

Panasonic Phone System NS700 DT5XX Series Phones

Telephone System / Voice Mail
Quick Reference Guide

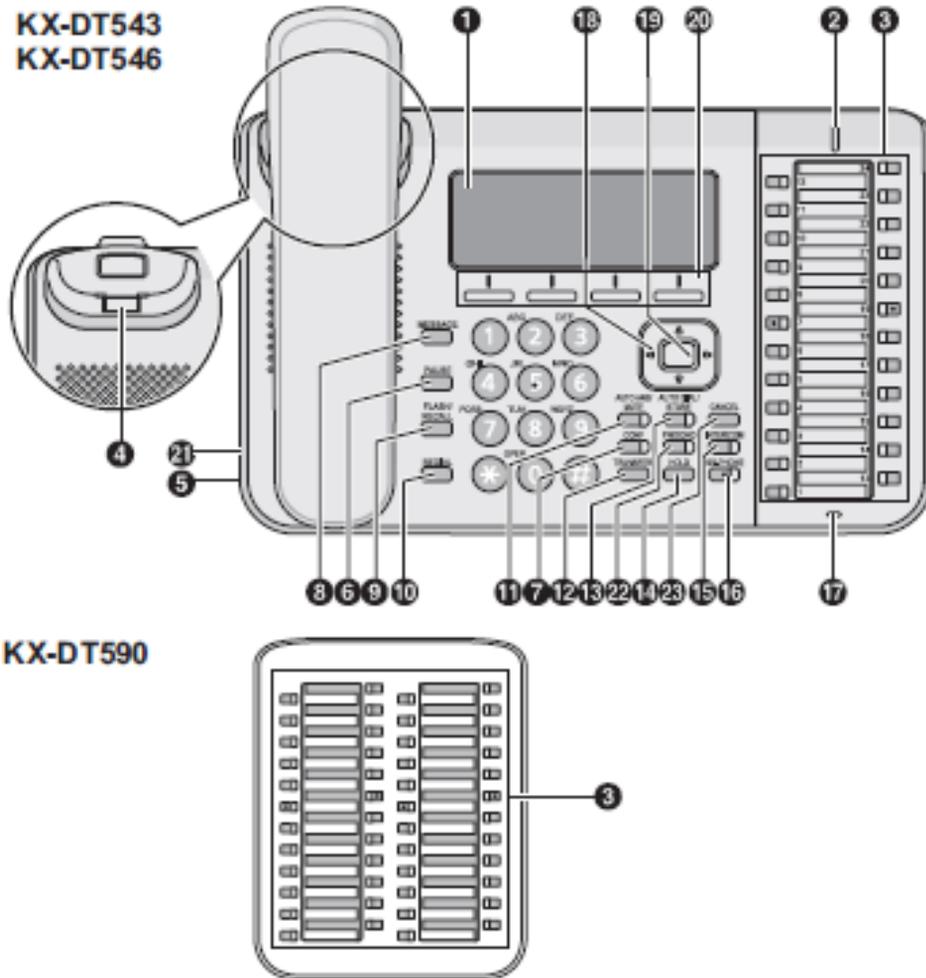


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KX-DT543 & KX-DT546 SYSTEM TELEPHONES

Location of Controls



- ❶ **LCD (Liquid Crystal Display):**
KX-DT521: 1 line, KX-DT543: 3 lines, KX-DT546: 6 lines
- ❷ **Message/Ringer Lamp:**
When you receive an intercom call, the lamp flashes green, and on an outside call, the lamp flashes red. When someone has left you a message, the lamp stays on red.
- ❸ **Flexible CO Buttons:** Used to seize an outside line or perform a feature that has been assigned to the key.

