

Panasonic KX-NCP500/1000 Telephone & Voice Mail Quick User Guide

This guide will help answer the most commonly asked questions for your phone features. This guide will also help in the set up of your voice mail service and provide a quick reference.

If you have any questions, please give us a call or e-mail directly to djc@metronet.cc

For complete instructions for Panasonic phone system, please refer to Manual Guide. You may also contact the staff at Metronet Telecom for further questions at:

Metronet Telecom, Inc.

Telephone Systems – Voice/Data Cabling – Local/Long Distance Service

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Panasonic Phone System

1 Do Not Disturb Feature:

- Lift handset and press [FWD/DND] button.
- Press [1] button to turn DND feature on.
- Press [0] button to turn DND feature off.

2 Call Forward Feature:

- Lift handset and press [FWD/DND] button.

	<u>Forward to Voice Mail</u>	<u>Forwarding to Another Extension</u>
All	Press [2] + [VMS button] + [#]	Press [2] + [Extension number] + [#]
Busy Only	Press [3] + [VMS button] + [#]	Press [3] + [Extension number] + [#]
No Answer	Press [4] + [VMS button] + [#]	Press [4] + [Extension number] + [#]
Busy/No Answer	Press [5] + [VMS button] + [#]	Press [5] + [Extension number] + [#]

3 Make a Conference Call:

- While speaking with 1st party to conference, press [CONF] key (Do not press HOLD button).
- Dial desired phone number to 2nd party to join conference call. Greet 2nd party to establish contact.
- Press [CONF] button again.
- Listen for tone and speak with both parties.

- To leave conference call, press [CONF] key.
- Wait for tone.
- Hang up.

4 Programming One-Touch Speed Dial Buttons:

- Press [Program] and then [button to be programmed].
- Dial [2] + [9] + [telephone number]
- Press [Enter] button.

- To use, press button and number will be dialed automatically.
- You have the option to use handset or speakerphone.

5 Assign Different Ring Tones for Incoming Calls:

- Press [Program] key.
- Press [outside phone line button] twice.
- Use arrow up or arrow down keys on navigation key to review different ring-tones.
- Press [Enter] button in center of navigation key to store.

6 Headset Operation:

- Press [Program] key and then dial [6] [1] [Enter].
- Press [1] [Enter] to start headset mode.
- Press [0] [Enter] to turn off headset mode.

Note: Speaker button works as an ON/OFF button to answer or make calls.

7 To Set Up Call Waiting for Outside Calls:

- Press [Program] key and then dial [3] [0] and [Enter].
- Press [1] [Enter] and hear tone for call waiting.
- Press [0] [Enter] to turn off call waiting feature.

8 Personal Speed Dial Feature:

- To store:
 - Lift handset
 - Dial [*] [3] [0].
 - Select bin number [00] – [09].
 - Dial [9] + [telephone number] and [#].
- To use:
 - Press [Auto Dial] [*] and [bin number].
 - System will chose line and dial number.

9 Adjusting Ringer Volume:

- While on hook or receiving a call.
- Press “*arrow up*” or “*arrow down*” at navigation key.

10 To Pick Up a Ringing Extension (Direct Call Pick-Up):

- Press [*] [4] [1] + [desired extension number].

11 Programming Station Buttons

- Press [Program] and then press the [button to be programmed].
- Press [1] and [extension number].
- Press [enter].

Voice Mail – Your Default Password is: 9997

This will assist with setting up voice mailboxes and passwords. Most commonly used features are also listed below.

Mailbox Management

- Press [VMS] key and enter password (9997#)
- Press [3] for mailbox management.
- Press [2] to enter a password and follow menu.
- Press [3] to record owner's name and follow menu.
- Press [1] to record *personal* greeting.
 - To change “no answer greeting”, press [1] and follow menu. (**This is the only greeting needed**)
 - To change “busy signal greeting”, press [2] and follow menu.
 - To change “after hours greeting”, press [3] and follow menu.
 - To change “temporary greeting”, press [5] (**Use for vacations, illness, etc.**)
- Press [*] [*] and hang up.

To check messages from your phone:

To check new messages:

- Press [Intercom] key.
- Press [Message].
- Follow menu.

To check saved messages:

- Press [VMS] key.
- Enter your password.
- Follow menu.

To check messages from any digital phone in your office:

- Press [VMS] key.
- Interrupt voice by pressing the [#] key and then the [6] key.
- You will then press the [*] key and then your [mailbox/extension] number.
- Follow prompts.

*(Example: press #, 6, *, 101)*

To check your messages from outside of office:

- Dial office number.
 - If receptionist answers (daytime), have them transfer you directly to voice mail system by pressing [TRANSFER], [VMS] keys. Then when voice mail answers, dial [#], [6], [*] and [your mailbox number].

OR

- If auto attendant answers (after hours, dial [#], [6], [*] and [your mailbox number].
- Follow prompts.

*(Example: press #, 6, *, 101)*

To leave a voice mail message for another associate from outside of the office:

- Dial office number.
- Press [#] key and then the [6] key.
- Dial desired [mailbox number].
- Follow prompts.

NOTE: Dialing [2] at any time during greeting, will direct you instantly to recording mode.

(Example: press #, 6, 101)

To Leave a voice mail message for another associate:

- Press [VMS] key.
- Press [#] key and then the [6] key.
- Press desired [mailbox number]. Or DSS key.
- Follow prompts.

NOTE: Dialing [2] at any time during greeting, will direct you instantly to recording mode.

(Example: press #, 6, 101)

To transfer a call to voice mail:

- Press [VMS/TR] key (instead of HOLD key).
- Press desired [extension number]. Or DSS key.
- Hang up.

(Will not ring at phone)



