

OfficeServ™ 7000 Series

Executive MOBEX Telephone User Guide

The Samsung logo is located in the bottom right corner of the page. It consists of the word "SAMSUNG" in white, uppercase letters, centered within a dark blue oval shape. The background of the entire page is a dark grey, semi-transparent image of a telephone keypad, with a decorative blue and light blue wavy graphic at the bottom.

SAMSUNG

Executive MOBEX User Guide

for
OfficeServ™ 7000 Series

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ABOUT THIS BOOK

This booklet provides instructions for call handling and feature interaction on your Executive MOBEX phone with OfficeServ 7000 Series system.

Please take the time to study this guide and to become familiar with the operation of your Executive MOBEX phone. Keep it handy. You may need to look up instructions for infrequently used features.

Learning to use your Executive MOBEX phone correctly will make everyday telephone communications a breeze.

This book is written based on the factory default settings for the feature access codes. Sometimes, due to programming requirements, these codes may be changed. If you find that a feature code does not work as described in this book, please contact your installation and service company to determine the correct code.

THINGS YOU SHOULD KNOW

USER ORIENTATION

Your Executive MOBEX phone interfaces to the OfficeServ 7000 Series system in two ways:

- By logging in after receiving a MOBEX call, or
- If configured, you may dial in to the system and log in to activate the interface.

Both connection methods will be discussed in this booklet.

To get an outside line from the telephone company once connected, dial an access code, usually the digit "9." To call another station in your system, simply dial its extension number. See your system directory list for other access codes and extension numbers.

C.O. LINES

Lines from the telephone company are "C.O. lines." Calls on these lines are referred to as "outside calls." These C.O. lines are accessed by dialing an access code. For example, dial **9** to get a local outside line or dial **800-8XX** for other line groups. Each line in the system is numbered beginning with 701, and then 702, 703, etc. To get a specific line, dial its three digit line number. If Least Cost Routing (LCR) is programmed into the system, you will only be required to dial **9**.

CONNECTING TO THE SYSTEM

For the remainder of this booklet instructions will assume that you are connected, logged in, and hearing a system dial tone. There are two ways to connect and log in:

CONNECTING DURING A MOBEX CALL

When someone calls your office number and rings your Executive MOBEX phone you can initiate the system connection by dialing the MOBEX feature access code, typically *8. You will hear system dial tone if successful or, if no resources are available, you will be returned to your caller.

CONNECTING BY CALLING IN TO THE SYSTEM

If the system administrator has allowed it, you may log in to the Executive MOBEX interface by dialing in to the system. Your administrator will provide you with instructions on what number to dial and which login method is used. The two types of login methods are:

- **AUTOMATIC:** Meaning the system will automatically log you in based on the Caller ID of your Executive MOBEX phone, or
- **MANUAL:** Meaning the system requires you to log in based on your extension and passcode.

To log in manually:

- call in to the number provided by the administrator
- dial your extension number at the tone (or music)
- you will hear a short confirmation tone

SYSTEM TONES

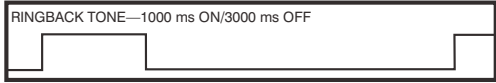
The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone—A steady tone that indicates you can begin dialing.



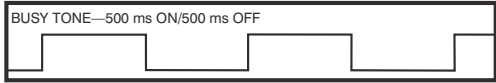
CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.



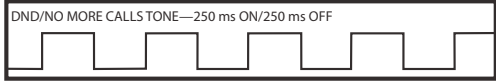
CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.



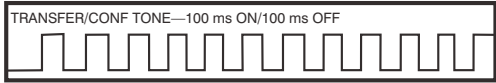
CONTINUOUS

DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.



FOR TEN SECONDS

Transfer/Conference Tone—Indicates your call is being held and you can dial another party.



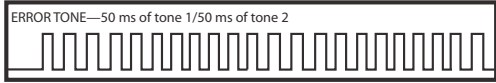
CONTINUOUS

Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.



FOR ONE SECOND
(programmable)

Error Tone—A distinctive two level beeping tone indicates you have done something incorrectly. Try again.



FOR THREE SECONDS

OUTSIDE CALLS

MAKING AN OUTSIDE CALL

- Dial a C.O. line or line group access code.
- Receive outside dial tone and then dial the telephone number.
- Finish the call by hanging up.

