BCT Communication Systems Inc.

Basic Operating Instructions For the Panasonic PBX Telephone System

Making Calls – To an Extension:

1. Lift the handset of your telephone
2. Press the INTERCOM key
3. Dial the extension number of the person you want to reach *
4. Speak to the party when they answer

* - NOTE: You can also press the pre-programmed button for the extension you want to call rather than dialing the extension number.

Making Calls – To an Outside Party:

1. Lift the handset of your telephone
2. Press an outside line key *
3. Dial the telephone number of the person you want to reach
4. Speak to the party when they answer

* - NOTE: Your telephone may be programmed to go to an outside line automatically when you go off-hook, if that is the case, you will not need to press the CO Line key and can skip that step.

Handset / Headset Volume:

1. While using the handset or headset
2. Press UP on the round jog-dial on the bottom right of your telephone to increase or DOWN to decrease.

NOTE: If you hear your own voice through the handset or headset, decrease the volume.

Speakerphone Volume:

1. While having a hands-free conversation
2. Press UP on the round jog-dial on the bottom right of your telephone to increase or DOWN to decrease

Ringer Volume:

1. While the handset is on-hook or while the telephone is ringing
2. Press UP on the round jog-dial on the bottom right of your telephone to increase or DOWN to decrease

Auto Answer:
This feature key controls how intercom calls are received at your extension.

To change the Auto Answer setting:
When your phone is idle (leave the handset in the cradle)press the AUTO ANS key

Settings are as follows:
ON (button is lit red) – Intercom calls to your extension will beep then the calling party will talk live through your speakerphone and you can answer back handsfree.
OFF (button is not lit) – Intercom calls to your extension will ring your phone and you will have to lift the handset or press SP-PHONE to receive the call

Call Hold:

To Place a Call on Hold:

With the calling party live on the line –
1. Press the HOLD key
2. You will hear a Callback Tone (beep)
3. Hang up the handset and either page or intercom the party the call is for and tell them what line the call is held on.

To Retrieve a Call on Hold:

1. Lift the handset of your telephone
2. Press the flashing CO Line key where the calling party is on hold
3. You will be connected to the party on hold.

Call Transfer:

Unannounced Call Transfer:
This will transfer the calling party direct to the extension and ring the phone.

With the calling party live on the line –
1. Press the TRANSFER key
2. You will hear a Callback Tone (beep)
3. Dial the extension number of the person the call is for *
4. Hang up the handset - The two parties will be connected as soon as the extension user answers the phone.

* - NOTE: You can also press the pre-programmed button for the extension you want to transfer to rather than dialing the extension number.

Announced Call Transfer:
This will let you announce the calling party to the extension user, when you hang up the two parties will be connected.

With the calling party live on the line –
1. Press the TRANSFER key
2. You will hear a Callback Tone (beep)
3. Dial the extension number of the person the call is for *
4. Wait for the extension to answer the call, announce the caller and hang up the handset - The two parties will be connected as soon as you hang up

* - NOTE: You can also press the pre-programmed button for the extension you want to call rather than dialing the extension number.

Transfer to Voice Mail Box:
This will send the calling party direct to the mailbox without ringing the telephone.

With the calling party live on the line –
1. Press the VM TRANSFER key
2. You will hear a Callback Tone (beep)
3. Dial the extension number of the person the call is for *
4. Hang up the handset - The calling party will be connected direct to the mailbox to leave a message

* - NOTE: You can also press the pre-programmed button for the extension you want to transfer to rather than dialing the extension number.

Call Forwarding / Do Not Disturb (FWD/DND):
This feature allows you to forward your calls to another extension, to voice mail or to turn on Do Not Disturb at your extension.

NOTE: The default setting for the phone is Forward Busy/No Answer Calls to Voice Mail. If you forward your calls to another extension or turn on Do Not Disturb at your extension, you MUST reprogram your phone back to Forward Busy/No Answer Calls to Voice Mail to have your extension function properly.

Forward Busy/No Answer Calls to Voice Mail (DEFAULT):
This is the DEFAULT setting at the phone that will send your busy or no answer calls direct to your mailbox.

