

DOT (Digital Office Technology) TM

PANASONIC

KX-TGP500 IP Cordless Phone System
KX-TPA50 Cordless Handset

QUICK START GUIDE

LET'S GET THIS SHOW ON THE ROAD

This guide will help you get connected as quickly and as easily as possible. It'll guide you through setup and run through all the extra features that are included.

MENTORING

Your first hour is on us.

After installation, we can schedule a one hour over the phone mentoring session at your convenience at no additional cost. We'll show you how to use and make the most of your service including:

- IP Phone feature
- Applications to manage your service and call settings effectively
- Virtual Receptionist (if applicable)
- Voice2Email

Alternatively, you can benefit further from a two hour on-site session (available in metro areas only) for a fee of \$165. Additional sessions are available, charges apply.

See back cover for booking details.

To find out more contact our support team at telstra.com/dot/support or call 1300 723 572 (9am-5pm, Mon-Fri).

WHAT'S INSIDE


























- 03** Let's get started
- 0X** Getting connected
- 0X** Using your Phonebook
- 0X** Using your MessageBank
- 0X** Basic Call Features
- 0X** Problem Solving

LET'S GET STARTED

Your package contains the following:

- Panasonic KX-TGP500 Base Unit
- Panasonic KX-TPA50 Cordless Phone
- This Quick Start Guide
- Batteries
- X2 AC Adapters
- Manufacturer Warranty Card

HANDSET ICONS

Anonymous Call	
Battery Level	
Block Anonymous Call	
Blocked Call	
Call Forward	
Do Not Disturb	
Scroll Down	
Scroll Up	
Phone Number in Use	
Initial Settings	
Intercom	
IP Services	
Line Status	
Line Available	
Line in Use	
Line Number	
New Voice Mail	
In Range	
Out of Range	
Phonebook	
Receiver	
Redial	
Ringer Off	
Ringer Setting	
Speaker Phone	

YOUR BASE UNIT



STATUS INDICATORS		
	Solid Green	Line is registered
	Flashing Green	Waiting to pair phones
	Solid Amber	Connected to network, but not registered
	Flashing Amber	Waiting device authentication
	Cycle Red / Amber / Green	Restarting
	Off	No network connection
FUNCTIONS OF THE BASE UNIT		
ALL – Phone Locator Button	Initiate pairing of cordless phones to the base unit	Press and hold button for 4 seconds before proceeding to pair cordless phones to base. The status indicator will flash red for ~60 seconds.
Internet Port	Connects to router	This port connects the device to the network. Connect the base unit and router with an Ethernet cable (included).
Power Port (DC8.5V)	Connects to power supply	Connect to a power supply using the power adapter (included).
	Restart	Disconnect and reconnect for local restart.

YOUR CORDLESS PHONE

CORDLESS PHONE

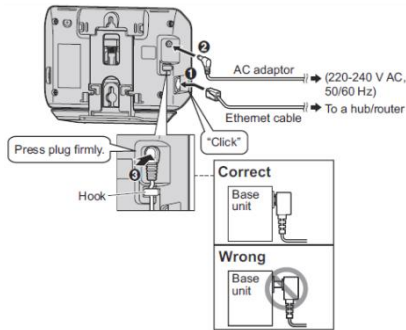


GETTING CONNECTED

If you are only setting up an additional handset, skip steps 1 and 3.

1. Set up Base Unit

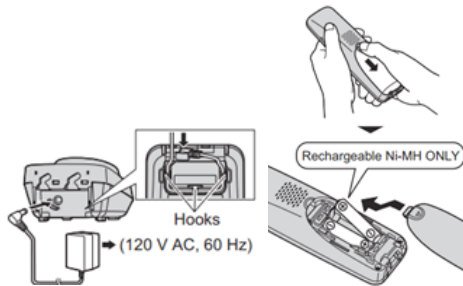
- Connect the Ethernet cable (included) to your base unit and to the Ethernet port located on the back of your DOT router.
- Connect the AC adaptor to the base unit and a power socket. Ensure the adaptor is securely plugged in.
- The status indicator will flash and cycle between red, amber and green.
- The status indicator will turn solid amber when the base unit set up is complete.



