



**Panasonic KX-HDV230**  
User Guide

## Contents

Installation .....	3
Desk Setup .....	3
Wall Mounting .....	4
Location of Controls .....	6
Provisioning Instructions .....	7
NextOS 3.0 Beta Portal .....	7
Checking the Firmware .....	8
Entering the Provisioning Server .....	10
Additional Setup Options .....	11
Line Mirroring .....	11
Busy Lamp Field (BLF) .....	11
Directories .....	11
Speed Dials .....	11
Automatic Call Distribution (ACD) States .....	13
Basic Phone Usage .....	14
Making a Call .....	14
Making a Second Call .....	15
Accepting a Call .....	16
Accepting a Second Call .....	16
Terminating a Call .....	17
Transferring a Call .....	17
Conferencing .....	18
Checking Voicemail .....	18
Directories .....	19
Call Lists .....	19
Using Speed Dials .....	20
Changing ACD States .....	21
Additional Features .....	23
Do Not Disturb (DND) .....	23
Factory Reset .....	24

# Installation

## Desk Setup

1. Attach the stand by inserting the stand into the slots and rotating until it stops as shown below (Figure 1-1).

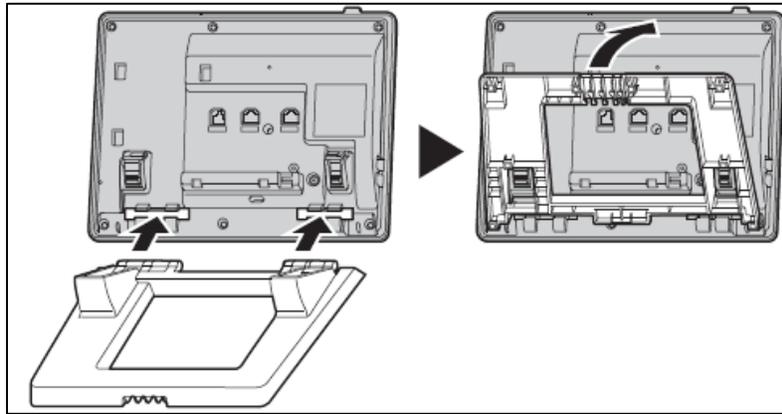


Figure 1-1: Attaching the Stand

2. Connect the Ethernet cable, the handset and the AC adapter as shown below. If desired, an optional headset, computer pass-through or expansion module can also be connected to the phone. Figure 1-2 includes a KX-HDV20 expansion module.

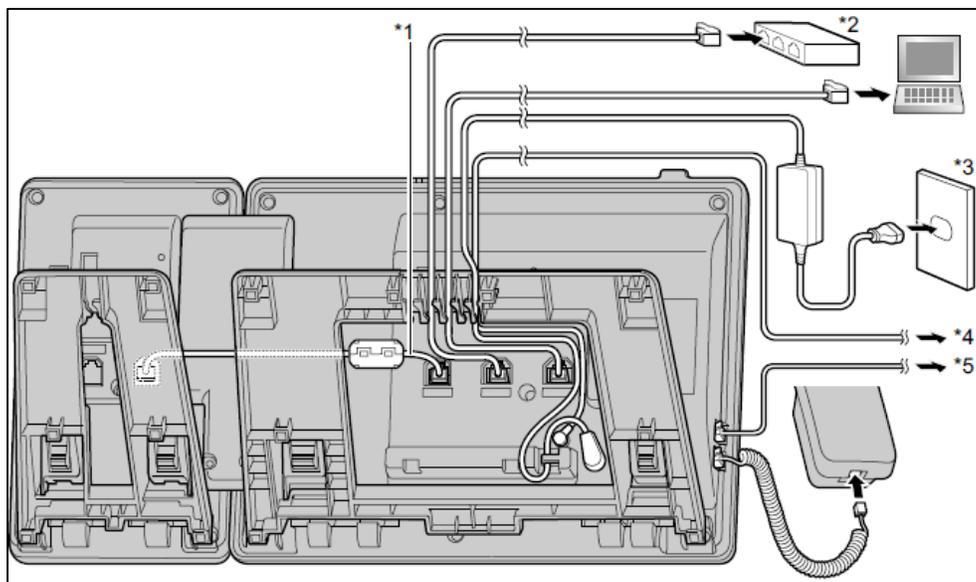


Figure 1-2: Attaching the Cables

## Wall Mounting

Before attempting to mount the Panasonic KX-HDV230 phone to a wall, make sure the wall and the attachment method is strong enough to support the weight of the phone.

Insert the tabs of the wall mounting adapter into the designated openings in the base, and then slide the wall mounting adapter in the direction of the arrow until it clicks (*Figure 1-3*).

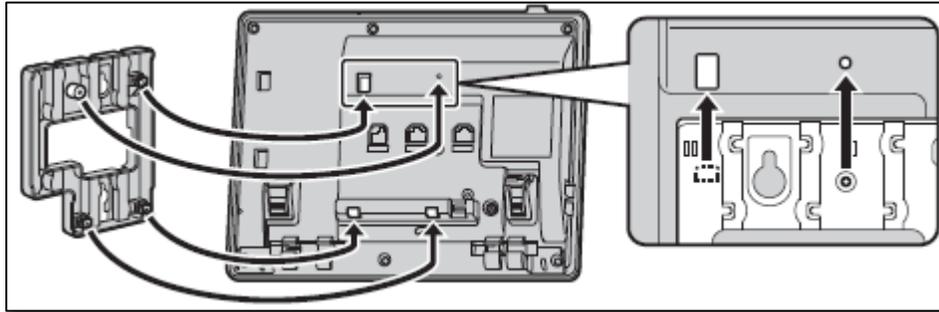


Figure 1-3: Wall Mount Plate

Once you have connected the Wall Mount Plate to the phone via the tabs, follow the steps below (*Figure 1-4*):

1. Fasten the wall mounting adapter to the base with the small screw.
2. Connect the AC adapter and handset cord.
3. Drive the large screws into the wall either 3 ¼ inches apart or 3 15/16 inches apart, and mount the unit to the wall.

