

TELECOM SYSTEMS_{UK}

Panasonic

KX-NS700 Unified Communications Platform

CONNECTING YOUR FUTURE



Making Calls



Making External Calls

Lift handset or press SP-PHONE and do one of the following (where available)

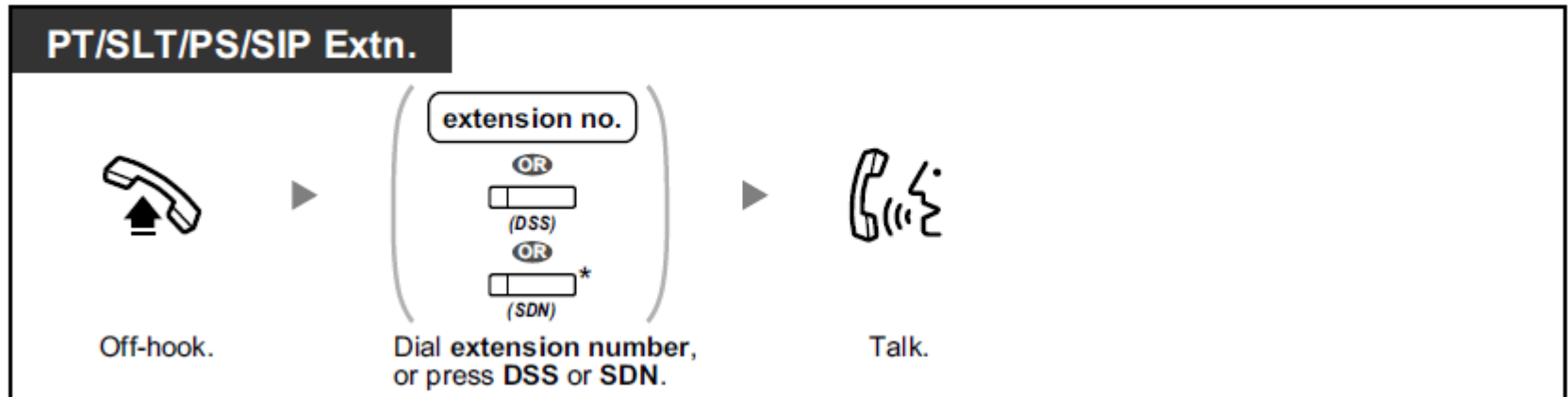
- Dial **9** followed by the telephone number
- Press a **Line** button followed by the telephone number
- Press button marked **Outside line** followed by the telephone number

Note: some types of phone lines require you to dial the full national code even for local calls

Making Internal Calls

◆◆ Calling Another Extension

To call an extension (Intercom Call)

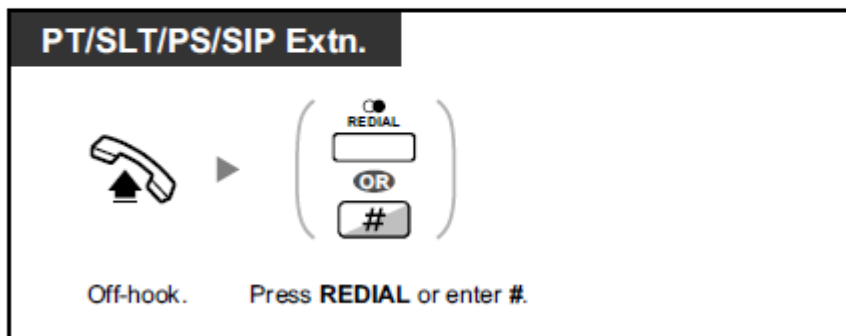


Redial

This is convenient when calling the same outside party again.

- ♦♦ Redialling the Last Number You Dialed (Last Number Redial)

♦♦ Redialling the Last Number You Dialed (Last Number Redial)



To redial an older outgoing call press the ◀ once key to view Outgoing Call Log then press ▲ or ▼ for list

To dial a previous incoming call press the ◀ twice key to view Incoming Call Log then press ▲ or ▼ for list

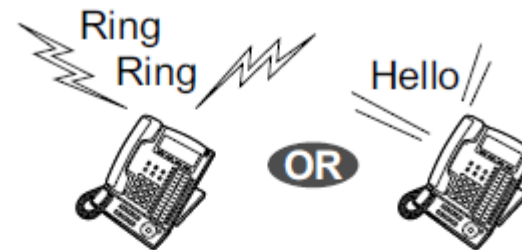
Voice Calling

The caller can alternate the alerting method, either ring or voice, when making an intercom call.

On the other hand, any extension can set the alerting method, either ring or voice, when receiving an intercom call.

Ringring (Default): You can call the other party with a ring tone.

Voice-calling: You can talk to the other party immediately after confirmation tone.



To change the method

PT/SLT/PS		
<i>After dialling</i>		
	 C.Tone	
Enter *.		Talk.

◆◆ Calling with the Directory

To select and call

KX-NT300/KX-NT500/KX-DT300/KX-T7600

While on-hook



Press **Right** until
desired directory
appears.*



Press **Up** or **Down**
until **desired**
party appears.



Off-hook.



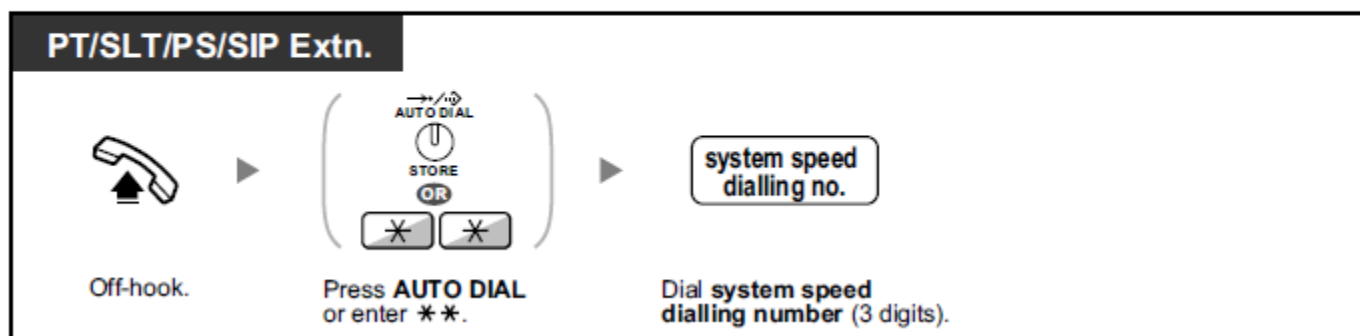
- * The display order is as follows:
One time: Personal Speed Dialling Directory
Two times: System Speed Dialling Directory
Three times: Extension Number Directory
- To cancel or exit, press the CANCEL or FLASH/RECALL button.
- You can lock your personal speed dialling directory by using an extension PIN (Personal Identification Number), so that you can prohibit access to it (Display Lock). Refer to "3.1.2 Settings on the Programming Mode".



- Directory entries generally should include name and number. If the name is not registered, an entry cannot be displayed.
- The System Speed Dialling Directory can be displayed simply by pressing the AUTO DIAL/STORE button while on-hook.

◆◆ Using Numbers Stored in the PBX (System Speed Dialling)

You can make calls using speed dialling numbers stored in the PBX.



Incoming Calls



Answering Calls

PT/SLT/PS/SIP Extn.



Off-hook. Talk.

Select one of the following methods:

- Lift the handset to receive the preferred line.
(Default: Ringing line is selected.)
- Press the SP-PHONE button.
- Press the flashing CO, INTERCOM, ICD Group, PDN, or SDN button directly.
- Press the ANSWER button.



- **Hands-free Operation**

You can receive a call and have a conversation in hands-free mode using the SP-PHONE button.

Answering Hands-free (Hands-free Answerback)

You can answer an incoming call without going off-hook as soon as the line is connected. When an intercom call arrives, you will hear the caller talking without the phone ringing. When an outside call arrives, you will hear the caller talking after a preprogrammed number of rings. Hands-free Answerback for outside calls requires system programming.



To set/cancel

PT

While on-hook


AUTO ANS


MUTE

Press
AUTO ANS.



