

Quick Reference Guide

for

Panasonic TDE/NCP/TVM Telephone & Voice Mail Systems



Telephone Operation

To Place a Call:

Lift handset or press SP-PHONE button.

- » External Call: Dial 9 followed by the desired outside number.
- » Internal Intercom Call: Dial extension number of the desired party or press the pre-programmed DSS key on the side of your phone.

To Answer a Call:

- » When the phone rings and the light flashes, lift the handset or press the SP-PHONE button.

To Transfer a Call Internally:

- » When on an active call, press the programmed DSS button for the extension you wish to transfer to, or press the TRANSFER button and dial the extension number of the party you wish to transfer to.
- » Hang-up, or stay on the line and introduce the call then hang-up.

To Transfer a Call Directly into a Mailbox:

- » When on an active call, press the VOICE MAIL button followed by the extension number or DSS button of the party you wish to transfer to, then hang up.

Navigation Button Functions:

The round navigation button on the bottom of your phone has two functions:

- » UP / DOWN adjustments will adjust the volume of the ringer, handset, or speakerphone when you are idle, on the handset, or on speakerphone.
- » LEFT / RIGHT options will take you to the Outgoing and Incoming Call Log(s), System Directory(Speed Dials), Personal Directory(Speed Dials), System Extension Directory, and other extension features.

Placing a Call on Hold:

- » When on an active call, press the HOLD button. The line that is on hold will flash green on your phone and red on all other phones that have access to that line.

To Retrieve a Call on Hold:

- » Press the flashing line button of the held call.

Conference Calling:

- » When on an active call and you want to include a 3rd party, press the CONFERENCE button.
- » If 3rd party is external, dial 9 plus the phone number of the party you want to include. If the 3rd party is internal, dial the extension number of the party you want to include.
- » Wait for the called party to answer.
- » Press the CONFERENCE button again.

Transferring a Call to an Outside Number*:

*Note: Not enabled on all systems.

- » When on an active call, press the TRANSFER button.
- » Dial 9 + the phone number of the outside number you wish to transfer the call to.
- » Hang-up, or stay on the line and introduce the call then hang-up.

Parking Calls

- » When on an active call, press a specific PARK ZONE button.
- » Inform colleague of parked call.

Retrieving Parked Calls:

- » From any extension, press the flashing PARK ZONE button.

Paging:

- » To page all phones, pick up the handset and press PAGE or dial *33 followed by the two digit paging code (default 01).

Because every call matters.

Quick Reference Guide for your Panasonic Telephone & Voice Mail System

Time Service Modes (Day/Night):

- » The Time Service (Day/Night) button toggles the telephone and voice mail system time modes. To use, simply press the Day/Night button to toggle the available modes:

Day: *Light not illuminated.*

Night: *Light solid red.*

Lunch/Break: *Light green or flashing.*

Telephone Programming

One Touch Speed Dialing:

To Store a Number:

- » Press PROG or PROGRAM
- » Press the button you want to store the speed dial under.
- » Press 2
- » Dial 9 + the telephone number to be stored.
- » Press AUTODIAL/STORE to save.
- » Lift the handset and replace it in the cradle to exit programming.

To Use:

- » Simply press the programmed speed dial button. A line will be selected, and the number dialed.

One Touch Speed Dialing:

To Store a DSS Extension button:

- » Press PROG or PROGRAM
- » Press the button you want to store the extension under.
- » Press 1 followed by the extension number.
- » Press AUTODIAL/STORE to save.
- » Lift the handset and replace it in the cradle to exit programming.

To Use:

- » Simply press the programmed DSS extension button and the party will be called.

Voice Mail

Setup:

- » Press your VOICE MAIL or CALL VOICE MAIL button and enter your password or one of the following default passwords: 1520, 101520, or 11520. The following series of digits will take you to setup sections of your mailbox:
 - 3, 1, 1: Record your No-Answer Greeting
 - 3, 1, 2: Record your Busy Greeting
 - 3, 1, 5: Record your Temporary Greeting
 - 3, 2: Setup Password (minimum length is 5 digits)
 - 3, 3: Record the User Name

*Notes

1. *The No-Answer greeting is the default greeting. If you only require a single greeting, record this one.*
2. *The temporary greeting is only available on newer TVM series voice mail models.*
3. *Be sure to delete any unwanted messages as you listen to them to avoid mailbox capacity issues.*
4. *If you forget your password, please see your system administrator to reset it.*

Mailbox Access:

Internally:

- » Press the VOICE MAIL button and enter your password. You can also access voice mail by pressing INTERCOM and dialing the extension number of your voice mail system (default 165, but not always the case)

Externally:

- » Call into the office.
- » If the voice mail auto attendant answers, enter # 6 * and your extension number. Then enter your password when prompted.
- » If a person answers, ask to be transferred to your mailbox. Once your greeting plays enter # 6 * and your extension number. Then enter your password when prompted.

Message Waiting Light:

- » When lit this light indicates there are new messages* in your mailbox. Access your mailbox as per above instructions.

*Note:

1. *This light may also be inadvertently turned on by another extension. To resolve press INTERCOM, then dial *700 followed by your extension number.*

Canwest Telephone Company Corp.

10 - 1520 Cliveden Avenue
Delta BC V3M 6J8

For service, please contact us at:

604-526-7821

service@canwesttel.com

www.canwesttel.com

Canwest Telephone Company Corp has been the leading telecommunications provider for Panasonic phone systems in Vancouver and the Lower Mainland area since 1981. With over 30 years of experience, we have developed extensive expertise in communication platforms for small, medium, and large office, retail, home, extended care, and warehouse environments. We specialize in digital, IP and VoIP, voice mail, and analog telephone solutions for business just like yours.

Our Partners:

Panasonic SHAW
Jabra plantronics