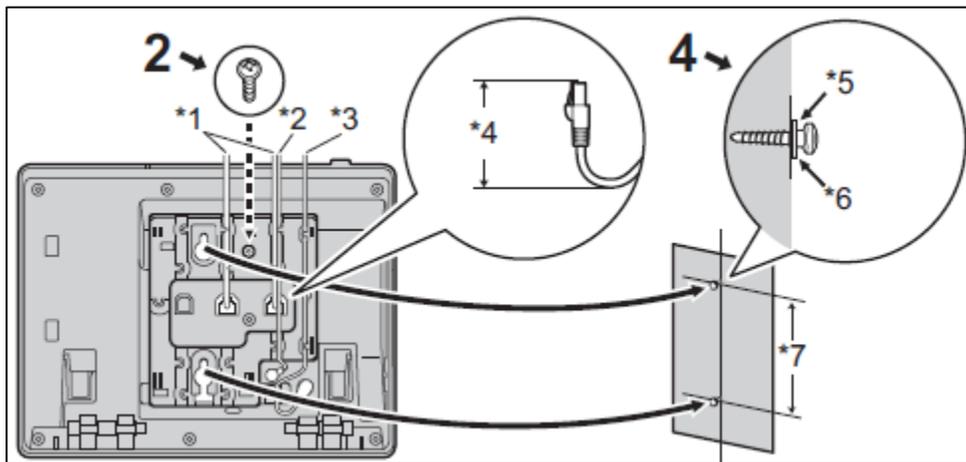


Figure 1-4: Attaching the Mount to the Wall

- \*1 – 1 37/64 inches or less
- \*2 – AC Adapter
- \*3 – Ethernet cables
- \*4 – Washer
- \*5 – Drive the screw to this point
- \*6 – 3 ¼ inches
- \*7 – 3 15/16 inches apart
- \*8 – Connection Cable
- \*9 – 7 1/16 inches apart
- \*10 – 4 3/8 inches apart.

**NOTE:** If mounting the Panasonic KX-HDV230 with an additional Panasonic KX-HDV20 Expansion module, drive the large screws into the wall 7 1/16 inches apart from the screws driven for the main unit (Figure 1-5). Drive additional screws to the right of those by 4 3/8 inches for each additional KX-HDV20 (Figure 1-6).

