

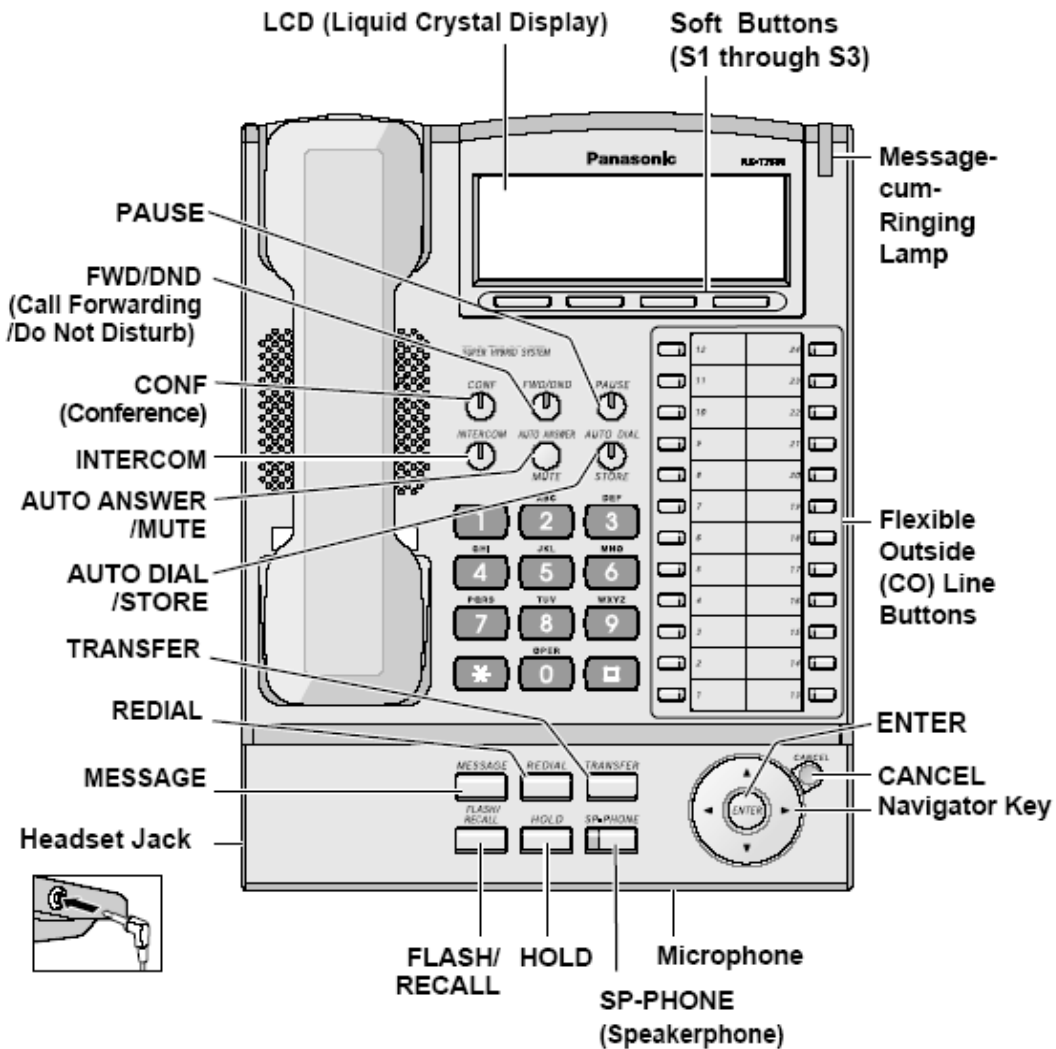
Panasonic Business Telephone and Voice Mail Systems



