

Telephone Programming FAQs

We hope you can find the answers to most of your programming questions here, but if you need further assistance call us on 01993 777100 or email service@stlcomms.com

1 Changing the time

If you wish to change the name on a display phone:

- Press transfer 200 with the handset down
- At the password prompt type in 1 2 3 4
- Your screen will say "disable", press the vol. + key to change to "enable"
- Press the Speaker key
- The cursor now appears in the top left hand corner of your LCD type in code 505
- The screen now shows:
- OLD: 2020508:12:06
- NEW: WMMDDYY:HHMM
- Re enter the day of the week, month and year, then the new time
- Press the transfer key to save and exit

NOTE: when typing in the day, the system reads Monday as 1, Tuesday as 2 etc

2 Changing Names on Extensions

If you wish to change the name on a display phone:

- Go to the phone you wish to program
- Press your transfer key and 104
- Press the "Hold" key to delete the current name
- Next, use the alpha numeric key pad to type in the new name
- If you need to create a space, press the # sign, if you require a letter on the same key i.e. D & E move the cursor across using the vol. + / -
- Once you have finished, press Transfer key to save and exit

If you wish to change the name remotely or on a non display phone

- (From a display phone)
- Enter through Customer level access by pressing Transfer key and 200
- 1 2 3 4
- Enable customer programming by pressing the vol. + key.
- The screen will now say "disable", change this to "Enable " by pressing the vol. + key
- Press your speaker key

- Type in code 104
- Now type in the extension number you wish to program
- The cursor will move down to the bottom half of the display
- Type in the new name, using the alpha numeric key pad
- Once you have finished, press your transfer key to save and exit

(If you wish to change another name, press the right hand soft key, this will now allow you to type in the new extension you wish to program)

3 Changing the Programmable Keys

Before you do any programming you must enter through Customer level access.

- Press your transfer key with the handset down and 200
- Type in 1 2 3 4
- Your screen will say "disable", press the vol. + key to change to "enable"
- Press Speaker key
- The programming code for this is "722".
- The cursor now moves to the top left of the screen, now type in the extension number you wish to program.
- The cursor now moves to the bottom left of the display, and the screen shows 01: Call 1
- The volume keys allow you to scroll through the features held on each of the keys i.e. 03:CLIP
- Use the right hand soft key to move the cursor to the far right of the screen.
- Decide which feature you wish to assign and then press the appropriate key. For "CLIP" press number "2" on your telephone keypad 3 times etc.

When you are assigning DS (direct station) or SPD (speed dials) you must remember, once you have assigned the feature, you must then assign the location. Either the extension numbers if it is a DS key or the speed dial location if it is a speed dial. Personal speed dials are two digits and begin with "0", system speed dials are three digits and begin with "5". Once the key is assigned, the cursor will move to the bottom left of the screen, press your volume keys to move to the next key required.

Abbreviations for Programming

Note: these may change depending on the level of software or the system you are using.

AA PLAY: Auto Attendant Play

AA REC: Auto Attendant Record

Abandon Abandon call

ACCT: Account

ALARM: Alarm Ring Answer

ANS/RLS ANS/ RLSkey

BARGE: Barge In

Bill Bill

BLOCK: OHVA Block

BOSS: Boss / Secretary

CAD

CALL: Call Button

CAMP: Station Camp On
CANMG: Message Cancel
CBK: Call back
CHIN Check in
CHOUT Check out
CLIP: Calling Line Identification Presentation
CONF: Conference
CONP
CR Call record
Credit Credit
CS
CSNR
DICT: Dictation
DIR: Directory
DLOCK: Door Lock
DND: Do Not Disturb
DNDO Do not disturb override
DP: Direct Pick Up
DS: Direct Station
Drop Drop call
DT Direct trunk
DTS
EP
EXTMIC External mic
FAUTO: Forced Auto Answer
FLASH: Flash
FWRD: Call Forward
GPIK: Group Pick Up
HDSET Headset
HLDPK: Hold Pick Up
HOLD Hold
HOTEL Hotel
IG: In & Out of Group
INFDSP
INQUIRE Clip inquire
I SPY Mgmt listening
LANREQ
LCR: Least Cost Routing
LISTN: Listen
LNR: Last Number Redial
LOG
MMPA: Meet Me Page Answer
MMPG: Meet Me Page
MSG: Message
MS
MUTE Mute
MW
NEW New Call

NND Name number date
No clip Withhold clip
NXT: Next Caller
NIGHT: Night Service
OHVA: Off Hook Voice Announce
OPER: Operator
PAGE: Page zone
PGMMMSG: Programmed Station Message
PAUSE
PAGPK: Pick up Page Hold
PRB
PROG
PTHR
RB
REJECT: OHVA Reject
RETRY: Auto Retry on Busy
RE VW Clip review
RP Ring plan (night)
RSV
RTO Ring time override
SETDND
SG: Station Group
SETMG: Set Message W/O Ring
SLOCAT
SNR: Saved Number Redial
SP: Supervisor of UCD
SPD: Speed Dial
SPKR Speaker
STORE
SYSALM
TG: Trunk Group
TIMER: Timer
TRARPT
TRSF Transfer
UA: Universal Answer
VDIAL: Voice Dialler Access
VREC: Record Key for Voice Dialler
VM Voice mail
VMADM Voicemail admin
VMAME VM answering machine emulation
VMMSG VM message
VMSCMT
VMSMSG Message key (svm 800)
VMSOUT
VMSREC
VMSVAC
VREC Voice mail record
VT Voice mail transfer

Wake up
XCHIN

To select any of these functions, simply select the alpha numeric key and press the key to find the letter. i.e. For "C" press key "2" three times etc.