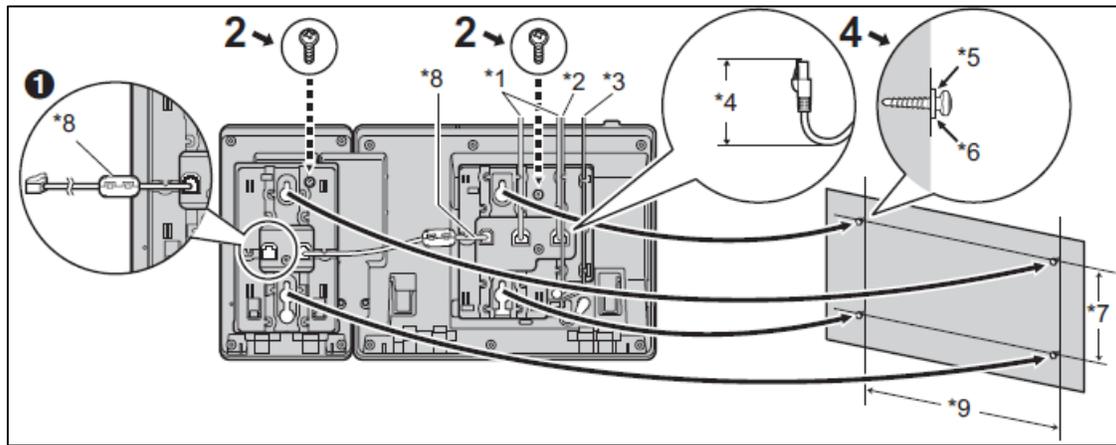


Figure 1-5: Attaching KX-HDV20 to the Wall

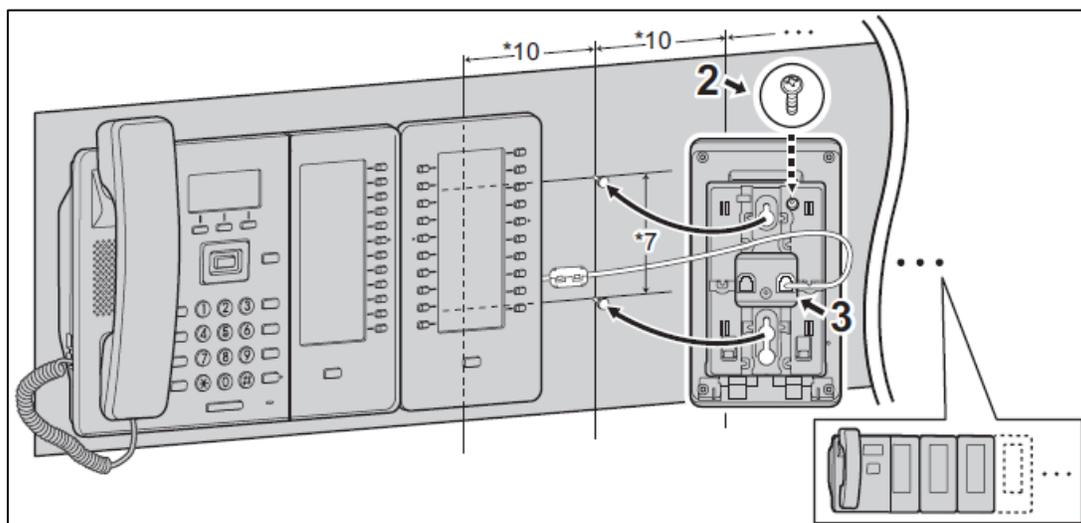
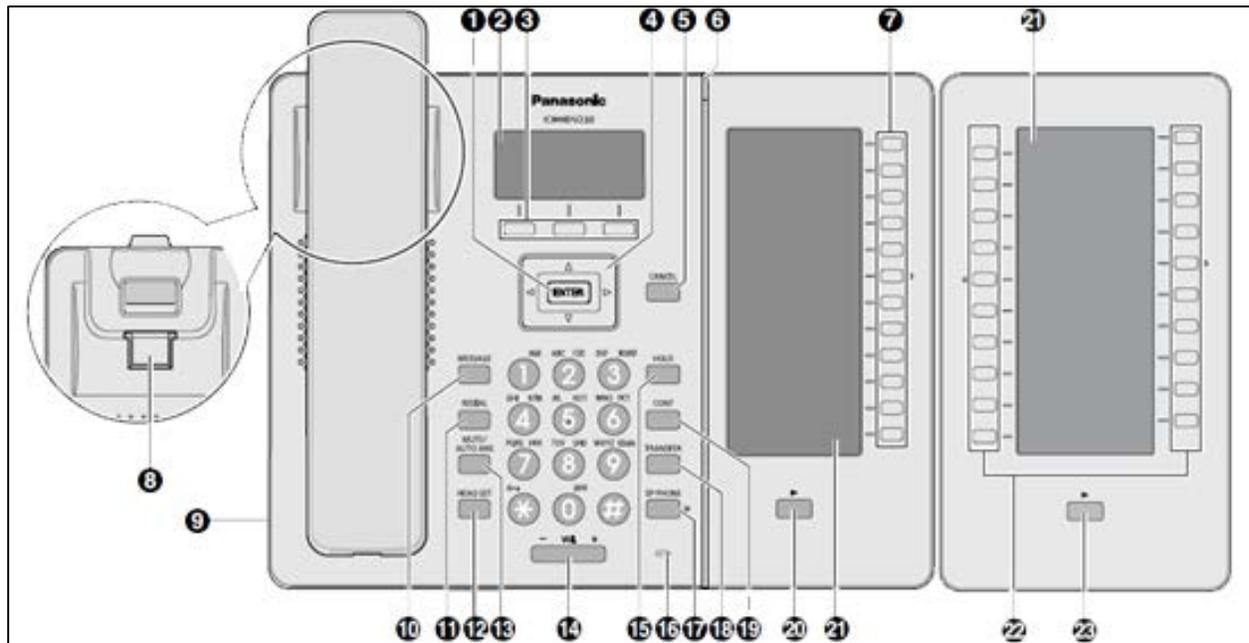


Figure 1-6: Attaching additional KD-HDV20s to the Wall

# Location of Controls

The image below shows the standard buttons on the Panasonic KX-HDV230 and the KX-HDV20 (Figure 2-1).



S

Figure 2-1: Button Map

## Button Key

- |  |  |
|--|--|
| 1. ENTER – used to confirm a selected item.            | 12. HEADSET  |
| 2. Main LCD (Liquid Crystal Display)                   | 13. MUTE/AUTO ANS  |
| 3. Softkeys  | 14. VOL (volume)   |
| 4. Navigator key                                       | 15. HOLD   |
| 5. Cancel  | 16. Microphone   |
| 6. Ringer/message waiting/missed call indicator        | 17. SP-PHONE (speakerphone)  |
| 7. Program keys [01-12] (Function Keys <sup>*1</sup> ) | 18. TRANSFER   |
| 8. Handset hook  | 19. CONF (conference)  |
| 9. Headset jack  | 20. Page key   |
| 10. MESSAGE  | 21. Self-labelling LCD   |
| 11. REDIAL   | 22. Direct Station Selection (DSS) Keys [01-20] (Function Keys <sup>*1</sup> ) <sup>*2</sup> |
|  | 23. DSS Page key <sup>*2</sup> .   |

\*1 “Function Key” refers to both program keys and DSS Keys

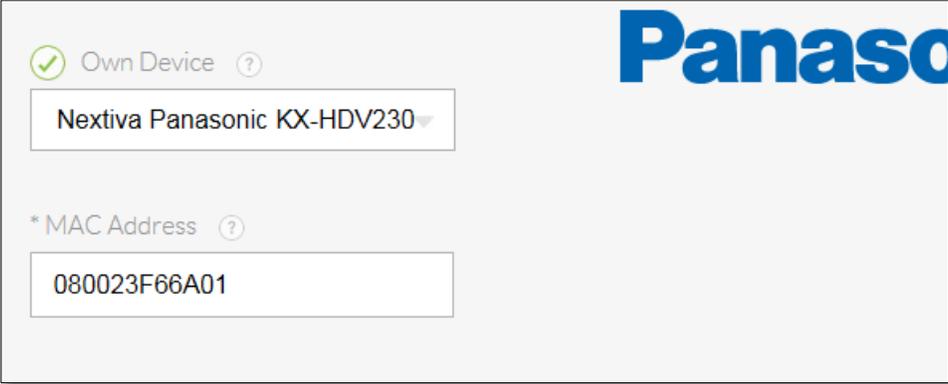
\*2 These keys can be used when you connect a KX-HDV20 unit

# Provisioning Instructions

Before you can make calls with the Panasonic KX-HDV230, it must be added to your Nextiva account, assigned to a user, and provisioned.

## NextOS 3.0 Beta Portal

1. For Administrators, log in to the NextOS 3.0 Beta portal by visiting [www.nextiva.com](http://www.nextiva.com) and clicking on the customer Login found at the top right.
2. Log in to the NextOS 3.0 Beta portal with your login credentials.
3. From the main dashboard, click **Manage** in the **Users** tile.
4. Hover your cursor over the user you are assigning a device to, and click the **pencil icon** that appears to the right of their name.
5. Scroll down, and click the **Devices** section.
6. Select the **Own Device** radio button.
7. Select the Panasonic KX-HDV230 phone from the drop-down list below the Own Device radio button (*Figure 3-1*).



The screenshot shows a provisioning form in the NextOS 3.0 Beta Portal. At the top right, the word "Panaso" is partially visible in blue. The form has a light gray background. On the left, there is a green checkmark icon followed by the text "Own Device" and a question mark icon. Below this is a dropdown menu with the text "Nextiva Panasonic KX-HDV230" and a downward arrow. Further down, there is a label "\* MAC Address" with a question mark icon, followed by a text input field containing the MAC address "080023F66A01".

