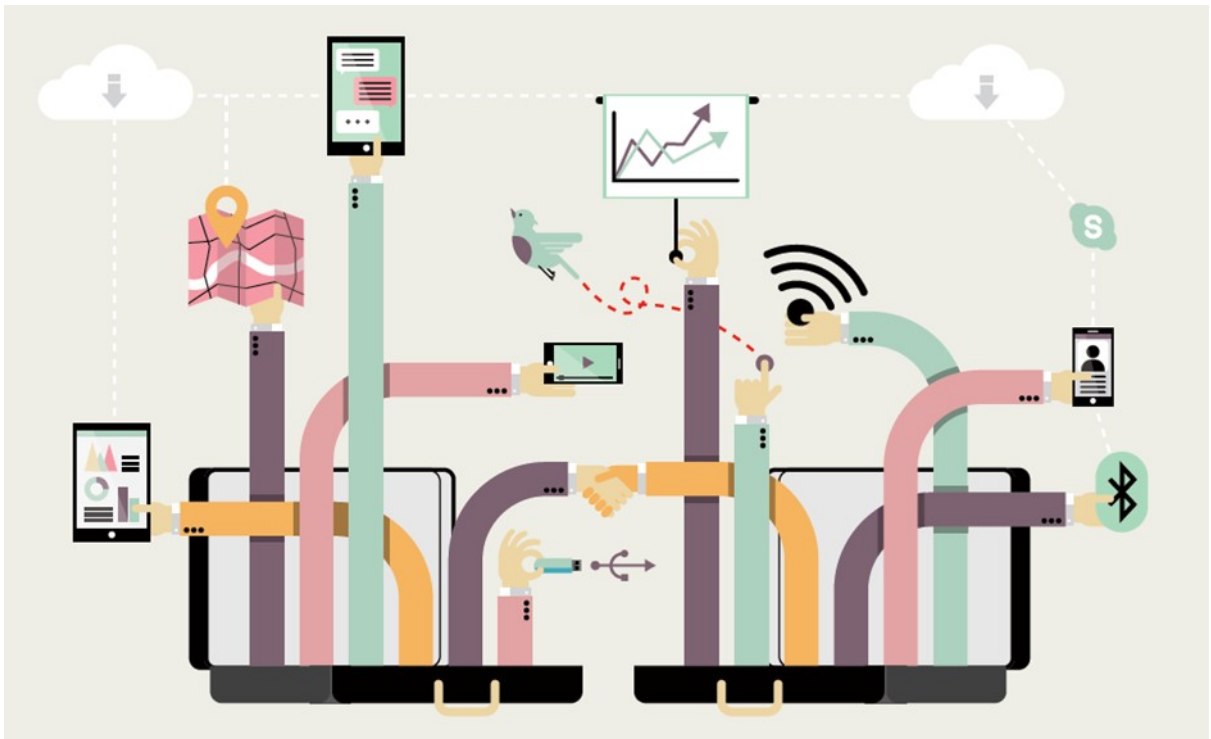


# Connect

## HDV Series Desk Phone User Guide



## 1. Initial Troubleshooting

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### If you have trouble connecting your phone

- Check that the correct date and time is showing on the screen
- Check internet connection is working and phone is connected
- Check cable from internet router is connected to LAN port at back of phone

### If screen displays error message, perform factory reset of phone

#### HDV Desk Handset:

- Press **'Set Up'** or **'Settings'**
- Press **'#'** and Dial **'136'**
- Select **'Factory Reset'**
- Confirm and then select **'Enter'**
- Wait for the phone to reset (may take 5-10 minutes)

### If problems still continue, check settings on firewall:

- Allow all traffic FROM and TO IP Address range of 194.213.29.0/24
- Make sure SIP ALG is disabled
- Set UDP keep alive time to 200 seconds

### If problems still continue, contact Three Support team @ 1800 800 002, option 2

## 2 Quick Tips

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#### HDV Desk Handset:

- Press **'TRANSFER'** during a conversation
- Call number or extension of the party you want to transfer the call to
- Press **'ENTER'** or **'OK'**
- Press **'TRANSFER'** or **'OK'**
- Wait until the other party answers to announce the transfer (this step can be omitted)



#### HDV Desk Handset:

- **'Hold'**, and then go on-hook

#### To retrieve a call on hold at your extension

- Go off-hook
- Do one of the following, depending on your unit:
- For KX-HDV130 users - Press **'Hold'**
- For KX-HDV230 users - Press the green flashing flexible button

**Note:** If a call is not retrieved within a specified time, you will hear an alarm as a reminder.

## 3 Basic Operations

There are several ways to go off-hook and on-hook:

- Using the corded handset
- Using the [SP-Phone/Headset] button
- Using the soft buttons

### Going Off-Hook

In this manual, when you see the phrase "go off-hook", you can do any of the following:

- Lift the handset off of its cradle.
- Press [SP-Phone/Headset] while the handset is on its cradle. This enables hands-free mode.
- Press [SP-Phone/Headset] when using a headset.

