Panasonic

Hybrid IP-PBX
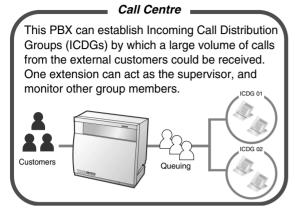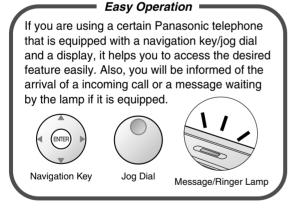
User Manual

KX-TDA100
Model **KX-TDA200**

Thank you for purchasing the Panasonic KX-TDA100/KX-TDA200, Hybrid IP-PBX.
Please read this manual carefully before using this product and save this manual for future use.

Call Centre

This PBX can establish Incoming Call Distribution Groups (ICDGs) by which a large volume of calls from the external customers could be received. One extension can act as the supervisor, and monitor other group members.

1.8 Utilising the Call Centre

Voice Mail Integration

You can forward your calls to a voice processing system and let calling parties leave messages in your mailbox when you are unable to receive calls.

1.9.3 If a Voice Processing System is Connected

Wireless System

This PBX optionally supports Portable Station (PS) system. A PS can be used on the system with other wired telephone.
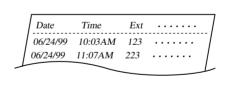

Appendix

PC Phone/PC Console

This PBX supports the PC Phone/PC Console when your computer is connected to certain Panasonic telephones via USB interface. The PC Phone/PC Console provides advanced control and monitoring of your PBX.

Computer

Consult your dealer

Easy Operation

If you are using a certain Panasonic telephone that is equipped with a navigation key/jog dial and a display, it helps you to access the desired feature easily. Also, you will be informed of the arrival of a incoming call or a message waiting by the lamp if it is equipped.

Navigation Key   Jog Dial   Message/Ringer Lamp

1.1 Before Operating the Telephones

Call Record (SMDR)

This PBX can record or print out call information: date, time, extension no., dialed no., duration, etc.

Date	Time	Ext	· · · · · · ·
06/24/99	10:03AM	123	· · · · · · ·
06/24/99	11:07AM	223	· · · · · · ·

Consult your dealer

Note

In this manual, the suffix of each model number is omitted.

Important Information

The following icons are used frequently in this manual.

‼ Hints   **📝** Conditions

<u>Notice</u>

The Proprietary Telephone is abbreviated as "PT".

The Single Line Telephone is abbreviated as "SLT".

The Portable Station is abbreviated as "PS".

The Proprietary Telephone with a Display is abbreviated as "D-PT".

C E The KX-TDA100E/KX-TDA200E, the KX-TDA100NE/KX-TDA200NE, the KX-TDA100GR/KX-TDA200GR, and the KX-TDA100CE/KX-TDA200CE are designed to interwork with the:
- Analogue Public Switched Telephone Network (PSTN) of a European country
- Pan-European Integrated Services Digital Network (ISDN) using ISDN basic rate access
- Pan-European Integrated Services Digital Network (ISDN) using ISDN primary rate access
- ONP 2048 kbit/s digital structured leased lines (D2048S)

We, Kyushu Matsushita Electric Co., Ltd. of Matsushita Electric Industrial Co., Ltd./Panasonic Testing Centre (Europe) GmbH/Kyushu Matsushita Electric (U.K.) Ltd., declare that this equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
If you want to get a copy of the original Declaration of Conformity of our products which relates to the R&TTE, please contact to our web address:

http://doc.panasonic-tc.de

Attention

- If there is any trouble, disconnect the unit from the telephone line. Plug the telephone directly into the telephone line. If the telephone operates properly, do not reconnect the unit to the line until the problem has been repaired by an authorised Panasonic dealer. If the telephone does not operate properly, chances are that the problem is in the telephone system, and not in the unit.
- Keep the unit away from heating appliances and electrical noise generating devices such as fluorescent lamps, motors and televisions. These noise sources can interfere with the performance of the unit.
- This unit should be kept free of dust, moisture, high temperature (more than 40°C) and vibration, and should not be exposed to direct sunlight.
- Never attempt to insert wires, pins, etc., into the vents or holes of this unit.
- Do not use benzine, thinner, or any abrasive powder to clean the cabinet. Wipe it with a soft cloth.
- Do not use any handset other than a Panasonic handset for KX-TDA100/KX-TDA200 use.

The serial number of this product may be found on the label affixed to the unit. You should note the model number and the serial number of this unit in the space provided and retain this manual as a permanent record of your purchase, to aid in identification in the event of theft.

MODEL NO.: _____

SERIAL NO.: _____

For your future reference

DATE OF PURCHACE   _____

NAME OF DEALER   _____

DEALER'S ADDRESS   _____

_____

_____

_____

DEALER'S TELEPHONE NO.   _____

Table of Contents

Section 1

Operation

This chapter shows you step by step how to use each feature. Read this chapter to become familiar with the many useful features of this PBX.

1.1 Before Operating the Telephones

1.1.1 Before Operating the Telephones

◆◆ What Kind of Telephone Can Be Used?

You can use a single line telephone (SLT), such as a rotary pulse telephone or a Panasonic proprietary telephone (PT) such as the KX-T7636. You can also use a Panasonic Portable Station (PS), e.g. KX-TD7690. Use the feature depending on the telephone you are using. If you are using a Panasonic proprietary telephone with a special feature button such as ⌷REDIAL⌷ and/or a display (D-PT), you can follow the operation with the button or display messages for easy programming.
If you use a large display telephone (e.g. KX-T7636), you can follow the displayed messages to use the features. If your telephone does not have feature buttons and/or a display, you may operate the PBX by entering a feature number instead. Follow the operation for your type of telephone.
If you use a Console, you can use the buttons on the Console as the buttons on the connected proprietary telephone.

!!
- If you use a Panasonic proprietary telephone which does not have feature buttons, you may change one of the unused flexible buttons to a feature button. Refer to "3.1.3 Customising the Buttons".

Registration for Your Portable Station (PS)

You must register your PS in the PBX and determine its extension number before initial use. For PS registration, consult your dealer.

◆◆ Feature Numbers

To use certain features, you need to enter specified feature numbers (and an additional parameter, if required).
There are two types of feature numbers as follows:
- Flexible feature number
- Fixed feature number

Fixed feature numbers cannot be changed. However, you can change the flexible numbers to other numbers for easier use. If you want to change the numbers, consult your dealer. In this manual, the default numbers (factory installed) are used for operations.

A flexible number is shown as ⌷0⌷ (half-shaded key). Use the new programmed number if you have changed the feature number. Write the new number in the "Feature Number Table" (Appendix).

If you use a single line telephone which does not have the "✶" or "#" keys;

it is not possible to access features that have "✶" or "#" in their feature numbers.

◆◆ Tone

You will hear various tones, during or after an operation, for confirmation. Refer to "4.3.1 What is This Tone?" (Appendix).

◆◆ Display

In this manual, you will see "the display ...". This refers to the display of a Panasonic proprietary telephone. If your telephone is not a Panasonic display proprietary telephone, the message will not be displayed.
If you use a Panasonic display proprietary telephone, the display helps you confirm the settings. Some proprietary telephones also give you easy access to features. A message is displayed depending on the feature. By pressing the corresponding button on the side or at the bottom of the display, or pressing the Navigator Key, you can access the desired feature.
Furthermore, depending on the display proprietary telephone, you can operate features or make calls using the display message. Refer to "1.11 Using a Display Proprietary Telephone (KX-T7XXX Series)".
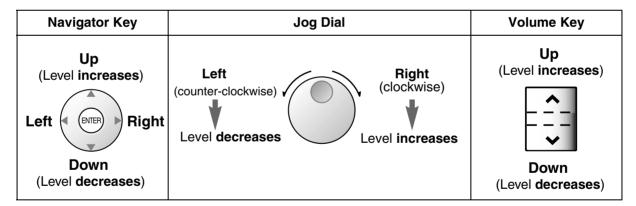
Your Extension Number

If you use a Panasonic display proprietary telephone, you can check your own extension number on the display. Press the TRANSFER button or Soft (S1) button while on-hook.

◆◆ Using a Navigator Key/Jog Dial/Volume Key

The Navigator Key can be used for the display contrast and the volume control or you can search for desired items on the display. Press the Navigator Key/Volume Key or rotate the Jog Dial in the desired direction. The contrast or the volume level and the items will change as follows:

Navigator Key	Jog Dial	Volume Key
Up (Level **increases**) **Left** ◄ (ENTER) ► **Right** **Down** (Level **decreases**)	**Left** (counter-clockwise) Level **decreases** **Right** (clockwise) Level **increases**	**Up** (Level **increases**) **Down** (Level **decreases**)

◆◆ Examples

The displays and the illustrations shown as examples are from a telephone connected to the KX-TDA200.

◆◆ Restrictions

Some features may be restricted at your extension under the system programming. Consult your manager or dealer.

◆◆ Icon Descriptions

The following icons show you the feature availability, notes and action to use the features.

(crossed-out telephone icon)	This feature cannot be used with a single line telephone.	(CO) **9** / **0** **8** outside line group no.	Seize an outside line (One of the following). • Press the CO button. • Dial automatic line access number 9 or 0. • Dial outside line group access number and outside line group number.
(pointing hand icon)	See "Programming" for Related Programming if necessary.		
(lift handset icon)	Off-hook (One of the following). • Lift the handset. • Press the SP-PHONE button. • Press the MONITOR button. (To start talking, lift the handset.) • Press TALK button.	(keypad icon)	Press the Call button on the Doorphone.
(hang up handset icon)	On-hook (One of the following). • Hang up. • Press the SP-PHONE button. • Press the MONITOR button. • Press CANCEL button.	(hookswitch icon)	Press the hookswitch lightly.
(button icon)	Press the corresponding feature button on the proprietary telephone.	(talk icon)	Talk.
desired no.	Enter the required number. <Example> account code Enter the account code.	(tone icon)	You will hear a confirmation, dial, ring or ringback tone. B. Tone: Busy Tone C. Tone: Confirmation Tone D. Tone: Dial Tone R. Tone: Ring Tone R. B. Tone: Ringback Tone
extension no.	Dial an extension number.	outside phone no.	Dial outside phone number.
phone no.	Dial the telephone number.		

◆◆ When You Use a Panasonic Proprietary Telephone

If you use a Panasonic proprietary telephone and the Console, they may have some of the useful feature buttons described below. For a PS user, refer to "Operating Instructions" for PS. These buttons make operations simple. The illustrations may differ from the buttons on your telephone.

Fixed Buttons

(CO)	**CO**: Used to make or receive an outside call. (Button assignment is required.) Also used as feature buttons. (Button assignment is required.) (Only the CO "number" (e.g. 1, 2) may be shown on some telephones.)	SP-PHONE	**SP-PHONE**: Used for hands-free operation.
AUTO DIAL STORE	**AUTO DIAL/STORE**: Used for System/Personal Speed Dialling or storing programme changes.	PAUSE	**PAUSE**: Used to insert a pause when storing a telephone number. This button also functions as the PROGRAM button when there is no PROGRAM button on your telephone.
REDIAL	**REDIAL**: Used to redial the last dialled number.	MESSAGE	**MESSAGE**: Used to leave a message waiting indication or call back the party who left the message waiting indication.
INTERCOM INT	**INTERCOM**: Used to make or receive intercom calls.		**Soft Buttons**: Used to select the item displayed on the bottom of the display.
MONITOR	**MONITOR**: Used for hands-free dialling. You can monitor the party's voice in hands-free mode.	AUTO ANS MUTE	**AUTO ANS (Auto Answer)/MUTE**: Used to receive an incoming call in hands-free mode or mute the microphone during a conversation.

	TRANSFER: Used to transfer a call to another party.		**HOLD**: Used to place a call on hold.
	FLASH/RECALL: Used to disconnect the current call and make another call without hanging up.		**Conference**: Used to establish a multiple party conversation.
	VOICE CALL/MUTE: Used to monitor an intercom call automatically, but it cannot be used for hands-free conversations. It also mutes the handset microphone during a conversation.		**Call Forwarding (FWD)/Do Not Disturb (DND)**: Used to perform Call Forwarding (FWD) or Do Not Disturb (DND).
	PROGRAM: Used to enter and exit the Programming mode.		**ANSWER**: Used to answer an incoming call.
	RELEASE: Used to disconnect the line.		**Navigator Key/Jog Dial/Volume Key**: Used to adjust the volume and the display contrast or select desired items.

(PF)	**Programmable Feature (PF)**: *Located on the upper part of the CO button array or on the DSS Console.* Assigns the desired button and used to access the stored feature. Mostly used as a One-Touch Dialling button. (Only the "F and number" may be shown on some telephones.)	**MODE**	**MODE**: Used to shift the display to access various features.
SELECT	**SELECT**: Used to select the displayed item or to call the displayed phone number.	**SHIFT**	**SHIFT**: Used to access the second level of Soft button features.
ENTER	**ENTER**: Used to confirm the selected item.		**CANCEL**: Used to cancel the selected item.

Customising Buttons

If the term is in parentheses like (Account) in this section, it means a flexible button has been made into an "Account" button. To customise, refer to "3.1.3 Customising the Buttons".

Buttons	Feature
Loop-CO (L-CO)	Used to access an idle outside line for making outside calls. Incoming outside calls from any outside line arrive at this button.
Group-CO (G-CO)	Used to access an idle outside line in a specified outside line group for making outside calls. Incoming calls from outside lines in the assigned outside line group arrive at this button.
Single-CO (S-CO)	Used to access a specified outside line for making or receiving outside calls.
Direct Station Selection (DSS)	Used to access an extension with one-touch. It is also possible to be changed to the other feature button.
One-touch Dialling	Used to access a desired party or system feature with one-touch.
Incoming Call Distribution Group (ICD Group)	Used to access a specified incoming call distribution group for making or receiving calls.
Message	Used to leave a message waiting indication or call back the party who left the message waiting indication.
Message for another extension	Used to have a Message button for another extension.
Call Forwarding (FWD)/Do Not Disturb (DND)—Both calls	Used to forward all calls to a specified destination or refuse.
FWD/DND—Outside calls	Used to forward outside line calls to a specified destination or refuse.
FWD/DND—Intercom calls	Used to forward intercom calls to a specified destination or refuse.
Group FWD—Both calls	Used to forward all the calls to your group to specified destination.
Group FWD—Outside calls	Used to forward the outside line calls to your group to a specified destination.
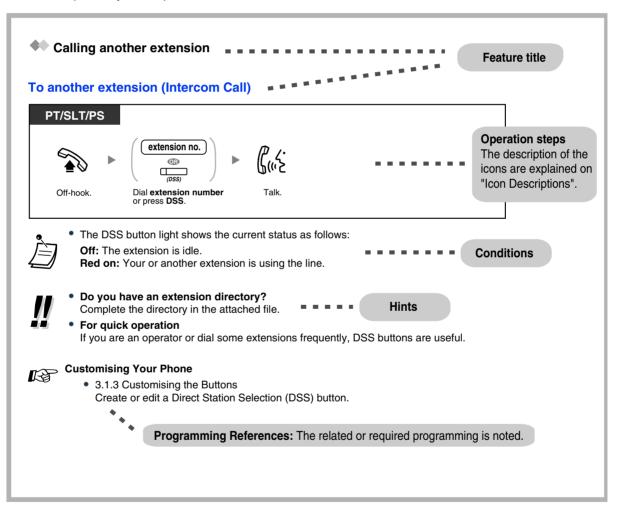
Buttons	Feature
Group FWD—Intercom calls	Used to forward the intercom calls to your group to a specified destination.
Account	Used to enter an account code.
Conference	Used to establish a multiple party conversation.
Terminate	Used to disconnect the current call and make another call without hanging up.
External Feature Access (EFA)	Used to access special features offered by a host PBX or a telephone company.
Charge Reference	Used to check the total call charge for your own extension.
Call Park	Used to park or retrieve a call in a preset parking zone.
Call Park (Automatic Park Zone)	Used to park a call in an idle parking area automatically.
Call Log	Used to show the incoming call information.
Call Log for ICDG	Used to have a Call Log button for incoming call distribution group.
Log-in/Log-out	Used to switch between the log-in and log-out mode.
Log-in/Log-out of a specified group	Used to have a Log-in/Log-out button for another incoming call distribution group.
Log-in/Log-out for all groups	Used to have a Log-in/Log-out button for all groups.
Hurry-up	Used to transfer the longest waiting call in the queue of an incoming call distribution group to the overflow destination.
Wrap-up	Used to switch the wrap-up status, Ready and Not Ready mode.
System Alarm	Used to confirm a PBX error. For more details, consult your dealer.
Time Service (Day/Night/Lunch/Break)	Used to switch the time service mode.
Answer	Used to answer an incoming call.
Release	Used to disconnect the line during or after a conversation or to complete a Call Transfer.
Toll Restriction/Call Barring	Used to change the toll restriction/call barring level of other extension users temporarily.
ISDN Service	Used to access an ISDN service.
Calling Line Identification Restriction (CLIR)	Used to switch between the CLIP and CLIR services.
Connected Line Identification Restriction (COLR)	Used to switch between the COLP and COLR services.
ISDN-Hold	Used to transfer a call using telephone company.
Headset	Used to talk using the headset.
Time Service Automatic/Manual Switch	Used to switch the time service mode, Automatic or Manual.

Buttons	Feature
Two-way Record	Used to record a conversation into your own mailbox.
Two-way Transfer	Used to record a conversation into the mailbox of a specific extension.
One-touch Two-way Transfer	Used to record a conversation into the mailbox of a specific extension with one-touch.
Live Call Screening (LCS)	Used to monitor your own voice mailbox while an incoming caller is leaving a message and, if desired, intercept the call.
Voice Mail Transfer	Used to transfer a call to the mailbox of a specified extension.
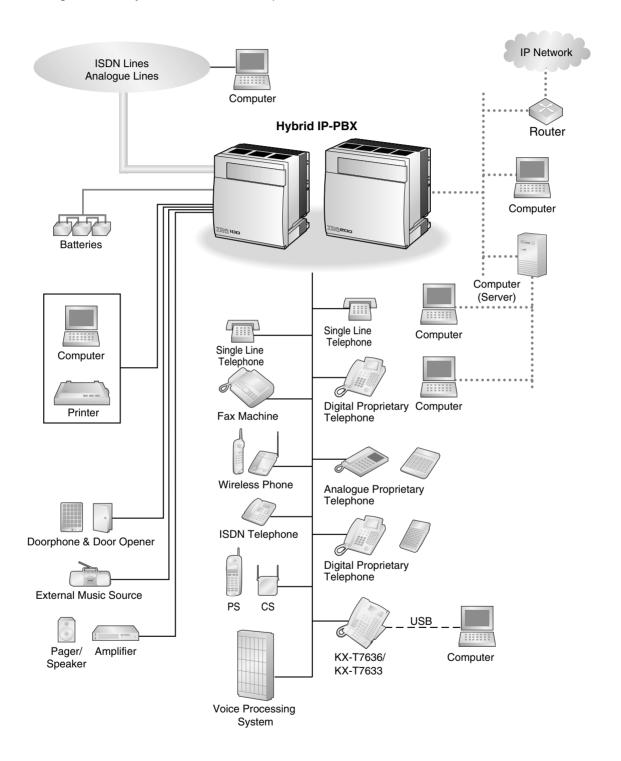
◆◆ How to Follow the Steps

An example of system operation is shown below.

◆◆ **Calling another extension** ┄┄┄┄┄┄┄┄┄┄┄ **Feature title**

To another extension (Intercom Call) ┄┄┄┄┄┄

PT/SLT/PS

☎ Off-hook.	▶	(extension no. **OR** ▭ *(DSS)*) Dial **extension number** or press **DSS**.	▶	☎ Talk.

┄┄┄┄┄ **Operation steps**
The description of the icons are explained on "Icon Descriptions".

- The DSS button light shows the current status as follows:
  Off: The extension is idle.
  Red on: Your or another extension is using the line.   ▪▪▪▪▪▪▪ **Conditions**

‼ • **Do you have an extension directory?**
  Complete the directory in the attached file. ▪▪▪▪▪ **Hints**

- **For quick operation**
  If you are an operator or dial some extensions frequently, DSS buttons are useful.

☞ **Customising Your Phone**
- 3.1.3 Customising the Buttons
  Create or edit a Direct Station Selection (DSS) button.

Programming References: The related or required programming is noted.

◆◆ Connection Example

This diagram shows you a connection example.

ISDN Lines
Analogue Lines

Computer

Hybrid IP-PBX

IP Network

Router

Computer

Batteries

Computer
(Server)

Single Line
Telephone

Computer

Computer
Single Line
Telephone

Computer

Printer

Fax Machine

Digital Proprietary
Telephone

Wireless Phone

Analogue Proprietary
Telephone

Doorphone & Door Opener

ISDN Telephone

Digital Proprietary
Telephone

External Music Source

PS   CS

USB

Pager/
Speaker   Amplifier

KX-T7636/
KX-T7633

Computer

Voice Processing
System

1.2 Making Calls

1.2.1 Basic Calling

— Calling Another Extension
— Calling an Outside Party
— Making a Call to a Private Network (TIE Line Access)
— Using an Account Code (Account Code Entry)

◆◆ Calling Another Extension

To another extension (Intercom Call)

- The DSS button light shows the current status as follows:
  Off: The extension is idle.
  Red on: Your or another extension is using the line.

- To call using a directory, refer to "1.11.2 Using the Directories".
- **For quick operation**
  If you are an operator or dial some extensions frequently, DSS buttons are useful.
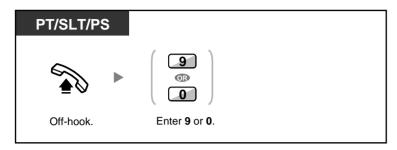
☞ **Customising Your Phone**
  - 3.1.3 Customising the Buttons
    Create or edit a Direct Station Selection (DSS) button.

To an operator (Operator Call)

You can call an extension or a group assigned as the operator.

PT/SLT/PS

Off-hook.   Enter **9** or **0**.

- The operator call number (default) varies depending upon Country/Area.

  "9":

  Western Europe (except the UK, and Greece), Canada, Taiwan, South Africa and Australia.

  "0":
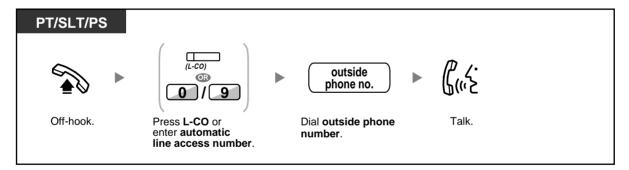
  All other countries, including the UK, and Greece.

◆◆ Calling an Outside Party

You have to seize an outside line before dialling an outside phone number because external calls are made via your PBX.
Select one of the following methods:

To select an idle outside line automatically (Automatic Line Access)

PT/SLT/PS

Off-hook.   Press **L-CO** or enter **automatic line access number**.   Dial **outside phone number**.   Talk.

- The automatic line access number (default) varies depending upon Country/Area.
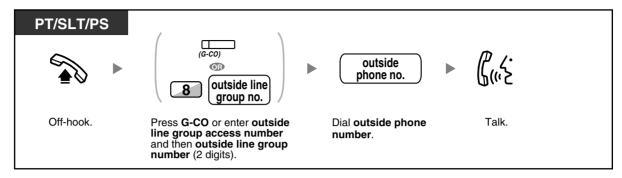
  "0":

  Western Europe (except the UK, and Greece), Canada, Taiwan, South Africa and Australia.
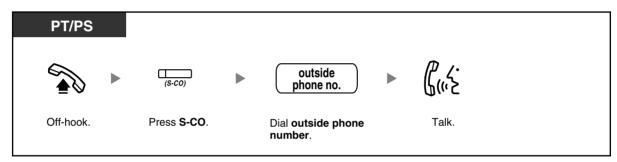
  "9":

  All other countries, including the UK, and Greece.

To select an idle outside line in the specified outside line group automatically (Outside Line Group Access)

Off-hook.	Press **G-CO** or enter **outside line group access number** and then **outside line group number** (2 digits).	Dial **outside phone number**.	Talk.

To select the specified outside line

Off-hook.	Press **S-CO**.	Dial **outside phone number**.	Talk.

- Each of the S-CO button or G-CO button light shows the current status as follows:
  Off: The line is idle.
  Red on: The line is in use.
- You may be restricted from making a call to fthe specified outside party. To make a call, refer to "1.2.7 Calling without Restrictions".

- **To confirm number before dialling**, you can enter a phone number and confirm it on the display and then go off-hook. (Predial)
- **Call Charge Reference**
  You can confirm your total call charges by pressing the Charge Reference button.
- **To make a call to another party without going on-hook**, press the FLASH/RECALL button. It will reaccess the outside line and return external dial tone. The Terminate button will return intercom dial tone. You can dial the new phone number without going on/off-hook.
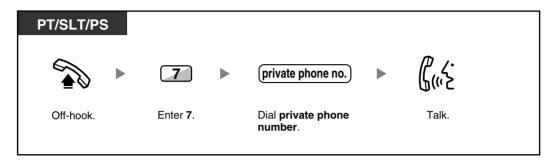
Customising Your Phone
- 3.1.2 Settings on the Programme Mode–**Preferred Line Assignment—Outgoing**
  Select the seized line when going off-hook.
- 3.1.3 Customising the Buttons
  Create or edit a Loop-CO (L-CO) button, a Group-CO (G-CO) button, a Single-CO (S-CO) button, a Terminate button or a Charge Reference button.

◆◆ Making a Call to a Private Network (TIE Line Access)
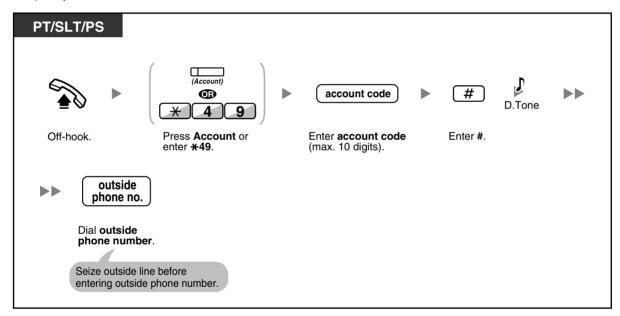
When your PBX is connected to a private network, you can access it.

