

ITP-5021D

IP Keyset

Quick Reference Guide



Samsung Means Business



This **QUICK REFERENCE GUIDE** provides the basic operation of your Samsung ITP-5021D telephone.

PLACING CALLS

OUTSIDE CALLS - To place a call to an outside party:

- ▶ Lift the handset.
- ▶ Press an idle outside line button, line group button, or dial a line access code to receive dial tone.
- ▶ Dial the telephone number.
- ▶ Replace the handset or press the **END** button when the call is completed.

NOTE: To call preprogrammed speed dial external numbers, lift the handset and press the appropriate key.

INTERNAL CALLS - To place a call to another extension at your location:

- ▶ Lift the handset.
- ▶ Dial the extension number or group number.
- ▶ Wait for the party to answer. If you hear a brief tone burst instead of ring-back tone, the station called is set for Voice Announce or Auto Answer. Begin speaking after the tone.
- ▶ Replace the handset or press the **END** button when the call is completed.

SPEAKERPHONE CALLS - Your Samsung ITP-5021D has full speakerphone capability. This feature is used for both internal or external calls. To activate this feature:

- ▶ Press the **SPEAKER** button.
- ▶ Place an internal or external call.
- ▶ Press **SPEAKER** button to disconnect the call.

NOTE: The handset can be used at any time during the conversation. To resume handsfree operation, press the **SPEAKER** button, and replace the handset.

ANSWERING CALLS

OUTSIDE/INTERNAL/VOICE ANNOUNCE CALLS - To answer these three types of calls:

- ▶ Lift the handset or press the **SEND** button to answer on **SPEAKERPHONE**, and you are automatically connected to the ringing call.
- ▶ Replace the handset or press the **END** button when the call is completed.

NOTE: If a call is flashing at your telephone but not ringing, you must press the flashing button to answer. The volume can be adjusted at any time by pressing the up and down arrow keys on your navigation button.

PLACING A CALL ON HOLD

Calls can be placed on **System Hold** or **Exclusive Hold**. Calls placed on Exclusive Hold can only be picked up from the extension that placed them on hold. A call placed on System Hold can be picked up from any extension.

SYSTEM HOLD - To place a call on hold:

- ▶ Press the **HOLD** button. The call will flash green at your telephone.
- ▶ To take the caller off hold, press that button and the green flashing light will go steady green again.
- ▶ Resume conversation.

EXCLUSIVE HOLD - To place a call on hold at your telephone so that other users cannot answer it:

- ▶ Press the **HOLD** twice. The call will flash green at your telephone.
- ▶ To retrieve the call, press the flashing green line button or press the **HOLD** button a third time.

NOTE: Internal calls are always placed on exclusive hold.

TRANSFERRING CALLS

You can transfer a call by notifying the party to which the call is being transferred or without notification.

- ▶ While on a call, press the **TRANSFER** button and dial an extension number. Your call is automatically put on transfer hold.
 - ▶ Wait for the called party to answer and announce the call (optional).
 - ▶ Replace the handset.
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TRANSFERRING WITH CAMP-ON

When you transfer a call to another station and receive a busy signal, you can camp the call on to this station. Hang up when you hear the busy signal. The called party is alerted that a call is waiting.

NOTE: If you receive No More Calls tone, that station has no button available to receive another call. Press **TRANSFER** to return to the caller.

CALL WAITING

If an outside call is camped-on to your phone or another station is camped-on to you:

- ▶ Your keyset rings and the call that is waiting (camped-on) flashes green.
- ▶ Press the flashing button to answer; the other call is put on hold automatically if your station has the Automatic Hold feature set. If not, you must press **HOLD** and then the flashing button or finish the first call and hang up; the waiting call will ring.
- ▶ Lift the handset or press the **SEND** or **ANS/RLS** button to answer.

NOTE: Intercom calls will not go on Automatic Hold.

CONFERENCE CALLS

To make a conference call while engaged in a conversation:

- ▶ Press the **CONFERENCE** button and receive conference tone.
- ▶ Make another call, either intercom or outside, press the **CONFERENCE** button and receive conference tone.
- ▶ Make another call or press the **CONFERENCE** button to join all parties. You can conference up to five parties (you and four others).
- ▶ Repeat the last step until all parties are added.
- ▶ Hang up to leave the conference call.

NOTE: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Simply press the **CONFERENCE** button again to return to the previous conversation.

FORWARDING CALLS

You can forward your calls to another station, group of stations, or an external telephone number. Program a destination for the type of forwarding you want as detailed below. If you have **FWD ALL**, **FWD BUSY**, and **FWD NO ANSWER** keys, press the associated soft key to activate the feature. A steady red light reminds you what forward condition is activated.

Clear all call forward conditions set at your station by lifting the handset and dialing **600**.

FORWARD ALL CALLS

To forward all your calls to another station:

- ▶ Dial **601** plus the extension or group number.
- ▶ Receive a confirmation tone and hang up.

FORWARD BUSY

To forward calls to another station when you are on the phone:

- ▶ Dial **602** plus the extension or group number.
- ▶ Receive a confirmation tone and hang up.

FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- ▶ Dial **603** plus the extension or group number.
- ▶ Receive a confirmation tone and hang up.