Figure 3-1: Select Model

8. Enter the MAC address in the **MAC Address** text box.
9. Click the green **Generate** button under both the Authentication Name and Authentication Password text boxes (Figure 3-2).

**TROUBLESHOOTING:** If the phone fails to register, check that the authentication details contain only numbers. The use of special characters, such as @, #, \$, or %, can cause the phone registration to fail.

SIP Username 9323124732	Domain prod.voipdnsservers.com
Authentication Name 2167148334	<input type="checkbox"/> Change Password 7387912888
<b>Generate</b> ?	<b>Generate</b>

Figure 3-2: Generate Authentication Details

10. Click **Save & Continue**. A pop-up message appears confirming that the transaction has been processed.

## Checking the Firmware

Before attempting to provision a Panasonic KX-HDV230 phone using the instructions below, make sure that the phone is on firmware version 1.062 or higher. If it is on an older version of the firmware, the phone may fail to register or be unable to make/receive calls.

1. From the main screen of the phone, select **Menu** → **Basic Settings** → **Other Option** → **Embedded Web** → **On**. The phone will beep, indicating Embedded Web is now on.
2. Press the **Back** softkey (left softkey) twice to go back to the main menu.
3. Select **System Settings** → **Status** → **IPv4 Settings** → **IP Address**. Record the IP Address that appears on the screen.
4. Use your **web browser** to navigate to the IP Address of the phone.
5. Enter **admin** as the username and **adminpass** as the password.
6. Verify the firmware version that displays on the screen is version **1.062 or higher**. If it is, skip to the section titled **Entering the Provisioning Server**.

If the firmware version is lower than 1.062, follow the instructions below to upgrade the firmware (Figure 3-3).

Version Information	
Model	KX-HDV230
Operating Bank	Bank2
IPL Version	01.000 [SIP: 1.00]
Firmware Version	Bank1: 01.062 Bank2: 01.062

Figure 3-3: Check the Firmware Version

7. Click the **Maintenance** tab at the top of the screen.
8. Click **Firmware Maintenance** on the left side of the screen.
9. Enter [http://dm.nextiva.com:80/dms/Nextiva\\_Service\\_Provider/KXHDV230/firmware01.062.fw](http://dm.nextiva.com:80/dms/Nextiva_Service_Provider/KXHDV230/firmware01.062.fw) in the **Firmware File URL** text box (Figure 3-4).

Firmware Maintenance	
Enable Firmware Update	<input checked="" type="radio"/> Yes <input type="radio"/> No
Firmware File URL	<input type="text" value="http://dm.nextiva.com:80/dms/Nextiva_Servic"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Figure 3-4: Enter Firmware Address

10. Click the **Save** button at the bottom of the screen.
11. Click **Restart** on the far-left side of the screen.
12. Click the **Restart** button.
13. Click **OK** when the pop-up message appears asking if you are sure you want to restart the phone.
14. The firmware on your Panasonic KX-HDV230 has now been updated.

**NOTE:** When this phone is power cycled for any reason, the embedded web feature is turned off and must be turned back on.

## Entering the Provisioning Server

If the Panasonic KX-HDV230 phone was purchased from Nextiva, then the phone should arrive with the provisioning address already programmed into the phone. If the phone was purchased from a third party, or if the phone required a factory reset, you will need to manually enter the provisioning address into the phone. Follow the instructions below to do this.

1. From the main screen, select **Menu** → **Basic Settings** → **Other Option** → **Embedded Web** → **On**. The phone will beep, indicating Embedded Web is now on.
2. Press the **Back** softkey (left softkey) twice to go back to the main menu.
3. Select **System Settings** → **Status** → **IPv4 Settings** → **IP Address**. Record the IP Address that appears on the screen.
4. Use your **web browser** to navigate to the IP Address of the phone.
5. Enter **admin** as the username and **adminpass** as the password.
6. Click the **Maintenance** tab at the top of the screen.
7. Enter [http://dm.nextiva.com:80/dms/Nextiva\\_Service\\_Provider/KXHVDV230/HDV230-{mac}.cfg](http://dm.nextiva.com:80/dms/Nextiva_Service_Provider/KXHVDV230/HDV230-{mac}.cfg) in the **Standard File URL** text box (Figure 3-5).

The screenshot shows a web interface titled "Provisioning Maintenance". Below the title is a table with three rows. The first row is the "Standard File URL" field, which contains the text "http://dm.nextiva.com:80/dms/Nextiva\_Service\_". The second row is the "Product File URL" field, which is empty. The third row is the "Master File URL" field, which is also empty.

Provisioning Maintenance	
Standard File URL	http://dm.nextiva.com:80/dms/Nextiva_Service_
Product File URL	
Master File URL	

Figure 3-5: Standard File URL

8. Click the **Save** button.
9. Click **Restart** on the far-left side of the screen.
10. Click the **Restart** button.
11. Click **OK** when the pop-up message appears asking if you are sure you want to restart the phone.

The phone should then provision and register. If the phone displays **Registering...** on the screen after boot up, manually reboot the phone a second time.

# Additional Setup Options

## Line Mirroring

Line mirroring is not needed to accept a second incoming call, however having it configured makes it much easier to make a second outbound call. To do this, please contact Nextiva Support.

## Busy Lamp Field (BLF)

Busy Lamp Field (BLF) is a service that allows a user to see/monitor (from their phone) whether another user is on the phone or not. This feature is commonly used by administrative assistants for ease of call transfer, and by call center managers to assist in monitoring their employees. If you would like to set up BLF on your phone, please contact Nextiva Support.

## Directories

Remote directories, such as Custom Contact Directories and the group Common Phone List, are currently not supported on the Panasonic KX-HDV230 phone.

