Training Guide for Panasonic TDA30-100-200

Training Guide Index

Customizing Your System (System Programming)

Available Extension
The extension allowed through COS programming usually the Operator Handset as Default.

Required Telephone
A Panasonic Proprietary Telephone with display (over 2 lines) (e.g., KX-T7636)

System Password

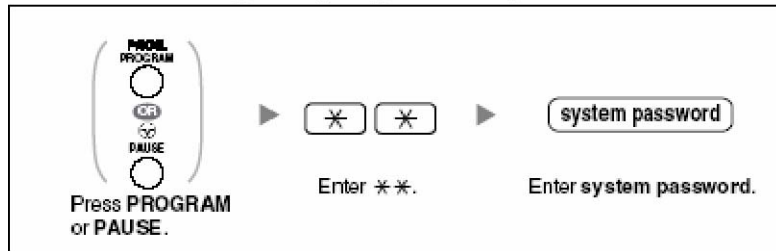To enter programming mode, the system password (Default) (1234 #)

Conditions
The programming extension must be idle, on-hook and holding no calls.

◆◆ Procedure

The basic steps are shown below.

1. Entering the programming mode

1234 #
Then enter the following System program code eg [000] (date & Time) etc.

	• To exit the programming mode at any time, lift the handset.

3.3.2 System Programming

◆◆ Date & Time [000]

The proprietary telephones display the current date and time while on-hook.

[In 12-hour Format]

[In 24-hour Format]

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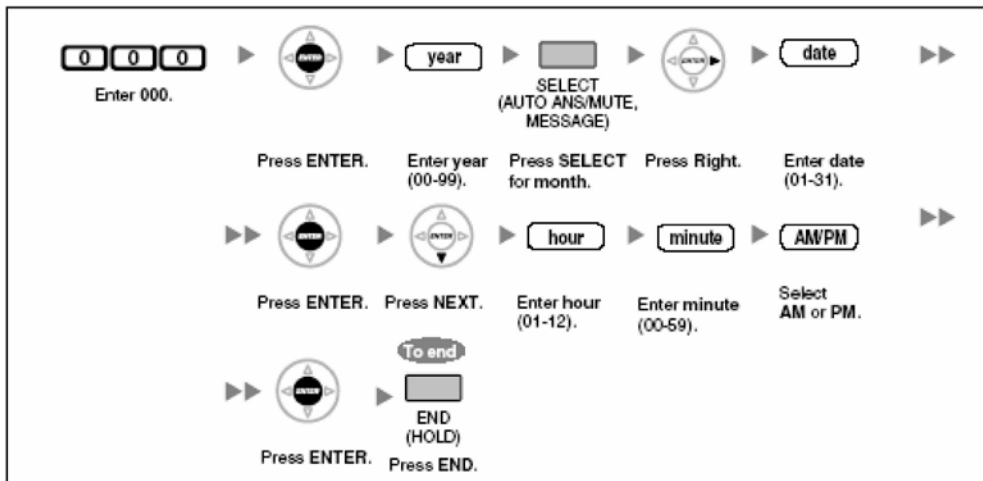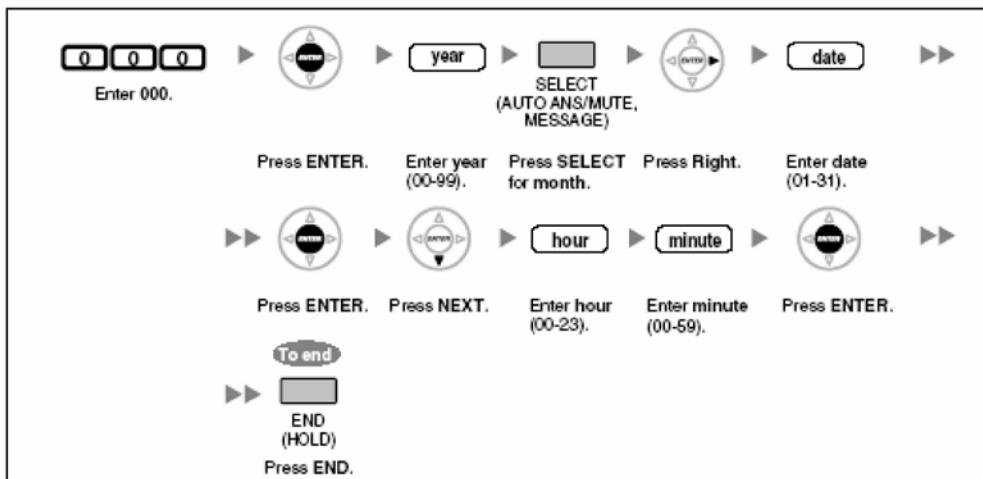
◆◆ System Speed Dialling Number [001]

You can store the phone numbers of frequently dialled destinations.

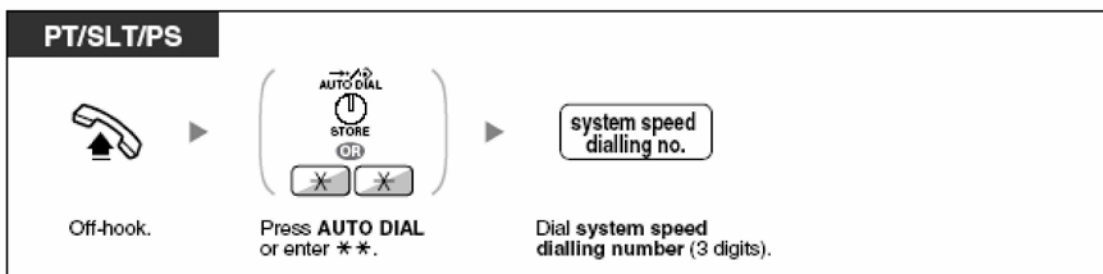| [0][0][1]	►	(ENTER)	►	system speed dialling no.	►	phone no.	►	(ENTER) To end	►	[ ]
Enter *001* .		Press *ENTER*		Enter *system speed dialling number* (3 digits).		Enter '0' then *number phone* (max. 32 digits).		Press *ENTER*		Press *END*

