

DCS Smart Operator

400si



USER GUIDE

SAMSUNG

Smart Operator USER GUIDE

SAMSUNG DCS 400si SYSTEM

January 2001

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ABOUT THIS BOOK

Your Smart Operator is one of the most visible parts of the DCS 400si Digital Communications System. The Smart Operator provides several additional conveniences that are not available when using only a telephone keyset. These are noted throughout this guide.

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

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

THINGS YOU SHOULD KNOW

USER ORIENTATION

The Smart Operator uses the PC keyboard to provide most of the standard features supported by the telephone keyset, while also providing several enhanced features. The PC keyboard has keys with the original labels plus the additional labels that reflect the appropriate feature on your office phone system. Depressing these keys will access or activate the many features of your office phone system. Pressing the key on the telephone instrument or PC keyboard for the desired result is acceptable, as either may be used.

The computer screen will be the most valuable tool of the Smart Operator. The screen will provide the operator with information that is not available from a keyset. Each area of the screen will be discussed in this user guide.

Status	Last Name	First Name	Extension/No.	Department	Mobil 1	Mobil 2
Ring	Acevedo	Irma	232	Prod Mtnce		
Busy	Agila	Mike	235	Prod Dev	9-1-305-555-1212	
Busy	Agular	Ana	240	Tech Suppor		
Free	Aguilar	Hilton	247	Cust Svce		
Free	Amaro-Otero	Cristina	251	Marketing	9-1-305-555-1313	
Busy	Aponte	Ramon	231	Prod Mtnce		
Free	Autrey	Mikw	209	Finance		
UnPI	Ballash	Jim	278	Prod Dev		
Free	Beckett	Jason	284	Dir Sales/Mkt		

FILE MENU

A pull down File Menu is available at the top left hand of the Smart Operator screen and provides the user with a list of Menu items.

- Directory
- ANI/CID Descriptors
- Client Information
- Trunk Descriptors
- Flexible Forwarding
- Automatic Night Service
- Scheduled Announcements
- Holidays
- Allow Rules
- Block Rules
- Lists
- Exit

Selecting any one of the available options will allow the user to edit or add entries in each section. Each menu item provides clear menus for entering information. Details on each selection is available later in this User Guide.

DIRECTORY

Status	Last Name	First Name	Extension/No.	Department	Mobil 1	Mobil 2
Free	Acevedo	Mike	235	Prod Dev		
Busy	Agila	Ana	240	Tech Support		
UnPl	Aguilar	Hilton	247	Cust Svce		
Busy	Amaro-Otero	Cristina	251	Marketing	9-1-305-555-1212	
Free	Aponte	Ramon	231	Prod Mtnce		
Busy	Autrey	Mikw	209	Finance		
Free	Ballash	Jim	278	Prod Dev	9-1-305-555-1313	
Ring	Beckett	Jason	284	Dir Sales/Mkt		
Free	Behrens	Eddie	294	Quality		

A complete Directory of internal extensions is located in the top half of your computer screen that includes Status indicator, Last name, First name, Extension number, Department, Mobil 1, Mobil 2, Alternate, User 1 and User 2. Double clicking the left mouse button on any one of these labels will sort the directory in alphabetical order for that particular column.

Status indications are located just to the left of the names in the Directory. These indications will provide the status of all keysets on your office phone system. The status indication will light green when that station is idle, red when busy and yellow when ringing. The labeling will also change to reflect additional information that indicates Free, Ringing, DND, Unplugged, etc,

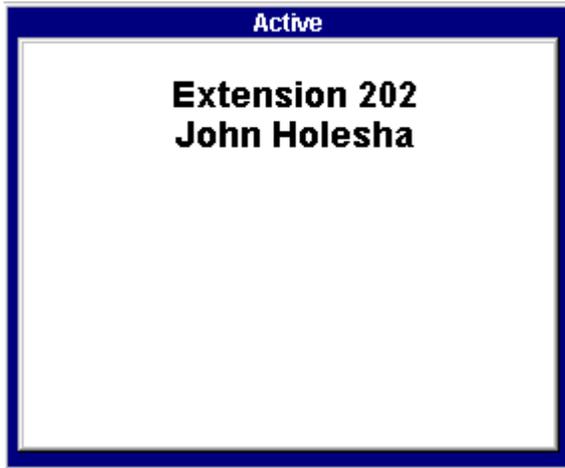
EXTENSIONS WINDOW

Extensions			Statistics			Directory											
201	DND 202	203	204	205	208	209											
220	221	222	223	224	225	226	227	228	229								
230	231	232	233	234	235	236	237	238	239								
240																	
<table border="1" style="margin: auto;"> <tr> <td>100s</td> <td>200s</td> <td>300s</td> <td>400s</td> <td>500s</td> <td>600s</td> <td>700s</td> <td>800s</td> </tr> </table>										100s	200s	300s	400s	500s	600s	700s	800s
100s	200s	300s	400s	500s	600s	700s	800s										

