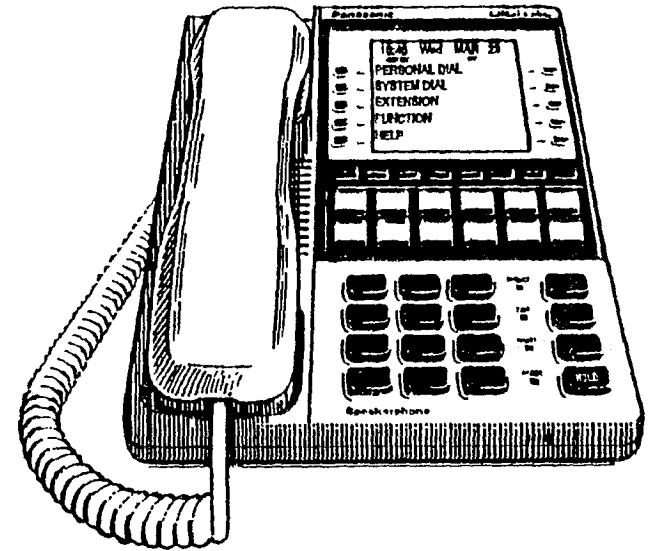


# STATION USER GUIDE

**Panasonic**



VB-42210  
VB-42211  
VB-42213  
VB-43220  
VB-43221

VB-43223  
VB-43225  
VB-43230  
VB-43233

Digital Business System  
(Digital Key Telephone Series)

Before using this phone, please  
read these instructions completely.

Section 750  
Issued March 1995



PANUG-002

## Panasonic®

Communications & Systems Company  
Business Telephone Systems Division  
Two Panasonic Way  
Secaucus, NJ 07094  
Part Number: 550X05701  
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## Preface

The *Station User Guide* is for anyone who uses a Panasonic digital telephone in conjunction with the Panasonic DBS Series Telephone System (DBS 40, DBS 72, DBS 96, DBS 824). The Panasonic Digital Business System provides you with a powerful set of features for handling calls.

This manual provides an overview of the digital phones and offers detailed information about using the features provided by the DBS.

### How to Use This Manual

We recommend that you read the entire manual before using your digital phone, in order to get a clear idea of its capabilities.

### What This Manual Contains

This manual contains the following chapters:

Chapter and Title	Description
Chapter 1, "Understanding Your Phone"	Describes features of Panasonic digital telephones.
Chapter 2, "Setting Up Your Phone"	Provides procedures for setting up telephone features such as display contrast.
Chapter 3, "Placing Outside Calls"	Provides several procedures for making outside calls.
Chapter 4, "Answering Calls"	Provides several procedures for answering calls.
Chapter 5, "Communicating Within Your Office"	Provides procedures for handling internal calls.
Chapter 6, "Using Additional Features"	Provides procedures for using advanced features.

## Notation Used

This manual uses the following conventions:

- References to chapters and sections are enclosed in quotation marks, and include the title and page number, for example: "Assigning FF Keys" on page 9.
- References to information you are to dial is printed in boldface, mixed-case characters, for example: Dial 73\*.
- References to the telephone keypad are printed using bold, uppercase characters, for example: Press **HOLD**.

## For More Information

For more information about features available with Panasonic DBS systems and digital phones, contact your system administrator or DBS dealer, or refer to the Panasonic publication *Feature Operation (Section 700)*.

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Function	Dial Code	FF Key
Save Dial Access	AUTO + *	Yes
Save Dial Registration	AUTO + AUTO + *	Yes
Tone/Voice Switch	1 <b>Note:</b> You can assign this feature as an "Any Key." See "Any Key Assignment" on page 61.	Yes
Transfer	PROG	No
Outside Line Queuing	2 <b>Note:</b> You can assign this feature as an "Any Key." See "Any Key Assignment" on page 61.	Yes
Night Answer Device (UNA) Pick-up	78	Yes

## 1. Understanding Your Phone

Becoming familiar with your Panasonic digital phone will enable you to effectively use its call-handling features.

**Note:** Some features may not be available on your phone. For information, see your system administrator or DBS dealer.

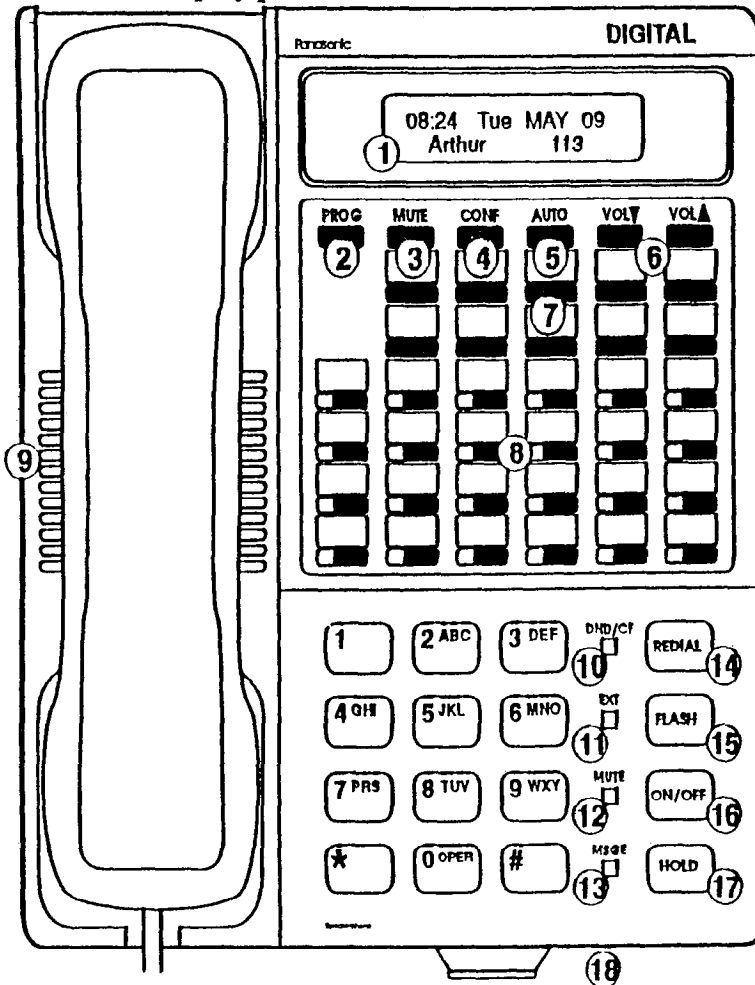
This chapter covers the following topics:

Topic	Page
Small-Display Phones	2
Large-Display Phones	4
Display Information	5

## Small-Display Phones

Small-display phones, such as the model illustrated below, have a smaller display than some other models. The annotated illustration in Figure 1 and Table 1 on page 3 explain the features that are typical of this type of phone.