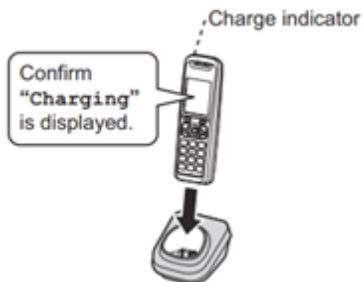
2. Set up Cordless Phone

- Connect the AC adapter to the charger and power socket.
- Insert the batteries (included) into the back of the cordless phone.

Please note: Use only Ni-MH batteries AAA (R03) size. Do not use Alkaline / Manganese / Ni-Cd batteries. Confirm correct polarities.



- Complete the charging cycle by replacing the cordless phone in the charger and charge for 6 hours.
You can complete the charging cycle at the end of the set up.



3. Activate your DOT Service

- Select Menu > IP Service > Call Features > Settings > Authentication
- Select ID and enter details, then select Save. You will hear a 2 second beep if successfully saved.
- To type, use the keypad. Select ABC to toggle between letters and numbered keypad.
- Enter the password and select Save. You will hear a 2 second beep if successfully saved.
- Press OFF to complete the activation process. The status indicator flash red, amber then remains solid green when the set up is complete.

Important: Refer to your DOT Configuration Summary for the User ID and Password for the device type: TGP500. Additional KX-TPA50 cordless phones do not require IDs and Passwords – these are displayed in the Configuration Summary as NULL.

If you are unable to connect successfully, check that you have entered the cored ID and Password by repeating the above steps to re-enter your details. Restart by disconnecting and reconnecting the base unit from the power supply.

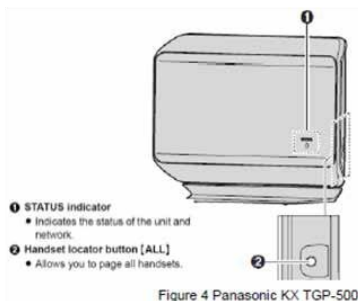
4. Pair a phone to the base unit

- Select MENU, followed by #.
- Press and hold the ALL button located on the side of the Base Unit for at least 4 seconds, until the status indicator flashes red.
- Select OK on the phone and wait until the message "Enter Base PIN" is displayed.
- Enter the Base Unit PIN 0000.
- Select OK and wait until a long beep sounds.
- Once successfully connected, the status indicator on the Base Unit will flash a solid green and a number will be displayed on the phone (next to the battery level).

By default, the first handset connected is set to number 1.

Additional handsets connected will be numbered sequentially. To renumber or rename your handsets, follow the instructions on the next page.

You can connect up to 6 cordless phones to each Base Unit.



Please note: If you are connecting a new phone line – you will need to register it by restarting the Base Unit. Disconnect and reconnect the Base Unit from the power socket.

Each handset can be assigned a unique name / number that will be displayed on the screen. Identifying your cordless phones will enable you to easily transfer calls internally (between phones connected to the same Base Unit).

5. Add a name / number to each cordless phone

- Select MENU > Initial Settings > Handset name > Enter Name, then press OK.
- Enter the required handset name and press OK.
- You can choose to display the handset name or not by selecting standby display ON / OFF.
-



Handset number will be displayed here once set up has been completed.

Each phone registered to the Base Unit will be connected to all the phone numbers. Press the LINE button on each phone to display all the phone numbers accessible for each cordless phone.

6. Set up phones to start making calls

Assign / Un-assign an incoming call number to a phone:

- Select MENU > IP Service > Call Features > Settings > Incoming Call.
- Select LINE on the cordless phone to view the available phone numbers.
- Phone numbers marked with a “*” are assigned as incoming numbers to the handset.
- Select the desired phone lines to assign / un-assign for incoming calls.
- Select Yes to assign incoming calls to the phone. This phone will ring on incoming calls to the selected phone number.
- Select No to un-assign the incoming number.

Repeat these steps on each cordless phone.

Assign / Un-assign an outgoing call number to a phone:

- Select MENU > IP Service > Call Features > Settings > Outgoing Call > Default.
- Select LINE 1 – 4 or LINE 5 – 8 to view phone numbers.
- Select the desired phone line to assign / un-assign for outgoing calls.
- Select Yes to assign outgoing calls to the phone.
- If assigned, calls from this handset will display the selected phone line.

