Hosted Voice MyPBX
Training Manual

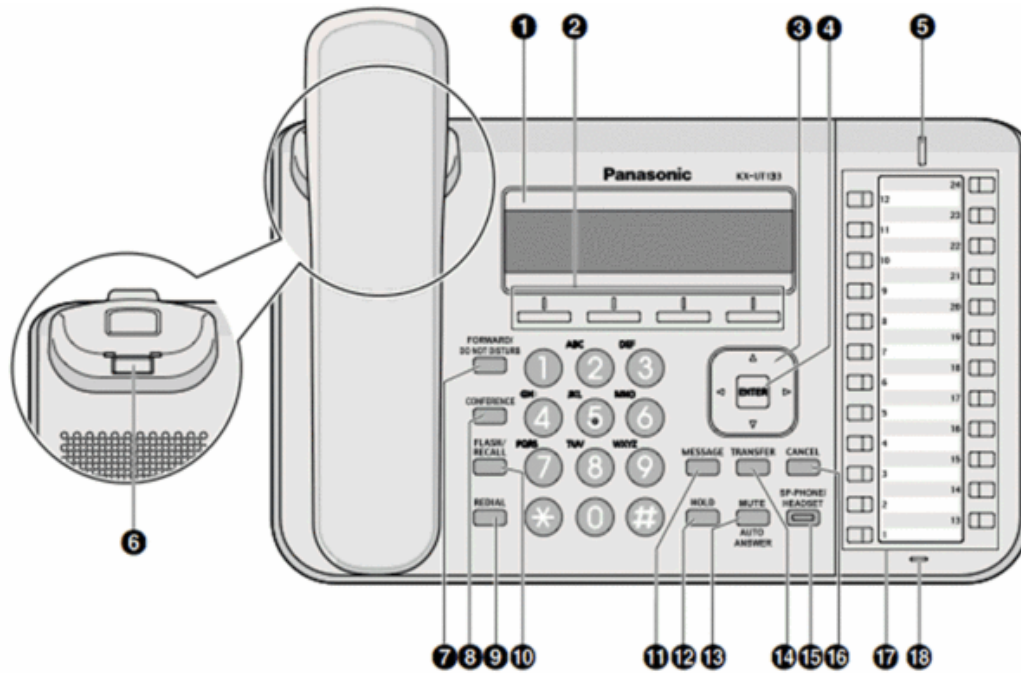# MyPBX
Handset & Feature
Training Manual
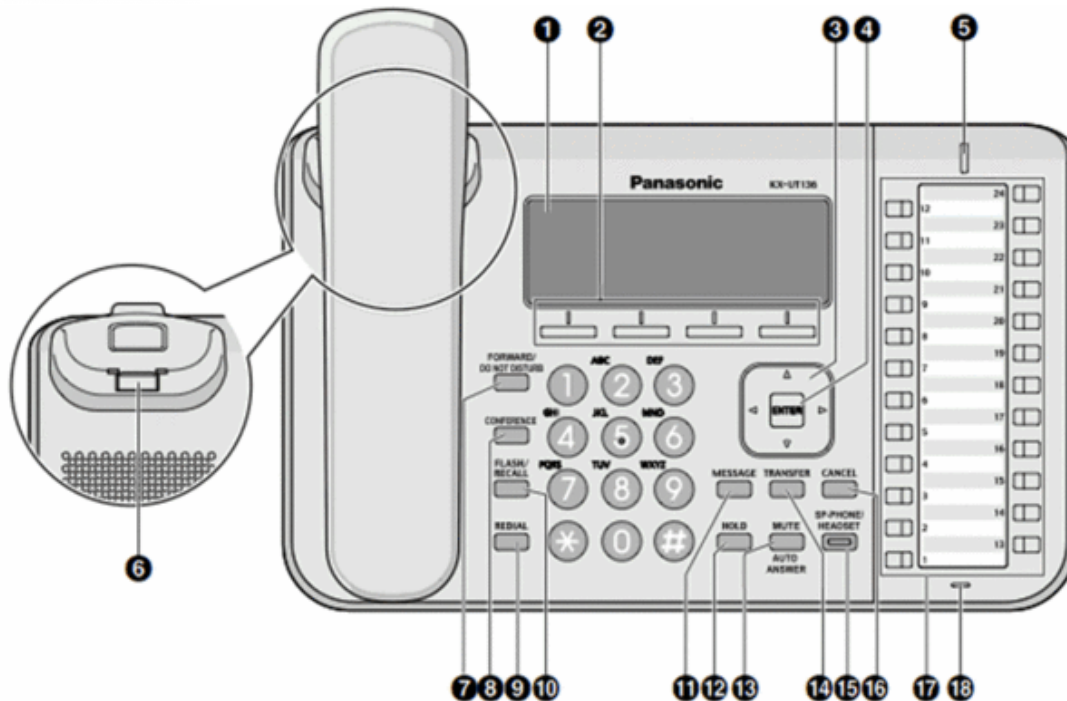
1.1. Keys/Connections overview