To call

PT/SLT/PS

| Off-hook. | Enter **7**. | Dial **private phone number**. | Talk. |

◆◆ Using an Account Code (Account Code Entry)

You may give a specified account code to extension users and check their telephone usage. You can specify an account code for each client and check the call duration.

PT/SLT/PS

(Account) **OR** ✱ 4 9

| Off-hook. | Press **Account** or enter ✱**49**. | Enter **account code** (max. 10 digits). | Enter **#**. |

D.Tone

▶▶ outside phone no.

Dial **outside phone number**.

Seize outside line before entering outside phone number.

- • **A Panasonic proprietary telephone extension user** can enter an account code during a conversation and when hearing reorder tone after the other party hangs up.
- • Account codes may use the digits "0" through "9".
- • **If you enter the wrong code,** press the "✱" key and reenter the account code.

- • You may not be able to make an outside call without an account code. Entry mode is assigned to each user. Ask your manager for your mode.
- • **For your convenience,** you can store the code with the phone number in the memory (e.g. Speed Dialling).

☞ **Customising Your Phone**

    • 3.1.3 Customising the Buttons
      Create or edit an Account button.

1.2.2   Easy Dialling
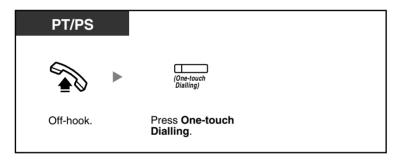
This is convenient for frequently dialled phone numbers.

— With a One Touch Button (One-touch Dialling)
— Using Numbers Stored at Your Extension (Personal Speed Dialling)
— Using Numbers Stored in the PBX (System Speed Dialling)
— To a Preset Number by Going Off-hook (Hot Line)
— Using a Preprogrammed Number (Quick Dialling)

◆◆ With a One Touch Button (One-touch Dialling)

You can store a phone number into the flexible button for one-touch operation.

PT/PS

Off-hook. ▶ Press **One-touch Dialling**.
(One-touch Dialling)
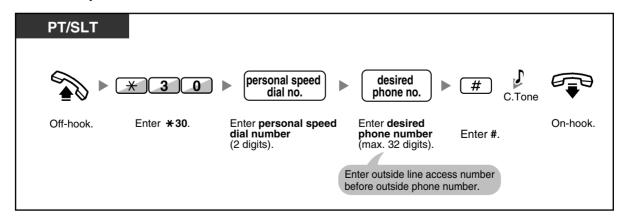
☞ **Customising Your Phone**
• 3.1.3 Customising the Buttons
Create or edit a One-touch Dialling button, store the desired phone number or feature number.
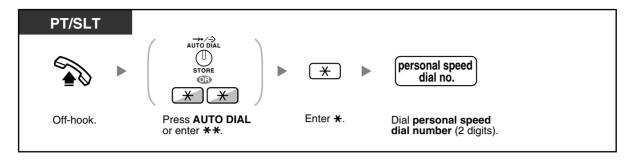
◆◆ Using Numbers Stored at Your Extension (Personal Speed Dialling)

You can store numbers at your extension for your personal use. (Default: 10 numbers, 00-09) This feature is also known as Station Speed Dialling.

To store a phone number

PT/SLT

Off-hook. ▶ ✱ 3 0 ▶ personal speed dial no. ▶ desired phone no. ▶ # C.Tone On-hook.

Enter ✱**30**. Enter **personal speed dial number** (2 digits). Enter **desired phone number** (max. 32 digits). Enter **#**.

Enter outside line access number before outside phone number.

To dial

PT/SLT			

Off-hook. ▶ Press **AUTO DIAL** or enter ✳✳. ▶ Enter ✳. ▶ Dial **personal speed dial number** (2 digits).
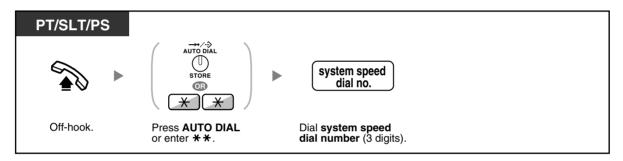
‼ • To call using the directory, refer to "1.11.2 Using the Directories".

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

You can store numbers in the PBX.

PT/SLT/PS		

Off-hook. ▶ Press **AUTO DIAL** or enter ✳✳. ▶ Dial **system speed dial number** (3 digits).
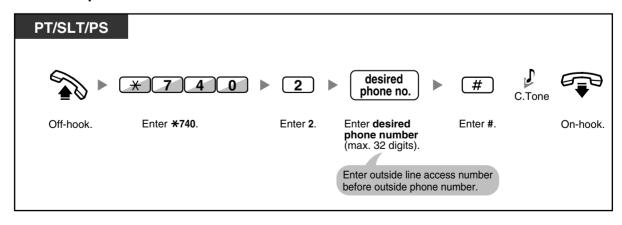
‼ • To call using the directory, refer to "1.11.2 Using the Directories".
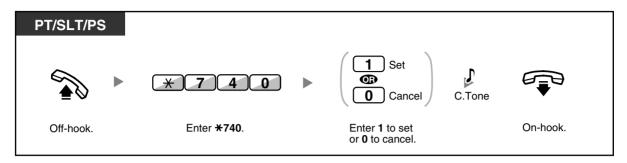
◆▶ To a Preset Number by Going Off-hook (Hot Line)

You can make an outside call simply by going off-hook if you have preprogrammed your phone. This feature is also known as Pickup Dialling.

To store a phone number

PT/SLT/PS						

Off-hook. ▶ Enter ✳**740**. ▶ Enter **2**. ▶ Enter **desired phone number** (max. 32 digits). ▶ Enter **#**. ♪ C.Tone On-hook.

Enter outside line access number before outside phone number.

To set/cancel

PT/SLT/PS

Off-hook.   Enter ✳**740**.   Enter **1** to set   On-hook.
or **0** to cancel.

To dial

PT/SLT/PS

Off-hook.

- **To call another party**, dial the desired party's phone number before the preprogrammed number is dialled.
- You should assign the intercom line as the seized line when going off-hook. (Preferred Line Assignment— Outgoing)
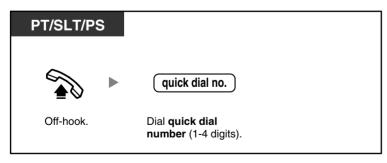
Customising Your Phone
- 3.1.2 Settings on the Programme Mode—**Preferred Line Assignment—Outgoing**
  Select the seized line when going off-hook.

◆◆ Using a Preprogrammed Number (Quick Dialling)

You can make a call simply by pressing the preprogrammed number for quick dialling. For details, consult your manager or dealer.

PT/SLT/PS

Off-hook.   Dial **quick dial number** (1-4 digits).
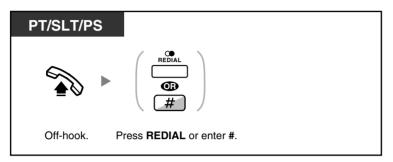
- It is a useful feature for Hotel.
  For example, to dial the Room Service, dial the digit "3", not the full extension number.

1.2.3 Redial

This is convenient when calling the same outside party again.

— Redialling the Last Number You Dialled (Last Number Redial)

◆◆ Redialling the Last Number You Dialled (Last Number Redial)

Off-hook.   Press **REDIAL** or enter **#**.

- Up to 32 digits can be stored and redialled.
- After pressing REDIAL, if you hear a busy tone again, press REDIAL to retry.

- **To redial automatically,** press the SP-PHONE button and then the REDIAL button, or press the REDIAL button directly. It will keep trying the busy number until the called party answers or until a specified timeout (Automatic Redial). You can perform other tasks during dialling. To cancel, press the FLASH button.
  Some outside lines may not support this feature.

1.2.4   When the Dialled Line is Busy or There is No Answer

— Reserving a Busy Line (Automatic Callback Busy)
— Setting Callback on an ISDN Line (Completion of Call to Busy Subscriber [CCBS])
— Sending a Call Waiting Tone (Call Waiting)
— Leaving a Message Waiting Indication/Calling Back the Caller Which Left an Indication (Message Waiting)
— Joining an Existing Call (Executive Busy Override)
— Monitoring Another Extension (Call Monitor)
— To an Extension Refusing the Call (DND Override)

◆◆ Reserving a Busy Line (Automatic Callback Busy)
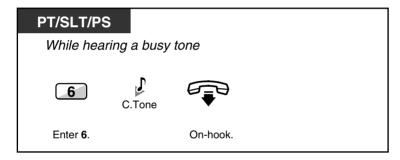
You can set the telephone to receive callback ringing when a dialled line becomes idle.
When you answer the callback, the called party starts ringing automatically.
If you hear a busy tone before dialling, you just seize an outside line upon answering the callback.
Operation after answer is dependent on the type of callback set.
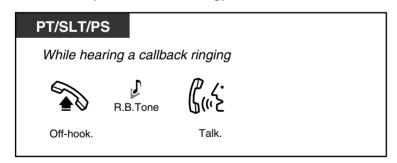
To set

PT/SLT/PS
While hearing a busy tone
6   ♪ C.Tone   ☎
Enter **6**.   On-hook.
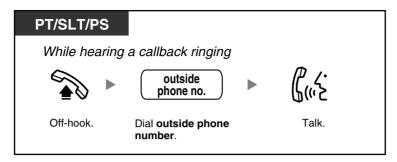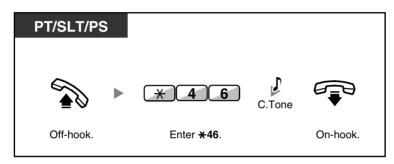
To answer (if set after dialling)

PT/SLT/PS
While hearing a callback ringing
☎   ♪ R.B.Tone   ☎
Off-hook.   Talk.

To answer (if set when seizing an outside line)

PT/SLT/PS

While hearing a callback ringing

Off-hook. ▶ **outside phone no.** ▶ Talk.

Dial **outside phone number**.

To cancel callback ringing (Automatic Callback Busy Cancel)

PT/SLT/PS

Off-hook. ▶ ✳ 4 6 C.Tone On-hook.

Enter ✳**46**.
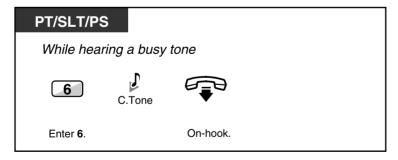
• If you do not answer within 10 seconds, this feature will be cancelled.

◆◆ Setting Callback on an ISDN Line (Completion of Call to Busy Subscriber [CCBS])

You can set the telephone to receive callback ringing when a busy called party on an ISDN line becomes free.
When you answer the callback ringing, the called party's telephone number is automatically dialled.
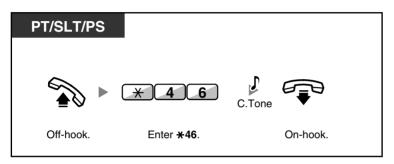
PT/SLT/PS

While hearing a busy tone

6 C.Tone On-hook.

Enter **6**.

To answer while hearing a callback ringing

PT/SLT/PS
Off-hook.

To cancel (CCBS Cancel)

PT/SLT/PS
Off-hook.　　　　Enter ∗46.　　　　On-hook.
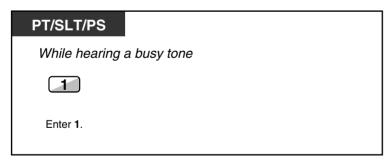
> • If you do not answer within a specified time period, this feature will be cancelled.
> • Availability of this feature depends on the ISDN service offered by your telephone company.

◆◆ Sending a Call Waiting Tone (Call Waiting)

You can inform the called party that your call is waiting.
This feature is also known as Busy Station Signalling (BSS).

PT/SLT/PS
While hearing a busy tone
1
Enter **1**.

> • **Depending on the other party's telephone**, the "Off-Hook Call Announcement (OHCA)" and the "Whisper OHCA" features can be used. You can talk to the other party through the speaker and the microphone (OHCA) or you only send a call announcement through the handset (Whisper OHCA), if they are having another conversation using the handset. Refer to "1.7.3 Receiving Call Waiting (Call Waiting/Off-Hook Call Announcement [OHCA]/Whisper OHCA)".

◆◆ Leaving a Message Waiting Indication/Calling Back the Caller Which Left an Indication (Message Waiting)

◆ *For a caller*

When the called extension is busy or does not answer your call, you can leave a notification so that the called party may call you back.
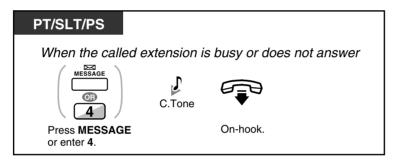
◆ *For a called extension*

As a message receiver, the MESSAGE button light lets you know that a call has been received. If you receive notification, you can call back the caller by a simple operation.
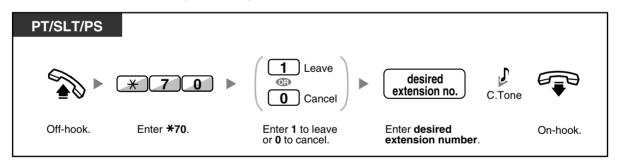
◆ For a caller

To leave a message waiting indication

PT/SLT/PS

When the called extension is busy or does not answer

⌨ MESSAGE
OR
4

C.Tone

On-hook.

Press **MESSAGE** or enter **4**.
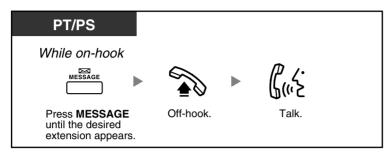
To leave/cancel a message waiting indication

PT/SLT/PS

Off-hook.

✻ 7 0

Enter ✻**70**.

1 Leave
OR
0 Cancel

Enter **1** to leave or **0** to cancel.

desired extension no.

Enter **desired extension number**.

C.Tone

On-hook.
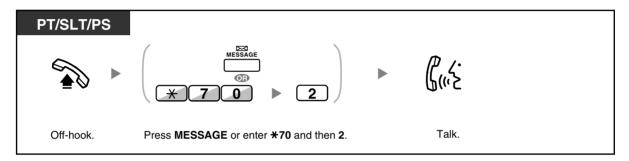
◆ **For a called extension**

To check the left message and call back

PT/PS

While on-hook

⊠
MESSAGE

▶ ◄━ (Off-hook.) ▶ ⟨⟨ (Talk.)

Press **MESSAGE**
until the desired
extension appears.

Off-hook.   Talk.

To call back

PT/SLT/PS

◄━ ▶ ⌈ ⊠ **MESSAGE** **OR** ✱ 7 0 ▶ 2 ⌉ ▶ ⟨⟨

Off-hook.   Press **MESSAGE** or enter ✱**70** and then **2**.   Talk.

- The MESSAGE button light shows the current status as follows:
  Off: No message
  Red on: You have a message.
- The display shows the messages starting with the most recent call.
- For a called extension, you can cancel the message waiting indication by using the soft button if you don't want to callback.
- On your PT, you can establish one or more "Message for another extension" buttons. These buttons can accept the message notification of other extensions or various incoming call distribution groups.
  In other words, you can monitor the message notifications of other telephones.
- This feature is also available for single line telephone extension users with a message waiting light. Even if they don't have a message waiting light, they may receive a special ring tone as notification, if required.
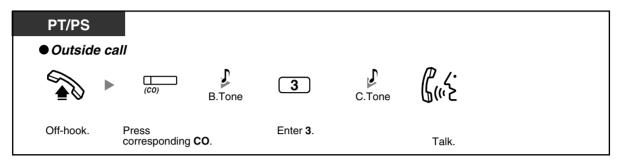
Customising Your Phone
- 3.1.3 Customising the Buttons
  Create or edit a Message button or Message for another extension button.
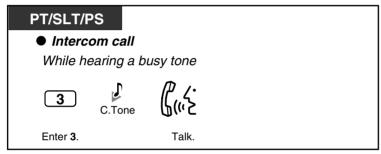
Joining an Existing Call (Executive Busy Override)

The preprogrammed extension can call someone who is busy on the telephone and establish a three-party conversation.

To join

PT/PS

● *Outside call*

Off-hook.	Press corresponding **CO**.	B.Tone	Enter **3**.	C.Tone	Talk.
	(CO)		3		

PT/SLT/PS

● *Intercom call*

While hearing a busy tone

3	C.Tone	
Enter **3**.		Talk.
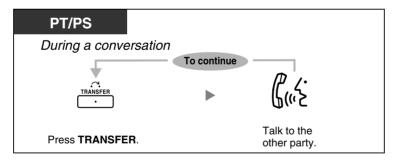
◆ **For the joined extension**
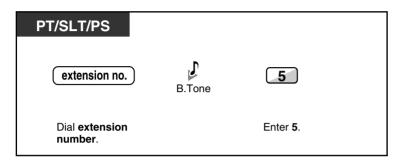
To talk each party alternately

PT/PS

During a conversation

To continue

TRANSFER	▶	
Press **TRANSFER**.		Talk to the other party.

◆◆ Monitoring Another Extension (Call Monitor)
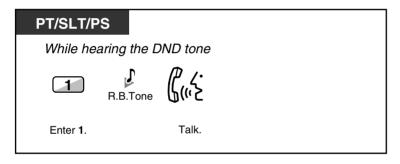
The preprogrammed extension can monitor another extension.

To monitor

PT/SLT/PS

[extension no.]   ♪   [5]
                      B.Tone

Dial **extension**   Enter **5**.
number.

◆◆ To an Extension Refusing the Call (DND Override)

The preprogrammed extension can call someone who has set the DND feature.

PT/SLT/PS

While hearing the DND tone

[1]   ♪
         R.B.Tone

Enter **1**.   Talk.
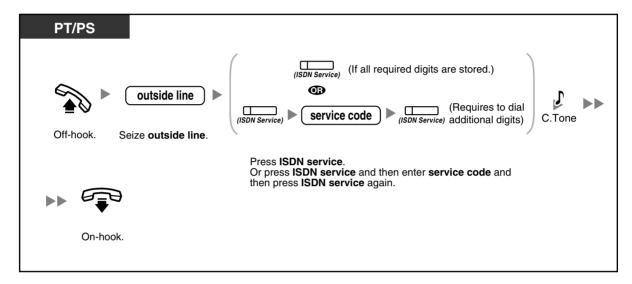
1.2.5   Accessing the ISDN Service (ISDN Service Access)

You can access services provided by the ISDN.

To access

PT/PS

Off-hook.   Seize **outside line**.

☐ (ISDN Service)   (If all required digits are stored.)

OR

☐ (ISDN Service) ▶ **service code** ▶ ☐ (ISDN Service)   (Requires to dial additional digits)   C.Tone

Press **ISDN service**.
Or press **ISDN service** and then enter **service code** and
then press **ISDN service** again.

On-hook.

• Availability of features depends on the ISDN service of your telephone company.

Customising Your Phone
• 3.1.3 Customising the Buttons
  Create or edit an ISDN Service button.
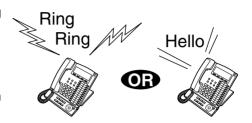
1.2.6 Alternating the Calling Method (Alternate Calling—Ring/Voice)

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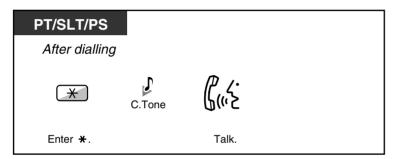
Ringing (Default): You can call the other party with a ring tone.

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

To change the method

PT/SLT/PS
After dialling
✳ C.Tone Talk.
Enter ✳. Talk.

- If the called party uses a single line telephone or portable station, Voice-Calling is not available.
- This feature is not available when the called party's telephone is in the Voice Call Deny mode.

Customising Your Phone
- 3.1.2 Settings on the Programme Mode—**Alternate Receiving—Ring/Voice**
  Select the alerting method, either ring or the other party's voice.
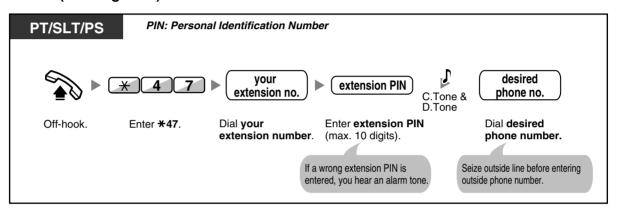
1.2.7 Calling without Restrictions

— Using Your Calling Privileges at Another Extension (Remote COS Access)
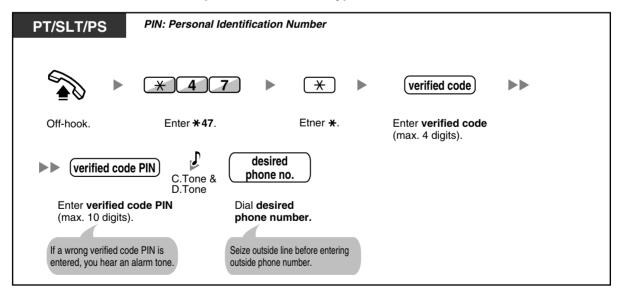
◆◆ Using Your Calling Privileges at Another Extension (Remote COS Access)

You can use your calling privileges (Class of Service) at another extension. You may override restrictions which have been set. To use this feature, an original extension number and an extension PIN (Personal Identification Number) are required. You can make a call by entering a verified code and verified code PIN. For the available verified code, ask your manager.

To call (Walking COS)

PT/SLT/PS	*PIN: Personal Identification Number*

Off-hook. ▶ Enter **✱47**. ▶ Dial **your extension number**. ▶ Enter **extension PIN** (max. 10 digits). ♪ C.Tone & D.Tone ▶ Dial **desired phone number**.

If a wrong extension PIN is entered, you hear an alarm tone.

Seize outside line before entering outside phone number.

To call with a verified code (Verified Code Entry)

PT/SLT/PS	*PIN: Personal Identification Number*

Off-hook. ▶ Enter **✱47**. ▶ Etner **✱**. ▶ Enter **verified code** (max. 4 digits). ▶▶

▶▶ Enter **verified code PIN** (max. 10 digits). ♪ C.Tone & D.Tone ▶ Dial **desired phone number**.

If a wrong verified code PIN is entered, you hear an alarm tone.

Seize outside line before entering outside phone number.

1.2.8 To Access Another Party Directly from Outside (Direct Inward System Access [DISA])

— Calling through DISA

◆◆ Calling through DISA

When outside callers access extensions in the PBX, a prerecorded message greets the caller and gives information about how to access an extension. You do not need the operator's assistance.
You may be able to access system features or call an outside party with your password depending on the security mode. Ask your manager for the mode assigned to your PBX.
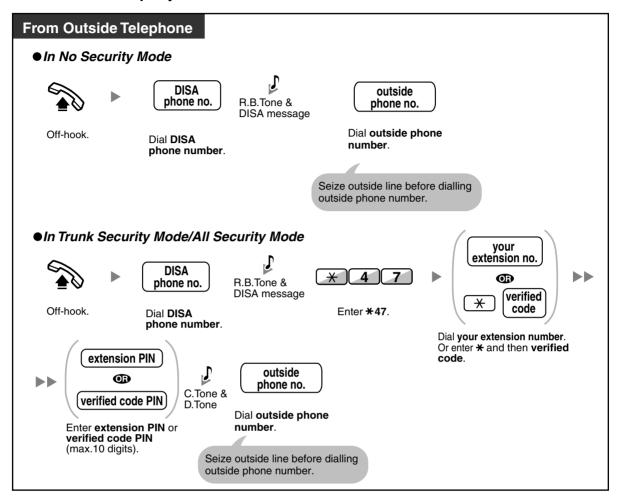
To call an extension

From Outside Telephone

● *In No Security Mode/Trunk Security Mode*

Off-hook. ▶ **DISA phone no.** R.B.Tone & DISA message **desired extension no.** ▶▶
Dial **DISA phone number**. Dial **desired extension number**.

● *In All Security Mode*

Off-hook. ▶ **DISA phone no.** R.B.Tone & DISA message $\ast$ 4 7 ▶ Enter $\ast$47.
Dial **DISA phone number**.

your extension no. OR $\ast$ **verified code** ▶▶
Dial **your extension number**. Or enter $\ast$ and then **verified code**.

▶▶ **extension PIN** OR **verified code PIN** C.Tone & D.Tone **desired extension no.**
Enter **extension PIN** or **verified code PIN** (max.10 digits). Dial **desired extension number**.

To call an outside party

From Outside Telephone

● *In No Security Mode*

Off-hook.
▶
DISA phone no.
Dial **DISA phone number**.
♪ R.B.Tone & DISA message
outside phone no.
Dial **outside phone number**.

> Seize outside line before dialling outside phone number.

● *In Trunk Security Mode/All Security Mode*

Off-hook.
▶
DISA phone no.
Dial **DISA phone number**.
♪ R.B.Tone & DISA message
[✳] [4] [7]
Enter ✳47.
▶
your extension no.
OR
[✳] **verified code**
Dial **your extension number**. Or enter ✳ and then **verified code**.
▶▶

▶▶
(**extension PIN** **OR** **verified code PIN**)
Enter **extension PIN** or **verified code PIN** (max.10 digits).
♪ C.Tone & D.Tone
outside phone no.
Dial **outside phone number**.

> Seize outside line before dialling outside phone number.

To retry

From Outside Telephone

To dial a different number during a conversation with an outside party or while hearing the ringback, reorder, or busy tone

[✳]
Enter ✳.
♪ DISA message
phone no.
Dial **phone number**.

> Dial a line access number as the first digit when calling an outside party.

- **WARNING**
  When you enable the Outside-to-Outside Call feature of DISA, and a third party discovers the password (verified code PIN/extension PIN) of the PBX, there will be a risk that they will make fraudulent phone calls using the telephone line, and the cost will be charged to your own account. In order to avoid this problem, we strongly recommend the following points:
  a) Carefully maintain the secrecy of the PIN.
  b) Specify a complicated PIN as long and random as you can make it.
  c) Change the PIN frequently.

- **Time limit**
  Both parties will hear an alarm tone fifteen seconds before the specified time limit. To extend, press any dial button except ✶.
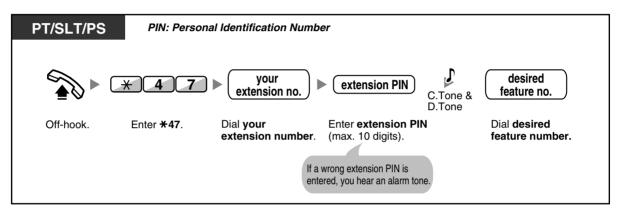
- **If Built-in Automated Attendant service is set**, you can access the desired extension simply by pressing a single digit (0-9) from the options given the prerecorded message.

