

# DCS-816

## System Administration and Special Features Guide





## **Publication Information**

Samsung Business Communications reserves the right without prior notice to revise information in this publication for any reason.

Samsung Business Communications also reserves the right without prior notice to make changes in design or components of equipment as engineering and manufacturing may warrant.

## **Disclaimer**

Samsung Business Communications is not responsible for errors or problems arising from customers not installing, programming or operating their Samsung systems as described in this manual.

## **Copyright 2004 Samsung Business Communications**

All rights reserved. No part of this manual may be reproduced in any form or by any means – graphic, electronic or mechanical, including recording, taping, photocopy or information retrieval system – without express written permission of the publisher of this material.



ELECTRONICS

# EU Declaration of Conformity (RTTE)

**Samsung Electronics Co., Ltd.**

259 Gongdan-Dong, Gumi-City Kyungbuk, Korea, 730-030

(factory name, address)

declare under our sole responsibility that the product  
**Digital Keypone System "DCS-816"**

to which this declaration relates is in conformity with

RTTE Directive 1999/5/EC ( Annex II )  
Low Voltage Directive 73/23/EEC  
EMC Directive 89/336/EEC:92/31/EEC



By application of the following standards

EN55022 : 1998 Inc. A1: 2000\*

.....  
EN61000-3-2:1995 Inc. A1/A2:1998

.....  
EN61000-3-3:1995, EN61000-4-2:1995 Inc. A1:1998, EN61000-4-3:1996 Inc. A1:1998

.....  
EN61000-4-4:1995, EN61000-4-5:1995, EN61000-4-6:1996, EN61000-4-8:1993

.....  
EN61000-4-11:1994, AS/NZS3548:1995

.....  
EN60950 ; 1992+A1+A2+A3+A4+A11

**(Manufacturer)**

Samsung Electronics Co., Ltd  
259, Gongdan-Dong, Gumi-City  
Kyungbuk, Korea, 730-030

2001-03-31 TE Jang

.....  
(place and date of issue)

Tae-eok Jang / General Manager

.....  
(name and signature of authorized person)

**(Representative in the EU)**

Samsung Electronics Euro QA Lab.  
Blackbushe Business Park  
Saxony Way, Yateley, Hampshire  
GU46 6GG, UK

2001-04-03 IS Lee

.....  
(place and date of issue)

In-Seop Lee / Manager

.....  
(name and signature of authorized person)

## **Intended Use**

This telephone system is intended to provide the user with voice communication between the system extensions and connection to the public switched telephone network by digital or analogue links.

The telephone system may be provided with the ability to communicate with local computer networks to provide CTI functions and features. In this case, it is capable of passing information to the computer network via a specified link.

The system is powered by mains voltage and can optionally be powered by batteries. Details of all connections and power arrangements are provided in the instructions for use. It should not be used in any other way.

# CONTENTS

## ABOUT THIS GUIDE

### PART 1. SPECIAL FEATURES

1.1	NIGHT SERVICE OPERATION	1-1
1.1.1	AUTOMATIC NIGHT SERVICE	1-1
1.1.2	MANUAL NIGHT SERVICE	1-1
1.2	CALLING THE SYSTEM OPERATOR	1-1
1.3	OPERATOR RECALLS	1-1
1.4	EXECUTIVE BARGE-IN	1-2
1.5	WALKING CLASS OF SERVICE	1-2
1.6	IN/OUT OF GROUP	1-2
1.7	DIRECT INWARD SYSTEM ACCESS (DISA)	1-3
1.8	DISA SECURITY	1-4
1.9	ACCOUNT CODES	1-4
1.9.1	USING ACCOUNT CODES	1-4
1.10	AUTHORISATION CODES	1-5
1.10.1	USING AUTHORISATION CODES	1-5

### PART 2. CALLING LINE IDENTIFICATION PRESENTATION (CLIP) SPECIAL FEATURES

2.1	INVESTIGATE	2-1
2.2	ABANDONED CALLS LIST	2-1
2.3	NUMBER TO NAME TRANSLATION	2-1

<b>PART 3. SYSTEM ADMINISTRATOR PROGRAMMING</b>	<b>3-1</b>
3.1 OPEN CUSTOMER PROGRAMMING	3-1
3.2 SET DATE AND TIME DISPLAY	3-1
3.3 RESET STATION PASSCODES TO DEFAULT	3-2
3.4 PROGRAM STATION NAMES	3-3
3.5 PROGRAM TRUNK NAMES	3-4
3.6 PROGRAM STATION GROUP NAMES	3-5
3.7 PROGRAM SYSTEM SPEED DIAL NUMBERS	3-6
3.8 PROGRAM SYSTEM SPEED DIAL NAMES	3-7
3.9 PROGRAM PERSONAL SPEED DIAL NUMBERS FOR OTHER STATIONS	3-8
3.10 PROGRAM PERSONAL SPEED DIAL NAMES FOR OTHER STATIONS	3-9
3.11 ASSIGN SPEED DIALLING BLOCKS	3-10
3.12 CREATE PROGRAMMED STATION MESSAGES	3-11
3.13 SET ALARM/APPOINTMENT REMINDER WITH MESSAGE	3-12
3.14 PROGRAMMING STATION KEY EXTENDERS	3-13
3.15 PROGRAMMING ACCOUNT CODES	3-15
3.16 SETTING INDIVIDUAL FORWARD NO ANSWER TIMERS	3-15
3.17 ADDING NAMES TO THE TRANSLATION TABLE	3-16

## TABLE OF DEFAULT SYSTEM ACCESS CODES

# ABOUT THIS GUIDE

---

This guide describes the most commonly-used special features available with the Samsung DCS-816 keyphone system which you can use to ensure the system is working correctly, effectively and to best suit your working environment. You have access to all these features through a Samsung digital display (LCD) keyset operating under special passcode control for security.

