



GUIDE TO YOUR NEW COMMUNICATIONS SYSTEM



CHANGING THE TIME & DATE

ON YOUR SAMSUNG OFFICESERV PHONE SYSTEM

From any handset press the **Transfer Key** and immediately dial 200. The display will show ENABLE CUS. PROG & PASSCODE.

Enter the passcode which is **1234**.

Press 1 to enable handset programming mode.

To enter the 'time and date' menu dial **505**.

Enter the time and date in the following formats:

W = week day (0-6). 0 for Sunday, 1 for Monday and so on

MM = month (01-12)

DD = day of month (01-31)

YY = year (last two digits, i.e. 11 for 2011)

HH = hours. Standard 24 hour format

MM = minutes.

To confirm all changes press the **Transfer Key** again.



PROGRAMMING SPEED DIALS ON YOUR SAMSUNG OFFICESERV PHONE SYSTEM

From any handset press the **Transfer Key** and immediately dial 200. The display will show ENABLE CUS. PROG & PASS-CODE.

Enter the passcode which is **1234**.

Press 1 to enable handset programming mode.

To enter the 'time and date' menu dial **705**.

Dial the speed dial number you wish to programme (e.g. 501)
OR press the volume up or down keys to select a number. When you are happy with your speed dial number selection press the right soft key (located under the display). This will move the cursor across to the Number Entry Panel.

Dial 9 followed by the number you wish to assign to the speed dial.

To confirm all changes press the **Transfer Key** again.



Voice Recording Solution

Would you like to record every in and out-bound call? With Phones4Business you can:

- *Record every call you make*
- *Search for and playback calls with ease*
- *Enhance staff training*
- *Monitor staff performance*
- *Never take an incorrect order again*
- *Build rapport with your customers by recording and remembering their information*

CALL US ON 01202 705030 TO FIND OUT MORE

SETTING UP CONFERENCE CALLS ON YOUR SAMSUNG OFFICESERV PHONE SYSTEM

You can initiate and participate in conference calls with up to five other callers from any location simultaneously:

Make your first call.

After you have established your first call, press the **Conference Key**. Dial the number of the third party you wish to bring in to the conference (dial 9 before any external number).

Before introducing the third party to the conference call you can introduce them to the situation. At this point, pressing the **Conference Key** twice will introduce your third party to the conference.

You can add more parties to the conference by repeating the last two steps. A maximum of five parties can be added to the conference call.



Reduced Call Costs

*Would you like to make possible savings of 25% when compared with your existing call tariff
Contact us to find out more:*

- Cheaper than BT standard call costs*

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SETTING UP CALL FORWARDING

ON YOUR SAMSUNG OFFICESERV PHONE SYSTEM

You can forward calls to almost any other phone in the world using your Samsung phone system:

Forwarding All Calls

Dial 601

Enter the number you wish to forward your calls to (dial 9 before any external number)

Hang up after you hear the confirmation tone

Forward When Busy

Dial 602

Enter the number you wish to forward your calls to (dial 9 before any external number)

Hang up after you hear the confirmation tone

Forward When No Answer

Dial 603

Enter the number you wish to forward your calls to (dial 9 before any external number)

Hang up after you hear the confirmation tone

Cancel Call Forwarding

To cancel all call forwarding simply dial 600.



TRANSFERRING CALLS

ON YOUR SAMSUNG OFFICESERV PHONE SYSTEM

During an inbound call press the **Transfer Key**.

Enter the number or extension of the person you wish to transfer the call on to.

You now have two choices:

1. Put the handset down to initiate a blind transfer (the recipient will be forced to take the call without being notified by you about the caller).
2. Wait for the recipient of the transfer to pick the phone up so you can introduce them to the call transfer before actually executing it.



P4B CTI Software

Would you like to increase staff productivity by 30% instantly? CTI can help:

- *Find out more about your customers before you answer*
- *Dial contacts with ease and simplicity using on-screen dialling*
- *View detailed call history logs allowing you to call customers back instantly*
- *Notify colleagues of your absence using the absence alert feature*

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PROGRAMMING HANDSET NAMES

ON YOUR SAMSUNG OFFICESERV PHONE SYSTEM

Firstly, press the **Transfer Key** and then dial 104 on your telephone keypad.

Entering characters on your Samsung phone is done in a similar way to a standard text message on a mobile phone.

In this example we will enter the name Alex Smith into the handset.

To generate the letter 'A' you must press '2' once. The letter 'L' is generated by pressing '5' three times and the letter 'E' is created by pressing '3' twice. 'X' is '9' twice.

A character space is generated by pressing '#' twice.

You can move along one character by pressing the Volume Up Key. This is needed when you have two identical characters in a row.



Call Logging

*Would you like to monitor the response rates of your staff?
Perhaps you want to ensure your staff never miss another
call? Phones4Business can help you achieve this:*

- *Trace missed calls and missed business*
- *Check your staff's call response times*
- *Ensure customers NEVER receive a busy tone*
- *Track marketing campaign response rates*

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SETTING A VOICEMAIL GREETING ON YOUR SAMSUNG OFFICESERV PHONE SYSTEM

First of all ensure you are in a relatively quiet location. Now pick up your telephone handset and dial 555 (or 5555 depending on your system's settings).

