


one communications – Panasonic KX-HDV230 quick reference

Updated: Dec 2018

Features	Instructions
Dialing out	Lift the handset + (Phone no.) + [#] Note: No need to dial [9] before the phone no.
Intercom dialing	Lift the handset + (Extension no.) + [#]
Intercom dialing (using "busy lamp")	Lift the handset + [Busy lamp for that ext.]
Last number redial	Lift the handset + [REDIAL] Key
Speed dialing	To dial: Lift the handset + [*] + [*] + (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: [*] [0] [5] + (phone / extension no.) + [#] To cancel: [#] [0] [5] + [#]
All call forwarding (remote setting)	Use any other phone: (Dial 2205 1111 or 2562 0111 or 2204 1111) + (Your phone no.) + [#] + (Voicemail passcode) + [#] + [3]
Busy call forwarding	To set: [*] [2] [5] + (phone / extension no.) + [#] To cancel: [#] [2] [5] + [#]
No answer call forwarding	To set: [*] [3] [5] + (phone / extension no.) + [#] To cancel: [#] [3] [5] + [#]
Do not disturb (DND)	To set: [*] [0] [1] + [#] To cancel: [#] [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) + [CONF] Key + (Phone no.) + [#] + Wait for answer + [CONF] Key
Call park and retrieve	<u>Call park:</u> (Call connected) + [another line key] + [*] [8] [4] + [#] + [#] + Hang up <u>Call retrieve:</u> Lift the handset + [#] [8] [4] + [#] + (Self extension no.) + [#]

Group pick-up	Lift the handset + [*] [1] [1] + [#]
Call pick-up	By feature access code, applicable to ALL extensions: Lift the handset + [*] [2] [1] + (Ringing extension no.) + [#] By "busy" lamp field, applicable to preset extensions: Lift the handset + [Busy lamp for that ext.]
Paging	Lift the handset + (Group Paging Extension no.) + [#]
Boss and secretary	Sec makes outgoing call using Boss line: Lift the handset + [Boss line key] + (Phone / extension no.) + [#] Sec picks up incoming call on Boss line: Lift the handset + [Boss line key]
Listen to voicemail	Lift the handset + Press [MESSAGE] Key OR Lift the handset + [*] [9] [0] + [#]
Listen to voicemail (outside office)	Using other phone: (Dial 2205 1111 or 2562 0111 or 2204 1111) + (Your phone no.) + [#] + (Your voicemail passcode) + [#] + [1]
Phone book	Press  [Phonebook] Key + Choose [Group] or [Personal]
Call logs	Press [Call Log] Key + Choose [Missed Call] or [Incoming Log] or [Outgoing Log]
IDD & chargeable call password	To lock: Lift the handset + [*] [0] [4] + [#] + (System will prompt to enter password) + (Password) + [#] To unlock: Lift the handset + [#] [0] [4] + [#] + (System will prompt to enter password) + (Password) + [#]
Call pull (for fixed mobile convergence)	From mobile to office phone: [*] [8] [8] + [#] From office to mobile phone: (Dial 2513 1111) + [*] [8] [8]
Menu	To view information menu: Press [Menu] Key

* Secretary / Operator plan phone set model: **Panasonic KX-HDV230**

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.