Station users can be trained to use only the features that they require, to help control costs and telephone abuse. Comprehensive information for station users will be found in the relevant user guide for their telephone (see *Related Manuals*, below).

Several of the features listed in this guide are specific to the system operator (sometimes called the attendant position). You can have more than one operator or set up your system to be used without an operator.

Using your customer-level passcode, you can access specific programs (MMCs)—designated by your system installer—to set, view or modify certain functions to better manage your keyphone system. Instructions are detailed and easy to follow. However, if assistance is needed, don't hesitate to contact your Samsung dealer or system installer for advice.

## HOW THIS GUIDE IS ORGANISED

The guide is organised in three sections.

- **Part 1: Special Features**—Discusses the most frequently used administration features such as setting account and authorisation codes, monitoring conversations taking place at other stations, and so on.
- **Part 2: CLIP Special Features** —Describes how to make the best use of caller identification options, especially for monitoring calls to and from other stations
- **Part 3: System Administrator Programming**—Shows you how to program selected special features using MMC programming.

## RELATED MANUALS

You should also refer to the following documentation which provides more detailed information on DCS-816 system and keyset programming and features.

- *Samsung Combined Systems Programming Manual*  
This comprehensively covers all programming (MMC) procedures for all Samsung keyphone systems, including the DCS-816. Refer to this for details of MMCs not covered in the **System Administrator Programming** section of this guide.
- *Samsung DCS Keyset User Guide*  
This describes the use of Samsung digital display keysets. If your system includes other types of telephones (single line telephones, for example) refer to the User Guides or Quick Reference Guides supplied specifically for those telephones.

# **PART 1. SPECIAL FEATURES**

---

## **1.1 NIGHT SERVICE OPERATION**

Your system is designed to have an alternative mode of operation generally designated as Night Service. Night Service permits incoming calls to ring differently to those during normal day operation. Night Service is available on an individual system basis and may be set manually or automatically. While in the NIGHT mode, stations will be limited to their individual night class of service dialling restrictions. You can put the system in or out of Night Service at any time. For automatic Night Service, the system has an on-time and an off-time for each day. If no automatic timer is set, Night Service must be turned on and off manually.

### **1.1.1 AUTOMATIC NIGHT SERVICE**

Automatic Night Service is turned on or off according to the programmed on and off times. These programmed times use the system clock as a reference, so the system clock must be set correctly. Pressing the manual **NIGHT** key will override the automatic mode until the next programmed time.

### **1.1.2 MANUAL NIGHT SERVICE**

Press the **NIGHT** key on any keyset to enter Night Service. Enter the Night Service passcode and press **1** to enter Night Service or **0** to leave Night Service. The **NIGHT** key on all keysets will light red to indicate that Night Service has been set.

## **1.2 CALLING THE SYSTEM OPERATOR**

Any station that dials **0** will ring its assigned operator. Calls to the system operator are easily identified because the **CALL** key will have a rapidly flashing red light. Station users will never receive a busy signal when they dial **0** or the operator group number. The calls will continue ringing in queue until answered.

## **1.3 OPERATOR RECALLS**

Transferred calls that go unanswered will recall to the station that originated the transfer. Should the station that originated the transfer not answer the recall, the call will be sent to the system operator as a transfer recall.

A call left on hold will recall the station that put it on hold. If the hold recall is unanswered at the station that originated the hold, the call will be sent to the system operator.

Both types of recalls will ring and have a slow flashing amber light on the **LINE** key or **CALL** key.

## 1.4 EXECUTIVE BARGE-IN

If you want to break into another station's conversation, either to monitor the call or join the conversation, your keyset must be programmed to allow you to barge in, and the other station(s) must not be secured against barge in. These options must be programmed for you by the system installer; you do not have customer-level access to the relevant program. You can then select one of the following barge-in options for your keyset (see MMC 206):

- No barge-in allowed
- Barge-in with tone
- Barge-in without tone

Barging in on an unsecure station can be done with or without an intrusion tone or display. If 'with tone' is selected, a warning tone and display will be sent to the station. If 'without tone' is selected, the station that barges-in can monitor the conversation and no warning tone or display will be sent to the station being monitored. The handset transmitter and keyset microphone of the barging-in station are disabled. You can, however, join the conversation by pressing the MUTE key on the keyset to enable the handset and microphone.

To barge in:

1. Dial the desired extension number and listen for the busy signal.
2. Press the BARGE key. (If joining the conversation, also press the MUTE key and begin speaking after the tone).
3. Hang up when you are finished.

Note: You can investigate to see what number is calling a station, or is being called, before you barge in. See Investigate (ISPY) in the **CLIP Special Features** section (Part 2) of this guide.

## 1.5 WALKING CLASS OF SERVICE

You can change a restricted station's class of service to the same class that your station is in, allowing you to make calls or use features that would otherwise be restricted from that station.

- Lift the handset or press the **SPEAKER** key.
- Dial **59** and then your extension number.
- Dial your station passcode<sup>1</sup> and receive internal dial tone.
- Dial an access code and then the telephone number **-OR-** use the desired feature as usual.
- Hang up. The station will be returned to its restricted status.

<sup>1</sup>NOTE: You must change the station passcode from the default 1234 first.

## 1.6 IN/OUT OF GROUP

Any station assigned to a station group can leave that group and then reenter the group later. When out of the group, a station can receive calls to its extension number but not to the group. There are 10 groups and the access codes are 500-509.

To create a backup or relief operator position, assign the main operator and one or more backup individuals to the operator group. All but the main operator should be out of the group. When it is necessary to use a backup operator, put the desired backup station in the group and remove the main operator. When incoming call traffic is heavy, you can have another station put itself in the operator group along with the main operator to handle the extra call load.

