



**SAMSUNG
DEVICE
MANAGER
USER GUIDE**

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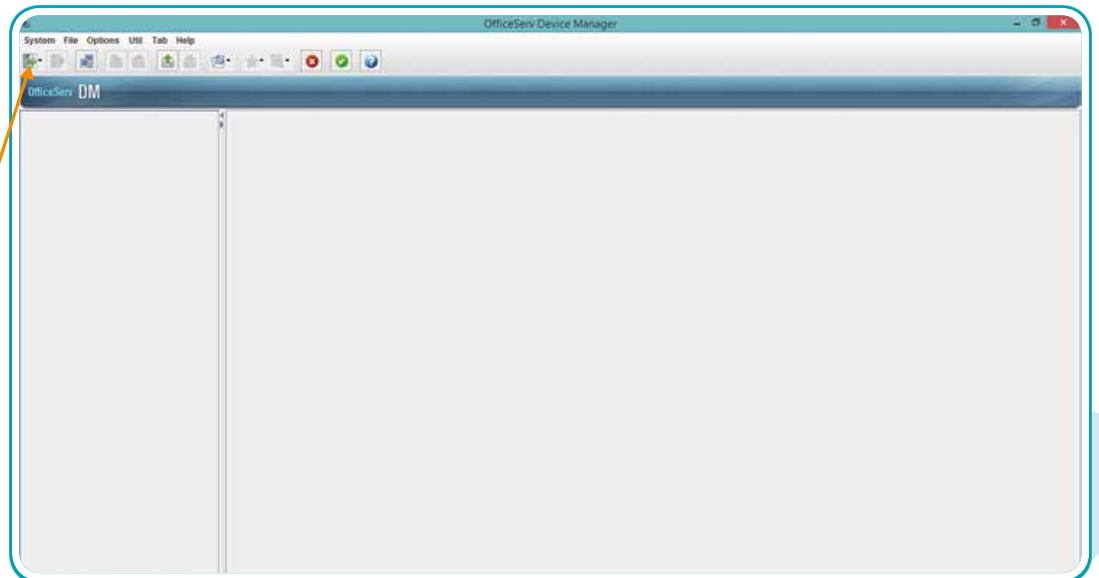
The following instructions will guide the Admin User of a Samsung Office Serv 7000 series telephone system purchased from 4com to make the necessary changes to User Names, Group Members and Speed Dial/Address Books.



STEP ↴

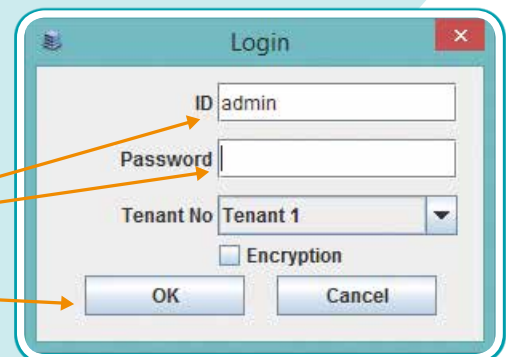
1 Your 4Com Engineer will have created a shortcut on your desktop called 'Telephone System'. Double click on the icon to open the program.

2 Click on the 'connect' icon in the top left corner or select 'System' then 'connect'.



A secondary window will appear on your screen. ➡

3 Enter the user credentials supplied by your 4Com Engineer and select 'OK'



The system database will now be downloaded and you will be connected to the system to make 'real-time' changes.