## Speed Dials

While it is possible to set up speed dials through the menu on the Panasonic KX-HDV230, setting up speed dials using Nextiva's included speed dial features is preferred. Doing so will ensure your speed dials are not lost in the event of hardware failure. Follow the instructions below to set up Speed Dial, which will allow the user to dial frequently called numbers using 00 through 99 on their keypad.

From the Panasonic KX-HDV230 phone:

1. Go **off-hook**.
2. Dial **\*74** from the phone.
3. After the beeps, enter the number to be used for the speed dial, then the phone number or extension, followed by **#**.

**EXAMPLE:** To set up the number 3 as a speed dial to 4805551234: enter 3, enter the phone number or extension, and then **#** (Example: 34805551234#).

4. Go **on-hook**.

**NOTE:** In this guide **off-hook** is used to describe when a phone is in use, or has a dial tone before a call is made. **On-hook** describes when a phone is idle.

For instructions on how to use Speed Dial, see the section titled "Using Speed Dials" in Basic Phone Usage.

From the NextOS 3.0 Beta portal:

1. For Administrators, log in to the NextOS 3.0 Beta portal by visiting [www.nextiva.com](http://www.nextiva.com) and clicking on the customer Login found at the top right.
2. Log in to the NextOS 3.0 Beta portal with your login credentials.
3. From the main dashboard, click **Manage** in the **Users** tile.
4. Hover your cursor over the user for whom you want to set up speed dials, and click the **pencil icon** to the right.
5. Scroll down and select the **Routing** section.
6. Click the **pencil icon** to the right of Speed dial.
7. Click the **plus sign** at the bottom-right.
8. Select the speed dial number from the **Option** drop-down list (*Figure 4-1*).

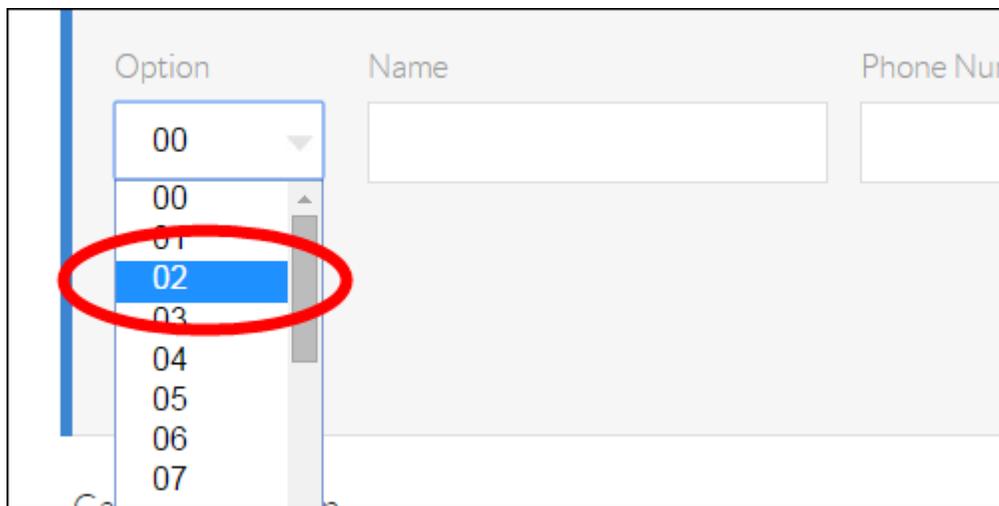


Figure 4-1: Speed Dial Number

9. Enter a descriptive name for the speed dial in the **Name** text box, and then enter the phone number or extension in the **Phone Number** text box. Please note that special characters or spaces are not supported for the speed dial descriptive name (*Figure 4-2*).

For single digit codes, just dial the code.

Option	Name	Phone Number	Edit
02	JohnCell	4805551234	

Cancel Save

Call identification

Figure 4-2: Description and Phone Number

10. Click the green **Save** button at the bottom-right of the Speed dial menu. A pop-up message appears stating that the speed dial 100 settings have been saved successfully.

For instructions on how to use Speed Dial, see the section titled “Using Speed Dials” in Basic Phone Usage.

### Automatic Call Distribution (ACD) States

The Panasonic KX-HDV230 supports phone integration with Nextiva Call Center Pro and Nextiva Call Center Enterprise’s ACD states, allowing agents to go available and sign out of a call center from their phone’s interface. To set up this feature, please contact Nextiva Support.

# Basic Phone Usage

Instructions on basic phone usage, including how to make and receive calls, transfer calls, initiate a conference call, check voicemail, etc. are outlined below for Panasonic KX-HDV230 users.

## Making a Call

**NOTE:** In this guide **off-hook** is used to describe when a phone is in use, or has a dial tone before a call is made. **On-hook** describes when a phone is idle.

### Using the Handset:

1. Go **off-hook**.
2. Dial the phone number or extension of the party you want to call, and press the **Call** softkey (middle softkey).

**NOTE:** If you dial the full 10-digit phone number of the party you want to call, the Panasonic KX-HDV230 will automatically start dialing, so pressing the Call softkey will not be necessary.

3. When finished with the call, go **on-hook** to disconnect the call.

### Using the Speakerphone:

1. Press the **SP-PHONE** button on the bottom-right of the phone.
2. Dial the phone number or extension of the party you want to call, and press the **Call** softkey (middle softkey).

**NOTE:** If you dial the full 10-digit phone number of the party you want to call, the Panasonic KX-HDV230 will automatically start dialing, so pressing the Call softkey will not be necessary.

3. When finished with the call, press the **SP-PHONE** button on the bottom-right of the phone to disconnect the call.

### Using a Headset (optional):

1. Press the **HEADSET** button on the bottom-left of the phone.
2. Dial the phone number or extension of the party you want to call, and press the **Call** softkey (middle softkey).

**NOTE:** If you dial the full 10-digit phone number of the party you want to call, the Panasonic KX-HDV230 will automatically start dialing, so pressing the Call softkey will not be necessary.

3. When finished with the call, press the **HEADSET** button on the bottom-right of the phone to disconnect the call.

## Making a Second Call

### Without Line Mirroring:

1. While on a call, press the **Line** softkey.
2. Press the down navigation button to select the second call labeled “Free”, and then press the **OK** softkey.
3. Dial the phone number or extension you want to call. Wait for the other party to answer.