If the station does not have an **IN/OUT** (or **IG**) key:

- Lift the handset and dial **53**.
- Dial the group number.
- Dial **0** to be out of the group **-OR-** dial **1** to be in the group.
- Receive confirmation tone and hang up.

If the station has an **IN/OUT (IG)** key assigned to it:

- Press the **IN/OUT** key. It will light red when the station is in the group.
- Press the **IN/OUT** key again. The light is off when the station is out of the group.

NOTE: A station can be in more than one group.

## 1.7 DIRECT INWARD SYSTEM ACCESS (DISA)

From outside the office, selected individuals can call into the DCS-816 system on special DISA line(s). A security code must be entered to gain access. Once these individuals are in the system, they can:

- make outside calls using the office lines
- call stations within the system
- access paging resources
- set/reset their external forward database.

DISA allows the use of an incoming line to gain access to system resources for the purpose of dialling an intercom, accessing a central office (C.O.) line, internal paging or changing external forward setting.

Individuals who want to use DISA must first change their default station passcodes ('1234' cannot be used). To use DISA:

- Call for the DISA line from any phone with tone dialling.
- When you hear the DISA dial tone, dial your security code (the extension number plus your station passcode).
- If you are allowed access, you will receive system dial tone.
- Dial any line access code, receive outside dial tone and then dial a telephone number—**OR**—dial any extension number to call a station in the system.
- To make a second intercom call press \*, receive dial tone and dial another extension number.
- Press # and hang up when finished.

NOTE: Outgoing DISA calls are controlled by the dialling class of the station identified by the security code. The DISA line must have disconnect supervision from the central office. Insist that this condition be verified by your service company.

## 1.8 DISA SECURITY

A common practice among computer "hackers" is to repeatedly dial a known DISA access number (usually with a computer) and try a different passcode each time. The hacker hopes to eventually chance upon the correct passcode and thus gain access to your system. A DCS-816 security feature allows the number of sequential incorrect passcode attempts to be counted, and if a certain number is reached, DISA will be disabled for a time and the system will alert designated stations. The number of incorrect passcode entries allowed and the DISA disable duration are both programmable. In addition, the DCS-816 system will print a Station Message Detailed Recording (SMDR) report each time an incorrect passcode is entered (using an optional customer-provided printer and DCS-816 I/O card).

To clear the DISA alarm, follow this procedure:

- Lift the handset and dial the access code **58**.
- Enter the DISA alarm passcode ('5678' by default—refer to MMC 202).
- Replace the handset.

### **WARNING**

As it is impossible to prevent unauthorised access to your telephone system by hackers, we suggest that you do not turn on the DISA feature unless you intend to use it. If you do use this feature, it is good practice to frequently change access passcodes and periodically review your telephone records to check for unauthorised use.

## 1.9 ACCOUNT CODES

Account codes are used to provide accountability for the calls that are made. These account codes can be either forced or optional. If forced, they are always verified from a system list of up to 200 entries and a message is displayed at a station that the code must be entered before a call can be made. You must have an **ACCT** key programmed on each keypad which requires this option.

### 1.9.1 USING ACCOUNT CODES

- Lift the handset and press the **ACCT** key or dial **47**.
- Enter the account code.
- Press the **ACCT** key again, then press **TRSF** (or hookflash on a single line telephone). If a correct code is entered, you will hear dial tone and you can make an outside call in the usual manner. If an incorrect code is entered, the station returns error tone.

For information on setting up forced account codes, see the **System Administrator Programming** section (Part 3) of this guide.

## **1.10 AUTHORISATION CODES**

Authorisation codes are used to validate a station user and give permission to make a call. These four-digit authorisation codes can be either forced or optional; if used, they are always verified from a system list of 30 entries. If forced, a message is displayed at a station that the code must be entered before a call can be made.

Each authorisation code has an associated class of service. When the code is entered, the class of service is changed to the dialling class of the authorisation code.

### **1.10.1 USING AUTHORISATION CODES**

After going off-hook, you must dial \* followed by a four-digit authorisation code. If you enter a correct code, you will hear a confirmation tone and then receive DCS-816 dial tone and you can make an outside call in the usual manner. The station then follows the dialling class for that authorisation code. If you enter an incorrect code, the station returns error tone. This code can be printed on an SMDR report if programmed to do so (see MMC 725).

# **PART 2. CALLING LINE IDENTIFICATION PRESENTATION (CLIP) SPECIAL FEATURES**

## **2.1 INVESTIGATE**

Investigate allows selected stations with a special class of service to investigate any call in progress. If CLIP information is available for an incoming call, you can see to whom this station user is speaking. For outgoing calls, you can see the number that was dialed. After investigating, you may barge-in on the conversation (if allowed to—see *Executive Barge-In* in Part 1 Special Features), disconnect the call or hang up your phone to end the investigation.

- At your keyset, press the **ISPY** key.
- Enter your station passcode. (Default passcodes cannot be used).
- Enter the extension number of the station to investigate.
- You can now press **BARGE** to barge-in on the conversation (if allowed).

**OR**

You can press **NND** to view more information about the call.

**OR**

You can press **DROP** to disconnect the call.

NOTE:

1. If the call is an outgoing call, the **NND** key display will not appear.
2. This feature requires optional hardware (BRI). Ask your installation and service company for details.

## **2.2 ABANDONED CALLS LIST**

A system-wide abandoned calls list stores CLIP information for the last 100 calls, accompanied with valid CLIP information, that rang but were not answered. The abandoned calls list is accessed using the system administrator's passcode. When reviewing this list, you are provided options to **CLEAR** the entry or **DIAL** the number. You can use the **NND** key (or NND soft key) to toggle between the CLIP name, CLIP number and the date and time the call came in. To view the list of abandoned incoming calls for which CLIP information has been received:

- Dial **64** and dial the system administrator passcode.
- Scroll through the entries using the **VOLUME UP (+)** and **DOWN (-)** keys.