The Extensions window is available by selecting the Extensions button near the top left of your computer screen. This window can display up to 100 extensions at a time, providing the same color and text labels as the Status Column of the Directory. Buttons at the bottom of this window will indicate what extensions are assigned in your telephone system by groups of 100. These buttons will vary depending on how your phone system is configured. Clicking the left mouse button once on these buttons will display the assigned extensions in that group. The active button will appear white while displaying every extension in that range.

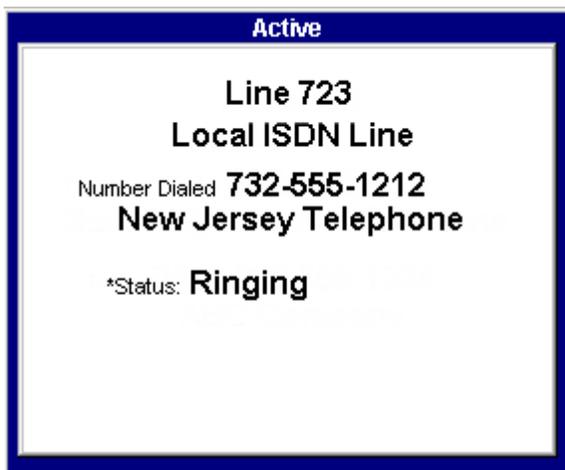
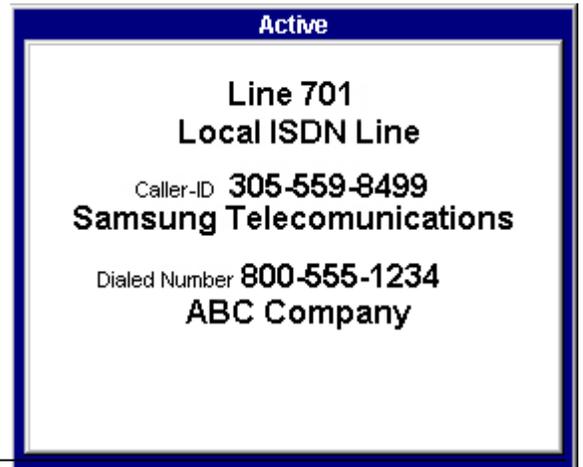
ACTIVE SCREEN

While on a call, information about that call will be present in the Active Screen. The following information can be available depending on configuration. Information will vary depending on whether the call is Internal, External, Transferred or an Outgoing call. Examples are shown.



The window to the left indicates that the operator is on an internal call with Extension 202. This screen will also display First and Last name when listed in the Directory.

The window to the right indicates that the operator is on an answered External call on Line 701. This line is labeled as a "Local ISDN Line" in the Smart Operator. This window can show Caller-ID and the number dialed by the caller along with a name description of each.



The window to the left indicates that the operator has made an outgoing call. The call is on Line 723 and is labeled as a "Local ISDN Line" in the Smart Operator. The screen shows the number dialed by the operator and a name descriptor is shown if a match is present in the Directory.

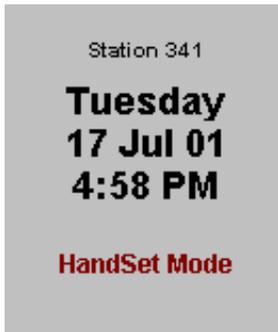
The Status indicator may display several possible conditions:

- Dialing - Indicates that the telephone system is dialing the number entered.
- Ringing - Indicates the number dialed is ringing at the distant end.
- Answered - Indicates that the call has been answered in some manner at the distant end.
- Busy - Indicates the number dialed is busy.

NOTE: These indications may not always be accurate, depending on the dial tone provider. This information is only available when using ISDN lines.

INFORMATION WINDOW

The Information window is located in the lower center half of the Smart Operator Screen. This window provides miscellaneous information that will change based on the status of events.