- The AUTO ANS button light shows the current status as follows:
 - Off:** Not set
 - Red on:** Set
- PS users: Refer to "Operating Instructions" for PS.

Call Pick Up

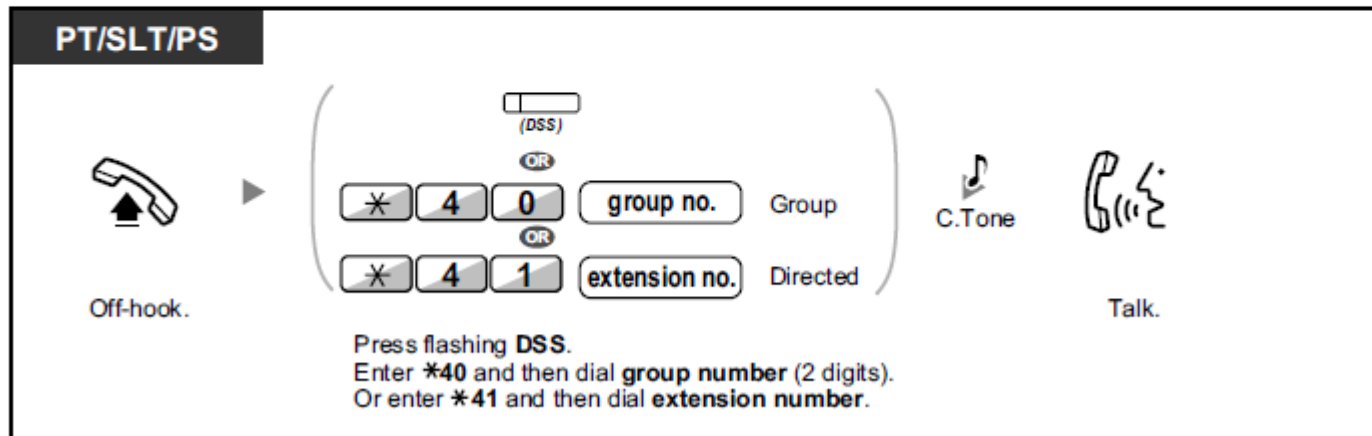
◆◆ Answering a Call from Another Telephone (Call Pickup)

You can answer an incoming call that is ringing at another extension or group from your phone without leaving your desk.

The following types of pickup are available:

Group Call Pickup: Picks up a call within your group.

Directed Call Pickup: Picks up a specified extension's call.



There may also be a **Call Pick Up** button on some system phones

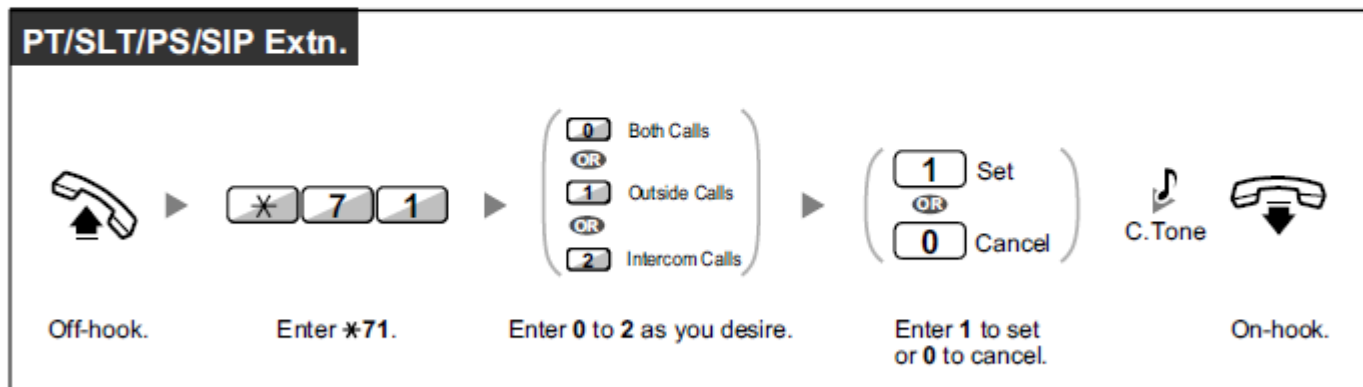
Refusing Incoming Calls (Do Not Disturb [DND])

- ♦♦ Do Not Disturb (DND)
- ♦♦ Switching FWD/DND Status Using Fixed FWD/DND Button

♦♦ Do Not Disturb (DND)

You can set this feature to prevent incoming calls from ringing at your extension. This can be useful, for example, when you are in a meeting or busy.

To set/cancel



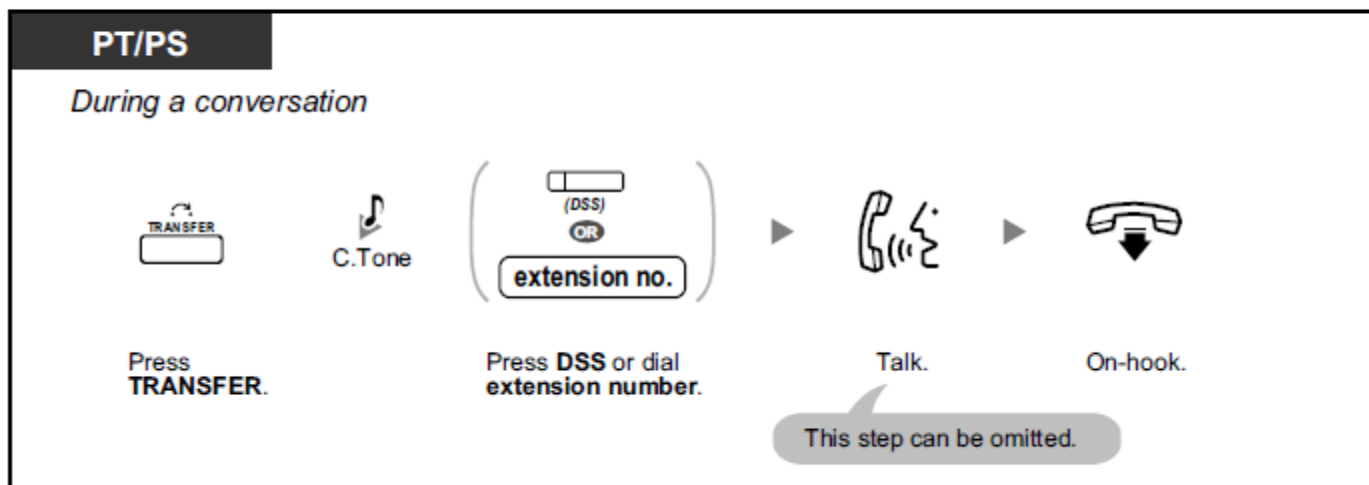
- When using a proprietary telephone, you can set or cancel Do Not Disturb by pressing the FWD/DND button (fixed button) instead of "*710".

Transferring Call (Call Transfer)

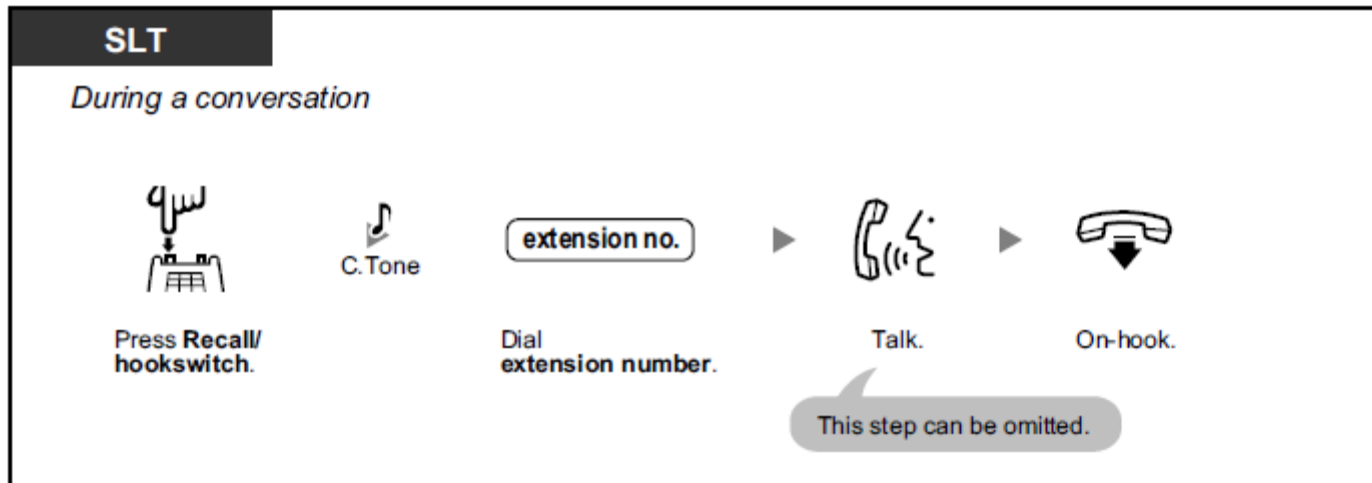


◆◆ Transferring to an Extension in the PBX

To transfer



Transferring calls via Cordless or SLT (ordinary phone)