## **2.3 NUMBER TO NAME TRANSLATION**

The system provides a translation table of 200 entries for associating names with CLIP numbers. You then have the choice of displaying the name on your LCD instead of the number. When the CLIP number is received, the table is searched. If a match is found, the system displays the corresponding name from the table.

# **PART 3. SYSTEM ADMINISTRATOR PROGRAMMING**

---

## **3.1 OPEN CUSTOMER PROGRAMMING [MMC 200]**

Before any system programs can be accessed, you must first open Customer-level programming using the passcode you have been assigned. This must be done using an LCD keypad. Should it become necessary to change this passcode, see MMC 201.

- While your handset is on-hook, press **TRSF** and then dial **200**.
- The display shows [ENABLE CUS. PROG. PASSCODE].
- Dial the four-digit passcode.
- The display shows [ENABLE CUS. PROG. - DISABLE].
- Dial **1** to enable (or press the Up or Down key to select)
- The display shows [ENABLE CUS. PROG - ENABLE].

To begin programming:

- Press the **SPEAKER** key and the three-digit program code you want to access. Follow the instructions for that program.

NOTE: You must begin programming within 30 seconds. Once you start programming, any delay of more than 30 seconds between keystrokes will cause the system to automatically close programming. (The system timer can, however, be changed to allow more or less time before programming mode is closed. Ask your dealer or the system installer for advice.)

## **3.2 SET DATE AND TIME DISPLAY [MMC 505]**

Should it ever become necessary to correct the date and time displayed on all of the keysets, do so as soon as you notice that they are incorrect. Automatic Night Service will not work correctly and SMDRs will be of no value if the date and time are not correct.

The display format is as follows:

W	Day of the week, 0-6	enter <b>0</b> for Sunday and <b>6</b> for Saturday
MM	Month, 01-12	enter <b>01</b> for January and <b>12</b> for December
DD	Day of the month	enter a number in the range <b>01-31</b> .
YY	Year	enter the last two digits of the year, e.g. 98.
HH	Hours	use the 24-hour clock and enter a number in the range <b>00-24</b> .
MM	Minutes	enter a number in the range 00-59.

Failure to enter the time using the 24-hour clock will cause the date to change at 12:00 P.M. Open customer programming and follow the instructions below.

Open customer programming and follow the instructions below.

**ACTION**

1. Select **505**
2. Enter new time and date using above table
3. Verify time and date  
Reenter if necessary
4. Press the right soft key to return to step 2  
OR press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program.

**DISPLAY**

<p><b>OLD:1060198:1220</b> <b>NEW:MMDDYY:HHMM</b></p>
---

<p><b>OLD:1060198:1220</b> <b>NEW:2070798:1545</b></p>
--

<p><b>OLD:2070798:1545</b> <b>NEW:MMDDYY:HHMM</b></p>
---

If you have entered invalid data, you will receive an [INVALID ENTRY] message for three seconds. Reenter the correct date and time. If the information you entered is incorrect, repeat the procedure.

**3.3 RESET STATION PASSCODES TO DEFAULT [MMC 101]**

Individual keyset users can set or change their individual passcodes. These passcodes are used to lock and unlock keysets, override toll restriction (call barring) and access the DISA feature. At times, it may be necessary for the system administrator to reset a station's passcode to default "1234". This program is used only to reset the passcodes and cannot be used to display them.

**PROGRAM KEYS**

- |           |                              |
|-----------|------------------------------|
| UP & DOWN | Select the extension number. |
| HOLD      | Press to reset the passcode. |

Open customer programming and follow the instructions below.

**ACTION**

1. Select **101**
2. Dial the station number (e.g., **205**)  
OR use the **UP** and **DOWN** keys to scroll through the keyset numbers and press the right soft key to move the cursor right
3. Press **HOLD** to reset passcode

**DISPLAY**

<p><b>[201] PASSCODE</b> <b>PASSCODE: ****</b></p>
--

<p><b>[205] PASSCODE</b> <b>PASSCODE: ****</b></p>
--

<p><b>[205] PASSCODE</b> <b>PASSCODE: 1234</b></p>
--

4. Press the right soft key to return to step 2  
OR press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

### 3.4 PROGRAM STATION NAMES [MMC 104]

This program is used to assign a name or identification to each extension. You may assign a name up to 11 characters long.

#### PROGRAM KEYS

UP & DOWN	Select station and move cursor
KEYPAD	Used to enter characters.
HOLD	Press to clear entry.

Open customer programming and follow the instructions below.

#### ACTION

#### DISPLAY

1. Select **104**
2. Dial station number (e.g., **205**)  
OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor
3. Enter the station name using the procedure described below and press the right soft key to return to step 2
4. Press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

[ <u>2</u> 01] STN NAME
-------------------------

[205] STN NAME
----------------

[205] STN NAME SAM SMITH
-----------------------------

#### Procedure for Entering Names

Names are written using the number keys. Each press of a key selects a character, as shown on the selected key. Pressing a different key moves the cursor to the right. For example, you want to enter the name "SAM SMITH." The first letter "S" is selected by pressing the dial key number 7 four times (i.e. the first key press selects "P", the second selects "Q", and so on). Now press the number 2. This moves the cursor and selects the letter "A." Continue selecting characters from the keypad to complete your message.

Tip: When the next character you want appears on the same key as the character you have just entered (e.g. you typed "P" and now want to type "R"), press the UP key to move the cursor to the right, then select the next character.