Once you have programmed the appropriate keys or functions it is imperative that you press the speaker key followed by code "721". Type in the extension you have programmed. The cursor now moves to the bottom left hand side of the display and the word "Restore" appears. Press the Vol. + key and it will say "Save". Press the right hand soft key and the programming is now saved. Press your transfer key to exit programming.

If you do not save key programming and you unplug your telephone programming will revert to default.

4 Entering Names and Numbers into the CLIP Translation Table

If you are using ISDN and have Calling Line Identification you may find this particular feature very useful. The CLIP directory allows you to input between 200 - 1000 names and telephone numbers depending on the Samsung model you have. Once this feature is activated, when someone from this particular table calls you, the name will be displayed on your LCD.

Before you do any programming you must enter through Customer level access.

- Press transfer 200 with your handset down
- Type in 1 2 3 4
- Your screen will say "disable", press the vol. + key to change to "enable"
- Press the speaker key
- The cursor now appears in the top left-hand corner of your LCD.
- Type in programming code 728, the screen now shows :
- CLIP XLAT (001)
- DGT:
- Press the right hand soft key and the cursor will move down to the space past "DGT".
- This allows you to type in the number. Next press the right hand soft key again, now type in the name that is to be associated with this number.
- Press the right hand soft key again, the cursor now moves to the top right hand side of the display.
- To move to the next location, use the volume plus key.
- Once you have completed this, press your transfer key to save and exit.

NOTE: This is a constantly moving translation table, each time you add or remove a number they are relocated into exact numerical order.

5 Forwarding your calls

To do this you do not need to enter through programming, you just simply need to lift the handset or, if the phone has hands free, type in the appropriate code.

Forwarding All Calls: Type in the code "601" followed by the extension number you wish your calls to be diverted to. (This can be an external number if you have a Samsung 7030, 7100, 7200 or 7400 if required, be sure to enter the "9" prefix first)

Forwarding on Busy: Type in code "602" followed by the extension you want to divert your calls to when you are busy.

Forwarding on No Answer: Type in code "603" followed by the extension you want your calls to divert to on no answer.

Forwarding on Busy / No Answer: This is both of the above diverts combined. It means that your phone will divert on Busy or no answer. To set this divert type in "604" followed by the extension number you require.

(If you wish to set the divert to voice mail, simply type in the voice mail group)

To clear all forwarding type in 600.

6 How do I set up Pick Up Groups?

Pick Up groups allow you to have groups of phones that are able to "pick up" calls within their exclusive group by pressing the star key on their telephone key pad.

- First you need to decide which extensions need to go in which group.
- Press Transfer 200 with the handset down
- 1 2 3 4
- Press the vol. + key to enable programming
- Press the speaker key
- Type in code 302
- Now type in the extension number you wish to allocate to its pick up group.
- Once you have done this, the cursor moves to the bottom of the display and allows you to type in a 2 digit code i.e. 02
- Press the right hand soft context key to save.
- Type in the next extension you require and repeat.

NOTE: you can have up to 99 Pick Up groups depending on the Samsung model you have installed.

7 How do I set up Groups?

- Press the transfer key
- Type in 1 2 3 4
- Enable Cus. Prog by pressing the volume plus key
- Press the speaker key
- Type in programming code 601, it will take you straight to the first group (500), this is usually reserved for the operator.
- If you press the volume plus key, it will move to group number 501, if you press it again, 502 etc
- To create a new group, press the volume plus key until you see the group number you require i.e. 506

- Press the right hand soft context key and this will move the cursor to the bottom of the display.

There are different screens associated with this programming and they are:

TYPE: Normal Group
 RING: Unconditional / Sequential / Distribute
 OVERFLOW: 000 SEC
 GRP TRSF: 000SEC
 NEXT PORT: None
 MEMBERS: None
 NXT HUNT: 000 SEC
 GROUP BUSY: OFF
 ALLOUTNEXT: OFF
 RBT MSG: OFF

Each time you set up a group the above need to be taken into consideration. For instance, whether you require all phones to ring at the same time when a new call comes in, or whether you want calls evenly distributed? Do you want calls to overflow to another extension or group if they are not answered?

Once you have dealt with these questions, you can start programming.