**NOTE:** If dialing a 7-digit phone or the extension of another user on your account, you need to press the **Call** softkey to initiate the call. If dialing a 10-digit number, the phone will initiate the call after all 10 digits have been entered.

4. To return to the original party, press the **Line** softkey, and then press the **OK** softkey.
 

**NOTE:** To return to the second party, press the **Line** softkey again, then press the down navigation button to select the second call, and then press the **OK** softkey.
5. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call. Press **HOLD** to return to the call with the other party.
6. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call.

### If Line Mirroring has been configured:

1. While on a call, press flexible button **02** on the right side of the phone. This is the second button from the bottom and is labeled “Line 1”. The party you were speaking to is placed on hold and you hear a dial tone.
2. Dial the phone number or extension of the party you want to call, and press the **Call** softkey (middle softkey).

**NOTE:** Selecting the respective flexible buttons allows you to switch back and forth between the two calls.

3. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call. Press **HOLD** to return to the call with the other party.
4. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call.

## Accepting a Call

### Using the Handset:

1. While the phone is ringing, go **off-hook**.

### Using the Speakerphone:

1. While the phone is ringing, press the **SP-PHONE** button on the bottom-right of the phone.

### Using a Headset (optional):

1. While the phone is ringing, press the **HEADSET** button on the bottom-left of the phone.

## Accepting a Second Call

### Without Line Mirroring:

1. When you hear the call waiting tone, press the **Answer** softkey.
2. To return to the original party, press the **Line** softkey, and then press the **OK** softkey.  
  
**NOTE:** To return to the second party, press the **Line** softkey again, then press the down navigation button to select the second call, and then press the **OK** softkey.
3. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call. The other party is still on hold.
4. Press the **HOLD** button on the right side of the phone to resume the call with the other party.
5. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call.

### If Line Mirroring has been configured:

1. When you hear the call waiting tone, press flexible button **02** on the right side of the phone. This is the second button from the bottom, which flashes blue.
2. To return to the original party, press flexible button **01** on the right side of the phone.  
  
**NOTE:** To return to the second party, press flexible button **02** on the right side of the phone.
3. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call. The other party is still on hold.
4. Press the **HOLD** button on the right side of the phone to resume the call with the other party.
5. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call.

## Terminating a Call

### Using the Handset:

1. While on a call, go **on-hook**.

### Using the Speakerphone:

1. While on a call, press the **SP-PHONE** button on the bottom-right of the phone.

### Using a Headset (optional):

1. While on a call, press the **HEADSET** button on the bottom-left of the phone.

## Transferring a Call

There are two types of call transfers—a warm transfer (attended), and a blind transfer (unattended). A warm transfer occurs when you speak to the party you are transferring the call to before you transfer the call to them. With a cold transfer, you do not speak to the receiving party.

### Warm Transferring:

1. While on a call, press the **TRANSFER** button toward the bottom-right of the phone. The party you were speaking to is put on hold, and you hear a dial tone.
2. **Dial** the phone number or extension of the party you want to transfer the call to, and press the **Call** softkey (middle softkey). Wait for the other party to answer so you can speak to them before transferring the call.

**NOTE:** To cancel the transfer and return to the original party, press the **Cancel** softkey (right softkey) once if you have not already started dialing, and twice if you have.

3. When the other party is ready to accept the call, press the **TRANSFER** button toward the bottom-right of the phone again to transfer the call to them.

### Cold Transferring:

1. While on a call, press the **Blind** softkey (right softkey).
2. **Dial** the phone number or extension of the party you want to transfer the call to, and press the **Call** softkey (middle softkey).

**NOTE:** To cancel the transfer and return to the original party, press the **Cancel** softkey (right softkey) once if you have not already started dialing, and twice if you have.

## Conferencing

1. While on a call, press the **CONF** button toward the bottom-right of the phone.
2. **Dial** the phone number or extension of the party you want to add to the conversation, and press the **Call** softkey. Wait for the other party to answer so you can speak to them before conferencing in the original party.
3. Press the **CONF** button toward the bottom-right of the phone again to add the original party to the conversation.

## Checking Voicemail

When you have a new voicemail message, the Panasonic KX-HDV230 phone displays **Voice MSG:XXX** on the screen (where XXX is the number of the messages), and the message waiting indicator light on the upper-right of the phone **slowly flashes blue**.

Before you can check your voicemail messages, you must set up your voice mailbox. This requires changing your voicemail password, and recording your name (i.e. John Smith). Follow the instructions below to complete the initial setup of your voice mailbox.

1. While the phone is idle (not on a call), press the **HOLD/MESSAGE** button on the left side of the phone.

**NOTE:** You must press the HOLD/MESSAGE button before going off-hook, or pressing the SP-PHONE or HEADSET button. If you do not, pressing the HOLD/MESSAGE button will have no effect. To switch to using the handset or a headset, go off-hook or press the HEADSET button.

2. Enter your password when prompted to. The default password is **0000#**.
3. If this is your first time checking your voicemail, follow the prompts to change your password and record your name.
4. Press **1** to access your voice mailbox.
5. Press **1** to listen to your messages.
6. When finished listening to your voicemails, **hang up**, or proceed to the instructions below.

By default, if you do not answer your phone after 3 rings, the call will be forwarded to voicemail, and callers will hear your recorded name followed by a message saying “is not available to take your call, please leave a message after the beep.” If desired, you can set up a longer, more personal greeting after the initial voicemail setup is complete.

### Recording a Custom Voicemail Greeting

To set up a custom No Answer greeting, which is the default greeting that plays if you do not answer your phone after 3 rings, follow the instructions below:

1. While the phone is idle (not on a call), press the **HOLD/MESSAGE** button on the left side of the phone.

**NOTE:** You must press the HOLD/MESSAGE button before going off-hook, or pressing the SP-PHONE or HEADSET button. If you do not, pressing the HOLD/MESSAGE button will have no effect. To switch to using the handset or a headset, go off-hook or press the HEADSET button.