(Eg 001-499)
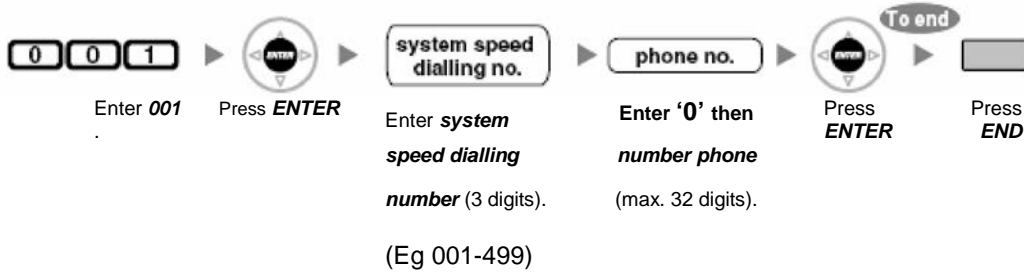
◆◆ System Speed Dialling Name [002]

You can store the name associated with the speed dialling number. These names are displayed when making calls using the display operation. To enter characters, refer to "Entering Characters".
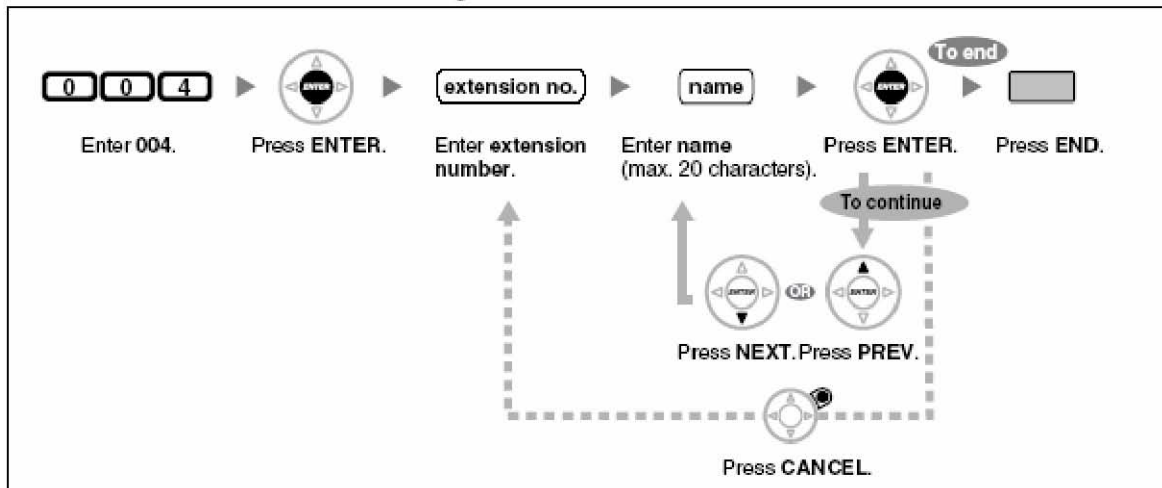
[0][0][2]	►	(ENTER)	►	system speed dialling no.	►	name	►	(ENTER) To end	►	[ ]
Enter 002.		Press ENTER.		Enter system speed dialling number (3 digits).		Enter name (max. 20 characters).		Press ENTER.		Press END.

To continue

Press NEXT. Press PREV.

Press CANCEL.
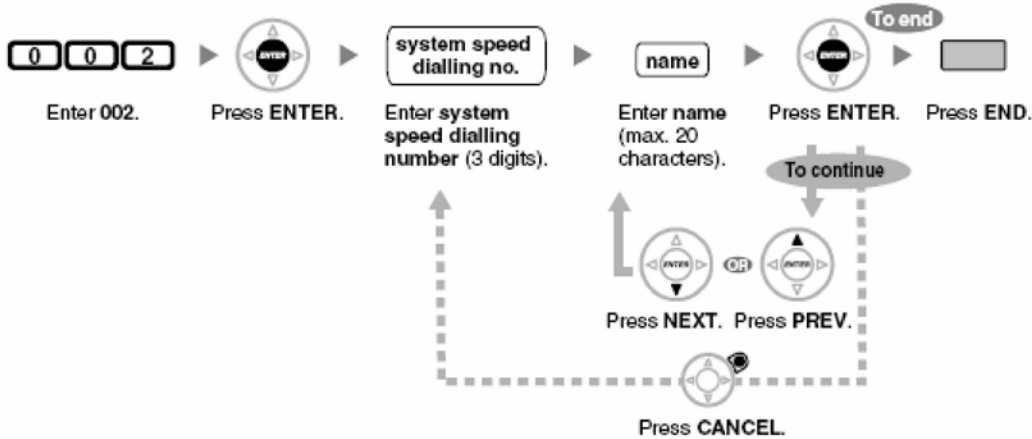
◆◆ Using Numbers Stored in the PBX (System Speed Dialling)

PT/SLT/PS

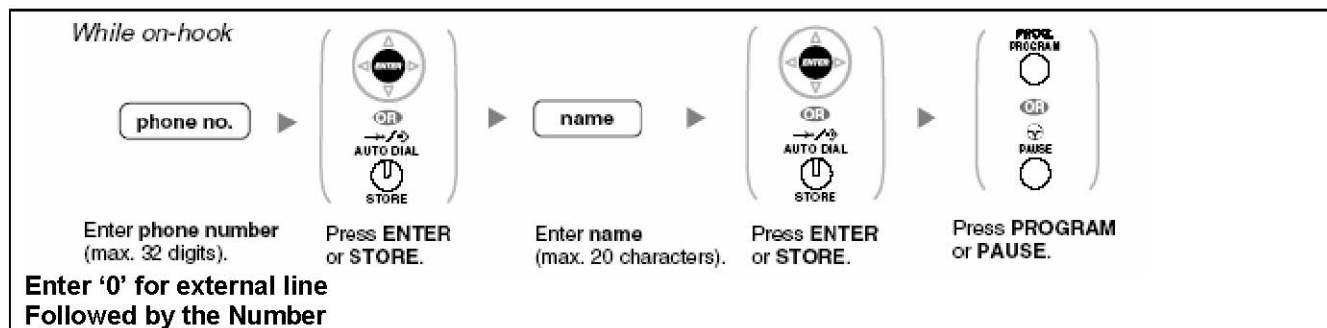| ☎	►	AUTO DIAL STORE OR [*][*]	►	system speed dialling no.
Off-hook.		Press **AUTO DIAL** or enter **＊＊**.		Dial **system speed dialling number** (3 digits).