User Guide

Panasonic Telephone System Telephone Set

Location of Controls



Explanation of Controls

<p>PAUSE: Used to insert a pause when storing a telephone number in programming.</p> <hr/>	<p>MESSAGE: Used to call back to voice mail when a message is left in your mailbox.</p> <hr/>
<p>FWD/DND: Used to perform Call Forwarding and Do Not Disturb.</p> <hr/>	<p>FLASH/RECALL: Used to disconnect the current call and make another call without hanging up.</p> <hr/>
<p>CONF (Conference): Used to establish multiple-party conversations.</p> <hr/>	<p>HOLD: Used to place a call on hold.</p> <hr/>
<p>INTERCOM: Used to make and receive extension to extension calls.</p> <hr/>	<p>SP-PHONE (Speakerphone): Used for hands-free operation.</p> <hr/>
<p>AUTO ANS (Auto Answer)/MUTE: Used to received an incoming call in hands-free mode, or to mute the microphone during a conversation.</p> <hr/>	<p>Navigator/Volume Key: Used to adjust volume, or display contract or select desired items. (display phones only)</p> <hr/>
<p>AUTODIAL/STORE: Used for System/Personal Speed Dialing, or for storing program changes.</p> <hr/>	<p>CANCEL: Used to cancel the selected item. (Display phones only)</p> <hr/>
<p>TRANSFER: Used to transfer a call to another party.</p> <hr/>	<p>PROGRAM: Used to enter programming mode. (Non-Display phones only)</p> <hr/>
<p>REDIAL: Used to redial the last number dialed.</p>	<p>Flexible CO: Used to access outside lines. Also programmable as another extension (DSS) or a One-Touch Speed Dial access button.</p>

Panasonic Telephone System

Customizing Your Telephone

Buttons Programming

- To enter programming mode, press the Program button
- Press the button to be programmed
- Enter the programming input from chart below
- Press Auto Dial/Store button
- To exit programming mode, press the Program button

Button	Programming Input	Feature Use
Single CO	0 + CO Number	Access a single telephone line
Loop CO	*	Access any telephone line
Group CO	# + CO Line Group No.	Access any telephone line from a specific group of lines
Direct Station Selection (DSS)	1 + Extension Number	View status of or access an extension with one touch
One-Touch Dialing	2 + 9 + Telephone Number or 2 + Feature Number	Access a desired telephone number or feature with one touch
Headset	67	Switch headset mode on/off
Two-way Record	90 + Voice Mail Access Number	Start/Stop recording a conversation into your mailbox
Voice Mail Transfer	94 + Voice Mail Access Number	Transfer a caller into a specific voice mailbox

Personal Programming

- To enter programming mode, press Program button
- Enter the Programming Input from chart below
- Press Auto Dial/Store button
- To exit programming mode, press the Program button

Item	Programming Input	Selection & Parameter	
Preferred Line Assignment–Outgoing	19	0	No line
		1	A CO line
		2 + A CO button	A specific CO btn
		3 or INTERCOM	Intercom
Headset/Handset Mode	61	0	Headset OFF
		1	Headset ON

Panasonic Telephone System Operation Instructions

1. Making Calls

To Another Extension

- Lift the receiver or press SP-Phone button
- Dial the extension number or press the DSS button

To an Outside Party

- Lift the receiver or press SP-Phone button
- Press '9' or a outside line button
- Dial the telephone number

Options:

Personal Speed Dialing

To Setup

- Lift the receiver or press SP-Phone button
- Press *30 + Personal Speed Dial No. (00-09) + 9 + Telephone No. + #
- Hang up

To Access

- Lift the receiver or press SP-Phone button
- Press Auto Dial button + '*' + Personal Speed Dial No.

System Speed Dialing

System Speed Dial Numbers are setup in central programming of the telephone system. See your system manager for a list of available speed dial numbers.

To Access

- Lift the receiver or press SP-Phone button
- Press Auto Dial button + System Speed Dial No. (000-999)

Redial (Last Number)

- Lift the receiver or press SP-Phone button
- Press Redial

When the Dialed Number/Extension is Busy (Extension call only)

Feature	When you hear a busy signal, press	Comments
Automated Callback Busy (Camp On)	6	Call back ringing will inform the caller when the line becomes free.
Call Waiting	1	The caller can send a call waiting signal, depending programmed: Call Waiting Tone, Off-Hook Call Announcement (OHCA), or Whisper OHCA

Alternate Calling–Ring/Voice

Allows the caller to switch the method of incoming call alert on the called party's extension between ringing (default) and voice calling (having a conversation without the called party lifting the receiver or pressing the SP Phone button).

- After dialing extension number, press *

2. Receiving Calls

To Answer a Call

- Lift the receiver or press SP-Phone button

Options:

Handsfree Answerback

Allows you to answer an incoming call without lifting the receiver or pressing the SP-Phone button.

- Press Auto Ans/Mute button to activate.