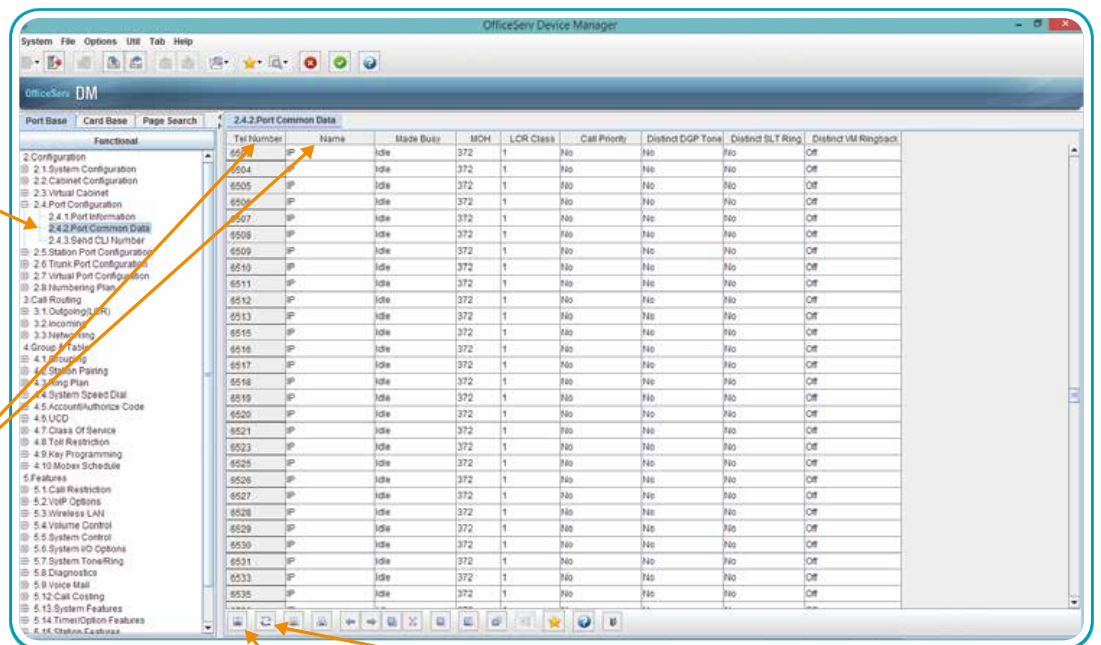
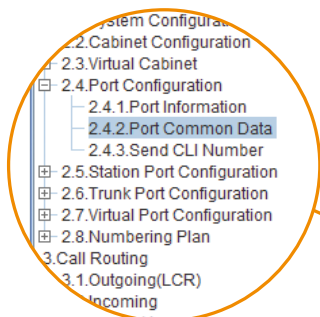
Please note ↴

You will need to carry out this step before making any changes to the telephone system.



STEP ↓

1 Navigate to '2.4.2 Port Common Data'



2 Locate the extension you wish to change (this is the 'Tel Number' column). Enter the name in the 'Name' column alongside your chosen extension, you can highlight the cell and simply overwrite the current entry.

3 Once you have made the required changes, click 'Save' and the changes are applied.

4 If you wish to revert to the original settings, select 'Refresh' and select 'No' in the popup window to undo any changes before saving.

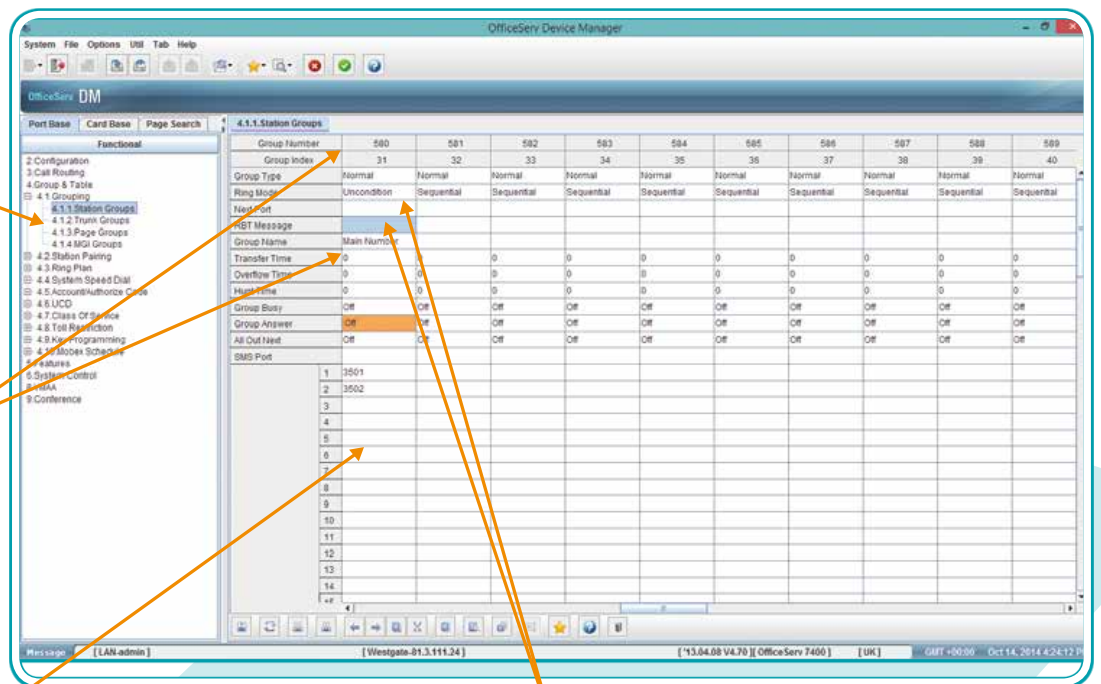
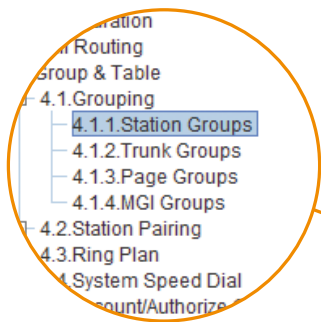
Please note ↓

