Panasonic KX-NT630
Quick Reference Guide

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Sunco is your Trusted Telecom Systems Integrator
Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.

Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- **We Embrace Change**
- **We Do What It Takes**
- **We are Accountable to the Outcome**
- **We Do the Right Thing**
- **We Bring Out the Best in Each Other**

The Sunco team is ready to help. Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most **-** *growing* **your business.**

Need to reach us? We're ready to help!

Service: To enter a service call, please email service@sunco.ca and a ticket will be auto-generated in our system.

Client Portal: To receive log-in credentials for our self-service payment and service portal, please call Tammy Klemmer at (780) 809-1786 or 1 (888) 782-9357.

After-Hours Emergency Service: To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

Accounting: For questions regarding invoicing, please contact Tammy Klemmer at (780) 809-1786 or tammy.klemmer@sunco.ca

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1. LCD (Liquid Crystal Display)

2. Flexible Central Office Buttons: Where line one, line two and line three are held.

3. Soft buttons (S1-S4): S1-S4 (located from left to right) are used to select the item displayed on the bottom line of the display.

4. 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.

5. Next Page: Used to switch the page for the flexible buttons.

6. Cancel: Used to cancel the selected item.

7. Navigator Key: Used to adjust the volume and the display contrast or select desired items.

8. Message: Used to leave a message waiting indication or call back the party who left the message waiting indication.

9. Program/Pause: Used to insert a pause when storing a telephone number and to program

10. Flash/Recall: Used to disconnect the current call and make another call without hanging up.

11. Redial: Used to redial the last dialed number.

12. Auto Ans/Mute: Used to receive an incoming call in hands-free mode or mute the microphone/handset during a conversation.

13. Auto Dial/Store: Used for System/Personal Speed Dialing or storing programming changes.

14. Conf: Used to establish a multiple party conversation.

15. Transfer: Used to transfer a call to another party.

16. FWD/DND: Used to switch Call Forwarding or Do Not Disturb on your extension.

17. Hold: Used to place a call on hold.

18. Intercom: Used to make or receive intercom calls.

19. SP-Phone: Used for performing hands-free operations.

20. Microphone: Used for hands free conversations.

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HOW TO SETUP YOUR PERSONAL VOICEMAIL

1. Pick up the handset and select 777
2. Follow the prompts to set up your voicemail box name, passcode and greeting for when you are away.

Place an outside call:

1. Lift handset *or* press **SP-PHONE** for hands free
2. Select a line by pressing a preprogrammed **CO/DSS Key*** plus the **external number** *or* dial **9** plus the **external number**

Place an internal call:

1. Lift handset *or* press **SP-PHONE** for hands free
2. Dial the desired **extension number** *or* press the preprogrammed **DSS key***

EXTENSION DIALING – INTERNAL

Dialing extensions by the user name:

1. Press the **MENU** key
2. Use the up and down arrow keys of the navigator button to place the → beside **"Extension Directory"**
3. Press the **ENTER** key
4. Use the keypad to enter the first letter of the name you would like to call and press the **ENTER** key
5. Use the up and down arrows of the navigator key to place the → beside the name you would like to call ->Lift the handset *or* press **SP-PHONE** key for hands free

HOW TO PROGRAM A BUTTON

1. Select Prog.
2. Select the button you would like to program.
3. Select the down arrow once so it says Ext.
4. Enter the extension number.
5. Select Enter to save.

HOW TO CHANGE YOUR RINGTONE

1. Select Program
2. Select line 1.
3. Select line 1 again.
4. Press the up and down arrow on the navigator.
5. Once you have selected your ringtone, press enter to save.

TRANSFERRING CALLS

To transfer a caller:

In an active phone call, press:

- the preprogrammed **DSS Key*** *or* –
- **TRANSFER** and Dial the desired **extension number** *or* –
- If dialing to an outside number, press the **TRANSFER** key and **Select a line** *or* dial **9** plus the **external number**

To Perform an Attended Transfer:

- To announce the transfer - wait for an answer, consult, and hang up

To Perform an Unattended Transfer:

- To complete the transfer - hang up

Cancel the Transfer

- To cancel the transfer - press the **TRANSFER** key

TRANSFERRING CALLS DIRECTLY TO VOICEMAIL

To transfer a caller directly to a mailbox:

- Press the **DSS Key** preprogrammed as **VOICEMAIL TRANSFER**
- Press the preprogrammed **DSS Key*** *or* dial the desired **extension number**
- To complete the transfer - hang up

REDIAL

To Dial the last number dialed from your telephone:

- Lift handset, press redial.