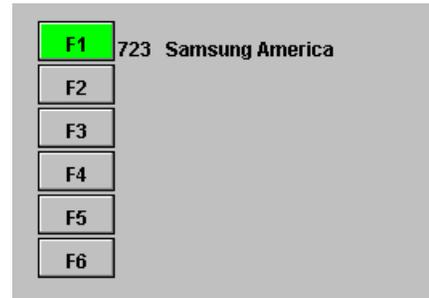
This window can provide the following information:

- Station Number
- Day of Week
- Month, Day and Year
- Time
- Headset/Handset Status
- Mute On/Off Status
- Page Zone active, showing Station origination page
- Recording Call
- Transfer in progress
- Conferencing

CALL INDICATIONS

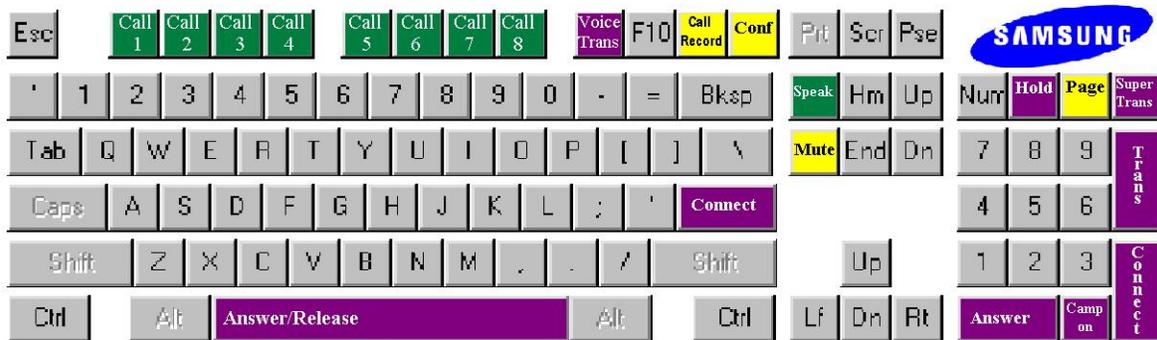
The **CALL** keys are located on the lower right hand section of the Smart Operator. The **CALL** keys on the screen are labeled as Function keys just as they appear on the PC keyboard.

- Green indicates a ringing external call
- Red indicates a ringing internal call
- Yellow indicates a Transfer or Hold recall
- White indicates the current active call
- Grey indicates not in use



The **CALL** keys provide Trunk ID, Caller-ID Number or Name. Calls that are originated or received will appear on your **CALL** buttons and appear in different colors based on type and status of call. You can have up to eight **CALL** buttons, but at least two are required.

PC KEYBOARD BUTTON LAYOUT

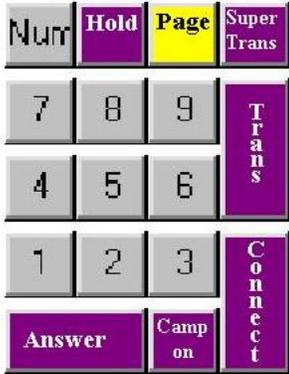


Standard Smart Operator keyboard

OUTSIDE CALLS

MAKING AN OUTSIDE CALL

From the PC number keypad



- On the Number keypad of the PC keyboard, dial the line access code (usually “9”) followed by the complete telephone number you wish to call. If entered incorrectly, use the backspace to edit and retype the correct number.
- Press the **Connect** (Enter) key to place the call.
- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.

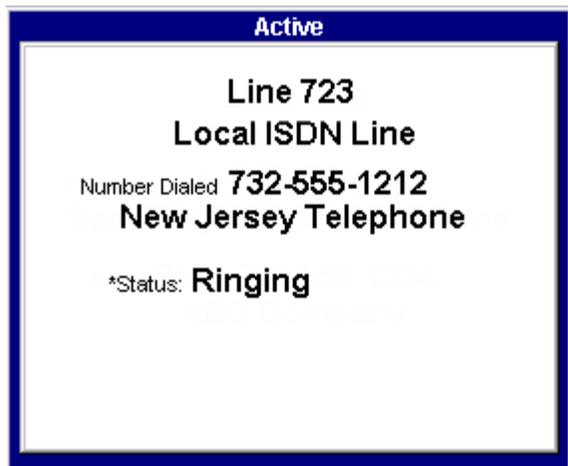
From the Directory

- Begin typing the person’s last name and Smart Operator will alpha search as you type the name. The up and down arrow keys on your keyboard may also be used at any time during your search.
- Once the name of the person you desire is highlighted you may press the **CONNECT** (Enter) key or you may also double click the left mouse button on any other number listed for that name.