1.2.9 Setting Your Telephone from Another Extension or through DISA (Remote Setting)
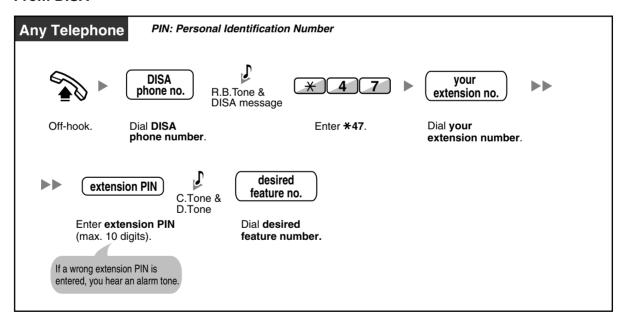
You can set the following features on your telephone from another extension or through DISA.

- Call Forwarding (FWD)/Do Not Disturb (DND)
- Forwarding Calls from an Incoming Call Distribution Group
- Absent Message
- Extension Lock

From another extension

PT/SLT/PS	PIN: Personal Identification Number

Off-hook.　　Enter ✶47.　　Dial **your extension number**.　　Enter **extension PIN** (max. 10 digits).　　Dial **desired feature number.**

C.Tone & D.Tone

If a wrong extension PIN is entered, you hear an alarm tone.

From DISA

Any Telephone	PIN: Personal Identification Number

Off-hook.　　Dial **DISA phone number**.　　Enter ✶47.　　Dial **your extension number**.

R.B.Tone & DISA message

Enter **extension PIN** (max. 10 digits).　　Dial **desired feature number.**

C.Tone & D.Tone

If a wrong extension PIN is entered, you hear an alarm tone.

- You can also change the Time Mode.

1.3 Receiving Calls

1.3.1 Answering Calls

PT/SLT/PS

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 or ICD Group button directly.
· Press the ANSWER button.

• The ICD Group button light shows the current status as follows:
  Off: Idle
  Green on: The line is in use. (You are using the line.)
  Red on: Your extension is in Log-out mode from the incoming call distribution group.

Customising Your Phone

• 3.1.2 Settings on the Programme Mode—
  Preferred Line Assignment—Incoming
  Select the seized line when going off hook.
  Alternate Receiving—Ring/Voice
  Select the Calling method, either ring or the other party's voice.

• 3.1.3 Customising the Buttons
  Create or edit an Incoming Call Distribution Group (ICD Group) button.

1.3.2   Answering Hands-free (Hands-free Answerback)

You can answer a call without going off-hook when you receive calls. In this case, though the intercom call is received without the phone ringing, the outside caller hears ringing a preprogrammed number of times.

To set/cancel

PT/PS
While on-hook
☎/✉ **AUTO ANS** ⏻ **MUTE**
Press **AUTO ANS**.

• The AUTO ANS button light shows the current status as follows:
   Off: Not set.
   On: Set.

1.3.3 Answering a Call Ringing at Another Telephone (Call Pickup)
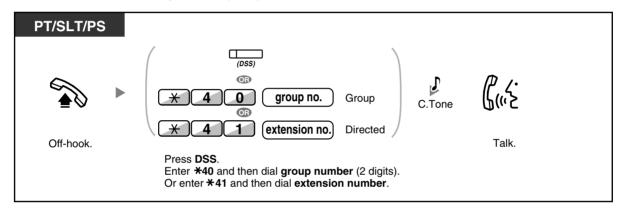
— Answering a Call from Another Telephone (Call Pickup)
— Denying Other People the Possibility of Picking Up Your Calls (Call Pickup Deny)

◆◆ 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.

PT/SLT/PS

Off-hook. ▶ (DSS) OR

＊ 4 0 group no. Group
OR
＊ 4 1 extension no. Directed

Press **DSS**.
Enter ＊**40** and then dial **group number** (2 digits).
Or enter ＊**41** and then dial **extension number**.

C.Tone   Talk.
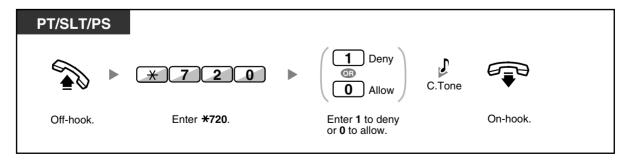
- **If you receive a call waiting tone,** you can ask a third party to pick up your second call with Directed Call Pickup.
- If there are multiple incoming calls for the same group, the longest waiting call is received first.

‼ • You can also pick up a call by pressing the flashing DSS button.

◆◆ Denying Other People the Possibility of Picking Up Your Calls (Call Pickup Deny)
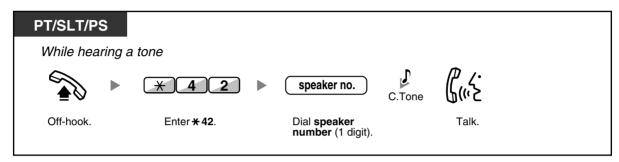
You can deny or allow other people to pick up your calls.

PT/SLT/PS

Off-hook. ▶ ＊ 7 2 0 ▶ 1 Deny
OR
0 Allow

C.Tone   On-hook.

Enter ＊**720**.   Enter **1** to deny or **0** to allow.

1.3.4 Answering a Call via an External Speaker (Trunk Answer From Any Station [TAFAS])

You can be notified of incoming outside calls through an external speaker. These calls can be answered from any extension.

Through an external speaker

PT/SLT/PS

While hearing a tone

Off-hook.	Enter ✳ **42**.	Dial **speaker number** (1 digit).	C.Tone	Talk.

• You can also receive a paged announcement via a speaker with this operation.
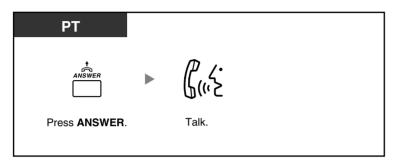
1.3.5   Using the ANSWER/RELEASE Button

The ANSWER and RELEASE buttons are convenient for operators using headsets.
With the ANSWER button, you can answer all incoming calls.
With the RELEASE button, you can disconnect the line during or after a conversation, or complete transferring a call.
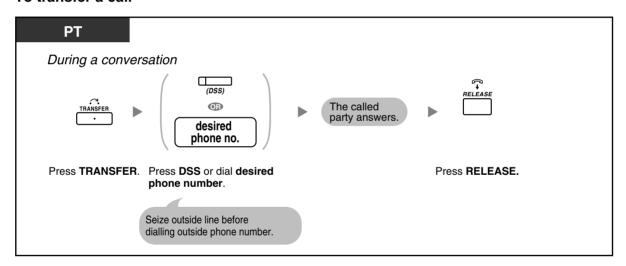
To answer
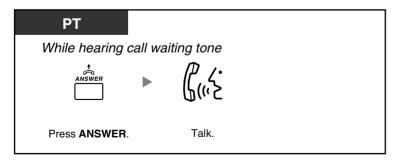
PT
ANSWER ► Talk.
Press **ANSWER**.

To transfer a call

PT

During a conversation

Press **TRANSFER**. Press **DSS** or dial **desired phone number**.

Seize outside line before dialling outside phone number.

The called party answers.

Press **RELEASE.**
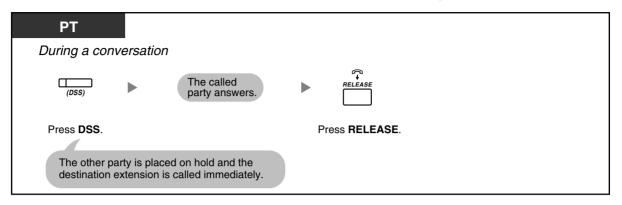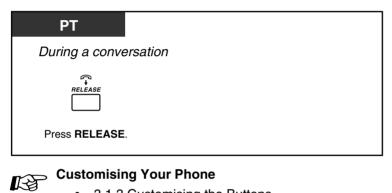
To talk to a waiting caller

PT

While hearing call waiting tone

ANSWER ► Talk.

Press **ANSWER**.   Talk.

To transfer an outside call to an extension with a one-touch operation

PT

During a conversation

☐☐ (DSS) ▶ The called party answers. ▶ RELEASE

Press **DSS**.   Press **RELEASE**.

The other party is placed on hold and the destination extension is called immediately.

To end a conversation

PT

During a conversation

RELEASE

Press **RELEASE**.
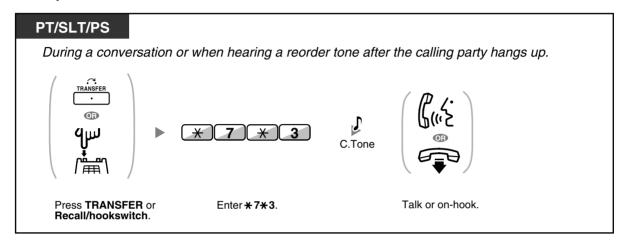
☞ **Customising Your Phone**
  • 3.1.3 Customising the Buttons
    Create or edit an Answer button or a Release button.

1.3.6 Identifying Malicious Calling Parties (Malicious Call Identification [MCID])

You can ask your telephone company to trace a malicious calling party during a conversation or after the calling party hangs up.
You will receive the information on the malicious call later on.

To request MCID

PT/SLT/PS

During a conversation or when hearing a reorder tone after the calling party hangs up.

Press **TRANSFER** or **Recall/hookswitch**.   Enter ✱7✱3.   Talk or on-hook.

- Availability of this feature depends on the ISDN service of your telephone company.

1.4 During a Conversation

1.4.1 Transferring a Call (Call Transfer)
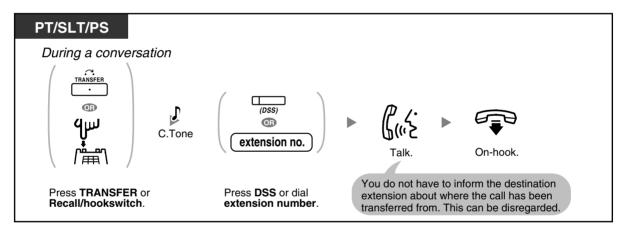
— Transferring to an Extension on the PBX
— Transferring to an Outside Party Using the PBX Service
— Transferring a Call Using the ISDN Service (Call Transfer [CT]—by ISDN)
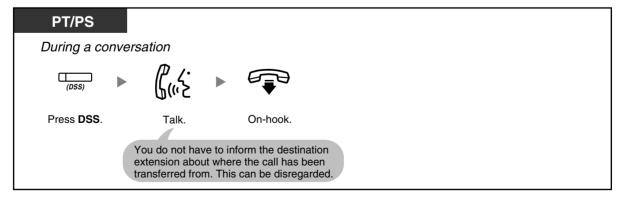
- You can transfer a held call without talking by going on-hook.
  If a call is not retrieved within a specified time, you will hear an alarm as a reminder. And, if an outside call is not answered within a specified time, it is automatically disconnected.
- **If you hear an alarm tone,** the destination extension did not answer the call. Answer the call.

◆◆ Transferring to an Extension on the PBX

To transfer

PT/SLT/PS

During a conversation

Press **TRANSFER** or **Recall/hookswitch**.

C.Tone

Press **DSS** or dial **extension number**.

Talk.

On-hook.

You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.

To transfer with one-touch (One-touch Transfer)

PT/PS

During a conversation

Press **DSS**.

Talk.

On-hook.

You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.
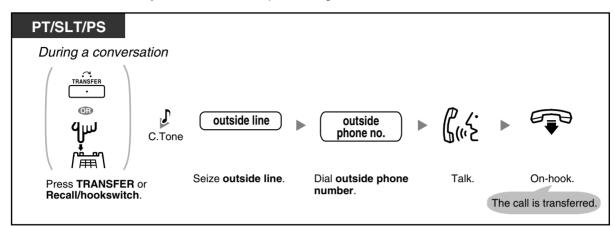
- Even if the transferred party does not answer, you can go on-hook.

◆◆ Transferring to an Outside Party Using the PBX Service

Some extensions may be restricted from performing this feature.

PT/SLT/PS

During a conversation

TRANSFER

OR

Press **TRANSFER** or
Recall/hookswitch.

C.Tone

outside line

Seize **outside line**.

outside
phone no.

Dial **outside phone
number**.

Talk.

On-hook.

The call is transferred.
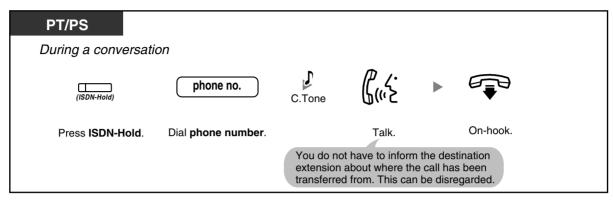
- **Time limit**
  Both the caller and the transferred party will hear an alarm tone fifteen seconds before a specified time period.

- **To return to the held call before the destination answers,** press the TRANSFER button, corresponding CO, ICD Group or INTERCOM button, or the hookswitch.
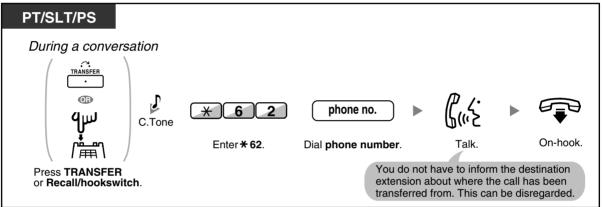
Customising Your Phone

- 3.1.3 Customising the Buttons
  Create or edit a Direct Station Selection (DSS) button.

◆◆ Transferring a Call Using the ISDN Service (Call Transfer [CT]— by ISDN)

PT/PS

During a conversation

```
[___]                  ( phone no. )        ♪              (((·ξ         ▶          ☎↓
(ISDN-Hold)                               C.Tone

Press ISDN-Hold.    Dial phone number.                   Talk.               On-hook.
```

> You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.

PT/SLT/PS

During a conversation

```
  TRANSFER
   [ · ]
    OR            ♪          [✳][6][2]      ( phone no. )    ▶    (((·ξ    ▶    ☎↓
   ᗟᒲᒲᒲ         C.Tone
   ↓
   [▦]
                             Enter ✳62.   Dial phone number.       Talk.      On-hook.
Press TRANSFER
or Recall/hookswitch.
```

> You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.

📝 • To retrieve the held call, press the TRANSFER button, Recall button or the hookswitch.
  • Even if you go on-hook while transferring a call, it is transferred.
  • After the call is transferred, the line becomes idle.

☞ **Customising Your Phone**
  • 3.1.3 Customising the Buttons
    Create or edit an ISDN-Hold button.

1.4.2   Holding a Call

— Holding
— Holding in a System Parking Zone (Call Park)
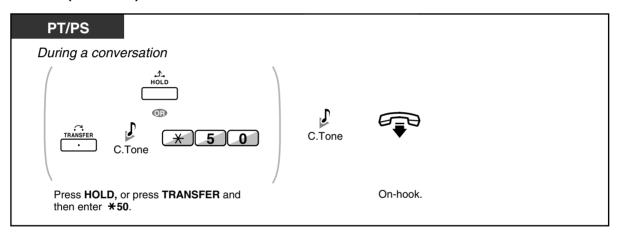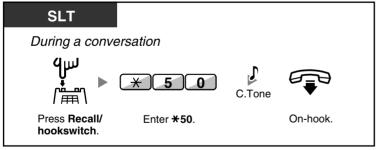
- **If a call is not retrieved within a specified time**, you will hear an alarm as a reminder. And, if an outside call is not answered within a specified time, it is automatically disconnected.

◆◆ 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)

PT/PS

During a conversation

HOLD

OR

TRANSFER   C.Tone   ✳ 5 0   C.Tone   On-hook.

Press **HOLD,** or press **TRANSFER** and then enter ✳**50**.

On-hook.

SLT

During a conversation

✳ 5 0   C.Tone   On-hook.

Press **Recall/hookswitch**.   Enter ✳**50**.   On-hook.

To retrieve a call (Call Hold Retrieve)

PT/SLT/PS
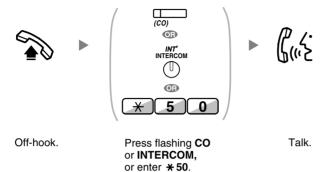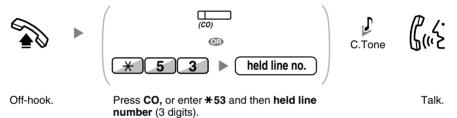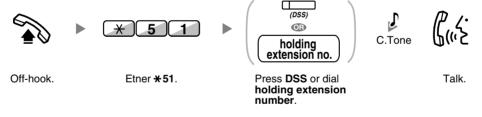
● *At the holding extension (Call Hold Retrieve)*

Off-hook.

Press flashing **CO**
or **INTERCOM,**
or enter ✱ **50**.

Talk.

● *To retrieve an outside call from another extension—only Regular Hold (Call Hold Retrieve–Outside calls)*

C.Tone

Off-hook.

Press **CO,** or enter ✱ **53** and then **held line number** (3 digits).

Talk.

● *To retrieve an intercom call from another extension—only Regular Hold (Call Hold Retrieve–Intercom calls)*

C.Tone

Off-hook.

Etner ✱ **51**.

Press **DSS** or dial **holding extension number**.

Talk.

• The CO or INTERCOM button light shows the current status as follows:
  — Regular Hold mode
  Flashing green slowly: Your held call
  Flashing red: Another extension's held call
  — Exclusive Call Hold mode
  Flashing green rapidly: Your held call
  Red on: Another extension's held call

• **Hold Mode Change (PT only)**
  After pressing the HOLD button, if you press the HOLD button again, the status switches from the Regular Hold mode to the Exclusive Call Hold mode or from the Exclusive Call Hold mode to the Regular Hold mode.

‼ • **For simple operation,** you can automatically hold a call by pressing another CO, ICD Group or INTERCOM button, only if preprogrammed. **(Automatic Call Hold)** Consult your dealer.
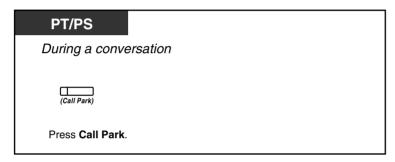
◆ Holding in a System Parking Zone (Call Park)
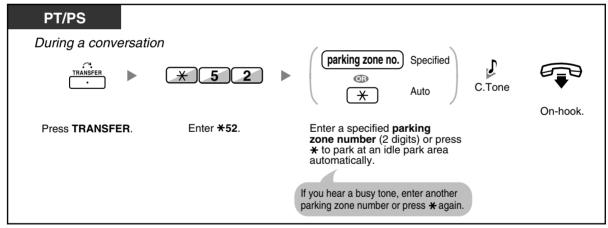
You can put a call on hold in a common parking zone of the PBX so that any extension can retrieve the parked call. You can use this feature as a transferring feature.
A call can be put into either a specified parking zone (Specified) or any idle parking zone (Auto). If a Call Park button and Call Park (Automatic Park Zone) button have been established, you can select either way to park by simply pressing the corresponding button.
When a call is parked automatically, or more than one call has been parked at the same time, you need to specify the parking zone number to retrieve the required call.
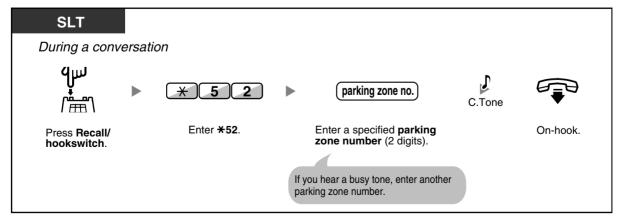
To set

PT/PS
During a conversation
▭   *(Call Park)*
Press **Call Park**.

PT/PS
During a conversation

TRANSFER ▶ ✱ 5 2 ▶ (parking zone no.) Specified
OR
✱ Auto
♪ C.Tone ☎ On-hook.

Press **TRANSFER**.　　Enter ✱**52**.　　Enter a specified **parking zone number** (2 digits) or press ✱ to park at an idle park area automatically.

If you hear a busy tone, enter another parking zone number or press ✱ again.

SLT
During a conversation

☏ ▶ ✱ 5 2 ▶ (parking zone no.) ♪ C.Tone ☎ On-hook.

Press **Recall/ hookswitch**.　　Enter ✱**52**.　　Enter a specified **parking zone number** (2 digits).

If you hear a busy tone, enter another parking zone number.

To retrieve (Call Park Retrieve)

PT/PS
During a conversation
 □⎯⎯ *(Call Park)*
Press a flashing **Call Park**.

PT/SLT/PS

   ☏ ▶ [✱][5][2] ▶ [stored parking zone no.] ♪ C.Tone 📞

Off-hook.   Enter ✱**52**.   Dial **stored parking**   Talk.
                                     zone number (2 digits).

- If a call is parked automatically, confirm the parking zone number on the display.

- **If you hear a reorder tone when retrieving a parked call,** there is no held call. Confirm the stored parking zone number.
- After you park a call, you can perform other operations.
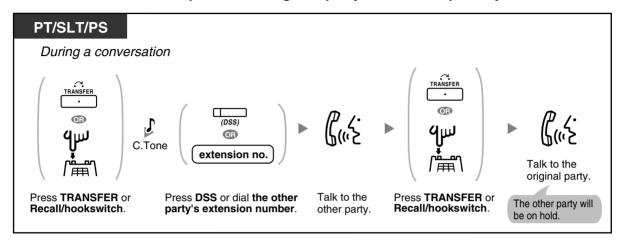
Customising Your Phone
- 3.1.3 Customising the Buttons
  Create or edit a Call Park button or Call Park (Automatic Park Zone) button.
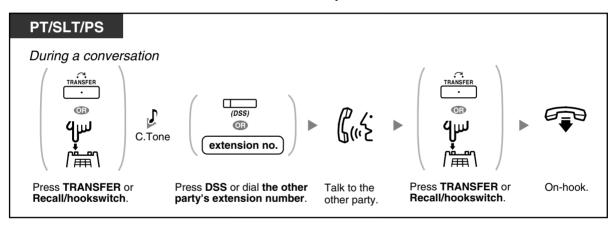
1.4.3 Talking to Two Parties Alternately (Call Splitting)

When talking to one party while the other party is on hold, you can swap the calls back and forth (alternately).

To alternate between the parties leaving one party on hold temporarily

PT/SLT/PS

During a conversation

Press **TRANSFER** or **Recall/hookswitch**. → C.Tone → Press **DSS** or dial **the other party's extension number**. → Talk to the other party. → Press **TRANSFER** or **Recall/hookswitch**. → Talk to the original party.

The other party will be on hold.

To leave the conversation and then let the two parties talk

PT/SLT/PS

During a conversation

Press **TRANSFER** or **Recall/hookswitch**. → C.Tone → Press **DSS** or dial **the other party's extension number**. → Talk to the other party. → Press **TRANSFER** or **Recall/hookswitch**. → On-hook.

1.4.4   Answering a Call Waiting
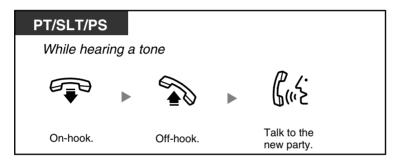
— Answering Call Waiting in the PBX
— Answering Call Waiting from the Telephone Company

◆◆ Answering Call Waiting in the PBX
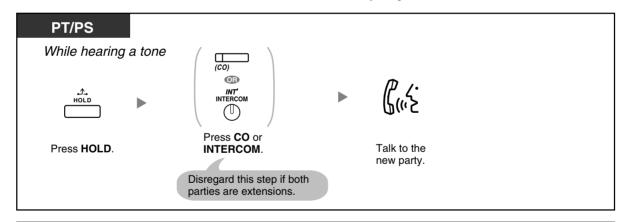
During a conversation, a call waiting tone or voice announcement through the speaker or the handset occurs, then an outside call has received or another extension is letting you know another call is waiting. You must activate this feature to use it. (Default: Disable—No call [Intercom calls]/No tone [Outside calls])
You can answer the second call by disconnecting (1) or holding (2) the current call.
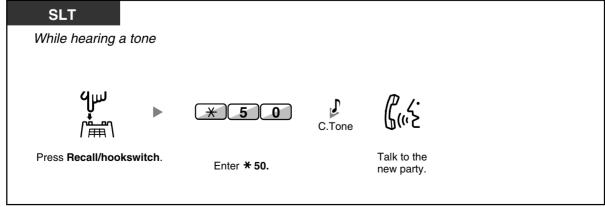
1. To disconnect the current call and then talk to the new party

PT/SLT/PS

While hearing a tone

On-hook.   Off-hook.   Talk to the
                                     new party.
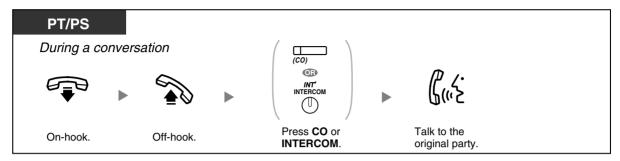
2. To hold the current call and then talk to the new party

PT/PS

While hearing a tone

Press **HOLD**.   Press **CO** or   Talk to the
                     INTERCOM.   new party.

Disregard this step if both
parties are extensions.

SLT

While hearing a tone

Press **Recall/hookswitch**.   Enter ＊ **50.**   Talk to the
                                                            new party.
                                  C.Tone
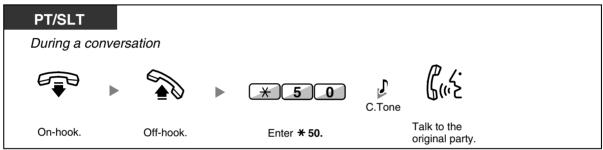
After talking to the new party (second call), you can disconnect (2.1) or holding (2.2) it and then retrieve the first call.
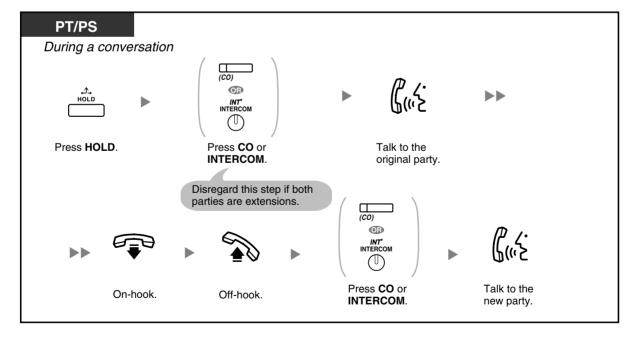
2.1 To disconnect the second call and then talk to the original party

PT/PS

During a conversation

On-hook. ▶ Off-hook. ▶ Press **CO** or **INTERCOM**. ▶ Talk to the original party.