Figure 1. Small-display phone



Function	Dial Code	FF Key
Least Cost Routing Access	9	Yes
Meet-Me Answer	77	Yes
Message Waiting Set	2	Yes
	<b>Note:</b> You can assign this feature as an "Any Key." See "Any Key Assignment" on page 61.	
Message Waiting Answer	AUTO - REDIAL	Yes
Message Waiting Cancel	AUTO - FLASH	Yes
Mute Key Assignment	*#	Yes
Night Mode Toggle On/Off	#52 or #520 (some systems) (attendant only)	Yes
Day Mode	#521 (some systems) (attendant only)	Yes
Night Mode	#522 (some systems) (attendant only)	Yes
Night2 Mode	#523 (some systems) (attendant only)	Yes
Offhook Voice Announce	5	Yes
	<b>Note:</b> You can assign this feature as an "Any Key." See "Any Key Assignment" on page 61.	
Offhook Voice Announce Answer (Talkback)	*3 (must be stored in an FF key)	Yes
Page Call	#00 - #07	Yes
Personal Speed Dial	AUTO (90-99 or 900-939)	Yes
Pooled Trunk Access	9 or 81-86	Yes
Privacy Release	CONF	No
Redial	REDIAL	No
Release Key Assignment	*2	Yes
Station Lockout Off/On	74 + 4-digit lockout code (optional)	Yes
System Speed Dial	AUTO + (00-89 or 000-199)	Yes

Function	Dial Code	FF Key
Attendant Call	0	Yes
Background Music Set/Cancel	#53	Yes
Busy Override	4 <b>Note:</b> You can assign this feature as an "Any Key." See "Any Key Assignment" on page 61.	Yes
Call Forward - All Calls	720 + extension number	Yes
Call Forward - Busy/No Answer	721 + extension number	Yes
Call Forward - Busy	722 + extension number	Yes
Call Forward - To Outside Line	723 (or 720, 721, 722, or 724) + AUTO + (00-99, 000-199, or 900-939)	Yes
Call Forward - No Answer	724 + extension number	Yes
Call Forward Cancel	72	Yes
Call Park	75	Yes
Call Waiting	3 <b>Note:</b> You can assign this feature as an "Any Key." See "Any Key Assignment" on page 61.	Yes
Conference	CONF	No
Dial Tone On/Off	#50	Yes
Direct Trunk Access	88 + 01-32	Yes
DND Set/Cancel	73	Yes
Direct Pick-Up	79 + extension number	Yes
Extension Call	Extension number	Yes
Extension Park Pick-up	76 + extension number	No
Flash	FLASH	No
Group Pick-up	70	Yes
Headset Mode On/Off	#51	Yes
Hold	HOLD	No
Intercom Key Assignment	#8	Yes

Table 1. Small-display phone features

#	Feature	Description
1	Display	Displays information about phone's current status.
2	PROG Key	Use to program FF and one-touch keys and to adjust ringer volume. Depending on the setup of your system, may also be used to transfer calls.
3	MUTE Key	Use to turn speakerphone's microphone on or off.
4	CONF Key	Use to establish conference calls, check FF key and one-touch features, and scroll through messages.
5	AUTO Key	Use to access speed dialing, enter account codes, or for message waiting answer/cancel.
6	Volume Control Keys	Use to adjust the level of tones, background music, ringing, receiver volume and display contrast.
7	One-Touch Keys	Use to make outside calls or to access call-handling features.
8	Flexible Function (FF) Keys	Use to access outside lines or to access call-handling features.
9	Speaker	Outputs tones and voice at your extension.
10	DND/CF Indicator	Indicates that Do-Not-Disturb, Call Forward, or Absence Message is set.
11	EXT Indicator	Lights when you are on a call; flashes when you hold a call.
12	MUTE Indicator	Indicates that the microphone is turned off.
13	MSGE Indicator	Indicates that you have a message.
14	REDIAL Key	Use to redial numbers.
15	FLASH Key	Use to end an outside call and to restore dial tone without hanging up receiver.

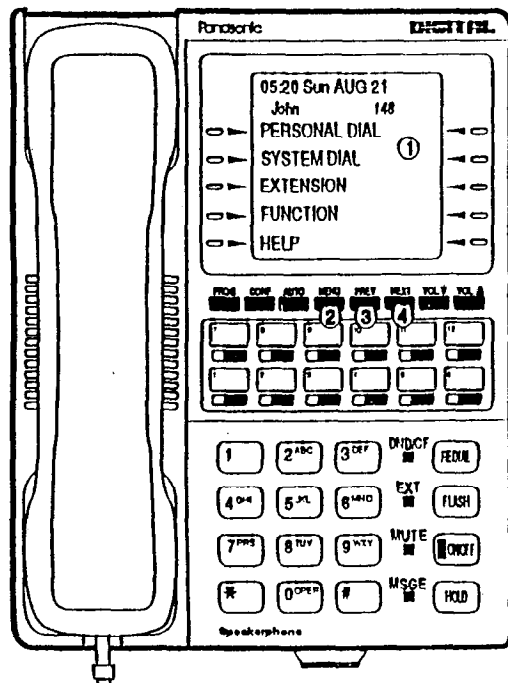
## Large-Display Phones

#	Feature	Description
16	ON/OFF Key	Use to make calls without lifting receiver.
17	HOLD Key	Use to hold calls, to retrieve held calls, and to complete FF key programming.
18	Microphone	Use to speak through the speakerphone.

## Large-Display Phones

Phones such as the one shown in the following illustration are distinguished by their large displays. The annotated illustration in Figure 2 and Table 2 on page 5 explain the features that are not included on the small-display phones.

Figure 2. Large-display phone



## Appendix. Dial Code List

This appendix contains a summary of the most commonly used dial codes. You can use many of these codes to program functions into FF keys.

**Note:** Some of these functions may not be available in the version of the DBS you have. For information, contact your system administrator or DBS dealer.

The following table lists the dial codes. The "FF Key" column indicates whether the code can be programmed into an FF key.

Table 5. Dial codes

Function	Dial Code	FF Key	
Absence Message Set	71	Yes	
	Specific message: message number (0-9) + time/date (0000-9999)	No	
Absence Message Cancel	71	Yes	
Account Codes	Unverified Account Codes	#7 or AUTO + #	Yes
	Verified Account Codes	#11	Yes
Alarm Set/Cancel	#4	Yes	
	Specific time: hour (01-12); minutes (00-59); a.m. or p.m. (1=a.m., 2=p.m.)	No	
Answer Key Assignment	*1	Yes	
"Any Key" Assignment <b>Note:</b> "Any Key" Assignment allows you to assign any digits other than extension numbers or feature codes. Examples include a voice mail password or account codes.	PROG + desired digits (up to six digits may be assigned)	Yes	

Table 2. Large-display phone features

#	Feature	Description
1	Large display	Displays menus, information about phone's current status. Also provides access to personal speed dial, system speed dial, extension number, function, and help menus. In newer systems, the function menus can be customized according to how your company uses its large-display phones. See your system administrator or DBS dealer for more information.
2	MENU Key	Use to return to the main menu screen.
3	PREV Key	Use to scroll to the previous menu.
4	NEXT Key	Use to scroll to the next menu.

## Display Information

Both large and small displays indicate the status of the phone. Several of the more common displays are illustrated here.