The # key is used to select the following special characters (in sequence of key presses):

#	space	&	!	:	?	.	,	%	\$	-	<	>	/	=	[	]	@	^	(
)	_	+	{	}		;	"	→	`										

### 3.5 PROGRAM TRUNK NAMES [MMC 404]

This program is used to assign a name or identification to each C.O. line. You may assign a name up to 11 characters long.

#### PROGRAM KEYS

UP & DOWN	Select trunk and move cursor.
KEYPAD	Used to enter characters.
HOLD	Press to clear entry.

Open customer programming and follow the instructions below.

#### ACTION

1. Select **404**
2. Dial trunk (e.g., **704**)  
OR press **UP** or **DOWN** to select trunk and press the right soft key to move the cursor
3. Enter the trunk name using the procedure in *3.4 Program Station Names* and press the right soft key to return to step 2
4. Press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

#### DISPLAY

[701] TRUNK NAME

[704] TRUNK NAME

[704] TRUNK NAME  
SAMSUNG

### 3.6 PROGRAM STATION GROUP NAMES [MMC 602]

This program is used to assign a name or identification to each station group (501-504). You may assign a name up to 11 characters long.

#### PROGRAM KEYS

UP & DOWN	Select number and move cursor.
KEYPAD	Used to enter characters.
HOLD	Press to clear entry.

Open customer programming and follow the instructions below.

#### ACTION

1. Select **602**
2. Dial the group number (e.g., **504**)  
OR press the **UP** or **DOWN** key to make a selection  
and press the left or right soft key to move the cursor
3. Enter the name using the procedure in *3.4 Program Station Names*
4. Press the left or right soft key to return to step 2  
OR press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

#### DISPLAY

[501] SGR NAME

[504] SGR NAME

[504] SGR NAME  
SAMSUNG

### 3.7 PROGRAM SYSTEM SPEED DIAL NUMBERS [MMC 705]

The system list allows 200 numbers to be entered by default and this can be increased in blocks of 10 numbers. The maximum is 300 numbers if no more than 200 station speed dial numbers are assigned.

Speed dial codes are 500-799. Each speed dial number consists of a line access code and the telephone number to be dialled. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including #, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is being used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you can use. These are the last 6 programmable keys on your keyset referred to as **A**, **B**, **C**, **D**, **E** and **F**, and are defined below.

#### PROGRAM KEYS

UP & DOWN	Select the speed dial bin.
KEYPAD	Used to enter numbers.
HOLD	Press to clear entry.
SPK/RLS	Save data and advance to next program.
A	Does not have a function.
B	Inserts a FLASH.
C	Inserts a PAUSE.
D	Changes the dialling type from pulse to tone.
E	Hides and displays digits.
F	Toggle to MMC 706 to program speed dial name

Open customer programming and follow the instructions below.

#### ACTION

#### DISPLAY

1. Select **705**
2. Dial the speed dial code required (e.g., **505**)  
OR press **UP** or **DOWN** to make the selection and press the right soft key to move the cursor
3. Enter the access code (e.g., 9 - the system automatically inserts a dash) followed by the phone number (up to 18 digits long) and press the right soft key to return to step 2
4. Press the **F** key to toggle to *3.8 Program System Speed Dial Names*, step 3 to enter the name

<b>SYS SPEED DIAL</b> <u>500</u> :
---------------------------------------

<b>SYS SPEED DIAL</b> <u>505</u> :
---------------------------------------

<b>SYS SPEED DIAL</b> <b>505:9-121223456789</b>
--

<b>SYS SPEED NAME</b> <u>505</u> :
---------------------------------------

5. Press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

### 3.8 PROGRAM SYSTEM SPEED DIAL NAMES [MMC 706]

This procedure allows a name to be assigned to each system speed dial location. This name enables you to locate the speed dial number when you are using the directory dial feature. You may assign a name up to 11 characters long.

#### PROGRAM KEYS

UP & DOWN	Used to scroll through options.
KEYPAD	Used to enter selections.
SOFT KEYS	Move cursor left and right.
SPEAKER	Used to store data and advance to next program.
HOLD	Used to clear previous entry.
F	Toggle to MMC 705

Open customer programming and follow the instructions below.

#### ACTION

1. Select **706**
2. Dial the system speed number (e.g., **505**)  
OR press **UP** or **DOWN** to select the entry number  
and press the right soft key to move the cursor
3. Enter the name as shown in *3.4 Program Station Names*
4. Press the right soft key to return to step 2 OR press the **F** key to toggle to *3.7 Program System Speed Dial Numbers*, step 4  
OR press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

#### DISPLAY

<b>SYS SPEED NAME</b> <b>50:</b>
-------------------------------------

<b>SYS SPEED NAME</b> <b>505:</b>
--------------------------------------

<b>SYS SPEED NAME</b> <b>505: SAMSUNG</b>
--

### 3.9 PROGRAM PERSONAL SPEED DIAL NUMBERS FOR OTHER STATIONS [MMC 105]

Individual station users can program their own speed dial numbers. When necessary, however, this program allows the system administrator to view or change any station's speed dial numbers. The station speed dial codes are 00-49. Each station can have up to 10 numbers (00-09) by default and can be assigned more in blocks of 10 (up to a maximum of 50 numbers).

Each speed dial number consists of a line access code and the telephone number to be dialled. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 32 characters long including #, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is being used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you can use. These are the last six programmable keys of your keyset referred to as **A**, **B**, **C**, **D**, **E** and **F**, and are defined below.

#### PROGRAM KEYS

UP & DOWN	Selects a station.
KEYPAD	Used to enter number.
HOLD	Press to clear entry.
A	Does not have a function.
B	Inserts a FLASH.
C	Inserts a PAUSE.
D	Changes the dialling type from pulse to tone.
E	Hides and displays digits.
F	Toggle to MMC 106 to program speed dial name

Open customer programming and follow the instructions below.