PT/SLT

During a conversation

On-hook. ▶ Off-hook. ▶ ✳ 5 0 — Enter ✳ **50.** ♪ C.Tone — Talk to the original party.
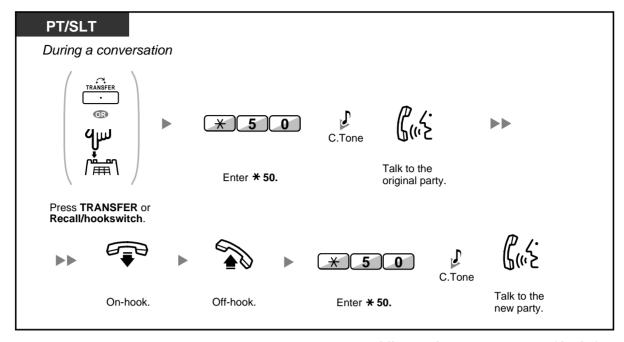
2.2 To hold the second call and then talk to the original party

After holding it, you can talk to the original party. Then, you can disconnect it and then talk to the new party again.
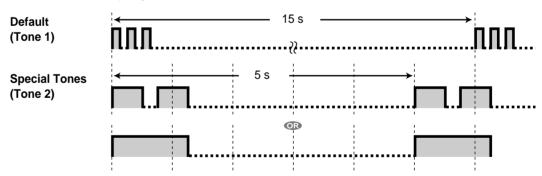
PT/PS

During a conversation

Press **HOLD**. ▶ Press **CO** or **INTERCOM**. ▶ Talk to the original party. ▶▶

Disregard this step if both parties are extensions.

▶▶ On-hook. ▶ Off-hook. ▶ Press **CO** or **INTERCOM**. ▶ Talk to the new party.

PT/SLT

During a conversation

Press **TRANSFER** or **Recall/hookswitch**.

Enter ✱ **50.**

C.Tone

Talk to the original party.

On-hook.   Off-hook.   Enter ✱ **50.**

C.Tone

Talk to the new party.

- **Depending on the other party's telephone,** the "Off-Hook Call Announcement (OHCA)" and the "Whisper OHCA" features can be used. You can talk to the other party through the speaker and the microphone (OHCA) or you can receive an announcement through the handset (Whisper OHCA), if you are having a conversation using the handset.
- The caller's name or number is displayed for five seconds in ten second intervals while waiting to be answered.
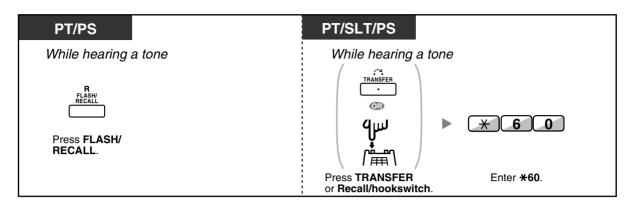
Customising Your Phone
- 3.1.2 Settings on the Programme Mode—**Call Waiting Tone Type Selection**
  If you select "Tone 1", you will hear different tones for Call Waiting from an outside party and an extension. If you select "Tone 2", you will hear different tones for Call Waiting from an outside party and an extension.

Default (Tone 1)   15 s

Special Tones (Tone 2)   5 s

OR

◆ Answering Call Waiting from the Telephone Company

This is an optional telephone company service. You can receive call waiting tone and the caller's information. For details, consult your telephone company.

PT/PS	**PT/SLT/PS**
While hearing a tone	*While hearing a tone*
R **FLASH/** **RECALL** Press **FLASH/** **RECALL**.	TRANSFER **OR** Press **TRANSFER** or **Recall/hookswitch**.　　　▶　　　✳ 6 0　　Enter ✳**60**.
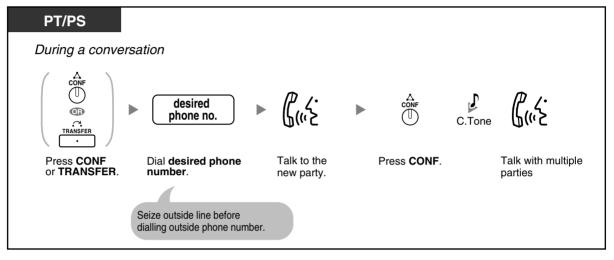
- • **To return to the original party,** repeat the operation.
- • In this case, FLASH/RECALL button on proprietary telephones is in the External Feature Access (EFA) mode.

1.4.5　Multiple Party Conversation
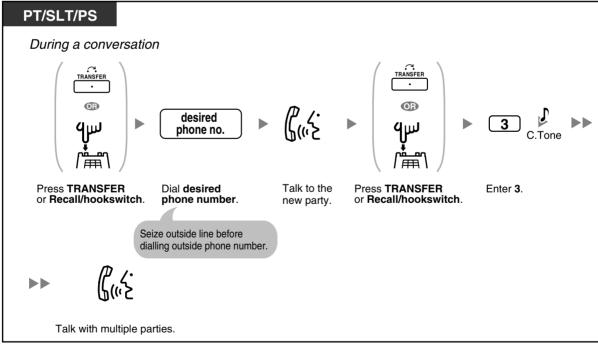
— Adding Other Parties during a Conversation (Conference)
— Leaving a Conference (Unattended Conference)
— Leaving a Conference (Leaving 3 Parties Conference)
— Letting a Third Party Join Your Call (Privacy Release)
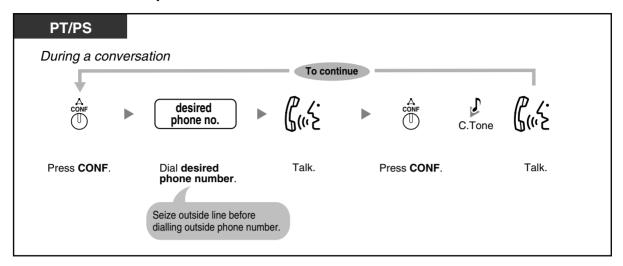
◆◆ Adding Other Parties during a Conversation (Conference)

You can add one or more parties to your conversation using only 1 CO line.

PT/PS

During a conversation

Press **CONF** or **TRANSFER**.

Dial **desired phone number**.

Seize outside line before dialling outside phone number.

Talk to the new party.

Press **CONF**.

C.Tone

Talk with multiple parties

PT/SLT/PS

During a conversation

Press **TRANSFER** or **Recall/hookswitch**.

Dial **desired phone number**.

Seize outside line before dialling outside phone number.

Talk to the new party.

Press **TRANSFER** or **Recall/hookswitch**.

Enter **3**.

C.Tone

Talk with multiple parties.

To add four or more parties a conference

PT/PS

During a conversation

To continue

Press **CONF**.   Dial **desired phone number**.   Talk.   Press **CONF**.   Talk.

C.Tone

Seize outside line before dialling outside phone number.

To talk alternately on three-party conversation

PT/SLT/PS

During a conversation

TRANSFER

OR

Press **TRANSFER** or **Recall/hookswitch**.

- During a three-party conversation, when you press TRANSFER, Recall or hookswitch, you can talk to the party who had a conversation previously. If you want to talk to the third party, press TRANSFER, Recall or hookswitch again.
- You can have a conference with maximum eight parties (comprising intercom or outside lines) simultaneously.
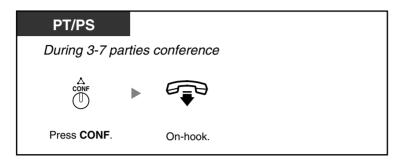
Customising Your Phone
- 3.1.3 Customising the Buttons
  Create or edit a Conference button.
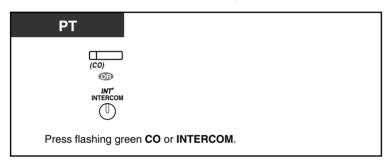
◆◆ Leaving a Conference (Unattended Conference)

The other parties can continue their conversation.

To leave a conference

PT/PS
During 3-7 parties conference

Press **CONF**.　　On-hook.
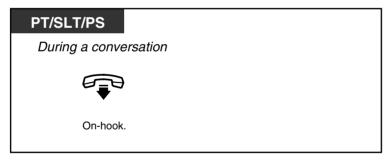
To return while others are talking

PT

Press flashing green **CO** or **INTERCOM**.

To complete a conversation

PT/SLT/PS
During a conversation

On-hook.

• **Time limit**
Both parties will hear an alarm tone before a specified timeout. The originating extension will hear an alarm tone before timeout. The call is disconnected when the time runs out unless the originating extension returns to the conference.
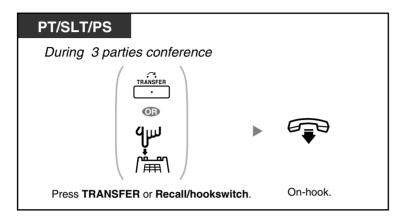
Customising Your Phone

• 3.1.3 Customising the Buttons
Create or edit a Conference button.
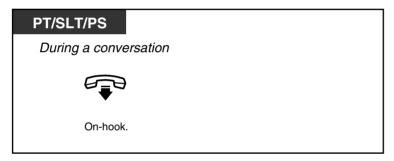
◆◆ ## Leaving a Conference (Leaving 3 Parties Conference)

The other two parties can continue their conversation.

To leave a conference

PT/SLT/PS

During 3 parties conference

Press **TRANSFER** or **Recall/hookswitch**.　　On-hook.

To complete a conversation

PT/SLT/PS

During a conversation

On-hook.
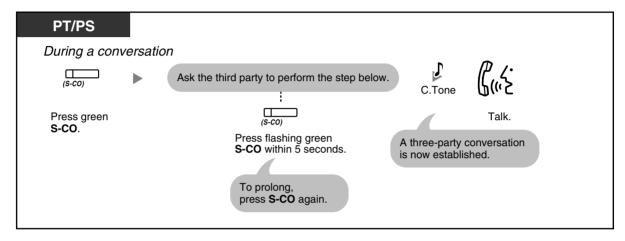
◆◆ Letting a Third Party Join Your Call (Privacy Release)

You can let a third party join your current outside call.

To set

PT/PS

During a conversation

☐
(S-CO)

▶ Ask the third party to perform the step below.

Press green
S-CO.

☐
(S-CO)

Press flashing green
S-CO within 5 seconds.

To prolong,
press **S-CO** again.

C.Tone

Talk.

A three-party conversation
is now established.
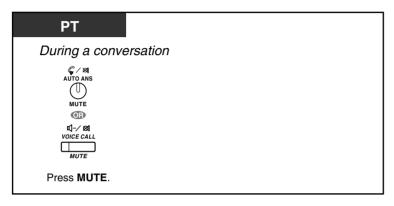
- Only an S-CO button can be used for this operation.

1.4.6   Mute

You can disable the microphone or the handset to consult privately with others in the room while listening to the other party on the phone through the speaker or the handset.

To set/cancel

PT
During a conversation
✆ / ⊠
AUTO ANS
MUTE
OR
◁╴/ ⊠
VOICE CALL
MUTE
Press **MUTE**.

• The AUTO ANS/MUTE or VOICE CALL/MUTE button light shows the current status as follows:
  Off: Normal
  Flashing red: Mute
• If mute is used during OHCA, it will become Handset Mute.

1.4.7 Letting Other People Listen to the Conversation (Off-Hook Monitor)

You can let other people in the room listen to the conversation through the speaker while continuing the conversation using the handset.

To set/cancel

> **D-PT**
>
> *During a conversation using the handset*
>
> SP-PHONE
>
> Press **SP-PHONE**.

- The SP-PHONE button light shows the current status as follows:
  Off: The voice is heard through the handset.
  On: The voice is heard through the speaker and the handset.
- This feature is controlled work by programming. Ask your manager.

- **Hands-free operation**
  You can have a conversation in hands-free mode using the SP-PHONE button. You can perform other tasks simultaneously.
  Helpful hints for hands-free operation:
  - **If it is difficult to hear the other party's voice;**
    Raise the sound level using the Speaker Volume Control.
  - **If the other party has difficulty hearing you;**
    Lower the sound level.
  - **Absorbing echoes;**
    Using this unit in a room which has curtains and/or carpeting.
  - **To avoid missing part of the conversations;**
    If you and the other party speak at the same time, parts of your conversation will be lost. To avoid this, speak alternately.

1.4.8   Using the Headset (Headset Operation)

You can have a conversation using a headset.
In this case, you must select "Headset on" in programming mode or set the
Headset button on (red) in advance.
This feature is also known as Handset/Headset Selection.

To talk using the headset

PT

🔊
SP-PHONE

Press **SP-PHONE**.
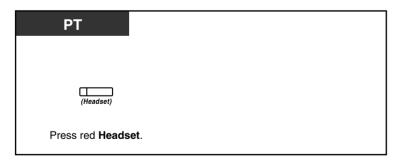
To use the handset during a conversation using the headset

PT

Off-hook.

To talk in hands-free mode during a conversation using the headset

PT

(Headset)

Press red **Headset**.

- The Headset button light shows the current status as follows:
  Off: Headset mode off
  Red on: Headset mode on

Customising Your Phone
- 3.1.2 Settings on the Programme Mode—**Headset Operation**
  Select the equipment to use.
- 3.1.3 Customising the Buttons
  Create or edit a Headset button.

1.5   Before Leaving Your Desk

1.5.1   Forwarding Calls

— Forwarding Your Calls (Call Forwarding [FWD])
— Forwarding Your Calls Using ISDN Service (Call Forwarding [CF]—by ISDN)

◆◆ Forwarding Your Calls (Call Forwarding [FWD])

You can have your incoming calls forwarded to a specified destination.

All Calls:
All calls are forwarded. Preset extensions may also forward from their own receiving group.

Busy:
All calls are forwarded when your extension is busy.

No Answer:
All calls are forwarded when you do not answer the call within a specified time period.
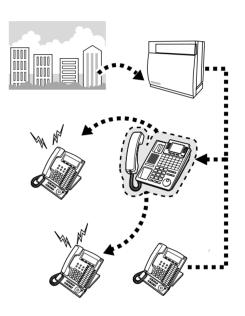
Busy/No Answer (BSY/NA):
All calls are forwarded when you do not answer within a specified time period or when your extension is busy.

Follow Me (From):
If you fail to set the above-mentioned "All Calls" to forward before you leave your desk, you can set the same feature from the destination extension.
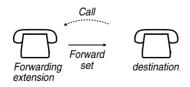
!! • You can set the voice mail extension number as a forward destination to receive calls into your mailbox.

• You can set your mobile telephone as the forward destination. The voice mail can be used to receive calls if you are unable to answer.

• Incoming calls can be forwarded up to four times.
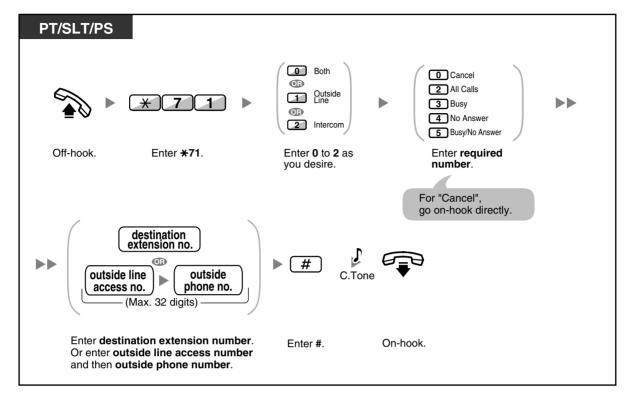
• **Boss-Secretary feature**
The extension which has been set as the destination can call the forwarding extension.

<Example>

Call

*Forward
set*

*Forwarding
extension*   *destination*

To set/cancel

PT/SLT/PS

0	Both
1	Outside Line
2	Intercom

0	Cancel
2	All Calls
3	Busy
4	No Answer
5	Busy/No Answer

Off-hook.　　Enter **✱71**.　　Enter **0** to **2** as you desire.　　Enter **required number**.

For "Cancel", go on-hook directly.

destination extension no.

OR

outside line access no. ▶ outside phone no.

(Max. 32 digits)

#　　C.Tone

Enter **destination extension number**. Or enter **outside line access number** and then **outside phone number**.

Enter **#**.　　On-hook.

To set from another extension

PT/SLT/PS

0	Both
1	Outside Line
2	Intercom

| 7 | Follow Me |
| 8 | Follow Me Cancel |

Off-hook.　　Enter **✱71**.　　Enter **0** to **2** as you desire.　　Enter **7** or **8**.

your extension no.

C.Tone

Enter **your extension number**.　　On-hook.

To set the timer for "No Answer" and "Busy/No Answer"

PT/SLTPS/PS

Off-hook. ▶ Enter ✳**713**. ▶ **time** | C.Tone | On-hook.

Enter **time**
(**seconds** [2 digits]).

To set/cancel (Call Forwarding [FWD] for your Incoming Call Distribution Group)

PT/SLT/PS | *ICDG: Incoming Call Distribution Group*

Off-hook. ▶ ✳ **7** **1** Enter ✳**71**.

4 Both
OR
5 Outside Line
OR
6 Intercom

Enter **4** to **6** as you desire.

1 Set
OR
0 Cancel

Enter **1** to set or **0** to cancel.

ICDG extension no. ▶▶

Enter **ICDG extension number**.

▶▶

destination extension no.
OR
outside line access no. ▶ **outside phone no.**
(Max. 32 digits)

▶ **#** C.Tone

Enter **destination extension number**.
Or enter **outside line access number**
and then **outside phone number**.

Enter **#**. On-hook.

- The FWD/DND button light shows the current status as follows:
  Off: Both features are not set.
  Red on: FWD mode
  Flashing red: DND mode
- The Group FWD button light shows the current status as follows.
  Off: No set
  Red on: FWD mode
- You can set different destinations for intercom and outside calls.
- Transferred outside calls are also forwarded to the destination assigned for outside calls.
- You can change the mode by pressing the FWD/DND button or the Group FWD button while on-hook.
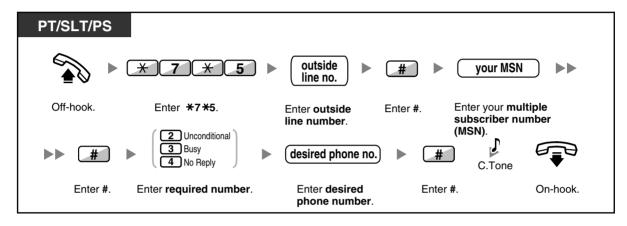
☞ **Customising Your Phone**
- 3.1.3 Customising the Buttons
  Create or edit a FWD/DND button or a Group FWD button.

◆ Forwarding Your Calls Using ISDN Service (Call Forwarding [CF]—by ISDN)
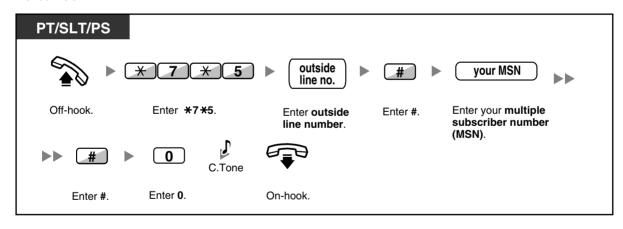
All calls are forwarded to an outside party using ISDN. The following types of call forwarding are provided by the ISDN service.

— Unconditional **(Call Forwarding Unconditional [CFU])**
— When your extension is busy **(Call Forwarding Busy [CFB])**
— When you do not answer **(Call Forwarding No Reply [CFNR])**

To set

PT/SLT/PS				
Off-hook.	Enter ✱7✱5.	Enter **outside line number**.	Enter **#**.	Enter your **multiple subscriber number (MSN)**.

Enter **#**.	2 Unconditional / 3 Busy / 4 No Reply — Enter **required number**.	Enter **desired phone number**.	Enter **#**.	C.Tone — On-hook.

To cancel

PT/SLT/PS				
Off-hook.	Enter ✱7✱5.	Enter **outside line number**.	Enter **#**.	Enter your **multiple subscriber number (MSN)**.

Enter **#**.	Enter **0**.	C.Tone — On-hook.
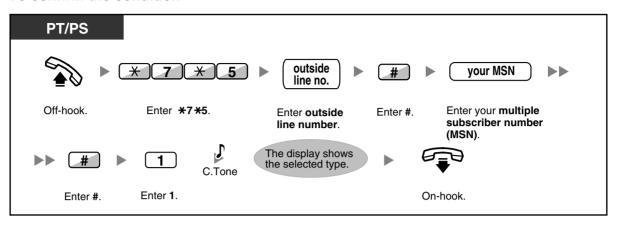
To confirm the condition

PT/PS

Off-hook. ▶ [✳][7][✳][5] Enter ✳7✳5. ▶ [outside line no.] Enter **outside line number**. ▶ [#] Enter #. ▶ [your MSN] Enter your **multiple subscriber number (MSN)**. ▶▶

▶▶ [#] Enter #. ▶ [1] Enter **1**. ♪ C.Tone (The display shows the selected type.) ▶ On-hook.
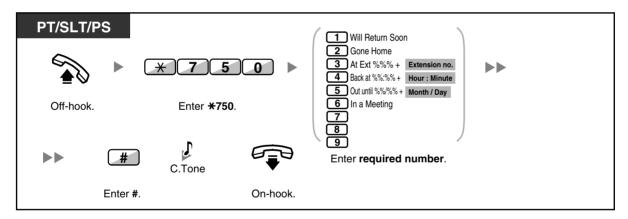
1.5.2 Showing a Message on the Caller's Telephone Display (Absent Message)
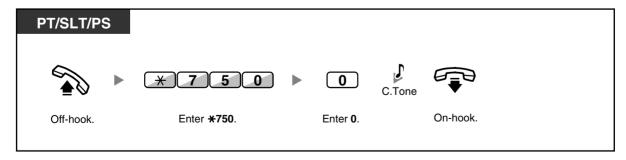
You can show the reason you do not answer, if the caller uses a Panasonic display proprietary telephone. There are eight preprogrammed messages and one for your personal message (16 characters). The selected message is shown on the display of your telephone.

Message no.	Message (Example)
1	Will Return Soon
2	Gone Home
3	At Ext %%% (Extension number)
4	Back at %%:%% (Hour:Minute)
5	Out until %%/%% (Month/Day)
6	In a Meeting
7	
8	
9	*A message assigned for each extension.*

To set

To cancel
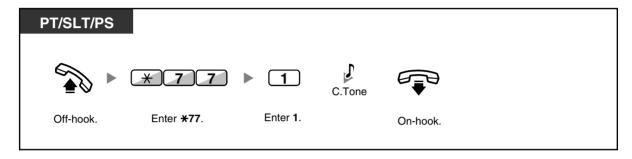
- Enter the desired value in the "%" positions. You must enter the correct number of characters as represented by the "%" using 0 to 9 or ✳.
- The default messages can be changed. Consult your dealer.

1.5.3   Preventing Other People from Using Your Telephone (Extension Lock)
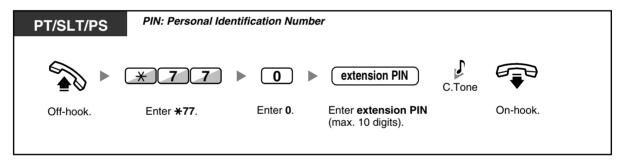
You can lock your extension so that other users cannot make inappropriate calls nor change some settings of your extension.
This feature is also known as Electronic Station Lockout.

To lock

PT/SLT/PS

Off-hook. ▸ Enter ✳77. ▸ Enter **1**. ♪ C.Tone On-hook.

To unlock

PT/SLT/PS	*PIN: Personal Identification Number*

Off-hook. ▸ Enter ✳77. ▸ Enter **0**. ▸ Enter **extension PIN** (max. 10 digits). ♪ C.Tone On-hook.

- **If you forget the extension PIN or cannot unlock your phone,** consult your manager. He can clear your extension PIN. Then, you can set the new PIN and unlock your extension by entering it.
- If your extension is locked by this feature, it cannot perform feature as follows:
  — Making outside calls
  — Changing the FWD/DND assignment
  — Changing the call forwarding destination
- If you do not set extension PIN, you cannot lock and unlock.

1.6 Making/Answering an Announcement
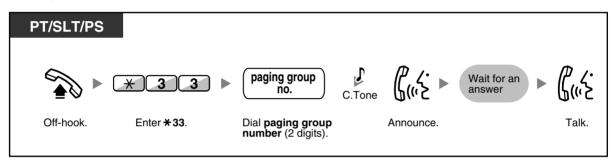
1.6.1 Paging

— Group Paging
— Paging and then Transferring a Call

◆◆ Group Paging

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

To page

PT/SLT/PS

Off-hook. ▶ Enter ＊33. ▶ Dial **paging group number** (2 digits). C.Tone Announce. ▶ Wait for an answer ▶ Talk.
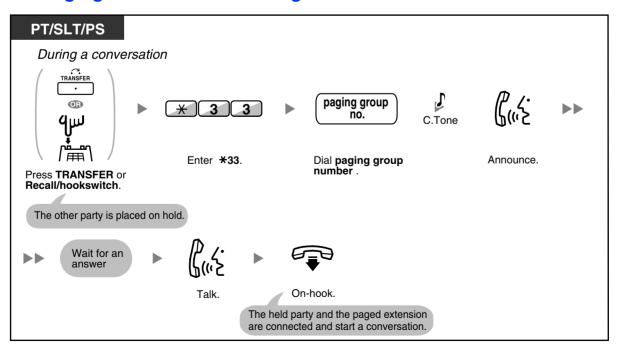
- If the group which you paged is already being used for paging, you hear a busy tone.

◆◆ Paging and then Transferring a Call

PT/SLT/PS

During a conversation

Press **TRANSFER** or **Recall/hookswitch**. ▶ Enter ＊33. ▶ Dial **paging group number** . C.Tone Announce. ▶▶

The other party is placed on hold.

▶▶ Wait for an answer ▶ Talk. ▶ On-hook.

The held party and the paged extension are connected and start a conversation.
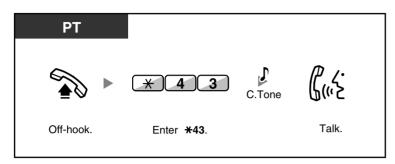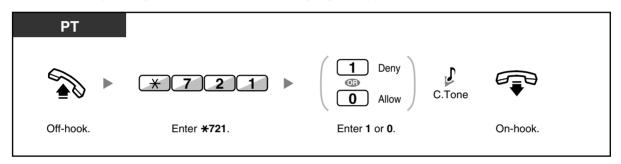
• After you go on-hook, the caller can talk to the person who answers the page.

