

one communications (Keyline) – Panasonic KX-HDV230 quick reference

Updated: Dec 2018

Features	Instructions
Dialing out (display company no.)	Lift the handset + Pick a company line + (Phone no.) + [#] Note: No need to dial [9] before the phone no.
Dialing out (display personal no.) - for user applied direct line feature	Lift the handset + (Phone no.) + [#] (Dial out show personal number) Note: No need to dial [9] before the phone no.
Intercom dialing	Lift the handset + (Extension no.) + [#]
Last number redial	Lift the handset + Pick a company line + [REDIAL] Key
Speed dialing	To dial: Lift the handset + Pick a company line + [*] + [*] + (code no. 00 - 99) + [#]
Volume adjustment	Ringtone: [- VOL +] to decrease or increase Voice: Lift the handset + [- VOL +] to decrease or increase
Holding call	To hold: (Call connected) + [HOLD] Key To retrieve: (Call held) + [HOLD] Key
Call waiting	To answer: (Busy tone sounds) + [Flashing line button] To set: [*] [1] [7] + [#] To cancel: [#] [1] [7] + [#]
All call forwarding	To set: Pick a company line + [*] [0] [5] + (phone / extension no.) + [#] To cancel: Pick a company line + [#] [0] [5] + [#]
All call forwarding (remote setting)	Use any other phone: (Dial 2205 1111 or 2562 0111 or 2204 1111) + (company phone no.) + [#] + (Voicemail passcode) + [#] + [3]
Busy call forwarding	To set: Pick a company line + [*] [2] [5] + (phone / extension no.) + [#] To cancel: Pick a company line + [#] [2] [5] + [#]
No answer call forwarding	To set: Pick a company line + [*] [3] [5] + (phone / extension no.) + [#] To cancel: Pick a company line + [#] [3] [5] + [#]
Do not disturb (DND)	To set: Pick a company line + [*] [0] [1] + [#] To cancel: Pick a company line + [#] [0] [1] + [#]
Call transfer - Blind transfer*	(Call connected) + [TRANSFER] Key + (Extension no.) + [TRANSFER] Key + Hang up
Call transfer - Consultation transfer*	(Call connected) + [TRANSFER] Key + (Extension no.) + [#] + Wait for answer + [TRANSFER] Key + Hang up
Conferencing call	(Call connected) + Pick another company line + (Phone no.) + [#] + Wait for answer + [CONF] Key
Call pick-up	Lift the handset + Press a company line with flashing line button
Listen to voicemail	Lift the handset + Press [MESSAGE] Key + Select Company line/ Personal line OR Personal line: Lift the handset + [*] [9] [0] + [#] Company line: Lift the handset + Pick a company line + [*] [9] [0] + [#]

Features	Instructions
Listen to voicemail (outside office)	Using other phone: (Dial 2205 1111 or 2562 0111 or 2204 1111) + (Your phone no.) + [#] + (Your voicemail passcode) + [#] + [1]
Paging	Lift the handset + (Group Paging Extension no.) + [#]
Phone book	Press [Phonebook] Key + Choose [Group] or [Personal]
Call logs	Press [Call Log] Key + Choose [Missed Call] or [Incoming Log] or [Outgoing Log]
Menu	To view information menu: Press [Menu] Key

**Apply to Personal Line only*

Service hotline number: **1833 111**

one communications help link: http://www.pccwone.com/eng/new_version_help.html

Voice mail box and email reminder: customer is recommended to clean up voice mail box and email regularly.