Figure 3. Idle condition (default display)

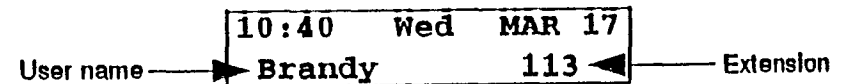


Figure 4. Messages received

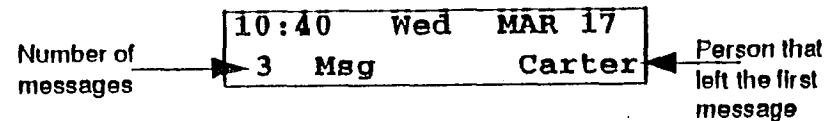


Figure 5. Alarm time

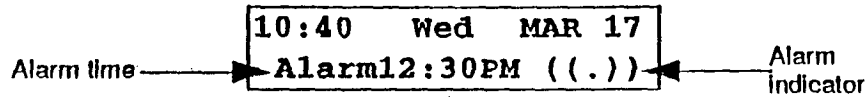


Figure 6. Absence message

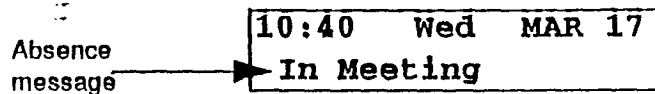


Figure 7. Incoming outside call

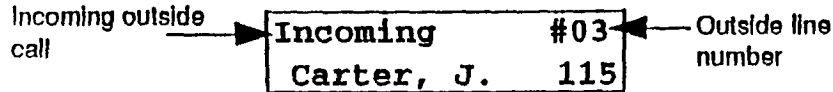


Figure 8. Outside call in progress

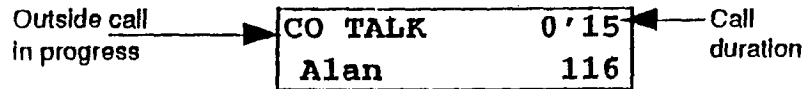


Figure 9. Internal calling in use

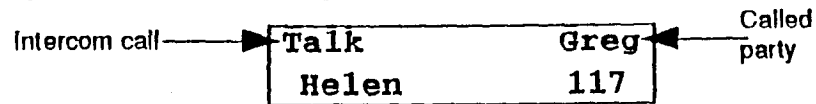
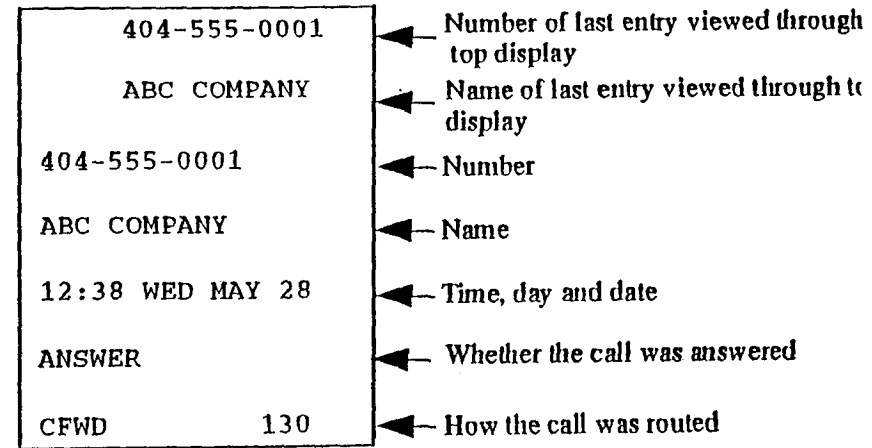


Figure 16. Call Log format for the large-display phone--detailed call information



Press any soft key to return to the calling number listing form as shown in Figure 15.

Other Call Log entries can be viewed by pressing the \* or # keys. If these keys are pressed while viewing detailed information, the detailed information is displayed for the new selected log entry.

Exit the Call Log display by pressing the ON/OFF key.

### Log Format for the Large-Display Phone.

If you have a Large-display phone, you can view all four levels of the Call Log on one screen.

**Example:**

Press the **Call Log** key. The following display appears:

*Figure 15. Call log format for the large-display phone--calling number*

404-555-0001	←	Number of last entry viewed through top display
ABC COMPANY	←	Name of last entry viewed through top display
404-555-0001	←	Number of selected entry
404-555-8888	←	Number of second log entry
404-555-9999	←	Number of third log entry
404-555-7777	←	Number of fourth log entry
404-555-6666	←	Number of fifth log entry

A "<" may appear to the right side of one of the entries. This indicates the oldest entry in the log.

Press the soft key next to the desired entry to view the details of a particular call.

## 2. Setting Up Your Phone

Use the procedures in this chapter to adjust the volume and display contrast of your digital phone, and to assign call handling features to FF (flexible function) keys.

This chapter covers the following topics:

Topic	Page
Volume and Display Settings	8
FF Keys	9

# Volume and Display Settings

## Adjusting Sound Volumes

You can adjust the volume of the following while they are in use by pressing the VOL keys:

- Ringer
- Speaker
- Handset.

## Adjusting the Ringing Volume

When your phone is not in use, you can adjust its ring volume using the following steps.

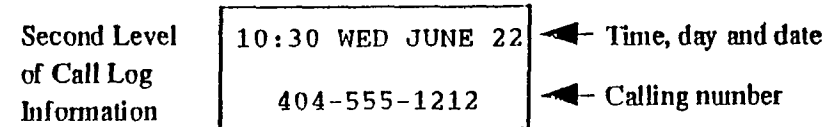
1. Press ON/OFF.
2. Press PROG.
3. Dial #9.
4. Press a VOL key.

The phone produces a tone.

5. Press the VOL keys to adjust the loudness of the tone.
6. Press ON/OFF.

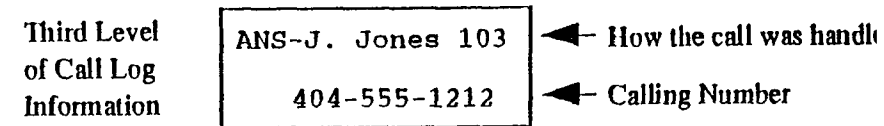
2. To display the next level of information, press the CONF key.

*Figure 12. Call log format for the small-display phone--time and date*



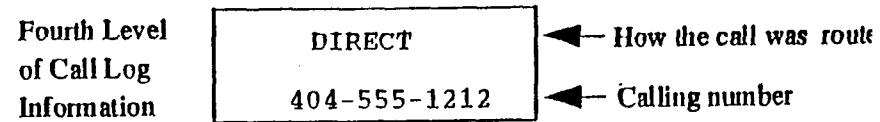
3. To display the next level of information, press the CONF key.

*Figure 13. Call log format for small-display phone--answer information*



4. To display the next level of information, press the CONF key.

*Figure 14. Call log format for small-display phone--routing information*



5. To return to the first level of call information, press the CONF key.

Other call log entries can be viewed by pressing the \* or # key. A "<" appears beside the oldest entry in the log.

6. Exit the Call Log display by pressing the ON/OFF key.



- Calling number
- Calling name (if provided)
- Time and date
- How the call was answered
- How the call was routed.

### Call Log Format

The most recent entries are stored first in the Call Log. When you view the log by pressing the **Call Log** key, you can scroll forward or backward through the entire contents of the log using the \* and # keys. The log format varies between the Small-Display Phones and the Large Display Phone.

