



# Panasonic KX-HDV Quick Reference Guide



## Attended Transferring Calls

An attended transfer involves speaking to the person you are transferring the call to before the transfer is made.

While on a call, press the [TRANSFER] button.

Dial the party you are transferring to followed by the [Call] softkey. Confirm they are OK to speak and hang up to complete the transfer.

To return to the caller if they are not available press the [CANCEL] button twice

## Blind Transferring Calls

A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.

While on a call, press the [TRANSFER] button.

Dial the extension or the phone number of the party you are transferring the call to followed by the [Call] softkey.

Hang up.

## Place a caller on HOLD

Your caller will hear your chosen HOLD music/ringing until you recover the call

While on a call press the [HOLD] key

To speak to the caller again, press the [HOLD] key

## To park and pick up a call

Parking a call allows you to hold a call and pick it back up from any phone.

Answer an inbound call.

After talking to the caller, press [TRANSFER]

Dial the park code. By default, this is \*7. Your administrator will tell you if this has been changed.

Wait for 2 seconds.

You will hear a park number, such as 701.

Hang up.

Call the park number from another telephone.

## Checking Voicemail

You must not have a call on the line when attempting to check your voicemail.

Dial \*1 or press the [MESSAGE] button on your phone.

Enter your voicemail passcode if requested.

Select the option to listen to new or saved voicemails.

## Set DND ON or OFF (Do Not Disturb)

This will prevent your extension ringing as part of the Hunt Group.

Press [MENU] softkey, you will see that the first option is FWD/DND.

Press OK

First option again is DND – Select OK. Choose to turn DND ON/OFF.

Press OK again.