From here enter the system password which should be set to 4659 by default (contact us if this does not work).

Now select option 5 followed by option 7.

You will be informed that there is currently no voicemail greeting recorded on the system. This will be followed by a prompt to record your own voicemail greeting after the audible beep.

Once you've finished recording, press the '#' key.

System Greeting Changes & Night Service Messages

For system greeting changes and night service message amendments please contact us on 01202 705030.



Non-Geographic Numbers

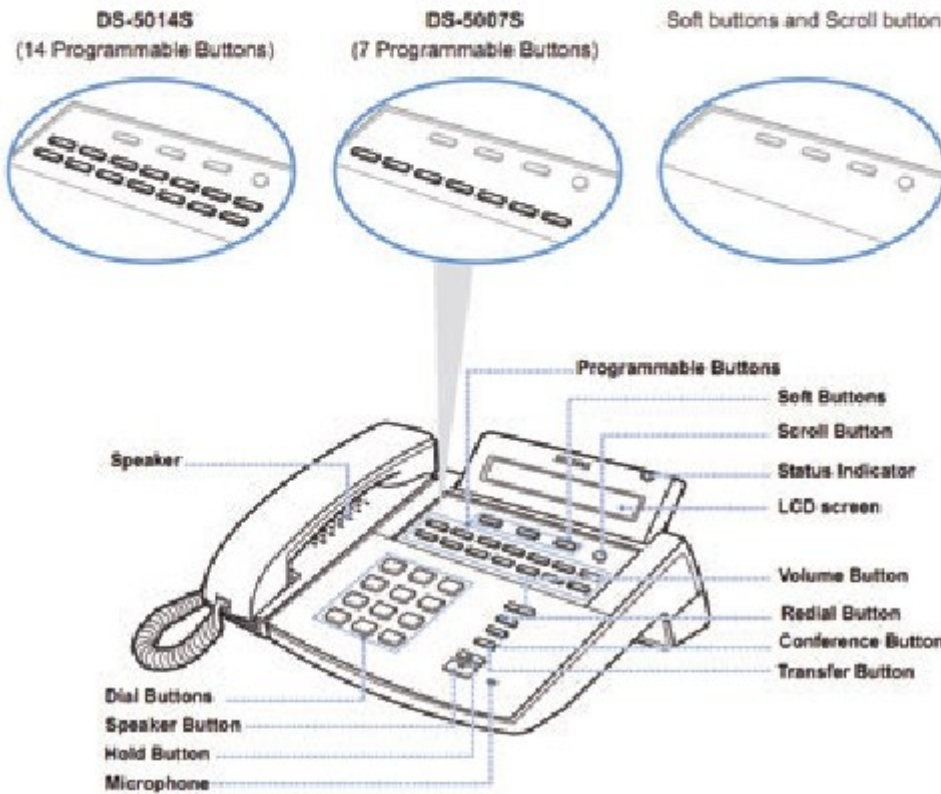
Do you want to trade without geographical restriction? Would you like to appear more professional? With Phones4Busines's Non-Geographic Number service you can.

- Trade nationally, not just locally*
- Create an impression with a more memorable contact number*
- Earn revenue from incoming calls*

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EVERYDAY HANDSET USAGE

ON YOUR SAMSUNG OFFICESERV PHONE SYSTEM



Speed Dial Feature

For frequently used phone numbers, you can press a speed dial button to make a call.

Call Hold

You can use the Hold feature when you need to interrupt a call; for example, when another call arrives. Use this button to temporarily hold the current call until you are ready to resume it.

Conference Calling

This button is used when multiple parties need to be connected simultaneously during a phone conversation. Up to five parties, including you, can be connected in a conference call.

Do Not Disturb (DND)

When you do not want to be disturbed, the DND feature will block incoming calls and the phone won't ring. Calls can also be forwarded to another station when you do not wish to be disturbed.

Call Forwarding

If you cannot answer an incoming call, the call can be forwarded to another extension (unconditionally, while you are busy on a call, or when you are away from your phone).

Paging

If you have an urgent announcement to make, or you wish to locate a colleague, you can page through the speaker of other stations, or through optional external speakers.

Product Training Checklist

Product Training

Training Completed	Yes	No	Not required	Comments
Basic Handset Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Headset Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Voicemail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Address Book	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Speed Dials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Call Transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Call Holding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Conference Calling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
DDI Numbers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Feature/Software Training

Training Completed	Yes	No	Not required	Comments
CTI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Call Recording	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Call Monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Wallboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Conclusion

Training Completed	Yes	No	Not required	Comments
Have all aspects of required training been carried out?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the customer happy with the product and software training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Signed on behalf of Phones4Business

Signed on behalf of the customer

Date

Date

Need Support? Call our maintenance team on 01202 705030



Contacting Us Couldn't Be Easier

General Enquiries

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Need Support? Call our maintenance team on 01202 705030..