

# Samsung Feature List

## **Second call notification - (Off Hook Voice Announce) - Cool feature**

Did you know you could setup the system so when you are on a call and the receptionist has a second call for you that your receptionist can elect to announce the call to you through your speaker or through your handset?

Did you know that after your secretary announces the call, you can text them a message by pressing the interactive soft keys? (Send to VMAIL, Have them hold, take a message). In fact you can have a text messaging conversation back & forth while you are still talking on the phone (Who is it? Is it important?) ...That's cool!

## **On demand restriction by station - Flexibility**

Did you know that any user can lock their phone out at anytime by simply pressing Transfer 100? It's the same thing we do with our computers everyday. The user enters a password and now the station becomes locked from making any outside calls. What a quick way to have toll restriction on demand.

## **One touch forward to cell - Ease of Use**

OK so your calls are normally forwarded to voicemail if you don't answer your phone. How about when you leave you just hit one button on your phone and have all calls go straight to your cell phone?

## **Corporate Alert - Who would have thought**

Did you know that you can send a daily or a one-time announcement to a group or the entire system that would appear on the display of the telephones? Imagine sending out a quick alert notifying all employees that there will be a company meeting in 30 minutes.

## **Presence management -**

Did you know you could set a button on a phone that when pressed will alert everyone to the status of where you are? Yes just like cool instant messaging features we use everyday on Yahoo, Myspace & MSN. With one touch of a button I have communicated to everyone in my office that I am out for the day.

## **Quick Conferencing -**

Did you know that an IP phone can be setup to conference in 4 people with one touch of a button? Yes, all you do is navigate to the conference screen and press send. Imagine needing to get your 3 key management staff on a call and having the Samsung system make that happen with one button.

## **Multi Lingual -**

Did you know that all phones support 12 different language selections? Everything from Italian to Dutch to Spanish & French... etc.

## **System Admin -**

I know you knew we had a very cool web based administration tool called [Easyset](#) but did you know that you can assign a system administrator that can have access to program all or as little as one specific system program. You have the ability to choose which features you want to allow an admin person to access via the telephone. This is in addition to OSM & Easyset. It is completely password protected and allows the administrator to make a quick change to key functionality from any phone on the system.

### **Executive Monitoring (barge-In) -**

With Executive monitoring now you can allow any user on the system to monitor other users calls. It is all flexible enough to where you could have a manager monitor their employee's calls but not be able to monitor the owner's calls. The other nice capability is that the barge in can be setup to be silent or with a tone. As soon as the caller monitoring decides to jump in the call they just press the mute key and ... there in!

### **VMAIL Transfer -**

You may or may not know this but if you turn on "TRSF VT KEY" in MMC 210 you don't have to have a "VT" to get callers into a mailbox. Just press the transfer key followed by the Voicemail pilot number, followed by the extension. Otherwise the quickest way to transfer a caller directly into voicemail is to assign a button as a VT key and all you have to do is press VT (I like to call it VM XFER) followed by the extension and the caller goes right to voicemail. EASE of USE

### **Station Pairing -**

Did you know that any two telephones can be paired as one? If I am walking around the office with my Samsung WIFI handset I can set up the system so that when my desk phone rings, so does my WIFI. I don't have to press anything, it just works that way.

### **Abandon Call - (ABAND) - Must have feature**

The system has a 100 number abandon call log that can be accessed from any phone. The list stores up to 100 numbers. Any business should have the ability to view people that call in and hang up. When you are reviewing the caller ID you get options using the soft keys that allow you to Clear & toggle to see name as well as date/time. From there the user can press DIAL to initiate the call back.

### **Account Code - (ACC) - Awesome feature to differentiate and give the user accountability**

By pacing an account code key you can allow the user to tag a call with an account code so that the business can later run reports on how many of those specific types of calls came in based on that code. An example of a use for this would be for a user to ask every caller when he or she calls in, "where did you hear about us". By entering the account code for TV advertising you now allow the owner of that company to understand where the advertising dollar is best being spent. An account code can be something that the user enters based on specific calls or it can be forced where the user must enter an account code. The codes can be verified in the system in order to ensure that callers enter the correct codes. Another use for account codes is to setup a station so that it must enter an account code in order to dial out. This is a great way to prevent long distance abuse. Account codes can be buttons that end up labeled as specific categories. So you could put buttons on a phone labeled as (TV, Radio, Newspaper & Internet). When a call comes in the user simply presses the button associated with that type of call.

How many phone systems have that? Better yet, how many sales people show the customer that?