Panasonic KX-UT133:

Panasonic KX-UT136:

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Page **2** of **21**

① LCD: 3-line LCD
The KX-UT123 features a backlit LCD.
The KX-UT136 features a 6-line LCD.

② Softkeys (S1 to S4)
To select the functions in the bottom line of the display.

③ Navigation keys
For adjusting the volume or to select the desired entries.

④ ENTER
Confirms the selected entry.

⑤ Signal light message/call signal
The light flashes green with an incoming call.
The light is a steady red to indicate a voicemail message.

⑥ Receiver hook
Secures the receiver if the device is mounted on a wall.

⑦ Do not disturb (DND, forced busy)
Activates do not disturb (DND) for your extension. The telephone won't ring, same as "for call forwarding... delayed" to the

⑩ Currently not defined

⑪ Voice Mail
Accesses voicemail.

⑫ Hold
Places a call on hold. When a call is placed on hold the "Hold" light flashes red.

⑬ Mute
Mutes the microphone/receiver during a call.

⑭ Transfer
Transmits a call to another party.

⑮ Hands-free mode / Headset
For using the telephone in hands-free mode. When muted, the light flashes red.

⑯ CANCEL
Cancels the selected function.

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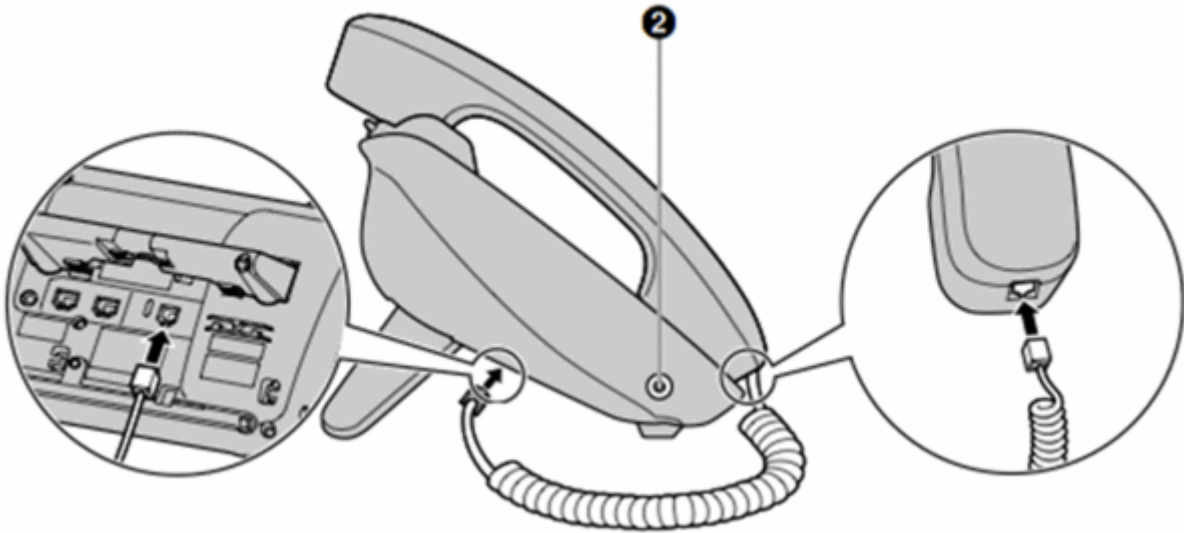**Further Information: www.tgen.com.au**

Page **3** of **21**

caller.