◆◆ Extension Name [004]

You can store the name of an extension user. This is useful if you want to know who is calling, or who you are calling when making an intercom call using the directory.
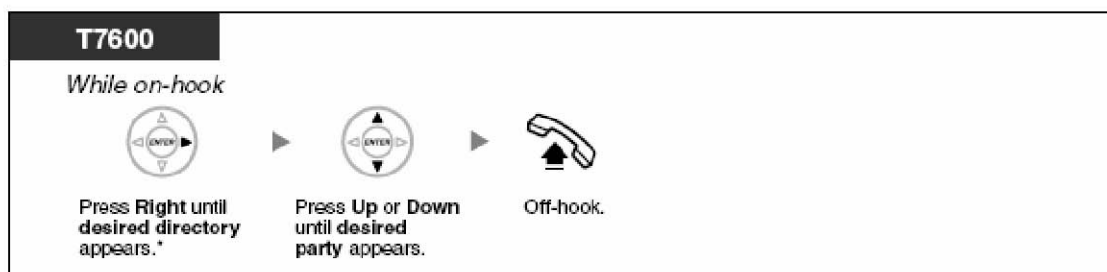To enter characters, refer to "Entering Characters".

Enter 004. Press ENTER. Enter extension number. Enter name (max. 20 characters). Press ENTER. Press END.

To end
To continue

Press NEXT. Press PREV.

Press CANCEL.

Personal Speed Dial Numbers
◆◆ Storing Names and Numbers

While on-hook

Enter phone number (max. 32 digits). Press ENTER or STORE. Enter name (max. 20 characters). Press ENTER or STORE. Press PROGRAM or PAUSE.

Enter '0' for external line Followed by the Number

◆◆ Calling with the Directory

T7600

While on-hook

Press Right until desired directory appears.* Press Up or Down until desired party appears. Off-hook.

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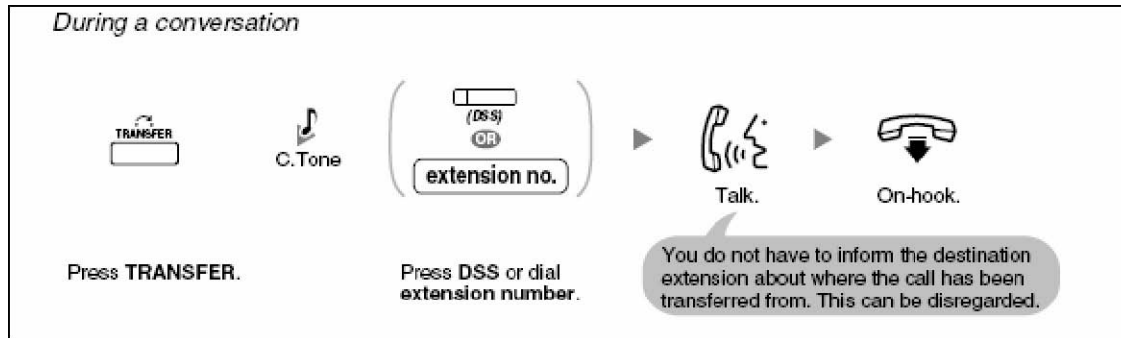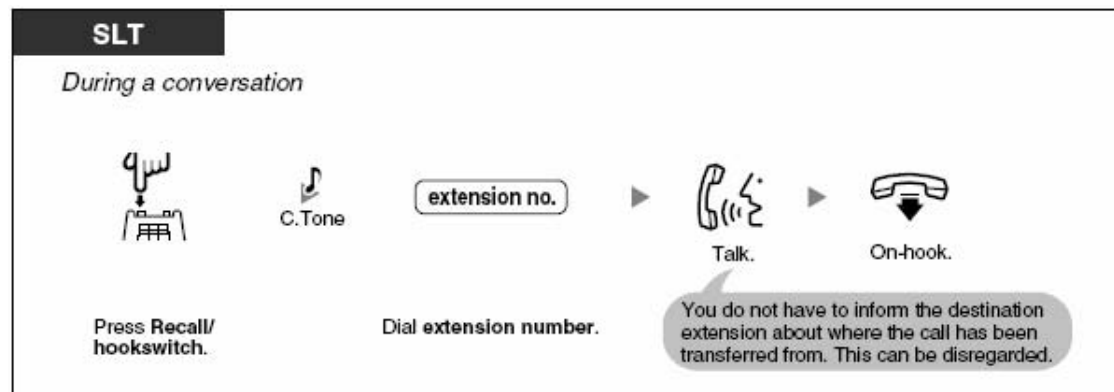
Transferring a Call (Call Transfer)

– Transferring to an Extension on the PBX
– Transferring to an Outside Party Using the PBX Service

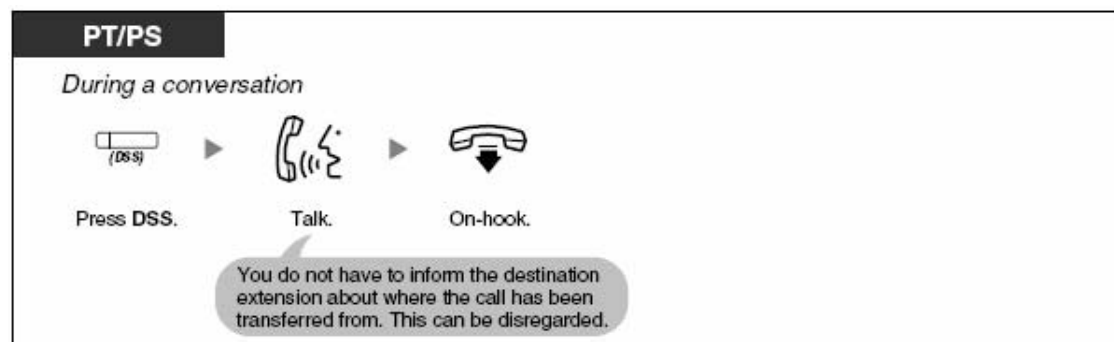## Transferring to an Extension on the PBX

Using Digital Handset [76xx Series]

During a conversation

TRANSFER → C.Tone → (DSS) OR extension no. → Talk. → On-hook.

Press **TRANSFER**.

Press **DSS** or dial extension number.

You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.

Using Analogue Handset or Cordless Phone

SLT

During a conversation

→ C.Tone → extension no. → Talk. → On-hook.

Press **Recall/hookswitch**.

Dial **extension number**.

You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.

To transfer with programmed extension button (One-touch Transfer)

PT/PS

During a conversation

(DSS) → Talk. → On-hook.