When your phone is idle (leave the handset in the cradle) –
1. Press the INTERCOM key
2. Dial * 7 1 0 5 (star key, seven, one, zero, five) on the number pad
3. Dial 5 0 0 # (five, zero, zero, pound key) on the number pad
4. You will hear a Confirmation Tone (beep)
5. Press SPEAKERPHONE to hang up the phone
6. The FWD/DND button will light and Busy / No Answer calls will be forwarded to your mailbox

Forward Calls to Another Extension:

NOTE:This program will send your calls to another extension, BUT any calls not answered at the forwarded-to extension will be sent back to the original extension's mailbox, NOT to the forwarded-to extension's mailbox.

When your phone is idle (leave the handset in the cradle) –
1. Press the INTERCOM key
2. Dial * 7 1 (star key, seven, one) on the number pad
3. Choose from the following calls to forward and dial the appropriate number on the number pad:
~ 0 (zero) = All Calls - Both Intercom and Outside Calls
~ 1 (one) = Outside Calls - Only Outside callers will be forwarded, Intercom calls will still ring at your extension
~ 2 (two) = Intercom Calls - Only Intercom callers will be forwarded, Outside calls will still ring at your extension
4. Choose from the following status options and dial the appropriate number on the number pad:
~ 2 (two) = All Calls - Sends all calls to the forwarded-to extension, regardless of your extension's status
~ 3 (three) = Busy Calls - Sends calls to the forwarded-to extension only when your extension is in use
~ 4 (four) = No Answer Calls - Sends calls that are not answered at your extension to the forwarded-to extension
~ 5 (five) = Busy / No Answer Calls - Sends BOTH Busy and/or No Answer calls to the forwarded-to extension

5. Enter the extension number you would like calls forwarded to, followed by # (pound key)
6. You will hear a Confirmation Tone (beep)
7. Press SPEAKERPHONE to hang up the phone

Do Not Disturb:
This feature will send ALL your calls direct to your mailbox without ringing your phone.

When your phone is idle (leave the handset in the cradle) –
1. Press the INTERCOM key
2. Dial * 7 1 (star key, seven, one) on the number pad
3. Choose from the following calls to forward and dial the appropriate number on the number pad:
~ 0 (zero) = All Calls - Both Intercom and Outside Calls
~ 1 (one) = Outside Calls - Only Outside callers will be forwarded, Intercom calls will still ring at your extension
~ 2 (two) = Intercom Calls - Only Intercom callers will be forwarded, Outside calls will still ring at your extension
4. Press 1 (one) to Set (turn on) or 0 (zero) to Cancel (turn off)
5. You will hear a Confirmation Tone (beep)
6. Press SPEAKERPHONE to hang up the phone
WARNING / NOTE: - Please do not forget to reset your telephone to the default setting of Forward Busy / No Answer to Voice Mail (top set of instructions on this page) ANY time you change the forwarding or turn on Do Not Disturb at your extension.

Conference Calling

You can create up to a 3 party conference call from your telephone set. This conference can either be two extensions within your system and one outside line, or two outside lines and one extension within your system.

1. Get your first party live on the line. While you are talking to them, press the CONF key.

2. Select another outside line and dial your second party, or intercom the second extension user you want to add to your conference.

3. When your second party answers, press the CONF key again to bring all parties together.

4. To end the conference call, just hang up

Personal Speed Dialing:
You have the ability to store up to 10 (00 through 09) Personal Speed Dial numbers that are accessible from your extension only.

To Store Numbers:

When your phone is idle (leave the handset in the cradle) –
1. Press the INTERCOM key
2. Dial * 3 0 (star key, three, zero) on the number pad
3. Dial the two digit speed dial code you want to use (00 through 09)
4. Dial the desired telephone number, including area code if needed *
5. Dial # (pound key) on the number pad
6. You will hear a Confirmation Tone (beep)
7. Press SPEAKERPHONE to hang up

* - Enter CO line access number before the telephone number (if required)

To Use Stored Personal Speed Dials:

1. Lift your handset or press SPEAKERPHONE for a handsfree conversation
2. Press the AUTO DIAL / STORE key
3. Press * (star key) follwed by the two digit speed dial code

Headset Mode

If you want to use a headset with your telephone set, you can program the phone to answer calls by pressing the SPEAKERPHONE key rather than having to lift the handset.

1. Go to the phone you want to program headset mode on, make sure the phone is idle (no calls on hold, etc.), and leave the handset in the cradle.