⑧ Conference call
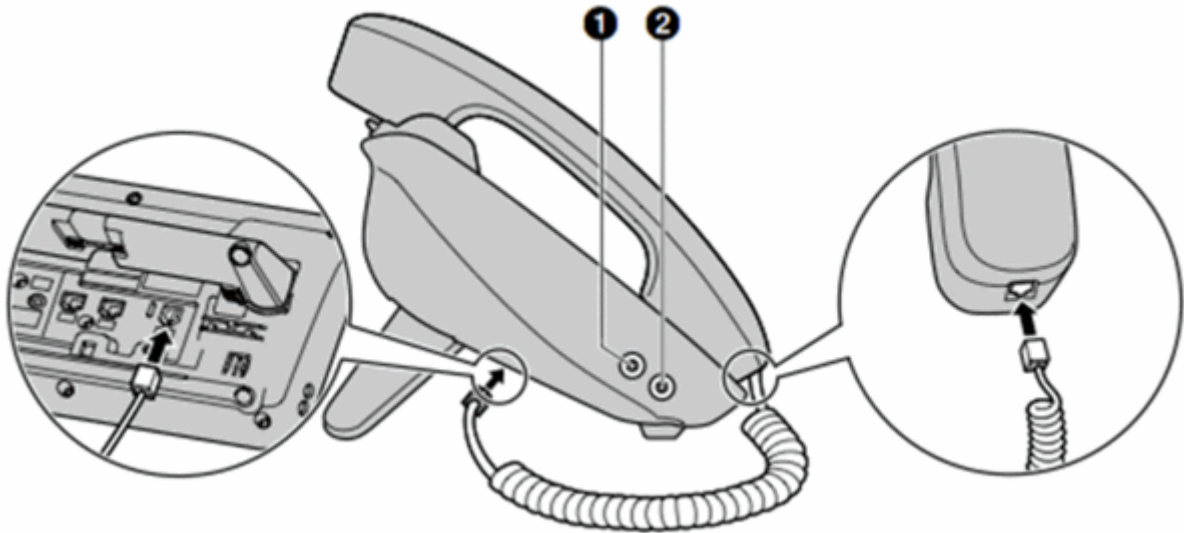To start a 3-way call.

⑨ Redialling
Redials the last number dialled.

⑰ Freely programmable function keys
The light on the keys indicates their respective status.

⑱ Microphone
Used for hands-free mode.

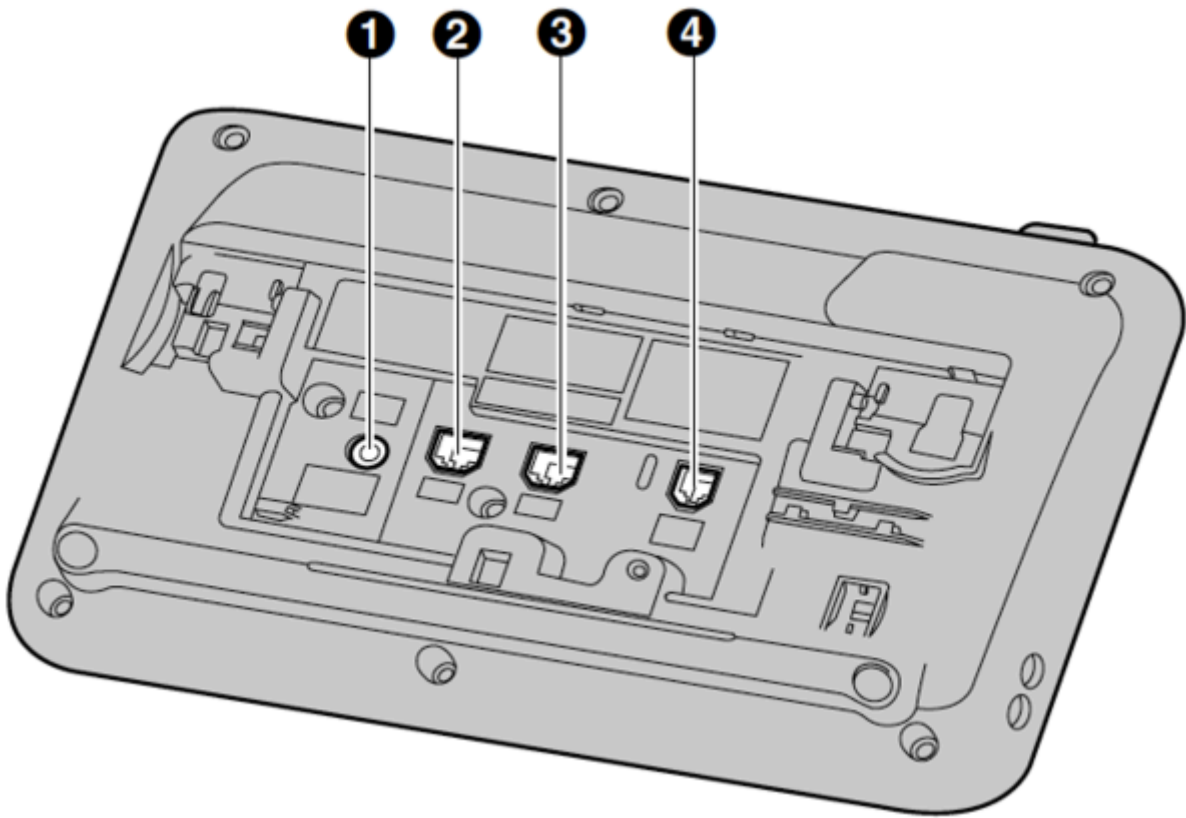![TGen logo]