#### Call Log Format for Small-Display Phones

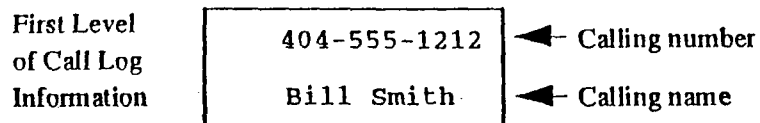
To view the call log, press the **Call Log** key. To view the next call in the log, press the # key. To view the previous call in the log, press the \* key.

In addition to viewing the calling number information by pressing the **Call Log** Key, you can view the detailed information on each entry by pressing the **CONF** key.

#### Example:

1. Press the **Call Log** key. The following displays.

*Figure 11. Call Log format for the small-display phone--calling number and name*



### Adjusting the Display Contrast

1. When the phone is not in use, press #.
2. Press the **VOL** keys to adjust the contrast of the display.

### FF Keys

You can set up **FF** (flexible function) keys to initiate system features, assign specific extension numbers, or to store digits that are frequently dialed.

**Note:** You cannot set up **FF** keys that are dedicated to outside lines. Contact your system administrator or **DBS** dealer to make changes to dedicated **FF** keys.

### Assigning FF Keys

1. Pick up the handset or press **ON/OFF**.
2. Press **PROG**.
3. Press the **FF** key.

4. Do one of the following:

If ...	Then ...
You want to assign a dial code that will initiate a particular feature.	Enter one of the dial codes listed in the Appendix, "Dial Code List." <b>Note:</b> Not all dial codes can be stored in FF keys. See the Appendix for more information.
You want one-key access to a specific extension number, plus the ability to pick up the extension's calls and know when the extension is busy. <b>Note:</b> If you assign an extension number to an FF key, the FF key will light red when the extension is busy. In addition, you can pick up a call that is held or ringing at the extension by simply pressing the FF key when it is flashing.	Enter the extension number
You want to assign up to six digits that you frequently dial. These digits consist of numbers other than speed dial numbers, outside lines, or feature codes. Examples include account codes or a voice mail password. This type of key is known as an "Any Key."	a. Press <b>PROG</b> . b. Enter up to six digits.

5. Press **HOLD**.

Notes:

- To use an FF key's function, press the key.
- To change an FF key's setup, use the procedures described above.

## Using Caller ID

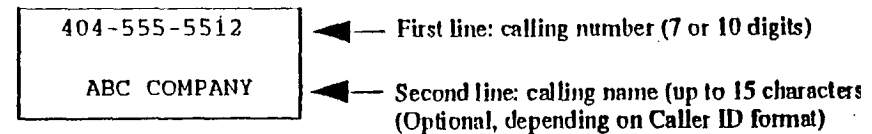
When the Caller ID (CID) feature is activated, your display telephone can display CID information as incoming calls ring at your extension. You have access to previous call information via the Caller ID Call Log feature.

### Caller ID Display

The Caller ID display shows the Caller ID number and/or name, depending on the Caller ID format used.

Whenever a Caller ID call rings your phone, the following information appears on the phone display.

Figure 10. Example Caller ID display.



Once Caller ID information is received, it can be transmitted along with the call to another phone through call transfer, call forwarding, etc.

### Caller ID Call Log

The Call Log keeps a record of Caller ID calls that ring your phone. An FF key can be assigned to flash when there is a new entry in the log. When you press the key to access the log, the LED turns off.

#### Call Log Information

Each Call Log entry includes the following call information:

---

## Controlling Background Music

If your system is set up with a music source, you can play music over the speaker of your phone.

1. Pick up the handset or press **ON/OFF**.
2. Dial **#53**.

If background music is already playing through your speaker, these steps turn it off; if background music is off, these steps turn it on.

---

## Using the Reminder Alarm

1. Pick up the handset or press **ON/OFF**.
2. Do one of the following:

If ...	Then ...
You want to set the alarm	a. Dial <b>#4</b> . b. Enter the time using 12-hour format (HH:MM), followed by <b>1</b> for a.m. or <b>2</b> for p.m.
You want to cancel the alarm	Dial <b>#4</b> .

3. Press **ON/OFF**.

---

## Checking FF Key Setup

1. Pick up the handset or press **ON/OFF**.
2. Press **CONF**.
3. Press the **FF** key.
4. The assigned function appears on the display.
5. Replace the handset or press **ON/OFF**.

## Dropping Out of a Conference Call

To drop out of a conference call, press **FLASH** or **ON/OFF**.

---

## Using a Headset

When headset mode is turned on, you can use a headset attached to your phone. When headset mode is turned off, the headset is inoperative.

1. Pick up the handset or press **ON/OFF**.
2. Dial **#51**.

If headset mode is already on, these steps turn it off; if headset mode is off, these steps turn it on.

3. Replace the handset or press **ON/OFF**.

---

## Controlling Internal Dial Tone

Internal dial tone is the tone you hear when you are dialing extensions within your office. If you want to, you can turn the internal dial tone off, so that you do not hear it.

1. Pick up the handset or press **ON/OFF**.
2. Dial **#50**.

If intercom dial tone is already on, these steps turn it off; if intercom dial tone is off, these steps turn it on.

3. Replace the handset or press **ON/OFF**.

## Switching Between Pulse and Tone Calling

When you dial your phone, pulse calling dials by sending out a certain number of pulses for each digit, as with old-fashioned rotary phones. With tone calling, your phone dials by sending a distinctive tone for each digit.

1. Pick up the handset or press **ON/OFF**.
2. Dial the desired number.
3. Press \* or # to switch from pulse to tone calling, or vice versa.

---

## Making Conference Calls

You may use your digital phone to create conference calls that include up to four parties.

### Adding an Outside Line

1. To put your call on hold, press **HOLD** or the outside line key you are using.
2. Access another outside line.
3. Dial the number of the party to be included in the conference.
4. Press **CONF** after the call is answered.

### Adding an Extension to a Conference

1. Press **HOLD**.
2. Dial the number of the extension you wish to add.
3. Press **CONF** after the extension answers.

---

## 3. Placing Outside Calls

Your digital phone, in conjunction with the DBS, provides several ways for you to place outside calls.

This chapter covers the following topics:

Topic	Page
Making Calls	14
Using Speed Dialing	16
Redialing Outside Numbers	21
Waiting for an Outside Line	23
Using Account Codes	23

## Making Calls

### Using an Outside Line Access Group

You can dial 9, 81, 82, 83, 84, 85, or 86 to access an outside line. Each one of these codes gives you access to a group of outside lines. The DBS automatically picks an outside line from the group for you.

**Note:** This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

1. Pick up the handset or press **ON/OFF**.
2. Dial an access code for an outside line access group (9, 81-86) and the telephone number.

#### Notes:

- If all the outside lines in the group are busy, you hear a busy tone.
- If the system is set up for LCR (least-cost-routing) dialing, the LCR function is activated when you dial 9. LCR automatically routes your call to the least expensive outside line.