#### ACTION

1. Select **105**
2. Dial the station number (e.g., **205**)  
OR press UP or DOWN to select the station and press the right soft key to move the cursor  
OR press the left soft key to go to step 4
3. If the selected station has no speed dial blocks, this display will be shown and a new station may be selected

#### DISPLAY

[201] SPEED DIAL 00 :
--------------------------

[205] SPEED DIAL 00 :
--------------------------

[205] SPEED DIAL NO SPEED BLOCK
------------------------------------

4. Dial the speed dial code (e.g., 05)  
OR press **UP** or **DOWN** to select and press the right soft key to move the cursor  
OR press the left soft key to return to step 2
5. Enter the trunk access code (e.g., 9) followed by the number to be dialed (e.g., 4264100)  
If you make an error, press **HOLD** to clear an entire entry or use the **DOWN** key to step back one digit
6. Press the **F** key to access *3.10 Program Speed Dial Names for Other Stations*  
OR press the right soft key to return to step 2  
OR press the left soft key to return to step 4  
OR press **TRSF** to save and exit programming  
OR press **SPEAKER** to save and advance to the next program

[205] SPEED DIAL 05 : _
----------------------------

[205] SPEED DIAL 05 : 9-4264100_
-------------------------------------

### 3.10 PROGRAM PERSONAL SPEED DIAL NAMES FOR OTHER STATIONS [MMC 106]

Individual station users can program their own speed dial names. When necessary, however, this program allows a system administrator to view or change any station's speed dial names. The station speed dial codes are 00-49. Each station begins with 10 numbers (00-09) and can be assigned more in blocks of 10 up to a maximum of 50 numbers.

#### PROGRAM KEYS

UP & DOWN	Used to scroll through options.
KEYPAD	Used to enter selections.
SOFT KEYS	Move cursor left and right.
SPEAKER	Used to store data and advance to next program.
HOLD	Used to clear previous entry.
ANS/RLS	Used to select ALL.
F	Toggle to MMC 105

Open customer programming and follow the instructions below.

#### ACTION

1. Select **106**
2. Dial the station number (e.g., **205**)  
OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor

#### DISPLAY

[201] SPEED NAME 00 :
--------------------------

[205] SPEED NAME 00 :
--------------------------

3. If the selected station has no speed dial blocks, this display will be shown and a new station may be selected

[205] SPEED DIAL  
SPDBLK NOT EXIST

4. Dial the speed dial location (e.g., **05**)  
OR use **UP** or **DOWN** to scroll through the location numbers and use the right soft key to move the cursor  
OR press the left soft key to return to step 2

[205] SPEED NAME  
01 : \_

5. Enter the name using the procedure in *3.4 Program Station Names*  
If you make an error, press **HOLD** to clear an entire entry or use the **DOWN** key to step back one character

[205] SPEED NAME  
01 : SAM SMITH

6. Press the **F** key to access *3.9 Program Personal Speed Dial Numbers For Other Stations*  
OR press the left soft key to return to step 4  
OR press the right soft key to return to step 2  
OR press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

### 3.11 ASSIGN SPEED DIALLING BLOCKS [MMC 606]

Your system can have up to 500 speed dial entries assigned (50 blocks of 10 numbers each). Up to 200 of these (20 blocks) can be allocated as system speed dials, and the remainder allocated to keysets as personal speed dials. Consequently, the more system speed dials that are allocated, the fewer speed dials are available for personal use.

When assigning speed dials, this MMC displays the number of system or personal blocks that are currently assigned and also shows the number remaining to be assigned, called the 'Free List'. This program also allows you to delete blocks of speed dial if required.

#### PROGRAM KEYS

UP & DOWN	Used to scroll through options.
KEYPAD	Used to enter selections.
SOFT KEYS	Move cursor left and right.
SPEAKER	Used to store data and advance to next program.
HOLD	Used to clear previous entry.

Open customer programming and follow the instructions below.

**ACTION**

**DISPLAY**

1. Select **606**
2. Press right soft key to advance cursor
3. Press **UP** or **DOWN** key to select SYSTEM to program system speed dials, or EXT (extension) to program personal speed dials  
If you select EXT, go to step 5  
If you select SYSTEM, press right soft key and go to step 4
4. Enter valid number of blocks to assign  
OR press **UP** or **DOWN** key to select and press right soft key  
OR press **HOLD** to delete block(s)  
System returns to step 3 to make another selection  
(If finished go to step 6)
5. Enter desired EXT (extension) number via keypad (e.g., 205) OR press **UP** or **DOWN** key to make selection and press right soft key to advance cursor
6. Enter valid number of blocks (0–5)  
OR press **UP** or **DOWN** key to make selection  
OR press **HOLD** key to delete block(s)
7. Press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to next program

**FREE LIST:60**  
**SYSTEM:20**

**FREE LIST:60**  
**SYSTEM:20**

**FREE LIST:60**  
**SYSTEM:20**

**FREE LIST:60**  
**EXT205:1**

**FREE LIST:60**  
**EXT205:5**

**3.12 CREATE PROGRAMMED STATION MESSAGES [MMC 715]**

Up to 20 messages can be programmed. Messages 1-10 are set up by default, but these can be changed. You can also create 10 additional 16-character messages (11-20) that fit your company's needs. After programming these messages, inform station users.

**PROGRAM KEYS**

- |           |                            |
|-----------|----------------------------|
| UP & DOWN | Select the message number. |
| KEYPAD    | Used to enter characters.  |
| HOLD      | Press to clear entry.      |

Open customer programming and follow the instructions below.