Paging / Announcement



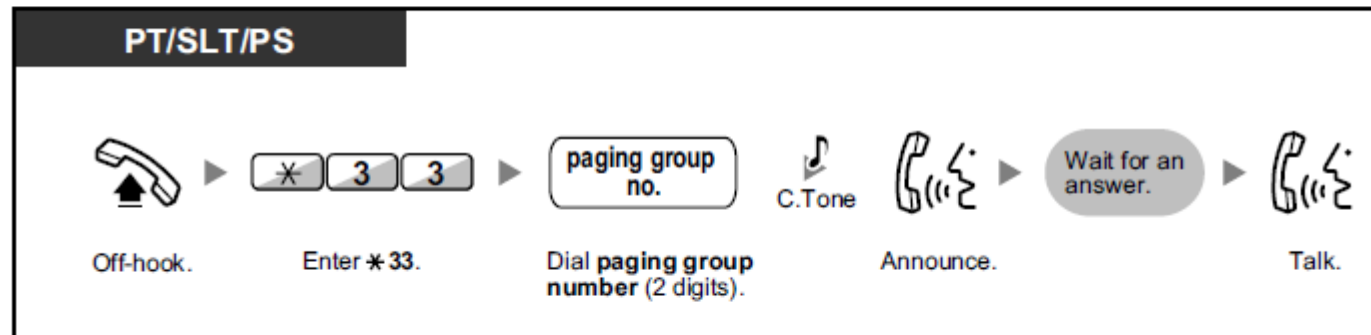
- The following are extensions that cannot receive a paging announcement:
 - Portable station
 - Single line telephone
 - Proprietary telephone that is ringing or busy
 - Proprietary telephone in Paging Deny mode
 - Proprietary telephone in DND mode
- System programming may be required for some IP-PT users to receive paging announcements.
- Even if the announcement is not paging your extension, you can answer it, if it is paging your group.

Paging

◆◆ Group Paging

You can make a voice announcement to proprietary telephones or external speakers or both in the preset group simultaneously.

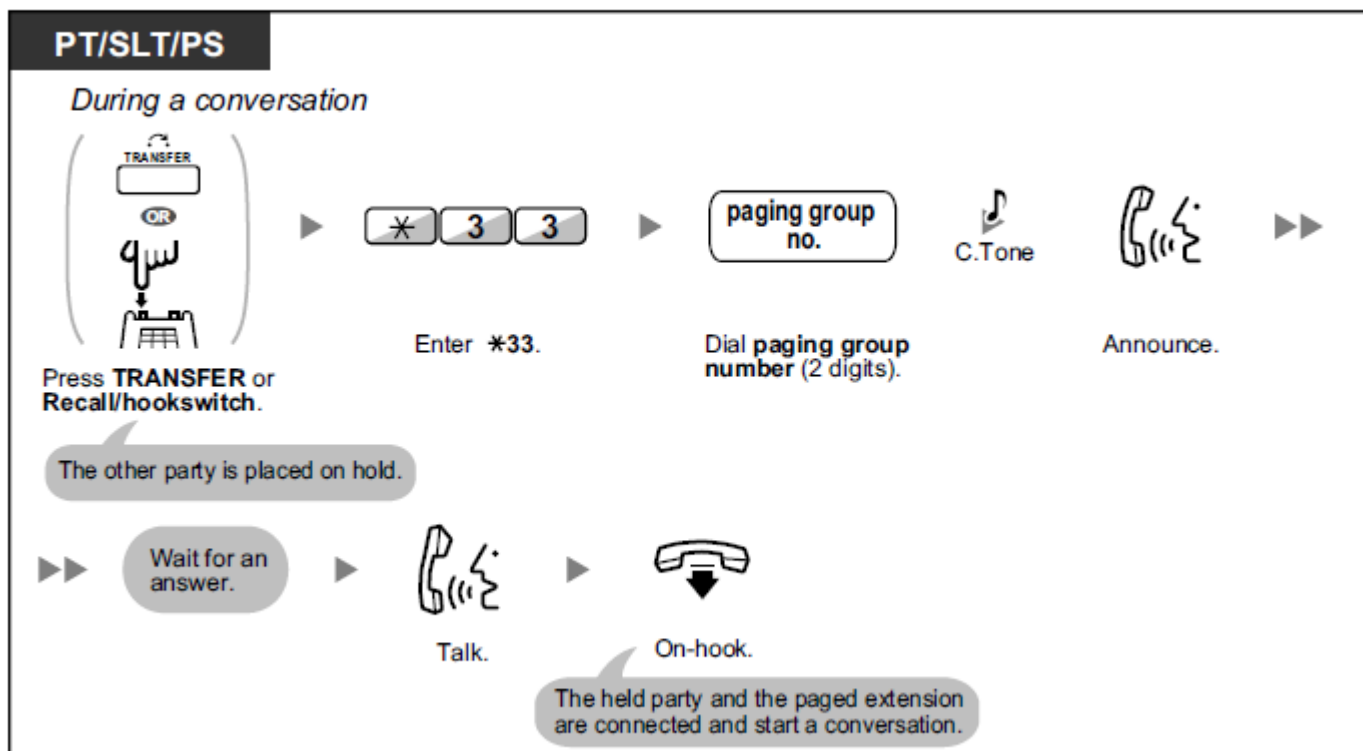
To page



- If the group which you paged is already being used for paging, you hear a busy tone.

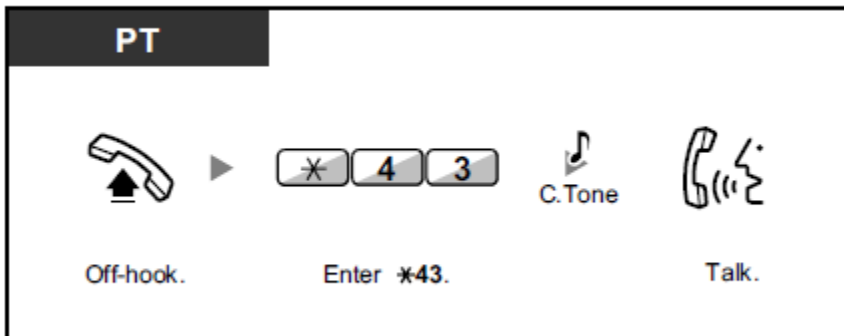
Or alternatively press the PAGE ALL button on your phone (where available)

◆◆ Paging and then Transferring a Call

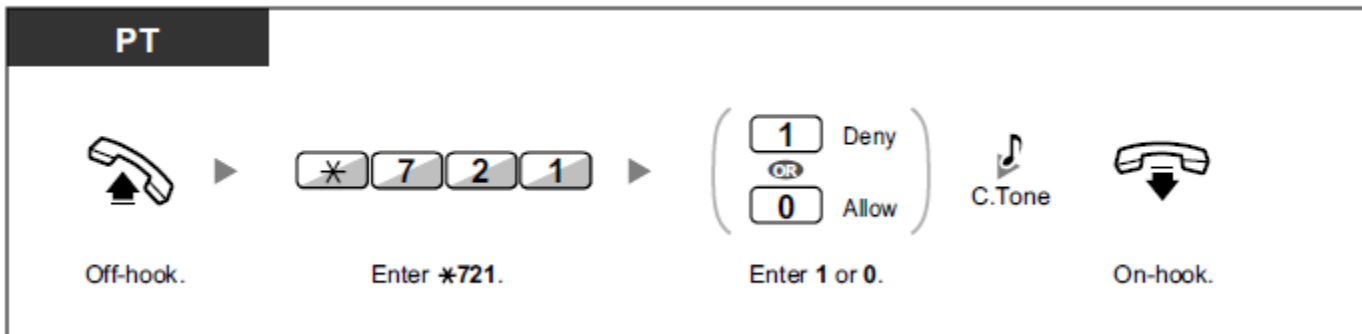


Answering/Denying a Paging Announcement

To answer



To allow/deny a paging announcement (Paging Deny)