If you hover the mouse over any icon within the program, it will tell you what feature relates to that button.



STEP ↓

1 Navigate to '4.1.1 Station Groups'



2 Find the hunt group that you wish to change by either group name or group number.

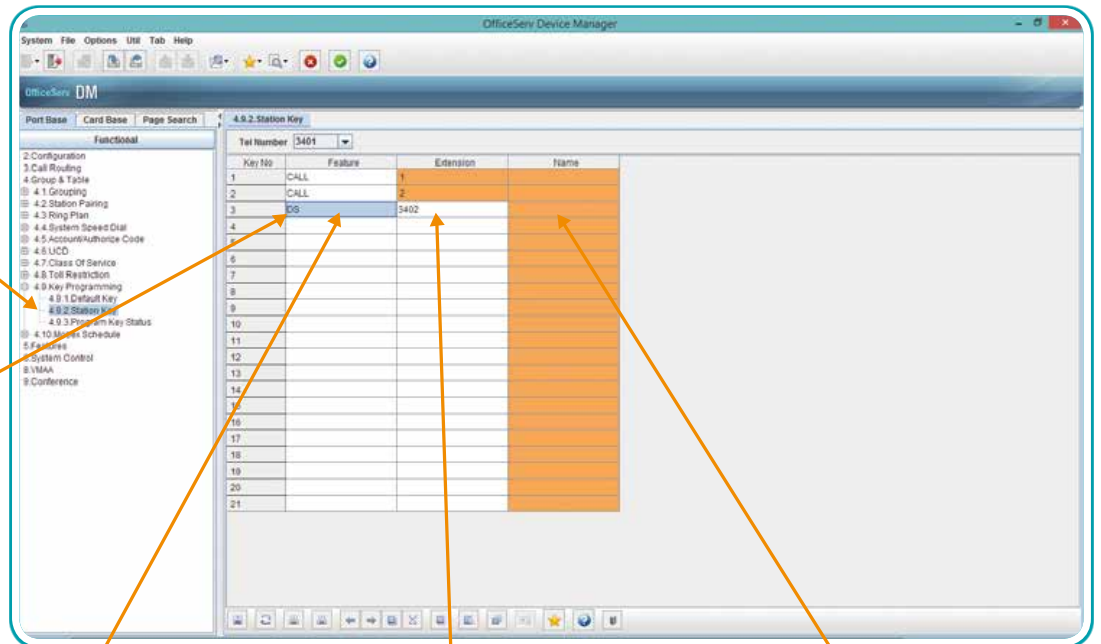
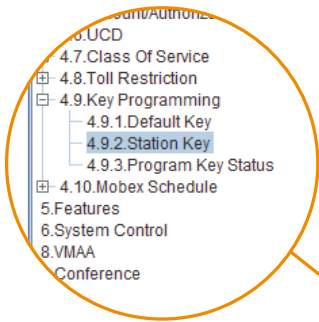
3 Add the extensions you wish to ring in the cells underneath the group numbered 1 - 32.

4 The 'Ring Mode' will dictate how the phones ring. Unconditional = all phones ringing simultaneously. Sequential = each phone ringing in turn in order of entry in the cells above and UCD will distribute calls depending on specific factors configured elsewhere by the technician. The 'Next Port' is where you configure the trip over, the overflow time is what determines how long the call will ring at the first destination.



STEP 1

1 Navigate to '4.9.2 Station Key'



2 Select the extension number of the phone you wish to change the keys on from the drop down menu.

3 Highlight the key you wish to change in the feature column and select the feature from the drop down menu (see next page for a list of the features and acronyms). 'Key No' relates to the key on the phone.

4 In the 'Extension' column you will need to enter the extender for the feature e.g. if you select feature DS (Direct Station), you will need to enter the phone extension number in the 'Extension' column as shown above.

