

SPECIAL NOTES:

# Panasonic DT SERIES

## USER MANUAL



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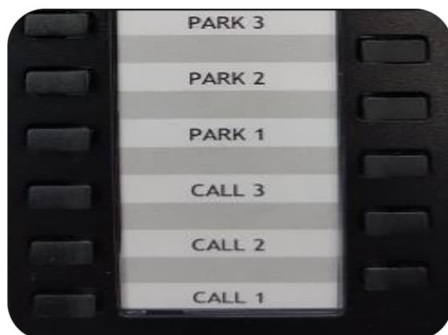
## HANDSET LAYOUT

### Line / Park / DSS Keys

There are 2 rows of 12 keys that can be programmed as “**Line Keys**”, Direct Station Select (**DSS**) keys, **One Touch Keys** and **System Feature Keys** such as **Night Mode**, **Headset** etc. In the example below Ext 101 and Ext 104 are Busy and line 1 is being used



Your phone system may have more telephone lines than can be put on your handset, so you may have to use **Park** keys. If this is the case your **Hold** key is for exclusive **Hold & Park** keys are placing calls on hold for other stations to answer. Calls will only flash on the **Park** key until they have been answered.



## MAKING OUTSIDE CALLS

- Lift **Handpiece** or press **SP-PHONE**
- Dial **0**
- Dial telephone number.

## PUT A CALL ON HOLD

- Press the **Hold** key during a call.
- Outside calls will flash on the Line key.
- Press the flashing key to retrieve the held call.

## TRANSFERRING A CALL

### Without DSS keys

#### Method 1 ( Blind transfer )

- Press the **Transfer** Key during a call.
- Dial the required extension number.
- **Hang Up** to send the call through.

#### Method 2 ( Announced transfer )

- Press the **Transfer** Key during a call.
- Dial the required extension number.
- Wait for answer, announce the call.
- **Hang Up** to send the call through.
- Or select green flashing line if called party does not want to take the call.

### Without DSS keys

#### Method 1 (Blind transfer)

- Press the **DSS** key during a call.
- **Hang Up** to send the call through.

#### Method 2 (Announced transfer)

- Press the **DSS** key during a call.
- Wait for answer, announce the call.
- **Hang Up** to send the call through.
- Or select green flashing line if called party does not want to take the call.

## COMPANY VOICE MAIL

### Record Night Message

- Lift **Handpiece** or press **SP-PHONE**
- Dial **500**
- When voicemail answers
- Dial **#6\*602**
- Once in follow the steps on the previous page to record a message

*Night mailbox is usually 602 and Day mailbox is usually 601)*

Day Message \_\_\_\_\_

Night Message \_\_\_\_\_

Other Message \_\_\_\_\_

### Accessing Your Messages

When a message is waiting the **night mailbox** button will be solid red. Pick up handpiece/Press Speaker and press the button to listen to your messages. Once in press:

- **1** for **New messages** or **3** for **Old Messages**
- After the message is played
- To **Repeat** press **1**
- To play **Next** message press **2**
- To **Delete** the message press **3**
- To **Transfer** the message press **5** followed by the **Extension Number**
- **Hang Up** on the voicemail to finish

### Turn On Day/Night Mode

To turn on night mode, press the day/night button on your handset or dial the following:

- **SP-PHONE**
- Dial **\*780**
- **Dial 0** for Day or **1** for Night
- **SP-PHONE**

## INCOMING CALL GREETING

If your system is setup with a welcome message (e.g. thank you for calling our office all operators are busy please hold the line) or an automated attendant (e.g. thank you for calling our office, please press 1 for accounts, 2 for sales etc.) then follow the steps below to record/listen.

- Pick up **handpiece** and dial **\*361**
- Dial message number (eg 501 = Message 1)
- At the tone record your message followed by the **Auto Dial/Store** key. The message will now play back. If you wish to record your message again, follow steps above

Day Greeting \_\_\_\_\_

Night Greeting \_\_\_\_\_

Other Greeting \_\_\_\_\_

Other Greeting \_\_\_\_\_

*Only applicable if using greeting only.  
If Voicemail is used see voicemail page*

## PERSONAL VOICE MAIL

**Login:** Access your mailbox by dialling the voicemail pilot number (usually **500**) or press your Message button (pressing the message button will only work if there is a voicemail to retrieve)

### Record a Voicemail Greeting

When you login to your mailbox press the following to record a greeting:

- **4** for Mailbox **Management**
- **1** for **Personal Greeting**
- **1** for **No Answer Greeting**
- Record Greeting at the tone
- Press **1** to end the recording
- Press **1** to review, press **2** to accept or press **3** to erase and start again
- **Hang Up** on the voicemail to finish

*(You can have other greetings that will play depending on whether the system is in night mode or not and whether your handset is busy or not answering. When in your personal greeting section select 2 for a busy greeting or 3 for an afterhours greeting)*

### Set a Mailbox Password

When you login to your mailbox press the following to set a password:

- **4** for **Mailbox Management**
- **2** to change a password
- Enter a passcode followed by **#**
- Press **1** to change or **2** to accept
- **Hang Up** on the voicemail to finish

*(Do not set the password with one of the following common passwords 1234, 123456 or 0000)*

### Listening To Your Messages

If you have a message left in your personal voicemail, the message wait lamp button will be solid red (the message wait lamp is located in the top right hand corner of your handset)

Login to your mailbox and press the following to listen to your messages:

- **1** for **New messages** or **3** for **Old Messages**
- After the message is played
- To **Repeat** press **1**
- To play **Next** message press **2**
- To **Delete** the message press **3**
- To **Transfer** the message press **5** followed by the **Extension Number**
- **Hang Up** on the voicemail to finish

Voicemail Pilot \_\_\_\_\_  
Mailbox Number \_\_\_\_\_  
Mailbox Password \_\_\_\_\_

## TRANSFER FROM A CORDLESS

To transfer a call from an analogue device such as a cordless it needs to support a feature called "**hook flash**". This is a button on the handset labelled as either Talk, **Flash** or **Recall**

- While on a call, Press **Hook flash** button (to hold call)
- **Dial** Extension number or dial "0" then phone number.
- Wait for called party to pick up
- **Hang up** (this will complete the transfer)
- If called party doesn't answer, Press **Hook flash** to retrieve first call back.

## HANDSFREE ANSWER

To set your intercom to be handsfree

- Press the **Auto Ans/Mute** button

*(Only works for internal calls)*

## BACKGROUND MUSIC

To play background music through your handset speakers

- Press **SP-PHONE**
- Dial **\*7511 (ON)** or **\*7510 (OFF)**
- Press **SP-PHONE**

## CHANGE DATE/TIME

- Press **Prog**
- **\*\*1234**
- Press **000**
- Press **Enter**
- Change the date using the dial pad
- Press **Next** to go to time settings
- Change the time using the dial pad
- Press **Auto Dial/Store** to save
- Press **Hold** then **Exit**

## PAGING

- **INTERNAL** (all IDLE handsets)
- Lift **Handpiece**
- Dial **\*3301**
- Speak
- **EXTERNAL PAGER** (if available)
- Lift **Handpiece**
- Dial **\*3302**
- Speak

## HANDSET RING VOLUME

While the phone is ringing press either the **Scroll up** or **Scroll down** key to adjust the ring volume.

## HANDSET CALL VOLUME

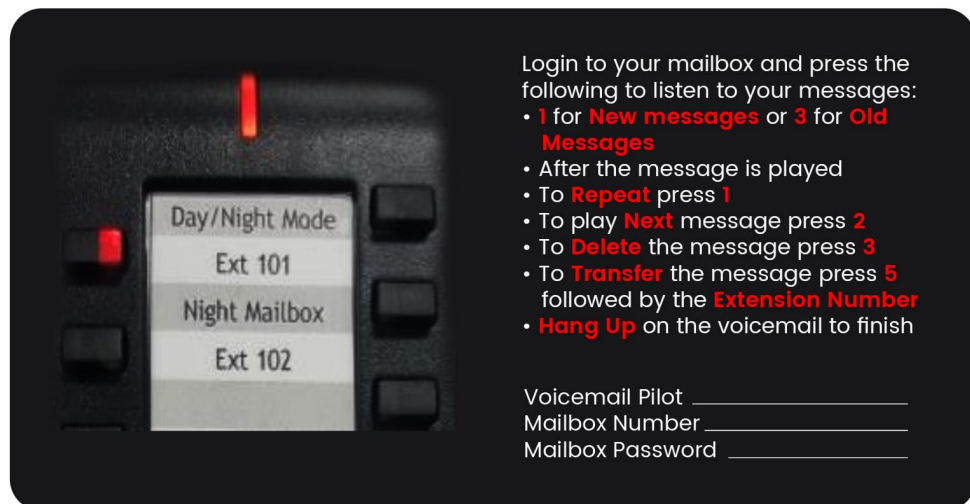
While on a call press either the **Scroll up** or **Scroll down** key to adjust the call volume.