### **Answer/Release - (AN/RLS)**

By adding an answer/release key to an **attendant position** the receptionist could simply press this key to release the call they were on and then press it again to answer the next call. This makes for ease of use for an attendant when heavy call traffic is coming in. Also when adding this button it will make call transfers easier. All a receptionist would do to transfer a caller would be to press the extension button and the Release key.

### **Block - (OHVA Block)**

When using OHVA (Off Hook voice announce) each user can have the ability to turn this feature on or off on the fly by pressing this key. It would allow the user to block any callers trying to announce calls while on an important call.

### **BOSS/SECT - (Boss Hotline)**

The Boss/secretary feature allows a secretary to be able to transfer calls even when the boss is in DND. It will also act as a quick way for the boss to divert call traffic to the secretary. Basically it is a great way for a boss to divert all calls but still allow the secretary to alert the boss when an important call comes in and then get that call to them. Also the cool feature here is that when a secretary places a call for a boss and then wants to send it directly to them it will actually put the call on speaker for the boss without the boss doing anything. A Boss can have up to 4 secretaries.

### **Call Return - (Call back)**

This feature is just like the feature we use everyday on our home phones. When I call an extension that is busy or doesn't answer I can press the Call back button and as soon as that station gets off the phone or comes back and uses the telephone, the system will notify you and place the call back immediately.

### **Call Coverage - (Cover)**

This feature is a great way for a secretary or a coworker to have the ability to hear another persons phone when it rings. What's great about it that you can set up the system on a timer so that the station that is covering only rings after a period of time. This works great as a backup receptionist.

### **CID (Call Log & Inquire)**

The CID button is what will allow a user to view all inbound & outbound calls. A call log button... The CID combines two features into one. First it allows the user to view call log and second it will allow a user to use the Inquire feature (note that a separate "Inquire button can be used as well). The Inquire feature allows a user to do a quick look at any calls that are parked. When you inquire you can see the caller parked info such as: name, number, date & time. After review you can do a quick pickup by using the soft-keys. If you give a **LOG** key to a user then they can see just their in or outbound calls.

### **CR (Call Record) - Record**

OK so most systems have record to voicemail. Pretty simple and powerful feature. Where Samsung differentiates itself is allowing users to record to other users mailboxes or even specific group mailboxes. A great use for this is showing a customer that important calls that come in can be immediately transferred to all supervisors within a department.

### **CSNR - (Caller ID Save Number Redial) - Just like a cell phone**

This allows users to save a number based on Caller ID in order to do a call return using last number redial. It overrides the last number because it takes the place by making it the saved number. This feature also allows users to do a quick store of that caller into their personal speed dial. You can accomplish this also by placing a "Store" button on a phone or even using the CID button and using the soft-keys.

### **DGPALM - (Alarm reminder)**

This is a great feature for a receptionist to set a quick reminder for anyone on the system. When the reminder rings the station you can have a prerecorded message play via the voicemail. What a great way to remind employees regarding staff meetings, callbacks, events etc.

## **DIR - (Directory)**

Once again we have the ability to give users a feature that we all use everyday. By having a directory button a user can search through the system, person or internal station directories. The button can be associated specifically to one directory or give the user the ability to choose what they want to search. Once the user depresses the directory key they can dial by name just like a Rolodex.

## **DIVERT - Executive divert**

This features allows a user to quickly divert a call to a coworker or secretary with one touch of a button. The user can even press this prior to the call coming in and have all calls diverted. This works in conjunction with the Boss/Secretary feature.

## **FWRD - Forward to whatever you want**

By having a forward key on a station you can give the user a one touch direct to their cell phone or anyplace they might want to forward calls to. The cool part is that you can label the button with FWD to Cell, FWD to home etc. The forwarding can be setup where the user decides or it is preset based on no answer, busy, DND, Busy/no answer. Each user gets the best of all worlds.

## **HLDPK - Hold pickup, remote hold (This is a great feature to demo)**

This is a great feature to show how to route calls where they need to go fast. Basically a receptionist can transfer a caller to a station, if the station doesn't answer they just press the hold key. This places the caller on hold on that station. If you have put an HLDPK (I would call it a PICKUP key) then the receptionist would simply announce over the paging system that you have a call holding. The user can go to any phone and press the pickup key and enter their extension... the user is immediately connected to the outside caller.

## **IG - In/Out of Group - A must have feature**

This is a must feature to use when selling Samsung. By placing this key on a telephone and setting up the system to ring a specific group on incoming calls, you now give the user to do a quick change to the incoming ring assignment. Most systems would require a service call. Here the user decides if they will be answering incoming calls.