2. Press the PROGRAM button

3. Dial 6 1 (six, one)

4. Press ENTER

5. Press 1 (one) to turn ON headset mode or press 0 (zero) to turn OFF headset mode

6. Press AUTO DIAL/STORE

7. Press PROGRAM to exit programming mode

NOTICE: Additional equipment is required to use a Bluetooth headset with your Panasonic system telephone. If you have the Bluetooth chip installed in your telephone set (only for the KXDT343/346 and KXNT343/346/366 telephones), follow the instructions below to register or de-register your Bluetooth headset.

The Bluetooth module allows for third party Bluetooth headsets to be used with the KX-DT343/346 Digital telephone sets and KX-NT343/346/366 IP telephone sets. It is not guaranteed that all features of the Bluetooth headset can be performed when used with this module.
- One Bluetooth headset may be registered to the module.
- This module supports Bluetooth devices that use the headset profile (HSP) and hands-free profile (HFP).

Registering the Bluetooth headset:

1. Leave the handset of the phone in the cradle and make sure the phone is idle.
2. Press the PAUSE key and dial 6 6 (six, six) on the number pad.
3. Press the ENTER key
4. From the Bluetooth headset, set it to pairing mode by following the instructions provided with the Bluetooth headset.
5. Enter the Passkey by following the instructions provided with the Bluetooth headset, or by confirming with the manufacturer of the Bluetooth headset
6. Press the ENTER key
- When registration has been completed, a confirmation tone will be heard.
- If a warning tone is heard, confirm the headset's passkey, press the CANCEL key, and perform step 3 again.
7. Press the PAUSE key to exit programming mode.
8. After headset registration is complete, turn the headset off then on again.
9. When the Bluetooth headset establishes a link to the unit, the Message/Ringer Lamp flashes green for 3 seconds.
Note:
- If you have already registered a Bluetooth headset that you did not wish to register, overwrite the headset by registering the correct headset.

Confirming the ID of the Bluetooth Headset and Deregistering the Bluetooth Headset:

1. Leave the handset of the phone in the cradle and make sure the phone is idle.
2. Press the PAUSE key and dial 6 7 (six, seven) on the number pad.
3. Press the ENTER key
4. Confirm that the displayed ID is the ID of your Bluetooth headset. For information regarding the ID of your Bluetooth headset, refer to the operating instructions of the Bluetooth headset.
5. If you do not wish to perform de-registration, press the CANCEL key 3 (three) times.
6. Press the ENTER key to de-register the Bluetooth headset.
7. Press the PAUSE key to exit programming mode.

Caller ID

Occasionally you will see a message on your telephone LCD screen that states "Incoming Call: 001", or something similar, the number may vary. This message lets the user know there is Caller ID information stored at the telephone from missed calls that has not been reviewed.

To View/Clear the Caller ID Log:

1. Leave the handset of your telephone set in the cradle, do NOT press the INTERCOM key or select an outside line.
2. There is a round jog dial in the lower right corner of the telephone set, press the LEFT arrow TWO TIMES, the LCD screen will show "Incoming Call Log"
3. Press the ENTER key
4. The LCD screen will show the Caller ID information stored at that telephone extension.
5. Use the up and down arrows on the round jog dial to scroll through the stored Caller ID information.
6. If you would like to clear the stored Caller ID information, press the CLEAR button underneath the telephone LCD screen to clear the entry you are currently viewing.
7. Each telephone extension will store up to 10 Caller ID logs, once you go over that, the oldest one will be removed from the Caller ID Log list.
8. Once you have viewed or cleared all the Caller ID information from your telephone extension, the "Incoming Call: 001" will be removed from your LCD screen when the phone is idle.

Occasionally you will see a message on your telephone LCD screen that states "Missed Call: 001", or something similar, the number may vary. This message lets the user know there is Caller ID information stored at the telephone from missed calls that has not been reviewed.

To View/Clear the Caller ID Log:

1. Leave the handset of your telephone set in the cradle, do NOT press the INTERCOM key or select an outside line.
2. There is a round jog dial in the lower right corner of the telephone set, press the LEFT arrow TWO TIMES, the LCD screen will show "Incoming Call Log"
3. Press the ENTER key
4. The LCD screen will show the Caller ID information stored at that telephone extension.
5. Use the up and down arrows on the round jog dial to scroll through the stored Caller ID information.
6. If you would like to clear the stored Caller ID information, press the CLEAR button underneath the telephone LCD screen to clear the entry you are currently viewing.
7. Each telephone extension will store up to 10 Caller ID logs, once you go over that, the oldest one will be removed from the Caller ID Log list.
8. Once you have viewed or cleared all the Caller ID information from your telephone extension, the "Missed Call: 001" will be removed from your LCD screen when the phone is idle.