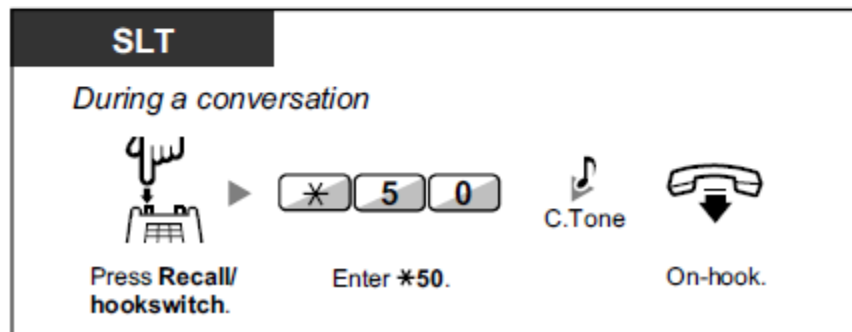
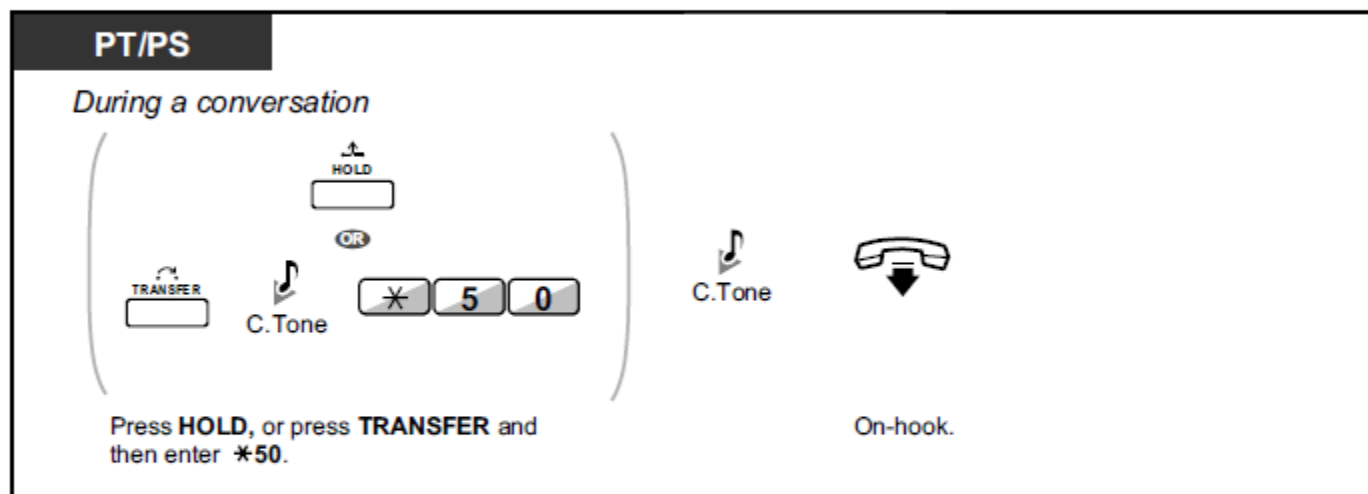
Placing Calls On Hold



◆ Holding

There are two types of hold. The difference between them is that other people can retrieve your held call (Regular Hold) or not (Exclusive Call Hold). As they can be alternated, ask your manager what the current mode is.

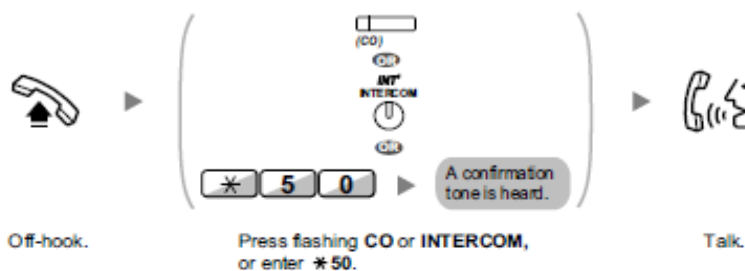
To hold (Call Hold)



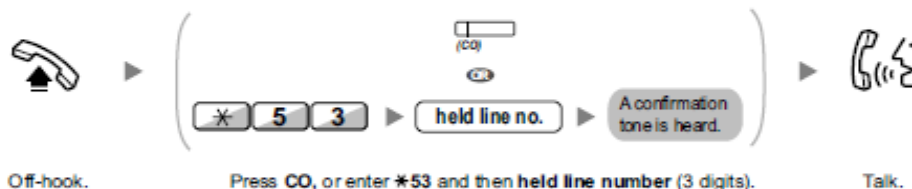
To retrieve a call (Call Hold Retrieve)

PT/SLT/PS

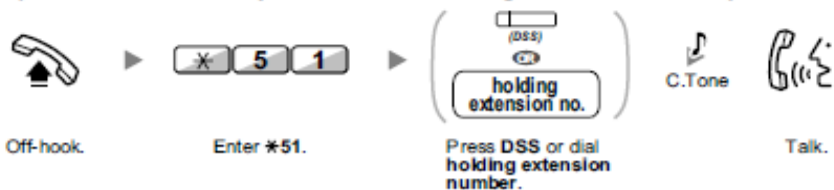
● At the holding extension (Call Hold Retrieve)



● To retrieve an outside call from another extension—only Regular Hold (Call Hold Retrieve—Specified with a held line number)



● To retrieve an intercom call or outside call from another extension—only Regular Hold (Call Hold Retrieve—Specified with a holding extension number)



Walking Class of Service



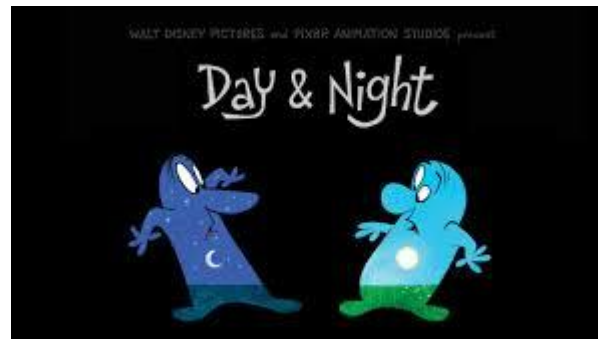
Walking Class of Service

- According to the requirements a business or organisation some extensions may be barred from making external phone calls other than for emergency 999/112 calls.
- If walking class of service has been set up it is possible to override this restriction using a PIN number.
- To make a call in this manner:

OFF-HOOK - DIAL * 47 111 [4-digit PIN] - WAIT FOR INTERNAL DIAL TONE
- DIAL 9 FOR AN OUTSIDE LINE - WAIT FOR EXTERNAL DIAL TONE - DIAL NUMBER

Time Service mode options are:

- **Day**
- **Night**
- **Lunch**
- **Break**



Depending on how the phone system is set-up only two or three time modes may be available

Time Control Mode. E.G. Day And Night Mode

To change the time mode (Day/Night/Lunch/Break)

PT/PS

While on-hook


(Time Service
(Day/Night/
Lunch/Break))

Press **Time Service**
(**Day/Night/Lunch/Break**)
until the desired mode
appears.

PT/SLT/PS/SIP Extn.



Off-hook.

▶     ▶

Enter *780.

 Day
 Night
 Lunch
 Break

Enter 0 to 3
as you desire.

 C.Tone



On-hook.