1.6.2   Answering/Denying a Paged Announcement

To answer

PT			
☎ ▶	[✱] [4] [3]	♪ C.Tone	☎(((
Off-hook.	Enter ✱**43**.		Talk.

To allow/deny a paged announcement (Paging Deny)

PT				
☎ ▶	[✱] [7] [2] [1] ▶	[1] Deny OR [0] Allow	♪ C.Tone	☎
Off-hook.	Enter ✱**721**.	Enter **1** or **0**.		On-hook.
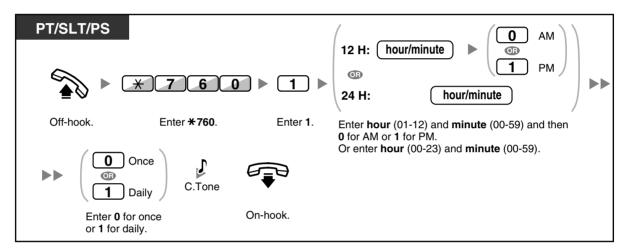
- An extension which is ringing, busy extension, has DND or deny paging set and single line telephones cannot receive a paging announcement.
- Even if the announcement is not paging your extension, you can answer it, if it is paging your group.

1.7 Setting the Telephone According to Your Needs
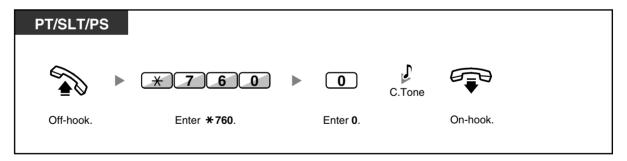
1.7.1 Setting the Alarm (Timed Reminder)

You can receive a ringback alarm at your telephone to remind you of a meeting, appointment or as a wake-up call. The alarm can occur either once or daily (every day until cancelled) at a preset time. When you go off-hook to answer, you will hear a special dial tone or prerecorded message.

To set

PT/SLT/PS

Off-hook.   Enter ✱760.   Enter **1**.

12 H: hour/minute ▸ 0 AM / OR / 1 PM

24 H: hour/minute

Enter **hour** (01-12) and **minute** (00-59) and then **0** for AM or **1** for PM.
Or enter **hour** (00-23) and **minute** (00-59).

0 Once / OR / 1 Daily   C.Tone   On-hook.

Enter **0** for once or **1** for daily.

To cancel

PT/SLT/PS

Off-hook.   Enter ✱760.   Enter **0**.   C.Tone   On-hook.
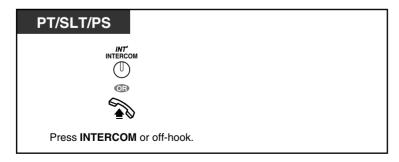
To stop or answer the ringback

PT/SLT/PS

INT
INTERCOM

OR

Press **INTERCOM** or off-hook.

To confirm

PT
TRANSFER
Press **TRANSFER** several times.
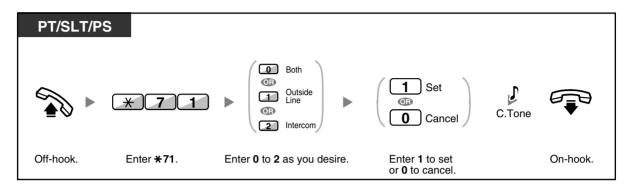
- • You can also confirm the Timed Reminder by using the soft button.
- • The alarm keeps ringing for thirty seconds.
- • **If you receive an incoming call during ringback,** the ringing starts after the ringback stops.
- • **If you are having a conversation exceeding alarm ringing period,** the ringback will start after your conversation.

1.7.2   Refusing Incoming Calls (Do Not Disturb [DND])

You may set this feature when you are in a meeting or busy.

To set/cancel

PT/SLT/PS

		0 Both OR 1 Outside Line OR 2 Intercom		1 Set OR 0 Cancel	♪ C.Tone	
Off-hook.	Enter ✱71.	Enter **0** to **2** as you desire.		Enter **1** to set or **0** to cancel.		On-hook.

- The FWD/DND button light shows the current status as follows:
  Off: Both features are not set.
  Red on: FWD mode
  Flashing red: DND mode
- You can set this feature for intercom and outside incoming calls separately. If it is set, the caller receives the DND tone.
- If this feature is set, the Call Forwarding (FWD) feature does not work.
- Specified extensions can override this feature and call DND extensions (DND Override).
- You can change the mode by pressing the FWD/DND button while on-hook.

Customising Your Phone
- 3.1.3 Customising the Buttons
  Create or edit a FWD/DND button.

1.7.3 Receiving Call Waiting (Call Waiting/Off-Hook Call Announcement [OHCA]/Whisper OHCA)

During a conversation, you can be informed of a call waiting with a tone or voice announcement through your built-in speaker or handset. (Default: Disable—No call [Intercom calls]/No tone [Outside calls])

Call Waiting Tone:
a waiting tone through the built-in speaker of PT/handset of SLT. To change the tone from PT, refer to "3.1.1 Customising Your Phone (Personal Programming)".
OHCA:
a voice announcement through the built-in speaker
Whisper OHCA:
a voice announcement through the handset
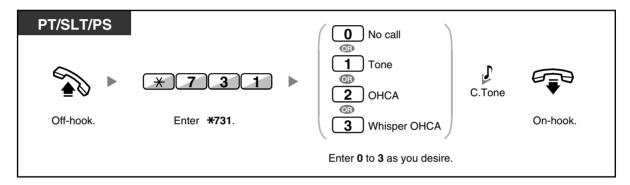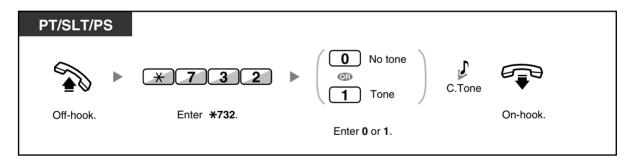
To set/cancel for intercom calls

PT/SLT/PS

Off-hook. ▷ Enter **✲731**. ▷

0 No call
OR
1 Tone
OR
2 OHCA
OR
3 Whisper OHCA

Enter **0** to **3** as you desire.

C.Tone   On-hook.

To set/cancel for outside calls

PT/SLT/PS

Off-hook. ▷ Enter **✲732**. ▷

0 No tone
OR
1 Tone

Enter **0** or **1**.

C.Tone   On-hook.

1.7.4 Displaying Your Telephone Number on the Called Party and Caller's Telephone (Calling/Connected Line Identification Presentation [CLIP/COLP])

CLIP:
When making an outside call, you can present your preprogrammed telephone number to the called party.
COLP:
When receiving an outside call, you can present your preprogrammed telephone number to the calling party.
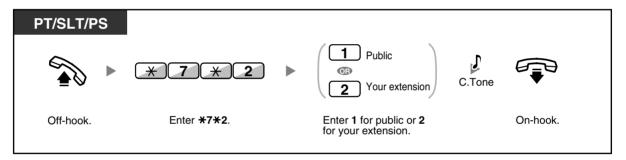
You can select the telephone number sent, either the number of the line used or the number assigned to your extension.
If you select "Public", the calling/called party sees the number of the line used (subscriber's number).
If you select "Your extension", they see the telephone number assigned on your extension.

To show either the number assigned to the outside line or your extension

PT/SLT/PS

Off-hook.	Enter ✱7✱2.	Enter **1** for public or **2** for your extension.		On-hook.
	✱ 7 ✱ 2	**1** Public OR **2** Your extension	C.Tone	
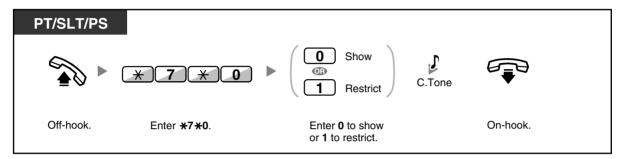
- If you use the ICD Group button to make a call to the other party, the telephone number assigned to the ICD Group will be used.

1.7.5 Preventing Your Telephone Number Being Displayed on the Caller's Telephone (Connected Line Identification Restriction [COLR])

When receiving an outside call, you can select whether the caller can see your telephone number or not.

To show/restrict

- You can change the mode by pressing a preset COLR button while on-hook.
  The COLR button light shows the current status as follows:
  Off: shows your telephone number
  Red on: restricts your telephone number being displayed
- Availability of this feature depends on the ISDN service of your telephone company.
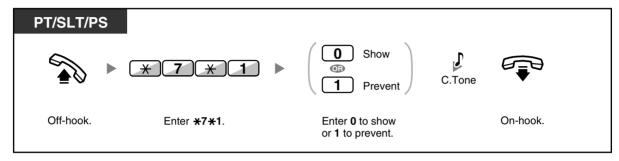
Customising Your Phone
- 3.1.3 Customising the Buttons
  Create or edit a Connected Line Identification Restriction (COLR) button.

1.7.6   Preventing Your Number Being Displayed on the Called Party's Telephone (Calling Line Identification Restriction [CLIR])

When making an outside call, you can select whether the called party can see your telephone number or not.

To show/prevent

PT/SLT/PS

	0 Show		
➡ ✱ 7 ✱ 1 ➡	OR	C.Tone	
	1 Prevent		
Off-hook.	Enter ✱7✱1.	Enter **0** to show or **1** to prevent.	On-hook.

- You can change the mode by pressing a preset CLIR button while in on-hook.
  The CLIR button light shows the current status as follows:
  Off: shows your telephone number
  Red on: prevents your telephone number being displayed
- Availability of this feature depends on the ISDN service of your telephone company.
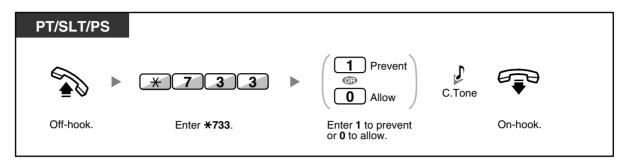
Customising Your Phone

- 3.1.3 Customising the Buttons
  Create or edit a Calling Line Identification Restriction (CLIR) button.

1.7.7 Preventing Other People from Joining Your Conversation (Executive Busy Override Deny)

PT/SLT/PS

Off-hook.	Enter ✳733.	**1** Prevent **OR** **0** Allow Enter **1** to prevent or **0** to allow.	C.Tone	On-hook.
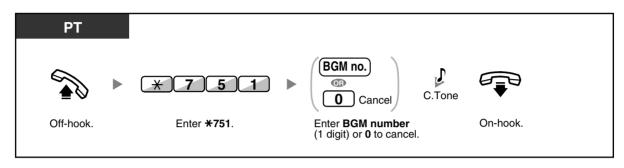
> • Some extensions may be prohibited from performing this feature.

1.7.8 Turning on the Background Music (BGM)

You can listen to the background music through your telephone speaker while on-hook. An external music source, such as a radio, must be connected.
If your extension becomes busy (off-hook, making or receiving a call etc.), the music stops temporarily. When you go back on-hook, the music starts again.

To select and set/cancel

PT

Off-hook. ▶ Enter **✳751**. ▶ Enter **BGM number** (1 digit) or **0** to cancel.   C.Tone   On-hook.
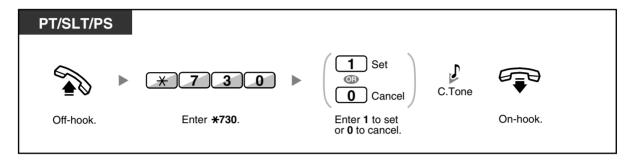
BGM no.
OR
0 Cancel

1.7.9 Protecting Your Line against Notification Tones (Data Line Security)

You can protect the line against audible notification tones, such as a call waiting tone during a conversation. Set this feature if your extension has a data communication device, such as a computer or fax machine connected to ensure secure data transmission.
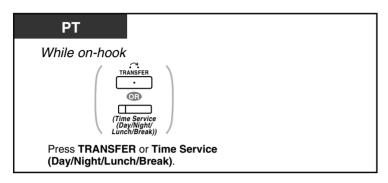
To set/cancel

1.7.10 Checking the Time Service Status

You can check the current status of the Time Service on the
display.

PT

While on-hook

TRANSFER

OR

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

Press **TRANSFER** or **Time Service
(Day/Night/Lunch/Break)**.

- The Time Service (Day/Night/Lunch/Break) button light always shows the current status as
  follows:

  Off: Day mode
  Green on: Lunch mode
  Flashing Green: Break mode
  Red on: Night mode
  Flashing Red: Holiday mode

- Any extension user except the managers can check the current status by pressing the Time
  Service (Day/Night/Lunch/Break) button.

Customising Your Phone
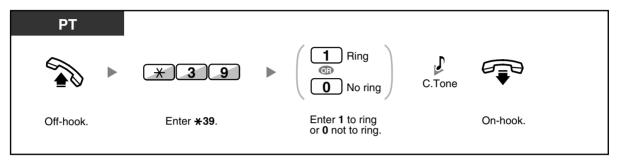
- 3.1.3 Customising the Buttons
  Create or edit a Time Service (Day/Night/Lunch/Break) button.

1.7.11 Setting the Parallel Telephone to Ring (Parallelled Telephone)

A proprietary telephone extension user can choose whether the single line telephone connected in parallel will ring or not, when an incoming call is received.
 (Default: Ring)

PT

Off-hook.	Enter ✱39.	Enter **1** to ring or **0** not to ring.		On-hook.
	✱ 3 9	1 Ring OR 0 No ring	C.Tone	
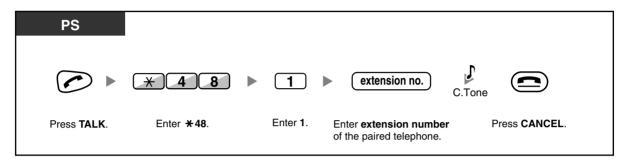
- **Even if "No ring" is selected,** calls can be made and answered on the single line telephone by lifting the handset.
- **If you go off-hook while your parallelled telephone is in use,** the call will switch over to you.
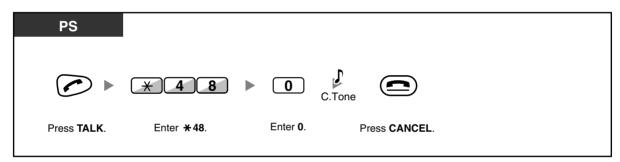
1.7.12 Using Your PS in Parallel with a Wired Telephone (Wireless XDP Parallel Mode)

Your PS can be used in parallel with a PT or SLT.
When in this mode, incoming calls to a wired telephone also ring the paired PS.

To set

PS				
✆ ▶	✱ 4 8 ▶	1 ▶	extension no. ♪ C.Tone	☎
Press **TALK**.	Enter ✱**48**.	Enter **1**.	Enter **extension number** of the paired telephone.	Press **CANCEL**.

To cancel

PS				
✆ ▶	✱ 4 8 ▶	0 ♪ C.Tone	☎
Press **TALK**.	Enter ✱**48**.	Enter **0**.	Press **CANCEL**.
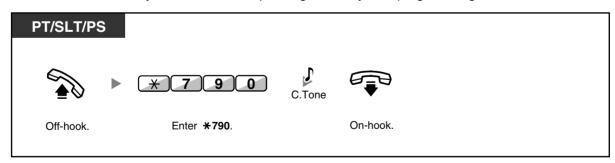
- Some wired telephones are prohibited from using this feature.
- **If you go off-hook while your parallelled telephone is in use,** the call will switch over to you.

1.7.13 Clearing Features Set at Your Extension (Extension Setting Clear)

You can clear the following features which you have set at your extension.
This feature is also known as Station Programme Clear.

Features	Default Setting
Hot Line*	**Off**
Message Waiting—(All the messages that have been left by other extension users)	**Off**
Call Pickup Deny	**Allow**
Call Forwarding (FWD)*	**Off**
Absent Message	**Off**
Paging Deny	**Allow**
Timed Reminder	**Cleared**
Do Not Disturb (DND)*	**Off**
Call Waiting for intercom calls	**Disable (No call)**
Call Waiting for outside calls*	**Disable (No tone)**
Executive Busy Override Deny	**Allow**
BGM	**Off**
Data Line Security	**Off**
Parallelled Telephone	**The telephone in parallel rings.**
Log-in/Log-out	**Log-in**

* These features may not be cleared depending on the system programming.

PT/SLT/PS

Off-hook. ▶ Enter ✱790.   C.Tone   On-hook.
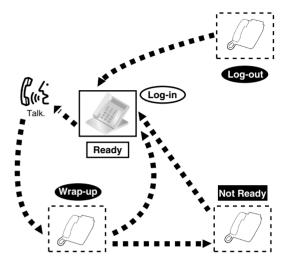
1.8   Utilising the Call Centre
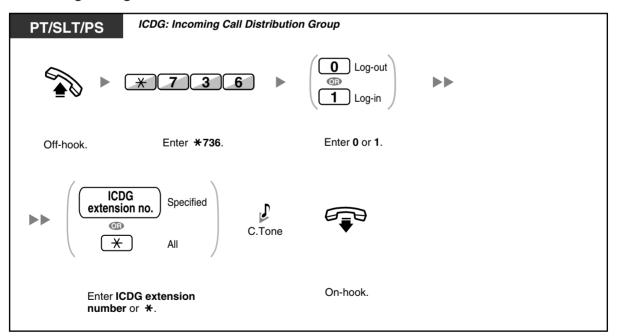
1.8.1   Leaving an Incoming Call Distribution Group (Log-in/ Log-out, Wrap-up)
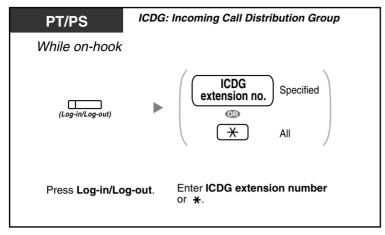
You can control your status in an incoming call distribution group. When in the Log-out mode, incoming calls to the group will not ring at your extension. When you return, calls will again ring at your extension. (Default: Log-in)
Even if your extension is logged-in, you can have a specified time period (wrap-up time) when you will not receive calls after completing a previous call. This time can be used for you to write a report and so on. You can also manually select "Not Ready" mode to temporarily leave a distribution group.
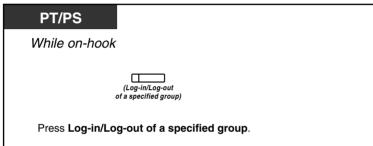
To set Log-in/Log-out

PT/SLT/PS   *ICDG: Incoming Call Distribution Group*

Off-hook.   Enter ✳**736**.   Enter **0** or **1**.

0 Log-out
OR
1 Log-in

ICDG extension no. Specified
OR
✳ All

Enter **ICDG extension number** or ✳.

C.Tone

On-hook.

PT/PS   *ICDG: Incoming Call Distribution Group*

While on-hook

▭▬
(Log-in/Log-out)   ▶   ┌ **ICDG extension no.** ┐ Specified
                             OR
                             [✳] All

Press **Log-in/Log-out**.   Enter **ICDG extension number** or ✳.

PT/PS

While on-hook

▭▬
(Log-in/Log-out of a specified group)

Press **Log-in/Log-out of a specified group**.

To enter/leave the Not Ready mode

PT/SLT

☏ ▶ [✳][7][3][5] ▶ ┌ [1] Not Ready ┐ ♪ ☏
                        OR   C.Tone
                        [0] Ready

Off-hook.   Enter ✳**735**.   Enter **1** or **0**.   On-hook.

To set/cancel the Not Ready mode or to leave the Wrap-up mode (To enter the Ready mode)

PT/PS

While on-hook

▭▬
(Wrap-up)

Press red or flashing red **Wrap-up.**✳

- • * The status will be as follows:
  Ready → Not Ready
  Not Ready → Ready
  Wrap-up → Not Ready

- • The Log-in/Log-out of a specified group button light shows the current status as follows:
  Off: Log-in mode
  Red on: Log-out mode

- • The Wrap-up button alternates the setting of Wrap-up mode, Not Ready mode or Ready mode.
  The Wrap-up button light shows the current status as follows:
  Off: Ready mode
  Red on: Not Ready mode
  Flashing red: Wrap-up mode

- • In Wrap-up mode/Not Ready mode, your extension does not receive calls through any group, even if it belongs to multiple groups.

- • There may be at least one extension in the incoming call distribution group that is in the Log-in mode.

- • The Supervisor extension can control the Log-in/Log-out status of other extensions.
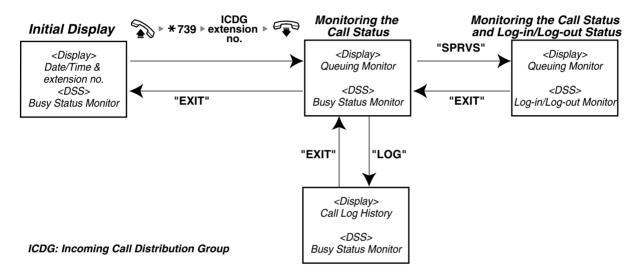
Customising Your Phone

3.1.3 Customising the Buttons
Create or edit a Log-in/Log-out button, a Log-in/Log-out of a specified group button or a Wrap-up button.

1.8.2 Monitoring and Controlling the Call Status of an Incoming Call Distribution Group (Incoming Call Distribution Group Monitor)

— Monitoring the Status of Waiting Calls
— Monitoring and Changing the Log-in/Log-out Status of Extensions

The extension assigned as a Supervisor extension can monitor and control the status of other extensions in an incoming call distribution group. It should have a PT with 6-line display. The display and DSS buttons show as follows:

ICDG: Incoming Call Distribution Group

◆◆ Monitoring the Status of Waiting Calls

The Supervisor extension can monitor the status of calls waiting to be answered in the queue. If an incoming call distribution group has an overflowed call, the display shows the status automatically. The following information is displayed.
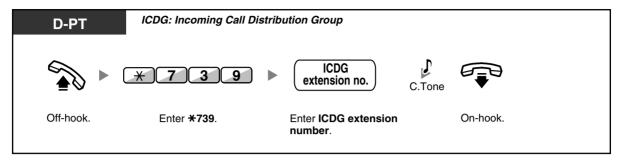
<Queuing Monitor>
• The current date/time
• The ICDG extension number/name
• The number of waiting calls
• The longest waiting time
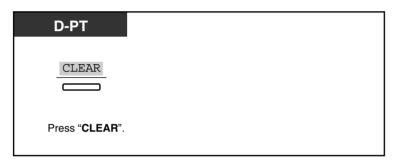
<Call Log History>
• The date/time when cleared at last time
• The total number of received calls
• The number of overflowed calls
• The number of unanswered calls
• The average waiting time of queuing calls

To monitor

D-PT	*ICDG: Incoming Call Distribution Group*

Off-hook. ▶ Enter ✳**739**. ▶ Enter **ICDG extension number**. C.Tone On-hook.

To clear data

D-PT

CLEAR

Press "**CLEAR**".
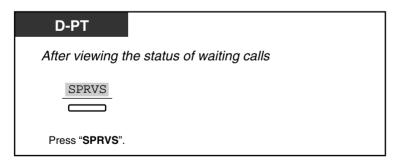
- The accumulated data is cleared.
  "****" shows if the number to be displayed exceed the maximum displayable digits.
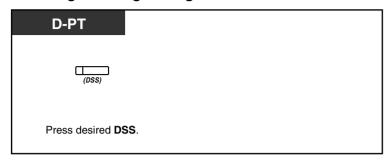
◆◆ Monitoring and Changing the Log-in/Log-out Status of Extensions

The Supervisor extension can monitor the Log-in/Log-out status of the incoming call distribution group members by the DSS button light. It can also change their Log-in/Log-out status if needed.

To monitor

D-PT

After viewing the status of waiting calls

SPRVS

Press "**SPRVS**".

To change the Log-in /Log-out mode

D-PT
(DSS)
Press desired **DSS**.

• The DSS button light shows the current status as follows:
  Off: The extension is not in the group.
  Green on: Log-in (Ready) mode
  Flashing green: Log-in (Not Ready) mode
  Red on: Log-out mode
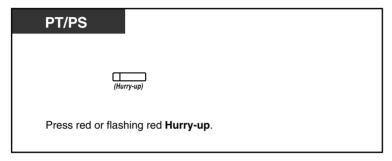
1.8.3　Forwarding a Waiting Call (Manual Queue Redirection)

When your incoming call distribution group is busy and other outside calls arrive, the arriving calls are put in a waiting queue.
Extensions can check the status of the queue with the Hurry-up button light, and forward the longest waiting call in the queue to a preset destination manually.
This feature is also known as Hurry-up Transfer.

To forward the waiting call

PT/PS
  ▭ ▭ *(Hurry-up)*   Press red or flashing red **Hurry-up**.

> • The Hurry-up button light shows the current status as follows:
>   **Off:** No waiting call
>   **Red on:** Some calls are waiting
>   **Flashing red:** The number of calls exceeds the manual queue redirection level.

Customising Your Phone
  • 3.1.3 Customising the Buttons
    Create or edit a Hurry-up button.

1.9 Using User-supplied Equipment

1.9.1 If a Doorphone/Door Open is Connected
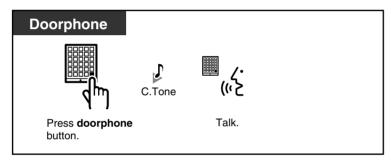
You can talk to a person at the door through the doorphone. Preprogrammed extensions or an outside party can receive the calls from the doorphone. You can open the door.

— Doorphone Call
— Opening the Door (Door Open)

◆◆ Doorphone Call

To call from the doorphone

Doorphone
Press **doorphone** button.   C.Tone   Talk.
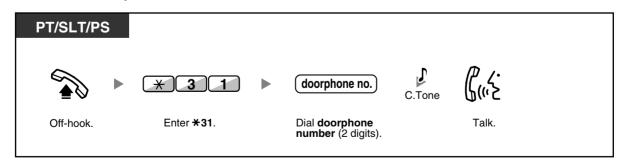
To answer a call from the doorphone

PT/SLT/PS
Off-hook.

