

Samsung DCS Series

Integrates With

TMP 3.12 or higher
Minitel 3.7 or higher

Switches in the DCS Series

DCS
DCS Compact
DCS 400si
DCS 50si

Software Version Supported

Release 2, version 2.1 and above.

Hardware Requirements

SLI card

Supported Features

Overflow to Auto Attendant
Positive Disconnect
Busy Override
Call Screening
Call Forwarding
Overhead Paging
Message Waiting
Auto Station Login
Multitenant

General System Programming

Switch does not support conferences with the voice mail port.

Use MMC #726 to set the Voice Mail/Automated Attendant options as follows:

| VOICE MAIL | AUTOMATED ATTENDANT OPTIONS |
|----------------------|---|
| Ext for DN 1: | Yes |
| Trk For DN 1: | Yes |
| Ext for DN 2: | Yes |
| Trk For DN 2: | No (Yes on DCS Compact 2.2, DCS 3.3 and above) |
| Separator: | # |
| Disconnect: | C |
| CALL TYPE ID: | |
| Direct Call: | # |

| CALL TYPE ID: | |
|---------------|----|
| All Fwd Call: | 9 |
| Bsy Fwd Call: | 2 |
| NOA Fwd Call: | 3 |
| Recall: | 9 |
| Dir Trk Call: | 0 |
| Overflow: | 1 |
| DID Call: | No |
| Message Call | * |

| CALL PROGRESS TONES: | |
|----------------------|----|
| Dial Tone: | BA |
| Busy Tone: | 4 |
| Ringback Tone: | 5 |
| DND No More: | 4 |
| Hdset Answer: | 3 |
| Spker Answer: | 2 |

Voice Mail Extension Programming

- Use MMC# 207 to set all voice mail ports as Voice Mail/Automated Attendant.
- Use MMC# 104 to assign all voice mail ports the name - Voice Mail
- Use MMC# 601 to assign a ring group for all Voice Mail/Automated Attendant ports.

| EXPLANATION | |
|------------------|-----------------------|
| Group Type: | VM/AA |
| Ring Mode: | Sequential |
| Overflow Time: | 000 seconds |
| Group xfer Time: | 60 seconds |
| Wrap Time: | 00 seconds (not used) |
| Next Port: | None |

Individual Extension Programming

- Use MMC #602 to assign the station group name for the ring group to Voice Mail.
- Use MMC #102 to assign Call Forward Busy/No Answer (type 4) to the Voice Mail ring group for all set extensions.

Incoming Call Processing

Incoming call processing may be handled using three different methods: **Full Automated Attendant**, **Overflow to Automated Attendant**, and **Live Operator Only**. Use **Full Automated Attendant** if you wish to have the voice mail answer all incoming calls. Use **Overflow to Auto Attendant** if you wish to have the voice mail answer only those calls that the live operator is not able to answer within a preset period of time. Use **Live Operator Only** if you wish to have a live operator answer all calls, regardless of how long the caller has waited. It is possible to use a combination of the above methods based upon the service mode of the switch. For example, you could use **Overflow to Auto Attendant** when in “Day” mode, and **Full Automated Attendant** when in “Night” mode. To do this, program each method separately from within each mode.

Full Automated Attendant

Use MMC #406 Trunk Group Assignment to assign ringing to the voice mail ring group during day and/or night modes.

Overflow to Automated Attendant

Use MMC #600 Assign Operator Group to set overflow time to the desirable value and next port to the Voice Mail ring group.

Live Operator Only

Use MMC #406 Trunk Group Assignment to assign ringing to a non-voice mail ring group.

Call Recording

There are two ways of implementing the Call Recording feature on the Samsung DCS, each of which provide slightly different functionality.

To set up the type of call recording where the recipient of a call is given a choice to record a call before the call is transferred by the Automated Attendant, follow the steps below:

On the Voice Mail:

- a. Access the *More Switch Configuration* screen by pressing [A], [M] from the Main Menu. **Conference Seq:** should be set to “*3*1*346*1*8*1*3*3”.
- b. If callers and call recipients do not have enough time to begin recording, change variables according to the following pattern: *3 [Delay for caller to hang up] *346*1*8 [Delay for callee to answer] *3 *3
- c. In the *Mailbox Attributes* screen, enable (put a “*” next to) the **Call Recording** and, if desired, **Call Screening** fields for each mailbox that will use call recording.

Using Call Recording:

1. When a called party chooses option ‘1’ or ‘3’ to record a call, hang up when the display of the key set says “Hold from XXX” (i.e. between first two flash-hooks).
2. When the phone rings again, called party should pick it up, and the call will be recorded.

Considerations:

1. If a mailbox owner does not hang up the phone on time, the caller or called party will hear some DTMF digits and only one party will be connected to the voice mail. If one-second time periods allowed for hanging up and picking up the phone turn out to be too short, then first “*1” in a Conference Sequence can be substituted with “*2” or several consecutive “*1”s.
2. If the call recipient does not have time to pick up the phone after hanging up in between flash hooks, or the phone does not ring again after hanging up, then the last “*1” can be substituted for a *2 or several *1s.
3. If called party’s phone happens to be busy or is not answered when voice mail tries to call back, the caller will hear silence, and voice mail will record “RecSilLimit” seconds of silence. When VM hangs up, called trunk will recall the VM hunt group, and will hear the welcome greeting.

