# Panasonic

## ICX
Integrated Communication eXchange

## Key Telephone/Digital Single Line Telephone
## Quick Reference

Note: Some features may not be available depending upon system programming.

# PLACING OUTSIDE CALLS

**Make a call using pooled line access**

📞 ➡ access line (9, 81-84) ➡ phone number ➡ ☎ (talk)

**Set Personal Speed Dial (PSD) numbers**

Key Tel: 📞 ➡ [PROG] ➡ [MEMORY]
DSLT: 📞 ➡ [7PRS][1][0OPER] ➡ PSD bin number (80-99) ➡ phone number ➡ [HOLD] ➡ 📞

**Access speed dial numbers**

📞 ➡ [MEMORY] ➡ speed dial bin number ➡ 📞

**Check speed dial numbers (Key Telephone Only)**

📞 ➡ [CONF] ➡ [MEMORY] ➡ speed dial bin number ➡ data displayed ➡ 📞

**Delete speed dial numbers**

Key Tel: 📞 ➡ [PROG] ➡ [MEMORY]
DSLT: 📞 ➡ [7PRS][1][0OPER] ➡ speed dial bin number ➡ [HOLD] ➡ 📞

**Automatically redial the last number dialled**

📞 ➡ [REDIAL] ➡ ☎ (talk)

**Have a busy outside line call you back when it becomes open/free**

📞 ➡ access line (9, 81-84) ➡ busy tone ➡ [3DEF] ➡ 📞 ➡
extension rings when line is free ➡ 📞 ➡ dial phone number

**Assign an account code before making a call**

📞 ➡ [8TUV][#] ➡ account code ➡ [#] ➡ access line (9, 81-84) ➡
phone number

**Assign an account code for a client during a call**

☎ (talk) ➡ [MEMORY][#] ➡ account code ➡ [#] ➡ ☎ (talk)

# HANDLING INCOMING CALLS

**Answer a call ringing at someone else's phone in your call pickup group**

📞 ➡ [7PRS][0OPER][1] ➡ ☎ (talk)

**Answer a call ringing at another extension**

📞 ➡ [7PRS][0OPER][4GHI] ➡ ringing extension number ➡ ☎ (talk)

**Place a call on hold (and then retrieve it)**
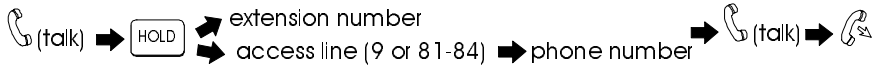
☎ (talk) ➡ [HOLD]   (to retrieve) [HOLD]

**Answer a second call and toggle between the two calls**

☎ (talk) ➡ [HOLD] ➡ ☎ (talk) ➡ [HOLD]

**Retrieve a call that has been placed on Floating Hold**

📞 ➡ [*][9WXY] ➡ Floating Hold number

## Supervise the transfer of a call to an extension or outside number

📞(talk) ➡ [HOLD] ➡ extension number
⤷ access line (9 or 81-84) ➡ phone number ➡ 📞(talk) ➡ 📞

## Transfer a call to an extension or outside number without supervising the call

📞(talk) ➡ [HOLD] ➡ extension number
⤷ access line (9 or 81-84) ➡ phone number ➡ 📞
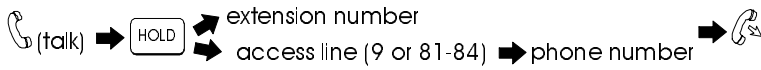
## Transfer a call to a busy extension

📞(talk) ➡ [HOLD] ➡ extension number ➡ [2ABC] ➡ 📞

# COMMUNICATING WITHIN YOUR OFFICE

## Answer a ringing phone

📞 ➡ 📞(talk)

## Call another extension

📞 ➡ extension number ➡ 📞(talk)
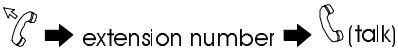
## Page another party or make an announcement

📞 ➡ [#] ➡ paging group number ➡ 📞(talk) ➡ 📞

## Answer a page using Meet-Me Answer

📞 [#] [#] 📞

## Set Call Forwarding for:

All Calls: 📞 ➡ for your extension [7PRS] [2ABC] [1] ➡ destination extension number ➡ 📞
⤷ for another extension [7PRS] [4GHI] [1] ➡ number of the extension of calls to forward ➡ destination extension number ➡ 📞

Busy: 📞 ➡ for your extension [7PRS] [2ABC] [2ABC] ➡ destination extension number ➡ 📞
⤷ for another extension [7PRS] [4GHI] [2ABC] ➡ number of the extension of calls to forward ➡ destination extension number ➡ 📞

