



LOGGING INTO YOUR MAILBOX

Press the **MESSAGE** button at your own extension. The system will ask you for your password. The default password is **0000**.

If you are calling from outside; call **your main number**. When the main greeting begins to play press **#** plus your mailbox number. You will then be prompted for your password.

MESSAGE LIGHT

The message light on your phone will light when you have a message and the display, if available, will show the number of message in your mailbox.

MESSAGE INFORMATION

By default, your mailbox plays the message information about the message including Caller ID information before each message is played. To disable this feature, dial **66** after entering your password when accessing your mailbox.

MESSAGE REMINDERS

To leave yourself a message as a reminder, press **##** while the phone is idle. This will leave a message in your own mailbox.

To leave a message for another user press **# and their extension number** while your phone is idle.

VOICEMAIL EASY SETUP

Your mailbox will not operate correctly until five easy steps are completed to setup your mailbox. When the system answers, press these shortcut keys to set up your mailbox.

#71 – CHANGE PASSWORD

Password length can be from 1-8 digits. Default is 0000.

#72 – RECORD YOUR NAME

Plays when callers access you through the directory or when calls are transferred to you.

#73 – ENTER NAME

Follow the prompt to enter your name using the number pad on your phone. This is how callers locate you in the automated directory.

51 – RECORD N/A GREETING

This greeting answers your callers when your phone is not answered.

57 – RECORD PRIMARY GREETING

This greeting plays when calls are transferred to your mailbox.

NOTE: It is recommended that your No-Answer Greeting (51) and your Primary Greeting (57) be recorded with the same message.

Unified Communications

Samsung OS7000

OfficeServ



KEYSET
QUICKSTART
REFERENCE
GUIDE



STANDARD GUIDE



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SAMSUNG OS7000 STANDARD REFERENCE GUIDE

STANDARD CONFIGURATION GUIDE

Additional voicemail directions on reverse side.

MAKING AN OUTSIDE CALL

Lift the Handset or Press **Speaker**, Dial 9, then telephone #.

Or

Dial 9 then telephone #.

ANSWERING A CALL

Lift the Handset.

Or

Press the **Ans/Rls** button. If your phone is not ringing your will need to press the flashing light for the line that is ringing, and then lift the handset.



PLACING A CALL ON HOLD

While the call is active: Press the **Hold** button.

RETRIEVING HELD CALLS

Lift the Handset then press the desired line key that is holding a call.

PARKING A CALL

While on phone with a caller:

1. Press the **Park** button.
2. Dial **0-9** for the desired orbit number.
3. Remember the orbit number and announce call is parked in the specified orbit.

RETRIEVING A PARKED CALL

Press **Speaker** or lift handset then:

1. Press the desired **Park** button.
1. Dial the orbit number (**0-9**) for which the call is parked.

TRANSFERING A CALL

While the call is active:

1. Press the **Transfer** key.
2. Dial the **station number** or press the button assigned to the person you are transferring to.
3. Announce the call. (Optional)
4. Hang up.

PLACING A CONFERENCE CALL

1. Establish first call.
2. Press the **Conf** button.
3. Dial the extension/outside number you would like to add.
4. When called party answers, press the **Conf** key twice.
5. Repeat steps 2-4 to add more parties.

ALL-CALL FORWARD CALLS

1. Press **Speaker**.
2. Dial **601**
3. Dial Party to be forwarded to. If an outside line Dial **9** first.
5. Press **Speaker**.

CANCEL ALL-CALL FORWARD

1. Press **Speaker**.
2. Dial **600**

ACTIVATE/DEACTIVATE DO NOT DISTURB

To Activate: Dial **401**

To Deactivate: Dial **400**

MAKE A PAGE (IF AVAILABLE)

1. Lift Handset
2. Press **PAGE**.



TO MUTE YOUR PHONE DURING A CALL

1. During a call press the **Scroll** button.
2. Press the **Mute** softkey.

When Mute is active the letters for Mute will be displayed in lowercase letters. To cancel mute, press **Mute** again.



TO CHECK YOUR CALLER ID

1. Press the **Scroll** button.
2. Press the **Other** softkey.
3. Press **Scroll** twice.
4. Press the **CID** softkey. Use the volume keys to scroll through call logs.



TO CALL THE VOICEMAIL

Press the **Message** key.

TO TRANSFER A CALLER TO THE VOICEMAIL BOX OF ANOTHER USER'S EXTENSION.

1. While on call, press **VMT**.
2. Dial **extension number**, or press button for person you wish to transfer caller to.
3. Hang up.



STILL HAVING TROUBLE? VISIT WWW.WWTELEPHONECO.COM FOR A FULL RANGE OF USER GUIDES.

Look for the blue diamond icon, pictured here, on our website.