

### **To Pick Up Your Messages (At Your Desk)**

When your "Message" light is RED.  
Press the "VOICE MAIL BUTTON OR BUTTON 23".  
Follow the voice instruction.

### **To Pick Up Your Messages (At Another Desk)**

Press the "VOICE MAIL BUTTON OR BUTTON 23"  
Dial # 6.  
Dial \* plus your extension number (i.e. 101, 102).  
Follow the voice instruction.

### **To Pick Up Your Messages (Remote Access)**

Dial your office number. You will hear the Automated Attendant or ask the operator to transfer you to your mailbox.  
Dial # 6.  
Dial \* plus your extension number (i.e. 101, 102).  
Follow the voice instruction.

## **Mail Box Management**

**No Answer Greeting** (Pick up the handset, VM BUTTON OR BUTTON 23, <Pass code followed by the # key>, 5, 1, 1, To end recording Press 1, Follow the voice instructions):

You have reached desk of .....  
I am not able to take your call at this time.  
Please leave your message after the tone & I will call you back promptly.

**Busy Greeting** (Pick up the handset, VM BUTTON OR BUTTON 23, <Pass code followed by the # key>, 5, 1, 2, To end recording Press 1, Follow the voice instructions):

You have reached desk of .....  
I am busy on the other line.  
Please leave your message after the tone & I will call you back promptly.

**After Hours Greeting** (Pick up the handset, VM BUTTON OR BUTTON 23, <Pass code followed by the # key>, 5, 1, 3, To end recording Press 1, Follow the voice instructions):

You have reached desk of .....  
I am not able to take your call at this time.  
Please leave your message after the tone & I will call you back promptly.

**Pass Code** (Pick up the handset, VM BUTTON OR BUTTON 23, <Pass code followed by the # key>, 5, 2, Follow the voice instructions):

Enter a new pass code (i.e. 1234)

**Name of the User** (Pick up the handset, VM BUTTON OR BUTTON 23, <Pass code followed by the # key>, 5, 3, To end recording press 1, Follow the voice instructions):

Say your "First & Last Name" after the tone.

### **To Transfer to a Person's Voice Mail Box**

While on a conversation press the “\_24\_” button (Voice Mail Transfer button).  
Dial the mailbox you are transferring to (i.e. 101, 102).  
Hang up.

### **To All Call Page**

Press the “**Intercom**” button.  
Dial **33\***.  
Announce your message.  
Hang up.

### **To Signal a Busy Extension**

After you reach a busy extension dial **1**.  
The party, who you have called, will hear a ghost ring from the base of his/her phone.  
The called party can put the original caller on hold and press the ringing “ **Intercom**” button to talk to you.

### **Three Important tip**

1-You Must Forward Your Phone to the Voice mail  
Intercom 710 4 165 Beep 7311 Beep.  
Your FWD/DND button is now flashing or solid red.

**To Park a Call**

While on a call, press the "Transfer" button.  
Dial **52n** where n is a number between 0 and 9.  
Hang up.

**To Retrieve a Parked Call**

Press the "Intercom" button.  
Dial the **52n** number.  
Talk to the caller.

**To Busy / No Answer Forward Your Extension To The Voice Mail - All the Extensions**

Press the "Intercom" button.  
Dial **7105 165**.  
Hang up.

**To No Answer Forward Your Extension To The Voice Mail - Operator Extension**

Press the "Intercom" button.  
Dial **7104 165**.  
Hang up.

**To All Call Forward Your Extension To The Voice Mail**

Press the "Intercom" button.  
Dial **7102 165**.  
Hang up.

**To Cancel Forwarding To The Voice Mail - Default**

Press the "Intercom" button.  
Dial **7100**.  
Hang up.

**To Activate Call Waiting**

Press the "Intercom" button.  
Dial **7311**.  
Hang up.

**To Deactivate Call Waiting - Default**

Press the "Intercom" button.  
Dial **7310**.  
Hang up.