Switching the Time Mode from Automatic to Manual

- Without lifting the handset on the main operator phone (usually extension 201)
- Press the button marked **T/S-Auto/Man**. This will switch time mode from automatic mode to manual mode you now have control to set the system to Day/Night etc
- Now that the system is in manual mode press the button marked **Day/Night**
- To switch Back to Automatic mode press the button marked **T/S-Auto/Man**.
- To check what mode you are in (with handset down) press **INFO** button.

Absent Messages

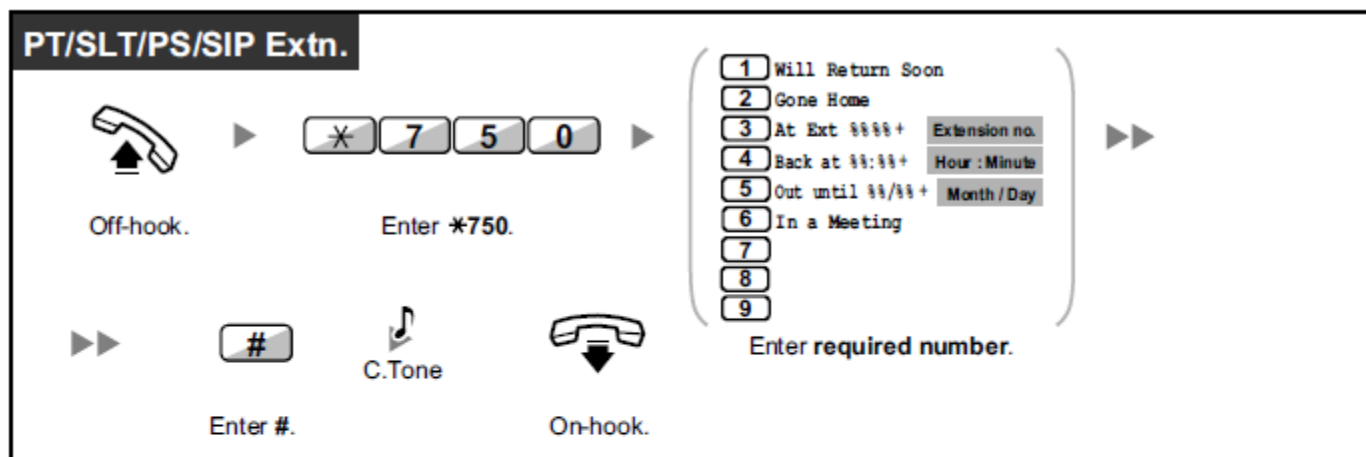


Note:

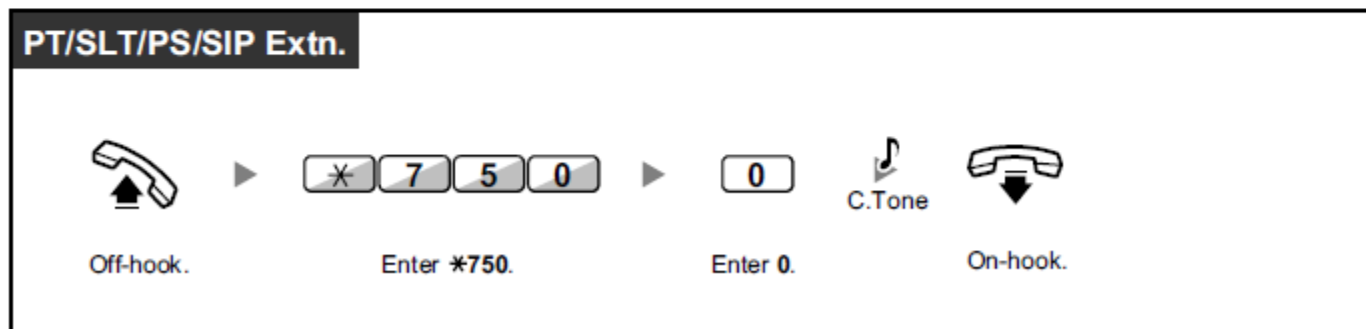


- Enter the desired value in the "%" positions. You must enter the correct number of characters as represented by the "%" using 0 to 9 or *.
- The preprogrammed messages can be changed through system programming.
- To create your personal message (Message no. 9), refer to "3.1.2 Settings on the Programming Mode".

To set



To cancel



Call Forwarding

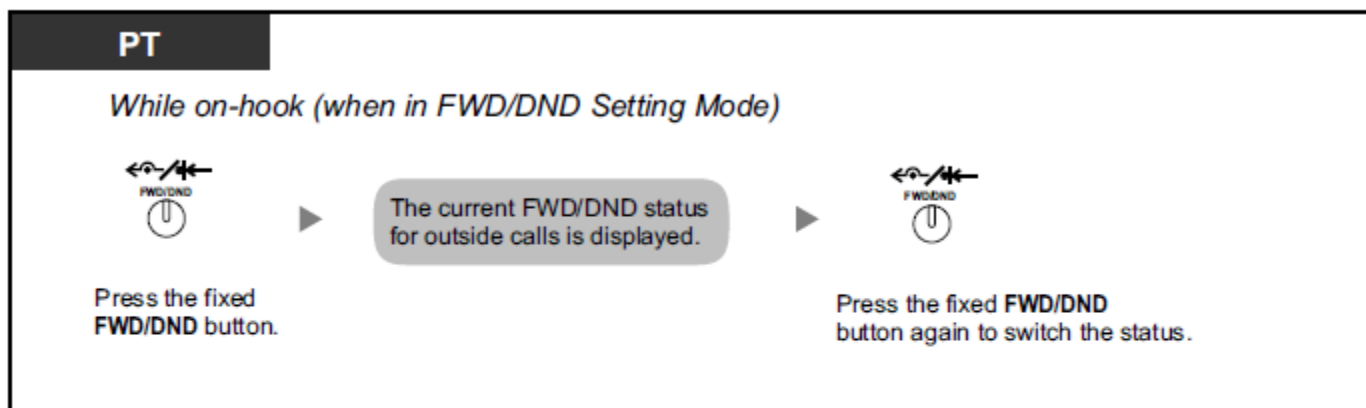


◆◆ Switching FWD/DND Status Using Fixed FWD/DND Button

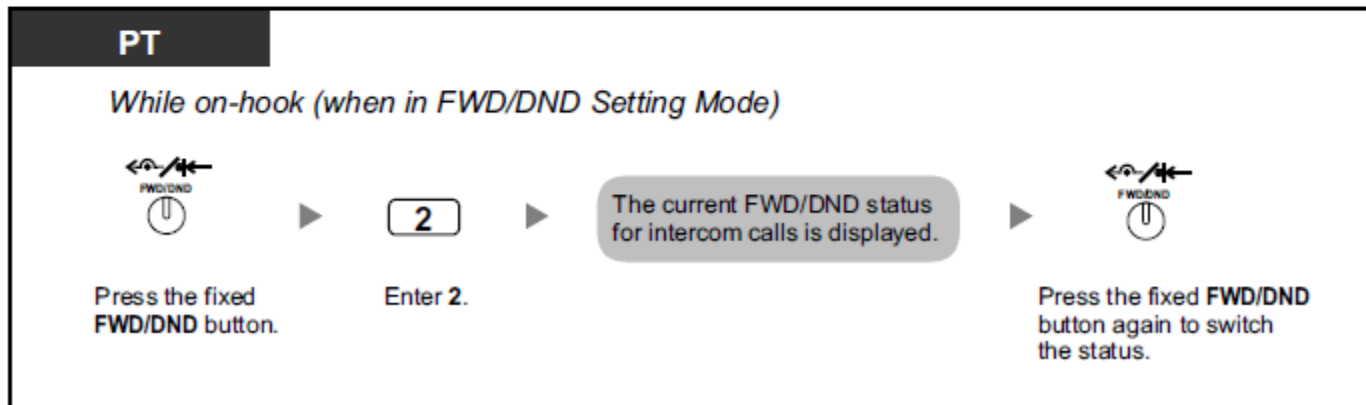
Using a proprietary telephone (PT), you can easily switch the FWD/DND status for outside/intercom calls without clearing any FWD destination that was set previously.