Press **DSS**.

You do not have to inform the destination extension about where the call has been transferred from. This can be disregarded.

• **Even if the transferred party does not answer, you can go on-hook.**
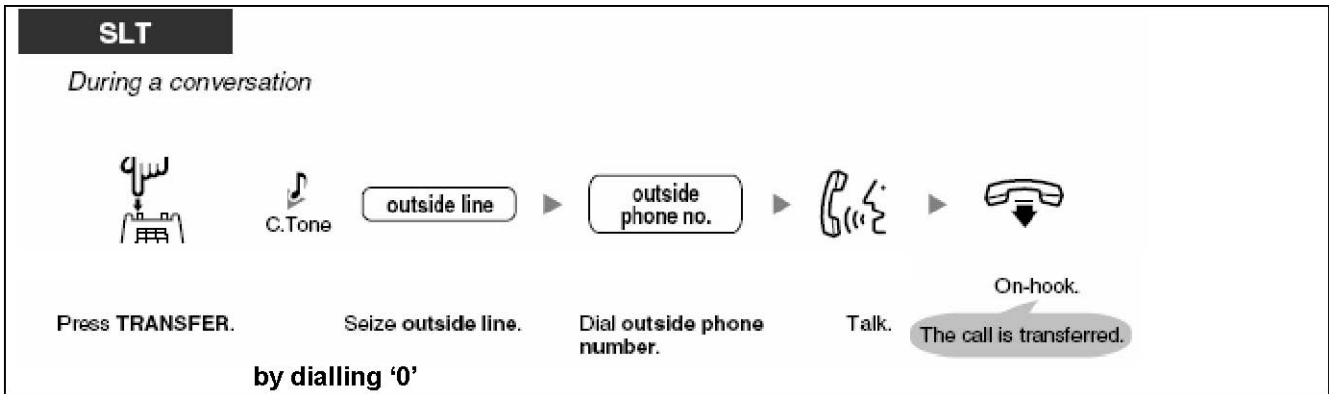
◆◆ Transferring to an Outside Party Using the PBX

Some extensions may be restricted from performing this feature.

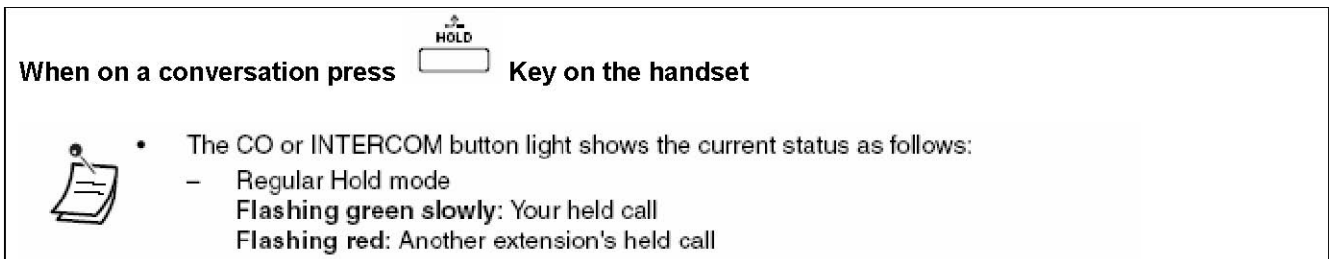**Using Digital Handset [76xx Series]**
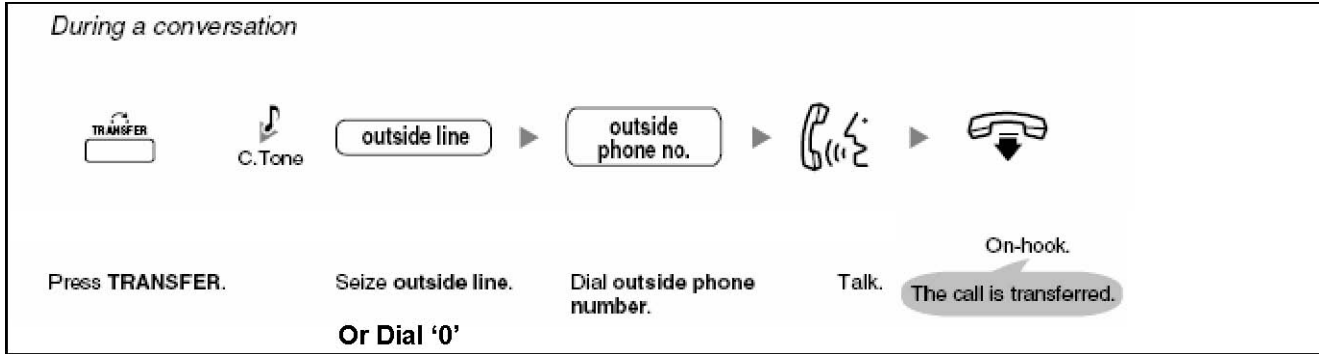
Using Analogue Handset or Cordless Phone

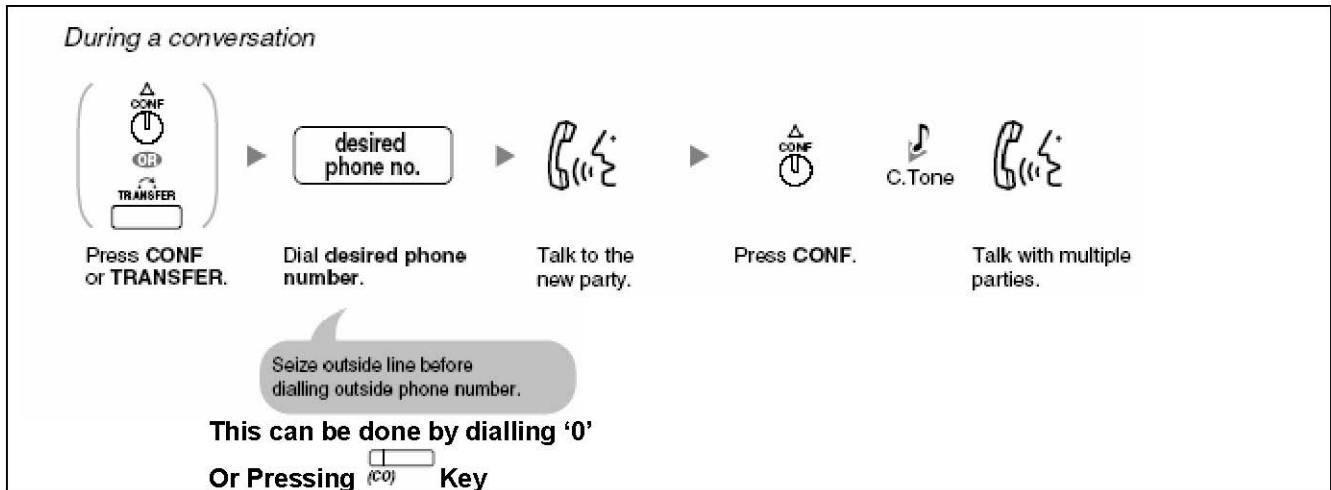## ◆◆ Holding

To place a call on hold

To retrieve a call (Call Hold Retrieve)