PLACING A CALL ON HOLD:

- Press the **HOLD** key

To place a call on exclusive hold (preventing it from being accessed by another extension):

- Press the **HOLD** key **twice**

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Calling & Programming

To retrieve a call from hold:
- Lift the handset *or* press **SP-PHONE** for hands free
- Press the desired flashing line key (The line flashes **GREEN** on the phone that placed the call on hold, **RED** on all other phones)

TO PUT A CALL ON HOLD TO ANSWER ANOTHER LINE:
- Press the **HOLD** key to put the current caller on hold and press the **RED** flashing **CO key***
- For other incoming callers, press the HOLD key for the current caller, followed by the **RED** flashing **CO Key***
- To return to the other callers, press the HOLD key for the current caller followed by the **GREEN** flashing **CO KEY*** *or* the **GREEN** flashing **INTERCOM** key for an internal caller

To retrieve a call holding at another extension:
1. Lift the handset *or* press **SP-PHONE** for hands free
2. Press *** 5 1** plus the **DSS key*** *or* the **extension number**

OFF-HOOK MONITOR
Allowing other people next to you to listen to the call:
- While speaking to a caller, press the **SP-PHONE** key
- The up and down arrows of the navigator key now control the speakerphone volume and not the handset incoming audio volume. The speakerphone's mic is muted.

CONFERENCE CALL
To initiate a conference call from a digital phone:
1. Place or receive the first call
2. Press the **CONF** key
3. Dial **internal extension number**, *or –*
   o To call an external party**, select another line** *or* dial **9** plus the **external number**
4. When the person answers, press the **CONF** key to connect all parties

CALL PICKUP
To pick up a call ringing at another extension:
1. Lift handset *or* press **SP-PHONE** for hands free
2. Dial *** 4 1** plus the **extension number** of the ringing phone **or** dial *** 4 0** plus the two-digit **group number** for which the ringing phone belongs

HOW TO LEAVE A VOICEMAIL ON AN INTERNAL EXTENSION (without ringing their phone)
1. On your phone select the Voicemail button OR dial 777.
2. Enter #6.
3. Enter the extension of the person you would like to leave the voicemail for. (**Note**Please enter the extension rather than selecting the DSS key)
4. Follow the prompts to leave voicemail.

TO CALL USING THE INCOMING CALL LOG:
Press the **MENU** key

1. Use the up and down arrows of the navigator key to place the → beside **"Incoming Call Log"**
2. Press the **ENTER** key
3. Use the up and down arrows of the navigator key to place the → beside the caller you would like to dial
4. Lift handset *or* press **SP-PHONE** key for hands free

TO STORE THE CALLER IN YOUR STATION DIRECTORY:
1. Press the **MENU** key
2. Use the up and down arrows of the navigator key to place the → beside **"Incoming Call Log"**
3. Press the **ENTER** key
4. Use the up and down arrows of the navigator key to place the → beside the caller you wish to store
5. Press the **STORE** key
6. Use the keypad to select each letter required for the name. You can also use the left and right arrows of the navigator key to move the cursor. Press the **CLEAR** key to correct a single misdialed entry (Max. of 20 characters)
7. Press the **ENTER** key to save
8. Press the **EXIT** key to exit

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CALL LOG - OUTGOING

To call using the Outgoing Call Log:
1. Press the **MENU** key
2. Use the up and down arrows of the navigator key to place the → beside **"Outgoing Call Log"**
3. Press the **ENTER** key
4. Use the up and down arrows of the navigator key to place the → beside the person you would like to dial
5. Lift handset *or* press **SP-PHONE** key for hands free

TO STORE THE NUMBER IN YOUR STATION DIRECTORY:
1. Press the **MENU** key
2. Use the up and down arrows of the navigator key to place the → beside **"Outgoing Call Log"**
3. Press the **ENTER** key
4. Use the up and down arrows of the navigator key to place the → beside the person you wish to store
5. Press the **STORE** key
6. Use the keypad to select each letter required for the name. You can also use the left and right arrows of the navigator key to move the cursor. Press the **CLEAR** key to correct a single misdialed entry (Max. of 20 characters)
7. Press the **ENTER** key to save
8. Press the **EXIT** key to exit