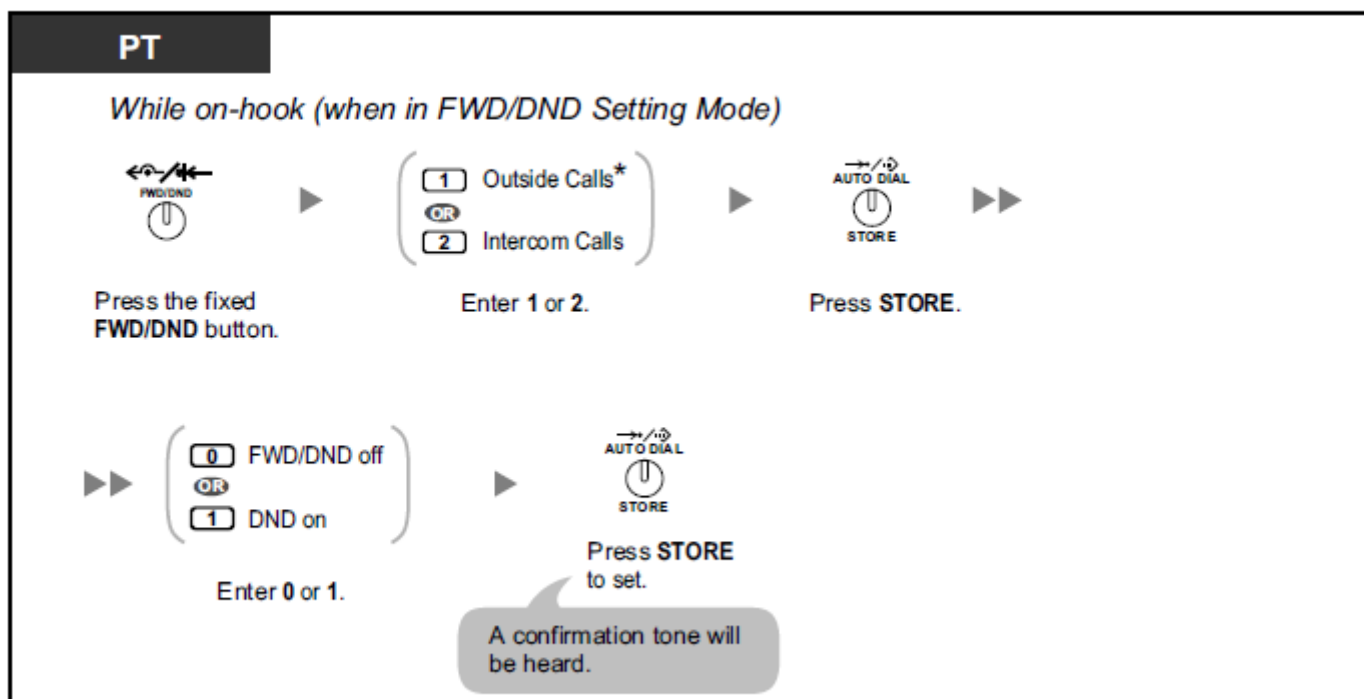
To switch the FWD/DND status for outside calls



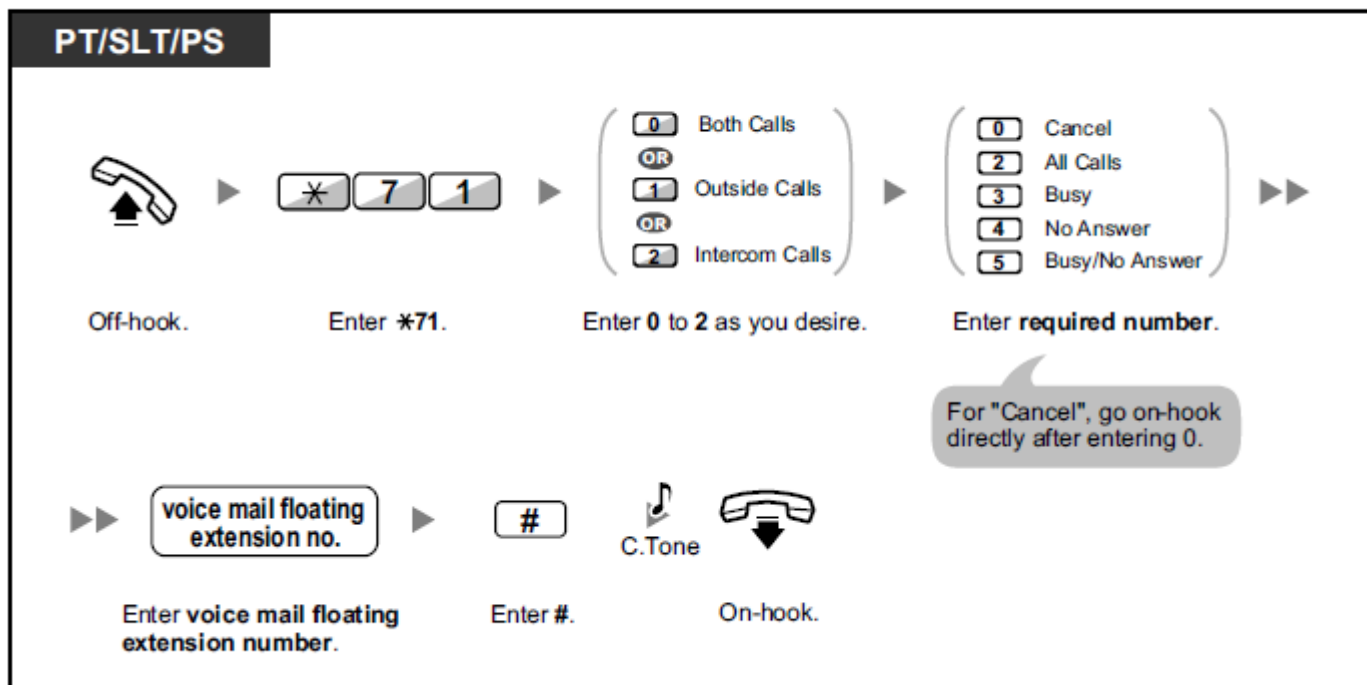
To switch the FWD/DND status for intercom calls



To set and clear FWD/DND for outside/intercom calls



To forward your calls to your mailbox





Voicemail

Note:



- Voice message recording will stop, you will hear a notification tone, and the call will be disconnected, in the following cases:
 - a. the recording time for the voice message reaches the preprogrammed limit. (default: 120 seconds)
 - b. the recording space for the SVM feature reaches the limit.



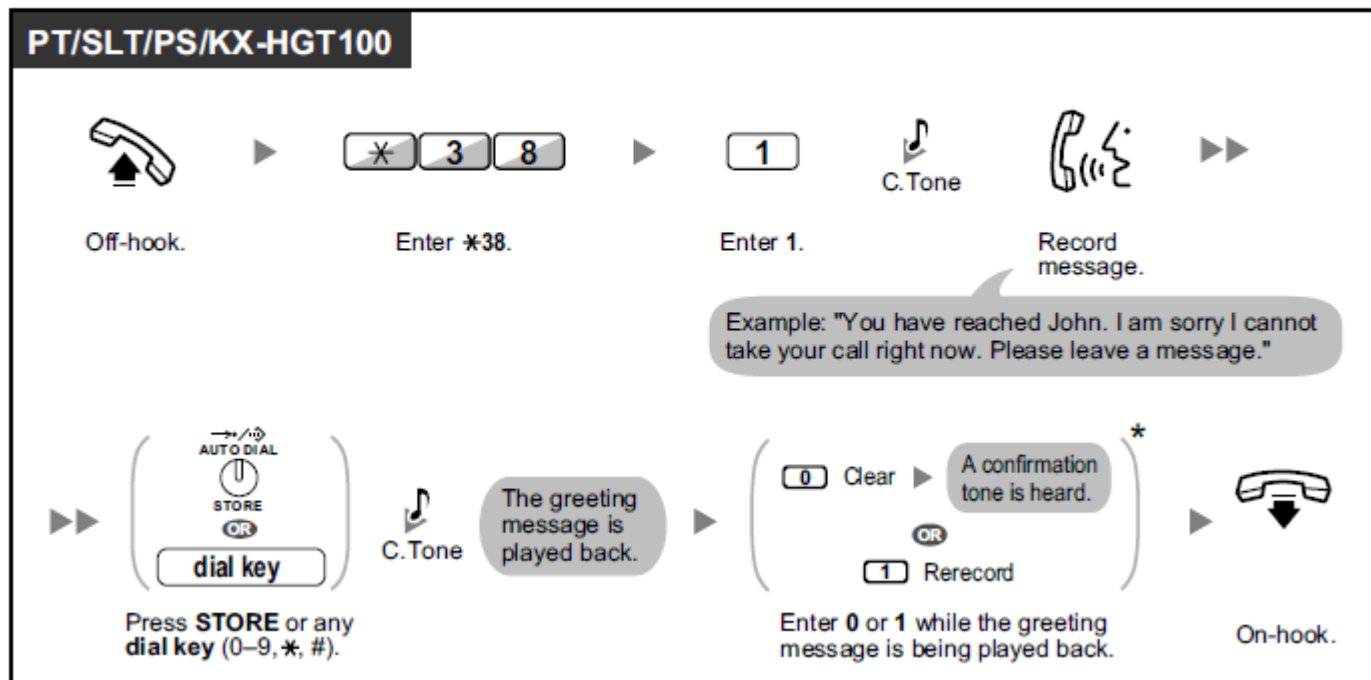
- When you are on the phone, you can transfer the call directly to the message box of a desired extension by placing the call on hold temporarily, then pressing *38 + #6 + the desired extension number. This allows the caller to leave a voice message in the message box of the desired extension.