Systems With Voice Mail

Initial Mailbox Setup – Using the Subscriber Tutorial:

Your Voice Mail system may be programmed to present a "Subscriber Tutorial" to you the first time you log into your mailbox. If the tutorial is enabled, prompts will guide you through the mailbox configuration process. Simply by following the prompts, you can configure the following items:
Password
Subscriber's (Owner's) Name
No Answer Greeting

Starting the Subscriber Tutorial:

** Use these instructions if you have the SCREEN PROMPTS on your phone:

1. Press the "My Mailbox" key on your telephone.

2. Enter the default password for your mailbox, if there is one.

3. The LCD screen will show "Tutorial Menu" and "Set Password" will be highlighted.

4. Press the "Enter" key.

5. The LCD screen will show "Password", enter your new mailbox password using the number pad on the phone.

6. Press the "Enter" key.

7. The LCD screen will show "Confirm", enter your new mailbox password again using the number pad to confirm the new password.

8. Press the "Enter" key.

9. The LCD screen will show "Owners Name - Not Entered"

10. On the bottom of the LCD screen you will see a "Record" key, when you are ready to record your name, press the "Record" key.

11. State your first and last name after the tone to record your name.

12. NOTE: Use the handset and not the speakerphone to record your owners name.

13. Once you have stated your first and last name, press the "Stop" key at the bottom of the LCD screen.

14. The LCD screen will now show "Owners Name" and have three options listed at the bottom of the LCD screen, "Shift" to return to the previous screen and re-record your name if you are not satisfied with the recording, "Play" to playback the recording so you can verify it, or "Accept" to accept the recording and continue to the next step.

15. If you are satisfied with the recording, press the "ACCEPT" KEY

16. The LCD screen will show "No Answer", this will record your mailbox greeting.

17. Press the "Enter" key.

18. The LCD screen will show "No Answer - Not Entered"

19. On the bottom of the LCD screen you will see a "Record" key, when you are ready to record your greeting, press the "Record" key.

20. Record your mailbox greeting after the tone.
Suggested greeting:
"Hello, you have reached the desk of (state name). I am not available to take your call at this time. Please leave your name, telephone number and a message after the tone and I will return your call as soon as possible. Thank you".

21. NOTE: Use the handset and not the speakerphone to record your greeting.

22. Once you have recorded your greeting, press the "Stop" key at the bottom of the LCD screen.

23. The LCD screen will now show "No Answer" and have three options listed at the bottom of the LCD screen, "Shift" to return to the previous screen and re-record your greeting if you are not satisfied with the recording, "Play" to playback the recording so you can verify it, or "Accept" to accept the recording.

24. If you are satisfied with the recording, press the "ACCEPT" KEY

25. The LCD screen will show "Tutorial Confirmation", press the "Enter" key if you would like to confirm your mailbox password, owners name and mailbox greeting.

26. Once you are satisfied with your mailbox setup, press the "Exit" key or hang up your handset to exit the Tutorial.

** Use these instructions if you have the VOICE PROMPTS playing in your mailbox:

1. Press the "My Mailbox" key on your telephone.

2. Enter the default password of 1234# (one, two, three, four, pound key)

3. Confirm that the Subscriber Tutorial has begun. The voice mail will announce "Welcome to the Panasonic Voice Mail System. This is the Subscriber Tutorial service".
(NOTE: If the tutorial does not begin, it may be disabled for your mailbox, see the "Manual Configuration" directions in the next section of this User Guide.)

4. Go to "Setting your password for the first time" and follow the tutorial prompts as directed.

Setting Your Password for the First Time:

1. Set your password when prompted by entering the desired password then pressing # (pound key).

2. Press 2 (two) to accept

3. Go to "Recording the Subscriber's (Owner's) Name" and follow the tutorial prompts as directed.

Recording the Subscriber's (Owner's) Name:

1. When prompted, state your name after the tone.

2. Press 1 (one) to end recording.

3. Press 2 (two) to accept the recording.

4. Go to "Recording your Greeting Messages" and follow the tutorial prompts as directed.

Recording your Mailbox Greeting:

1. The voice mail will prompt you to record a "No Answer" greeting message. Other greetings can be recorded manually later. For details, refer to the "Manual Configuration" directions in the next section of this User Guide.