KX-DT543 & KX-DT546 SYSTEM TELEPHONES

Location of Controls

- ④ **Handset Hook:** Keeps the handset stable when the unit is mounted on a wall.
- ⑤ **Headset Jack**
- ⑥ **PAUSE/PROGRAM (KX-DT521 only):** Used to insert a pause when storing a telephone number. This button is also used for programming this unit.
PAUSE (KX-DT543/KX-DT546 only): Used to insert a pause when storing a telephone number.
- ⑦ **CONF:** Used to establish a multiple party conversation.
- ⑧ **MESSAGE:** Used to leave a message waiting indication or call back the party who left the message waiting indication.
- ⑨ **FLASH/RECALL:** Used to disconnect the current call and make another call without hanging up.
- ⑩ **REDIAL:** Used to redial the last dialed number.
- ⑪ **AUTO ANS/MUTE:** Used to receive an incoming call in hands-free mode or mute the microphone/handset during a conversation.
- ⑫ **TRANSFER:** Used to transfer a call to another party.
- ⑬ **AUTO DIAL/STORE:** Used for System/Personal Speed Dialing or storing programme changes.
- ⑭ **HOLD:** Used to place a call on hold.
- ⑮ **INTERCOM:** Used to make or receive intercom calls.
- ⑯ **SP-PHONE (Speakerphone):** Used for performing hands-free operations.
- ⑰ **Microphone:** Used for hands free conversations.
- ⑱ **Navigator Key:** Used to adjust the volume and the display contrast or select desired items.
- ⑲ **ENTER^{*1}:** Used to assign the selected item.
- ⑳ **Soft Buttons (S1-S4)^{*1}:** S1-S4 (located from left to right) are used to select the item displayed on the bottom line of the display.
- ㉑ **EHS (Electronics Hook Switch) Jack^{*1}**
- ㉒ **FWD/DND^{*1}:** Used to switch Call Forwarding or Do Not Disturb on your extension.
- ㉓ **CANCEL^{*1}:** Used to cancel the selected item.

*1 KX-DT543/KX-DT546 only

Basic Panasonic Telephone Operations

Answering a Call

- ❖ If the phone is ringing, lift the handset or press SP-PHONE.
- ❖ If the phone is not ringing, lift the handset or press SP-PHONE or press flashing line

Call Pickup

To answer a call ringing on another extension:

- ❖ Lift the handset
- ❖ Dial *41
- ❖ Dial the ringing extension number

Placing a Call

- ❖ Lift the handset or press SP-PHONE
- ❖ Press desired outgoing line or dial "9"
- ❖ Dial number

Dialing an Extension or Feature Code

- ❖ Lift the handset or press SP-PHONE
- ❖ Press Direct Station Selection (DSS) button or dial extension number or Feature Code number

Call Transfer

NOTE: Do not place caller on “HOLD”

Blind Transfer – caller not announced

- ❖ Press TRANSFER and then dial extension number
- or
- ❖ Press transfer, then press the DSS button then hang-up
- or
- ❖ Press TRANSFER again to return to caller

Screened Transfer – caller announced

- ❖ Press TRANSFER and dial extension number
- or
- ❖ Press transfer, then the DSS button
- ❖ Announce the caller then hang-up
- or
- ❖ Press TRANSFER again to return to caller

Transfer to an Outside Number

- ❖ Press TRANSFER
- ❖ Select line or dial “9”
- ❖ Dial outside number
- ❖ Hang-up
- or
- ❖ Wait for party to answer
- ❖ Announce caller
- ❖ Hang-up
- or
- ❖ Press TRANSFER again to return to caller

Transfer to Voice Mail

- ❖ Press VOICE MAIL TRANSFER and
- ❖ Press the DSS button then hang-up
- or
- ❖ Dial extension number

Call Forwarding

Call Forwarding

- ❖ Lift the handset
- ❖ Dial *71 (select one of the following)
 - ❖ Dial 0 to forward intercom and outside calls
 - ❖ Dial 1 to forward outside calls only
 - ❖ Dial 2 to forward intercom calls only
- ❖ Enter code for type of call to be forwarded (select one of the following)
 - ❖ Dial 0 to cancel
 - ❖ Dial 2 for “all calls” (immediately)
 - ❖ Dial 3 for busy calls
 - ❖ Dial 4 when there is no answer
 - ❖ Dial 5 when line is busy or no answer (use this one normally)
- ❖ Dial destination number (select one of the following)
 - ❖ Dial an extension number
 - ❖ Dial “9” plus an outside number
 - ❖ Dial the Voice Mail extension number (165)
- ❖ Dial #
- ❖ Hear tone then hang-up

Extensions with voice mail should be forwarded to voicemail when not forwarded somewhere else. Example, *7104165# forwards to VM when there is no answer

Call Forwarding Timer for No Answer

- ❖ Lift handset
- ❖ Dial *713
- ❖ Enter desired delay in seconds (2 digits)
- ❖ Hear tone then hang-up

Note: Default forwarding time is 15 seconds.
The range is 00-99 seconds.

