

## TELESYST by TCM Telecom – Quick User Guide

These Instructions should be read in conjunction with the Panasonic-KX-HDV130-User-Guide.pdf, however some of the Panasonic user guide will not apply to the TELESYST system.

### 1. Making Internal Calls

To make internal calls, pick up the phone and dial the other extension's number (eg 8888)

Or if you have a feature key programmed for that extension press the feature key.

### 2. Making External Calls

To place an outbound call, dial the number required then pickup the handset (or press SP-PHONE for handsfree) – note NO prefix e.g. 9 is required or used.

Note: By Default, No premium rate calls or International Calls are permitted from our System.

### 3. Answering Calls

To answer an incoming call, pick up the phone as you normally would.

### 4. Call Transfer

There are 2 types of call transfer available: Blind Transfer and Attended Transfer.

#### Blind Transfer (or unannounced transfer)

With feature key – press the feature key for the relevant extension, once ringing - hang up – the call will be transferred.

Without feature key – press transfer button, dial extension number, once ringing - hang up – the call will be transferred.

#### Attended Transfer (or announced transfer)

Exactly as above but once ringing allow called extension to answer and announce who is calling:

- (a) If the called extension wants to speak to the caller hang up and the call will connect.
- (b) If the called extension doesn't want the caller, they should hang up, then you should hang up and the call will revert back to you – just pickup the handset.

### 5. Call Pickup

If you have a feature key programmed for the extension in question – simply press the key – it should be flashing red (bear in mind it can take a second to respond).

For directed call pickup (no key programmed) dial \*\* plus the ringing extension number.

6. Voicemail

Press message key (or dial \*97) – To change your recorded greeting -from within menu press 0 then follow the instructions.

7. Using the Panasonic Internal phonebook (some customers use an external book which needs separate programming).

See Panasonic KX-HDV130-User-Guide.pdf Page 37 – Using the Local Phone Book.

Any problems or queries please email: [stuart@tcmtelcom.co.uk](mailto:stuart@tcmtelcom.co.uk) or telephone the helpline on 01924 846616.