To call the doorphone

PT/SLT/PS
Off-hook. ▶ Enter ✱**31**. ▶ Dial **doorphone number** (2 digits).   C.Tone   Talk.
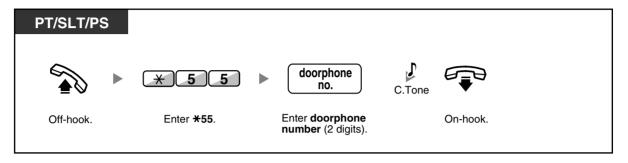
• If no one answers a doorphone call within a specified time period, the call is cancelled.
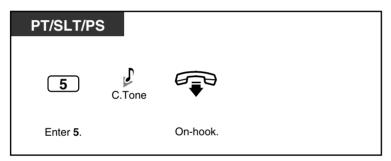
Opening the Door (Door Open)

Some extensions may be prohibited from using this feature.

From a specified extension

PT/SLT/PS

Off-hook. ▶ ✻ 5 5 ▶ doorphone no. ♪ C.Tone

Off-hook.   Enter **✻55**.   Enter **doorphone number** (2 digits).   On-hook.

From any extension while talking to the doorphone

PT/SLT/PS

5   ♪ C.Tone

Enter **5**.   On-hook.

- The door open will be triggered for a specified time period.

1.9.2   If a Host PBX is Connected

— Accessing External Services (External Feature Access [EFA])

◆◆ Accessing External Services (External Feature Access [EFA])

You can access special features (e.g. Call Waiting) offered by a host PBX or telephone company. This feature is only effective for an outside call.

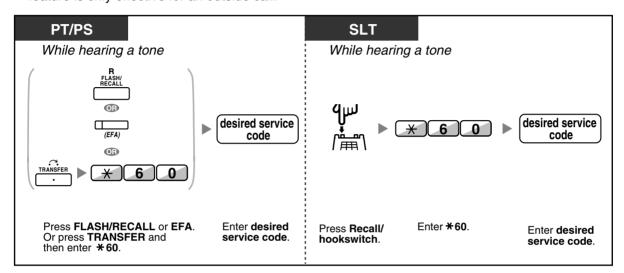| PT/PS		SLT	
While hearing a tone		*While hearing a tone*	
R **FLASH/ RECALL** [ ] **OR** [ ] *(EFA)* **OR** **TRANSFER** ▶ ✳ 6 0	▶ desired service code	▶ ✳ 6 0	▶ desired service code
Press **FLASH/RECALL** or **EFA**. Or press **TRANSFER** and then enter ✳**60**.	Enter **desired service code**.	Press **Recall/ hookswitch**. Enter ✳**60**.	Enter **desired service code**.

- In this case, FLASH/RECALL button on a proprietary telephone is in the External Feature Access (EFA) mode.

Customising Your Phone

- 3.1.3 Customising the Buttons
  Create or edit an External Feature Access (EFA) button.

1.9.3   If a Voice Processing System is Connected

You or an outside party can access the Voice Processing System from a telephone.

— Call Forwarding to Voice Mail (Voice Mail Integration)

If your PBX has a Panasonic Voice Processing System connected (e.g. KX-TVP/KX-TVS series) using digital integration, the following features are also available:

— Screening Calls (Live Call Screening [LCS])
— Recording a Conversation (Two-way Record)

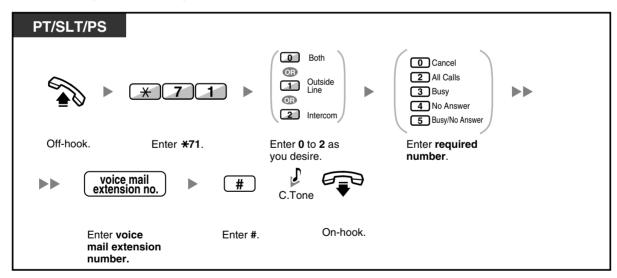## ◆◆ Call Forwarding to Voice Mail (Voice Mail Integration)

— To forward your calls to your mailbox
— To transfer a call to a mailbox
— To listen to messages

If you cannot answer calls, you can forward them to your mailbox. You can select the type of incoming calls (Intercom/Outside/Both Calls). If your telephone has a MESSAGE button, the MESSAGE light turns on and lets you know you have messages. Even if a MESSAGE button is not provided, you will hear an indication tone* when going off-hook.
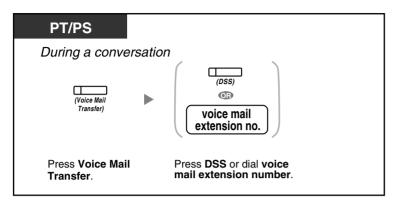You can also transfer received outside calls to a mailbox so that calling parties can leave messages.
If you create a Voice Mail Transfer button on your phone, the transfer is done easily without confirming the voice mail extension number (Voice Mail Transfer).
The duration for recording depends on the voice processing system.

To forward your calls to your mailbox

To transfer a call to a mailbox

PT/PS
During a conversation

Press **Voice Mail Transfer**.

Press **DSS** or dial **voice mail extension number**.

To listen to messages

PT/SLT/PS

Off-hook.

Press **MESSAGE** or enter **voice mail extension number**.

*Indication tone after off-hook

1 s

- You can access a voice mail with one-touch.

Customising Your Phone

- 3.1.3 Customising the Buttons
  Create or edit a Voice Mail Transfer button or a Message button.

◆◆ Screening Calls (Live Call Screening [LCS])

While a caller is leaving a message in your mailbox, you can monitor the call without answering. If you so desire, you can answer the call while monitoring. There are two methods available (Default: Hands-free mode).

Hands-free mode:
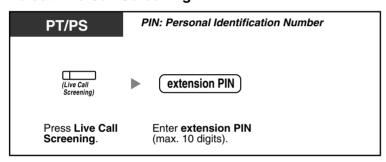You can monitor the message automatically, live through the telephone speaker.
Private mode:
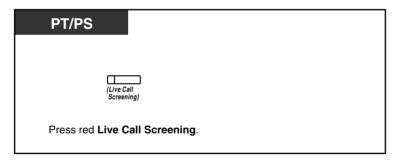You will hear an alarm tone while the caller is leaving a message.

Before operating

- Create a Live Call Screening (LCS) button (Personal Programming).

- Select the mode, either Hands-free or Private (Personal Programming).

- Set the extension PIN (Personal Identification Number)

- Set the Live Call Screening feature.

To set Live Call Screening

PT/PS	*PIN: Personal Identification Number*
☐▢ *(Live Call Screening)* ▶	(**extension PIN**)
Press **Live Call Screening**.	Enter **extension PIN** (max. 10 digits).

To cancel Live Call Screening

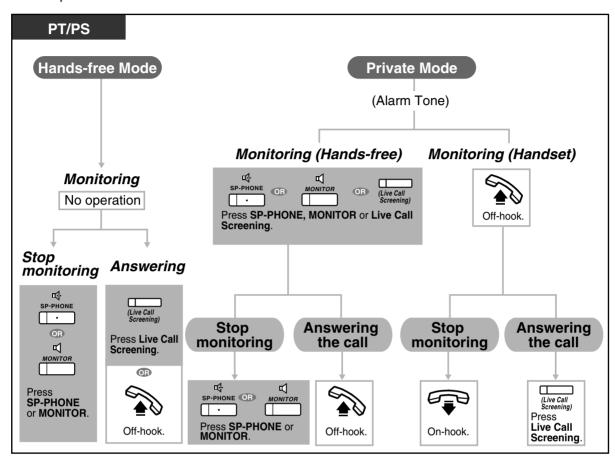| PT/PS |
|---|
| ☐▢ *(Live Call Screening)* |
| Press red **Live Call Screening**. |

Operation Flowchart

The operations in the shaded areas can be done hands-free.

- The Live Call Screening (LCS) button light shows the feature status as follows:
  Off: LCS is off.
  Flashing green rapidly: Alerting in the Private mode
  Flashing green slowly: Monitoring.
  Red on: LCS is on.
- The manager extension can clear an extension PIN.
- This feature is available for a single line telephone if it is connected to a proprietary telephone in parallel. (Private Mode only)
  To answer the call while monitoring, press Recall/hookswitch.
- A PS user cannot monitor in the Hand-free mode.
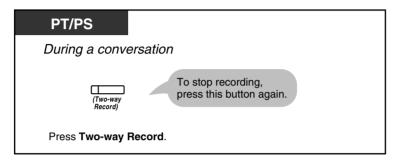
Customising Your Phone

- 3.1.2 Settings on the Programme Mode—**Live Call Screening Mode Set**
  Select the mode, either monitoring the message through the speaker automatically or receiving, while the caller leaves a message.
- 3.1.3 Customising the Buttons
  Create or edit a Live Call Screening (LCS) button.

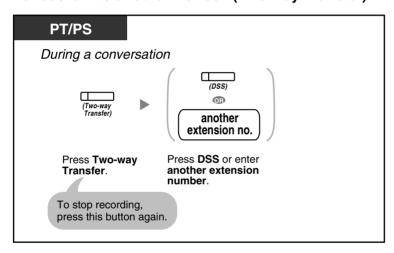### ◆◆ Recording a Conversation (Two-way Record)

You can record a conversation into a mailbox while talking on the phone.
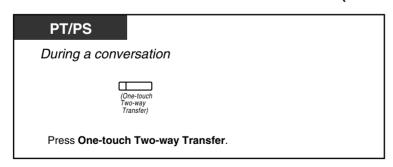You can select the mailbox each time you record a conversation.

To record into your mailbox

> **PT/PS**
>
> *During a conversation*
>
> ▭
> *(Two-way Record)*
>
> To stop recording, press this button again.
>
> Press **Two-way Record**.

To record into another mailbox (Two-way Transfer)

> **PT/PS**
>
> *During a conversation*
>
> ▭
> *(Two-way Transfer)*
> ▶
> ▭ *(DSS)*
> **OR**
> another extension no.
>
> Press **Two-way Transfer**.
>
> Press **DSS** or enter **another extension number**.
>
> To stop recording, press this button again.

To record into another mailbox with one-touch (One-touch Two-way Transfer)

> **PT/PS**
>
> *During a conversation*
>
> ▭
> *(One-touch Two-way Transfer)*
>
> Press **One-touch Two-way Transfer**.

- The Two-way Record button light, Two-way Transfer button light or One-touch Two-way Transfer button light shows the current status as follows:

  Off: Not recording.
  On: Recording the conversation.

- **Note:**
  When you record your Two-way telephone conversations, you should inform the other party that the conversation is being recorded.

Customising Your Phone

- 3.1.3 Customising the Buttons
  Create or edit a Two-way Record button light, a Two-way Transfer button and a One-touch Two-way Transfer button.

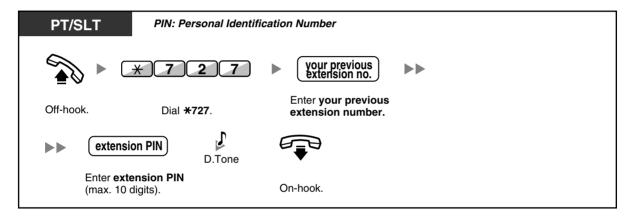# 1.10 After Moving to a New Location in the Office

1.10.1 Using the Same Settings as Your Previous Extension (Walking Extension)

You can use the same features assigned on your previous extension even if you move to another extension in the office.
You can retain your settings such as extension number or One-Touch Dialling memory etc. on the new extension.
This feature is also known as Walking Station.

To set

- • Your previous extension will get the old settings of your new extension.
- • This feature is available for movement between SLT and SLT, PT and PT or SLT and PT.
- • For more information, refer to "3.1.1 Customising Your Phone (Personal Programming)".

1.11 Using a Display Proprietary Telephone (KX-T7XXX Series)

1.11.1 Using the Call Log

This is available for the display proprietary telephone and the portable station.

— Calling with the Incoming Call Log
— Calling with the Outgoing Call Log

◆◆ Calling with the Incoming Call Log

When you receive an outside call, the caller's information is recorded automatically in the incoming call log. The preprogrammed number of calls that can be logged per extension.
When a call which is over the preprogrammed number of calls comes in, the oldest call is deleted. You can modify the logged telephone number.
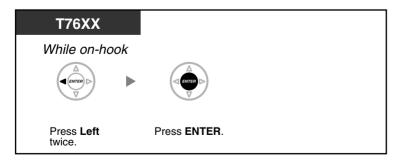When the Call Log button light turns on, there is a call which you did not answer.

The following information is logged.

- Caller's Name
- Caller's Phone & Number
- Date/Time of a call received
- Answerd or Not Answered
  Confirmed or Not Confirmed

To confirm the log information with the Call Log button

D-PT

(Call Log)

Press **Call Log**.

To confirm the log information with the Navigator key

T76XX

While on-hook

ENTER ▶ ENTER

Press **Left** twice.   Press **ENTER**.
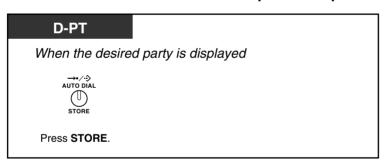
To clear the log information

D-PT
CLEAR ▭   Press "**CLEAR**".

To call

D-PT
When the desired party is displayed   ☎   Off-hook.

To store the caller's information for personal speed dialling

D-PT
When the desired party is displayed   →•/⋮→   AUTO DIAL   ⊍   STORE   Press **STORE**.

- The Call Log button light shows the current status as follows:
  Off: No incoming calls. Or you have already viewed the call log.
  Red on: You have missed calls to view.
- If your call is answered by another extension, the caller's information is recorded on the displays of both your extension and the answered extension.
- You can lock your call log by using an extension PIN (Personal Identification Number), so that you can prohibit access to your logged information. Refer to "3.1.2 Settings on the Programme Mode".
- You can also have a Call Log button for ICDG (Incoming Call Distribution Group).
- If a call arrives while you are using the call log, the call log display will be replaced with the caller's information.
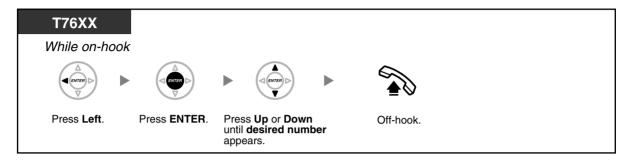
Customising Your Phone

3.1.3 Customising the Buttons
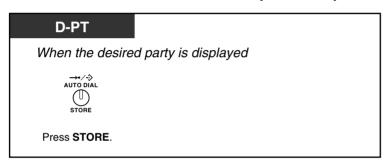Create or edit a Call Log button or Call Log for ICDG button.

◆◆ Calling with the Outgoing Call Log

You can redial using the outgoing call log.

To call

```
T76XX
```

While on-hook

Press **Left**.   Press **ENTER**.   Press **Up** or **Down**   Off-hook.
until **desired number**
appears.

To store the caller's information for personal speed dialling

```
D-PT
```

When the desired party is displayed

→•/⇥
AUTO DIAL
Ⓘ
STORE

Press **STORE**.

- You can lock your call log by using an extension PIN (Personal Identification Number), so that you can prohibit access to your logged information. Refer to "3.1.2 Settings on the Programme Mode".

- If a call arrives while you are using the call log, the call log display will be replaced with the caller's information.

1.11.2 Using the Directories

You can select and call using the directories (*Personal Speed Dialling Directory, System Speed Dialling Directory and Extension Number Directory*).
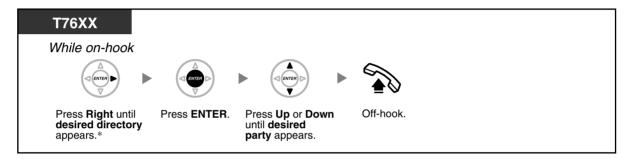Only personal directories can be stored, edited or deleted on your extension.
If a call arrives while you are using a directory, the display will be replaced with the caller's information.

— Calling with the Directory
— Storing the Names and Numbers
— Entering Characters

◆◆ Calling with the Directory

To select and call

T76XX

While on-hook

Press **Right** until **desired directory** appears.* ▶ Press **ENTER**. ▶ Press **Up** or **Down** until **desired party** appears. ▶ Off-hook.
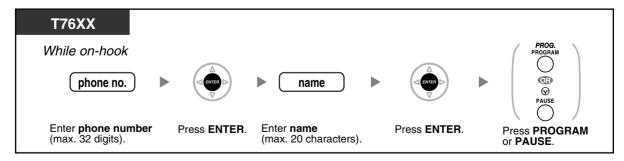
- • * The display order is as follows:
  One time: Personal Speed Dialling Directory
  Two times: System Speed Dialling Directory
  Three times: Extension Number Directory
- • To cancel or exit the current display, press the CANCEL button or "EXIT" on the display.

- • Directory entries generally should include name and number. If the name is not registered, an entry cannot be displayed.

◆◆ Storing the Names and Numbers

To store a Personal Speed Dialling Directory item or a PS Dialling Directory item

T76XX

While on-hook

phone no. ▶ ENTER ▶ name ▶ ENTER ▶ PROG. PROGRAM / OR / PAUSE

Enter **phone number** (max. 32 digits). Press **ENTER**. Enter **name** (max. 20 characters). Press **ENTER**. Press **PROGRAM** or **PAUSE**.

- Telephone number and name on the display are stored using the first spare Personal Speed Dial memory available.

◆◆ Entering Characters

You can enter the following characters. The tables show you the characters available for each button. Table 1 or Table 2 can be programmed.

Table 1 (Standard mode)

Times / Buttons	1	2	3	4	5	6	7	8	9
1	!	?	"	1					
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	(Space)	.	,	'	:	;	0		
✱	/	+	—	=	<	>	✱		
#	$	%	&	@	(	)	€	£	#

Table 2 (Option mode)

Times Buttons	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	!	?	"	ä	ö	ü	1								
2	A	B	C	a	b	c	À	Á	Â	Ã	Ä	Å	Æ	Ç	2
3	D	E	F	d	e	f	Đ	È	É	Ê	Ë	3			
4	G	H	I	g	h	i	Ì	Í	Î	Ï	4				
5	J	K	L	j	k	l	5								
6	M	N	O	m	n	o	Ñ	Ò	Ó	Ô	Õ	Ö	Ø	Œ	6
7	P	Q	R	S	p	q	r	s	ß	7					
8	T	U	V	t	u	v	Ù	Ú	Û	Ü	8				
9	W	X	Y	Z	w	x	y	z	Ý	9					
0	(Space)	.	,	'	:	;	0								
✱	/	+	—	=	<	>	✱								
#	$	%	&	@	(	)	€	£	#						

Table 2 (Option mode for GR model)

Times / Buttons	1	2	3	4	5	6	7	8	9
1	!	?	"	1					
2	A	B	Γ	2					
3	Δ	E	Z	3					
4	H	Θ	I	4					
5	K	Λ	M	5					
6	N	Ξ	O	6					
7	Π	P	Σ	7					
8	T	Y	Φ	8					
9	X	Ψ	Ω	9					
0	(Space)	.	,	'	:	;	0		
✳	/	+	—	=	<	>	✳		
#	$	%	&	@	(	)	€	£	#
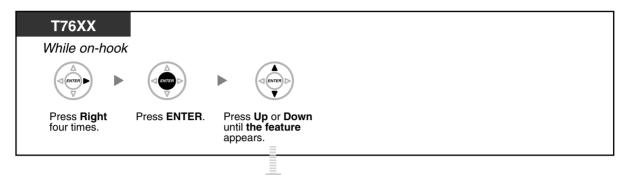
Table 2 (Option mode for RU model)

Times \ Buttons	1	2	3	4	5	6	7	8	9	10
1	А	Б	В	!	?	"	1			
2	Г	Д	Е	2						
3	Ж	З	И	Й	3					
4	К	Л	М	4						
5	Н	О	П	5						
6	Р	С	Т	6						
7	У	Ф	Х	7						
8	Ц	Ч	Ш	8						
9	Щ	Ъ	Ы	Ь	9					
0	Э	Ю	Я	(Space)	.	,	'	:	;	0
✱	/	+	—	=	<	>	✱			
#	$	%	&	@	(	)	€	£	#	

1.11.3 Accessing System Features (System Feature Access)

You can access a feature with the "Feature Access" menu.

To access "Feature Access" menu and select the feature

Features	Refer to
Automatic Callback Busy Cancel	1.2.4 When the Dialled Line is Busy or There is No Answer
Call Pickup, Direct	1.3.3 Answering a Call Ringing at Another Telephone (Call Pickup)
Call Pickup, Group	1.3.3 Answering a Call Ringing at Another Telephone (Call Pickup)
Doorphone Call	1.9.1 If a Doorphone/Door Open is Connected
Door Open	1.9.1 If a Doorphone/Door Open is Connected
External Background Music	2.1.4 Turning on the External Background Music (BGM)
Group Paging	1.6.1 Paging

Section 2

Manager Operation

This chapter shows the manager how to control the other extensions or the PBX.

2.1 Control Features

2.1.1 Extension Control
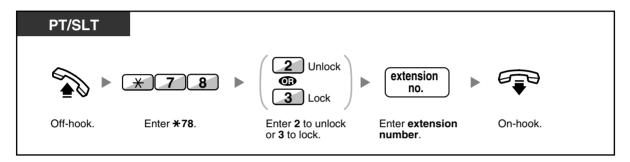
The manager extension can control the settings of other extensions.

— Changing the Settings of Other Extensions

◆◆ Changing the Settings of Other Extensions

To lock/unlock other extensions (Remote Extension Lock)

This feature is also known as Remote Station Lock Control.

PT/SLT

Off-hook.	Enter ✱78.	Enter **2** to unlock or **3** to lock.	Enter **extension number**.	On-hook.

> • If your extension is unlocked by the Remote Extension Lock feature, the Extension Lock assigned by itself will be unlocked.

2.1.2   Time Service Mode Control
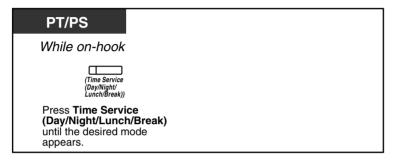
The manager extension or the preprogrammed extension can change the time mode (Day, Lunch, Break or Night).
There are two methods (Automatic or Manual) of changing the time modes.
Automatic: enables the time mode for each day on the week to change automatically. You may also change it manually.
Manual: enables to change a mode in manual as follows.
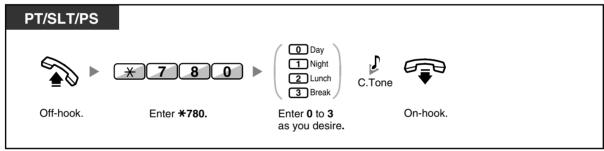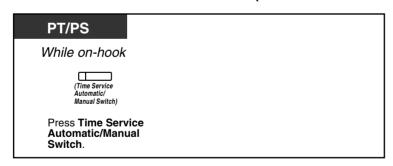
To change the time mode (Day/Night/Lunch/Break)

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

Off-hook. ▷ Enter **✱780**. ▷ **0** Day / **1** Night / **2** Lunch / **3** Break — Enter **0** to **3** as you desire**.** C.Tone — On-hook.

To select Automatic/Manual mode (Time Service Automatic/Manual Switch)

PT/PS

While on-hook

(Time Service Automatic/ Manual Switch)

Press **Time Service Automatic/Manual Switch**.

- Besides the time mode, there is Holiday mode. It can change mode once on a specified date.
- The Time Service (Day/Night/Lunch/Break) button light shows the current status as follows:
  Off: Day mode
  Green on: Lunch mode
  Flashing Green: Break mode
  Red on: Night mode
  Flashing Red: Holiday mode
- The Time Service Automatic/Manual Switch button light shows the current status as follows:
  Off: Automatic
  Red on: Manual
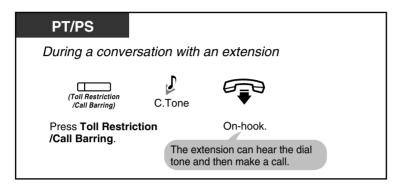
Customising Your Phone

- 3.1.3 Customising the Buttons
  Create or edit a Time Service (Day/Night/Lunch/Break) button or a Time Service Automatic/Manual Switch button.

2.1.3 Restriction Level Control (Dial Tone Transfer)

The manager extension can change the restriction level, permitting an extension to make a call.

PT/PS

During a conversation with an extension

(Toll Restriction /Call Barring)

C.Tone

On-hook.

Press **Toll Restriction /Call Barring**.

The extension can hear the dial tone and then make a call.

- The restriction level is changed to the preprogrammed level of Toll Restriction/Call Barring button.

Customising Your Phone
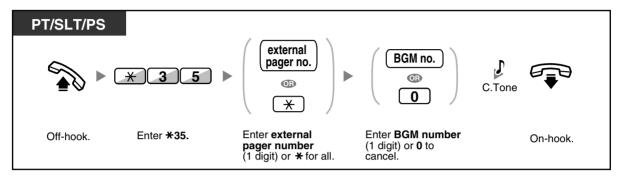
- 3.1.3 Customising the Buttons
  Create or edit a Toll Restriction/Call Barring button.

2.1.4   Turning on the External Background Music (BGM)

The manager extension can select and broadcast background music in the office through external speakers.

To select and start/stop the background music
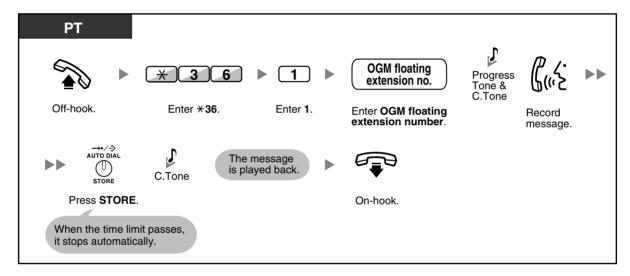
2.1.5   Recording Outgoing Messages (OGM)

The manager extension can record three kinds of greeting messages (OGM) as follows:
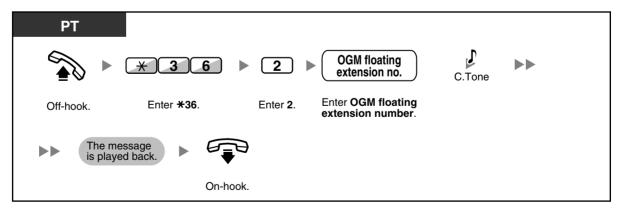
1. DISA message: Used to greet and guide callers so that they access extension group or outside party without operator assistance.

2. Incoming Call Distribution Group message: Used to greet and guide callers to a hunt group.

3. Timed Reminder message: Used for a wake-up call message when the extension answers the Timed Reminder.

All messages have their own extension numbers. You can select the desired message. You have two methods for recording a message. One is recorded using the handset, and the other is recorded from external music sources.