## HANDSET RINGTONE

To change the internal and external ringtone for your handset

- Press **Prog**
- Press **Line 1** twice (for external)  
Or
- Press **Intercom** twice (for internal)
- Select a ringtone **1-30**
- Press **Enter** to save
- Press **Exit**

*(The external ringtone is on a per line basis so you will need to change this across all the lines)*





## PROGRAM A ONE TOUCH KEY

### External Phone Numbers

- Press **Prog**
- Press the **key** you wish to program
- Dial **2 0**
- Dial the phone number
- Press **Auto Dial/Store**
- Press **Speaker**

### Internal Extensions

- Press **Prog**
- Press the **key** you wish to program
- Dial **1**
- Dial the phone number
- Press **Auto Dial/Store**
- Press **Speaker**

## PROGRAM SPEED DIALS

- Press **Prog \*\*1234**
- (This gets you into **Program Mode**)
- Dial **001** for speed dial no
- Press **Enter**
- Enter Speed Dial Location 000-999
- Enter **0** followed by the **number**
- Press **Auto Dial/Store** to save the number in that location
- Press **Next** to enter a number in another location or press Hold to go back to **Program Mode**
- Dial **002** for speed dial name
- Press **Enter**
- Enter Speed Dial Location 000-999
- Spell out the name using the dial pad
- Press **Auto Dial/Store** to save the name for that speed dial location
- Press **Next** to enter a name for another location or press Hold to go back to **Program Mode**
- Press **Exit**

## CHANGE EXTENSION NAME

- Press **Prog**
- **\*\*1234**
- Dial **004**
- Press Enter
- Dial **Extension Number**
- Spell out using the dial pad
- Press Auto Dial/Store to save
- Press **Hold** then **Exit**

## ACCESSING SPEED DIAL

- Press the **Right Scroll** key twice to get to **System Directory**
- **Scroll Up/Down** through the available speed dials
- Lift **handpiece** to make the call.

*(While in System Directory enter the first few characters of the name to speed the search.) If you know the location of the speed dial Lift Handpiece and press Auto Dial/Store followed by the speed dial location to call it.*

## CALL LOG

- Press **Scroll** left button **once** to get to the Outgoing Call Log.
- Press **Scroll** left button **twice** to get to the Incoming Call Log

*(The call log can show up to the last 100 calls for both outgoing and incoming)*

## MUTE BUTTON

To mute your handset or speaker whilst on a call to another party, press your **Auto Ans/Mute** button.

While the button is **flashing** the other party will not be able to hear you (you can still hear them)

## CALL PICK UP

- To answer another handset that is ringing.
- Lift **Handpiece**
  - Dial **\*41**
  - **Extension Number**

(You can also dial **\*4001** to answer any incoming call without typing in an extension number)

## DO NOT DISTURB

### Set

Press **SP-Phone**  
Dial **\*7101**  
Press **SP-Phone**

### Cancel

Press **SP-Phone**  
Dial **\*7100**  
Press **SP-Phone**

## REDIAL

- Press **Redial** to call the last dialled number
- Press **Scroll** left button once to get to **Outgoing Call Log**. **Scroll Up/Down** through the log and **Lift Handpiece** to call the number

## CALL FORWARD EXTENSION

### All calls

Press **SP-Phone**  
Dial **\*7102**  
Dial **Extension** number  
Press **SP-Phone**

### Cancel

Press **SP-Phone**  
Dial **\*7100**  
Press **SP-Phone**

### Busy / No Answer

Press **SP-Phone**  
Dial **\*7105**  
Dial **Extension** number  
Press **SP-Phone**

### Cancel

Press **SP-Phone**  
Dial **\*7100**  
Press **SP-Phone**

## CONFERENCE

How to make a conference call (more than one call):

While on first call press;

- **Conf**
- **Dial** extension or **0** then number.
- **Conf**
- **Conf** (to begin)

How to make a group listen call (where a group can listen)

- While on a call quickly press **Speaker** twice.

## Call Forward Extension Offsite

For offsite diversion replace extension number with **0** followed by the **Telephone Number**.

*(May need system administrator to allow this feature)*

## Call Forward Extension to Voicemail

To set the call forward to your personal **Voicemail**, replace the extension number with the **voicemail pilot number**, this may vary but it is usually **500**.