**To Momentary Activate the Privacy Release on a CO Line**

While on a conversation with an outside caller, press solid green "CO" button.

"CO" button starts flashing **Green** for 5 seconds.

Any other extension with the same "CO" button can join the conversation by pressing flashing green the line.

Maximum of 2 inside party can be on the line with the outside caller.

**To Retrieve A CO Line on Hold From Any Extension**

Press the "Intercom" button.

Dial **53 nn** where nn is the line number.

Start talking to the caller.

**To Retrieve A Caller on Hold From Any Extension**

Press the "Intercom" button.

Dial **51 xxx** where xxx is the extension number, which put the caller on hold.

Start talking to the caller.

**To Activate Call Log Overwriting**

Press the "Intercom" button.

Dial **561**.

Hang up.

**To Cancel Call Log Overwriting - Default**

Press the "Intercom" button.

Dial **560**.

Hang up.

### **To Change the Mobile Number for the Mailbox**

(Intercom, 165, <Pass code followed by the # key>, 6, 2, 3, 1)

<If needed, to change press 1.>

For the phone number enter **9** and **wait**.

Enter **5** to insert a pause.

Enter **4** to add more digits.

Enter the **Mobile Phone** area code and the **number** and **wait**.

Enter **2** to accept.

For notification by phone press **1**.

Follow the voice instruction.

### **To Change the Beeper Number for the Mailbox**

(Intercom, 165, <Pass code followed by the # key>, 6, 2, 3, 1)

<If needed, to change press 1.>

For the beeper number enter **9** and **wait**.

Enter **5** to insert a pause.

Enter **4** to add more digits.

Enter the **Beeper's** area code and the **number** and **wait**.

Enter **5** to insert a pause and **wait**.

Enter **5** to insert a pause and **wait**.

Enter **4** to add more digits

Enter **xxx-xxx-xxxx \* xxx #** and **Wait**.

Enter **2** to accept.

For notification by beeper press **2**.

Follow the voice instruction.

### **To Delete the Above Numbers**

(Intercom, 165, <Pass code followed by the # key>, 6, 2, 3, 1)

Press **3** to delete the number.

Hang up.

Ext. 100		Ext. 120	
Ext. 101		Ext. 121	
Ext. 102		Ext. 122	
Ext. 103		Ext. 123	
Ext. 104		Ext. 124	
Ext. 105		Ext. 125	
Ext. 106		Ext. 126	
Ext. 107		Ext. 127	
Ext. 108		Ext. 128	
Ext. 109		Ext. 129	
Ext. 110		Ext. 130	
Ext. 111		Ext. 131	
Ext. 112		Ext. 132	
Ext. 113			
Ext. 114			
Ext. 115		L 01	
Ext. 116		L 02	
Ext. 117		L 03	
Ext. 118		L 04	
Ext. 119		L 05	
		L 06	
Fax		L 07	
Modem		L 08	
		L 09	
		L 10	
		L 11	
		L 12	

**To Turn the Automated Attendant ON - Night Mode (From Extensions 101 Only):**

Press the "Intercom" button.

Dial **781**.

Hang up.

**To Turn the Automated Attendant OFF - Day Mode (From Extensions 101 Only):**

Press the "Intercom" button.

Dial **780**.

Hang up.

**To Pick Up General Mail Box Messages Every Morning:**

Press the "Intercom" then dial **165**.

Dial **# 6**.

Dial **\* 998**.

<Dial the **pass code** followed by the **#** key>.

Follow the voice instruction.

## **Automated Attendant Greetings**

### **Day Greeting**

#### **Custom Service Greeting 1**

(Pick up the handset, Intercom, 165, #6, \*998, <Pass code followed by the # key>, 5, 4, 1, To end recording press 1, Follow the voice instructions):

Thank you for calling .....

If you know your party's extension please dial it at anytime during this message.