- Find the group number you require i.e. 506
- Press the right hand soft key to move the cursor, your screen will now say NORMAL GROUP
- Now press the vol. + key, it now takes you to the ring type, if you want it to stay as unconditional, no changes need to be made, if you wish to change it to sequential, press the right hand soft key and then the vol. + until you see this selection.
- Press the right hand soft key again, it will move back to the top left hand side of the screen, press it again to move it back down to the bottom of the screen.
- If you need to overflow the calls, at the overflow screen type in the number of seconds you want to the call to overflow after i.e. 010 secs
- Press the right hand soft key twice, once to save and again to move the cursor.
- Press the vol. + key twice until you see NEXT PORT: This is where you type in the extension number or group you want the calls to go to.
- Press the right hand soft key again, twice and then press vol. +. You now get to a screen saying MEMBER: 01:
- Press the right hand soft key top move the cursor, type in the first location, the first extension in this group, and continue until all members are added.
- Once completed. Press the right hand soft context key to save and then press the Transfer key to save and exit programming.

(Some of the option listed may not show on your screen if you are programming one of the older Samsung systems, ie: Samsung DCS, Compact 2 or 816.)

8 How can I change the timer associated with my Voicemail?

- Press Transfer 200 with the handset down
- Type in 1 2 3 4

- Enable by pressing the volume plus key
- Press the speaker key
- Type in programming code 502
- Type in the extension that requires changing
- Press the right hand soft context key twice
- The screen will tell you how long the timer is currently i.e. 015 sec
- Simply type in the new timer required, i.e. 010 sec
- Press the right hand soft context key again and the cursor will return to the top left hand corner

If you have now finished press Transfer to save and exit programming. NOTE: In default the busy no answer timer is 15 seconds, this translates to approximately 4 –5 rings. We would not recommend a timer lower than 8 seconds (3-4 rings) or longer than 20 seconds (5-6 rings)

9 How to program a direct dial number

- Press Transfer 200 with the handset down
- Type in 1234
- Enable Customer programming by pressing the Vol. + key
- Press the Speaker key
- Type in code 714, your display will now show –
- “DID DIGIT (001)”
- DGT : 100
- Using the vol. + key scroll through until you see the extension number you wish to re assign. (i.e. 104.)
- Press the right hand soft key this moves the cursor to the extension
- number at the lower part of the screen. Press right hand soft key again, screen shows: MOH: NONE PRI: NO
- If this is still correct, press the right hand soft key again, this will show you the day and night destinations for this direct dial number. (i.e. 1: 104 2: 104 3: 104 4:104 5:104 6:104)
- If you wish this call to go elsewhere at night time, simply key in the new destination into ring plan 1 . Or, if this information is correct continue to press the right hand soft key until you reach a screen, that says CW: N MC;99 Delete: 00
- Keep pressing the right soft key, this brings you to the area where you type in the new name for this direct dial number, i.e. Farah DDI.
- Press right hand soft key again screen shows: TONE:NO CAD:NO
- Press right hand soft key again and the screen returns to the direct dial number. You can now volume up to the next and repeat as above.
- If all programming is complete, press the transfer key to save and exit.
- If you have finished, press the right hand soft key, then either scroll through for the next one or press transfer to save & exit programming.

10 Personal Speed Dials for display phones

- Press the transfer key with the handset down and 105
- LCD shows 00: - Press right hand soft context key (under the display) to move cursor

- Enter the number required making sure you have included the “9” prefix
- Press right hand soft context key to save number, this will also move the cursor back to the left
- LCD shows 00: 9 – (followed by your number)
- Press volume + key to move to next speed dial location : 01:
- Repeat the above to insert next speed dial number and continue to do so until all locations are full.
- Once all the above has been completed simply press Transfer to save and exit.
- To add names, press key 21 on 38 button handsets, key 13 on 14 button handsets and key 6 on 7 button handsets. Use alpha numeric keys to type in name. If you make a mistake press hold to delete, and press volume up key to make a space or move to next letter. Right hand soft key to save.
- If you are using an old style Samsung handset press key number 24 (on a 24 button phone) or key number 12 (on a 12 button phone) to change to names
- To dial these numbers, dial “16” followed by the two digit speed dial number or press your “SPD” key

11 System Speed Dial Entry

- Enter through Customer Programming
- Press transfer 200 with the handset down
- Type in password – 1 2 3 4
- Enable Customer Programming by using the volume keys to select.
- Press the SPEAKER Key
- Type in the programming code 705 for system speed dials
- Use the volume + key to scroll through the available locations: - e.g. 500, 501 etc.
- Once a suitable vacant location has been found, (i.e. 500) press the right hand soft context key to move the cursor to allow the number required, to be entered.
- Prefix the speed dial number with “9” followed by the telephone number.
- To store press the right hand soft context key.
- You will hear two audible tones, to advise you that the number has been accepted
- To add a name to this speed dial, press key number 20 on a 38-button phone, key 13 on a 14-button phone and key number 6 on a 7 button phone. This acts as a toggle between the number entry screen and the name screen.
- Press the appropriate key again to switch back to number, then to move to the next location, use the volume + key and begin again.
- Continue until all numbers have been added, then press transfer to save and exit.



Call us on 01993 777100 if you have any questions