

Panasonic KX-UT248 manual

The next-generation telephone system.



A. Initial operation

1. Requirements and Information



- It is currently not possible, to connect corded headsets to the Panasonic telephone systems because they do not feature a headset softkey to activate the headset mode.
- On the KX-UT248 only 21 of the 24 function keys are available. The other 3 function keys are reserved as line keys.
-
-
- There is currently no CTI client available for Panasonic system telephones.



2. Adding an extension



All telephones you receive are preconfigured and connected to the telephone system.

B. Notices

1. Encryption

You have the option of voice encrypting (SRTP) your telephone calls. You can activate this function for your customer account via the administration portal at any time.

2. “Hot desking”

The basic function of “Hot desking” allows cancelling the registration of existing users and registering new users to your Panasonic device. This is useful when employees frequently change their work station but don’t take along their devices.

After completing the registration process, your configuration is automatically transferred to the new telephone.

1. Step: Cancelling the registration of the current extension

Press the **“Setting”** softkey → Select **“Application”** → Select **“Phone Setting”** → Select **“Logoff”**

→ The registration of the extension has been successfully cancelled

2. Step: Registering the new extension

Enter the extension number → Press the **“Enter”** softkey to confirm → Enter the voicemail PIN → Press the **“Enter”** softkey to confirm → The new extension is now registered. This may take some time.