Status	Last Name	First Name	Extension/No.	Department	Mobil 1	Mobil 2
Free	Acevedo	Mike	236	Prod Dev		
Busy	Agila	Ana	240	Tech Support		
UnPI	Aguilar	Hilton	247	Cust Svce		
Busy	Amaro-Otero	Cristina	251	Marketing	9-1-305-555-1212	
Free	Aponte	Ramon	231	Prod Mtnc		
Busy	Autrey	Mikw	209	Finance		
Free	Ballash	Jim	278	Prod Dev	9-1-305-555-1313	
Ring	Beckett	Jason	284	Dir Sales/Mkt		
Free	Behrens	Eddie	294	Quality		

- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.

NOTE: To perform search based on first name, double click the left mouse button on the “First Name” label and proceed with the above instructions.



Your call will appear in the **Active** Screen as pictured to the left. Information in this screen may vary depending on how your Smart Operator is configured.

NOTE: You will receive “No More Calls” tone when you attempt to make a call and there is no key available for that line.

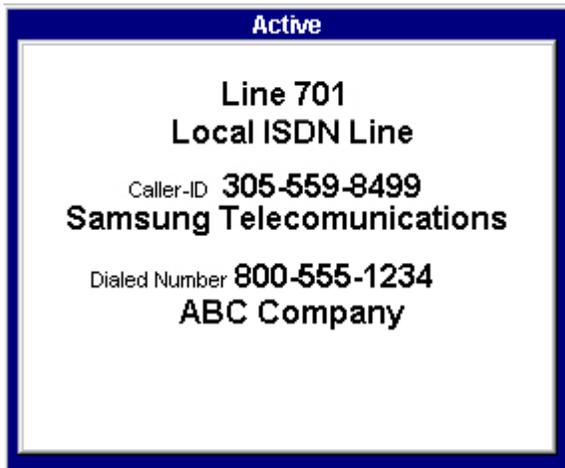
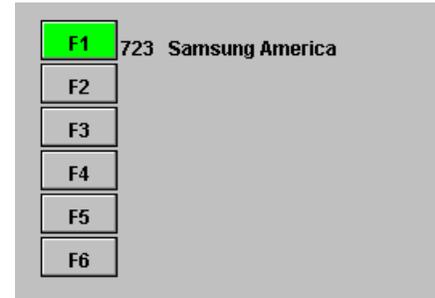
ANSWERING AN OUTSIDE CALL

Answering the first ringing call

- Press the **Answer/Release** (Space bar) key to be connected to the first ringing caller.
- The **CALL** key will turn white to indicate call in progress
- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.

Answering a specific ringing call with the CALL keys

- Press the specific **CALL** (Function) key or left mouse click the key on the screen in order to answer the specific call.
- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.



While on the call, information will appear in the **Active** Screen as pictured to the left. Information in this screen may vary depending on how your Smart Operator is configured.

SENDING A FLASH

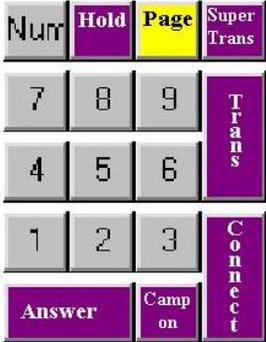
While on an outside call, press the **FLASH** (“/” forward slash on keyboard) key to send a flash to the telephone company. This is required for some custom calling features or CENTREX use.

NOTE: Flash is not available on an ISDN circuit.

INTERCOM CALLS

CALLING OTHER STATIONS

Dialing using the PC number keypad



- Dial the extension number or group number on the PC number keypad.
- Wait for the party to answer. If you hear a brief tone burst instead of ringback tone, the station you called is set for Voice Announce or Auto Answer. Begin speaking immediately after the tone.
- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.

Dialing using the Directory

Status	Last Name	First Name	Extension/No.	Department	Mobil 1	Mobil 2
Free	Acevedo	Mike	236	Prod Dev		
Busy	Agila	Ana	240	Tech Support		
UnPI	Aguilar	Hilton	247	Cust Svce		
Busy	Amaro-Otero	Cristina	251	Marketing	9-1-305-555-1212	
Free	Aponte	Ramon	231	Prod Mtnc		
Busy	Autrey	Mikw	209	Finance		
Free	Ballash	Jim	278	Prod Dev	9-1-305-555-1313	
Ring	Beckett	Jason	284	Dir Sales/Mkt		
Free	Behrens	Eddie	294	Quality		

- If not already highlighted, double click the left mouse button to select either the Last or First name column label to search by name. This will select and sort that particular column alphabetically.
- Start to spell the person's last or first name. System will alpha search as you type the name. The up and down arrow keys on your keyboard may also be used at any time during your search.
- Once the name of the person you desire is highlighted, press the **Connect** (Enter) key to be connected.
- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.