Conference Calls

NOTE: Do not place caller on “HOLD”

During a conversation

- ❖ Press CONF button
- ❖ Call the next party
 - ❖ Outside call – Dial 9 + number
 - ❖ Inside call – Dial extension number
 - or
 - ❖ Press DSS button

When call is answered, announce the conference then

- ❖ Press CONF button to connect all callers

Repeat Steps to add up to eight total parties

To add another caller already on hold

- ❖ Press CONF button
- ❖ Press the line button or park button the caller is holding on
- ❖ Press CONF button

Leaving a Three-Party Conference

The person who originated a conference with two other parties can leave the conference and allow the other parties to continue the conversation.

- ❖ Press CONF
- ❖ Hang-up

To return while others are talking

- ❖ Press the flashing green line button or INTERCOM button

To end conference

- ❖ Hang-up

Incoming Calls

Message Waiting Lamp

The message Waiting Lamp (MWL) at the top of the display can be turned on by the voice mail system or another caller. If the MWL is illuminated, it means that another extension has turned it on. It does not necessarily mean that you have a voice message even though that is the most common reason for it being on.

To turn on the message Waiting Lamp at another extension:

- ❖ Call the extension
- ❖ Press the MESSAGE button
- ❖ Hang-up

To check the message on your extension:

- ❖ Press the MESSAGE button
- ❖ Press the MESSAGE button again to go to the next message
- ❖ While the caller's number is displayed, pick up the handset
or
- ❖ Press Speaker Phone to call the party.

To clear the Message Waiting Lamp:

- ❖ Press the MESSAGE button
- ❖ Scroll to the message to be deleted
- ❖ Press the CLEAR button on the LCD display

One-Touch Programming

You can assign a telephone number or a Feature Code to a FLEXIBLE CO button. Then to dial, simply press that button.

To assign a telephone number:

- ❖ Press the PROG button on the LCD display
- ❖ Press the FLEXIBLE CO button that you want to program
- ❖ Dial 2
- ❖ Dial 9 (for an outside line)
- ❖ Dial the telephone number
- ❖ Press the ENTER button on the display

All Phones

- ❖ Program another button
or
- ❖ Press EXIT on the LCD display

To assign a Feature Code:

- ❖ Press the PROG button on the display
- ❖ Press the FLEXIBLE CO button that you want to program
- ❖ Dial 2
- ❖ Dial the Feature Code (ex: *7211 for Page Deny)
- ❖ Press the ENTER button on the display or in the cursor

Auto Answer / Automatic Callback

Auto Answer

You can answer an internal call without going off-hook as soon as the line is connected. When an intercom call arrives, you will hear the caller talking without the phone ringing.

To turn on Auto Answer:

- ❖ While on-hook
- ❖ Press the AUTO ANS button
- ❖ The light will be on solid red

To turn off Auto Answer:

- ❖ While on-hook
- ❖ Press the AUTO ANS button
- ❖ The light will be off

Mute:

To mute during a conversation:

- ❖ Press the AUTO ANS/MUTE button
- ❖ The light will be flashing
- ❖ The other party cannot hear your conversation
- ❖ Press the AUTO ANS/MUTE button again
- ❖ The light will be off
- ❖ The other party can now hear you

Voice Processing System

Quickly Setting Up Voicemail

Setting up your mailbox

- ❖ From your extension dial 500 or press the V/M transfer button
- ❖ Enter your password followed by #
- ❖ Listen to the menu and choose option 4 “Mailbox Management”

To record your name press 3

- ❖ If your name is already recorded, Press 1 to change the recorded name
- ❖ Record your name after the tone
- ❖ Press 1 to end recording or wait
- ❖ Press 2 to accept the recording

To set your password press 2

- ❖ If your password is already set, Press 1 to change
- ❖ Enter your new password
- ❖ Press #
- ❖ The new password will be played
- ❖ Press 2 to accept it or 1 to change it

To record the greeting callers will hear, press 1

- ❖ Press 1 to record your “no answer greeting,” (if recorded, the greeting will be played)
- ❖ Press 1 to change the greeting
- ❖ Wait for the tone and record your message (if you would like to skip the menu and go directly to the recording tone, press 2)
- ❖ Record the greeting and press 1 to end recording
- ❖ Press 2 to accept (save) the greeting (you may also press 3 to erase and try again, or press 1 to review the greeting)

Voice Processing System

Logging In

Logging into Mailbox:

- ❖ Automatic Log-in (from your extension)
 - ❖ Lift the handset
 - ❖ Dial 500 or press V/M transfer button
 - ❖ If assigned, enter your password then press #
 - ❖ Note: 1234 # is the default password