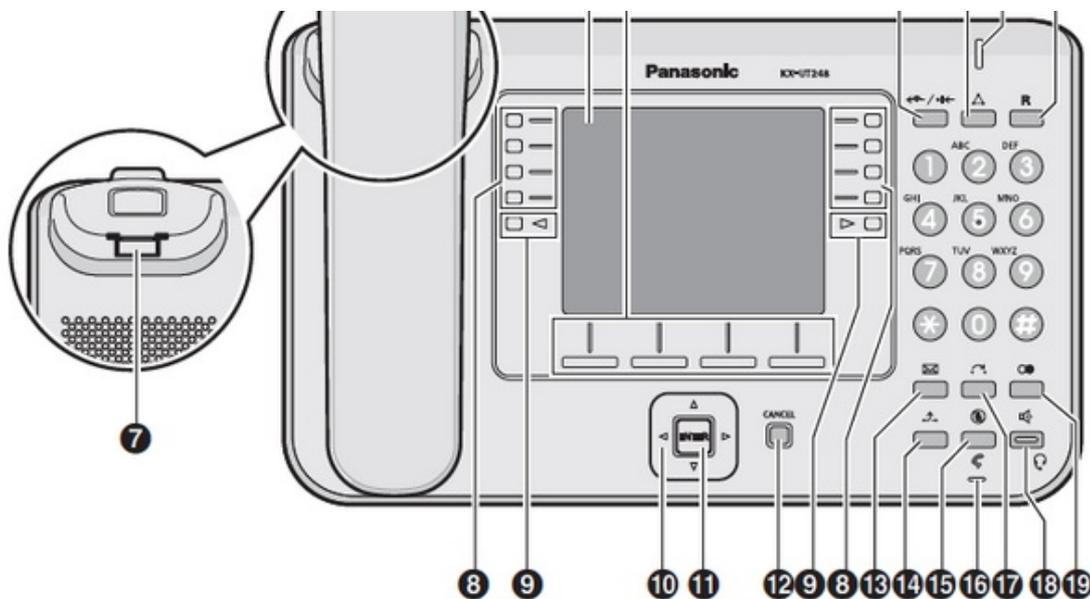
C. Operation

1. Basic functions

1.1. Keys/Connections overview

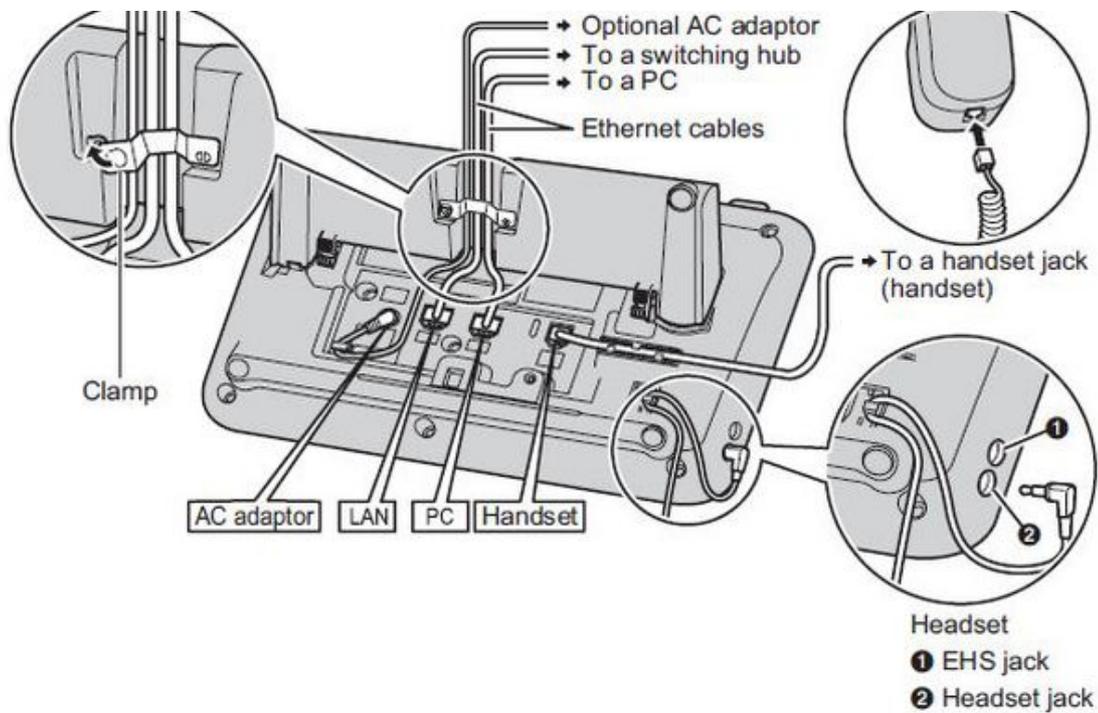
Panasonic KX-UT248 (Front view)





- | | |
|--|---|
| <p>1 LCD: 4,4 inches LCD
The KX-UT248 features a backlit LCD.</p> <p>2 Softkeys (S1 to S4)
To select the functions in the bottom line of the display.</p> <p>3 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 caller.</p> <p>4 Conference call
To start a 3-way call.</p> <p>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.</p> <p>6 Currently not defined</p> <p>7 Receiver hook
Secures the receiver if the device is mounted on a wall.</p> <p>8 Freely programmable function keys
The light on the keys indicates their respective status.</p> <p>9 Page keys
Used to switch the page of flexible buttons displayed. There are three pages of eight flexible buttons.</p> <p>10 Navigation keys
For adjusting the volume or to select the desired entries.</p> | <p>11 Enter
Confirms the selected entry.</p> <p>12 Cancel
Cancels the selected function.</p> <p>13 VoiceMail
Accesses VoiceMail.</p> <p>14 Hold
Places a call on hold. When a call is placed on hold the "Hold" light flashes red.</p> <p>15 Mute
Mutes the microphone/receiver during a call.</p> <p>16 Microphone
Used for hands-free mode.</p> <p>17 Transfer
Transmits a call to another party.</p> <p>18 Hands-free mode / Headset
The light on the keys indicates their respective status.</p> <p>19 Redial
Used to redial the last dialed number.</p> |
|--|---|

Panasonic KX-UT248 (Back view):



1.2. Placing calls

There are various methods for placing a call:

With the receiver

- Pick up the receiver, enter the number number and press [**ENTER**] to confirm the telephone number.
- or enter the desired telephone number and pick up the receiver.

With the speaker / microphone

- Enter the telephone number and press [**SP-PHONE/HEADSET**].

Calling a number from the call list

- 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 $\Delta \nabla$.
- Select the respective telephone number and press [**ENTER**] to place the call.

Calling a number from the phone book

- Press the softkey **Phone book** to access the phone book.
- Use the arrow keys to select the respective name. Alternatively, you can also use the “Search” softkey to enter an initial (or additional letter) and confirm with the “Enter” softkey, which displays a list of search results.
- Select the respective phone book entry and press [**ENTER**] to place the call.

Dialing the number via function keys

- Press the respective function keys on your telephone to place a call.
- Refer to [“2.2. Function keys”](#) for options to program function keys.
- Refer to the administration portal manual for instructions on configuring the function keys for your extension.

1.3. Incoming call

There are various options for answering a call:

Using the receiver

- Pick up the receiver.

With the speaker / microphone

- Press the [SP-PHONE/HEADSET] key.

With the headset

- Press the [SP-PHONE/HEADSET] key, when you have connected your headset.

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.

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.