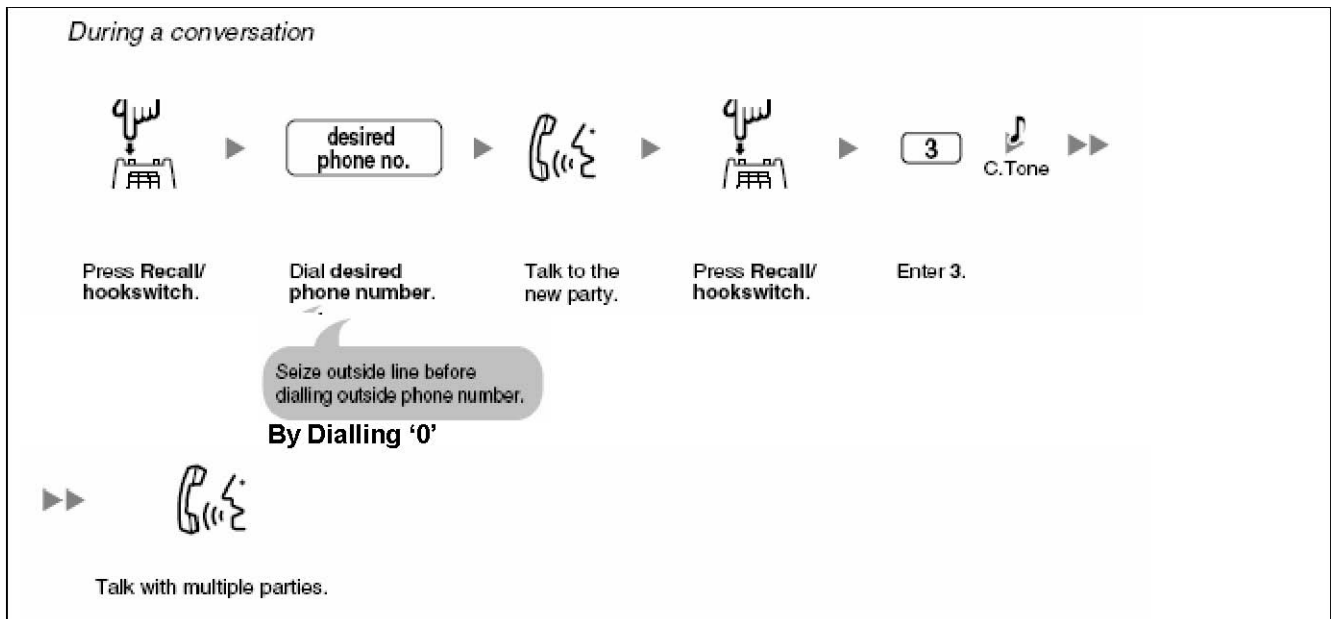Lift handset and press the flashing Line key.

◆◆ Adding Other Parties during a Conversation (Conference)
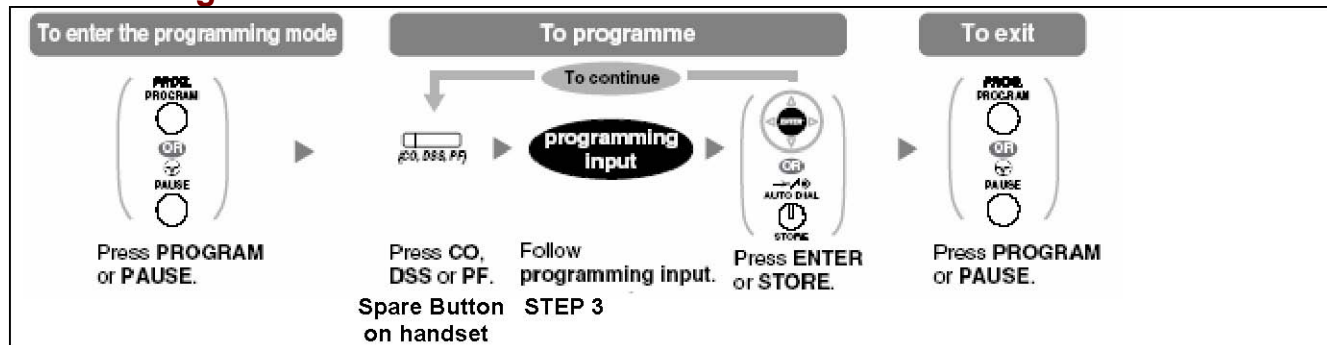
To Establish a Conference call

Using Digital Handset [76xx Series]

During a conversation

Press CONF or TRANSFER. ▶ Dial desired phone number. ▶ Talk to the new party. ▶ Press CONF. C.Tone ▶ Talk with multiple parties.

Seize outside line before dialling outside phone number.

This can be done by dialling '0'

Or Pressing (CO) **Key**

Using Analogue Handset or Cordless Phone

During a conversation

Press Recall/ hookswitch. ▶ Dial desired phone number. ▶ Talk to the new party. ▶ Press Recall/ hookswitch. ▶ Enter 3. C.Tone ▶▶

Seize outside line before dialling outside phone number.

By Dialling '0'

▶▶ Talk with multiple parties.

Customizing Buttons on the handset

To enter the programming mode	To programme	To exit
Press PROGRAM or PAUSE.	Press CO, DSS or PF. **Spare Button on handset** Follow programming input. **STEP 3** Press ENTER or STORE.	Press PROGRAM or PAUSE.

Programming input for STEP 3:

Extension Button [DSS]	Dial 1 + Extension no.