- ❖ Manual Log-in (from a different phone)
 - ❖ Lift the handset
 - ❖ Dial 500 or press V/M transfer button
 - ❖ Dial # 6 * and your mailbox number
 - ❖ If assigned, enter your password then press #

- ❖ Remote Log-in
 - ❖ Call the voice mail access number (616-XXX-XXXX) and wait for the Auto Attendant to answer
 - ❖ When you hear the greeting/attendant
 - ❖ Dial # 6 * and your mailbox number
 - ❖ If assigned, enter your password then press #

Voice Processing System

Personal Greetings

Changing or Deleting Personal Greeting Message:

- ❖ Dial 500 or press V/M transfer button to log into your mailbox
- ❖ Press 4 for mailbox management
- ❖ Press 1 to record personal greetings
- ❖ Select the desired greeting
 - ❖ Press 1 for the “No Answer Greeting” (Heard by callers when call not answered)
 - ❖ Press 2 for the “Busy Signal Greeting” (Heard when you are on another call)
 - ❖ Press 3 After Hours Greeting (Heard by caller when VPS is in night mode)
 - ❖ Press 5 for the “Temporary Greeting” (This greeting overrides all the other greetings when recorded)
- ❖ Follow the prompts as necessary
 - ❖ If the greeting is already recorded, the greeting will be played
 - ❖ Press 1 to change greeting
 - ❖ You will be prompted to:
 - ❖ Record the greeting after the tone
 - ❖ Press 1 to end recording
 - ❖ Press 2 to accept (save)
 - or**
 - ❖ Press 3 to erase and try again
 - ❖ Follow prompts
- ❖ Hang-up or continue managing your mailbox

Note: Pressing the * (star) key will back up a menu level

Voice Processing System

Changing Passwords

Changing Password

- ❖ Dial 500 or press V/M transfer button to log into your mailbox
- ❖ Select 4 mailbox management
- ❖ Select 2 to change the password
 - ❖ If assigned, the existing password will be played
 - ❖ Press 1 to change
 - ❖ Dial the new password
 - ❖ Press #
 - ❖ Press 1 to change
 - Or
 - ❖ Press 2 to accept
- ❖ Hang-up or continue managing your mailbox

Note: Pressing the * (star) key will back up a menu level

Voice Processing System

Changing Subscriber

Changing the Subscriber Name

- ❖ Dial 500 or press V/M transfer button to log into your mailbox
- ❖ Select 4 for mailbox management
- ❖ Select 3 to record the “owner’s name”
 - ❖ If the owner’s name is already recorded it will be played
 - ❖ Press 1 to change the owner’s name
- ❖ You will be prompted to
 - ❖ Record the owner’s name after the tone
 - ❖ Press 1 to end recording
 - ❖ Press 2 to accept (save)
- or**
- ❖ Press 3 to erase and try again
- ❖ Hang-up or continue managing your mailbox

Note: Pressing the * (star) key will back up a menu level

Voice Processing System

Message Playback

Message Playback and Related Features

- ❖ Dial 500 or press V/M transfer button to log into your mailbox
- ❖ Press 1 to receive the message
- ❖ Follow prompts as necessary
 - ❖ Enter 1 to play new messages
 - ❖ Enter 2 to play old messages
 - ❖ Enter 3 to play deleted message
- ❖ Listen to the message
- ❖ Choose from the table below to control or dispose of the message as appropriate

Key	Feature	New Msg	Old Msg	Deleted Msg
1	Repeat this message	Yes	Yes	Yes
1 1	Replay the previous message	Yes	Yes	Yes
2	Play the next message	Yes	Yes	Yes
2	Pause/restart message playback (during playback only)	Yes	Yes	Yes
3	Delete this message <ul style="list-style-type: none"> • If the confirmation message is played, press 1 to delete the message 	Yes	Yes	--
3	(While listening to deleted messages) Recover this message	--	--	Yes
5	Rewind (during playback only)	Yes	Yes	Yes
6	Fast-forward, skip envelope (during playback only)	Yes	Yes	Yes
5	Transfer this message	Yes	Yes	--
8	Adjust playback volume (during playback only)	Yes	Yes	Yes
9	Adjust playback speed (during playback only)	Yes	Yes	Yes
9 0	Playback at normal speed (during playback only)	Yes	Yes	Yes

Message Manager's Mailbox Log In & Record Custom Service Menu

How to record main Greeting (Outside Greeting)

The message Manager can perform many functions. However, we are only concerned here with recording the Custom Service Menus.