(For details on configuring the busy field lamps (BFL), please refer to the administration portal manual)



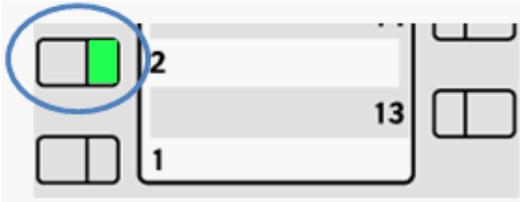
1.6. Hold

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 **[HOLD]** key again.



The call is now active again.

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. You can now toggle between the two calls by directly pressing the two function keys. 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.



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 **[CONF]** 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 **[CONF]** key to activate the 3-way call. The display now indicates **Conference**.

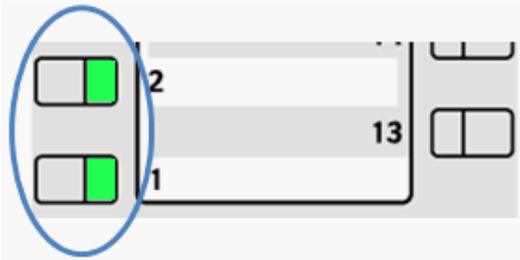
Removing a party from a conference call / toggling:

1. Press **[HOLD]** key during a conference call.
2. Both parties are placed on hold and another line is now open.



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 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.

1.9. Attended 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. If necessary, this step can also be omitted.
4. Press the softkey **OK** .

1.10. Unattended call transfer

1. During an active call press the **BTrf** softkey.
2. Now dial the party to which you would like to transfer the call.
3. To do so, enter the party's telephone number and press **[ENTER]** to confirm.
Hang up the receiver.

1.11. Call forwarding

The following call forwarding options are available. You can activate or deactivate call forwardings via the telephone menu's *call settings*.

- **Permanent call forwarding**

All incoming calls will be forwarded directly

- **Forward if busy**

New calls will be forwarded immediately, when coming in during an active call. This redirection works only, if the **Call Waiting** function is deactivated.

- **Delayed call forwarding**

A call will be forwarded after a preset time.

- **If unavailable**

The “Call forwarding ... if not available” function only works if the end device is not registered to the telephone system:

- When the Internet connection fails or there is no LAN connection.

and

- 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.

You can also set up call forwarding via the XML menu.

To do so, please press the **“Setting”** softkey → then **“Application”** → then **“Call Settings”** → and then **“Call Forwarding”**: → Here, you can select between fixed (permanent) call forwarding, call forwarding if busy, delayed call forwarding and call forwarding if no answer.

To cancel call forwarding simply repeat the above steps.



When disconnecting the connection between the end device and the telephone system, it can take up to 60 seconds for the call forwarding to work. Once the end device is reconnected to the telephone system, it can take up to 60 seconds for it to register.



Call forwardings can alternatively be activated through *-Codes:

*11 + destination	Permanent call forwarding to telephone number
**11	Cancel permanent call forwarding
*12 + destination	If no answer after a specific time, delayed call forward to telephone number
**12	Cancel delayed call forwarding
*13 + destination	If busy, forward to telephone number
**13	Cancel call forwarding if busy
*14 + destination	Call forwarding if unavailable
**14	Cancel call forwarding if unavailable

Example:

For permanent call forwarding to extension 555, enter “*11555”, to cancel “**11”. A computerised voice informs you of the extension being activated/deactivated.

2. Advanced telephone features

2.1. Overview

The various telephone system functions (e.g. queues, timing, groups, etc.) can be configured on the administration portal. For detailed configuration information, please refer to the administration portal manual.

You can also configure the initial settings for the Panasonic telephone using the softkey “**Setting**” → “**Application**”. The following functions are available after pressing “**Application**”:

Call settings

- **Call waiting** - define whether this function should be activated.
- **Timeout** – set the ringing time.
- **Intercom** - the intercom function enables speaking directly to a linked extension through the system, without dial tone and ring tone.
- **Caller ID block** - set your entire number to be shown to the party being called, the switchboard number to be displayed or all caller ID information to be blocked.
- **Call forwarding** - activate the function Call forwarding
- **Parallel call** - configure another telephone or your mobile phone to ring in addition to your telephone when a call comes in. You can then answer the call with one of the two telephones.

Telephone settings

- Automatic redialling
- Suggests number (if necessary, remove function)
- Ring tone
- Define as primary device
- Logoff

System settings

(enables or disables services; for set-up see [administration portal manual](#))

- Queues

Log into an existing queue directly via the telephone. Simply use to select the desired queue and press **[ENTER]** to confirm. To log out of the queue, select the respective queue again and press **[ENTER]** to confirm. An "x" before a queue indicates you are already logged in.