To dial your party's extension by last name press # 1.

For the operator press 0 or stay on the line.

### **Night Greeting**

#### **Custom Service Greeting 2**

(Pick up the handset, Intercom, 165, #6, \*998, <Pass code followed by the # key>, 5, 4, 2, To end recording Press 1, Follow the voice instructions):

Thank you for calling .....

Our office is closed now. If you know your party's extension please dial it at anytime during this message.

To dial your party's extension by last name press # 1.

To leave a message in our general mail box press 0 or stay on the line.

### **Holiday Greeting**

#### **Custom Service Greeting 3**

(Pick up the handset, Intercom, 165, #6, \*998, <Pass code followed by the # Key>, 5, 4, 3, To end recording press 1, Follow the voice instructions):

Happy holidays and thank you for calling .....

Our office is closed now. If you know your party's extension please dial it at anytime during this message.

To dial your party's extension by last name press # 1.

To leave a message in our general mail box press 0 or stay on the line.

## **Recording User Prompts**

#### **User Prompt 152 (Old 290) or 132 for KX-TVS50/90**

(Pick up the handset, Intercom, 165, #6, \*998, <Pass code followed by the # key>, 5, 6, 1, 2, 152 (Old 290) or 132 for VS50/90, To end recording press 1, Follow the voice instructions):

Enter the first 3 or 4 letters of the person's first name.

For "Q" press 7. For "Z" press 9.



### **To Set the Time on the KX-TD Series Phone System**

While the display phone is idle press the "**Program**" button.

Dial **\*\* 1234**.

Dial **000** to set up time and date.

Press the "**Next**" button **twice**.

Dial the **correct time**.

Press the "→" to get to the **Minute**.

Dial the **correct minute**.

Press the "→" to get to the **AM/PM**.

Press the "**SEL**" button to choose the **AM** or **PM**.

Press the "**Store**" button.

Pick up and hang up the handset.

### **To Set the Time on KX-TVS Series Voice Mail System**

Press the "**Intercom**" then dial **165**.

Dial **# 6**.

Dial **\*998**

<Dial the **pass code** followed by the **#** key>.

Choose option **4** to set up the **correct time** and date.

Follow the voice instruction.

### **To Turn On and Off the Background Music (BGM)**

While the phone is on hook press " **1** ".

Background music turns on and off.

### **To Change Between Time and Date and Extension Number**

While on the hook press " **\*** ".

### **To Turn the Message Waiting Light Off Manually**

If the Message Waiting light at any extension would not turn off automatically for any reason.

From the phone with the **RED** Message light, press the "**Intercom**" button.

Dial " **700 xxx**" where xxx is the extension number of the phone with the **RED** message light.

You will hear a confirmation tone and the "**Message**" light turns **OFF**.

Hang up.

## Station Set Up

Press the "**Intercom**" button.

Dial **790** to clear all the extension features.

You will hear a confirmation tone.

Dial **7311** to activate the call waiting.

You will hear a confirmation tone.

Dial **7105 165** to busy / no answer forward your call to the voicemail for the extension; or **7104 165** to no answer forward your call to the voicemail for the operator extension.

You will hear a confirmation tone.

Hang up.

## Station Programming

Press the "**Program**" button. On the analog phones press the "PAUSE" button.

Dial **99**.

Dial **#** to clear all the previous programs.

Press the "**Store**" button. On some analog phones press the "MEMORY" button.

You will hear a confirmation tone.

Dial **12** to activate the automatic line access.

Press the "**Store**" button. On some analog phones press the "MEMORY" button.

You will hear a confirmation tone.

Dial **52** to activate the tone 2.

Press the "**Store**" button. On some analog phones press the "MEMORY" button.

You will hear a confirmation tone.

Optional:

Dial **92** to activate the headset.

Press the "**Store**" button. On some analog phones press the "MEMORY" button.

You will hear a confirmation tone.

Pick up the handset and hang up.