If your system is programmed to require an authorization code before making a call:

- Dial ***** and a valid code. You will hear confirmation tone, followed by dial tone.
- Select a C.O. line.

If your system is programmed to require an account code before making a call:

- Dial **47** and a valid code.
- Dial ***8** and receive transfer tone. Select a C.O. line.

For more information see your system administrator.

INTERCOM CALLS

CALLING OTHER STATIONS

- Dial the extension number or group number.
- Wait for the party to answer.
- If you hear several brief tone bursts instead of ringback tone, the station you called is set for Voice Announce or Auto Answer.
- Begin speaking immediately after the tone.
- Finish the call by hanging up.

BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

- Dial ***8** receive transfer tone and dial **45**.
- The called station will receive off-hook ring or camp-on tone.
- You will hear ringback tone.
- Wait for the called party to answer.

The called station must release its first call or put it on hold before answering your camp-on.

CALLING YOUR SYSTEM OPERATOR

- Dial **0** to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.

CALL PROCESSING

RETRIEVING CALLS ON HOLD AT ANOTHER STATION

When a line is on hold at any other station:

- Dial **12** plus the extension number of the station that placed the call on hold—**OR**—dial **12** plus the line number if you know what it is.

TRANSFERRING CALLS

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

- While you are speaking on a call, dial ***8** to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear ringing—**OR**—wait for the party to answer and advise the party of the call and then hang up. If the transfer is refused, you will be reconnected to the outside line when the station hangs up or you can ***8** to return to the outside party.

TRANSFER WITH CAMP-ON

When you are transferring a call to another station and it is busy, you may camp the call on to this station:

- While you are speaking on a call, ***8** to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear a busy signal. The called party will be alerted that a call is waiting.

SETTING UP A CONFERENCE

You may conference five parties (you and four other parties) in any combination of outside lines and internal stations in any order.

- While you are engaged in a conversation, dial ***8**, receive transfer tone and dial **46**. You will receive conference tone.
- Make another call, either intercom or outside.
- After the called party answers, dial ***8** and receive conference tone.
- Make another call—**OR**—dial ***8** to join all parties.
- Repeat as necessary.

To drop a party from your conference call:

- Dial ***8**, receive confirmation tone and dial the extension or line number that is to be dropped.
- Receive conference tone and dial **46** to rejoin the other parties.

NOTE: To leave the conference, hang up. Control will be passed to the first internal station that was added. If there are no internal stations and you wish to leave outside lines connected together in a trunk to trunk conference, follow the instructions to drop a party and use your extension number. When the parties on the outside lines hang up, the lines will release automatically, proceeding disconnect supervision is supplied by the telephone company.

FORWARDING YOUR CALLS

You may forward your calls to other stations or groups of stations. When they are programmed, Forward All Calls will have priority over Forward Busy and Forward No Answer conditions.

To clear all call forward conditions set at your station dial **600**.

NOTE: It is not necessary to clear call forwarding to change your selection; simply enter a new forward command.

FORWARD ALL CALLS

To forward all of your calls to another station:

- Dial **601** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward All Calls dial **600**—**OR**—dial another forward code, e.g., **604**.

FORWARD BUSY

To forward calls to another station when you are on the phone:

- Dial **602** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward Busy dial **600—OR—**dial another forward code, e.g., **604**.

FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Dial **603** followed by the destination you want your call to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward No Answer dial **600—OR—**dial another forward code, e.g., **604**.

FORWARD NO ANSWER/BUSY

To forward calls to another station when you do not answer or when you are on the phone:

- Dial **604**.
- Receive confirmation tone and hang up.

NOTE: This option will only work if Forward No Answer and Forward Busy destinations are already programmed.

To cancel Forward No Answer/Busy dial **600—OR—**dial another forward code, e.g., **601**.

STATION CALL PICKUP

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

- Dial **65** plus the extension number of the ringing phone.

GROUP CALL PICKUP

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

- Dial **66** plus the desired group number.

GROUP NUMBERS

01-10 **OfficeServ 7030**

01-20 **OfficeServ 7100** and **OfficeServ 7200-S**

01-99 **OfficeServ 7200** and **OfficeServ 7400**

NOTE: Station and group pickup features cannot be used to answer recalls to a station, only new ringing calls and operator recalls.

DIALING FEATURES

SPEED DIALING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500–999 or from your personal list of numbers 00–49.

- Dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialed for you.