5 The 'Name' column is optional unless you have a 'self labelling' IP phone.

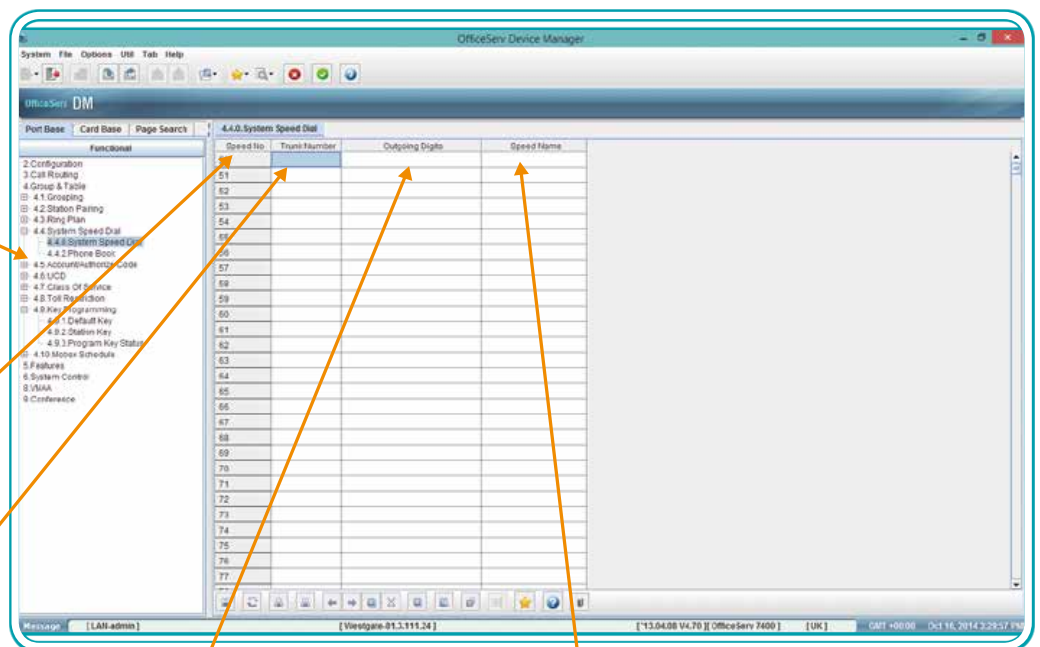
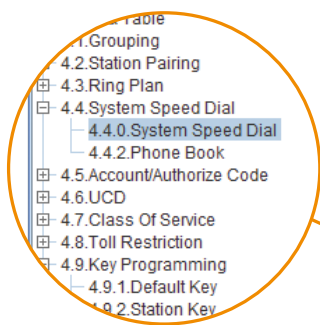


- DS** **Direct Station** – Use this to set up an Extension Key.
- DT** **Direct Trunk** – Use this to set up a Line Key.
- ANS/RLS** **Answer/Release** – Use this to answer/release a call (used with headset).
- DND** **Do Not Disturb**
- IG** **In/Out Group** – Use this to leave and join a Hunt Group.
- DP** **Direct Pickup** – Use this to pick up calls from other ringing extensions.
- FWRD** **Call Forward** – Use this for setting up a Call Forwarding Key.
- RTO** **Ring Time Override** – Use this to override your 'Ring Plan' or force the system into 'Night' mode.
Please note you will need further information to use this feature i.e. Ring Plan numbers.
- SPD** **Speed Dial** – Use this for accessing your speed dials via the short code.
- VG** **Voicemail Group** – Use this for a group mailbox. NB: you will need the group number also.
- MW** **Message Waiting** – Use this for a Voicemail access key.
- VT** **Voicemail Transfer** – Use this for transferring calls directly to another user's voicemail.



STEP ↓

1 Navigate to '4.4.0 System Speed Dial'



2 The 'Speed No.' is the short dial code to dial the specified contact. **

3 Enter '9' as the 'trunk number'. Please note this is the number you use to get a line.

4 The 'Outgoing Digits' column is where you need to enter the telephone number.

5 The 'Speed Name' is where you enter the contacts name for reference. NB: You are limited to 11 characters in this field.

**To dial a speed dial once you have completed the table above, you simply dial the speed dial feature code (which is 16 by default) or press your designated speed dial key followed by the 'Speed No' from the table above.

Please note ↓

8 Click 'Save' icon after any changes to write them to the phone system.





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NETWORK SERVICES 0844 576 2224

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MAIN SWITCHBOARD 0330 444 4444
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