

**STANDARD
TELEPHONE
USER GUIDE**

PROSTAR
BUSINESS TELEPHONE SYSTEMS

816 PLUS

SAMSUNG



**STANDARD TELEPHONE
USER GUIDE**

PROSTAR 816 PLUS

November 1994

TABLE OF CONTENTS

ABOUT THIS BOOK	1
THINGS YOU SHOULD KNOW	2-3
OUTSIDE CALLS	
Answering Calls	4
Making Outside Calls	4
INTERCOM CALLS	
Calling Other Stations	4
CALL PROCESSING	
Transferring Calls	4
Transfer with Camp-On	4
Holding Calls	4
Retrieve Calls from System Hold	4
Call Offer	5
Callback (Busy C.O. Line or Station)	5
Call Pickup	5
DIALING FEATURES	
Using System Speed Dial Numbers	5
PAGING AND MESSAGING	
Leave a Message	5
External Page	5
Internal Page	5
All Page	6
CONVENIENCE FEATURES	
Calling the Attendant	6
Calling a Door Phone	6

ABOUT THIS BOOK

This booklet provides instructions for using an industry standard single line telephone set with the PROSTAR 816 PLUS. A variety of single line sets from many different manufacturers are available. Check with your service and installation company to ensure proper operation with the PROSTAR 816 PLUS system.

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

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

THINGS YOU SHOULD KNOW

USER ORIENTATION

Lifting the handset on your telephone will provide PROSTAR 816 PLUS dial tone. This is also referred to as internal or intercom dial tone. To get an outside line from the telephone company, 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.

HOOKFLASH

Throughout this guide, you will see references to "hookflash." A hookflash is a momentary operation of the hookswitch required for a feature operation. Some telephones have a FLASH key. This key may be pressed instead of the hookswitch.

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. Dial an access code (for example, 9) to select one trunk of a particular group or 81-88 to select a specific C.O. line 1-8.

DISTINCTIVE RINGING

PROSTAR 816 PLUS provides distinctive ring patterns to your phone:

- Outside calls have a single ring tone repeated.
- Intercom calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a triple ring tone repeated.

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 dial another extension or feature code.



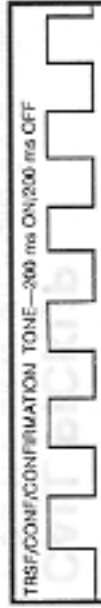
Busy Signal—Indicates the station you dialed is busy.



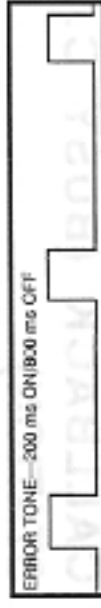
Ringback Tone—Indicates the station you dialed is ringing.



Transfer/Conference/Confirmation Tone—Indicates the system is ready for you to dial another extension or that you have performed a correct feature operation.



Error Tone—Indicates an error in operation. Hang up and try again.



ANSWERING CALLS

- When your phone rings, lift the handset to speak.

MAKING OUTSIDE CALLS

- Dial 9 or 80 to select a line from these two groups OR dial 81-88 for a specific C.O. line 1-8.
- Receive outside dial tone and then dial the number.

CALLING OTHER STATIONS

- Dial extension 21-36 for a specific station OR
- Dial 71, 72 or 73 for a group of stations.

TRANSFERRING CALLS

With an outside call in progress:

- Hookflash and receive transfer tone. The call is automatically put on hold.
- Dial the desired station or group number.
- Hang up when you hear ringing (unscreened transfer) OR
- Wait for the internal party to answer, advise the party of the call and then hang up (screened transfer). If the called party refuses the transfer, you will be reconnected to the outside call when the internal party hangs up.

TRANSFER WITH CAMP-ON

With an outside call in progress:

- Hookflash and receive transfer tone. The call is automatically put on hold.
- Dial the desired station.
- When you hear a busy signal, hang up. The call is camped-on to that station and the station will receive an alert tone.

HOLDING CALLS

With an outside call in progress:

- Hookflash and dial 6.
- Dial 6 to get the call back.

RETRIEVE CALLS FROM SYSTEM HOLD

You may retrieve a call placed on system hold from a station other than your own by using one of the methods below.

If you know the specific line of the held call:

- Lift the handset.
 - Dial the specific line number 81-88 corresponding to C.O. line 1-8.
- If you do not know the specific line of the held call:

- Lift the handset.
- Dial 5 plus the extension number of the telephone that placed the call on hold.

CALL OFFER

When necessary, you may offer your call to a busy station by sending an off-hook signal. First dial the extension and receive busy tone, then:

- Hookflash, receive tone and dial 2 to send a signal to the busy station. You will hear music if equipped.
- Wait for the busy station to answer.

NOTE: You can only offer a call to an electronic keyset.

CALLBACK (BUSY C.O. LINE OR STATION)

- When you encounter a busy signal after dialing a station number or line access code, hookflash and dial 1.
- When a line or that station becomes free, your phone will ring.
- Lift the handset to ring the station or receive the outside line.

CALL PICKUP

- Dial 11 to answer any ringing line or station. Outside lines will be answered before stations.

USING SYSTEM SPEED DIAL NUMBERS

- Dial 19 and receive interrupted dial tone.
- Dial the desired two digit system speed dial code 10-98. A line from the Dial 9 group will be accessed and the stored telephone number will be dialed automatically.

LEAVE A MESSAGE

- When you call another station and no one answers, hookflash and dial 4 to activate the message lamp on that keyset.

NOTE: A message indication cannot be sent to a single line telephone.

EXTERNAL PAGE

- Dial 14 and make the announcement after the attention tone.

INTERNAL PAGE

(THROUGH SPEAKERS IN KEYSETS)

- Dial your station number.
- Dial zone 1, 2 or 3.
- Make the announcement after the attention tone.

ALL PAGE

(THROUGH KEYSETS AND EXTERNAL SPEAKERS)

- Dial your own station number.
- Dial 0 and make the announcement after the attention tone.

CALLING THE ATTENDANT

- Dial 0 to call your system attendant.

CALLING A DOOR PHONE

- Dial 13 for DOOR 1 or 16 for DOOR 2.
- When answering a call from the door phone, you may hookflash and dial 3 to unlock the door if a customer-provided door lock is installed.

QUICK REFERENCE GUIDE

ACCESS CODES

HF + 1	Callback	0	Call Attendant
HF + 2	Call Offer	5 + stn	Hold Retrieve
HF + 3	Unlock Door	9	Line Group Access
HF + 4	Leave Message	11	Call Pickup
HF + 6	System Hold	12	Meet Me Page
		13	Call Door Phone 1
		14	External Page
		16	Call Door Phone 2

Dial own extension number plus:

1—Internal Zone 1	19 + **	System Speed Dial
2—Internal Zone 2	71-73	** = Code 10-98
3—Internal Zone 3	80	Station Call Groups
0—All Page	81-88	Line Group Access
		Individual Line Access

Hookflash (HF): A momentary depression of the hookswitch. You may press the FLASH button instead if it is available.

Hookflash and dial 1 to make the system flash the outside line you are talking on. This is used for custom calling features or behind PBX use.

STATION DIRECTORY

21	_____	29	_____
22	_____	30	_____
23	_____	31	_____
24	_____	32	_____
25	_____	33	_____
26	_____	34	_____
27	_____	35	_____
28	_____	36	_____



and PROSTAR are trademarks of Samsung Electronics Co., LTD.
and Samsung Telecommunications America, Inc.

UG-816P-SLT-01 11/94