### Going On-Hook

In this manual, when you see the phrase "go on-hook", you can do any of the following:

- Replace the handset on its cradle
- Press [SP-Phone/Headset] when using a headset or when you are in hands-free mode

### Enabling Hands Free Mode

You can enable hands-free mode in one of the following ways:

- In stand-by mode, press [SP-Phone].
- During a conversation while using the handset, press [SP-Phone]. You can then return the handset to its cradle.
- Press answer soft-key

### Adjusting the Volume

Adjust the ringer, handset, headset and speaker volume by using up and down arrows on the Navigator Key

## Feature Operations

### Making a Call:

- In standby mode go off hook
- Enter the number you want to call
- Press **Call** or wait a few seconds for the number to be dialled
- To end the call, go on-hook

### Making a Call:

Scrolling through all entries

- Press **Open Book**
- Press up and down keys to select entry
- To end call go on hook

Searching by Name

- Press **Open Book**
- Press **Search**
- Enter Name (max 12 characters)
- Press [ENTER]
- The entry matching search appears
- Go off hook
- To end call, go on hook

Dialling by using Call Logs

- Press **Call Log**
- Press up and down keys to select call log type, and press [ENTER]
- Go off hook
- To end call go on hook

Re-dialling the Last Number Dialed

- Press [REDIAL]
- To end call, go on hook

### Receiving a Call:

- Go off hook
- To end call, go on hook

To enable Auto Answer, press [Auto Answer] until "Auto Answer On" appears

To disable Auto Answer, press [Auto Answer] until "Auto Answer Off" appears

## Rejecting a Call:

Rejecting a call while receiving

- When receiving an incoming call press **Reject**

## Holding a Call:

To hold current call

- Press **[HOLD]**, and then go on-hook

To retrieve a call on hold at your extension

- Go off hook
- If **KX-HDV130** user press **[HOLD]**
- If **KX-HDV230/330** users, press green flashing DN button

## Receiving a Second Call (Answer Call Waiting):

If you receive a second call while on another call you will hear call waiting tone.

To disconnect current call and then talk to new party:

- Go on hook while hearing call waiting tone
- Go off hook

To hold current call and talk to new party:

- For **KX-HDV130** user press **[HOLD]** while hearing call waiting tone
- For **KX-HDV230/330** user press **[HOLD]** while hearing call waiting tone
- Press green flashing DN button

## Talking to two parties alternately (Call Splitting):

You can switch between calls

- Press **[HOLD]** during conversation
- Call second party
- For **KX-HDV130** user press **[HOLD]**
- For **KX-HDV230/330** user press **[HOLD]** and then press the green flashing DN button that corresponds to other party on hold

## Transferring a Call:

- Press **[TRANSFER]** during a conversation
- Call party you want to transfer call to
- Wait until answer to announce transfer
- Go on hook

To do Blind Transfer

- Press **Blind** during a conversation
- Call the party you want to transfer call to
- Go on hook

## Mute

You can mute your voice during a conversation. To mute/unmute

- Press **[MUTE]**

## Making a Conference Call

- Press **[CONFERENCE]/[CONF]** to put current call on hold
- Call the party you want to add to the conversation
- After called party answers, press **[CONFERENCE]/[CONF]** to begin the conference call
- To end conference call go on-hook

## Checking Messages

When you receive a voice message "Message" appears on display and Ringer Lamp turns red.

- Press **[Message]**

## Checking Missed Calls

- Press **Call Log**
- Press up and down arrows to select "Incoming Call Log"
- Press up and down arrows to select missed call


## Call Forwarding/Do Not Disturb:

You can have incoming calls automatically forwarded to another destination. You can also have incoming calls rejected (Do Not Disturb)

To access **FWD/DND** settings:

- ☐ **Menu**
- Scroll down through options and select **FWD/DND** and select **[Enter]**
- If unit has multiple lines, press up and down arrows to select desired line, and then **[ENTER]**
- Press up and down arrows to select the type of FWD or DND setting to apply, then press **[ENTER]**
- Configure as required
- If a forward setting is selected,

## Editing a Phonebook Entry:

- Press 
- Scroll down and select *Phonebook*, then select **OK**
- **OK**
- Edit as required, press **OK**
- **Save**
- t **OK**
- **Menu**

## Adding a new Phonebook entry:

You can add a maximum of 500 phone book entries.


- Press **Menu**
- Scroll through options and select New Phonebook
- Enter Name (max 24 char), then press **OK**

**OK**

- If you select phone number type enter phone number (max 32 digits) and press **[ENTER]**

- Press **Save**

## Editing a Phonebook Entry:


-  Scroll down and select *Phonebook*, then select **OK**
- Scroll down and select *Edit*, then select **OK**
- **OK**
- Press **Save**



- ☐ Scroll down and select *Phonebook*, then select **OK**

- Select the desired phone number

## Deleting a Phonebook Entry:

- Press 
- Scroll down and select *Phonebook*, then select

**OK**

**OK**

- Select the desired item, then select **Menu**

## Changing the LCD Display:

You can change what is displayed on the telephones LCD while it is in standby mode.

- ☐ Press **Menu**
- ☐ Scroll and select *Basic Settings*
- ☐ Scroll and select *Display Option*

- ☐ Scroll and select the desired item