To record

PT					
Off-hook.	Enter ✱**36**.	Enter **1**.	**OGM floating extension no.** Enter **OGM floating extension number**.	Progress Tone & C.Tone Record message.	▶▶

Press **STORE**.

When the time limit passes, it stops automatically.

C.Tone

The message is played back.

On-hook.

To play back

PT					
Off-hook.	Enter ✱**36**.	Enter **2**.	**OGM floating extension no.** Enter **OGM floating extension number**.	C.Tone	▶▶

The message is played back.

On-hook.

To record from an external music source

PT

📞 Off-hook. ▶ [✱][3][6] Enter ✱**36**. ▶ [3] Enter **3**. ▶ (BGM no.) Enter **BGM number** (1 digit). ▶ (OGM floating extension no.) Enter **OGM floating extension number**. ♪ Progress Tone & C.Tone ▶▶

▶▶ (You hear the BGM.) ▶ 🔘 CONF ♪ C.Tone (The BGM is recorded.) ▶ 🔘 AUTO DIAL / STORE ♪ C.Tone ▶▶

Press **CONF**.   Press **STORE**.

▶▶ (The message is played back.) ▶ 📞 On-hook.

When the time limit passes, it stops automatically.

To clear the message

PT

📞 Off-hook. ▶ [✱][3][6] Enter ✱ **36**. ▶ [0] Enter **0**. ▶ (OGM floating extension no.) Enter **OGM floating extension number**. ♪ Progress Tone & C.Tone 📞 On-hook.

Section 3

Customising Your Phone & System

This chapter shows you how to customise your individual telephone or PBX according to your needs. Find the desired setting and program as necessary.

3.1 Customising Your Phone (Personal Programming)

3.1.1 Customising Your Phone (Personal Programming)

You can customise your telephone features desk and extension. For example, you can change the initial settings or button features according to your needs.

— Assigning an Extension PIN to Your Extension (Extension PIN [Personal Identification Number])

‼️ • If you change your desk and extension, refer to "1.10.1 Using the Same Settings as Your Previous Extension (Walking Extension)".
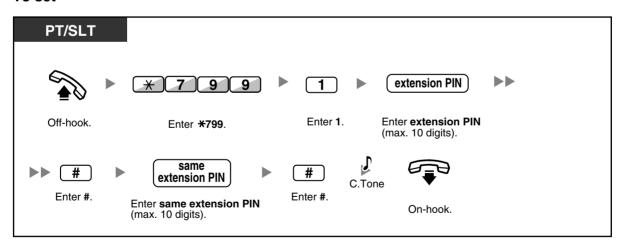
◆ Assigning an Extension PIN to Your Extension (Extension PIN [Personal Identification Number])

You can assign a password to each extension.
The following features require an extension PIN.
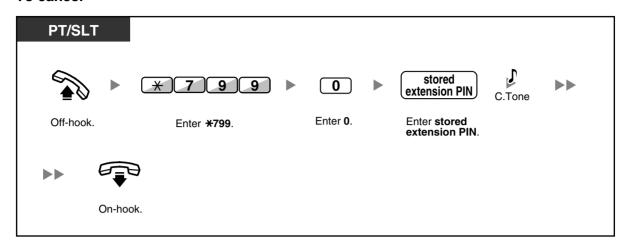
1. Screening calls (Live Call Screening [LCS])

2. Prohibiting other people from seeing your personal directory and call log (Directory and Call Log Lock)

3. Using the same settings as your extension at other extensions (Walking Extension)

4. Remote Control Operation (Walking COS)

5. Extension Lock Clear

To set

PT/SLT

Off-hook. ▶ Enter ✳799. ▶ Enter 1. ▶ Enter extension PIN (max. 10 digits). ▶▶

▶▶ Enter #. ▶ Enter same extension PIN (max. 10 digits). ▶ Enter #. C.Tone On-hook.

To cancel

- **WARNING**
  When a third party discovers the password (extension PIN) of the PBX, there will be a risk that they will make fraudulent phone calls using the telephone line, and the cost will be charged to your own account. In order to avoid this problem, we strongly recommend the following points:
  a) Carefully maintain the secrecy of the PIN.
  b) Specify a complicated PIN as long and random as you can make it.
  c) Change the PIN frequently.
- Valid numbers for an extension PIN are "0" through "9".
- If the wrong extension PIN is entered for a preprogrammed number of times, the PIN is locked.
- If you forget your extension PIN or your extension PIN is locked, your manager can clear the extension PIN and extension PIN lock.

3.1.2 Settings on the Programme Mode

You can programme features using the programming mode.
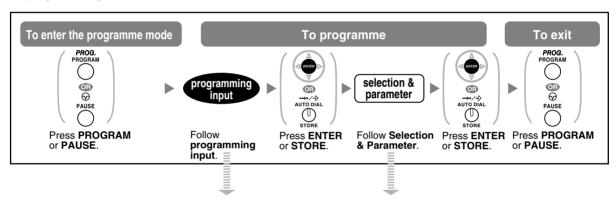
— Setting Features
— Clearing Features

• To exit the mode at any time, lift the handset.

◆◆ Setting Features

The original settings are shown in bold letters. Find and mark your desired selections for programming.

To enter the programme mode	To programme	To exit
PROG. **PROGRAM** **OR** **PAUSE** Press **PROGRAM** or **PAUSE**.	▶ programming input ▶ Follow **programming input**. ▶ **ENTER** **OR** →•/→ **AUTO DIAL** **STORE** Press **ENTER** or **STORE**. ▶ selection & parameter Follow **Selection & Parameter**. ▶ **ENTER** **OR** →•/→ **AUTO DIAL** **STORE** Press **ENTER** or **STORE**.	**PROG.** **PROGRAM** **OR** **PAUSE** Press **PROGRAM** or **PAUSE**.

Item	Programming Input	Selection & Parameter	
Your extension information	[0] [0]	It shows PBX number, slot number and port number <example> EXT105:10308 PBX no. ⌐⊤⌐ Port no. Slot no.	
Preferred display contrast level from the 4 levels available. (Display Contrast Selection)	[0] [1]	[1]	☐ Light
		[2]	☐ **Little Light**
		[3]	☐ Little Dark
		[4]	☐ Dark

Item	Programming Input	Selection & Parameter	
Which display language do you prefer? (Display Language Selection)	0 2	1	☐ **English**
		2	☐ 2nd Language
		3	☐ 3rd Language
		4	☐ 4th Language
		5	☐ 5th Language
Do you switch to the call timer on the 1st line of display automatically? (Display Switching Mode)	0 3	0	☐ No—Manual
		1	☐ **Yes—Automatic**
Do you turn on the display backlight of the KX-T7633/KX-T7636? (Display Backlight Selection)	0 4	0	☐ Yes—ON in use
		1	☐ **Yes—always ON**
		2	☐ No—always OFF
Would you like to dial a preset number simply by going off-hook?	1 1	desired no. (max. 32 digits)	
	1 2	0	☐ **Don't use**
		1	☐ Use
Should you prevent your number being displayed on the called party's telephone? (Calling Line Identification Restriction [CLIR])	1 3	0	☐ **No—Allows your number to be displayed**
		1	☐ Yes—Prevent your number being displayed
Which number should be displayed on the called and calling party's telephone? (Calling/Connected Line Identification Presentation [CLIP/COLP])	1 4	0	**Caller ID assigned to your extension**
		1	Caller ID assigned on the outside line being used

Item	Programming Input	Selection & Parameter	
Which do you prefer to seize when you go off-hook to make calls? (Preferred Line Assignment—Outgoing)	1 9	0	☐ No line
		1	☐ An idle outside line
		2 + CO button no.* (01-36) or (CO)	☐ A CO/ICD Group button
		* CO button numbers (25-36) are available only when the Add-on Key Module is set up your telephone.	
		3 or INTERCOM	☐ **Intercom**
Which line do you prefer to answer when you go off-hook? (Preferred Line Assignment—Incoming)	2 0	0	☐ No line
		1	☐ **The longest ringing line**
		2 + CO button no.* (01-36) or (CO)	☐ A assigned outside button
		* CO button numbers (25-36) are available only when the Add-on Key Module is set up your telephone.	
How do you prefer to receive an intercom call? (Alternate Receiving—Ring/Voice)	2 1	0	☐ **Ringing (Tone Call)**
		1	☐ Directly— The party's voice is heard without ringing.
		2	☐ Ring only— Prohibiting the caller switching to the voice mode.
Should the single line telephone in parallel ring? (Parallelled Telephone)	2 2	0	☐ No—The telephone will not ring.
		1	☐ **Yes—The telephone will ring**

Item	Programming Input	Selection & Parameter	
Do you prefer to answer a call without going off-hook regarded less of the AUTO ANS button status? (Forced Answerback Selection)	[2] [3]	[0]	☐ **No—Disable**
		[1]	☐ Yes—Enable
Which service do you prefer when a calling party is recording a message in your mailbox? (Live Call Screening Mode Set)	[2] [5]	[0]	☐ You can monitor the message through the telephone speaker. **(Hands-free mode)**
		[1]	☐ Only an alarm tone is heard. (Private mode)
Do you keep recording after answering the call in the LCS mode? (LCS Mode Set [After Answering])	[2] [6]	[0]	☐ **No—Stop recording**
		[1]	☐ Yes—Keep recording
Do you prefer to receive call waiting for outside calls?	[3] [0]	[0]	☐ **No (No tone)**
		[1]	☐ Yes (Tone)
Which type of call waiting for intercom calls do you prefer? (Call Waiting Selection)	[3] [1]	[0]	☐ **No call**
		[1]	☐ Tone
		[2]	☐ Voice announcement through the built-in speaker (OHCA)
		[3]	☐ Voice announcement through the handset (Whisper OHCA)
Which type of call waiting tone do you prefer? (Call Waiting Tone Type Selection)	[3] [2]	[0]	☐ **Tone 1**
		[1]	☐ Tone 2
Would you like to show a message on the caller's telephone display? (Absent Message)	[4] [0]	[0]	☐ **No—Off**
		message no. (1-8)	☐ Yes—Shows the selected message.
		[9]	☐ Yes—Shows your personal message.

Item	Programming Input	Selection & Parameter	
Creating your personal message. (Personal Absent Message)	[4] [1]	message (max. 16 characters)	
Where are your incoming calls forwarded or refused? (Call Forwarding [FWD])/Do Not Disturb [DND])	[5] [0]/ ○ FWD/DND (for both calls) [5] [1] (for outside calls) [5] [2] (for intercom calls)	[0]	☐ **Off**
		[1]	☐ Do Not Disturb (DND)
		[2] + desired no. (max. 32 digits)	☐ All—Forward all calls
		[3] + desired no. (max. 32 digits)	☐ Busy—Forwarded when your extension is busy.
		[4] + desired no. (max. 32 digits)	☐ No Answer—Forwarded when you do not answer.
		[5] + desired no. (max. 32 digits)	☐ Busy/No Answer— Forwarded when you do not answer or when your extension is busy.
To set the time for "No Answer" and "Busy/No Answer". (FWD N/A Timer)	[5] [3]	☐ (0-120) seconds (Default: 15 seconds)	
Should you prohibit other people from picking up your calls? (Call Pickup Deny)	[6] [0]	[0]	☐ **No—Allow**
		[1]	☐ Yes—Deny
Do you use the headset? (Headset Operation)	[6] [1]	[0]	☐ **No—Headset off**
		[1]	☐ Yes—Headset on
Do you prohibit other people from joining your conversation? (Executive Busy Override Deny)	[6] [2]	[0]	☐ **No—Allow**
		[1]	☐ Yes—Deny
Would you like to prohibit paging announcements? (Paging Deny)	[6] [3]	[0]	☐ **No—Allow**
		[1]	☐ Yes—Deny
Do you prefer to hear the key pad tone? (Key Pad Tone Set)	[6] [4]	[0]	☐ No—Off
		[1]	☐ **Yes—On**

Item	Programming Input	Selection & Parameter	
Do you want back ground music through your telephone speaker while on-hook? (Background Music [BGM])	[6] [5]	[0]	☐ **No—Off**
		[1] + BGM no. (1digit)	☐ Yes—On
Would you like to set your extension PIN or change a stored extension PIN to new one? (Extension PIN [Personal Identification Number])	[9] [0]	extension PIN (max. 10 digits) + ENTER/STORE + same extension PIN	To set an extension PIN
		stored extension PIN + new extension PIN (max. 10 digits) + ENTER/STORE + same extension PIN	To change a stored extension PIN to new one
To prevent other people from using your telephone. (Extension Lock)	[9] [1]	**extension PIN (max. 10 digits) +** [0]	**To unlock**
		extension PIN (max. 10 digits) + [1]	To lock
To prevent other people from seeing your personal directory and call log. (Directory and Call Log Lock)	[9] [2]	**extension PIN (max. 10 digits) +** [0]	☐ **To unlock**
		extension PIN (max. 10 digits) + [1]	☐ To lock
Do you prefer to set the One-touch dialling only? (One-touch Dialling Assignment Mode Selection)	[#] [✻]	[0]	☐ **No—Need to enter 2 before the number.**
		[1]	☐ Yes
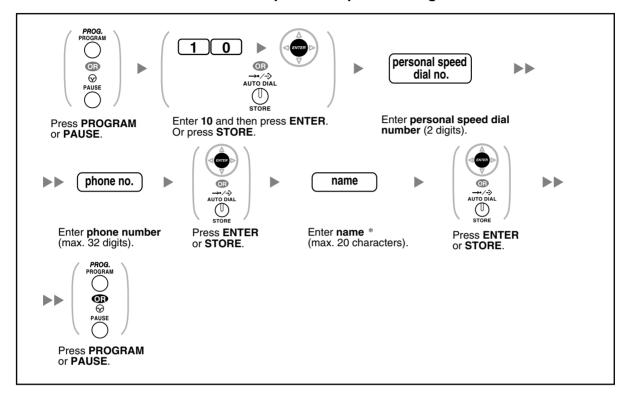
- **WARNING**
  When a third party discovers the password (extension PIN) of the PBX, there will be a risk that they will make fraudulent phone calls using the telephone line, and the cost will be charged to your own account. In order to avoid this problem, we strongly recommend the following points:
  a) Carefully maintain the secrecy of the PIN.
  b) Specify a complicated PIN as long and random as you can make it.
  c) Change the PIN frequently.
- After the programme number is entered, the programme title is displayed.
  The programming screen can be changed with the Navigator key (Up or Down).

!! • You can select the parameter with the Navigator Key (Up or Down) instead of entering a number.

To store the names and numbers for personal speed dialling
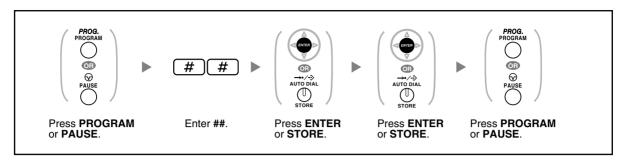
• * To enter characters, refer to "Entering Characters".

◆◆ Clearing Features

You can clear or change to features as follows:

Features	Default Setting
Display Switching Mode	**Automatic**
Hot Line	**Off**
Calling Line Identification Restriction [CLIR]	**Allow**
Calling/Connected Line Identification Presentation [CLIP/COLP]	**Caller ID assigned on your extension**
Preferred Line Assignment—Outgoing	**Intercom**
Preferred Line Assignment—Incoming	**The longest ringing line**
Alternate Receiving—Ring/Voice	**Ringing (Tone Call)**
Parallelled Telephone	**Paired SLT will ring**
Forced Answerback Selection	**Disable**
Live Call Screening Mode Set	**Hands-free mode**
LCS Mode Set [After Answering]	**Stop recording**
Call Waiting Selection—Intercom/Outside Calls	**Disable (No call/No tone)**
Call Waiting Tone Type Selection	**Tone 1**
Absent Message	**Off**
Personal Absent Message	**Cleared**
Call Forwarding [FWD]/Do Not Disturb [DND]—Intercom/Outside Calls	**Off**
FWD N/A Timer	**15 seconds**
Call Pickup Deny	**Allow**
Headset Operation	**Headset off**
Executive Busy Override Deny	**Allow**
Paging Deny	**Allow**
Key Pad Tone Set	**On**
Background Music [BGM]	**Off**
Data Line Security	**Off**
Connected Line Identification Restriction [COLR]	**Allow**
Log-in/Log-out	**Log-in**
Message Waiting	**Off**
Timed Reminder	**Cleared**

To set

Press **PROGRAM** or **PAUSE**.   Enter ##.   Press **ENTER** or **STORE**.   Press **ENTER** or **STORE**.   Press **PROGRAM** or **PAUSE**.
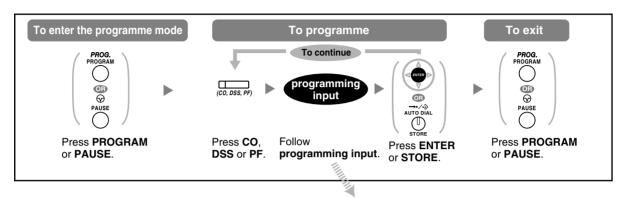
• If you do not desire that the Call Waiting, FWD/DND or Hot Line to be cleared by this feature, please ask your dealer.

3.1.3 Customising the Buttons

You can change the flexible CO buttons/DSS buttons, and programmable feature (PF) buttons on PTs, DSS Consoles, Add-on Key Modules, and PSs to the following feature buttons. For example, if your telephone has more CO buttons than available outside lines, you may change unused CO buttons to one touch buttons.

To enter the programme mode	To programme	To continue	To exit
Press **PROGRAM** or **PAUSE**.	Press **CO**, **DSS** or **PF**.	Follow **programming input**. → Press **ENTER** or **STORE**.	Press **PROGRAM** or **PAUSE**.

Buttons	Programmable Button			Programming Input
	CO	**DSS**	**PF**	
Loop-CO (L-CO)	✔	✔		✳
Group-CO (G-CO)	✔	✔		# + Outside line group no. (2 digits)
Single-CO (S-CO)	✔	✔		0 + Outside line no. (3 digits)
Direct Station Selection (DSS)	✔	✔		1 + Extension no.
One-touch Dialling*1	✔	✔	✔	2 *2 + Desired no. (max. 32 digits)
Incoming Call Distribution Group (ICD Group)	✔	✔		3 0 + Incoming call distribution group extension no.
Message	✔	✔		4 0
Message for another extension	✔	✔		4 0 + Extension no./Incoming call distribution group extension no.
Call Forwarding (FWD)/Do Not Disturb (DND)—Both calls	✔	✔		4 1
FWD/DND—Outside calls	✔	✔		4 2
FWD/DND—Intercom calls	✔	✔		4 3
Group FWD—Both calls	✔	✔		4 4 + Incoming call distribution group extension no.

Buttons	Programmable Button			Programming Input
	CO	DSS	PF	
Group FWD—Outside calls	✔	✔		[4] [5] + Incoming call distribution group extension no.
Group FWD—Intercom calls	✔	✔		[4] [6] + Incoming call distribution group extension no.
Account	✔	✔		[4] [8]
Conference	✔	✔		[4] [9]
Terminate	✔	✔		[5] [0]
External Feature Access (EFA)	✔	✔		[5] [1]
Charge Reference	✔	✔		[5] [2]
Call Park	✔	✔		[5] [3] + Parking zone no. (2 digits)
Call Park (Automatic Park Zone)	✔	✔		[5] [3] [✱]
Call Log	✔	✔		[5] [4]
Call Log for ICDG	✔	✔		[5] [4] + Incoming call distribution group extension no.
Log-in/Log-out	✔	✔		[5] [5]
Log-in/Log-out of a specified group	✔	✔		[5] [5] + Incoming call distribution group extension no.
Log-in/Log-out for all groups	✔	✔		[5] [5] [✱]
Hurry-up	✔	✔		[5] [6] + Incoming call distribution group extension no.
Wrap-up	✔	✔		[5] [7]
System Alarm	✔	✔		[5] [8]
Time Service (Day/Night/Lunch/Break)	✔	✔		[5] [9] + 0/1/2/3 [*3] (+ [#] + Tenant no.)
Answer	✔	✔		[6] [0]
Release	✔	✔		[6] [1]

Buttons	Programmable Button			Programming Input
	CO	DSS	PF	
Toll Restriction/Call Barring	✔	✔		6 2 + Toll Restriction/Call Barring Level (1-7)
ISDN Service *4	✔	✔		6 3 + Desired no. (max. 32 digits)
Calling Line Identification Restriction (CLIR)	✔	✔		6 4
Connected Line Identification Restriction (COLR)	✔	✔		6 5
ISDN-Hold	✔	✔		6 6
Headset	✔	✔		6 7
Time Service Automatic/ Manual Switch	✔	✔		6 8 (+ Tenant no.)
Two-way Record *5	✔	✔		9 0 + Voice mail floating extension no.
Two-way Transfer *5	✔	✔		9 1 + Voice mail floating extension no.
One-touch Two-way Transfer *5	✔	✔		9 1 + Voice mail extension no. + # + Extension no./Incoming call distribution group extension no.
Live Call Screening (LCS) *5	✔	✔		9 2
Voice Mail Transfer *5	✔	✔		9 4 + Voice mail floating extension no.

- *1 "✳", "#", FLASH/RECALL, PAUSE, SECRET (INTERCOM) and T (Transfer) can also be stored.

  If you do not want to display the stored number when making a call, press the SECRET (INTERCOM) button before and after the numbers you wish to conceal.

  If you store an outside party's number, you should first store a line access number or outside line group access number.

  If you need to enter an account code, you can enter the specified account code before the line access number.

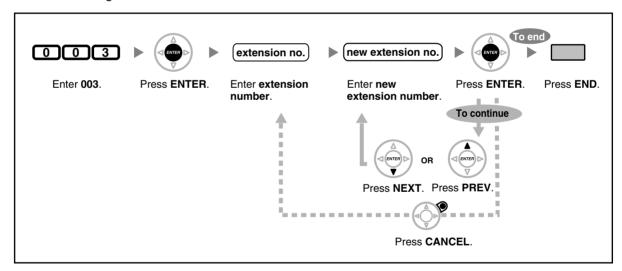 <Example>

✳49	1234	#	9/0	SECRET [123 4567]
Account code feature no.	Account code	Account code delimiter	Automatic line access number	Phone number
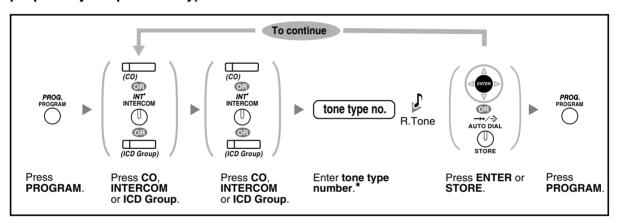
- *2 For a PF button, "2" is not required to enter before the desired number.
- *3 0: Day/Night/Lunch/Break, 1: Day/Night/Break, 2: Day/Night/Lunch, 3: Day/Night
- *4 Availability of this button depends on the ISDN service of your telephone company. Refer to "1.2.5 Accessing the ISDN Service (ISDN Service Access)".
- *5 This button is used for the integrated voice mail features.
- **To exit the mode at any time,** lift the handset.

- You can select the parameter with the Navigator key (Up or Down) instead of entering a number.
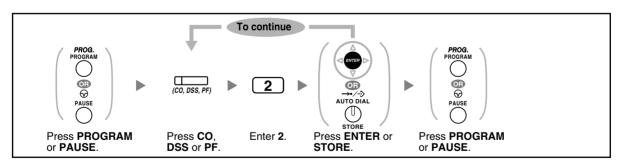
To distinguish the ringing tones for each CO, Intercom or ICD Group button (Digital proprietary telephone only)

- * KX-T76XX: "01-30"
  Other telephones: "01-08" (Though "09-30" can be selected, the tone "01" is heard.)

To clear the button

3.2   Manager Programming

3.2.1   Programming Information

The manager can programme the following items.
- Call Charges
- Other Extensions Control

Available Extension

The extension assigned as a manager

Required Telephone

A Panasonic Proprietary Telephone with display (over 2 lines)
(e.g. KX-T7636)

Manager Password
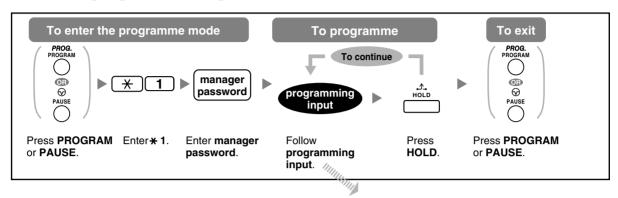
To enter programming mode, the manager password (max. 10 digits) is required. (Default:1234)

Conditions

The programming extension must be idle, on-hook and holding no calls.

3.2.2 Manager Programming

◆◆ Changing Call Charges and Extension Control

To enter the programme mode	To programme	To exit
Press **PROGRAM** or **PAUSE**. Enter ✱ **1**. Enter **manager password**.	Follow **programming input**. Press **HOLD**.	Press **PROGRAM** or **PAUSE**.

Item	Programming Input
Changing the manager password.	**0** **0** + ⊙ + Password (max. 10 digits) + ⊙
Viewing extension call charges.	**0** **1** + ⊙ + Extension no.
Clearing extension call charges.	**0** **1** + ⊙ + Extension no. + ⊙ + ⊙
Setting the budget for extension call charges.	**0** **2** + ⊙ + Extension no. + Charge* + ⊙
Viewing call charges for each verified code.	**0** **3** + ⊙ + Verified code
Clearing call charges for each verified code.	**0** **3** + ⊙ + Verified code + ⊙ + ⊙
Setting the budget for each verified code.	**0** **4** + ⊙ + Verified code + Charge* + ⊙
Viewing call charges for each outside line.	**0** **5** + ⊙ + Outside line no. (3 digits)
Assigning a charge rate for each outside line group.	**0** **6** + ⊙ + Outside line group no. (2 digits) + Charge rate* + ⊙
Clearing all charges.	**0** **7** + ⊙ + ⊙
Printing the total call charge.	**0** **8** + ⊙ + ⊙
Locking/unlocking other extensions. (Remote Extension Lock)	**9** **0** + ⊙ + Extension no. + **1** (to lock)/ **0** (to unlock) + ⊙
Clearing the PIN and PIN lock for extensions	**9** **1** + ⊙ + Extension no. + ⊙

Item	Programming Input
Clearing the PIN and PIN lock for verified codes.	9 2 + (ENTER) + Verified code + (ENTER)
Setting the verified code PIN.	9 3 + (ENTER) + Verified code + PIN (max. 10 digits) + (ENTER)

- **WARNING**
  When a third party discovers the password (verified code PIN) of the PBX, there will be a risk that they will make fraudulent phone calls using the telephone line, and the cost will be charged to your own account. In order to avoid this problem, we strongly recommend the following points:
  a) Carefully maintain the secrecy of the PIN.
  b) Specify a complicated PIN as long and random as you can make it.
  c) Change the PIN frequently.