Panasonic KX-UT113 / KX-UT123 (left side view):

Panasonic KX-UT133 / KX-UT136 (left side view):

❶ **EHS connection**
For connecting cordless Plantronics DECT headsets. ❷ **Connecting a headset**

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Page **5** of **21**

Panasonic KX-UT133 / KX-UT136 (back view):

❶ **DC connection** ❸ **PC-Port**

❷ **LAN Port** ❹ **Receiver connection**

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Page **6** of **21**
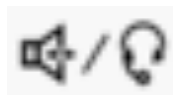
1.2. Placing calls

There are various methods for placing a call:

1.) With the receiver:

- Pick up the receiver, enter the number.
- or enter the desired telephone number and pick up the receiver.

2.) With the speaker / microphone:

- Enter the telephone number and press .

3.) Calling a number from the call history:

- Press the softkey **Call log** and select [**Call list**] and confirm with [**ENTER**].
- This displays the telephone numbers for the last missed, incoming and outgoing telephone numbers. Select the respective telephone number using △▽ .
- Select the respective telephone number and press [**ENTER**] to place the call.

4.) Dialing the number via function keys:
(KX-UT133 and KX-UT136 only)
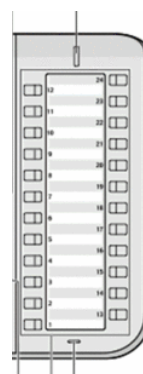
- Press the respective function keys on your telephone to place a call.

1.3. Incoming call

There are various options for answering a call:

1.) Using the receiver

- Pick up the receiver.

2.) With the speaker / microphone

- Press the key.

1.4. Missed calls

The telephone display indicates missed calls (e.g.: "**Missed calls: 001**").

To view missed calls press the softkey **Call log** and select [**Missed call**], then confirm with [**ENTER**]. Now, you can see a list of missed calls. Use △▽ to select the respective call.

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Page **8** of **21**

1.5. Call pick-up

If the function keys (speed dial, busy field lamps (BFL), etc.) have been configured through the administration portal and all parties are members of a pick-up group, you can pick up the call from another extension.

Note: BFL requires Executive Licence

1. A flashing LED on the respective function keys indicates an incoming call (only for busy field lamps (BFL)).Simply press the function key to pick up the call. You have now picked up the call.
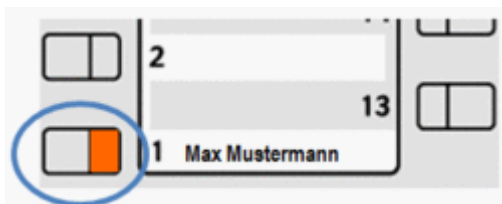
2. If the monitored extension (busy field lamp (BFL)) is busy, the LED for the respective function key is consistently red.
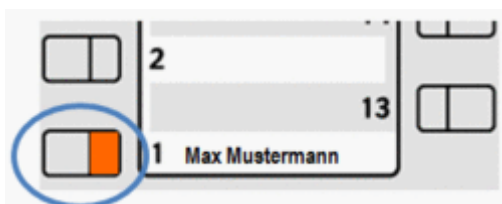
Group Call Pickup – Lift handset and dial *98. This will answer any phone ringing in your group.

1.6. Hold

1.) During an active call press the **[HOLD/⬆]** key.

The active call is now placed on "Hold".

2.) Returning to a call on hold:

Press the flashing green function key at the right side of the telephone.

The call is now active again.

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Page **10** of **21**

1.7. Call waiting/Toggle calls
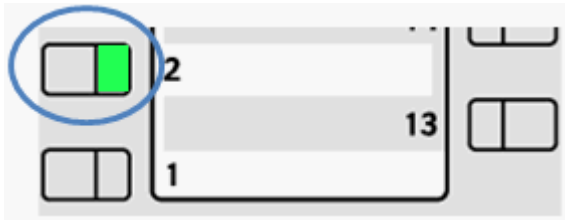
1.) If you are already have an active call, one of the function keys lights up green.
2.) The call waiting tone indicates a second call is coming in. At the same time, another function key rapidly flashes green. Press the function key (next to the rapidly flashing LED) to accept the call.
3.) To toggle between calls, hold current call by pressing "Hold" Button, then retrieve second call by pressing flashing function key.   The active call is indicated with a consistent green LED and the waiting call with a flashing green LED.
4.) To end a call, simply hang up the receiver during the active call.