2. Record your greeting message after the tone.

Suggested greeting:
"Hello, you have reached the desk of (state name). I am not available to take your call at this time. Please leave your name, telephone number and a message after the tone and I will return your call as soon as possible. Thank you".

3. Press 1 (one) to end recording.

4. Follow the prompts as necessary:

- 1 (one) to review the recording
- 2 (two) to accept the recording
- 3 (three) to record the message again
- 4 (four) to add to the recording
- * (star key) to delete the recording and exit voice mail

5. Go to "Confirming Your Settings" and follow the tutorial prompts as directed.

Confirming Your Settings:

1. Press 1 (one) to confirm your settings.

2. Hang up… YOU ARE DONE!

Initial Mailbox Setup – Manual Configuration:

If you do not have the System Tutorial start automatically when you enter your mailbox, you can access the settings manually by following these steps.

Setting, Changing or Deleting your password:

1. Press the "My Mailbox" key

2. Press 3 (three) for Mailbox Management

3. Press 2 (two) for Set Password

4. Enter the desired password followed by # (pound key). Or to delete the password, press # (pound key) only.

5. Press 2 (two) to accept.

Setting, Changing or Deleting the Subscriber's (Owner's) name:

1. Press the "My Mailbox" key

2. Press 3 (three) for Mailbox Management

3. Press 3 (three) for Owner's Name

4. State your name at the tone.

5. Press 1 (one) to end recording

6. Press 2 (two) to accept

Setting, Changing or Deleting the Personal Greeting Messages:

1. Press the "My Mailbox" key

2. Press 3 (three) for Mailbox Management

3. Press 1 (one) for Record Personal Greeting

4. Select the greeting you want to record, the options are:

(NOTE: If you only record the No Answer Greeting, that is the one that will play all the time, you do not need to record all the greetings)

- 1 (one) is the No Answer Greeting
(Heard by callers when you don't answer your phone)

Suggested greeting:
Hello, this is (state your name). I am not available to take your call at this time. Please leave your name, telephone number and a brief message after the tone and I will return your call as soon as possible. Thank you.

- 2 (two) is the Busy Greeting
(Heard by callers when you are on another call)

Suggested greeting:
Hello, this is (state your name). I am on another call at this time. Please leave your name, telephone number and a brief message after the tone and I will return your call as soon as possible. Thank you.

- 3 (three) is the After Hours Greeting
(Heard by callers when the telephone system is in Night Mode)

Suggested greeting:
Hello, this is (state your name). I have gone home for the day. Please leave your name, telephone number and a brief message after the tone and I will return your call as soon as possible. Thank you.

5. After recording your chosen greeting(s) greeting, press 1 (one) to end recording

6. Press 2 (two) to accept the greeting.

7. Hang up… YOU ARE DONE!

The daily use features covered in this section are:
~ New message notification
~ Message retrieval
~ Delivering messages
~ Remote message retrieval

New Message Notification:
New messages are identified by the message light at the top of your phone being lit solid red.

Retrieving Messages – From Your Own Extension:

** Use these instructions if you have the VOICE PROMPTS playing in your mailbox:
1. Press the "My Mailbox" key
2. Enter your password followed by # (pound key)
3. Press 1 (one) to retrieve messages left in your mailbox – this plays back messages left in your mailbox by callers
~ Press 1 (one) to listen to new messages

~ Press 2 (two) to listen to old messages
~ Press 3 (three) to listen to deleted messages
(NOTE: Deleted messages are stored for 24 hours after being deleted)

** Use these instructions if you have the SCREEN PROMPTS on your phone:
1. Press the "My Mailbox" key
2. Enter your password followed by # (pound key)
3. On the LCD screen you will see "Receive Msg.", press the ENTER key to retrieve messages left in your mailbox
~ Press ENTER to listen to new messages
~ Press the down arrow once then ENTER to listen to old messages
~ Press the down arrow twice then ENTER to listen to deleted messages
(NOTE: Deleted messages are stored for 24 hours after being deleted)

Retrieving Messages – From Another Extension:
1. Press the "My Mailbox" key at any extension on the system.
2. When prompted to enter a password, dial #6 (pound key, six)
3. When prompted for a mailbox number, dial * (star key) followed by your personal mailbox number.
4. Enter your password followed by # (pound key)
5. Remaining steps are exactly the same as if you were at your own extension, ie: 1 (one) to retrieve messages left in your mailbox, etc (see steps in above instructions for Retrieving Messages)

Delivering Messages:
1. Press the "My Mailbox" key
2. Enter your password followed by # (pound key)
3. Press 2 (two) to deliver a message (if using the VOICE PROMPTS) or press the down arrow once, then press ENTER (if using the SCREEN PROMPTS)
4. The voice mail will prompt you for the mailbox number of the person you would like to leave a message for. Follow the prompts to record your message.