**ACTION**

1. Select **715**
  
2. Dial in the message number (e.g., **11**)  
OR press **UP** or **DOWN** to make the selection and  
press the right soft key to move the cursor
  
3. Enter the message using the procedure in *3.4 Program Station Names* and press the right soft key to  
return to step 2 above
  
4. Press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next  
program

**DISPLAY**

<p><b>PGM MESSAGE (01)</b> <b>IN A MEETING</b></p>
--

<p><b>PGM MESSAGE (11)</b> <b>EMPTY MESSAGE</b></p>
---

<p><b>PGM MESSAGE (11)</b> <b>IN THE SHOWROOM</b></p>
---

**3.13 SET ALARM/APPOINTMENT REMINDER WITH MESSAGE**  
**[MMC 116]**

Station users can set their own alarm/appointment reminders. However, the system administrator can also set alarms with messages for any or all display keyset stations in the system. Up to two alarms can be set for each station and each alarm can be set as follows:

**ALARM TYPE**

- |   |        |
|---|--------|
| 0 | NOTSET |
| 1 | TODAY  |
| 2 | DAILY  |

**PROGRAM KEYS**

- |           |                      |
|-----------|----------------------|
| UP & DOWN | Select option        |
| HOLD      | Press to clear data. |
| KEYPAD    | Used to enter data.  |

Open customer programming and follow the instructions below.

**ACTION**

**DISPLAY**

1. Select **116**

[201]	ALM REM (1)
HHMM :	➡NOTSET

2. Dial the station number (e.g., **205**)  
OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor  
OR  
press **ANS/RLS** to select all stations

[205]	ALM REM (1)
HHMM :	➡NOTSET

[ALL]	ALM REM (1)
HHMM :	➡NOTSET

3. Dial 1 or 2 to select the alarm (e.g., **2**)  
OR press **UP** or **DOWN** to select the alarm and press the right soft key to move the cursor  
OR press the left soft key to return to step 2

[205]	ALM REM (2)
HHMM :	➡NOTSET

4. Enter the alarm time in 24-hour clock format (e.g., 1300 for 1pm) and the display will automatically advance to step 5

[205]	ALM REM (2)
HHMM :	<u>1300</u> ➡NOTSET

5. Enter the alarm type from the list above  
OR press **UP** or **DOWN** to select the alarm type and press the right soft key to move the cursor

[205]	ALM REM (2)
HHMM :	1300 ➡ <u>DAILY</u>

6. Enter the messages using the procedure in 3.4 *Program Station Names* and press the right soft key to return to step 2

[205]	ALM REM (2)
MEETING	

7. Press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

### 3.14 PROGRAMMING STATION KEY EXTENDERS [MMC 107]

You can view station key assignments and add extenders to some of the programmable keys for easy one-touch operation of frequently-used features.

An extender is a number that makes an otherwise general soft key very specific. Adding the digit 4 to a **PAGE** key defines this key for paging zone four, for example. And adding 205 to a **DP** key defines this key as pickup for extension 205 only. The soft key must already be assigned by the installing technician. Adding extenders allows one-touch operation for that feature.

Use this program to assign extenders to the following keys:

KEY	FUNCTION	EXTENDER
BOSS	Boss and Secretary	1-4
DIR	Directory	PERS(1), SYS(2), or STN(3)
DP	Direct Pickup	Station/Station group no.
DS	Direct Station Select	Station/Station group no.
FWRD	Call Forward	0-5
GPIK	Group Pick-Up	01-08
IG	In/Out of Group	500-509
MMPG	Meet Me Page	0-4, 5, ★
PAGE	Page	0-4, 5, ★
PMSG	Programmed Message	01-20
SP	UCD Supervise	UCD group no.
SPD	Speed Dial	00-49, 500-799
VT	Voice Mail Transfer	VM/AA group no.

### PROGRAM KEYS

UP & DOWN	Select option
KEYPAD	Used to enter extender codes.
HOLD	Used to clear the displayed data.

Open customer programming and follow the instructions below.

### ACTION

1. Select **107**
2. Dial the station number (e.g., **205**)  
OR use **UP** or **DOWN** to scroll through the station numbers and press the right soft key to move the cursor
3. Enter the key number (e.g., 18)  
OR use **UP** and **DOWN** to scroll through the keys and use the right soft key to move the cursor  
OR press the key to be programmed
4. Dial the extender according to the list above and the system displays your selection. If there are no more entries, press the left soft key to return to step 2
5. Press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

### DISPLAY

[201] KEY EXTEND 01 : CALL1
--------------------------------

[205] KEY EXTEND 01 : CALL1
--------------------------------

[205] KEY EXTEND 18 : DS
-----------------------------

[205] KEY EXTEND 18 : DS207
--------------------------------

### 3.15 PROGRAMMING ACCOUNT CODES [MMC 708]

This program is used to add or change account code entries.

#### PROGRAM KEYS

KEYPAD	Used to enter the account code (allowable digits 0-9).
UP & DOWN	Used to select entry number.
FLASH & TRSF	Used to view and change only the used entries.
HOLD	Used to clear data.

Open customer programming and follow the instructions below.

#### ACTION

1. Select **708**
2. Dial the account code entry (e.g., **005**)  
OR press **UP** or **DOWN** to select the entry number  
and press the right soft key to move the cursor
3. Enter the account code via the keypad, e.g., **1234**  
(maximum of 12 digits) and press the right soft key to  
move the cursor back to step 2
4. Press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next  
program

#### DISPLAY

ACCOUNT CODE  
001:

ACCOUNT CODE  
005:

ACCOUNT CODE  
005: 123456789012

### 3.16 SETTING INDIVIDUAL FORWARD NO ANSWER TIMERS [MMC 502]

Each station can have an individual call Forward No Answer timer to accommodate different individual work habits of station users. If adjusting this timer (in MMC 501), take care that the value is not greater than the Transfer Recall timer value. The range is 001-255 seconds.

