press **#** key while on-hook. PROGRAMMING is displayed.

- Dial **05**. OLD PASSWORD is displayed.

- Dial the current password. NEW PASSWORD is displayed.

- Dial new four digit password.

- Press **#** to save new password.

25

Night Service Operation

- Press **MUTE/DND** button at the designated attendant station.

- The button flashes red to indicate system is in night service operation.

- Press **MUTE/DND** button again to turn night service off. Light stops flashing.

Programming System Speed Dial

Enable user programming (as above), then:

- Press **ALM/SD** button.

- Dial two digit code **10** through **98**.

- Dial the telephone number you want stored under this code. Press **HOLD** button to insert a three second pause, and press **MSG** button to insert a hookflash.

- Press **ALM/SD** button to store number. Repeat this procedure for each number stored. Speed dial numbers 90 through 99 will not show in the displays when being used. These are for unlisted or private numbers. Speed dial code 99 is reserved for external call forward number.

Erasing System Speed Dial Number

- If not already in program mode, enable user programming (as above).

- Press **ALM/SD** button.

- Dial two digit code of number to be erased and press **HOLD** button.

Display shows CLR for three seconds then returns to time and date.

> Note: You may change any number by dialling over existing digits, or erase them completely and reprogram.

Setting External Call Forward

When you wish to have incoming calls redirected out over another line to a specific telephone number, activate this feature as follows.

A. Enable user programming.

B. Enable each line to be forwarded:

*   Dial **# 45**. Display shows 000 indicating all three lines in the system.

*   Dial in new data:

        0 = do not call forward this line

        1 = call forward this line.

(For example, to call forward line 2, dial 010.)

*   Dial **#** to set new data.

C. Now assign outgoing line and telephone number to be dialled:

*   Press **ALM/SD** button.

*   Dial speed dial code **99**.

*   Enter line group access code **9** or **80**, or **81** through **83** for a specific line to be used (81 = line 1, 83 = line 3).

*   Dial the telephone number to be forwarded to.

*   Press **ALM/SD** button to store number.

> Note: Repeat procedure C to change call forward destination. External forwarding works regardless

27

of day or night mode operation.

Cancelling External Call Forward

Follow procedure B under *Setting External Call Forward.*
Set line(s) to 0 to cancel feature.

Setting Date and Time

Enable system programming, then:

- Dial **# 55**. Display shows YY MM DD W HH MM.

- Dial new information as follows:

YY	=	Last two digits of the year
MM	=	Month (01 through 12)
DD	=	Day of the month (01 through 31)
W	=	Day of the week, 1 through 7 (Monday = 1, Sunday = 7)
HH	=	Hour (use 24-hour clock)
MM	=	Minutes 00 to 59

Dial **#** to set current date and time. Phone returns to normal use.