### Accessing an Outside Line with an FF Key

1. Press an FF key that is dedicated to an outside line or to a group of outside lines
2. Dial the desired number.

### Calling If the DBS is Behind a PBX

1. Pick up the handset or press **ON/OFF**.
2. Access an outside line.

### To Assign a Walking COS Code

1. Pick up the handset or press **ON/OFF**.
2. Dial “#12.”
3. Enter the four-digit Walking Class of Service code (0001 ~ 9999).
4. Press “#.”
5. Replace the handset or press **ON/OFF**.

### To Use a Walking COS Code

1. From the other extension, pick up the handset or press **ON/OFF**.
2. Dial “#13.”
3. Enter *your* extension number.
4. Enter your Walking Class of Service code.
5. Press “#.”
6. Access an outside line.
7. Dial the telephone number.

The Walking Class of Service will remain in effect until you hang up.

**Note:** The same Walking Class of Service code may be used by more than one extension.

---

## Locking Your Extension

Use this feature to restrict unauthorized access to your phone. When your phone is "locked," it cannot be used to make outside calls. It can, however, be used to make internal calls.

### Controlling Your Extension Lock

1. Pick up the handset or press **ON/OFF**.
2. Dial 74.
3. Dial the 4-digit lockout code.

If your extension is locked, this step unlocks it. If your extension is unlocked, this step locks it.

4. Press **ON/OFF**.

**Note:** Lockout codes can be set up by your system administrator or DBS dealer.

---

## Using Your Calling Privileges from Another Phone

Walking Class of Service (COS) allows you to use your own calling privileges at another phone. For example, you may be allowed to make long-distance calls from your phone, but a phone in your company's warehouse may be restricted from long-distance calls.

To make long-distance calls from the restricted phone, you can go to that phone and enter a Walking COS code before dialing the number.

Before using this feature, you must assign a COS code for your phone.

The following instructions explain how to assign the code as well as dial it before placing a call.

3. Dial the PBX access code (see you system administrator or dealer for the code).
4. When you hear the outside line dial tone, dial the telephone number.

### Dialing a Specific Outside Line

1. Pick up the handset or press **ON/OFF**.
2. Dial 88.
3. Dial the outside line number (01-64).
4. Dial the telephone number.

**Note:** Your system may be set up to use the forced Least Cos Routing feature. If so, you cannot dial a specific outside line. See you DBS administrator or dealer for more information.

### Making Emergency Calls (911 Calls)

In newer DBS systems, all extensions can access an outside line then dial 911, regardless of the calling restrictions assigned to the extension. In older DBS systems, 911 calls can only be made from extensions that are allowed to make outside calls.

Use the following procedure to dial 911 calls. (For older system, you may have to dial these digits from a phone that is allowed to make outside calls.)

1. Pick up the handset or press **ON/OFF**.
2. Dial 9 (or any other number used to access an outside line).
3. Dial 911.

## Using Speed Dialing

### Using Personal Speed Dialing (PSD)

You can assign PSD (personal speed dial) numbers to the one-touch keys on your phone. All systems provide at least ten PSDs numbered 90 to 99. Some systems optionally allow up to 40 PSDs numbered 900 to 939.

Each one-touch key corresponds to one of the personal speed dial codes. For example:

One-touch key ...	Corresponds to personal speed dial code ...
#1	90 or 900
#2	91 or 901
#3	92 or 902
etc.	

### Assigning PSD Numbers to One-Touch Keys

1. Pick up the handset or press ON/OFF.
2. Press **PROG**.
3. Press the desired one-touch key.
4. Dial the phone number (no more than 16 characters).

**Note:** You can insert the following characters into the number:

## 6. Using Additional Features

The DBS provides a variety of features you can use in your daily work.

This chapter covers the following topics:

Topic	Page
Using Station Lockout	50
Using Your Calling Privileges at Another Phone	50
Switching Between Pulse and Tone Calling	52
Making Conference Calls	52
Using a Headset	53
Controlling Internal Dial Tone	53
Controlling Background Music	54
Using the Reminder Alarm	54
Using Caller ID	55



4. Press **CONF**.
5. Press **AUTO** twice.
6. Enter the voice mail extension number and any special numbers that are required by the voice mail.

For example, if the voice mail number is 500 and the voice mail requires an asterisk (\*) at the end of the number, enter the following digits:

ON/OFF PROG FF key CONF AUTO AUTO 500 \*

**Note:** The length of the voice mail number and the special codes cannot exceed six digits. If more than six digits are required, assign the numbers to a personal or system speed dial number, then store the speed dial number rather than your password under the voice mail key. (See "Using Speed Dialing" on page 16.)

7. Press **HOLD**.

## Using a Voice Mail Transfer Key

1. When a call arrives, answer it then press the VM/TRF key.  
The system automatically puts the incoming call on hold.
2. When the caller asked to be transferred to a voice mailbox, press the desired DSS/BLF key or dial the extension number.
3. Press **RELEASE**, **ON/OFF**, or **PROG** to complete the transfer to the voice mailbox.

To insert a . . .	Press . . .
Pause	<b>REDIAL</b>
Flash	<b>FLASH</b>
Hyphen (-) (Appears when the number is dialed or checked, but not during programming.)	<b>FF6</b> (flexible function key 6)
*	*
#	#
Outside line access code	a. <b>CONF</b> b. Dial the access code (9 or 1-6).

5. Press **HOLD**.
6. Replace the handset or press **ON/OFF**.

## Dialing a PSD Number

1. Pick up the handset or press **ON/OFF**.
2. If necessary, access an outside line.
3. Press the desired one-touch key.

## Checking PSD Numbers

1. Pick up the handset or press **ON/OFF**.
2. Press **CONF**.
3. Press the desired one-touch key.  
The PSD number appears on the display.
4. Replace the handset or press **ON/OFF**.

### Assigning Names to PSD Numbers

PSD names are displayed when you dial the PSD number.

1. Pick up the handset or press **ON/OFF**.
2. Press **PROG**.
3. Dial **#1**.
4. Press **AUTO**.
5. Dial a PSD code (90-99, or 900-939).

**Note:** PSD codes correspond to one-touch keys. Code 90 (or 900) = key 1, code 91 (or 901) = key 2, etc. For example, to assign a name to the PSD number on one-touch key 1, use PSD code 90 (or 901).

6. Press **AUTO** once to clear each character in the default name.
7. Enter the first character of the name. Use the information in Table 3 on page 19 as a guide.  
**Note:** To enter numbers into name, press **CONF**. To resume entering letters, press **CONF** again.
8. Press **FLASH**.
9. Repeat steps 7-8 for each character in the name until the entire name is entered.

10. When the name is complete, press **FLASH**.

11. Press **HOLD**.

**Note:** To enter more names, repeat steps 4-10.

5. Press **AUTO**.
6. Enter the voice mail extension number and a password (if necessary.) If you are accessing a Panasonic Voice Mail, include a # at the end.

For example, if your voice mail number is 500 and you are not using a password, you would make the following entry:

**ON/OFF PROG FF key CONF AUTO 500 #**

**Note:** The length of the voice mail number, including the voice mail extension number, password, and # cannot exceed six digits. If more than six digits are required, assign the password to a personal or system speed dial number, then store the speed dial number rather than your password under the voice mail key. (See "Using Speed Dialing" on page 16.)