Headset*3*6	Dial 6 7

One-touch Dialling*1	
Storing external number eg Mobile	Dial 2 Enter '0' + Desired no. (max. 32 digits)

One-touch Dialling*1	
Background music button	Music ON- Dial 2 then enter *7511
Or dial code [*7511 or *7510]	Music OFF- Dial 2 then enter *7510

One-touch Dialling*1

All call Paging button Dial 2 then enter *3301

Or dial code [*3301]

To clear the button

Press PROGRAM or PAUSE.	Press CO, DSS or PF.	Enter 2.	Press ENTER or STORE.	Press PROGRAM or PAUSE.
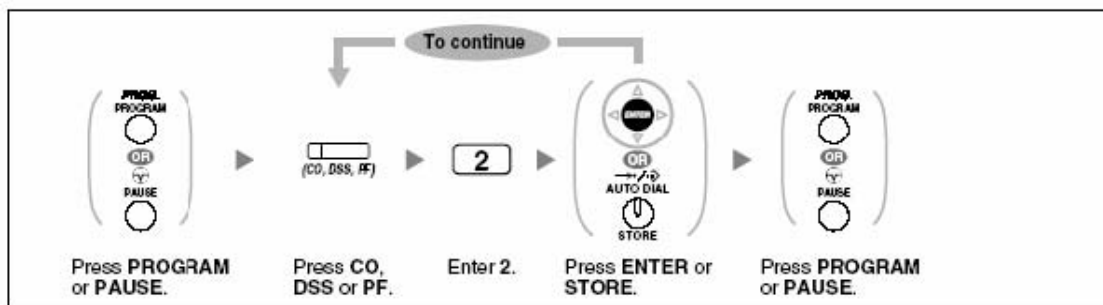
To Call Forward [FWD] or Do not Disturb [DND] an Extension

There are three types of Forward destinations on the Panasonic system that can be set:

1. (For Both Calls) **This is both Intercom Calls and External Calls Forwarded to the same Destination**

2. (For Outside Calls) **This is External Calls Only Forwarded to a Destination**

3. (For Intercom Calls) **This is Intercom Calls Only Forwarded to a Destination**

NOTE: In the two different Forwards for Intercom calls and External calls can be separated to different destinations. Eg. Intercom calls to another extension and External Calls to Voicemail

Press **PROG. PROGRAM** ○ (for both calls) Dial 5 0 **OR Press** ○ , Press ▲ ENTER + [SEL]

OR

Press **PROG. PROGRAM** ○ (for outside calls) Dial 5 1 **OR Press** ○ ENTER ▼ Once, Press ENTER + [SEL]
Press Down

OR

Press **PROG. PROGRAM** ○ (for intercom calls) Dial 5 2 **OR Press** ○ ENTER ▼ Twice, Press ENTER + [SEL]
Press Down

[Sel] Selection Mode:

Dial 0 to Cancel Off

Dial 1 o Do Not Disturb (DND)

2 + Extn or destination to Forward all calls

Dial 3 . + Extn or destination to Busy—Forwarded when your extension is busy.

Dial 4 . + Extn or destination to No Answer—Forwarded when you do not answer.

Dial 5 + Extn or destination to Busy/No Answer- **Preferred Voicemail Fwd**

Finally Press ENTER and Press EXIT or . **PROG. PROGRAM** ○

Setting the No Answer Time for an extension

Press **PROG. PROGRAM** ○ FWD N/A Timer Dial 5 3 Press ENTER Enter (0-120) seconds (Default: 15 seconds)

Finally Press ENTER and Press EXIT or . **PROG. PROGRAM** ○

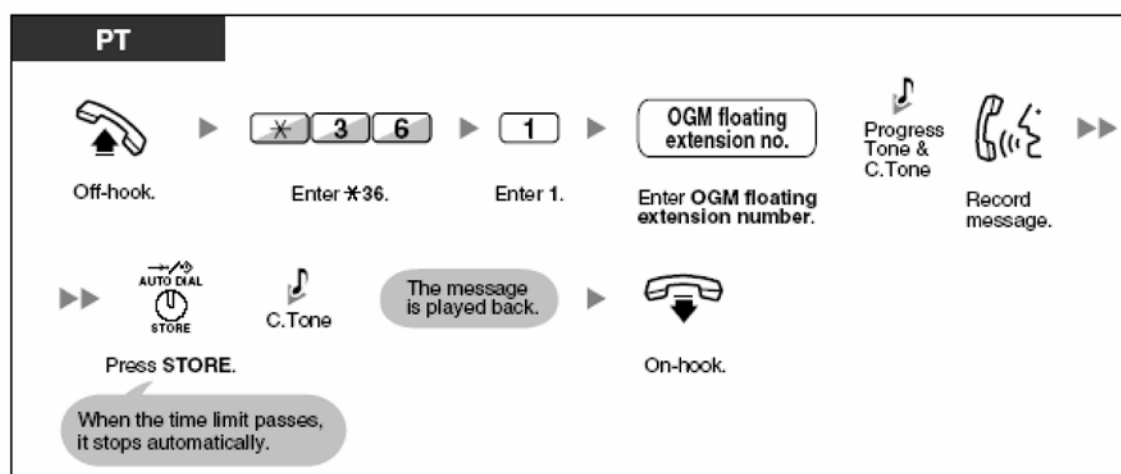## 2.1.5 Recording Outgoing Messages (OGM)

The manager extension can record three kinds of greeting messages (OGM) as follows:

1. **DISA message**: Used to greet and guide callers so that they access extension group or outside party without operator assistance.
2. **Incoming Call Distribution Group message**: Used to greet and guide callers to an incoming call distribution group.
3. **Timed Reminder message**: Used for a wake-up call message when the extension answers the Timed Reminder.
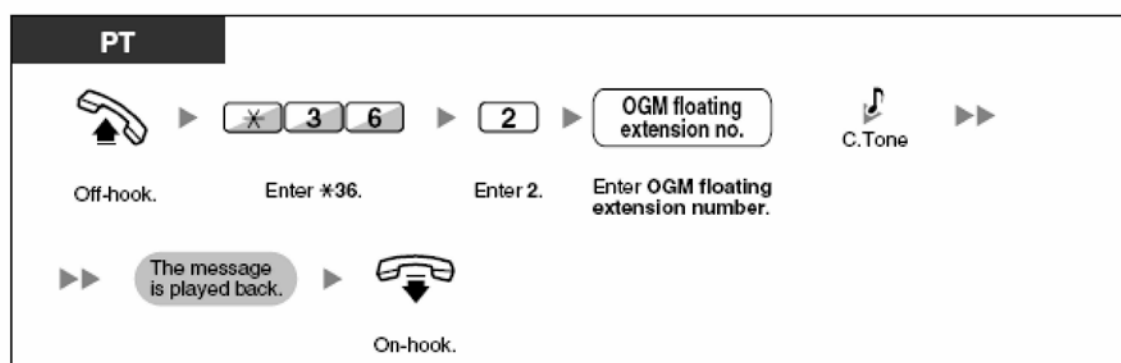
All messages have their own extension numbers. You can select the desired message. You have two methods for recording a message. One is recorded using the handset, and the other is recorded from an external BGM (MOH) port.
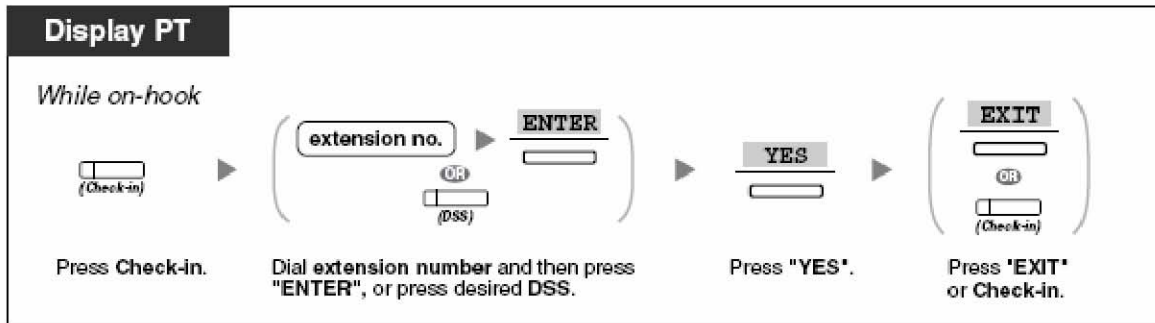
To record

To play back

NOTE: The OGM Floating extension number will be provided by the System Programmer.

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Using the Telephones in a Hotel-type Environment (Hospitality Features)

◆◆ Check-in

The hotel operator can change the room status of extensions to check-in by using the Check-in button assigned on his extension.

### To check in

◆◆ Check-out

The hotel operator can change the room status of extensions to check-out by using the Check-out button assigned on his extension.
Depending on the setting of the PBX, the hotel operator can do the following:

- Record/edit charges for Minibar/Others
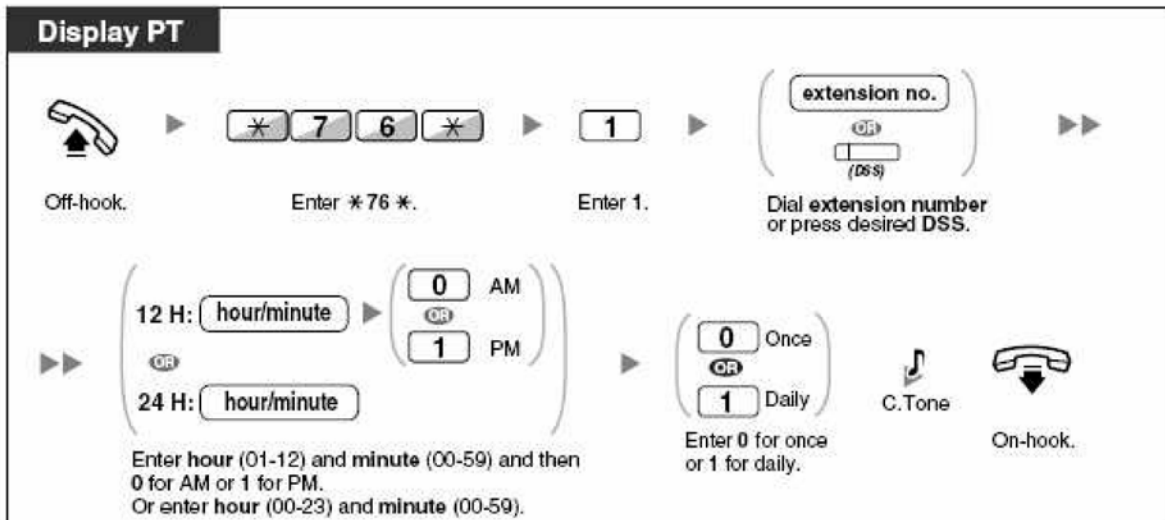- Print out an invoice containing charge information

Consult your dealer.

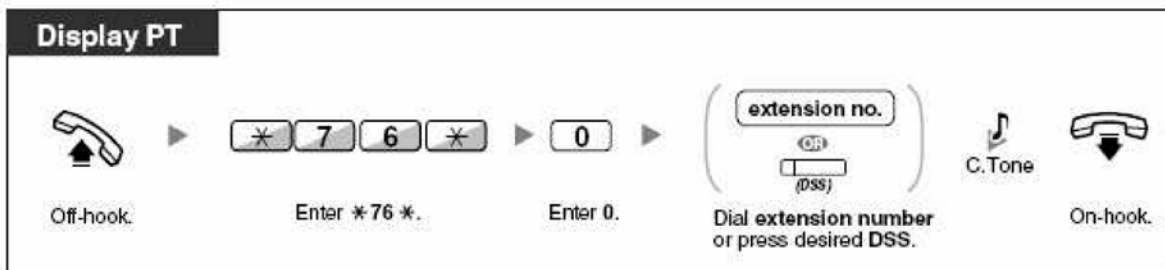### To check out a room with/without printing an invoice
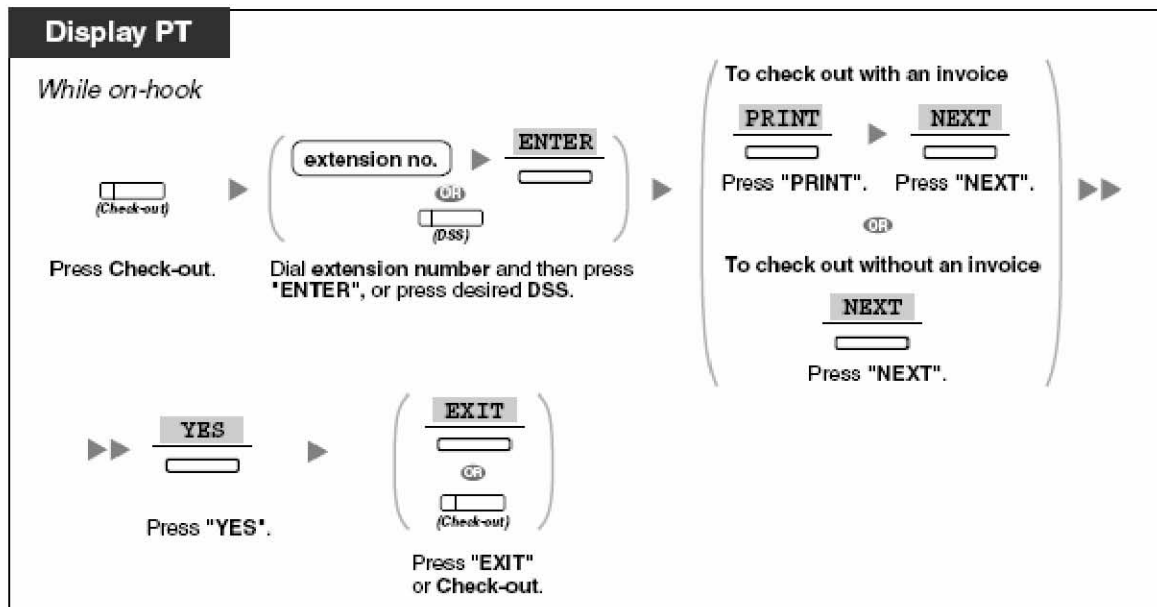
◆◆ Setting a Timed Reminder to a Room Extension (Remote Wake-up Call)