NOTE: Your system may be set for 950 system wide numbers. If so the system speed dial access codes are 050~999 and the station speed dial codes are 000~049.

PROGRAMMING PERSONAL SPEED DIAL NUMBERS

To program personal speed dial numbers:

- Dial **15105** the next available speed dial bin number (e.g. **01**), a trunk or trunk group number and your speed dial digits.
- Hang up.

NOTE: It is much easier to have your System Administrator program these for you.

LAST NUMBER REDIAL

To redial the last telephone number you have dialed:

- Dial **19**.

NOTE: Redial does not apply to intercom calls.

PAGING AND MESSAGING

MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers in the idle condition:

- Dial **55** plus zone number **0, 1, 2, 3** or **4**.
- After the brief attention tone, make the announcement.

MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Dial **55** plus zone number **5, 6, 7** or **8**—**OR**—dial **55** plus **9** to page all external zones.
- After the brief attention tone, make the announcement.

ALL PAGE

To page all designated keysets in internal zone 0 and all external zones at the same time:

- Dial **55** plus *****.
- After the brief attention tone, make the announcement.

MEET ME PAGE/ANSWER

- Make a page by dialing **54** plus any zone and instruct the paged person to dial **56**.
- After completing the page, dial ***8** and remain off-hook until the paged person dials **56** from any phone. The paged person will be automatically connected with you.

CALL PARK AND PAGE

When you have an outside call for someone who is not at his/her desk, you can park the call and page the requested party:

- While in conversation, dial ***8** and dial **55**. The call is automatically parked at your station.
- Dial the desired page zone and make the announcement. Be sure to include your station number, for example, "Mr. Smith, park 201."

RETRIEVING A PARKED CALL

To retrieve a call that has been parked for you:

- Dial **10** plus the station number that was announced. You will be connected to the parked call.

PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
00	_____	_____
01	_____	_____
02	_____	_____
03	_____	_____
04	_____	_____
05	_____	_____
06	_____	_____
07	_____	_____
08	_____	_____
09	_____	_____
10	_____	_____
11	_____	_____
12	_____	_____
13	_____	_____
14	_____	_____
15	_____	_____
16	_____	_____
17	_____	_____
18	_____	_____
19	_____	_____
20	_____	_____
21	_____	_____
22	_____	_____
23	_____	_____
24	_____	_____

PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
25	_____	_____
26	_____	_____
27	_____	_____
28	_____	_____
29	_____	_____
30	_____	_____
31	_____	_____
32	_____	_____
33	_____	_____
34	_____	_____
35	_____	_____
36	_____	_____
37	_____	_____
38	_____	_____
39	_____	_____
40	_____	_____
41	_____	_____
42	_____	_____
43	_____	_____
44	_____	_____
45	_____	_____
46	_____	_____
47	_____	_____
48	_____	_____
49	_____	_____

FEATURES AND SPECIFICATIONS

LINE GROUPS

9 Local/LCR
800 _____
801 _____
802 _____

STATION GROUPS

501 _____
502 _____
503 _____
504 _____

PAGING ZONES - DIAL 55 PLUS

0 All Internal Zones
1 _____
2 _____
3 _____
4 _____
5 _____
6 _____
7 _____
8 _____
9 All External Zones
*All External Zones and Internal Zone 0

FEATURE ACCESS CODES

10 + xxx Pick Up A Parked Call
12 + xxx Pick Up A Held Call
HF-13 Door Lock Release
16 + xxx Speed Dialing
17 Save And Redial Number
18 New Call (Recall)
19 Last Number Redial
400 Cancel Do Not Disturb
401 Set Do Not Disturb
42 + xxx Cancel Message You Left
43 Return Message
HF-44 Callback
HF-45 Busy Station Camp-On
HF-46 Conference
HF-47 Account Code
48 + xx Cancel Programmed MSG
HF-49 Send Flash To C.O. or PBX
56 Meet Me Answer
600 Cancel All Call Forward
601 + xxx Set Forward All Calls
602 + xxx Set Forward Busy
603 + xxx Set Forward No Answer
604 + xxx Set Fwd Busy/No Answer
605 + xxx Set Forward on DND
606 + xxx Set Forward Follow Me
65 + xxx Pick Up Ringing Extension
66 + xx Pick Up Group
67 Universal Answer
* Authorization Code
*8 Mobex

Note: HF Indicates Hookflash.