Remote Message Retrieval – From Outside the Office:

To retrieve messages in your mailbox when you are away from the office and someone is answering the calls:
1. Call into your office, someone answers
2. Have the person that answers press "VM Transfer" and your extension key
3. As soon as you hear your greeting start playing, dial #6 (pound key, six)
4. The voice mail will prompt you for a mailbox number, dial * (star key) followed by your three or four digit mailbox number
5. Enter your password when prompted, then follow the voice prompts to receive your messages.

To retrieve messages in your mailbox when you are away from the office and the voice mail is answering the calls:
1. Call into your office, the voice mail answers
2. As soon as you hear the main greeting playing, dial #6 (pound key, six)
3. The voice mail will prompt you for a mailbox number, dial * (star key) followed by your three or four digit mailbox number
4. Enter your password when prompted, then follow the voice prompts to receive your messages.

Manager Programming

System Speed Dialing:
You can store up to 1000 phone numbers in the system for all extensions to access. (Default: 1000 numbers, 000 through 999)
NOTE: These speed dials are accessible by all extension users, see "Personal Speed Dial" instructions for speed dials that are accessible by ONE extension only.

To Store A System Speed Dial Number:

1. This program needs to be done at the Manager's extension on the system, generally Ext-101, leave the handset in the cradle
2. Press PROGRAM or PAUSE
3. Dial * * (star, star)
4. Enter system Password: 1234 (one, two, three, four)
5. Dial 0 0 1 (zero, zero, one)
6. Press ENTER
7. Dial the speed dial location number (000 through 999)
8. Enter the desired telephone number, don't forget the area code and/or a 9 or 9,9 (if you currently have to dial a 9 or 9,9 to seize an outside line on regular calls)
9. Press ENTER
10. Press NEXT or PREV to enter another telephone number
11. When finished entering numbers, press END (HOLD key)
12. Press PROGRAM to exit programming mode

To Store A System Speed Dial Name:

1 - This program needs to be done at the Manager's extension on the system, generally Ext-101, leave the handset in the cradle
2 - Press PROGRAM or PAUSE
3 - Dial * * (star, star)
4 - Enter system Password: 1234 (one, two, three, four)
5 - Dial 0 0 2 (zero, zero, two)
6 - Press ENTER
7 - Dial the speed dial location number (000 through 999)
8 - Enter the name (Max 20 characters - see "Entering Characters" below)
9 - Press ENTER
10 - Press NEXT or PREV. to enter another name
11 - When finished entering names, press END (HOLD key)
12 - Press PROGRAM to exit programming mode

Entering Characters:

Use the chart shown in the quick reference guide to enter letters. The numbers in the left hand column refer to the keys on the phone, the numbers across the top refer to the number of times to push the key to get to the letter or symbol you want.

To Dial A System Speed Dial Number:

1 - Press MENU
2 - Select SYSTEM DIRECTORY on the LCD screen
3 - Press ENTER
4 - Using the number pad, enter the first letter of the name you are searching for
5 - Press ENTER
6 - Select the name of the person you would like to call
7 - Lift handset to dial the number

Message Waiting Notification:

If the message light is lit at the top of the phone but the extension user does not have any new messages in their mailbox, it means that another extension user accidentally turned on Message Waiting Notification for that extension.

Follow these steps to reset the Message Waiting Light back to the default of just coming on when you have new messages:

1. Go to the phone that has the Message light lit, leave the handset in the cradle.
2. Press the INTERCOM key.
3. Dial *700 (star key, seven, zero, zero)
4. Dial THAT PHONE'S extension number (ie: if you are at ext-103, dial 103)
5. You will hear a confirmation beep.
6. Press SP-PHONE to hang up.
7. The Message Waiting light will go out and go back to the default of only coming on when there are new messages.

Extension Name Change

This set of instructions will allow you to change the Extension Name that shows on the LCD screen of the telephone sets.