7. Press **HOLD**.

### Using a Voice Mail Key

1. When the VM key flashes, press it to connect to your mailbox.

---

### Using One-Touch Voice Mail Transfer

**Note:** This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

The One-Touch Voice Mail Transfer key allows you to quickly transfer callers directly into voice mail.

### Assigning a Voice Mail Transfer Key

1. Pick up the handset or press **ON/OFF**.
2. Press **PROG**.
3. Press the FF key you want to assign.

## Breaking Into an Outside Call

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

This feature allows you to interrupt a busy extension.

1. Pick up the handset or press ON/OFF.
2. Dial the extension number.
3. When you hear the busy tone, press 4.

Note: In order to break into a busy extension, you must be in the same paging group as the extension.

## Using One-Touch Voice Mail Access

Note: This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

The One-Touch Voice Mail key can be used to provide one-touch access to your voice mailbox. In addition, it also provides a flashing red light anytime you have voice mail messages.

Once the key is assigned, you will notice that the key flashes when you have a voice message. To dial voice mail, simply press the key.

## Assigning a Voice Mail Key

1. Pick up the handset or press ON/OFF.
2. Press PROG.
3. Press the FF key you want to assign.
4. Press CONF.

Table 3. Speed dial alphabet entry

To enter:	Press this key:	This many times:	To enter:	Press this key:	This many times:
A	2	1	a	2	4
B	2	2	b	2	5
C	2	3	c	2	6
D	3	1	d	3	4
E	3	2	e	3	5
F	3	3	f	3	6
G	4	1	g	4	4
H	4	2	h	4	5
I	4	3	i	4	6
J	5	1	j	5	4
K	5	2	k	5	5
L	5	3	l	5	6
M	6	1	m	6	4
N	6	2	n	6	5
O	6	3	o	6	6
P	7	1	p	7	4
Q	7	2	q	7	5
R	7	3	r	7	6
S	8	1	s	8	4
T	8	2	t	8	5
U	8	3	u	8	6
V	9	1	v	9	4
W	9	2	w	9	5
X	9	3	x	9	6
Y	1	1	y	1	4
Z	1	2	z	1	5
.	0	1, 3, 4, or 6	:	0	2 or 5
*	*	1 or 4	*	*	2 or 5
?	#	3 or 6	#	#	1 or 4
/	#	2 or 5	/	#	3 or 6
space	1	1 or 4			

## Using System Speed Dialing (SSD)

Up to 90 SSD (system speed dial) numbers can be assigned from the operator's phone. These SSD numbers are assigned to codes 00-89. Some systems allow up to 200 SSD numbers. These SSD numbers are assigned to codes 000-199. System speed dial numbers are available to everyone.

### Dialing an SSD Number

1. Pick up the handset or press **ON/OFF**.
2. If necessary, access an outside line.
3. Press **AUTO**.
4. Dial the SSD code (00-89 or 000-199).

### Checking SSD Numbers

1. Pick up the handset or press **ON/OFF**.
2. Press **CONF**.
3. Press **AUTO**.
4. Dial the SSD code (00-89 or 000-199).

The SSD number appears on the display.

## Chaining Speed Dial Numbers

You can chain together up to five SSD or PSD numbers to handle phone numbers longer than 16 characters.

**Note:** Before chaining, enter the parts of the phone number into one-touch keys or speed dial codes. For example, program the first part into one-touch key #1, the second part into one-touch key #2, etc.

Complete the following steps to chain speed dial numbers:

1. Pick up the handset or press **ON/OFF**.

### Notes:

- Your original conversation is not interrupted by sending a text message.
- Text messages can only be sent to callers within your facility.
- The caller must have a display phone to receive the text message.
- Text messages can be changed by your DBS administrator or dealer.

### To Speak to the Announcing Party

1. Press the Talkback\* key.
2. Speak with the announcing party.
3. Press the Talkback\* key to return to the original call.

\* The Talkback key is an FF key that has been assigned to the Talkback function. The Talkback function is typically used in situations where the extension user must handle more than one call. The Talkback key must be set up by the system administrator or dealer.

### Transferring Calls with an Announcement

**Note:** This feature requires system programming or a specific DBS configuration, and may not be available. For information see your system administrator or DBS dealer.

1. Press **HOLD**.
2. Dial the extension number.
3. When you hear a busy tone, press **5**.
4. When you are connected to the called party, press **ON/OFF**.

## Announcing to Busy Extensions

**Note:** This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

This feature allows you to make an announcement to a busy extension. The announcement is only heard by the called party, not by the other party he or she is talking to.

### Making an Announcement

1. Pick up the handset or press **ON/OFF**.
2. Dial the extension number.
3. Press **5** if you hear the busy tone.
4. Make your announcement.

Your voice is heard on the extension, not on the outside line.

### Answering an Announcement

To answer an announcement, you may use the Talkback key to speak to the announcing party or you may send a text message.

#### To Answer with Text

1. While remaining on the line with the original party, press **CONF**.
2. Dial the digits 1 to 5 to send a text reply to the party that has just called.

Dialed Digit	Text Message
1	Take A Message
2	Please Hold
3	Will Call Back
4	Transfer
5	Unavailable

2. If necessary, access an outside line.
3. Do one of the following:

If ...	Then ...
You are using a PSD number	Press the one-touch key for the first part of the number. or a. Press <b>AUTO</b> . b. Dial the code for the first part of the number.
You are using a SSD number	a. Press <b>AUTO</b> . b. Dial the code for the first part of the number.

4. Use the one-touch keys or speed dial codes to dial the remaining parts of the phone number until it is completed.

## Redialing Outside Numbers

### Redialing

1. Pick up the handset or press **ON/OFF**.
2. Access an outside line.
3. Press **REDIAL**.

The phone dials the last outside number dialed.

### Auto-Redial

Some systems allow the last number dialed (either outside or inside call) to be redialed simply by pressing the **REDIAL** key.

1. When your phone is idle or receiving dial tone, press **REDIAL**.

## Auto-Repeat Dialing

With some systems, if the outside number dialed is busy, pressing the **REDIAL** key will repeatedly redial the number until answered or the number of retries reaches a set limit.

1. After receiving busy tone when dialing an outside number, press the **REDIAL** key.

### To cancel Auto-Repeat Dialing

1. Replace the handset or press **ON/OFF**.

## Saving and Redialing a Number

You can save an outside number for redialing. A saved number can be redialed even if it is not the last number dialed.

### Saving a Number

1. Dial the desired phone number.
2. Press **AUTO** twice.
3. Press **\***.
4. Replace the handset or press **ON/OFF**.

### Redialing a Saved Number

1. Access an outside line.
2. Press **AUTO**.
3. Press **\***.

## Using Absence Messages

### Assigning the Absence Message

Absence messages appear on the display of any internal caller who calls your extension.

1. Pick up the handset or press **ON/OFF**.
2. Dial **71**.
3. Dial the message number (0-9).
4. Dial the date or time of your return, using **MM/DD** or **HH/MM** (24-hour) format.
5. Press **ON/OFF**.