Dialing using the Extension screen

Extensions					Statistics			Directory									
201	DND 202	FWD 203	204	205			208	209									
220	221	222	223	224	225	226	227	228	229								
230	231	232	233	234	235	236	237	238	239								
240																	
<table border="1" style="margin: auto;"> <tr> <td>100s</td> <td>200s</td> <td>300s</td> <td>400s</td> <td>500s</td> <td>600s</td> <td>700s</td> <td>800s</td> </tr> </table>										100s	200s	300s	400s	500s	600s	700s	800s
100s	200s	300s	400s	500s	600s	700s	800s										

- Click the left mouse button once on the desired 100-group button at the bottom of the Extensions Window.
- Click the left mouse button once on the extension button to be connected.

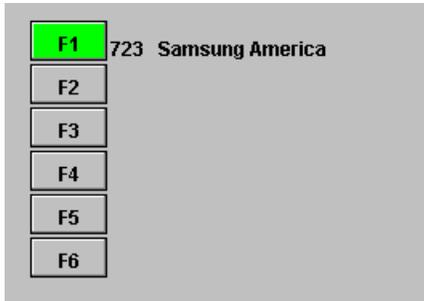
- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.

ANSWERING INTERCOM CALLS

Answering the first ringing call

- Press the **Answer/Release** (Space bar) key to be connected to the first ringing caller.
- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.

Answering a specific ringing call with the CALL keys



- Press the specific **CALL** (Function) key or left mouse click the key on the screen to answer the call.
- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.

VOICE ANNOUNCE MODE (INTERCOM CALLS ONLY)

Voice Announce Mode is not recommended when using Smart Operator.

AUTO ANSWER MODE (INTERCOM CALLS ONLY)

When another station calls you, your keyset will sound a brief attention tone and then automatically answer the call.

- Your microphone and speaker are turned on and you can speak handsfree. For privacy, use the handset.
- Finish the call by replacing the handset or pressing the **Answer/Release** (Space bar) key.

BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

MANUAL CAMP-ON

- Press the **CAMP-ON** (decimal point on number keypad).
- The called station will receive off-hook ring tone repeated every few seconds and its first available **CALL** button will flash green to indicate your call is waiting.
- Wait for the called party to answer.
- The called station must release its first call or place it on hold before answering your camp-on.

NOTE: If you receive “No More Calls” tone, that station has no available key to accept your call. Hang up or leave a message.

AUTO CAMP-ON

When you want to automatically Camp-On to a busy station without pressing the Camp-On button every time you call a busy station, you can set your phone for Auto Camp-On.

- With the handset on-hook, press **TRSF** on the keyset and then dial **110**.
- Dial **081** to turn on auto camp-on or **080** to turn it off.
- Press **TRSF** to store your selection.

CALL PROCESSING

SYSTEM HOLD

- When you are connected to any call, press **HOLD** (“/” on number keypad). The **CALL** key on the screen will turn blue to indicate the call is on hold and flash green at your keyset.
- To take the caller off hold, press the **CALL** (Function) key and the blue button on the screen will turn white and the green flashing light will go steady green on the keyset. Resume the conversation.

NOTE: While on a call, pressing another active **CALL** (Function) key will automatically put your first call on hold and connect you to the new call.

EXCLUSIVE HOLD

To place outside call on hold at your phone so that other users cannot get it:

- Press the **HOLD** (“/” on the number keypad) key twice. The call will appear as described in **SYSTEM HOLD**; this line will show a steady red light on other keysets.
- To take the caller off hold, press that **CALL** (Function) key and the blue button on the screen will turn white and the green flashing light will go steady green on the keyset. Resume the conversation.

NOTES:

1. Intercom calls will always be placed on exclusive hold.
2. If you are on an outside call and immediately answer another ringing call without first putting the first caller on Hold, the first call will automatically be placed on Exclusive Hold.

REMOTE HOLD

When you wish to place a call on hold at another station:

- Press **TRANSFER** (“+” on the number keypad) key and dial the station number.
- Press the **HOLD** (“/” on the number keypad) key.