The hotel operator can remotely set/cancel a Timed Reminder to a room extension. He can also confirm the current setting.
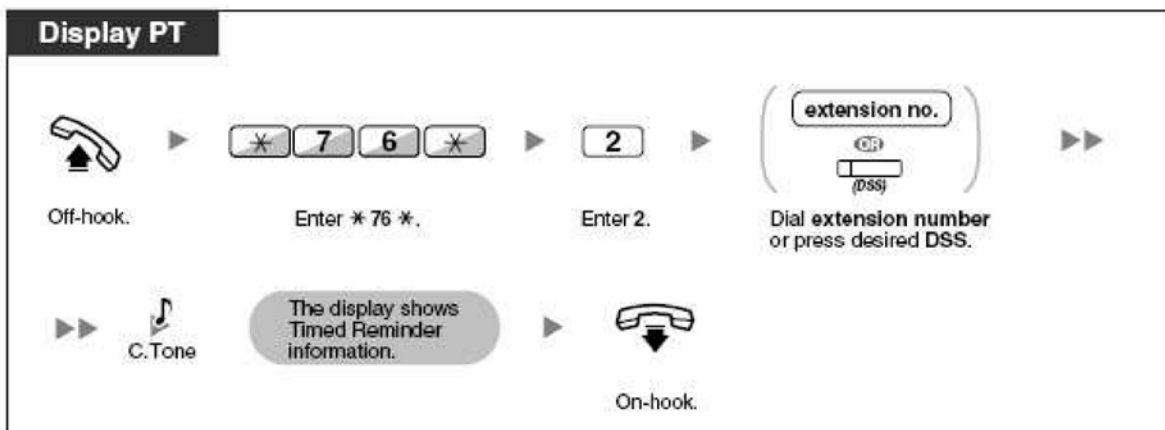
To set

Display PT

Off-hook. → Enter *76*. → Enter 1. → Dial extension number or press desired DSS. ►►

►► 12 H: hour/minute ► 0 AM OR 1 PM ► 0 Once OR 1 Daily C.Tone On-hook.
OR
24 H: hour/minute

Enter hour (01-12) and minute (00-59) and then 0 for AM or 1 for PM.
Or enter hour (00-23) and minute (00-59).

Enter 0 for once or 1 for daily.

To cancel

Display PT

Off-hook. → Enter *76*. → Enter 0. → Dial extension number or press desired DSS. C.Tone On-hook.

To confirm

Display PT

Off-hook. → Enter *76*. → Enter 2. → Dial extension number or press desired DSS. ►►

►► C.Tone The display shows Timed Reminder information. ► On-hook.

Changing the Ring Tone on a Handset for External Calls

Press ⬭ **PROG. PROGRAM**   Press **[(CO)]** Line Key TWICE, Select ⬭ **ENTER ▼** Until desired Tone, Press ⬭ **ENTER**

Changing the Ring Tone on a Handset for Internal Calls

Press ⬭ **PROG. PROGRAM**   Press ⬭ **INT INTERCOM** Key TWICE, Select ⬭ **ENTER ▼** Until desired Tone, Press

⬭ **ENTER** Finally Press EXIT or ⬭ **PROG. PROGRAM**

Setting Call Waiting on a Handset for External Incoming Call

Press ⬭ **PROG. PROGRAM** Dial **3 0** Press ⬭ **ENTER** Select Press ⬭ **ENTER ▼** Press ⬭ **ENTER** Finally Press EXIT or ⬭ **PROG. PROGRAM**

Setting Call Waiting on a Handset for Internal Extension Call

Press ⬭ **PROG. PROGRAM** Dial **3 1** Press ⬭ **ENTER** Select Press ⬭ **ENTER ▼** Press ⬭ **ENTER** Finally Press EXIT or ⬭ **PROG. PROGRAM**

Removing Message Wait Notification on a Handset

How Message Wait Notification is left

When the called extension is busy or does not answer

MESSAGE
OR
4

Press MESSAGE
or enter 4.

C.Tone
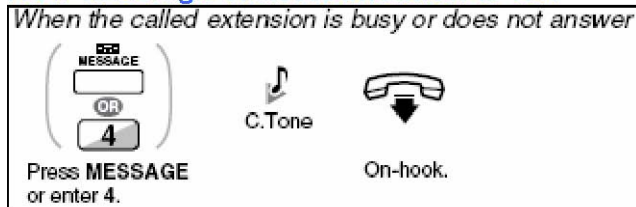
On-hook.

Sometimes this is activated accidentally.

1. *While on-hook* Press the Message Button [MESSAGE]. The Screen will Display the
Message Wait Notification Extension, EXIT and CLEAR below.
Press the button below the CLEAR indicator on the screen to clear the Message
Wait Notification.

NOTE: If there are multiple Messages repeat Step 1.