**Note:** Five absence messages (0-4) are supplied with the DBS. Your system administrator or dealer can set up five more customized messages (5-9). The messages supplied with the system are:

Number	Message
0	In Meeting
1	At Lunch
2	Out of Office
3	Vacation
4	Another Office

### Cancelling the Absence Message

1. Pick up the handset or press **ON/OFF**.
2. Dial **71**.
3. Press **ON/OFF**.

## Responding to Message Waiting Requests

The MSGE indicator flashes when you have a message waiting.

1. Pick up the handset or press ON/OFF.
2. Press AUTO.
3. Do one of the following:

If ...	Then ...
You want to answer the message waiting request	Press REDIAL.
You want to cancel the message waiting request	Press FLASH.

## Scrolling Through Messages

1. Pick up the handset or press ON/OFF.
2. Press CONF twice to view the next message.
3. Press # to scroll through messages.
4. Press ON/OFF.

## Using Do-Not-Disturb

Use DND (Do-Not-Disturb) to temporarily stop calls from coming to your extension.

1. Pick up the handset or press ON/OFF.
2. Dial 73.

If DND is on, this step turns it off. If DND is off, this step turns it on.

3. Press ON/OFF.

## Waiting for an Outside Line

If all outside lines are busy, you can have the DBS notify you when an outside line is available.

### Having an Open Line Call You Back

1. Pick up the handset or press ON/OFF.
2. Attempt to access an outside line.
3. When you hear the busy tone, press 2.
4. Press ON/OFF again.

When the outside line is available, your phone rings and the FF key for the outside line flashes.

5. Pick up the handset or press ON/OFF.
6. Dial the phone number.

## Using Account Codes

Account Codes can be used in different ways, depending on how your system is set up. The following table describes the type of account codes that may be available for your extension. This table also includes examples of how the different types of account codes can be used.

See your system administrator or DBS dealer for the account code capabilities assigned to your extension.

Table 4. DBS account code usage

Account Code Type	Description	Uses
Voluntary Unverified	Account codes of up to 10 digits can be used on a voluntary basis.  Account codes can be assigned before or during outgoing calls or during incoming calls.	To voluntarily assign account information for specific calls.
Forced Unverified	Account codes of up to 10 digits <b>must</b> be entered before dialing an outgoing call.  <b>Note:</b> When using Forced Unverified Account Codes. Voluntary Unverified Account Codes can be entered during incoming calls.	To assign mandatory account information for specific calls.
Forced Verified	Preassigned account codes of up to 4 digits <b>must</b> be entered before dialing an outgoing call.  Forced Verified Account codes are also associated with extension dialing privileges. For example, the Forced Verified Account Code "1111" could be associated with calling privileges that allow long-distance and international calls.  <b>Note:</b> When using Forced Unverified Account Codes. Voluntary Unverified Account Codes can be entered during incoming calls.	To assign mandatory account information for specific calls.  To use your extension's calling privileges from another extension.

## Using Camp-on

**Note:** This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

The camp-on feature alerts you when a busy extension is free.

1. Pick up the handset or press **ON/OFF**.
2. Dial the extension number.
3. When you hear a busy tone, press 3.
4. When you hear a ringing tone, replace the handset or press **ON/OFF**.

Your extension rings when the busy extension becomes free.

## Using Message Waiting

This feature allows you to leave another extension a message requesting a return call.

### Sending a Message Waiting Request

1. Pick up the handset or press **ON/OFF**.
2. Dial the extension number.
3. Press 2.
4. Press **ON/OFF**.

**Note:** If you do not hear a dial tone after dialing 2, the message cannot be accepted. No more than four messages can be sent to an extension.



## Answering Call Waiting

1. Do one of the following:

If ...	Then ...
You want to answer the call	Press the Talkback* key. The current call is put on hold.
You want to reply with a text message	Press CONF.

2. Do one of the following:

If ...	Then ...
You answered and want to handle both calls at once	Press the Talkback* key to toggle between the two calls.
You answered and want to handle the calls separately	Finish the second call and terminate it. You are returned to the original call.
You want to reply with a text message <b>Note:</b> Text messages are only available to internal display phones.	Dial one of the following digits: 1 = Take A Message 2 = Please Hold 3 = Will Call Back 4 = Transfer 5 = Unavailable

### Notes:

- \* The Talkback key is an FF key that has been assigned to the Talkback function. The Talkback function is typically used in situations where the extension user must handle more than one call.
- If a Talkback key is not set up, you must end the call in progress before answering the waiting call.
- Your original conversation is not interrupted by sending a text message.

## Using Voluntary Unverified Account Codes

You can enter an unverified account code before making a call or during a call.

1. Pick up the handset or press ON/OFF (unless you are already on a call).
2. Press AUTO.
3. Press #.
4. Dial the account code.
5. Press #.
6. If assigning the code before the call, access an outside line and dial the desired number.

## Using Forced Unverified Account Codes

If your system is set up to use Forced Unverified Account Codes, you must enter an account code before dialing an outside number.

1. Pick up the handset or press ON/OFF.
2. Press AUTO.
3. Press #.
4. Dial the account code.
5. Press #.
6. Access an outside line and dial the desired number.

## Using Forced Verified Account Codes

If your system is set up to use Forced Verified Account Codes, you must enter a valid account code before dialing an outside number.

1. Pick up the handset or press **ON/OFF**.
2. Dial **#11**.
3. Dial your account code.
4. Press **#**.
5. Access an outside line and dial the phone number.

## Assigning Unverified Codes to PSD Numbers

You can store Unverified Account Codes under Personal Speed Dial Numbers. However, you can only use the PSD number to dial an account code *before* a call. You cannot use the PSD to dial an account code during a call.

1. Pick up the handset or press **ON/OFF**.
2. Press **PROG**.
3. Press a one-touch key.
4. Dial **#7**.
5. Dial the account code.
6. Press **#**.
7. Press **HOLD**.
8. Replace the handset or press **ON/OFF**.

## Using Call Waiting

Call waiting allows you to send a tone and an optional text message to a busy extension.

**Note:** This feature requires system programming or a specific DBS configuration, and may not be available. For information see your system administrator or DBS dealer.

## Setting Up Call Waiting

1. Pick up the handset or press **ON/OFF**.
2. Dial the extension number.
3. When you hear a busy tone, press **3**.
4. If you want to send a text message with call waiting (optional), press one of the following:
  - 5 = Visitor Here
  - 6 = Need Help
  - 7 = Important
  - 8 = Urgent
  - 9 = Emergency.
5. To wait for the called extension to answer, remain on the phone. To "camp-on" to the extension, hang up. When the extension becomes free, it will automatically call your number.

### Notes:

- If call waiting is accepted, the busy tone changes to a ringing tone.
- You cannot send a call waiting message to an extension that has an Absence Message or Do-Not-Disturb registered.

To forward ...	Dial ...	Then ...
All calls	720	Dial the extension number that you want to forward to.
Calls when your phone is busy or does not answer	721	Dial the extension number that you want to forward to.
Calls when your phone is busy	722	Dial the extension number that you want to forward to.
Calls to an outside line Note: To forward to an outside number, you must first assign the outside number (including a trunk access code, such as 9 or 81-86) to a personal or system speed dial. <sup>1</sup>	723 or 720, 721, 722, or 724 <sup>2</sup>	Press AUTO and dial the appropriate speed dial number. Note: When forwarding with 723, you can only forward internal calls to an outside number. You cannot forward outside calls to an outside number.
Calls when your phone does not answer	724	Dial the extension number that you want to forward to.