To Store / Change An Extension Name:

1 - This program needs to be done at the Manager's extension on the system, generally Ext-101, leave the handset in the cradle
2 - Press PROGRAM or PAUSE
3 - Dial * * (star, star)
4 - Enter system Password: 1234 (one, two, three, four)
5 - Dial 0 0 4 (zero, zero, four)
6 - Press ENTER
7 - Dial the three digit extension number that you would like to add / change the name
8 - Enter the desired name (Max 20 characters - see "Entering Characters" below)
9 – Press ENTER
10 - Press NEXT or PREV. to enter another extension name
11 - When finished entering names, press END (HOLD key)
12 - Press PROGRAM to exit programming mode

Entering Characters:

Use the chart shown in the quick reference guide to enter letters. The numbers in the left hand column refer to the keys on the phone, the numbers across the top refer to the number of times to push the key to get to the letter or symbol you want.

Changing The Time On The Telephone Sets

1. Use the main telephone on the system (generally ext-101), make sure the telephone is an LCD display set. Extension 101 cannot be in use while making the time change, but all other sets will continue to function normally. You do not need to lift the handset or press intercom for this program change.

2. Press the PROGRAM key.

3. Press * * (star, star) and enter the security code 1 2 3 4 (one, two, three, four). The LCD will show: "SYS-PGM NO?".

4. Press 000 (zero, zero, zero). Press the ENTER key.

5. Enter the year (00-99). Press the SELECT key (AUTO ANS/MUTE key) to change the month.

6. Press the right arrow to the date.

7. Enter the date (01-31). Press the AUTO DIAL/STORE key.

8. Press the NEXT key (or down arrow)

9. Enter the hour (01-12)

10. Enter the minutes (00-59)

11. Select AM or PM. Press the AUTO DIAL/STORE key

12. Press the END key (HOLD key functions as the END key while in programming mode)

13. Press the EXIT key to exit programming mode.
   2.

Changing The Time On The Voice Mail System

1. Press the MY MAILBOX key, or press INTERCOM and dial 5 0 0 (five, zero, zero) if you do not have a MY MAILBOX key.

2. Enter the password for your mailbox.

3. Press # 6 (pound key, six)

4. Press * 9 9 8 (star key, nine, nine, eight)

5. Enter the password 6800 (six, eight, zero, zero) followed by # (pound key)

6. Press 4 (four) for Time Change

7. Press 1 (one) to change the time

8. Enter the new time followed by # (pound key)

9. Press 1 (one) for AM or 2 (two) for PM

10. Confirm the new time setting. Press 1 (one) to change or 2 (two) to accept

Changing The Main Voice Mail Greeting

PLEASE READ THIS BEFORE CHANGING YOUR GREETING!!!

PLEASE NOTE – Our voice mail installations are custom to each site, and every voice mail setup is different. This set of instructions covers how to access the greetings, you will have to listen to the greetings recorded in your voice mail to determine what greetings are used in your particular system. If there is no greeting currently recorded in a specific Company Greeting or Custom Service, your system does not use that greeting and it is not set up to play. The order in which the greetings play, single key options in the voice mail, operator / general mailbox options, etc are all internal system settings and would require a site visit to change. Please contact us by phone with any problems or questions, remote assistance (if available on you system) with changing your main greeting will incur a remote programming charge of $28.00 per 15 minutes. Onsite assistance is $85.00 per hour.

HELPFUL HINTS –

- Please read through the entire set of instructions before attempting to access the voice mail greetings so you have a general idea of the process. If you pause too long between steps the voice mail will kick you out of the system and you will have to go through all the steps again to get back in.

- Before you proceed with re-recording, you will need to have your script ready for what you would like the greeting to say.

- We recommend you follow the instructions attached to get into the voice mail system and listen to the greetings recorded and where they are recorded (ie: Company Greeting 1, Company Greeting 2, Custom Service 1, etc.) before you attempt to re-record anything. This will allow you to get the exact verbiage of the individual greetings, and exactly what is recorded where.

- Do not just hang up after you re-record any greetings. Press 1 (one) to end recording. The voice mail will give you options to press 1 (one) to review, press 2 (two) to accept, or press 3 (three) to erase and try again. Once you are satisfied with the recording, make sure to choose 2 (two) to accept the new greeting. If you hang up without saving the new greeting, it will automatically revert back to the old greeting when you hang up.

- *When you are in the voice mail system, anytime you are hearing a pre-recorded voice (menus, playback of greetings, etc.) the * (star key) will back you up one level.*