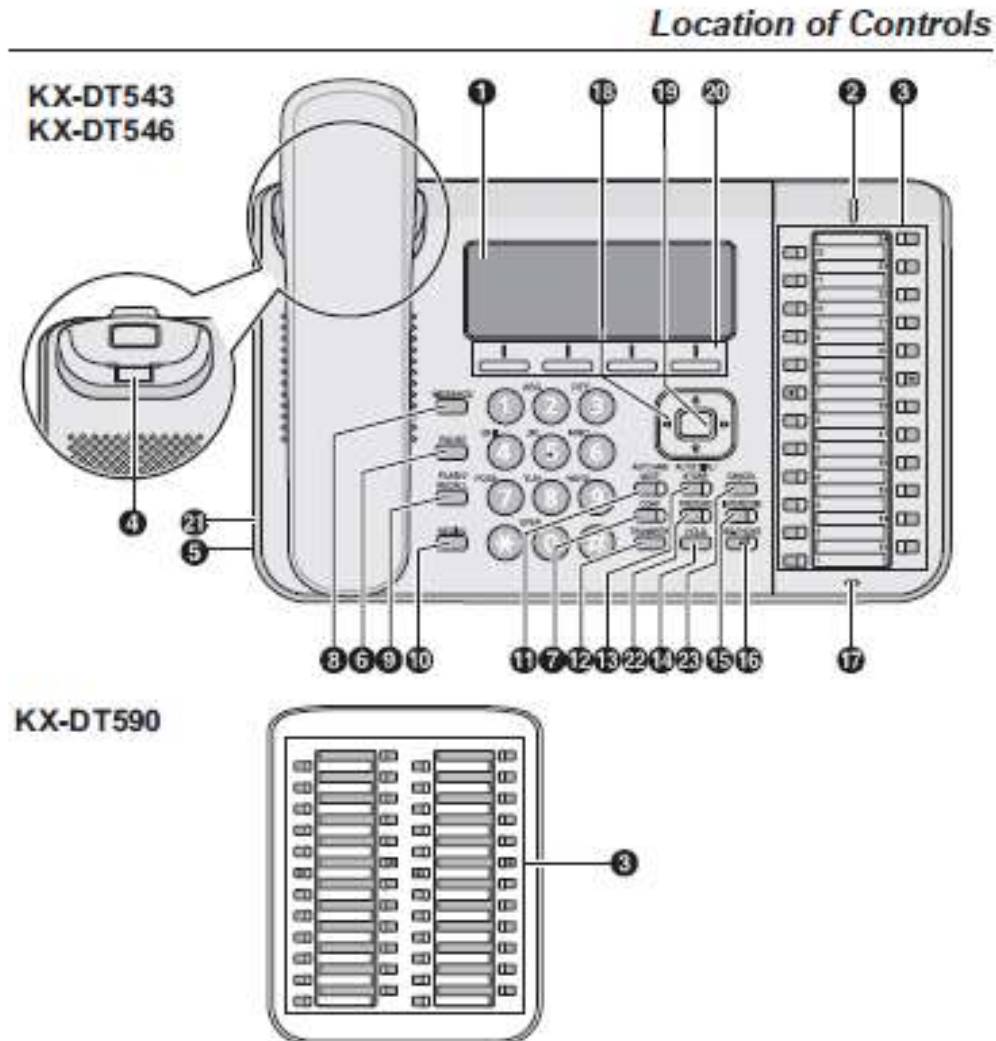


# Panasonic Phone System NS700 DT5XX Series Phones

Telephone System / Voice Mail  
Quick Reference Guide



# KX-DT543 & KX-DT546 SYSTEM TELEPHONES



- 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*

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- 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**<sup>\*1</sup>: Used to assign the selected item.
- ⑳ **Soft Buttons (S1-S4)**<sup>\*1</sup>: 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**<sup>\*1</sup>
- ㉒ **FWD/DND**<sup>\*1</sup>: Used to switch Call Forwarding or Do Not Disturb on your extension.
- ㉓ **CANCEL**<sup>\*1</sup>: Used to cancel the selected item.

<sup>\*1</sup> 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



# 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

## 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"> <li>• If the confirmation message is played, press 1 to delete the message</li> </ul>	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