Flashing green LED

1.8. Conference calls/Toggle calls

Your Panasonic system telephone allows you to place a 3-way call.

 1.) Call party 1.
2.) Once party 1 has been reached, press the **[CONFERENCE/△]**key. The active call is now placed on "Hold".
3.) Now call party 2 and wait until party 2 has been reached.
4.) Now press the **[CONFERENCE/△]**key to activate the 3-way call. The display now indicates Conference.

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Page **11** of **21**

Removing a party from a conference call / toggling:

1.) Press [HOLD/↰]during a conference call.

2.) Both parties are placed on hold and another line is now open.
Note: Once [HOLD/↰]has been pressed you cannot continue the conference call.

3.) To switch between the two parties (toggle), please press the respective function keys on the right side of your Panasonic telephone (KX-UT133 / KX-UT136 only) indicating the lines in use (these can only be function keys, which have not yet been programmed). The function key flashes green when the party is placed on "hold". A steady green light indicates you are in an active call.
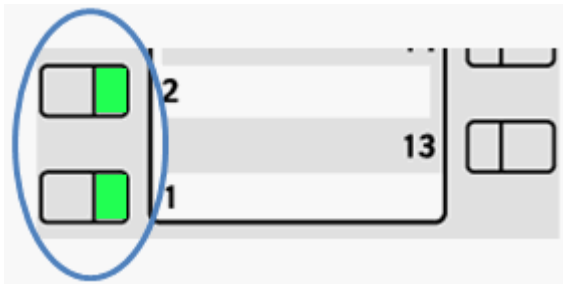
4.) To end one of the calls, simply hang up while the call with this party is active.

5.) The party is now disconnected.

6.) Press the flashing green function key on the right side of the telephone. You can now continue the conversation with party 2.

Notes:

- A conference call with more than 3 parties can easily be set up on the administration portal: Please refer to the administration portal manual.
- Toggle refers to switching between 2 different telephone calls. Toggle places one of the parties on hold and they then hear the telephone system's hold music while you continue speaking to the other party.

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Page **12** of **21**

1.9. Call transfer

1.) During an active call press the **[TRANSFER/↰]** key.

2.) Now dial the party to whom you would like to transfer the call.
To do so, enter the party's telephone number and press [**ENTER**] to confirm.

3.) Wait for the other party to answer, then announce the call.
Note: If necessary, this step can also be omitted.

4.) Press the softkey **OK** .

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Page **13** of **21**

1.10. Call forwarding

The following call forwarding options are available:

1.) Permanent call forwarding

2.) Forward if busy

3.) Delayed call forwarding

4.) If unavailable

The "Call forwarding … if not available" function only works if the end device is not registered to the telephone system. E.g. when the Internet connection fails or there is no LAN connection. Furthermore, call forwarding only works with a direct extension. I.e., if "call forwarding …if unavailable" is programmed for a direct extension (e.g. extension 123 - John Doe) and a caller calls the direct dial number for the extension directly, call forwarding applies. If the extension is a member of a queue or a group and the queue or group receives a call, call forwarding for the individual extension no longer applies! In general, the destination should always be an available destination number. I.e., make sure that no voicemail or announcement comes on.

Note: When disconnecting the connection between the end device and the telephone system, it can take up to 60 seconds for the call forwarding, which was configured in this case, to work.Once the end device is reconnected to the telephone system, it can also take up to 60 seconds for it to register.
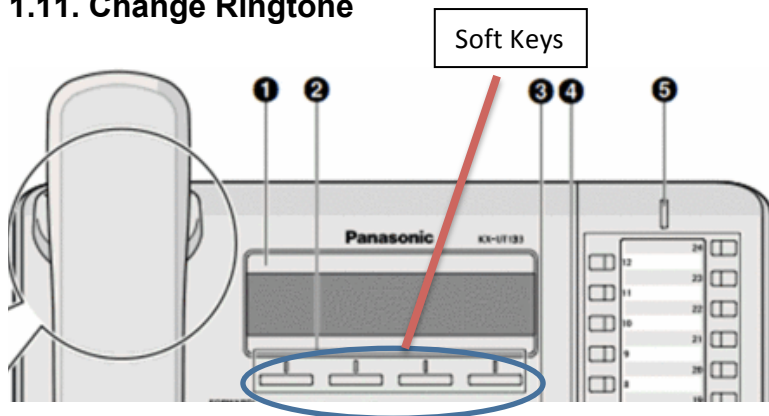
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Page **14** of **21**

1.) Press "Forward/Do Not Disturb" key.