Please remember to delete your messages or the mailbox will get FULL

Recording Your Personal Voicemail Message

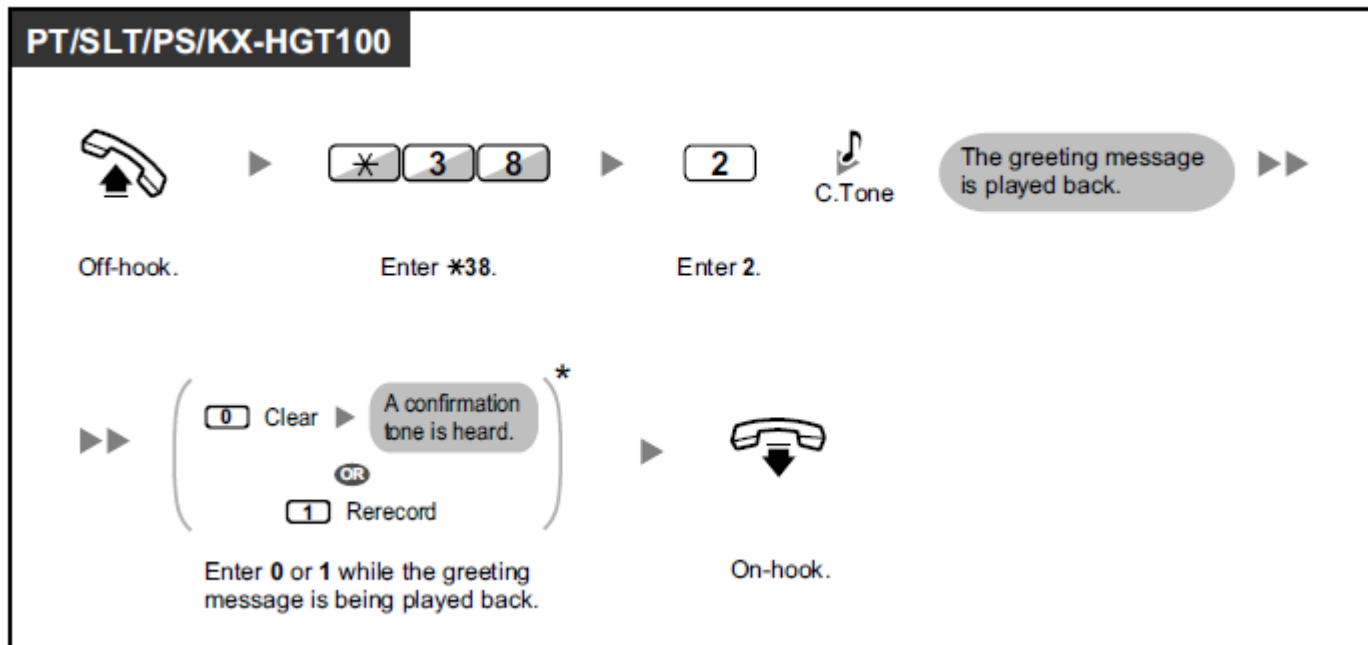
◆◆ Recording a Normal Greeting Message

To record



Playback Your Personal Voicemail Message You Recorded

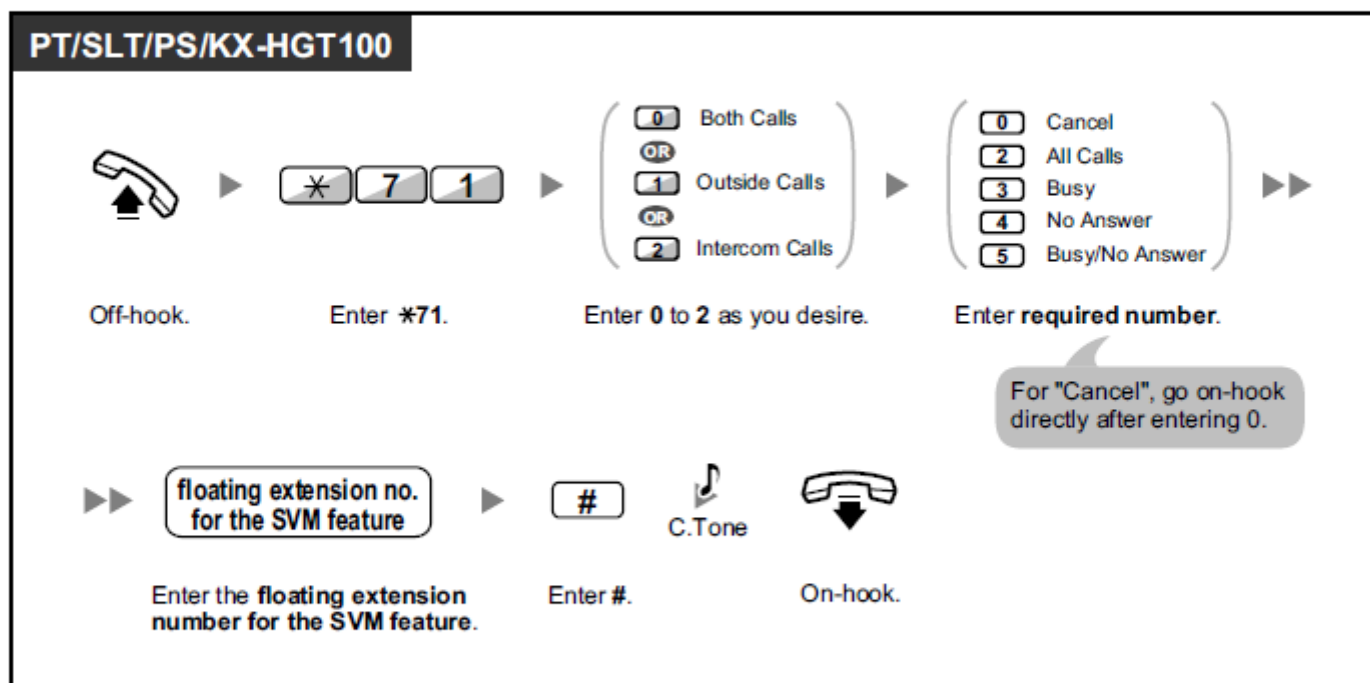
To play back



◆◆ Redirecting Your Calls to Your Message Box

You can set incoming calls to be redirected to your own message box so that callers can leave voice messages when you cannot answer the phone.