## **ISPY - Investigate - Great feature ... ISPY**

This feature requires the user that is doing the investigating to change their station password. This is a great way for a manager to see who a particular station is speaking with and then have the ability to quickly barge into the call to start listening. In fact the station that is investigating can then view the name, number, drop the call, take over the call. That's cool!

## **Listen - Also known as Group Listen**

This allows the user to press the listen key and broadcast the conversation over the speaker without the outside caller actually being on the speakerphone. It is a great tool for managers to be able to come over to a telephone and listen in on the conversation and give direction as to how to handle a call. The listen feature comes up in the soft-keys but having a button sometimes makes for ease of use.

## **MS - Manual Signaling (Assist key)**

This feature allows a user to notify another user that they need assistance by sending a quick burst of rings to the other station. This is a great way to let a coworker that you need assistance on a call or that you may need help.

## **Meet me Page with Meet me Page answer - Who has this?**

This feature is a creative way to get a call directly to an individual without having someone pickup the caller by accident as well as be able to screen the caller to it's destination. The

receptionist can press the **Meet me** key followed by an announcement... "Terry you have a call holding please go to any phone and press 56 or press the meet me key. Any user can go to a phone and press 56 or Meet me key. Once the user does this they are immediately connected to the receptionist. At that point they can screen the call and then hang up which would give the user the call directly or go back to the caller.

### **MW - Message waiting**

In the Samsung world this is a cool way to give a user a message-waiting indicator for other users mailboxes. You could even have a message-waiting indicator that is associated with a general mailbox so everyone in the system knows that there is a voicemail for the company general mailbox. Users can have multiple appearances for multiple users or virtual users.

### **NND - Name Number Display**

This key will allow a user to press this to see the number or the name whenever there is call waiting.

### **RP & RTO - Ring Plan & Ringtime Override**

Here is what Samsung uses to set day/night mode. By using the RP key the user can simply press a key (enter a password) and select any one of 6 ring plans. By using the RTO the user can override the system pre-selected ring plan based on time of day/day of week and get the system into a specific ring plan. In fact you could have a two buttons, one labeled day and one labeled night for each ring plan.

### **SG - Station Group - Fast transfer/call to a group**

This key allows a user to transfer callers directly into a station group or to call a group

### **TIMER - Stopwatch**

This button would allow a user to press Timer to start a timer in the display. This is useful for users that bill for their time.

### **Traffic - Traffic reports**

Although most systems give traffic reports it has always been my opinion that how those traffic reports are obtained as well as the format will typically get the customer to take a stronger look at the value of your product. By placing a traffic button you can give access to many system statistics. See page 76 of the general description to look at the sample traffic reports that the system will generate as a built in feature. In addition, these reports can be set to print to a network printer on command.

### **VM - Voicemail Memo**

You got to love this feature... to leave yourself a quick memo in your own vmail you can add a key to do this or simply press ## and you probably have the fastest way to leave a reminder in the industry. In fact by pressing # plus another users extension you can leave other users quick memos.

### **VME - Voicemail Mail Emulation**

Works just like the old answering machines from yester-year. When this feature is turned on as soon as a caller gets forwarded to your mailbox or you divert the caller (by pressing star "\*") you then will hear the caller leaving the message in your voicemail. Then if you want to pull them out of voicemail you simply press the ans/rls or the send key. This will pick the caller out of vmail and your talking... You can also add a password for this function so that the caller doesn't come through automatically. By having a button for this the user can decide when they want this capability as they need it.

## **Navigation Key - (standard on all DS5000 series phones)**

- Outgoing & Incoming call log
- Access to Speed Dial/Directory Dialing
- Call Forwarding
- Alarm Reminders

## **Instant message - #**

When calling an internal extension, if you get a busy signal or no answer, just press the pound key to go right to vmail. Of course you can always press # followed by the extension to leave a memo as well.