2. Enter your password when prompted to.
3. Press **1** to access your voice mailbox.
4. Press **3** to record a No Answer greeting.
5. Press **1** to record a new No Answer greeting, and press **#** when you are done speaking.
6. When finished recording your No Answer greeting, **hang up** the call.

## Directories

Remote directories, such as Custom Contact Directories and the group Common Phone List, are currently not supported on the Panasonic KX-HDV230 phone.

## Call Lists

The Panasonic KX-HDV230 does not store missed calls, incoming calls, or outgoing calls locally on the phone. Because of this, the phone can be safely rebooted without losing your call logs.

### Missed Calls:

When there is a missed call on the phone, the phone screen displays **Missed Call** and the waiting message light **slowly flashes blue** if the caller left a voicemail message.

1. Press the **Call Log** softkey (right softkey) on the phone, and then select **Missed Call** from the menu. The last missed call displays on the screen, as well as the date and time of the call.
2. Use the up (↑) and down (↓) arrow keys to scroll through the list of missed calls (if there is more than one).
3. Go **off-hook** to call out to the number using the handset, or press the **SP-PHONE** or **HEADSET** buttons to call out using the speakerphone or headset, respectively.

**NOTE:** After you have checked your missed calls, the missed calls screen no longer displays the missed calls, but this information can still be found in the Incoming Calls screen (see directions below).

### Incoming Calls:

1. Press the **Call Log** softkey (right softkey) on the phone, and then select **Incoming Log** from the menu. The last incoming call displays on the screen, as well as the date and time of the call.
2. Use the up (↑) and down (↓) arrow keys to scroll through the list of incoming calls (if there is more than one).
3. Go **off-hook** to call out to the number using the handset, or press the **SP-PHONE** or **HEADSET** buttons to call out using the speakerphone or headset, respectively.

**Outgoing Calls:**

1. Press the **Call Log** softkey (right softkey) on the phone, and then select **Outgoing Log** from the menu. The last Outgoing call displays on the screen, as well as the date and time of the call.
2. Use the up (↑) and down (↓) arrow keys to scroll through the list of outgoing calls (if there is more than one).
3. Go **off-hook** to call out to the number using the handset, or press the **SP-PHONE** or **HEADSET** buttons to call out using the speakerphone or headset, respectively.

**Transferring a Call:**

It is not possible to access the call logs when transferring a call.

**Conferencing:**

1. While on a call, press the **CONF** button. The party you were speaking to is placed on hold.
2. Press the **Call Log** softkey.
3. Select **Missed Call**, **Incoming Log**, or **Outgoing Log**, and then press the **OK** softkey.
4. Scroll to select the call log entry, and then press the **Call** softkey. Wait for the other party to answer.
5. When you are ready to bring in the party that was placed on hold, press the **CONF** button on the bottom-right of the phone. The party that was placed on hold is conferenced in, and you are now speaking to both parties.
6. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call. Both parties are disconnected.

## Using Speed Dials

**Using the Handset:**

1. Go **off-hook**.
2. Enter #, then enter the speed dial number on the keypad, and press the **Call** softkey (middle softkey) on the phone.
3. When finished with the call, go **on-hook** to disconnect the call.

**Using the Speakerphone:**

1. Press the **SP-PHONE** button on the bottom-right of the phone.
2. Enter #, then enter the speed dial number on the keypad, and press the **Call** softkey (middle softkey) on the phone.
3. When finished with the call, press the **SP-PHONE** button on the bottom-right of the phone to disconnect the call.

**Using a Headset (optional):**

1. Press the **HEADSET** button on the bottom-left of the phone.
2. Enter #, then enter the speed dial number on the keypad, and press the **Call** softkey (middle softkey) on the phone.

When finished with the call, press the **HEADSET** button on the bottom-left of the phone to disconnect the call.

#### Using the Flexible Buttons:

1. Go **off-hook**, or press the **SP-PHONE** or **HEADSET** button.
2. Press the flexible button corresponding to the party you want to call. Wait for the other party to answer.
3. When finished, go **on-hook**, or press the **SP-PHONE** or **HEADSET** button.

#### Warm Transferring:

1. While on a call, press the **TRANSFER** button on the bottom-right of the phone. The party you were speaking to is placed on hold, and you hear a dial tone.
2. Press the flexible button corresponding to the party you want to transfer to. Wait for the other party to answer.
3. When the other party is ready to accept the transfer, press the **TRANSFER** button on the bottom-right of the phone again. The party that was placed on hold is transferred to the other party, and you are no longer speaking to either party.

#### Blind Transferring:

1. While on a call, press the **Blind** softkey. The party you were speaking to is placed on hold, and you hear a dial tone.
2. Press the flexible button corresponding to the party you want to transfer to. The party that was placed on hold is transferred to the other party, and you are no longer speaking to either party.

#### Conferencing:

1. While on a call, press the **CONF** button. The party you were speaking to is placed on hold.
2. Press the flexible button corresponding to the party you want to conference in. Wait for the other party to answer.
3. When you are ready to bring in the party that was placed on hold, press the **CONF** button on the bottom-right of the phone. The party that was placed on hold is conferenced in, and you are speaking to both parties.
4. When finished, go **on-hook** or press the **SP-PHONE** or **HEADSET** button to disconnect the call. Both parties are disconnected.

## Changing ACD States

In order for an agent to change their ACD state for the queues in the call center they are assigned to from the Panasonic KX-HDV230 phone, ACD functionality needs to be enabled on the phone. To do this, please contact Nextiva Support.

## Signing In

To sign in to a queue, press the **ACD** flexible button on the right side of the phone once to turn the red light off. Your ACD state is now changed to Available, and any calls in queue could potentially route to your phone.

## Going Unavailable

Changing your ACD state to Unavailable (going unavailable) is typically done when taking a break or when you are away from your phone. To do this, press the **Wrap-up** flexible button on the right side of the phone once. The status light on the **Wrap-up** flexible button turns solid **red**. This can be done before or after the current call has ended.

