



Broadway Shopping Center  
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## **Panasonic User Guide** (Panasonic KX-DT 321 Series Phones)

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## **4-WAY NAVIGATION KEY:**

- Up/Down** Adjust volume while on a call (both handset & speaker)  
Change the volume of your ringer.
- Left/Right** Call Logs, Personal/System/Extension Directories, Feature Access

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## **10 FIXED KEYS:**

- PROGRAM** Used to program keys
- INTERCOM** Internal calls. Press Intercom button + Extension number **or** 1-touch
- AUTO ANS/MUTE** **Auto Answer:** If engaged it will answer ICM calls hands free  
**Mute:** Used to mute the microphone of your speaker or your handset during a phone call
- AUTO DIAL/STORE** Used for System / Personal speed dial & storing program changes
- MESSAGE** Used to leave a message waiting indication lamp or call back the person that left you a message internally. Message waiting is indicated by a solid red light on the top right corner of your phone.
- REDIAL** Redial the last number called
- TRANSFER** Used to transfer a call to another internal extension
- FLASH/RECALL** Used to disconnect the current call and make another without hanging up. (restores dial tone).
- HOLD** Used to place a call on hold
- SP-PHONE** Used for hands free operations (Speakerphone)

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## ***Ring Tones: (9 to choose from)***

### **To Program:**

- Press **PROGRAM**
- Press the **Line** or **INTERCOM** 2 times (press up/down arrows to listen to tones)
- Press **AUTO DIAL/STORE** to store the ring
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**Contrast Adjustment:**

Press **PROGRAM** press **0** **1** : LCD Contrast  
Press the **Autodial/Store** button .....use navigation wheel up/down arrows to  
lighten/darken display contrast  
Press **Store** to save.

**To Make an External Call:**

Press an available line access button or dial the line access code (generally “9”), then dial the desired telephone number

**To Make an Internal Call:**

Lift handset or Press **SP-PHONE** Dial the desired extension number or press the one touch button. (Must be on INTERCOM)

**To Park a Call:**

With the caller on the line press **TRANSFER** , Call Park key (or \*52) + the 2-digit zone in which to park the call (00-99) or hit \* for the system to assign an idle zone.

**To retrieve Parked Call:**

Press the Call Park feature key (or \*52) + the 2-digit parking zone.

**To Transfer a Call:**

With the caller on the line either press **TRANSFER** + dial the extension you need **OR** press the one touch extension button. Announce the call (optional) and hang up.

**To Place a Call on Hold:**

With the caller on the line press **HOLD** . The active outside line button flashes green.

**To retrieve a call on hold:**

A call that is holding on your extension will flash green. A call holding on another extension will flash red. Select the line that you would like to pick up. Lamp will turn solid green.

**To set Call Forward / DND (for both internal & external calls):**

FWD: Press \*7102 + location DND: Press \*7101

**To pick up a call that is ringing on another extension (directed call pick up)**

Press \*41 + extension number of ringing phone.



573-874-0101

***To make a conference call: (up to 8 members)***

While on a call, press **CONF**, make 2<sup>nd</sup> call, press **CONF**, etc.

If no CONF button: While on a call, press **TRANSFER**, make 2<sup>nd</sup> call, **TRANSFER** 3

***Personal Speed Dial (00-09)***

**To Program:** Lift handset. Press **\*** **3** **0**, then enter the desired 2-digit code (00-09), enter the line access code (generally "9") followed by the telephone number, then **#**

**To Use:** Lift handset. Press **AUTO DIAL/STORE** **\*** plus the 2-digit code (00-09)

**To use System Speed Dal:** Lift handset. Press **AUTO DIAL/STORE** plus 3-digit (111-999)

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***Programming your phone for One Touch Dialing:***

**STEP 1:**

Press **PROGRAM**

Press the One Touch button that you would like to program

Press **TRANSFER** to clear any previous programming

**STEP 2:**

***To Program a Speed Dial Number:***

Dial the Line Access Code (generally "9") followed by the phone number  
OR

***To Program a Feature Button:***

Press the feature code (if you do not know the code then simply press the Up/Down on the navigation wheel to scroll through the feature codes).

OR

***To Program an Extension:***

Press the Down arrow on the navigation wheel. Watch display, it will show "EXT-".

Enter the extension number that you would like to appear on this button.

**STEP 3:**

Press **AUTO DIAL/STORE**

***Note: repeat these steps for each button that you would like to program***



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## Setting up and using Voicemail

### ***Logging into your voicemail box:***

Press **Open Mailbox** or dial 500, then enter your password followed by **#** and follow the prompts.

### ***To access voicemail remotely:***

From another phone on your system, Press **Open Mailbox** (or 500) **OR**

From outside your system, call a phone number connected to your system.

When your voicemail system picks up enter **# 6 \*** and your mailbox number .

Then enter your password followed by **#**.

You are now in your mailbox. Follow the mailbox prompts.

### ***Access your mailbox management***

*(this allows you to change your greetings, Password, Name, etc)*

Login to your mailbox (see above)

Press **3** to enter Mailbox Management

Next step:

Press **1** to change Personal Greetings. Press **1** a 2<sup>nd</sup> time to record the “No Answer” greeting. NOTE: this is the message that the caller hears when they reach your mailbox)

Press **2** to change your Password

Press **3** to change your Name for the directory

Follow the prompts after each selection to ensure that you save the new info that you enter.

**NOTE:** It is always best to lift your handset and speak clearly into the handset when recording greeting.

### ***How to set up message notification:***

Login to your voicemail box. (see above)

Press **5** to set up messaging waiting notification.

Press **3** to add or change the phone or pager number to be notified for message waiting.

(Be sure to enter the line access code (generally “9”) in front of the phone number)

Follow prompts.

***To Forward a message that is in your mailbox press “7”***

***To skip mailbox greeting when leaving msg for another mailbox press “2”***

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