<sup>1</sup> Some systems will not allow "9" trunk access code with call forwarding when least cost routing is active.

<sup>2</sup> Some systems only allow the use of 723 to call forward outside. Other systems call forward outside for all types including 720 (All), 721 (Busy/Don't Answer), 722 (Busy), and 724 (Don't Answer). Check with your dealer for more information on your system.

## Using a PSD Number to Dial an Account Code

1. Pick up the handset or press ON/OFF.
2. Press the one-touch key in which the account code is stored.
3. Access an outside line and dial the phone number.

3. Replace the handset or press ON/OFF.

## Cancelling Call Forwarding

1. Pick up the handset or press ON/OFF.
2. Dial 72.
3. Replace the handset or press ON/OFF.

4. Do one of the following:

If . . .	Then . . .
You want to end the page	Replace the handset.
You want to get a response from someone answering the page at an extension	Do not hang up; wait for the paged party to answer.

### Answering a Page

1. Pick up the handset or press ON/OFF.
2. Dial 77 and speak to the paging party.

## Using Call Forwarding

The calls you specify can be automatically forwarded to another number when you are not at your phone.

### Setting Up Call Forwarding

1. Pick up the handset or press ON/OFF.
2. Dial one of the following combinations:

---

## Calling Other Extensions

### Making Internal Calls

1. Pick up the handset or press **ON/OFF**.
2. Dial the desired extension, or dial **0** for the operator.

### Switching Between Tone and Voice Calling

Voice calling causes calls to be connected immediately, without making the receiving extension ring. Tone calling sends ringing to the called extension.

During a call, press **1** to switch between tone and voice.

---

## Paging

**Note:** This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

### Calling Paging Groups 00-07

The DBS allows extensions to be grouped into paging groups. When you issue a page, you can specify the paging group, so that your announcement is heard only on the phones that are members of that group. Paging groups often include people whose work is related.

1. Pick up the handset or press **ON/OFF**.
2. Dial **#** and the page group number (00-07).
3. Make your announcement.

---

## 4. Answering Calls

Calls can reach your digital phone from several different sources, and can be handled in a variety of ways.

This chapter covers the following topics:

Topic	Page
Picking Up Calls	30
Holding Calls	31
Using Call Park	32
Transferring Calls	33

## Picking Up Calls

To answer various types of calls, use the following procedures.

1. Pick up the handset or press **ON/OFF**.
2. Do one of the following:

To answer ...	Do the following ...
A call ringing at someone else's phone	Press the flashing FF key.
An extension in your paging group*	Dial 70. Note: Calls are answered in the following priority order: <ul style="list-style-type: none"> <li>• Page call</li> <li>• Internal call</li> <li>• Outside line.</li> </ul>
An extension outside your paging group*	a. Dial 79. b. Dial the number of the ringing extension.
After-hours calls ringing over a paging speaker or night answer device #	a. Pick up the handset or press <b>ON/OFF</b> . b. Dial 78.

\* The DBS allows extensions to be grouped into paging groups. When you issue a page, you can specify the paging group, so that your announcement is heard only on the phones that are members of that group. Paging groups often include people whose work is related. (See "Paging" on page 36.)

# Some offices have after-hours calls ring on a central bell (often called a "universal night answer" device) or over a paging system using an external speaker. Dialing "78" allows you to answer these after-hours calls.

## 5. Communicating Within Your Office

The DBS provides a variety of features for handling calls within your office.

This chapter covers the following topics:

Topic	Page
Calling Other Extensions	36
Paging	36
Using Call Forwarding	37
Using Call Waiting	39
Using Message Waiting	41
Using Do-Not-Disturb	42
Using Absence Messages	43
Announcing to Busy Extensions	44
Breaking Into an Outside Call	46
Using One-Touch Voice Mail Access	46
Using One-Touch Voice Mail Transfer	47

## Unscreened Transfers

**Note:** This feature requires system programming or a specific DBS configuration, and may not be available. For information, see your system administrator or DBS dealer.

In an unscreened transfer, you do not announce the call to the person receiving the transfer. The call simply rings at the phone to which it is transferred.

1. During a call, press **HOLD**.
2. Dial the extension number to which the call will be transferred.
3. Do one of the following (ask your dealer or system administrator which is appropriate):
  - Replace the handset or press **ON/OFF**, or
  - Press **PROG** and then replace the handset or press **ON/OFF**.

## Holding Calls

### Putting a Call on Hold

Press **HOLD** during a call.

If the call is on an outside line, retrieve the call by pressing the appropriate line key. (The line key will be flashing green.)

If the call is an extension, retrieve it by pressing **HOLD** a second time.

### Answering Two Calls

1. Press **HOLD** to put the first call on hold.
2. Press the green flashing **FF** key for the second call.
3. Press **HOLD** to put the second call on hold.
4. Press the green flashing **FF** key to return to the first call.

#### Notes:

- If you do not pick up a held call in a certain period of time, you will hear a tone indicating that the call is still waiting.
- The **EXT** indicator flashes when you hold an internal call or an outside line that is not assigned to an **FF** key.

## Using Call Park

Use Call Park to send a call to someone you cannot locate. You can park the call and page the intended recipient of the call. Then the intended recipient can pick up the call.

Note that operators park calls somewhat differently than other extensions. Operators can park calls on any of 10 "park numbers." With extensions, calls are parked on the user's extension number.

**Note:** If a parked call is not answered within a certain time, the call returns to the extension that parked it.

### Parking Calls from an Operator Phone

1. Press **HOLD** during an outside call.
2. Dial **75**.
3. Dial the system park number (**00-09**).
4. Replace the handset or press **ON/OFF**.
5. If necessary, page the intended recipient of the call.

### Picking Up Calls Parked by the Operator

1. Pick up the handset or press **ON/OFF**.
2. Dial **76**.
3. Dial the appropriate system park number (**00-09**).

### Parking Calls from an Extension

1. Press **HOLD** during an outside call.
2. Dial **75**.
3. Replace the handset or press **ON/OFF**.

## Picking Up Calls Parked by an Extension

1. Pick up the handset or press **ON/OFF**.
2. Dial **76**.
3. Dial the extension number of the person that parked the call.

## Transferring Calls

**Note:** If a transferred call is not answered within a specified time, the call rings again at the extension that transferred it.

### Screened Transfers

**Note:** This feature requires system programming or a specific DBS configuration, and may not be available. For information see your system administrator or DBS dealer.

In a screened transfer, you announce the call before transferring it. This allows you to give the recipient information about the call.

1. During a call, press **HOLD**.
2. Dial the extension number to which the call will be transferred.
3. When the recipient answers, announce the call.
4. Do one of the following (ask your dealer or system administrator which is appropriate):
  - Replace the handset or press **ON/OFF**
  - Press **PROG** and then replace the handset or press **ON/OFF**.