No Answer: 📞 ➡ for your extension [7PRS] [2ABC] [3DEF] ➡ destination extension number ➡ 📞
⤷ for another extension [7PRS] [4GHI] [3DEF] ➡ number of the extension of calls to forward ➡ destination extension number ➡ 📞

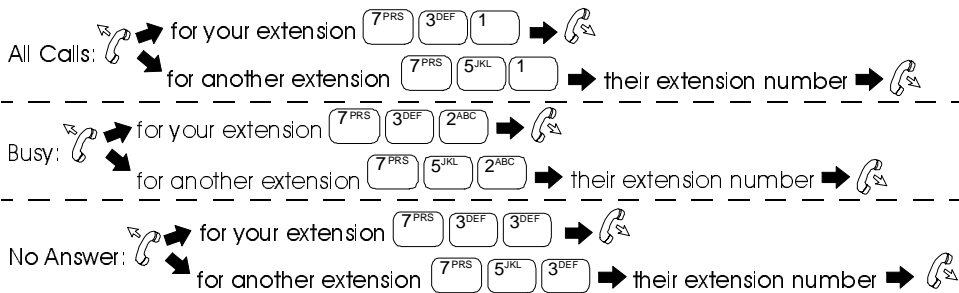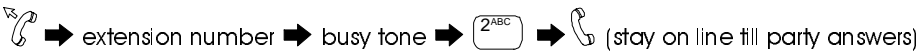**NOTE**: If forwarding calls to an outside number, press the # key, and then enter a preassigned system speed dial number.

## Cancel Call Forwarding for:

All Calls: 📞 ➡ for your extension [7PRS] [3DEF] [1] ➡ 📞
⤷ for another extension [7PRS] [5JKL] [1] ➡ their extension number ➡ 📞

Busy: 📞 ➡ for your extension [7PRS] [3DEF] [2ABC] ➡ 📞
⤷ for another extension [7PRS] [5JKL] [2ABC] ➡ their extension number ➡ 📞

No Answer: 📞 ➡ for your extension [7PRS] [3DEF] [3DEF] ➡ 📞
⤷ for another extension [7PRS] [5JKL] [3DEF] ➡ their extension number ➡ 📞

## Camp-on to a busy extension and send a call waiting signal

📞 ➡ extension number ➡ busy tone ➡ [2ABC] ➡ 📞 (stay on line till party answers)

## Answer a camp-on signal

📞 ➡ 📞 or [HOLD] ➡ 📞(talk)

**Have a busy extension call you back when it becomes free**

📞 ➡ extension number ➡ busy tone ➡ [3<sup>DEF</sup>] ➡ ringback tone ➡ 📞

**Respond to a callback request**

📞 ➡ 📞 (talk)

**Send a message waiting indication to another extension**

📞 ➡ extension number ➡ ring or busy tone ➡ [4<sup>GHI</sup>] ➡ 📞

**Answer a message waiting indication**

📞 ➡ hear message waiting tone ➡ [*] [6<sup>MNO</sup>] ➡ 📞 (talk)

**Cancel a message waiting indication sent by another extension**

📞 ➡ [*] [5<sup>JKL</sup>] ➡ 📞

**Turn Do-Not-Disturb on or off**

📞 ➡ [7<sup>PRS</sup>] [2<sup>ABC</sup>] [0<sup>OPER</sup>] ➡ 📞

**Interrupt another extension's call and make an announcement**

📞 ➡ extension number ➡ busy tone ➡ [9<sup>WXY</sup>] ➡ 📞 (talk)


## Using Additional Features

**Establish a three-party conference call from your current call**

[HOLD] ↗ extension number
access line (9 or 81-84) ➡ phone number ➡ 📞 (talk) ➡ [CONF] ➡ 📞 (talk)

**Set a reminder alarm**

📞 ➡ [*] [3<sup>DEF</sup>] [1] ➡ enter time (24 hour format) ➡ 📞

**Cancel a reminder alarm**

📞 ➡ [*] [3<sup>DEF</sup>] [9<sup>WXY</sup>] ➡ 📞

**Have the system redial a busy outside number until the called number answers**

📞 ➡ access line (9, 81-84) ➡ phone number ➡ [REDIAL] (system makes redials up to 15 redial attempts)

**Turn background music on and off**

📞 ➡ [*] [3<sup>DEF</sup>] [0<sup>OPER</sup>] ➡ 📞