**NOTE:** At this time, Nextiva does not support the use of custom unavailable codes.

## Going Available

When you are ready to start accepting calls from queue again, press the ACD button on the right side of the phone. The ACD light turns off, and your ACD state is changed to Available. Any calls in queue could potentially route to your phone.

## Disposition Codes

This feature is currently not supported on the Panasonic KX-HDV230 phone.

## Wrap-Up

Wrap-Up refers to the time after a call ends and before another call is routed to your phone. This is an optional state that can be enabled or disabled for your call center. If the administrator for your Nextiva account has enabled Wrap-Up on the call center, then immediately after the last active call ends on your Panasonic KX-HDV230 phone, your ACD state will change to Wrap-Up. This is indicated by the status light above the **Wrap-up** flexible button **flashing red**.

From here, you can either wait for the default wrap-up time to expire or you can press the **Wrap-up** flexible button on the right side of the phone **twice** to go available immediately.

**NOTE:** Pressing the Wrap-up button twice causes you to go unavailable and then available, while pressing the ACD button twice causes you to sign out, and then go available.

## Signing Out

When you are ready to sign out of the queue, press the ACD button on the right side of the phone. The ACD light turns red, and your ACD state is changed to Sign Out. Any calls in queue will not route to your phone.

# Additional Features

## Do Not Disturb (DND)

The Panasonic KX-HDV230 phone does not have a dedicated DND button. DND can be turned on or off using feature access codes, or through the menu on the phone.

### Using Feature Access Codes:

1. Dial **\*78** from the phone to turn DND on.

**NOTE:** After DND is turned on, a DND icon will appear on the screen indicating it is on.

2. To turn DND off, dial **\*79** from the phone.

### Through the Phone Menu:

1. Press the **Menu** softkey (middle softkey) on the phone.
2. Select **Fwd/DND** from the menu.
3. Select **DND** from the menu.
4. Select **On** from the menu.

**NOTE:** After DND is turned on, a DND icon will appear on the screen indicating it is on.

5. To turn DND off, follow steps 1 through 4 above, selecting **Off** instead of On for step 4.

# Factory Reset

The Panasonic KX-HDV230 can be factory reset from the device or through the web interface.

## From the web interface:

You will need to navigate to the web interface of the Panasonic KX-HDV230, follow the steps below to access the web interface, and then factory reset the phone:

1. From the main screen of your Panasonic KX-HDV230, select **Menu → Basic Settings → Other Option → Embedded Web → On**.
2. Press the **Back** softkey (left softkey) twice to go back to the main menu.
3. Select **System Settings → Status → IPv4 Settings → IP Address**. Record the IP Address that appears on the screen.
4. Use your **web browser** to navigate to the IP Address of the phone.
5. Enter **admin** as the username and **adminpass** as the password.
6. Click the **Maintenance** tab at the top of the screen.
7. Click **Reset to Defaults** on the left side of the screen.
8. Click the **Reset to Carrier Defaults** button in the middle of the screen (*Figure 6-1*).

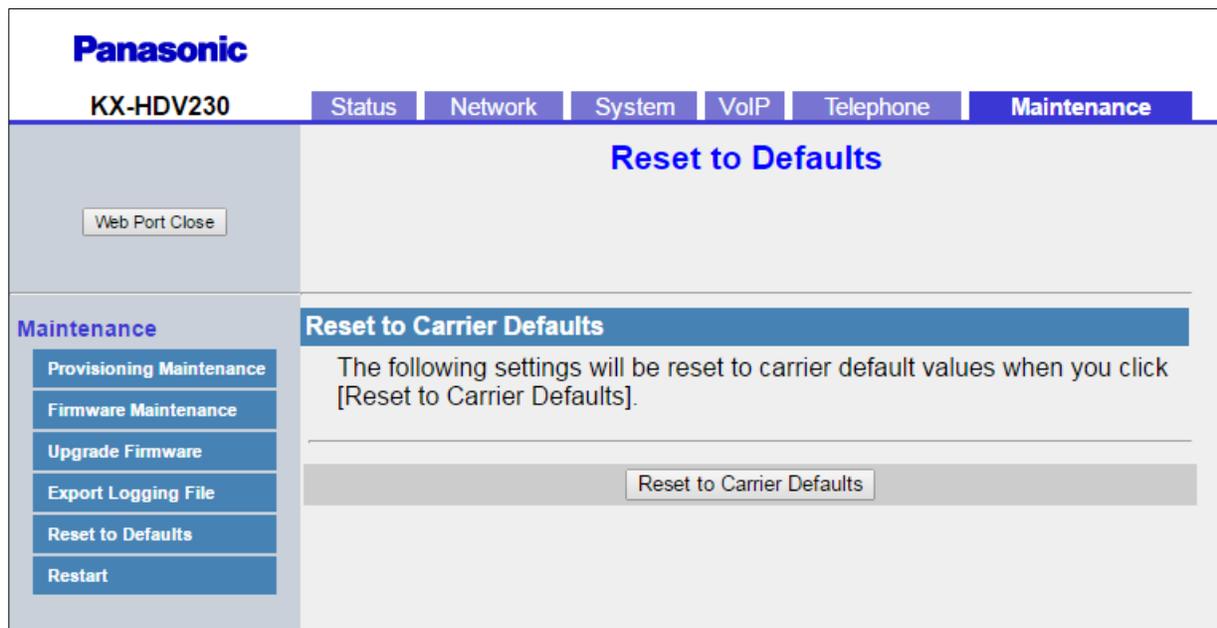


Figure 6-1: Reset to Carrier Defaults

9. Click the **OK** button when the pop-up message appears asking if you are sure you want to reset the settings.
10. Your Panasonic KX-HDV230 has now completed the factory reset process.

**From the Panasonic KX-HDV230:**

1. Press the **Menu** softkey (middle softkey) at the bottom of the screen.
2. Select **System Settings** from the menu.
3. Enter **#136** on the keypad.
4. Select **Yes** when asked if you are sure you want to factory reset the phone.