2.2. Function keys & codes

On the administration portal you can assign the following functions to any function key:

- Telephone number
- Busy Field Light (BFL)
- Intercom
- Function code
- Services

Please refer to the *administration portal manual* for detailed information.

Telephone number

You can program any telephone number to one of your function keys. Pressing the programmed function key then starts a telephone call.

Busy Field Light (BFL)

1. You can program any extension to one of your function keys. Pressing the programmed function key starts a telephone call.
2. A flashing LED for the respective function key indicates an incoming call to the extension. To pick up the call, simply press the flashing function key. In order to pick up calls, all parties must be members of a pick-up group. You have now picked up the call.
3. If the monitored extension (Busy Field Light (BFL)) is busy, the LED for the respective function key remains lit.

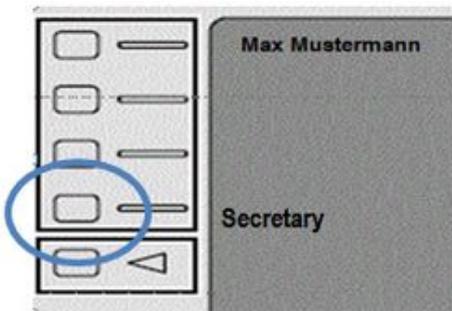
Program field keys freely programmable as function keys

Note: 8 function keys can be configured on each of the 3 pages so there are 24 function keys in total. You can switch between the pages by pressing the page keys below the function keys.

ATTENTION: only 21 of the 24 function keys can be used. The last 3 function keys are reserved as line keys.

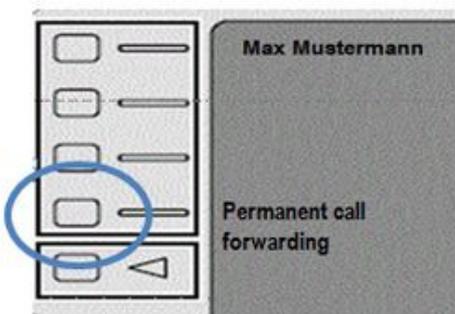
Intercom

Program any extension to one of your function keys, to then be able to communicate with this extension directly via the intercom by pressing this function key. However, the other party must also have the intercom activated on their telephone. Intercom refers to a conventional intercom system (similar to walkie-talkies), directly connecting you to the other party's speaker by pressing the assigned function key.



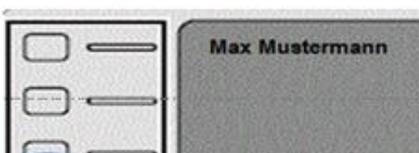
Function code

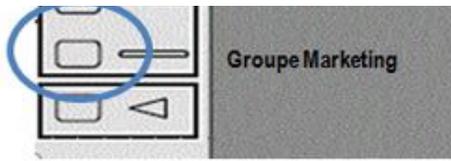
You can also program functions such as call forwarding to function keys by entering various codes (see "Functions via control codes (* codes)" leaflet). Pressing the programmed function key then activates or deactivates this function.



Services

Program any telephone system feature (queue, caller group, virtual conference room, etc.) to one of your function keys. This requires the service being assigned to an extension. Pressing the programmed function key then initiates a call to the service.





Control codes allow direct access to the telephone system's functions. The following codes apply:

Code	Description
**##	Restart devices, only for snom devices!
#+n	Use outside line "n" to call the telephone number ("n" replaces the "0" otherwise required to access an outside line)
*1	Start and end voice recording (if this function is enabled for the extension)
*11+TN	Permanent call forwarding to telephone number (TN)
**11	Cancel permanent call forwarding
*12+TN	If not available, forward to telephone number (TN)
**12	Cancel call forwarding if no answer
*13+TN	If busy, forward call to telephone number (TN)
**13	Cancel call forwarding if busy
*14+TN	If not registered, forward to telephone number (TN)
**14	Cancel forward if unregistered
*2+Speed dial	Directly dial the extension/telephone number via speed dial
*3	Pick up the last call ringing in the pick-up groupe
*3+EXT	Pick up call coming in to the extension (EXT)
*490	Activate call waiting
**490	Deactivate call waiting
*5	If busy, automatic callback activated
**5	If busy, automatic callback deactivated
*55	Specify primary device within a premium extension (Premium Package)
*72+nxxx ¹	Call skill service nxxx
*73+nxxx ¹	Call eFax additional costs will occur
*74+nxxx ¹	Call time control nxxx
*75+nxxx ¹	Call group nxxx
*76+nxxx ¹	Call announcement nxxx
*77+nxxx ¹	Call queue nxxx
*78+nxxx ¹	Call conference service nxxx
	*791 Access voice mail for this extension with password
	*791158 Access voice mail for extension 158, with the password for 158!
*791	*11*791 Transfer your calls to your voice mail