2.) Press △▽ to choose Call Forward type, press Enter to select.

3.) Press △▽ to select phone number for diversion, press Enter to select

4.) Input Phone Number, press Enter. (Note: Feature must now be turned on)

To turn on Call Forward:

1.) Press "Forward/Do Not Disturb" key.

2.) Press △▽ to select Call Forward type, press Enter to select.

3.) Press △▽ to select "On/Off", press Enter to select

**4.)** Press △▽ , to select "On" or "Off", press Enter (You will hear Confirmation beep)

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Page **15** of **21**

1.11. Change Ringtone

Soft Keys

1.) Press "Setting" Soft Key

2.) △▽ to select "Ringer", press Enter to select.

3.) △▽ to select "Ringtone"

4.) △▽ to select desired "Ringtone", press Enter to select.

1.12. Change Ringer Volume
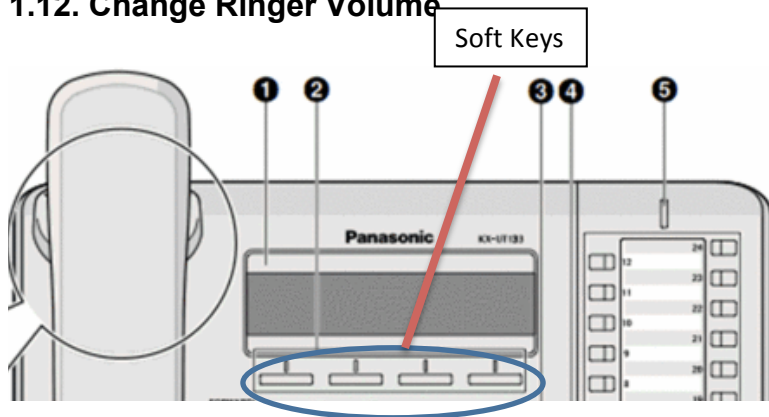
Soft Keys

1.) Press "Setting" Soft Key

2.) △▽ to select "Ringer Volume", press Enter to select.

3.) Ringer will sound

4.) △▽ to select desired Ringer Volume, press Enter to select.

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Page **16** of **21**

1.13. Headset Mode

Pre-programmed Headset Mode Key

Note: Any key can be assigned.
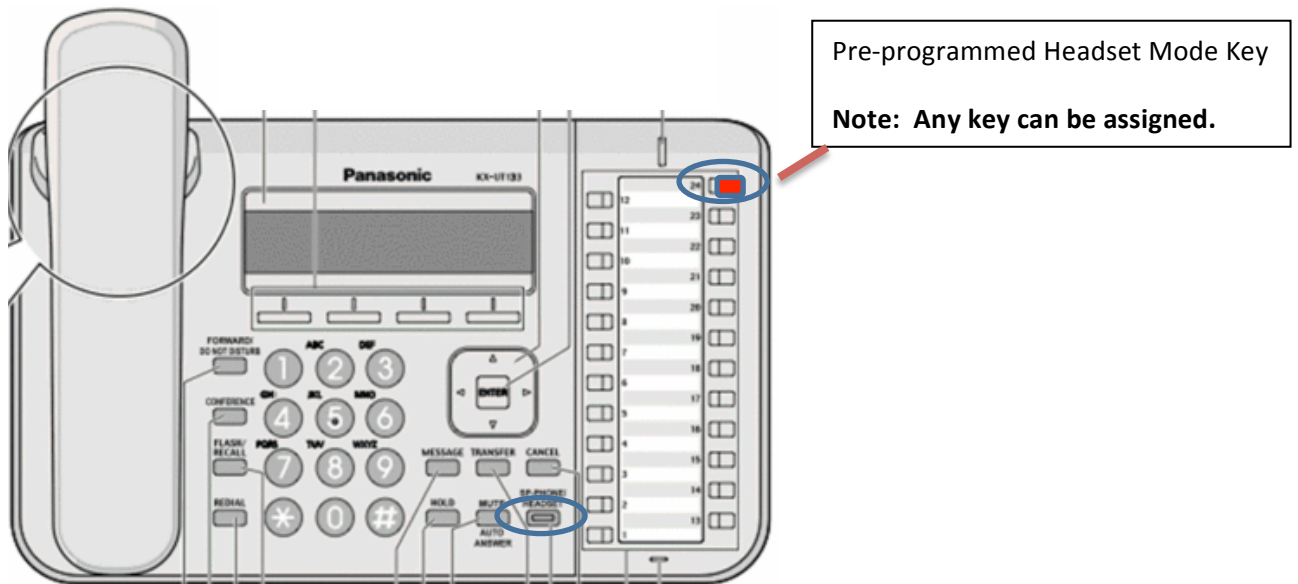
1.) Press Pre-programmed Headset Key (Red LED)