Repeat these steps on each cordless phone.

Please note: If you are unable to make a call (“invalid”), check that “Line 1 – 4 / Line 5 – 8 are marked with * to ensure lines are available for outgoing calls.

USING YOUR PHONEBOOK

Save a contact or number to the Phonebook

- Select MENU > Phonebook > Add.
- Using the keypad, enter the contact name and select OK.
- Enter the phone number and select OK.
- Select SAVE to complete, then select OFF to return to the home screen.

Save a number / edit a contact from Missed Calls list

- Select CIS and scroll to view Missed Calls.
- Scroll to the desired contact or number, and select MENU.
- Select Add Phonebook.
- Select the contact name / number to save / edit details, then select OK.
- When done editing, select Save.

Save a number / edit a contact from Redial list

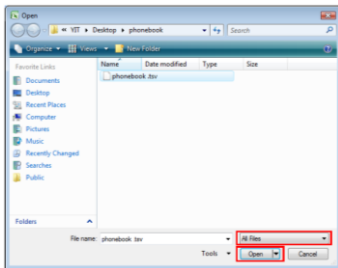
- Press REDIAL and scroll to view Dialed calls.
- Scroll to the desired contact or number and select MENU.
- Select Add Phonebook.
- Select the contact name or number to enter / edit details then select OK.
- When done editing, select Save.

Export the Microsoft Outlook address book data

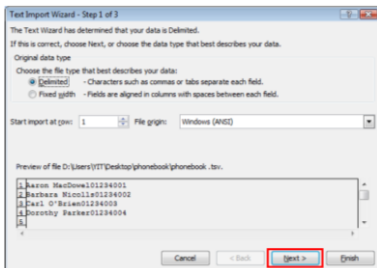
- In Microsoft Outlook, select **File > Import and Export**.
- Select **Export to a file > Next**.
- Select **Tab Separated Values (Windows) > Next**.
- Select **Contacts > Next**.
- Select **Browse**.
- Select a folder and enter the file name to export the data to.
- Select **OK**.
- On the Export to a File window, select Next.
- Select Map Custom Fields.
- Clear all items in the To list by selecting Clear Map.
- Drag selections in the **From (First Name, Last Name and Business Phone) to the To** list.
- Select **OK**.
- Open Microsoft Excel.
- Click **Office Button > Open**.

Please note: Make sure to open a TSV file in this procedure. Changing the extension of a TSV file to ".csv" may cause the character encoding of the file to be distorted.

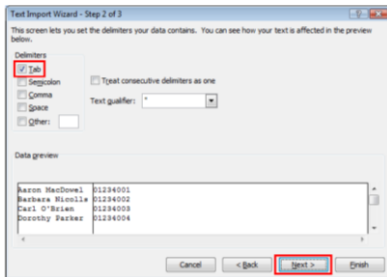
- Select **All Files** to browse the file types > Select the **exported Phonebook data file** > Select **Open**.



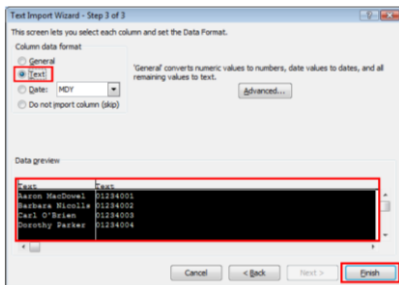
- On the Text Import Wizard – Step 1 of 3: Select **Next**.



- On the Text Import Wizard – Step 2 of 3: Under 'Delimiters', Select **Tab** > Select **Next**.



- On the Text Import Wizard – Step 3 of 3: Select all columns in **Data** preview > Under Column data format, Select **Text** > Select **Finish**.
The TSV file will be opened.



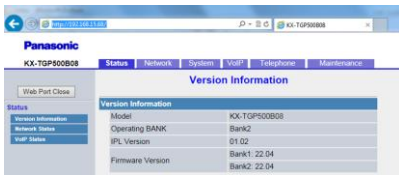
Please note: Phone numbers must be formatted to text type. Otherwise, a "0" at the beginning of a phone number might disappear when data is exported.

