

Function	Instructions
Recording a common mailbox message	<ol style="list-style-type: none"> 1. Press either "Day" or "Night" mailbox.(8) 2. Put in your password. 3. Select the options menu by pressing 0 at any time during the announcement. 4. Select "Personal Greetings" by pressing 5. 5. Select "Edit your mailbox greeting" by pressing 7 6. The system will play back your current greeting. 7. Dial "3" to discard message and press "2" when finished recording. 8. Press "1" to check recording. 9. Press "#" to store your new recording. 10. Hang up.
Recording a personal voice mail announcement	<ol style="list-style-type: none"> 1. Press the key on your phone labelled "V/Mail".(8) 2. Put in your password. 3. Select the options menu by pressing 0 at any time during the announcement. 4. Select "Personal Greetings" by pressing 5. 5. Select "Edit your no answer greeting" by pressing 1 6. The system will play back your current greeting. 7. Dial "3" to discard and record a new message and press "2" when finished recording. 8. Press "1" to check recording. 9. Press "#" to store your new recording. 10. Hang up.
Retrieving a voice mail message	To retrieve a voice mail message, press the mailbox you wish to check (8), and the voicemail will automatically play. To delete the message, press 3.

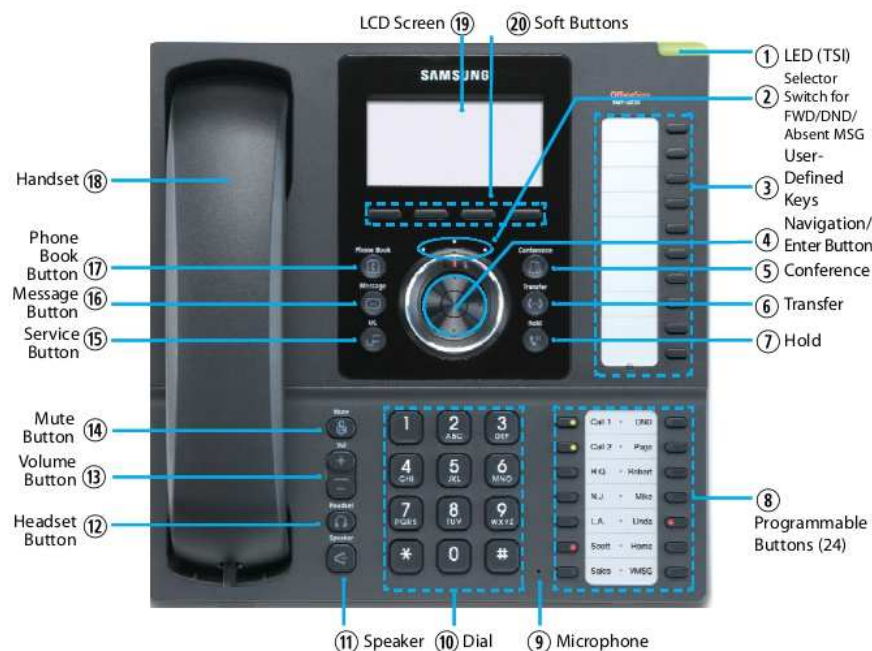
Quick Reference Guide

for

Samsung 5, 12, 14, and 24 Button IP Phones



Enterprise Solutions



Function	Instructions
Make an internal call	Pick up the handset (18) and dial the internal extension you want to call. Alternatively, to make a hands free call, press the “speaker” (11) button followed by the number you wish to dial.
Make an external call	Pick up the handset (18) and press “0”, followed by the number you want to dial. Alternatively, to make a hands free call, press the “speaker” (11) button, the press “0”, followed by the number you wish to call.

Function	Instructions
Receive a call	While the phone is ringing, lift the handset (18) or press the speaker (11) button to answer the call. To end a call, Press the “Speaker” (11) key or replace the handset. (18)
Mute a call	If you would like to mute your voice during a call, press the mute button. (14) To speak to your caller, press the “Mute” button again.
Place a call on hold	To place a call on hold, press the hold (7) button. To retrieve the call, press the hold button again.
Make a conference call	While on a call, initiate a conference call or extend an existing conference call by <ol style="list-style-type: none"> 1. Press the “conference” (5) button. The current participants are placed on hold. 2. Dial the next participant (internal or external) following the “Make a Call” instructions. 3. Press the “Conference” button. The current participant is added to the conference. 4. Press the “Conference” button to add yourself back to the conference. <p>Note: If you hang up, the conference will be terminated and all participants will be disconnected.</p>
Transfer a call	During a call: <ol style="list-style-type: none"> 1. Press the “Transfer” (6) button. 2. Dial the extension number you wish to transfer the call to. 3. For a blind transfer (meaning the party you want to transfer is not notified that you are transferring a call to them), hang up when you hear ringing. For a screened transfer, wait for the called party to answer, advise them of the call, and then hang up.