To set/cancel

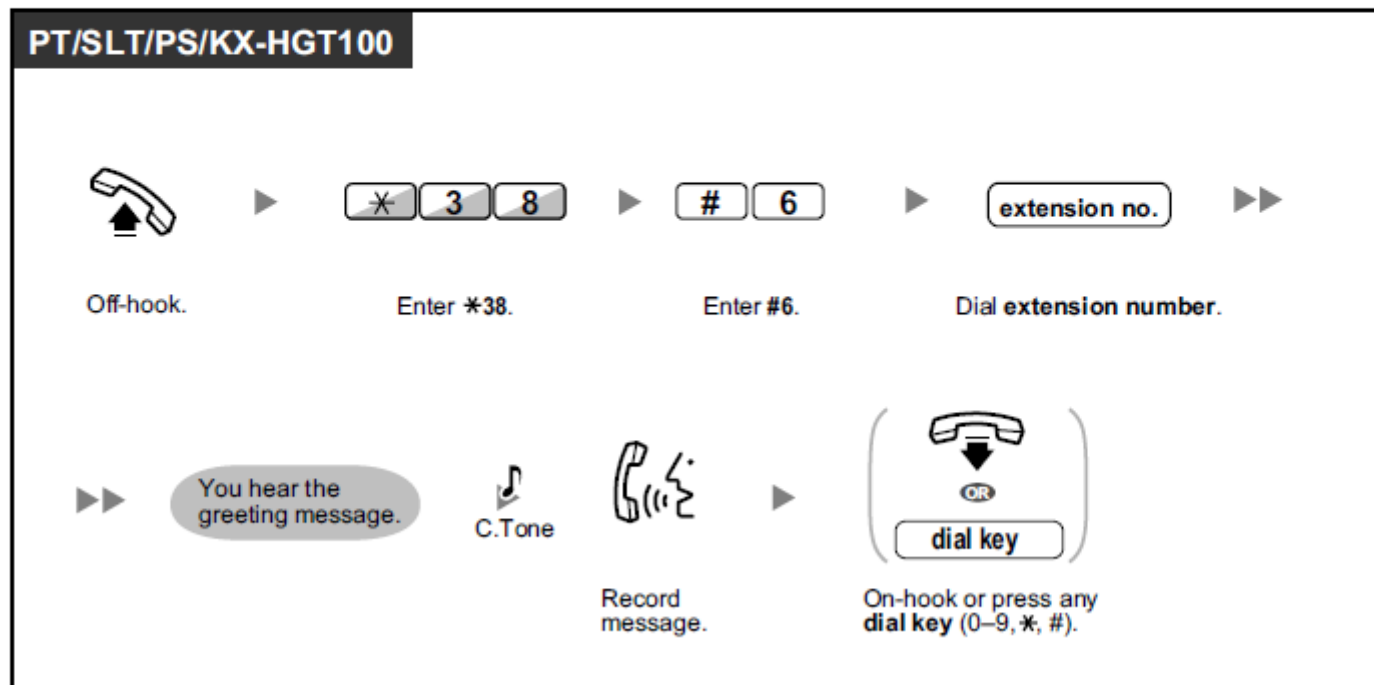


- The default floating extension number for the SVM feature is 591.

◆◆ Leaving Voice Messages

If the extension user you called is not able to answer your call, and your call is redirected to the message box, you will hear the greeting message. Then, you can leave a voice message for that extension. It is also possible to leave a voice message directly in the message box of a desired extension by following the steps below:

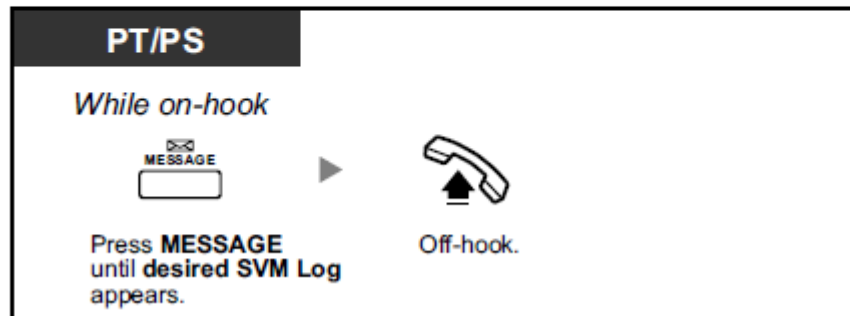
To leave a voice message directly to another extension's message box



◆◆ Listening to Voice Messages Left by Callers

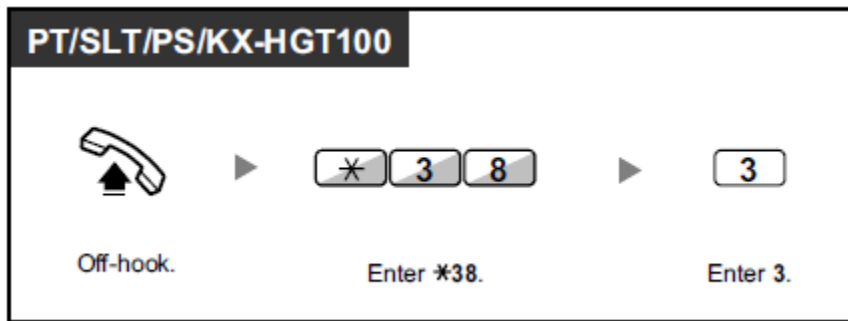
When a caller leaves a voice message, information about that caller is also recorded as the SVM Log. The SVM Log can be viewed using the display of a PT or PS by pressing the Message button.

To listen to voice messages



Please delete your messages or the mailbox will get FULL

Or alternatively dial the following:



To clear the voice message that you are listening to



Door-Phone



Door-Phone

Instructions for using a Panasonic Door-phone (when installed)

- When the door-phone button is pressed by a visitor your phone will ring and you can hear the caller and speak to them
- During a call press 5 to release the door lock (where fitted)
- To call the door phone either press the button on your phone marked **CALL DOOR** or lift your handset and dial *3101
- To open operate the door release either press the button marked **OPEN DOOR** or lift your handset and dial *5501



Customising your requirements

Changing the volume and ring level on your phone

- To change the ring level (volume) on your phone:
With the handset on hook press the ▲ key to increase the ring level or press the ▼ key to decrease the ring level .
- To change the handset speech volume on your phone:
With the handset off hook press the ▲ key to increase the volume or press the ▼ key to decrease the volume.
- To change the speaker volume on your phone:
With the handset on hook press the **SP-PHONE** key then press the ▲ key to increase the speaker volume or press the ▼ key to decrease the speaker volume.

Recording a personal voicemail greeting for each time mode (optional)

- To record a greeting for Day time service mode:
 - **OFF-HOOK - * 388 0 1 - WAIT FOR TONE - RECORD MESSAGE - STORE - ON-HOOK**
- To record a greeting for Night time service mode:
 - **OFF-HOOK - * 388 1 1 - WAIT FOR TONE - RECORD MESSAGE - STORE - ON-HOOK**
- To record a greeting for Lunch time service mode:
 - **OFF-HOOK - * 388 2 1 - WAIT FOR TONE - RECORD MESSAGE - STORE - ON-HOOK**
- To record a greeting for Break time service mode:
 - **OFF-HOOK - * 388 3 1 - WAIT FOR TONE - RECORD MESSAGE - STORE - ON-HOOK**
- To playback a time mode greeting replace the last digit with a **2**
- To delete a time service greeting replace the last digit with a **0**

Setting-up your Group Voicemail - usually for an external line(s)

- To record the night greeting (this may only be possible from the reception or managers phone):
 - **OFF-HOOK - *47 101 - [PIN] - WAIT FOR TONE - *38 1 -RECORD GREETING - STORE - ON-HOOK**
- To playback the night greeting:
 - **OFF-HOOK - *47 101 - [PIN] - WAIT FOR TONE - *38 2 - LISTEN TO GREETING - ON-HOOK**
- To listen to voicemail messages that have been left by callers press the **Voicemail** button on the phone or:
 - **OFF-HOOK - *47 101 - [PIN] - WAIT FOR TONE - *38 3 -LISTEN TO MESSAGE(S) - ON-HOOK**
- The default **PIN** number is **1234** or this may have been changed to a more secure number, such as the last four digits of your broadband telephone line number

The group voicemail number is normally 101 but this may differ on some systems



For additional assistance please contact us

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Please note: Not all features & options will necessarily be available on your system configuration