- Click **Office Button > Save As.**
- Save the file as **Unicode Text.**
- A message warning you about file compatibility will be displayed > Select **Yes.**

Now you are ready to import the contact list to the phone.

Import the contact list to each phone

- On the phone, select **MENU > IP Service**.
- Select **Network Settings > Embedded Web**.
- Select **On**.
- There will be a long beep and you will be returned to the previous Menu.
- Select **IP Settings** to display the **Base Unit IP Address**.
- Open an internet browser page on your PC
- Type the **Base Unit IP Address** in the address bar and press **Enter**.
- When prompted, enter the following details:
User name – Admin
Password – Telstra
- Press **Enter**.
- The following page will be displayed



Please note: You need to be connected to the network via a recommended DOT router.

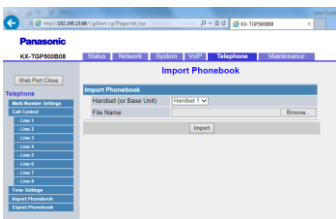
Troubleshooting: If you are unable to get to the page (as shown), repeat the following steps to ensure **Embedded Web** is switched **ON**.

- On the phone, select **MENU > IP Service**.
- Select **Network Settings > Embedded Web**
- Select **ON**.

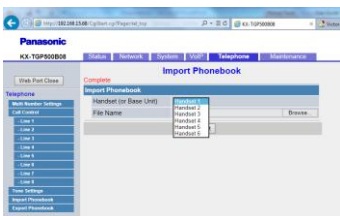
- Select **Telephone** (this is the tab at the top of the page).



- Select **Import Phonebook** (this is the tab on the left column of the page).



- Select the **Phone Name / Number** for the handset you would like to import the phonebook to.



- Select **Browse** and locate the phonebook file (created in step 17).
This will be a *.txt file type.
- Select **Import**.
The phone selected for the phonebook import will display the message "Receiving".
When completed, the phone will beep.
- To confirm the phonebook import: On the phone, Select MENU > Select Phonebook.
Use Navigate button to scroll through contacts.

USING YOUR MESSAGEBANK

Set up MessageBank

- Dial **101**.
- **Follow the prompts** to set up your MessageBank greetings, etc.

Listen to your Messages

- Dial **101** or Select MENU > Select New Voice Mail > Select message you wish to listen to.
- **Follow the prompts** to listen to your messages.

Please note: Standby display will indicate "New Voice Mail" if there are new messages waiting.

BASIC CALL FEATURES

View Call History

To view Outgoing Calls / Redial List:

- Press REDIAL.
- Scroll to search contact / phone number.

To view Missed Call List:

- Select CID.
- Scroll to search contact / phone number.

Placing a Call

From the keypad:

- On the idle screen, enter the phone number using the keypad.
- Press **Talk** to place the call.

OR

- Press **Talk** to place the call.
- Enter the phone number using the keypad.

From Phonebook:

- Select CID.
- Scroll to view Missed Calls.
- Press **Talk** to place the call.

From Call History:

- Select MENU > Phonebook.
- Scroll to search contacts, or use keypad to search alphabet of the contact name and select the contact.
- Press **Talk** to place the call.

Redial

- Press REDIAL to view Call History (last 10 dialled numbers are stored).
- Scroll to the number.
- Press **Talk** to place the call.

Call Hold / Resume

- To place an active call on hold, select HOLD.
- Handset screen will display "Line on Hold" and HOLD will flash.
- To resume the call, select HOLD again.

Call Waiting

- To activate – dial *43.
- To de-activate – dial #43#.

Conference Call

- Whilst on a call, select **MENU**,
- Select **4 = Conference**.
- Wait for the continuous dial tone and then enter the other party's phone number (or extension, for contacts within the same organisation).
- Using the Navigate button, select **CALL**.
- Wait for the party to answer the call.
- Select **CONF** to connect all parties into the conference.

Please note: A maximum of 3 parties, including the caller / host, can be connected to the conference call.