SPEED DIAL- STATION NUMBERS & NAMES

To store a station speed dial number (10 numbers may be stored):
1. Do not lift the handset
2. Press the **PROGRAM** key
3. Dial **10** and press **ENTER**
4. Dial the two-digit **speed dial bin number (00 to 09)**
5. Dial **9** plus the **external number** to be stored (Max. of 32 digits)
6. Press the **ENTER** key to save
7. Use the keypad to select each letter required for the name. You can also use the left and right arrows of the navigator key to move the cursor. Press the **CLEAR** key to correct a single misdialed entry (Max. of 20 characters)
8. Press the **ENTER** key to save
9. Press the **EXIT** key to exit

Using station speed dials:
1. Press the **MENU** key
2. Use the up and down arrow keys of the navigator key to place the → beside **"Personal Directory"**.
3. Press the **ENTER** key
4. Use the keypad to enter the first letter of the name you would like to call and press the **ENTER** key
5. Use the up and down arrows of the navigator key to place the → beside the name you would like to call
6. Lift handset *or* press **SP-PHONE** key for hands free

Dialing station speed dials by bin number:
- Lift handset *or* press the **SP-PHONE** key for hands free
- Press the **AUTO DIAL/STORE** key, followed by * then the two-digit **speed dial bin number (00-09)**

SPEED DIALS - SYSTEM

Dialing system speed dials by name:
1. Press the **MENU** key
2. Use the up and down arrow keys of the navigator key to place the → beside **"System Directory"**.
3. Press the **ENTER** key
4. Use the keypad to enter the first letter of the name you would like to call and press the **ENTER** key
5. Use the up and down arrows of the navigator key to place the → beside the name you would like to call
6. Lift the handset *or* press **SP-PHONE** key for hands free

Dialing system speed dials by bin number:
- Lift handset *or* press the **SP-PHONE** key for hands free
- Press the **AUTO DIAL/STORE** key, followed by the **speed dial bin number (000-999)**

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CALL FORWARDING

To forward your calls to an extension or Voicemail:

3. Press the **INTERCOM** key
4. Dial *** 7 1 0** and **Select a Call Forwarding Mode:**

- To forward all calls **immediately**- **press 2**
- To forward calls **only when you are busy on an existing call**- **press 3**
- To forward calls **only when you do not answer them**- **press 4**
- To forward calls **when you are busy or are not able to answer**- **press 5**

5. **External or Internally Forwarding**

- If being forwarded internally, enter the **extension number followed by '#'** to which your calls will be forwarded. In many cases this is the extension number of the Voicemail System.
- If being forwarded externally, press **9** plus the **outside telephone number** as you would dial it from your phone.

Please note

- Pressing **0** at the third step will cancel the call forward settings above
- If you are temporarily located at another extension and wish to have all your calls follow you to that extension, from the remote extension press **7** then **your extension number**
- Pressing **8** at the third step will cancel the above follow me call forwarding

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How to Record your Company Greeting

Day Greeting

If reception is busy and cannot answer the call within 4 rings, this message plays.

To Record a New Message:

1. Pick up the handset and select the Voicemail button or dial 777.
2. Interrupt the message and dial #6 *998.
3. PIN = 1234#
4. Select 4
5. Select 3
6. Select **Custom Service Menu 1** to modify **Day Greeting**

Example: Thank you for calling Pine Dental. We are in the office, and are helping another patient, please leave us a message including your name and number and we will be happy to call you back as soon as possible.

Night Greeting

The greeting that plays when the business is closed.

To Record a New Message:

1. Pick up the handset and select the Voicemail button or dial 777
2. Interrupt the message and dial #6 *998
3. PIN = 1234#
4. Select 4
5. Select 3
6. Select **Custom Service Menu 2** to modify **Night Greeting**

Example: Thank you for calling Pine Dental. We are very sorry to have missed your call. Please leave us a detailed message including your name and number and we will get back to you on the next business day. if you are experiencing a medical emergency please call 911.

How to Check Company Voicemails

*When there is a new voicemail in the company general mailbox, the **Message Waiting** button will be lit. Follow the below instructions to check your voicemails.*

1. Pick up the handset and select the Message Waiting button.
2. Enter your passcode
3. Follow the prompts to check new voicemails.

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We do the right thing
We embrace change
We do what it takes
We are accountable to the outcome
We bring out the best in each other

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