Call Pickup

Allows you to answer a call that is ringing at another extension.

To answer a call to another extension in your call group:

- Press *40 + Group No. (See system manager for group number)

To answer a call to a specific extension:

- Press *41 + Extension No.

3. During a Conversation

Call Transfer

- Press the Transfer button
- Dial the extension number or press the DSS button
- Wait to announce the call and/or hang up to complete the transfer

Call Hold

- Press Hold button

To retrieve the call, press the button next to the flashing green light

Call Park

To park a call

- Press Transfer *52 + Park Zone No. (00-09) or * (on display phones only)

To retrieve a parked call

- Lift the receiver or press SP-Phone button
- Press *52 + Park Zone

Call Waiting

If during a conversation, you receive a call waiting tone through the speaker, this is a signal that a second call is waiting. You can either answer the second call or choose not to answer it, in which case it will be forwarded to your voice mail.

To answer a second call:

- Hang up on the current call, or place it on hold, then answer your phone when it rings with the second call.

Conference

Up to 8 parties can conference into a single call.

- During a conversation, press the Conf button, then dial the next party. Once they answer, press the Conf button again to add them into the call. Repeat this procedure for each additional party to be added to the call.

4. Miscellaneous

Paging

- Lift the receiver
- Press *33 + Paging Group No. (xx-xx)
- Announce Page

Do Not Disturb (DND)

- Lift the receiver or press SP-Phone button
- Press *7101 (Set) or *7100 (Cancel)
- Hang up

Panasonic Voice Mail System Operation Instructions

1. Accessing a Voice Mailbox

From Your Extension

When your Message light is ON:

- Lift the receiver or press SP-Phone button
- Press the Message button
- When prompted, press your Password + # (If password has been activated)

When your Message light is OFF:

- Lift the receiver or press SP-Phone button
- Dial the voice mail system access number: _____ (See system administrator for number)
- When prompted, press your Password + # (If password has been activated)

From Another Extension or From Outside the Office

- Lift the receiver or press SP-Phone button
- Dial the voice mail system access number: (See system manager)
Internal: _____
External: _____
- When prompted, press #6* + your Mailbox Number (usually you extension number) + Password + # (If password has been activated)

First Time Access—New User Tutorial

The first time you access your new voice mailbox, you will be prompted you setup your mailbox by entering a password, recording your name, and recording your greeting.

2. Using Mailbox Functions

Once you have access your voice mailbox, the number of new messages will be announced. You will then have the following options:

- 1-Receive (Listen) to Messages
- 2-Deliver a Message (Send a message to another mailbox)
- 3-Setup Mailbox Management (Mailbox setup options)
- Options 4 to 6 Not Used

To Receive Messages

Press 1 to receive messages. The total number of messages in your voice mailbox will be announced and you will get the following options:

- 1 for New messages
- 2 for Old messages
- 3 for Deleted messages

While listening to a message you can do the following

- 2 to Pause/Restart playback
- 5 to Rewind
- 6 to Fast Forward
- 8 to turn the Volume Up
- 9 to Speed Up the playback
- 9 + 0 to set playback speed to normal

At the end of each message, you can do the following:

- 1 to repeat the entire message
- 1 + 2 to play the Next message (Save the current message)
- 2 + 6 to Save the message as New
- 3 to Erase the message
- 4 to Send a reply to the sender (only if sent from another mailbox on the system—See Deliver Message function)
- 7 to Transfer the message to another mailbox
- 0 for Help

To Deliver a Message

Press 2 to deliver a message. Enter the mailbox number for the recipient of the message. Then, select from the following options:

- 1 to Record the Message
- 2 to Add Another Mailbox to the recipient list
- 3 to Review the list of Recipients

Record the message.

3. Sample Personal Mailbox Greeting

Note: It is recommended that you change your personal voice mailbox greeting often and make the greeting as specific as possible, telling the caller when they can expect you to return the call or how they could get assistance sooner, if necessary.

“Hello. This is _____. I’m not able to take your call at this time.

“To reach the Operator, press ‘0’ now.

Otherwise, please leave me a message at the tone, and I will return your call as soon as possible

(Optional-if programmed) “If you’d like to reach _____, press 1.

(Note: Your voice mailbox can be programmed to press a specific number to reach a specific person. See system administrator for details.)

“Thank you.”