## **So what should you be showing in Voicemail as your hotlist?**

1. **Quick memo** - by pressing # followed by another users extension you can leave a quick memo for any station on the system
2. **Reminder** - By pressing ## you can leave yourself a reminder in your own mailbox
3. **Quick Divert** - By pressing the star key you can quickly divert a ringing call straight to your mailbox or press pound and your call will go to vmail & you can listen to the message using voicemail answering machine emulation.
4. **Interactive display or Visual Voicemail** - Show the ease of use while listening to a message by scrolling through the softkeys
5. **Message forward** - Show the ease of forwarding a message into multiple peoples mailboxes
6. **Answering Machine Emulation** - Demonstrate a call getting diverted to voicemail and then listening to that caller leave a message. Pickup the handset and show how easy it is to pull the caller out of voicemail. Demonstrate the ability to password protect that capability.
7. **Call Record** - Show the ability to record a conversation into your mailbox or even to another person's mailbox using a different key. I like to record calls for departments.
8. **Message Waiting indication** - Show the ability to see when other users or departments have messages in voicemail
9. **Personal Greeting** - Show the ability to have callers hit your mailbox with different greetings based on if you are on the phone, busy, don't answer or in DND. Each condition will play a different greeting. In fact it is cool to show that when you are transferring calls to your cell phone that callers can be screened and asked to speak their name before transferring to your cell phone. Once you get the call you can take the call or send it right to voicemail.
10. **Find Me** - Show the ability to have callers transferred out to multiple numbers so that voicemail will try and locate you. The call could end up on your prospects cell phone... wow that's cool!

**Cool Voicemail applications are available as well.** [Click here and you will receive a guide on how to setup voicemail applications](#) like forward to cell, park & page, first & last name directory, real Estate applications, car dealership apps and many more. If you have specific question or comments please let me know. Remember the more you know about Samsung applications the better equipped you are to win the deal. **Your ability to win is a direct result of your value you bring to the table. Your Value is your knowledge!** This will be a great guide

for technicians to better understand how to setup specialized applications as well as day-to-day apps. For sales people this guide will help you identify potential client applications that you can knowledgeably discuss while killing your competitor. Good luck!

**Here are just a few examples of what's in the guide:**

- Did you know that Voicemail can be administered from anywhere in the world?
- Did you know that you could direct callers to a general mailbox where the message gets delivered to every user in the distribution list? When one person listens to that message it gets deleted from everyone's mailbox so one user only handles the call. This way you can ensure that the general message gets heard by someone within the organization.
- Did you know it is very easy to setup message notification so that every time you get a message the SVMi will call your cell phone and deliver that message to you. In addition you will get prompted to enter your password for security. Lastly this can setup based on time of day and day of week.
- Did you know we can also do the same thing as we did above on your cell phone but in addition we can schedule notification to a pager or beeper?
- Did you know we can have the SVMi play different greetings based on time of day and day of week. An example of this would be to have voicemail come on during lunchtime and offer different options for inbound callers?
- Did you know you can setup a mailbox so that a user can have the voicemail place outbound calls for them? You can also set it up so that certain restrictions will be applied for security.
- Did you know that when a caller is in your mailbox that you can give them the option to be transferred to any number in the world. An example would be something like, "Hi you have reached my voicemail after hours, to leave a message press one or if this is an emergency you can press 7 now and transfer directly to my cell".
- Did you know that we can setup an after hours message to notify multiple people? First we might try the on call tech. If that individual isn't responding we can then go out and have SVMi try and locate the manager. Based on timers we can climb up the ladder to try multiple people in order to deliver a message.
- Did you know that callers can transfer out to multiple external or internal numbers? We call this "FIND ME". This is different from transferring to a cell phone since the voicemail will now try and locate you at multiple numbers. This is something that users can easily change using the "ACCESS MANAGER" within their mailbox options. It is easy to turn on/off your find me settings as well as change where your extension will transfer to you. So imagine being out of the office and expecting an important call. Simply call in and immediately have all calls transferred direct to you, anywhere in the world.
- Did you know that you can have callers directly transferred right from a main menu? For sales press 1 (the caller actually goes straight to your remote employees home office in another state.
- Did you know that when a caller hits a users extension that they can be offered the option to have themselves paged over the external or internal paging system. Imagine you are walking around the office and you hear, "There is a call for YOUR NAME, please dial 12 plus your extension. The caller gets parked on your phone. This is one you have to try. It makes for a very cool demo.
- Did you know you can easily set messages to auto forward to other users. The cool part is that you can have the original message kept in tact or deleted. You can even set

the time on how long before it forwards the message. So now a supervisor can have all unanswered customer service calls forwarded to their mailbox in order to ensure that customers are being handled. Auto forward with copy...

□ Did you know that when a caller gets transferred to your extension and you are busy on a call that you can have that caller placed in queue for you? Did you know that we can announce the position in line and the estimated hold time? This is one you definitely need to try out. I love the option of being able to allow the caller to hold for me. This is not ACD but rather a single extension call queuing feature.