This will place the call on System Hold on an available **Call** button or Line key at the remote station and return you to dial tone.

NOTES:

1. If the destination station does not have any free **CALL** buttons or line keys, you will hear “No More Calls” tone and must return to the original party by pressing the **TRANSFER** (“+” on the number keypad).
2. Intercom calls cannot be remote held.

HOLD RECALL

If you leave a call on hold longer than the Hold Timer, it will recall your station. The **CALL** (Function) key on which the call appears will be amber in color.

- When your phone rings, lift the handset or press the Answer/Release (Space bar) key or press the amber **CALL** (Function) key directly to answer the recall.

CONSULTATION HOLD

When you are talking on an outside line and it is necessary to consult with another extension:

- Press the **Transfer** (“+” on the number keypad) key; you will receive transfer dial tone. Your call is placed on transfer hold.
- Dial the extension number.
- Consult with the internal party.
- Press **Transfer** to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the **Transfer** key will toggle between the outside party and internal extension.

TRANSFERRING CALLS

Transfer is used to send any call to another extension in one of two ways. You can perform a screened transfer by informing the other extension who is calling or you can perform a blind transfer without notification.

Transferring using the Number keypad

- While on a call, press the **TRANSFER** (“+” on the number keypad) key and dial an extension number or group number. Your call is automatically put on transfer hold.
 - Press the **CONNECT** (Enter) key to connect the caller (this is an unscreened or blind transfer).
- OR**
- Wait for the called party to answer and advise him/her of the call and press the **CONNECT** (Enter) key. If the transfer is refused, you will be reconnected to the outside line when the called station hangs up or you can press **TRANSFER** to return to the outside party.

Transferring using the Directory (Unscreened or Blind)

- While on a call, begin to type the person’s last name. The Directory will begin to alpha search as you type each letter of the name. When you see the name you desire, place the Highlight bar on the name.
- Press the **CONNECT** (Enter) key to connect the caller.

Transferring using the Directory (Screened or Supervised)

- While on a call, begin to type the person’s last name. The Directory will begin to alpha search as you type each letter of the name. When you see the name you desire, place the Highlight bar on the name.
- Press the **DIRECTORY SUPERVISED TRANSFER** (“-“ on the number keypad) key. *This key has an abbreviated label.*
- Wait for the called party to answer and advise him/her of the call and press the **CONNECT** (Enter) key to hang up. If the transfer is refused, you will be reconnected to the outside line when the called station hangs up or you can press **TRANSFER** (“+” on the number keypad) to return to the outside party.

When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.

NOTES:

1. After the inside party answers, you may alternate back and forth between the parties by pressing the **TRANSFER** (“+” on the number keypad) key.
2. If you receive No More Calls tone, that station has no key available to receive another call. Press **TRANSFER** (“+” on the number keypad) key to return to the other party.

TRANSFER WITH CAMP-ON

When you are transferring a call to another station and you receive a busy signal, you may camp the call on to this station. Simply hang up when you hear the busy signal. The called party will be alerted that a call is waiting for them.

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

TRANSFER TO VOICE MAIL

This feature is used to send a call directly to a voice mailbox. To transfer a call directly to a voice mailbox:

- While on a call, begin to type the person's last name. The Directory will begin to alpha search as you type each letter of the name. When you see the name you desire, place the Highlight bar on the name.
- Press the **Voice Trans** (F9) key.

CONFERENCE CALLS

Smart Operator provides a quick and easy way to perform a three party conference.

- While engaged in a conversation, press the **CONF** (F12) key and receive conference tone.
- Make another call, either intercom or outside.
- Press the **CONF** (F12) key and everyone is connected.

NOTE: To leave the conference, press the **ANSWER/RELEASE** (Space bar) key.

DIRECTORY/SPEED DIALING CALL

SPEED DIALING WITH THE DIRECTORY

You can enter and dial a virtually unlimited quantity of numbers with the Directory.