Call Forward

There are 3 Call forwarding options which can be set from your phone:
Call Forward Always / No Answer / Busy

Call Forward – Always:

- To activate – dial *72
You will be prompted to enter the phone number to which calls will be forwarded always.
- To de-activate – dial *73
You will be prompted to enter the phone number to which you do not want calls to be forwarded to always.

Call Forward – No Answer:

- To activate – dial *92
You will be prompted to enter the phone number to which calls will be forwarded when there is No Answer.
- To de-activate – dial *93
You will be prompted to enter the phone number to which you do not want calls to be forwarded to when there is No Answer.

Call Forward – Busy:

- To activate – dial *90
You will be prompted to enter the phone number to which calls will be forwarded when Busy.
- To de-activate – dial *91
You will be prompted to enter the phone number to which you do not want calls to be forwarded to when Busy.

Internal Call Transfer – Blind & Supervised

Internal Call Transfer: Allows you to transfer a call to other Panasonic cordless phones connected to the same Base Unit (including phones sharing the same phone number). There are 2 ways you can make an internal call transfer – Blind or Supervised. .

Blind Transfer

Transfer a call to another phone without announcing the call to the other party

- Whilst on a call, select **MENU**.
- Select **INTERCOM** to display all connected phones.
- Select the other party's phone.
- Using the Navigate button, select **CALL**.
- To complete the transfer, select **OFF** when the receiving party's phone rings.
- If the party does not answer the call within 1 minute, the call will be transferred back to your phone.

Supervised Transfer

Transfer a call to another phone after announcing the call to the other party

- Whilst on a call, select **MENU**.
- Select **INTERCOM** to display all connected phones.
- Select the other party's phone.
- Using the Navigate button, select **CALL**.
- Wait for the party to answer the call and announce the transfer.
- To complete the transfer, select **OFF** once the party has accepted the call.

External Call Transfer – Blind & Supervised

External Call Transfer: Allows you to transfer calls to other phone numbers. There are 2 ways you can make an external call transfer – Blind or Supervised.

Blind Transfer

Transfer a call to another phone without announcing the call to the other party

- Whilst on a call, select **MENU**.
- Select **3 = Blind Transfer**.
- To complete the transfer, enter the other party's phone number (or extension, for contacts within the same organisation).

Supervised Transfer

Transfer a call to another phone after announcing the call to the other party

- Whilst on a call, select **MENU**.
- Select **2 = Blind Transfer**
- Enter the other party's phone number (or extension, for contacts within the same organisation).
- Using the Navigate button, select **CALL**.
- Wait for the party to answer the call and announce the transfer.
- To complete the transfer, select **OFF** once the party has accepted the call.

PROBLEM SOLVING

How do I transfer a call from one cordless phone to another, if both phones are sharing the same phone number / phone line?

Follow the steps on how to make an “Internal Call Transfer”:

Allows you to transfer a call to other Panasonic cordless phones connected to the same Base Unit (including phones sharing the same phone number). There are 2 ways you can make an internal call transfer – Blind or Supervised.

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Transfer a call to another phone without announcing the call to the other party

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Supervised Transfer

Transfer a call to another phone after announcing the call to the other party

- Whilst on a call, select **MENU**.
- Select **INTERCOM** to display all connected phones.
- Select the other party's phone.
- Using the Navigate button, select **CALL**.
- Wait for the party to answer the call and announce the transfer.
- To complete the transfer, select **OFF** once the party has accepted the call.

I am unable to use my new phone line, what do I do?

Follow the steps on how to activate an additional phone line:

- If you are connecting a new phone line – you will need to register it by restarting the Base Unit.
- Disconnect and reconnect the Base Unit from the power socket.

I am trying to get my new base unit and cordless phone started and have entered my Authentication ID and Password, but am still not able to connect the service – What do I do?

Follow the steps on how to check that Authentication details (ID and Password) have been entered correctly:

- Repeat the service activation steps or perform a local restart.
- See page 10 for instructions on activating your DOT service.
- To perform a local restart, disconnect and reconnect your Base Unit from the power supply.

My internet is working but I am not able to make or receive calls – What do I do?

Follow the steps on how to reset your service:

- To perform a local restart, disconnect and reconnect your DOT router from the power supply.