*11*791158 Transfer your calls to the voice mail of the extension 158

*792	Access voice mail entering extension number, e.g. for remote enquiry
*80	Activate intercom
**80	Deactivate intercom
*80+NST	Intercom to extension (EXT)
*84+nnnn¹	Become member of the queue with service ID nnnn
**84+nnnn¹	Leave queue with service ID nnnn
*85	Echo extension
*86	Block caller ID (CLIR)
*860	Show main number as telephone number
**86	Show telephone number incl.direct dial (CLIP)
*87	Subscribe to Skill-set
**87	Unsubscribe to Skill-set
*9+Project Number	Define a project number for outbound calls. (Note: The project number is only valid for the very next outbound call)

Function codes for conference rooms during an active conference.

**	Help
*2	Activate or deactivate mute.
*3	Express your needs.
*5	Activate or deactivate mute of all participant.
*6	Lock the conference.

¹⁾ nnnn is the four digit Service ID with leading zeros (0). For example, in a callgroup, IVR, eFax, etc. This means: is the Service ID "1", "0001" must be entered when entering the function code.

3. Voicemail

3.1. Initial set-up

When accessing the voicemail system for the first time, you should also set up your personal voicemail.

For more detailed information, please refer to the voicemail leaflet.

1. Press the voicemail key **MESSAGE/☒** on the Panasonic telephone to access the voice menu of the voicemail system.

2. Then select **"0 Mailbox Options"** to set up your voice mailbox

3. Now, press **"1"** to record a message in the event you are unavailable.

4. Now, record your message and press **"#"** to end the recording.

5. Press **"1"** to accept the recording, **"2"** to replay the recording, and **"3"** to rerecord.

3.2. Accessing voicemail

1. By pressing the voicemail key **MESSAGE/☒**.

2. By dialing the extension assigned on the administration portal for accessing voicemail.

4. IP address

4.1. Where can I find the telephone's IP address?

1. Press the **“Setup”** softkey.

2. Use the navigation keys $\Delta\nabla$ select the **“Display information”** menu and press [ENTER] to confirm.

3. Use the navigation keys $\Delta\nabla$ to select the **“IP address”** menu to display the telephone's IP address.

D. Where can you find help with your telephone system?

You can use various sources for help concerning your issues. Please use them in the order suggested here:

NFON AG
Machtlfinger Str. 7
81379 München
Tel.: + 49 89 45 3000
www.nfon.com
Email: info(at)nfon.com
info(at)nfon.com

my.nfon.com

You find an overview of all documentation, downloads, blogs and portals as well as help pages and further information.

portal.nfon.com

The home page of the service site contains various links to manuals, brief instructions, software downloads and templates. Please read these manuals thoroughly. They help you get the most out of your telephone system.

support.nfon.net

The NFON AG support website contains detailed FAQs with valuable information pertaining to your telephone system. You can always check the status of your support inquiries and respond to further inquiries.

**Support hotline
for existing
customers**

If neither the manuals nor the FAQs or other contents of the support website provide a solution, you can open a support ticket by phone. Our support staff is available Monday to Friday from 8:00 am to 6:00 pm at +44 20 3740 6740 for UK and +49 800 63 66 555 for Germany.

Please include at least the following items with your inquiry:

- Your customer number, your name and a telephone number
- A full description of the malfunction, error or question about operation
- Specify the affected system component (e.g. for end devices the MAC address)
- Specify when this incident occurred and the frequency
- Please also specify which other support sources you have used thus far

Outside our business hours, a central technical support hotline takes your request, opens the respective ticket and in emergency cases, alerts the on-call service.

Operating and set-up support may be subject to a fee of up to 120.- € per hour depending on the respective contract terms. In this connection, services are billed by the minute.

**Support hotline
for test
customers**

Test customers are routed to a service hotline tailored to their specific needs. Our staff for this hotline is available Monday to Friday from 9 am to 5 pm at +44 20 3740 6740 for UK and +49 89 45 300 553 for Germany. Unfortunately, we are unable to provide support for test customers outside of these business hours.



Support for Austrian customers:

portal.nfon.at ~ support.nfon.net ~ Hotline **+43 2742 7 55 66-555**



Support for German Customers:

portal.nfon.com ~ support.nfon.net ~ **+49 800 63 66 555**



Support Dutch customers:

portal.nfon.com ~ support.nfon.net ~ **+31 88 9382244**