2.) "SP-Phone/Headset key, now becomes your Answer and Disconnect Call key

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Page **17** of **21**

Voicemail

Message Waiting LED
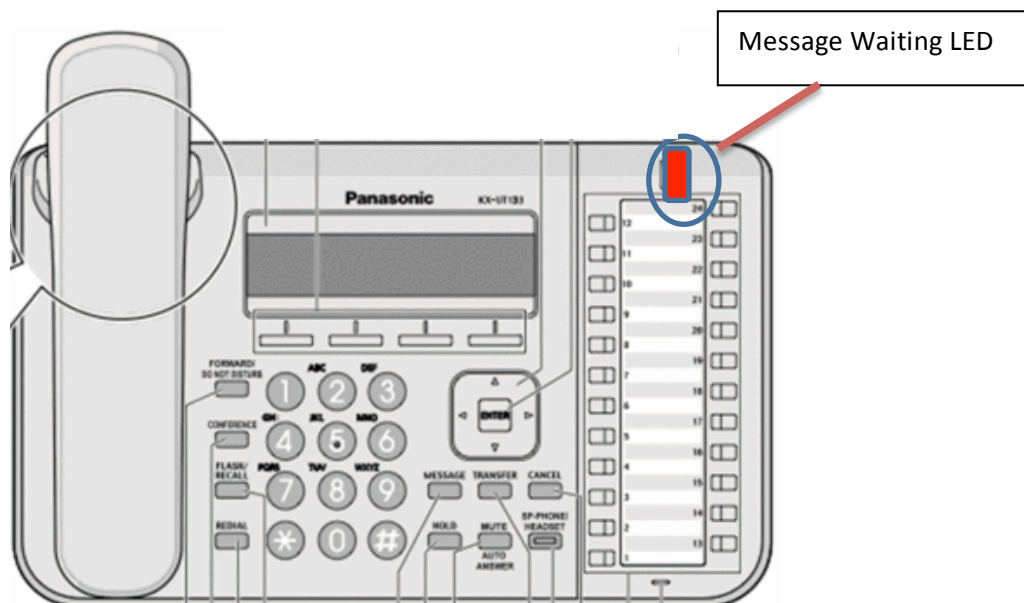
Customer Quick Start Guide

How to Access Voicemail

Accessing the Voicemail System for the First Time

1) From your own phone, dial your phone number.The default pass code is 123456
2) Enter a new pass code at the voicemail prompt
3) Re-enter the same new pass code at the prompt
4) If your new pass code is accepted, you will hear
5) "your password has been changed successfully"
6) Press the # key
7) Once in the system, you will hear "Welcome to your Voice Messaging System.please enter you passcode If you are not calling from your home phone press the * key."

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Page **18** of **21**

Accessing Voicemail

1) From any phone, press the "Message" Key or Dial *62

2) You will hear "Welcome to your Voice Messaging System.please enter you passcode If you are not calling from your home phone press the * key." enter your pass code at the prompt