To set up call recording so that a user can start recording the call any time during the conversation, regardless of who initiated the conversation, follow the steps below:

TVM-2000:

The specific location of fields in the following steps may vary depending on the version of TVM-2000 being used.

1. In “[A]dvanced Settings / [M]ore Switch Configuration / << Rules >>” find the unused rule. The choices are:
 - a. %1X%3M#8%2T if there are less the 100 trunks installed in the switch.
 - b. 1%3S#%3T if “Overflow to Auto Attendant” call processing scheme is not used and is not going to be used.
 - c. BA Use of this rule can cause “blank” messages in the general delivery mailbox.
2. Substitute the chosen rule with “#%3X#%3M” and set the action of this rule to “-->Call Rec”.
3. In the *Mailbox Attributes* screen, enable (put a “*” next to) **Call Recording** and, if desired, **Call Screening** and **Speakerphone** for mailboxes that will use this feature.
4. Set [A]dvanced Settings / [M]ore Switch Configuration / << DTMF Timers >> / **Interdigit Delay**: to 3500

Prostar DCS:

1. Dedicate one trunk and one SL extension for each simultaneously recorded call.
2. Connect each dedicated trunk to the corresponding SL extension.
3. If more than one trunk is dedicated to call recording, it might be useful to put them in the sequential trunk group using MMC 603.
4. Using MMC 105, program personal speed-dial key for each person who wants to use Call Recording in the following manner: TTT-HHHPP#MMM. TTT- dedicated trunk or trunk group number, HHH-Voice Mail Hunt groups number, MMM - mailbox number where this person’s recorded calls will be stored (can be 1 to 8 digits long).
5. Using MMC 722 program one of the buttons on the key-set as a DSS button that dials the speed dial sequence programmed in the previous step.

Using Call Recording:

1. When call is in progress, press the ‘CONF’ softkey, then the programmed DSS key, then ‘CONF’ softkey twice. Call recording will start in 3-5 seconds.

Considerations:

A busy signal and / or “BUSY” message on the key set display indicates that there are no free call record trunks or VM ports, and the call cannot be recorded at this time. To resume the conversation the user should press the ‘RLS’ softkey. If the ‘RLS’ softkey is not available, the user should press the ‘CONF’ softkey.

Common considerations:

No DTMF digits will be sent to the voice mail during the call recording, so call recording will be terminated only when all parties disconnect or Record Silence Limit is exceeded.

Setting Up the Voice Mail For Use With this Switch

1. Select the preset switch setting 013. Refer to “Preset Switch Settings Table” on page 8 for instructions on how to select the preset switch.
2. Make sure that each mailbox that is associated with a telephone has an extension number.

Feature Programming

Call Screening

Called parties must press the pound key before hanging up if they do not wish to accept the call.

Switch Considerations

1. Additional switch defaults have been created that sacrifice some features in exchange for increased speed in picking up calls. See “New Switch Defaults 313 and 314” below for details.
2. This switch does not support voice mail’s overhead paging.
3. Only supports up to 99 trunks. If you have more trunks, please, contact NETXUSA Technical Services at 1-800-292-0728.
4. If auto log on is desired every time an extension calls the Voice Mail, change Call Type ID - Direct Call to *.

New Switch Defaults 313 and 314

The TVM-2000 version 3.91 ships with two additional switch defaults designed to decrease the amount of time the TVM-2000 takes to answer an incoming call. The new switch defaults provide the fastest possible operation of the TVM-2000 at the cost of some functionality as detailed below. Each customer can balance the need for speed with the limitations described.

Switch Default 313

This switch default increases speed with the following limitations:

1. Switches with more than 100 trunks are not supported.
2. Calls forwarded under “all call”, “no answer” and “recall” conditions are all handled as if in “no answer” conditions.

313 Setup

Program the DCS following the instructions for the 013 integration, with the following changes:

| PARAMETER | NEW VALUE |
|--|-----------|
| MMC 726 / CALL TYPE ID / All Fwd Call: | 3 |
| MMC 726 / CALL TYPE ID / Recall: | 3 |

Switch Default 314

This switch default further increases speed with the following additional limitations:

1. Line ID Mapping is not supported.
2. Extension status after a blind transfer (“The extension you dialed is busy” / “There is no answer at the extension you dialed”) is not supported.
3. TVM-2000 will not be able to save the mailbox number of calls forwarded to voice mail.

314 Setup

Program the DCS following the instructions for the 013 integration, with the following changes:

| PARAMETER | NEW | V A L U E |
|--|-----|-----------------------|
| MMC 726 / Trk For DN1 | No | |
| MMC 726 / Ext For DN2 | No | |
| MMC 726 / Call Type ID /Trk For DN2 | No | |
| MMC 726 / Call Type ID /Direct Call | No | |
| MMC 726 / Call Type ID /All Fwd Call | 9 | |
| MMC 726 / Call Type ID /Bsy Fwd Call | 9 | |
| MMC 726 / Call Type ID /NOA Fwd Call | 9 | |
| MMC 726 / Call Type ID /Recall | 9 | |
| MMC 726 /Call Type ID / Dir Trk Call | No | |
| MMC 726 / Call Type ID /Overflow | No | |
| MMC 726 / Call Type ID / Message Call: | * | |