Status	Last Name	First Name	Extension/No.	Department	Mobil 1	Mobil 2
Free	Acevedo	Mike	235	Prod Dev		
Busy	Agila	Ana	240	Tech Suppor		
UnPI	Aguilar	Hilton	247	Cust Svce		
Busy	Amaro-Otero	Cristina	251	Marketing	9-1-305-555-1212	
Free	Aponte	Ramon	231	Prod Mtnce		
Busy	Autrey	Mikw	209	Finance		
Free	Ballash	Jlm	278	Prod Dev	9-1-305-555-1313	
Ring	Beckett	Jason	284	Dir Sales/Mkt		
Free	Behrens	Eddie	294	Quality		

- If not already highlighted, double click the left mouse button to select either the Last or First name column label to search by name. This will select and sort that particular column alphabetically.
 - Start to spell the person's last or first name. System will alpha search as you type the name. The up and down arrow keys on your keyboard may also be used at any time during your search.
 - Once the name of the person you desire is highlighted, press the **Connect** (Enter) key to be connected to the number listed in the Extension field.
- OR**
- Double click the left mouse button on the field containing the desired phone number.
 - The telephone number is automatically dialed for you.

PAGING AND MESSAGING

MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers:

- Press the **PAGE** (“*” on the number keypad) key.
- Dial the desired zone number **1, 2, 3** or **4**.
- **OR**
- Dial **0** to page all internal zones.
- After the attention tone, make your announcement.
- Press the **ANSWER/RELEASE** (Space bar) key when done.

MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Press the **PAGE** (“*” on the number keypad) key.
- Dial the desired zone number **5, 6, 7** or **8**.
- **OR**
- Dial **9** to page all external zones.
- After the attention tone, make your announcement.
- Press the **ANSWER/RELEASE** (Space bar) key when done.

ALL PAGE

To page all designated keysets and external speakers at the same time:

- Press the **PAGE** (“*” on the number keypad) key.
- Dial “*”
- After the attention tone, make your announcement.
- Press the **ANSWER/RELEASE** (Space bar) key when done.

ADVANCED FEATURES

SCHEDULED ANNOUNCEMENTS

The Smart Operator may have prerecorded announcements automatically played over any paging zone based on time of day, day of week or holiday.

-
-
- Enter Station Group/ID number
- Select Page zone from pull down menu.
- Enter Announcement Description.
- Enter start time, number of intervals and time between intervals.
- Check which days to be active.

Page announcements will be made according the announcement schedule. These announcements can be Voice or any sound that is recorded on the Samsung 400si Auto Attendant or Voice Mail system.

NOTE: Holidays are defined in the File Menu.

CHANGE DND STATUS OF OTHER STATIONS

You may change the DO NOT DISTURB status at other stations. An indication on the Directory window will provide you with the current status.

Status	Last Name	First Name	Extensior
Free		Irma	232
Free	Acevedo	235-Mike Acevedo	235
Free	Agila	Station Status FREE	240
Free	Aguilar	Last Active n/a	247
Free	Amaro-Oter...	Forward None	251
Free	Aponte	Turn DND On	231
Free	Autrey	Edit Directory Entry	209

Changing DND from the Directory Window

- Search for the station in the Directory window.
- Right mouse click on the Status indicator or the name for the station and a small window appears that will indicate the current Do Not Disturb Status.
- Left mouse click the Do Not Disturb option to change status.
- Extensions and Directory window will update indicating the changed status.

Changing DND from the Extensions Window

- Left mouse click on the proper "100" group button to display the proper range of extensions.
- Right mouse click on the DSS/BLF button and a small window appears that will indicate the current Do Not Disturb Status.
- Left mouse click the Do Not Disturb option to change status.
- Extensions and Directory window will update indicating the changed status.

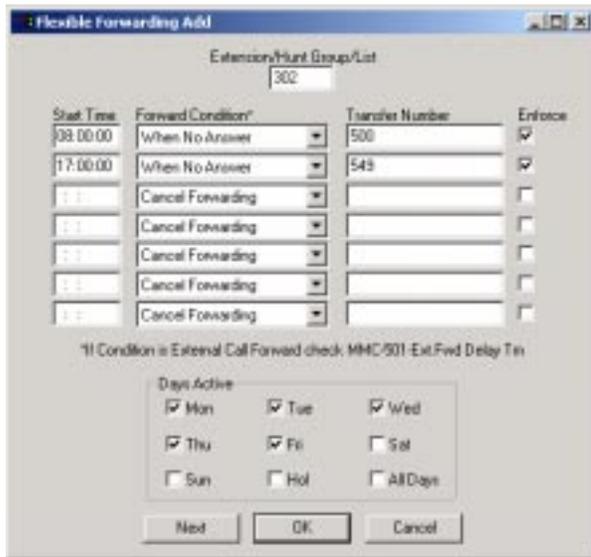
225	226	227	228
235	236	237	238
245	246	247	248
255	256	257	258
265	266	267	268
275	276	277	278
285	286	287	288
295	296	297	298

□

FLEXIBLE FORWARDING

Forwarding of any station or group can be activated based on time of day, day of week or holiday.