#### PROGRAM KEYS

KEYPAD	Used to set timer values.
UP & DOWN	Used to select extension number.
ANS/RLS	Select all stations

Open customer programming and follow the instructions below.

**ACTION**

**DISPLAY**

1. Select **502**
  
2. Dial the station number (e.g., **205**)  
OR press **UP** or **DOWN** key to select the station and press the right soft key  
OR press **ANS/RLS** to select all stations  
OR press the right soft key
  
3. Enter the new value via the dial pad, e.g., **020** (must be three digits) and the system will return to step 2
  
4. Press **TRSF** to store and exit programming  
OR press **SPEAKER** to store and advance to the next program

[201] NO ANS FWD  
010 SEC -> \_

[205] NO ANS FWD  
010 SEC -> \_

[ALL] NO ANS FWD  
010 SEC-> \_

[205] NO ANS FWD  
010 SEC-> 020

**3.17 ADDING NAMES TO THE TRANSLATION TABLE [MMC 728]**

This program allows the system administrator to associate a CLIP number received from the central office with a name programmed in this translation table.

The translation table consists of 200 entries, each comprising a 16-digit telephone number and a 16-digit name.

The procedure for entering names is as described in "Procedure for Entering Names" under section 3.4 *Program Station Names*.

**PROGRAM KEYS**

- |           |   |
|-----------|---|
| UP & DOWN | Used to scroll through options.                 |
| KEYPAD    | Used to enter selections.                       |
| SOFT KEYS | Move cursor left and right.                     |
| SPEAKER   | Used to store data and advance to next program. |
| HOLD      | Used to clear previous entry.                   |

Open customer programming and follow the instructions below.

**ACTION**

**DISPLAY**

1. Select **728**
  
2. Dial an entry number (e.g., **005**)  
OR use **UP** or **DOWN** to scroll through entries and press the right soft key to select entry

CLIP XLAT (001)  
DIGIT :

CLIP XLAT (005)  
DIGIT : \_

3. Enter the telephone number and press right soft key to advance to name entry  
OR enter the telephone number and press the left soft key to return to step 2

<b>CLIP XLAT (005)</b> <b>DIGIT : 3054264100</b>
---

4. Enter associated name and press right or left soft key to return to step 2  
OR press **SPEAKER** to save and advance to the next program  
OR press **TRSF** to save and exit programming

<b>CLIP XLAT (005)</b> <b>SAMSUNG</b>
--

## SYSTEM ACCESS CODES

The DCS-816 system has the following preset (default) feature access codes. These codes can be used if a key is not available for the feature you want to use. Standard (Single Line) Telephone users must *always* dial these codes.

9	Local trunk group	53+grp+1	In group
10 + xxx	Retrieve parked calls	54+zone	Meet Me Page
11	Put calls on and take calls off hold	55 + 0	Page all internal zones
12 +xxx	Retrieve calls on hold at another station	55 + 1	Page internal zone 1
13	Door lock release	55 + 2	Page internal zone 2
16 + xxx	Make speed dial calls	55 + 3	Page internal zone 3
17	Save number and redial it	55 + 4	Page internal zone 4
18	Recall dial tone for new call	55 + 5	Page external zone 5
19	Last number redial	55 + *	All Page
2xx	Extension numbers	56	Meet Me Answer
400	Cancel Do not Disturb	58	DISA alarm clear
401	Set Do Not Disturb	59	Walking class of service
41	Set Message No Ring	600	Cancel all call forwarding
42 + xxx	Cancel message	601 + xxx	Set Forward All Calls
43	Set/return messages	602 + xxx	Set Forward Busy
44	Busy station/line callback	603 + xxx	Set Forward No Ans
45	Busy station camp-on	604 + xxx	Set Fwd Busy/No Ans
46	Set up a conference	605 + xxx	Set Fwd Follow me
47	Enter account code	65	Directed call pickup
48	Set programmed station message	66	Group call pickup
49	Send flash to outside line	67	Universal Answer
500	Operator group	7xx	Individual line numbers
5xx	Station hunt group	78xx	ISDN S0 numbers
53+grp+0	Out of group	0	Call attendant or system operator

If your system installer has programmed different feature access codes to those shown above, you can enter these codes in the following 'Changed System Access Codes' table for your convenience.

## CHANGED SYSTEM ACCESS CODES

Enter any codes here that are different to the default values given in the System Access Codes table.

CODE	FEATURE	CODE	FEATURE
	Local trunk group		In group
	Retrieve parked calls		Meet Me Page
	Put calls on and take calls off hold		Page all internal zones
	Retrieve calls on hold at another station		Page internal zone 1
	Door lock release		Page internal zone 2
	Make speed dial calls		Page internal zone 3
	Save number and redial it		Page internal zone 4
	Recall dial tone for new call		Page external zone 5
	Last number redial		All Page
	Extension numbers		Meet Me Answer
	Cancel Do not Disturb		DISA alarm clear
	Set Do Not Disturb		Walking class of service
	Set Message No Ring		Cancel all call forwarding
	Cancel message		Set Forward All Calls
	Set/return messages		Set Forward Busy
	Busy station/line callback		Set Forward No Ans
	Busy station camp-on		Set Fwd Busy/No Ans
	Set up a conference		Set Fwd Follow me
	Enter account code		Directed call pickup
	Set programmed station message		Group call pickup
	Send flash to outside line		Universal Answer
	Operator group		Individual line numbers
	Station hunt group		ISDN S0 numbers
	Out of group		Call attendant or system operator

**Samsung Business Communications**  
Brookside Business Park, Greengate, Middleton, Manchester M24 1GS

