

# Samsung OfficeServ 7000 Series Quick Reference Guide

**Note: we have produced videos demonstrating many of these features.**  
Visit <http://teltechservices.ca/learn/training-videos/samsung>

## TO MAKE AN OUTSIDE CALL

- Lift the handset and dial your 10 digit number – OR
- With the handset down dial 9 to receive outside dial tone through the speaker and then dial your 10 digit number.
- Finish the call by replacing the handset or pressing the ANS/RLS key.

## ANSWERING AN OUTSIDE CALL

- Lift the handset and you are automatically connected to the ringing call – OR
- Press the ANS/RLS key to automatically answer on the speakerphone.

## TO MAKE AN INTERCOM CALL

- Dial the extension number.
- Wait for the party to answer.
- Finish the call by replacing the handset or pressing the ANS/RLS key.

## ANSWERING AN INTERCOM CALL

- When your phone rings, pick up the handset –OR– press the ANS/RLS key to answer on the speakerphone.

## PLACING A CALL ON HOLD

- When you are connected to any call, press HOLD. The call will flash green on the CALL button.
- To take the call off hold, press the CALL key and the green flashing light will go steady again.  
Resume the conversation.

## CALL PARK

- When you have an outside call for someone that is not at his/her desk, you can PARK the call prior to PAGING
- While on an active call, simply press an available PARK button and then hang up
- Announce to your party which PARK zone the call is in (example "John Smith - Park Two")
- To retrieve the PARK call, simply go to the nearest phone and press the appropriate PARK button

## HOLD RECALL

- If you leave a call on hold longer than the hold timer, it will recall your station. The button that the call appears on will have a slow flashing amber light.

## TRANSFERRING CALLS

Transfer is used to send any call to another station in one of two ways. You can do a screened transfer by informing the other extension who is calling or you can do a blind transfer without notification.

- While on a call, press the TRANSFER key and dial an extension number.  
Your call is automatically put on transfer hold.
- Hang up when you hear ringing (this is an unscreened or blind transfer). –OR– Wait for the called party to answer and advise him/her of the call then hang up (if you press transfer before hanging up, you will be returned to the outside party).

## TRANSFER TO VOICE MAIL

This feature is used to send a call directly to a voice mailbox. To transfer a call directly to a voice mailbox:

- While on a call, press the VT key and dial the mailbox number.
- Hang up when dialing is completed.

## SPEED DIALING

You can dial a preprogrammed telephone number stored in your personal list 00-49.

- With the handset on-hook, press the MEMORY key or dial 16.
- Dial the desired speed dial number (00-49).
- The telephone number is automatically dialed for you.

## PROGRAMMING SPEED DIAL NUMBERS

You can program up to 50 frequently dialed numbers in a personal speed dial list.

- While on-hook, press TRANSFER and dial 105.
- Dial a speed dial number (00-49).
- Dial 9 followed by the number to be stored.
- Press TRANSFER to store the number.

## LAST NUMBER REDIAL

To redial the last number you dialed:

- Press the REDIAL key or dial 19.

## DO NOT DISTURB

Use this feature when you want to block calls to your phone.

- While on-hook, press the DND key or dial 401.
- To cancel DND, press the DND key again or dial 400.

## VOICE MAIL - GETTING STARTED

Using your new voice mailbox is as simple as following a few simple spoken instructions. Before you use your mailbox, you should start with the following steps:

- Press VMMSG. When the system answers, enter your default password 0000
- Record a primary no answer greeting. Dial [5] [1]
- Change your access code (password). Dial [#] [7] [1]
- Record your name. Dial [#] [7] [2]
- Enter your directory name. Dial [#] [7] [3] (when prompted to enter your first & last name, ONLY enter the first three digits)

After you have completed these steps, your mailbox is set-up and ready to use.

## LISTENING TO NEW MESSAGES

- If there are NEW messages in your mailbox, your VMMSG key will be lit and the LCD will display the number of NEW messages
- Press the VMMSG key and enter your password
- The system will announce the number of NEW and SAVED messages. The first NEW message will begin playback automatically