Main Menu

To access your Mailbox press 1

To Record your Name press 3
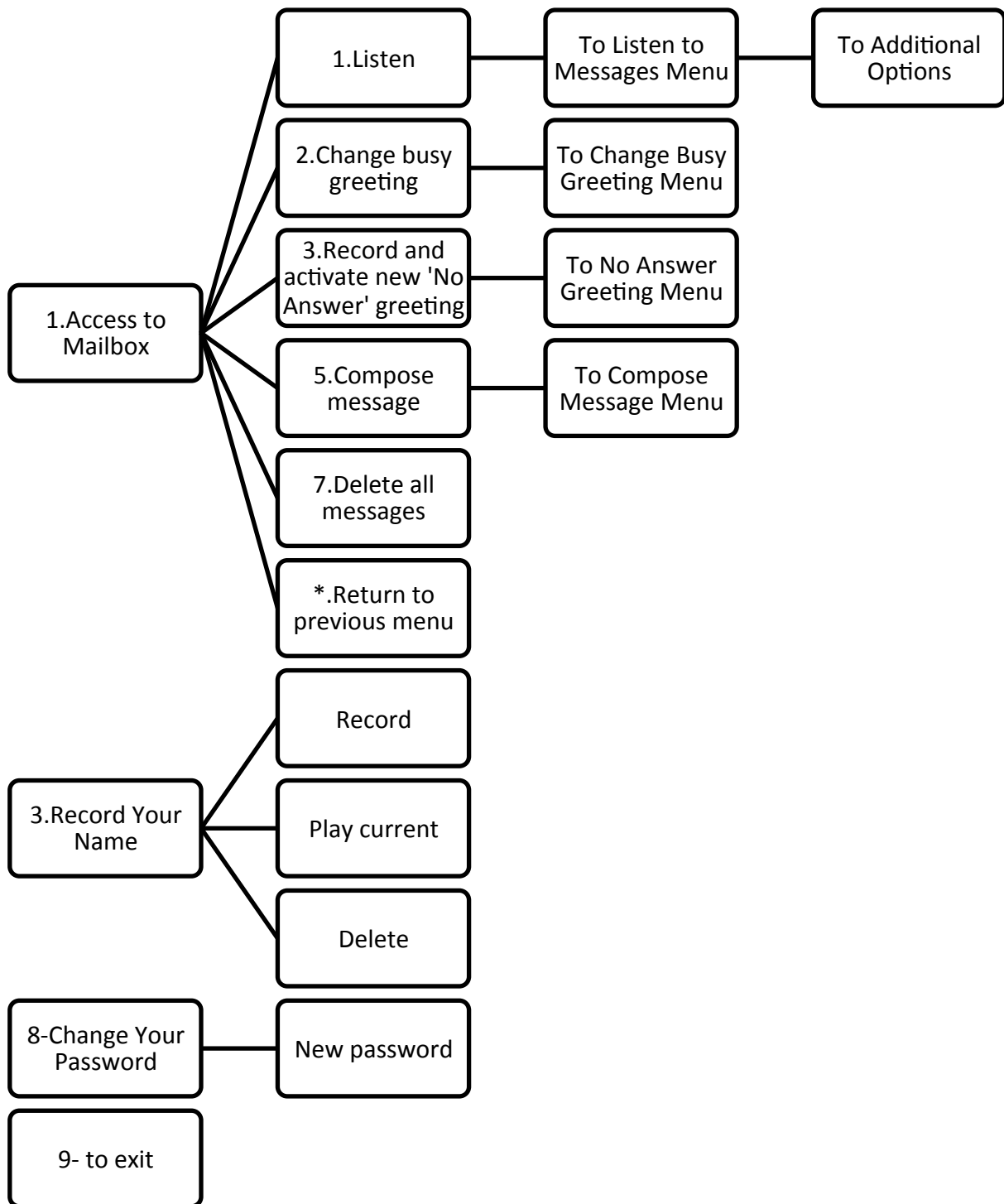
To change your password press 8

To Exit press 9

Voicemail Main Menu

1) To listen to your messages, press 1
2) To change your mailbox busy greeting, press 2
3) To change your mailbox no answer greeting, press 3
4) To compose and send a new message, press 5
5) To delete all messages, press 7
6) To go to the CommPilot Voice Portal
   press the * key
7) To repeat this menu, press the # key

While Listening to the Messages Menu

1) To save this message, press the # key
2) To erase this message, press 7
3) To repeat this message, press 2
4) To go backto the previous message,press 4
5) To play the message envelope, press 5
6) To go to the next message, press 6
7) For additional options, press 9
8) To go back to the previous menu, press the # keyTo clear the message waiting indicator without erasing messages, dial *99

.

1.Listen	To Listen to Messages Menu	To Additional Options
2.Change busy greeting	To Change Busy Greeting Menu	
3.Record and activate new 'No Answer' greeting	To No Answer Greeting Menu	
5.Compose message	To Compose Message Menu	
7.Delete all messages		
*.Return to previous menu		

1.Access to Mailbox

3.Record Your Name
- Record
- Play current
- Delete

8-Change Your Password → New password

9- to exit

Accessing your Mailbox away from your Desk.

MyPBX voicemail retrieval can be done from any telephone.

To retrieve your messages via phone dial**:**

NSW   02 8212 5700

ACT   02 6223 2212

VIC   03 9017 5700

QLD   07 3166 9700

SA   08 7221 3223

WA   08 6189 2600

TAS   03 6237 0236

On answer, at the prompt enter your personal MyPbx phone number. Enter your password.

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Page **21** of **21**