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> [Samsung IDCS 28D Display Phone User Manual](#)

Samsung IDCS 28D

Samsung IDCS 28D Display Phone User Manual

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your Samsung IDCS 28D Display Phone. Please read this manual thoroughly to ensure proper use and to maximize the functionality of your device. This phone is designed for business communication systems.

2. PRODUCT OVERVIEW

The Samsung IDCS 28D is a corded display phone featuring 28 programmable buttons, a numeric keypad, and essential function keys for efficient call management.



Figure 1: Front view of the Samsung IDCS 28D Display Phone. The image shows the handset on the left, the display screen at the top right, a block of 28 programmable buttons below the display, a standard numeric keypad, and dedicated function buttons for volume, hold, and answer/release.

Key Components:

- **Display Screen:** Shows call information, menu options, and system status.
- **Programmable Buttons (28):** These buttons can be configured for various functions such as line access, speed dial, or feature activation.
- **Numeric Keypad:** Standard 0-9, *, # keys for dialing numbers.
- **Volume Buttons (▼ / ▲):** Adjusts handset, speaker, or ringer volume.
- **HOLD Button:** Places an active call on hold.
- **ANS/RLS Button:** Answers an incoming call or releases an active call.
- **Handset:** For private conversations.

3. SETUP

Follow these steps to set up your Samsung IDCS 28D Display Phone.

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset jack on the side or back of the phone base.
2. **Connect the Line Cord:** Plug one end of the telephone line cord into the LINE jack on the back of the phone and the other end into your wall telephone jack.
3. **Connect Power (if applicable):** If your system requires external power, connect the power adapter to the DC IN port on the phone and then to a standard electrical outlet. The phone is designed for corded electric power.
4. **Initial Boot-up:** The display should illuminate, and the phone will perform a self-test. Wait for the phone to display the idle screen, indicating it is ready for use.

4. OPERATING INSTRUCTIONS

4.1 Making a Call

- **Lift the Handset** or press a programmable line button.
- **Dial the desired number** using the numeric keypad.
- Wait for the call to connect.

4.2 Answering a Call

- When the phone rings, **lift the Handset** or press the **ANS/RLS** button.
- The display will show caller ID information if available.

4.3 Using Programmable Buttons

The 28 programmable buttons can be assigned various functions by your system administrator. Common uses include:

- **Line Access:** Press to select an available line for making or receiving calls.
- **Speed Dial:** Press to automatically dial a pre-programmed number.
- **Feature Access:** Press to activate specific phone system features (e.g., call transfer, conference).

4.4 Adjusting Volume

During a call, press the **Volume ▲** button to increase the volume or **Volume ▼** button to decrease the volume for the handset or speakerphone. When the phone is idle, these buttons adjust the ringer volume.

4.5 Using Hold

To place an active call on hold, press the **HOLD** button. The line indicator will typically flash, and the caller will hear hold music or silence. To retrieve the call, press the flashing line button.

4.6 Ending a Call

To end a call, replace the handset in its cradle or press the **ANS/RLS** button if using the speakerphone.

5. MAINTENANCE

Proper care ensures the longevity and optimal performance of your phone.

- **Cleaning:** Use a soft, dry cloth to clean the phone's exterior. For stubborn dirt, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or excessive moisture, as these can damage the phone's plastic enclosure and electronic components.
- **Environment:** Keep the phone away from direct sunlight, excessive heat, humidity, and dust. Ensure it is placed on a stable surface.
- **Cord Care:** Periodically check the handset and line cords for any signs of wear or damage. Replace if necessary.

6. TROUBLESHOOTING

If you encounter issues with your Samsung IDCS 28D Display Phone, refer to the following common problems and solutions.

Problem	Possible Solution
No dial tone	Check that the line cord is securely connected to both the phone and the wall jack. Ensure the phone system is operational.
Display is blank or unreadable	Verify power connection (if external power is used). If the issue persists, contact your system administrator.
Buttons are sticking or unresponsive	Gently clean around the buttons with a soft, dry cloth. If the phone is renewed, some buttons may exhibit minor sticking due to prior use; if this significantly impacts functionality, contact your seller.
Cannot hear caller / Caller cannot hear me	Adjust the volume using the Volume buttons. Check handset cord connection. Ensure the microphone is not obstructed.
Caller ID not displayed	Ensure Caller ID service is active on your telephone line and supported by your phone system.

7. SPECIFICATIONS

- **Brand:** Samsung
- **Model:** IDCS 28D (Falcon iDCS 28D)
- **Telephone Type:** Corded
- **Color:** Black
- **Material:** Plastic
- **Power Source:** Corded Electric
- **Dialer Type:** Single Keypad

- **Item Dimensions (L x W x H):** 10 x 10 x 6 inches
- **Answering System Type:** Digital (Recording Capacity: 22 Minutes)
- **Compatible Devices:** PSTN
- **Multiline Operation:** Yes
- **Caller ID:** Yes
- **UPC:** 649661226864

8. WARRANTY AND SUPPORT

This Samsung IDCS 28D Display Phone is a renewed product. It comes with a **90-day limited warranty** from the seller. This warranty covers defects in materials and workmanship under normal use.

For technical support, warranty claims, or further assistance, please contact the seller from whom you purchased this renewed product. As a renewed item, manufacturer warranty may not apply.