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□

- Enter Station/Group number or List to be forwarded.
- Enter start time of desired forward condition.
- Select Forwarding type from pull down menu.
- Enter forwarding destination.
- Check whether or not you wish to always enforce this forwarding condition. If selected, this prevents the station user from changing the forwarding status of the telephone while the particular forwarding is in effect.
- Check which days to be active.

□
□

The above example will forward Extension 302 under a No Answer condition to Group 500 starting at 8:00am. At 5:00pm the forwarding condition will remain the same but the destination will change to Group 549. This Flexible Forwarding application will be in effect Monday thru Friday and will be enforced by Smart Operator, preventing the user from changing the forwarding condition.

NOTES:

1. Holidays are defined in the File Menu.
2. Groups can only have "Forward All Calls" selected.
3. Lists are created in the File Menu. These lists are created in case you have a group of station numbers that need to have the same forwarding type set.

911 ALERT

Smart Operator will alert the operator when someone on the telephone system dials "911". The system will display the name from the Smart Operator directory along with extension number. If more than one name is listed for a particular extension, Smart Operator will show only the first name it finds for that extension number. Smart Operator can also be programmed to alert the operator when other numbers have been dialed as well. **Please contact your service company to program and test this feature correctly.**



NOTES:

1. Smart Operator is not alerted until the SMDR Start/DTMF timer expires.

CONVENIENCE FEATURES

CALL RECORD

You can record your conversation at anytime by pressing the **Call Record** (F11) key. Recording is stored in your Voice Mail box as a new message.

- While on a conversation, press the **Call Record** (F11) key.
- Conversation will be recorded into your Voice Mail box.
- Press the **Call Record** again to stop recording.
OR
- Pressing the **Answer/Release** (Space bar) will disconnect call and stop recording.

NOTE: Call Record requires the use of Cadence/SVMi Voice Mail.

MUTE

You can mute the handset transmitter or microphone during any conversation:

- Press the **MUTE** (Delete) key. The word “MUTE” will appear in the middle of the Smart Operator screen.
- To resume speaking, press the **MUTE** button again. The word “MUTE” will clear.

HEADSET OPERATION

Smart Operator automatically sets your phone for Headset mode upon startup. To change this setting, perform the following procedures.

- Left mouse click the “Utilities” label on the Menu bar located at the top of the Smart Operator screen.
- Left mouse click the Headset/Handset option to select Headset or Handset operation.

NOTE: Headset Mode is recommended, but not required when using Smart Operator.

WHAT IS CALLER ID?

Caller ID is the name given to the telephone company-provided feature that delivers the telephone number and sometimes the name of the person calling your phone. There are two types of Caller ID; the first delivers the calling party's telephone number only and the second (sometimes referred to as "Deluxe" Caller ID) delivers both the calling party's telephone number and name as listed in the telephone directory.

The DCS 400si system can handle both types of Caller ID; in fact, in the case of number only delivery, the system can be programmed to insert a name for a specific telephone number (up to a maximum of 1500 numbers). However, even though you are paying to receive Caller ID information, there are some circumstances that mean you will not receive this information. The six most common reasons are listed below along with the display information that the DCS 400si will provide.

PRIVATE	The caller does not wish his/her name or number to be revealed to you. This type of call can be stopped at the telephone company by dialing an access code on your outside lines. This will redirect these PRIVATE calls to an announcement that states that you do not wish to receive calls that have had Caller ID blocked. The code to block these calls can usually be found in the front section of the telephone directory.
OUT OF AREA	The caller is calling from an area that cannot provide Caller ID information (for example, international calls) or he/she is calling from a type of circuit that cannot provide Caller ID information, for example, some outbound WATS lines.
PAYPHONE	The caller is calling from a coin-operated telephone. The telephone company will send this information, as there are no directory listings for pay phones. The number will be delivered as usual.
INVALID CID INFO	This is a message that will be displayed when CID information is sent on the line but was somehow corrupted.
NO CID RECEIVED	This is a message that will be displayed when there was no CID information sent on the line.
NO CID DSP	Caller ID Digital Signal Processors (CIDDSP's) are resources in the DCS 400si required for receiving CID data. If there are no CIDDSP's available at the time a call comes in, this is the message you will see on your display.