Logging into the Message Manager's Mailbox

- ❖ Dial 500 or press the V/M transfer Button
- ❖ Dial # 6 * 998
- ❖ Enter the Message Manager's Password (3733) default
- ❖ Press #
- ❖ Press 4 to "modify message"
- ❖ Press 3 to change the Custom Service Menu
- ❖ Enter the appropriate Custom Service Menu number (1-100) and wait
- ❖ The Custom Service Menu will be played
- ❖ Follow the prompts as appropriate
 - ❖ To change press 1
 - ❖ Record the Custom Service Menu after the tone
 - ❖ Press 1 to end recording then
 - ❖ Press 1 to review or
 - ❖ Press 2 to accept
- ❖ Hang-up or
- ❖ Continue recording Custom Service Menus or
- ❖ Press * to back up a menu level

System Manager Programming

To Set up or Edit a Mailbox

- ❖ Dial 500 or press V/M transfer button to log into your mailbox
- ❖ Dial #6 then Dial *999 to enter the System Managers mailbox
 - ❖ Enter the password followed by the # key
 - ❖ (3733)
 - ❖ Press 5 for Other Features
 - ❖ Press 1 To Set up mailbox
 - ❖ Press 1 to create or edit a mailbox
 - ❖ Enter the mailbox number and follow the prompts

To Delete a Mailbox

- ❖ Dial 500 or press V/M transfer button to log into your mailbox
- ❖ Dial #6 then Dial *999 to enter the System Managers mailbox
 - ❖ Enter the password followed by the # key
 - ❖ (3733)
 - ❖ Press 4 for other features
 - ❖ Press 1 to set up mailbox
 - ❖ Press 2 to delete mailbox
 - ❖ Enter the mailbox number
 - ❖ Press 1 the delete the mailbox

To Reset Passwords

- ❖ Dial 500 or press V/M transfer button to log into your mailbox
- ❖ Dial # 6 then Dial *999 to Enter the System Managers mailbox
 - ❖ Enter password Followed by the # key
 - ❖ (3733)
 - ❖ Press 5 for other features
 - ❖ Press 1 To set up Mailbox
 - ❖ Press 3 To reset Mailbox password
 - ❖ Enter mailbox number
 - ❖ Press 1 to delete mailbox password

Custom Service Menus

Sample Greetings

Custom Service Menu #1 (Day mode)

Thank you for calling _____. If you know your party's extension, you may dial it at any time or choose from the following menu:

Press 1 for

Press 2 for

Press 3 for

Press 4 for

Press the # (pound) key to repeat this menu

Custom Service Menu #2 (Night mode)

Thank you for calling _____. We are currently closed. If you know your party's extension, you may dial it at any time or choose from the following menu:

Press 1 for

Press 2 for

Press 3 for

Press 4 for

Press the # (pound) key to repeat this menu

Sample Voice Mail Messages

SAMPLE STANDARD MESSAGES

❖ Sample “No Answer” Greeting

- ❖ Hello – This is _____. I am away from my desk or out of the office right now. Please leave a message and I will get back to you as soon as possible. If you need immediate assistance, press 0 for the operator.

❖ Sample “Busy” Greeting

- ❖ Hello – This is _____ I am on my phone right now so please leave a message and I will return your call as soon as possible. If you need immediate assistance, press 0 for the operator.

❖ Sample “After Hours” Greeting

- ❖ Hello – This is _____ I have gone home for the day so please leave a message and I will return your call tomorrow.

❖ Sample “Temporary” Greeting

- ❖ Hello – This is _____ I’m on Vacation until Monday July 6th please Leave your name and phone number and I will get back to you when I return if this is a urgent matter please press 0 for the operator.

Sample Voice Mail Messages

SAMPLE PERSONAL CUSTOM SERVICE GREETINGS

❖ Sample “No Answer” Greeting

- ❖ Hello – You have reached _____’s voice mail. If this is an urgent matter, please press 3 to be connected to my cell phone. Otherwise, please leave me a message and I will return your call as soon as possible. If you need immediate assistance, press 0 for the operator.

❖ Sample “Busy” Greeting

- ❖ Hello – This is _____ I am on my phone right now so please leave a message and I will return your call as soon as possible. If you need immediate assistance, press 0 for the operator.

❖ Sample” After Hours” Greeting

- ❖ Hello – You have reached _____’s voice mail. If this is an urgent matter, please press 3 to be connected to my cell phone. Otherwise, please leave me a message and I will return your call as soon as possible.

KEEP THE GREETINGS SHORT AND SWEET.

ALSO, KEEP THEM UP TO DATE