FORWARD BUSY/NO ANSWER

If you have both a Forward On Busy destination and a Forward No Answer destination programmed, you can activate them simultaneously:

- ▶ Dial **604**.
- ▶ Receive a confirmation tone and hang up.

OTHER FEATURES AND FUNCTIONS

SPEAKER/RECEIVER VOLUME - Press the up (▲) or down (▼) arrow buttons during a conversation to raise or lower volume.

RINGER VOLUME - Press the up (▲) or down (▼) arrow buttons to adjust the ringer volume while the telephone is ringing.

LAST NUMBER REDIAL - To redial the last dialed telephone number, press the **REDIAL** button.

NAVIGATION BUTTON -

The **NAVIGATION** button is divided into separate feature buttons:



▶ **MENU BUTTON:** This button displays the following options:

- 1. OUTGOING LOG:** Provides a list of the 30 most recent outgoing calls.
 - Press the **MENU** button, scroll or dial number **1**.
 - Press **ENTER**.
 - Scroll to the desired **PHONE NUMBER**.
 - Press the **SEND** button to dial the number.
- 2. INCOMING LOG:** Provides a list of the 30 most recent incoming calls.
 - Press the **MENU** button, scroll or dial number **2**.
 - Press **ENTER**.
 - Scroll to the desired **PHONE NUMBER**.
 - Press the **SEND** button to dial the number.
- 3. SPEED DIAL:** Searches through Station and System Speed Dial Numbers.
 - Press the **MENU** button, scroll or dial number **3**.
 - Press **ENTER**, scroll to option or dial option:
1. Personal Speed, or **2.** System Speed.
 - Press **ENTER**, scroll to the desired **PHONE NUMBER**.
 - Press the **SEND** button to dial the number.

4. DIRECTORY DIAL: Searches for station speed, system speed, and station numbers based on their associated programmed name.

- Press **MENU** button, scroll or dial option number **4**.
- Press **ENTER**, scroll to option or dial option: **1**. Personal Speed, **2**. System Speed, or **3**. Station Number.
- Enter the name associated with the speed number or station number and press the **SEND** button to dial the number.

5. FORWARD SET: Assigns station call forward conditions for the phone. You must first set the forward type and destination (Options 2-5) then activate the forwarding in option 1.

- Scroll or dial option number **5**.
- Press **ENTER**, scroll to or dial the desired option and assign the forward to station number: **2**. ALL FWD NO., **3**. BUSY FWD NO., **4**. NOANS FWD NO., **5**. DND FWD NO., **0**. FWD CANCEL.
- Press **ENTER**, scroll to or dial **1**. FORWARD TYPE.
- Scroll to or dial the desired forward type and press **ENTER** to activate the desired call forward type.

6. ALARM REMINDER: Sets an Alarm Reminder for up to three alarms.

- Scroll or dial option number **6**.
- Scroll or dial the desired alarm number (Alarm 1-3).
- Press **ENTER**.
- Enter Alarm Type: **0**. **NOT SET:** Disables alarm, **1**. **TODAY:** Rings alarm one time only, on the day set, or **2**. **DAILY:** Rings alarm daily at time set.
- Press **ENTER**, display confirms setting and returns to that alarm set menu.
- Scroll up to set **ALARM TIME** and press **ENTER**.
- Enter **ALARM TIME** (24-hour Format) and press **ENTER**.
- Display confirms setting.

▶ **SEND BUTTON:** Lists recently received or called numbers. It also connects incoming calls.

▶ **END BUTTON:** Disconnects a call after a conversation. It also returns the display to the main menu.

▶ **CANCEL BUTTON:** Returns display to the main menu.

Features and Specifications

Line Groups

9 Local/LCR

15 _____

16 _____

17 _____

18 _____

19 _____

20 _____

Station Groups

501 _____

502 _____

503 _____

504 _____

Paging Zones - Dial 55 plus

0 _____

1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

8 _____

9 All External Zones

* All Page

Programmed Messages

01 _____

02 _____

03 _____

04 _____

05 _____

06 _____

07 _____

08 _____

09 _____

10 _____

11 _____

12 _____

13 _____

14 _____

Feature Access Codes

0	Operator
10 + xxx	Pick Up A Parked Call
12 + xxx	Pick Up A Held Call
13	Door Lock Release
16 + xxx	Speed Dialing
17	Save And Redial Number
18	New Call (Recall)
19	Last Number Redial
400	Cancel Do Not Disturb
401	Do Not Disturb
42 + xxx	Cancel Sent Message
43	Return Message
44	Callback
45	Busy Station Camp-On
46	Conference
47	Account Code
48 + xx	Cancel Programmed MSG
49	Send Flash To C.O. or PBX
53 + xxx + 1	In Group
53 + xxx + 0	Out of Group
56	Meet Me Answer
600	Cancel All Call Forward
601 + xxx	Set Forward All Calls
602 + xxx	Set Forward Busy
603 + xxx	Set Forward No Answer
604 + xxx	Set Fwd Busy/No Answer
605 + xxx	Set Forward on DND
606 + xxx	Set Forward Follow Me
65 + xxx	Pick Up Ringing Extension
66 + xx	Pick Up Group
67	Universal Answer
*	Authorization Code

NOTE: Some features may not be available on your system software version or some access codes may have changed to meet your company's application. In either case consult with your System Administrator.



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