- * To enter a decimal point, press ✳ .

3.3 Customising Your System (System Programming)

3.3.1 Programming Information

You can customise your system according to your requirements.
[Your system already has default settings (factory installed).]
The programming is shown below. (Programme number)

- The date and time (000)

- System speed dialling numbers and names (001/002)

- Extension number and name (003/004)

Available Extension

The extension allowed through COS programming

Required Telephone

A Panasonic Proprietary Telephone with display (over 2 lines)
(e.g. KX-T7636)

System Password

To enter programming mode, the system password (max. 10 digits) is required. (Default:1234)

Conditions

The programming extension must be idle, on-hook and holding no calls.

List

Before programming, decide the settings and write them down. Your notes will provide a useful record of the programming for future reference. Your dealer also has programming records which contain all of the system programming. You may ask for photo copies of these tables to be aware of the facilities and features available.
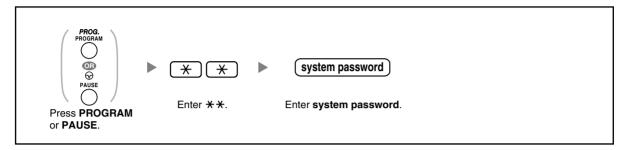
◆◆ Icon Descriptions

Fixed Buttons		Function
T76XX	**T72XX/T74XX/ T75XX**	
(ENTER ▲)	REDIAL	**PREVIOUS**
(ENTER ▼)	SP-PHONE	**NEXT**
(ENTER ▶)	FWD/DND	➡
(◀ ENTER)	CONF	⬅
(ENTER)	AUTO DIAL / STORE	**STORE**
(ENTER ●)	None	**Back to Previous Menu**
▭	SHIFT	**SHIFT**
PROG. PROGRAM / PAUSE		**PROGRAMME/ PAUSE**
HOLD		**END**
AUTO ANS MUTE / MESSAGE		**SELECT**
R FLASH/ RECALL		**FLASH**
TRANSFER		**CLEAR**
INT' INTERCOM		**SECRET**

◆◆ **Procedure**

The basic steps are shown below.

1. *Entering the programming mode*

Press **PROGRAM** or **PAUSE**.　　Enter ✳✳.　　Enter **system password**.

2. *Programming*

You can enter each programme number (3 digits).

- **To exit the programming mode at any time,** lift the handset.

3. *Exiting the mode*

Press **PROGRAM** or **PAUSE**.
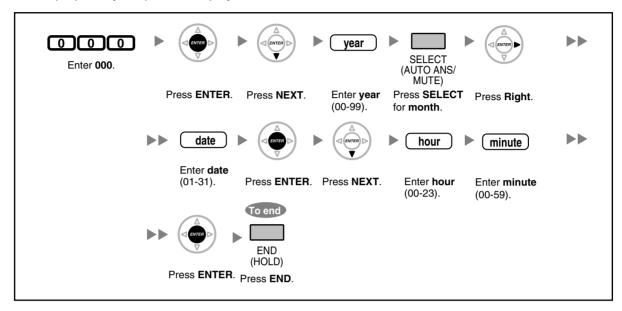
- **To exit the programming mode at any time,** lift the handset.

3.3.2   System Programming

◆◆ Date and Time Set (000)

The proprietary telephones display the current date and time while on-hook.
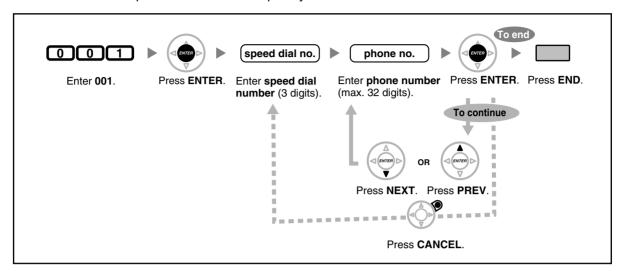
📝
- **After changing the desired values,** you can press the ENTER button. You do not have to perform the rest of the steps.
- The clock starts immediately after the ENTER button is pressed.
- You cannot leave a value empty.
- You can clear the entry by pressing the CLEAR button.
- **To confirm your entry after storing data:**
  — The STORE button light: Lights red.
  — Confirmation Tone:
     One beep: Your entry is accepted.
     Three beeps: Your entry is rejected.

◆◆ System Speed Dialling Number Set (001)

You can store the phone numbers of frequently dialled numbers.

- If the desired number is more than 32 digits, divide the number and store it into a speed dial number.
- "✳", "#", FLASH/RECALL, PAUSE and SECRET (INTERCOM) can also be stored.

  If you do not want to display the stored number, press the SECRET (INTERCOM) button before and after the numbers you wish to conceal.
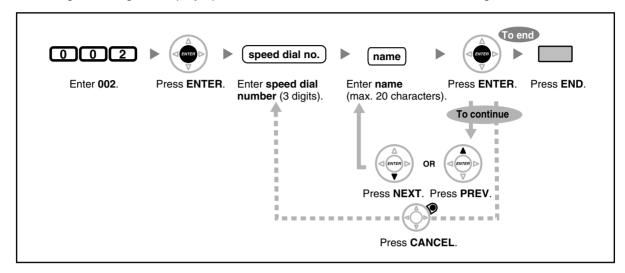
  If you store an external party's number, you should first store a line access number (9/0, 8).

  If you need to enter an account code, you can enter the specified account code before the line access number.

<Example>

✳49	1234	#	9/0	SECRET ⌐ 123 4567 ⌐
Account code feature no.	Account code	Account code delimiter	Automatic line	Phone number

◆◆ System Speed Dialling Name Set (002)

You can store the name associated with the speed dialling number. These names are displayed when making call using the display operation. To enter characters, refer to "Entering Characters".

◆◆ Extension Number Set (003)

You can assign an extension number to each extension.
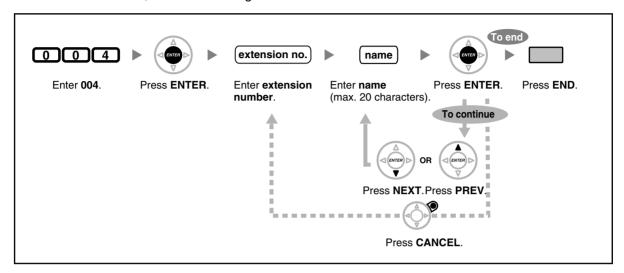
- The leading number(s) should be the same as the number(s) assigned for Flexible Numbering. Consult your dealer.
- A duplicate entry is invalid.

◆◆ Extension Name Set (004)

You can store the name of an extension user. This is useful if you want to know who is calling, or who you are calling when making an intercom call using the directory.
To enter characters, refer to "Entering Characters".

Section 4

Appendix

This chapter provides the help Troubleshooting, the Feature Number Table and Tone List. Check the Troubleshooting section before consulting your dealer.

4.1   Troubleshooting

4.1.1   Troubleshooting

◆◆ Troubleshooting

Problem	Remedy
The telephone does not work properly.	• ➡ Consult your dealer.
I cannot use the telephone.	• **The telephone is locked.** ➡ Unlock your telephone. (☞ 1.5.3 Preventing Other People from Using Your Telephone (Extension Lock), 2.1.1 Extension Control) • **Your telephone is connected to an eXtra Device Port.** ➡ System programming is required. Consult your dealer.
Some features do not work.	• **System management may restrict certain features.** ➡ Consult your manager. • **The feature numbers have changed.** ➡ Confirm the revised number and try again.
Even though following the manual instructions, none of the operations work when using a proprietary telephone.	• **The Intercom line was not seized.** The seized line, when going off-hook, was changed by personal setting. (☞ 3.1.2 Settings on the Programme Mode) ➡ In the manual, going off-hook means an Intercom line is seized. If the setting has been changed, press the INTERCOM button after going off-hook and follow the instructions.
The parallelled single line telephones do not ring.	• **"No ring" may be selected.** Change the setting to ring. (☞ 1.7.11 Setting the Parallel Telephone to Ring (Parallelled Telephone))
The telephone does not work using the personal settings or with other settings. (One-touch dialling, forwarding destination, etc.)	• **The extension line has been changed.** The previous telephone's settings have not be cleared. ➡ Clear the settings and then programme your desired settings again. (☞ 1.7.13 Clearing Features Set at Your Extension (Extension Setting Clear), 3.1.1 Customising Your Phone (Personal Programming), 3.1.3 Customising the Buttons)

Problem	Remedy
My proprietary telephone does not have a feature button.	• **Some models do not have the feature button.** ➡ Change a flexible button to the desired button. (☞ 3.1.3 Customising the Buttons) ➡ Enter the specified feature number instead of the feature button. (☞ 1.1.1 Before Operating the Telephones)
A reorder tone is audible or "Restricted" is displayed.	• **The telephone is locked.** ➡ Unlock your telephone. (☞ 1.5.3 Preventing Other People from Using Your Telephone (Extension Lock), 2.1.1 Extension Control) • **Toll restriction is activated.** ➡ Consult your manager or dealer. • **An account code is required.** (☞ 1.2.7 Calling without Restrictions, Using an Account Code (Account Code Entry) in 1.2.1 Basic Calling)
I cannot make an outside call using the One-touch Dialling button or speed dialling.	• **A line access number was not stored.** ➡ A line access number is required for outside calls. (☞ 1.2.1 Basic Calling, 3.1.3 Customising the Buttons)
I cannot remember the feature numbers.	• ➡ Ask your dealer to change the fearure numbers for easier use.
While talking to an outside party, the line is disconnected.	• **The time limit has run out.** (☞ 1.4.1 Transferring a Call (Call Transfer), 1.4.5 Multiple Party Conversation) ➡ Consult your dealer to extend the time, if necessary.
Redialling does not function.	• **The stored number was more than 32 digits or an extension number.** (☞ 1.2.3 Redial)
The personal computer and fax machine communication failed.	• **An indication tone may have interrupted communication.** (☞ 1.7.9 Protecting Your Line against Notification Tones (Data Line Security))
I do not want to show my telephone number to the calling or called party's telephone.	• ➡ Consult your manager or dealer.
I want to show my telephone number to the calling or called party's telephone.	• (☞ 1.7.4 Displaying Your Telephone Number on the Called Party and Caller's Telephone (Calling/Connected Line Identification Presentation [CLIP/COLP]))

Problem	Remedy
I cannot send a call waiting tone to the dialled extension.	• **The other party has not set the Call Waiting feature.** (☞ Sending a Call Waiting Tone (Call Waiting), 1.4.4 Answering a Call Waiting, 1.7.3 Receiving Call Waiting (Call Waiting/Off-Hook Call Announcement [OHCA]/Whisper OHCA)) • **The other party has set Data Line Security.** (☞ 1.7.9 Protecting Your Line against Notification Tones (Data Line Security))
I forgot the password.	• Ask the manager to assist you. (☞ 2.1.1 Extension Control)
The background music started suddenly.	• ➡ Turn off the music. (☞ 1.7.8 Turning on the Background Music (BGM), 2.1.4 Turning on the External Background Music (BGM))
I do not want to display a number which is stored in memory.	• ➡ Conceal the number. (☞ Storing the Names and Numbers, 3.1.3 Customising the Buttons)
The display does not show the message described in the manual.	• **The telephone is not a Panasonic proprietary telephone.** ➡ This manual shows messages which appear only on Panasonic proprietary telephones (e.g. KX-T7636). (☞ 1.1.1 Before Operating the Telephones)
I want to confirm my extension number.	• (☞ Your Extension Number in 1.1.1 Before Operating the Telephones)
The date and time are not correct.	• **Set the date and time by system programming.** (☞ Date and Time Set (000) in 3.3.2 System Programming)
The display is not shown well.	• ➡ Change the Display contrast level. (☞ 3.1.2 Settings on the Programme Mode)
I want to distinguish the tones.	• (☞ To distinguish the ringing tones for each CO, Intercom or ICD Group button (Digital proprietary telephone only), 3.1.3 Customising the Buttons)
The MESSAGE button light lit.	• **Another extension left you a message waiting indication during you were on the phone or left your desk.**

4.2 Feature Number Table

4.2.1 Feature Number Table

Numbers listed below are the default settings. There are flexible feature numbers and fixed feature numbers. If you change the flexible feature numbers, fill in your assigned numbers in the list for future reference.

Feature (While dial tone is heard)	Default	Additional digits
1.2.1 Basic Calling		
To an operator (Operator Call)	9/0	
To select an idle outside line automatically (Automatic Line Access)	0/9	outside phone no.
To select an idle outside line in the specified outside line group automatically (Outside Line Group Access)	8	outside line group no. (2 digits) + outside phone no.
Making a Call to a Private Network (TIE Line Access)	7	phone no. on the private network
Using an Account Code (Account Code Entry)	✳49	account code + # + outside phone no.
1.2.2 Easy Dialling		
Using Numbers Stored at Your Extension (Personal Speed Dialling)		
– To store	✳30	personal speed dial no. (2 digits) + phone no. + #
– To dial	✳✳	✳ + personal speed dial no. (2 digits)
Using Numbers Stored in the PBX (System Speed Dialling)		
– To dial	✳✳	system speed dial no. (3 digits)
To a Preset Number by Going Off-hook (Hot Line)	✳740	
– To store		2 + phone no. + #
– To set		1
– To cancel		0
1.2.3 Redial		
Redialling the Last Number You Dialled (Last Number Redial)	#	
1.2.4 When the Dialled Line is Busy or There is No Answer		
To cancel callback ringing (Automatic Callback Busy Cancel)/To cancel (CCBS Cancel)	✳46	

Feature (While dial tone is heard)	Default	Additional digits
Leaving a Message Waiting Indication/Calling Back the Caller Which Left an Indication (Message Waiting)	✳70	
– To leave/cancel		1/0 + extension no.
– To call back		2
1.2.7 Calling without Restrictions Using Your Calling Privileges at Another Extension (Remote COS Access) To call with a verified code (Verified Code Entry)	✳47	extension no. + extension PIN + phone no. ✳ + verified code + verified code PIN + phone no.
1.2.8 To Access Another Party Directly from Outside (Direct Inward System Access [DISA]) Calling through DISA – To an extension 　(In All Secure Mode only) – To an outside party 　(In Trunk Mode/All Secure Mode only)		your extension no./✳ + verified code + extension PIN/verified code PIN + outside extension no. your extension no./✳ + verified code + extension PIN/verified code PIN + outside phone no.
1.2.9 Setting Your Telephone from Another Extension or through DISA (Remote Setting) – From another extension – From DISA		your extension no. + extension PIN + feature no.
1.3.3 Answering a Call Ringing at Another Telephone (Call Pickup) Answering a Call from Another Telephone (Call Pickup) – Group	✳40	group no. (2 digits)
– Directed	✳41	extension no.
Denying Other People the Possibility of Picking Up Your Calls (Call Pickup Deny)	✳720	
– To deny		1
– To allow		0
1.3.4 Answering a Call via an External Speaker (Trunk Answer From Any Station [TAFAS]) – Calls through an external speaker	✳42	speaker no. (1 digit)
1.3.6 Identifying Malicious Calling Parties (Malicious Call Identification [MCID])	✳7✳3	
1.4.1 Transferring a Call (Call Transfer)		

Feature (While dial tone is heard)	Default	Additional digits
Transferring a Call Using the ISDN Service (Call Transfer [CT]—by ISDN)	✳62	phone no.
1.4.2 Holding a Call To hold (Call Hold)/To retrieve a call (Call Hold Retrieve)	✳50	
To retrieve a call (Call Hold Retrieve)		
– Outside calls	✳53	outside line no. which status that is held (3 digits)
– Intercom calls	✳51	extension no. which has a held call
Holding in a System Parking Zone (Call Park)	✳52	
– To set		parking zone no. (2 digits)/✳
– To retrieve		stored parking zone no. (2 digits)
1.4.4 Answering a Call Waiting Answering Call Waiting in the PBX	✳50	
Answering Call Waiting from the Telephone Company	✳60	
1.5.1 Forwarding Calls Forwarding Your Calls (Call Forwarding [FWD])/ 1.7.2 Refusing Incoming Calls (Do Not Disturb [DND])		
– Both Calls	✳710	0 (Cancel)/
– Outside Calls	✳711	1 (Do Not Disturb [DND])/
– Intercom Calls	✳712	2 (All calls) + phone no. + #/ 3 (Busy) + phone no. + #/ 4 (No Answer) + phone no. + #/ 5 (Busy/No Answer) + phone no. + #/ 7 (Follow Me) + your extension no./ 8 (Follow Me Cancel)
– To set the time for "No Answer" and "Busy/No Answer".	✳713	00-99 (sec)
To set/cancel (Call Forwarding [FWD] for your Incoming Call Distribution Group)		
– Both Calls	✳714	1 (Set) + ICDG extension no. + phone no. + #/0 (Cancel) + ICDG extension no.
– Outside Calls	✳715	
– Intercom Calls	✳716	

Feature (While dial tone is heard)	Default	Additional digits
Forwarding Your Calls Using ISDN Service (Call Forwarding [CF]—by ISDN)	✳7✳5	
– To set		outside line no. + # + multiple subscriber no. + # + 2 (Unconditional)/3 (Busy)/4 (No Reply) + phone no. + #
– To confirm		outside line no. + # + multiple subscriber no. + # + 1
– To cancel		outside line no. + # + multiple subscriber no. + # + 0
1.5.2 Showing a Message on the Caller's Telephone Display (Absent Message)	✳750	
– To set		1-9 (+ parameter)
– To cancel		0
1.5.3 Preventing Other People from Using Your Telephone (Extension Lock)	✳77	
– To lock		1
– To unlock		0 + extension PIN
1.6.1 Paging Group Paging	✳33	paging group no. (2 digits)
1.6.2 Answering/Denying a Paged Announcement		
– To answer	✳43	
– To deny	✳721	1
– To allow		0
1.7.1 Setting the Alarm (Timed Reminder)	✳760	
– To set		12H: 1 + hour/minute + 0 (AM)/1 (PM) + 0 (once)/1 (daily) 24H: 1 + hour/minute + 0 (once)/1 (daily)
– To cancel		0
1.7.3 Receiving Call Waiting (Call Waiting/Off-Hook Call Announcement [OHCA]/Whisper OHCA)		
– For intercom calls (No tone/Tone/OHCA/Whisper OHCA)	✳731	0/1/2/3
– For outside calls (No tone/Tone)	✳732	0/1

Feature (While dial tone is heard)	Default	Additional digits
1.7.4 Displaying Your Telephone Number on the Called Party and Caller's Telephone (Calling/Connected Line Identification Presentation [CLIP/COLP])	✱7✱2	
– Public		1
– Your extension		2
1.7.5 Preventing Your Telephone Number Being Displayed on the Caller's Telephone (Connected Line Identification Restriction [COLR])	✱7✱0	
– To show		0
– To restrict		1
1.7.6 Preventing Your Number Being Displayed on the Called Party's Telephone (Calling Line Identification Restriction [CLIR])	✱7✱1	
– To show		0
– To prevent		1
1.7.7 Preventing Other People from Joining Your Conversation (Executive Busy Override Deny)	✱733	
– To prevent		1
– To allow		0
1.7.8 Turning on the Background Music (BGM)	✱751	
– To select		BGM no. (1 digit)
– To cancel		0
1.7.9 Protecting Your Line against Notification Tones (Data Line Security)	✱730	
– To set		1
– To cancel		0
1.7.11 Setting the Parallel Telephone to Ring (Parallelled Telephone)	✱39	
– Ring		1
– No Ring		0
1.7.12 Using Your PS in Parallel with a Wired Telephone (Wireless XDP Parallel Mode)	✱48	
– To set		1 + paired wired extension no.
– To cancel		0
1.7.13 Clearing Features Set at Your Extension (Extension Setting Clear)	✱790	

Feature (While dial tone is heard)	Default	Additional digits
1.8.1 Leaving an Incoming Call Distribution Group (Log-in/Log-out, Wrap-up) Log-in Log-out To enter/leave the Not Ready mode	✳736 ✳735	1 + ICDG extension no./✳ 0 + ICDG extension no./✳ 1/0
*2 1.8.2 Monitoring and Controlling the Call Status of an Incoming Call Distribution Group (Incoming Call Distribution Group Monitor)	✳739	ICDG extension no.
1.9.1 If a Doorphone/Door Open is Connected Doorphone Call Opening the Door (Door Open)	 ✳31 ✳55	 doorphone no. (2 digits) doorphone no. (2 digits)
1.9.2 If a Host PBX is Connected Accessing External Services (External Feature Access [EFA])	✳60	service code
1.9.3 If a Voice Processing System is Connected Call Forwarding to Voice Mail (Voice Mail Integration) – Both Calls – Outside Calls – Intercom Calls	 ✳710 ✳711 ✳712	0 (Cancel)/ 2 (All Calls)/ 3 (Busy)/ 4 (No Answer)/ 5 (Busy/No Answer) + voice mail extension no. + #
1.10.1 Using the Same Settings as Your Previous Extension (Walking Extension)	✳727	your previous extension no. + extension PIN
2.1.1 Extension Control *1 To lock/unlock other extensions (Remote Extension Lock) – To unlock – To lock	 ✳782 ✳783	 extension no. extension no.
*1 2.1.2 Time Service Mode Control – Day/Night/Lunch/Break	✳780	 0/1/2/3

Feature (While dial tone is heard)	Default	Additional digits
*1 2.1.4 Turning on the External Background Music (BGM)	✶35	
– To play		external pager no. (1 digit)/✶ + BGM no. (1 digit)
– To stop		external pager no. (1 digit)/✶ + 0
*1 2.1.5 Recording Outgoing Messages (OGM)	✶36	
– To record		1 + OGM floating extension no.
– To play back		2 + OGM floating extension no.
– To record from an external music source		3 + BGM no. (1 digit) + OGM floating extension no.
– To clear		0 + OGM floating extension no.
3.1.1 Customising Your Phone (Personal Programming) Assigning an Extension PIN to Your Extension (Extension PIN [Personal Identification Number])	✶799	
– To set		1 + extension PIN + # + same extension PIN + #
– To cancel		0 + stored extension PIN

Features (While busy, DND or call tone is heard)	Default
1.2.4 When the Dialled Line is Busy or There is No Answer	
Sending a Call Waiting Tone (Call Waiting)	1
To an Extension Refusing the Call (DND Override)	
Joining an Existing Call (Executive Busy Override)	3
Leaving a Message Waiting Indication/Calling Back the Caller Which Left an Indication (Message Waiting)	
– To leave	4
Monitoring Another Extension (Call Monitor)	5
Reserving a Busy Line (Automatic Callback Busy)/Setting Callback on an ISDN Line (Completion of Call to Busy Subscriber [CCBS])	6
1.2.6 Alternating the Calling Method (Alternate Calling—Ring/Voice)	✶

*1 : Manager only.

*2 : Supervisor only

Fixed Number	
While dialling or talking	
1.4.5 Multiple Party Conversation	
Adding Other Parties during a Conversation (Conference)	3
1.9.1 If a Doorphone/Door Open is Connected	
From any extension while talking to the doorphone	5

4.3   What is This Tone?

4.3.1   What is This Tone?
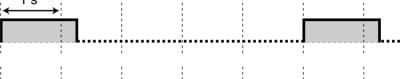
While on-hook
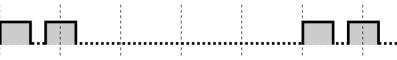
Ring Tones

The following tones are programmable allowing recognition of call type (Outside, Intercom or Doorphone).
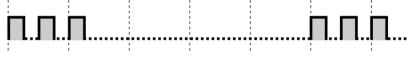
Tone 1

Tone 2

Tone 3

Tone 4
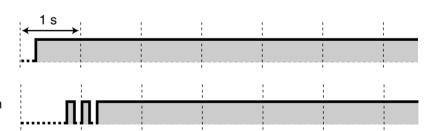
When going off-hook

Dial Tones
Tone 1

Normal

Tone 2

At least one feature has been changed from the default setting at your extension.

Tone 3

- After pressing TRANSFER or Recall/ hookswitch to hold a call temporarily (ex. Call Splitting)
- While a called PS is being searched
- When Account Code Entry is performed
- When answering a Timed Reminder call with no message

Tone 4

Message waiting indication was received.

When you make calls

Busy Tone

Reorder Tone

- The outside line you tried to seize is not assigned or denied.

Ringback Tone 1
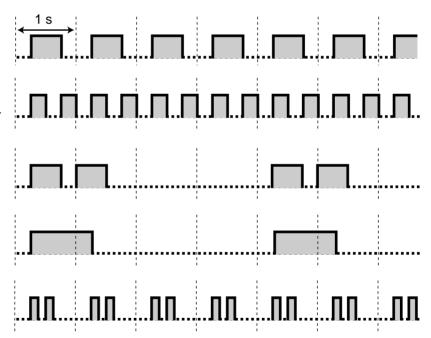
Normal ringback tone

Ringback Tone 2

Special ringback tone for DISA call

Do Not Disturb (DND) Tone
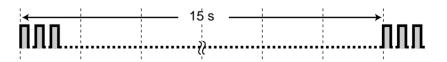
The dialled extension is refusing incoming calls.

While off-hook
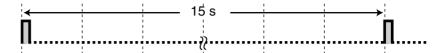
Indication Tones
Tone 1

Call waiting tone

Tone 2

A call is on hold longer than the specified time

When talking to an external party

Warning Tone

This tone is sent 15, 10 and 5 seconds before the specified time for disconnection.

When setting the features or programming

Confirmation Tones
Tone 1

- The feature setting was set successfully.

Tone 2

- Before paging through an external speaker

Tone 3
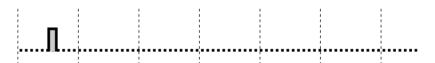
Before the following features activate:

- Retrieving a held call
- Picking up another call
- Paging/Answering a paged announcement
- Answering the call through a speaker

Tone 4

Establishing or leaving a conference

4.3 What is This Tone?

Index

Index

Index