Samsung
ITP-5021D Keysets

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This **QUICK REFERENCE GUIDE** is designed to familiarize you with 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: If outside telephone numbers that you may need to call frequently have been programmed as a system speed dial keys simply lift the handset and press the appropriate key to call these numbers.

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 you 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 may be 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 may be used at any time during the conversation. To resume handsfree operation press the **SPEAKER** button and replace the handset.

ANSWERING CALLS

OUTSIDE CALLS - To answer incoming 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.

INTERNAL CALLS/VOICE ANNOUNCE CALLS - To answer when another extension calls your telephone:

▸ Lift the handset or press the **SEND** button to answer on **SPEAKERPHONE**.
▸ Replace the handset or press the **END** button when the call is completed.

NOTE: 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 may be placed on **System Hold** or **Exclusive Hold**. Calls placed on Exclusive Hold may only be picked up from the extension that placed them on hold. A call placed on System Hold may be picked up at 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 get 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 will always be placed on exclusive hold.

TRANSFERRING CALLS

You can transfer a call by informing the other extension who is calling 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.

TRANSFERRING 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 button available to receive another call. Press **TRANSFER** to return to the outside caller.

CALL WAITING

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

▸ Your keyset will ring and the call that is waiting for you (camped-on) will flash green.

▸ Press the flashing button to answer; your other call will go 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 may conference up to five parties (you and four others).

▸ Repeat the last step until all parties are added.

▸ To leave the conference, hang up.

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 may 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 one to turn that forward feature on. A steady red light reminds you what forward condition is activated.

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

FORWARD ALL CALLS

To forward all your calls under any condition 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 may set both of these at the same time:

▸   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 telephone number you dialed, 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 LOGS:** Allows you to view a list of the 30 most recent outgoing calls from your telephone.
   - Press the **MENU** button, scroll or dial number **1**.
   - Press **ENTER**.
   - Scroll to the desired **PHONE NUMBER**.
   - Press the **SEND** button to automatically dial the number.

2. **INCOMING LOGS:** Allows you to view a list of the 30 most recent incoming calls to the telephone.
   - Press the **MENU** button, scroll or dial number **2**.
   - Press **ENTER**.
   - Scroll to the desired **PHONE NUMBER**
   - Press the **SEND** button to automatically dial the number.

3. **SPEED DIAL:** Allows you to search 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 automatically dial the number.

4. **DIRECTORY DIAL:** Allows you to search 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 automatically dial the number.

5. **FORWARD SET:** Allows you to assign station call forward condition 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 station number to forward your station to: **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:** Allows you to set an Alarm Reminder. Up to three alarms may be set.
   - 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** (Military Format) and press **ENTER**.
   - Display confirms setting.

▸ **SEND BUTTON:** This button is used when reviewing recently received or called numbers and answering incoming calls.

▸ **END BUTTON:** This button is used to disconnect a call after a conversation or to return to the main menu.

▸ **CANCEL BUTTON:** This button is used to return to the main menu.

Features and Specifications

Line Groups

9   Local/LCR

_____
_____
_____

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 _____

15 _____
16 _____
17 _____
18 _____
19 _____
20 _____

Feature Access Codes

Code	Feature
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	Set Do Not Disturb
42 + xxx	Cancel Message You Left
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.

SAMSUNG DIGIT*all*
everyone's invited™

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