TIPT (Telstra IP Telephony)

QUICK START GUIDE:
GETTING CONNECTED

FOR PANASONIC KX-TGP600 & KX-TPA 65 Desk Phone

And the KX-UDT131 Cordless Phone

IT'S HOW
WE CONNECT

1   WHAT'S INSIDE

2   LET'S GET STARTED

Your package contains the following:

- 1x This Quick Start Guide

- 1x Panasonic KX-TGP600 Base Unit

- 1x KX-TPA65 Desk Phone

- 1x Ethernet Cable for Base Unit

- 1x AC Adapter for Base Unit

- 1x AC Adapter for Desk Phone

- 1x Handset Cord

- 1x Handset

- 1x Stand

- Manufacturer Warranty Card

- 1x Wall mount kit KX-A440 (**optional**)

If you have Purchased the KX-UDT131 Cordless phone you will also receive:

- 1x KX-UDT131 Cordless Phone

- 1x Charger (Cordless Phone Cradle)

- 1x AC Adapter for Charger (Cordless Phone Cradle)

- 1x Ethernet Cable

- 1x Battery and battery cover

- 1x Belt Clip Replacement Cover

3   GETTING CONNECTED

This section details the setting up a new TGP600 Base unit and the included Desk phone.

Step 1: **Set up the new KX-TGP600 Base Unit**

- *Connect the Ethernet cable (included) to your base unit and to the Ethernet port located on the back of your TIPT switch/PC.*
- *Connect the AC adapter for the base unit to the base unit and a power socket. Ensure that you have plugged the adapter in securely.*
- *The status indicator on the Base Unit will flash as follows.*
  1) Solid – Red: When the base unit is turned on, the status indicator turns red for ~40 seconds.
  2) Slow Flashing – Amber: The base unit is obtaining an IP address / configurations and registering with your phone system. Please wait.
  3) Solid – Green: The base unit is connected to the TIPT network.

Step 2: **Set up the included KX-TPA65 Desk Phone**

- *Attach the AC adapter to the desk phone and a power socket.*
- *Attach the Corded Handset and headset (if required) to the desk phone.*

Step 3: **Attach the Stand to the KX-TPA65 Desk Phone**

- *Insert the stand into the hooks located in the unit.*
- *Gently rotate the stand in the direction indicated until it is released*
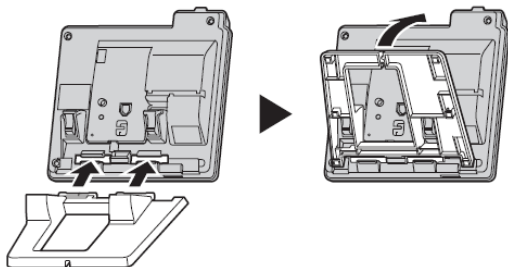
Step 4: **Adjusting the Stand Position**

- *Push the **PUSH** marks in the direction indicated, with both hands, and tilt the stand until it becomes fixed in the desired position.*
- *Choose the **High** Position or **Low** Position.*
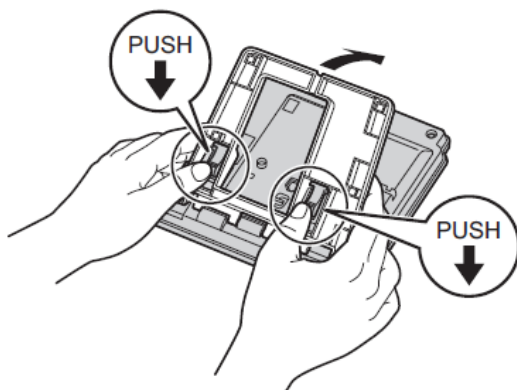
Step 5: **Removing the Stand**

- *Tilt the stand in the direction indicated while pushing the* **PUSH** *marks with both hands.*
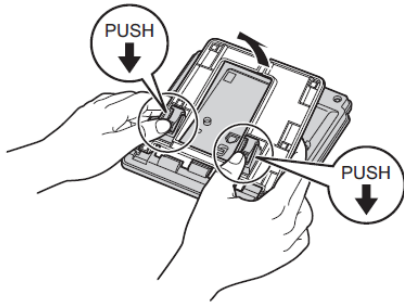
Step 5: **Set up the included KX-UDT131 Cordless Phone** *(to be used if you have purchased the additional* **KX-UDT131** *cordless Phone)*

- *Open the battery cover and insert the battery, close the cover.*
- *Connect the AC adapter to the charger (phone cradle) and a power socket.*
- *Complete the charging cycle by replacing the cordless phone in the charger for 6 hours – you may choose to complete the charging cycle when you have completed the set up.*

Step 6: **Activate your TIPT service** *(this can only be performed from the* **KX-UDT65 Desk phone***)*

- *Select* **Menu** ▦ *>* **System Settings** ▤ *>* **System Settings** *>* **Authentication**
- *Select* **ID** *– Enter details and select* **OK***.*
- *Select* **Password** *– Enter details and select* **OK***.*
- *Press the* **Back** *button x 3 to return to the main display and complete the activation process.*
- *The status indicator on the base unit will flash as follows:*
  a) Solid – Red: The status indicator will flash solid red for ~20 seconds.
  b) Slow flashing – Amber: Next, the status indicator will flash amber for ~50 seconds.
  c) Solid – Green: If the configuration is correct, the status indicator will flash solid green.

Quick Tip

Q: Where can I find my Authentication ID and Password?
A: Your ID and Password will be sent to you via email. If you choose to use an additional KX-TPA60 or KX-UDT131 cordless phone(s) you do not require an authentication ID or Password – these details are displayed as NULL.

Q: I am still unable to connect successfully, what do I do?
A: Check that you have entered the correct ID and Password by repeating the Step 3. Next, restart the system by disconnecting and reconnecting the base unit from the power supply. Failing this, call the TIPT Help Desk on *1800 648 116.*

4a   CONNECTING ADDITIONAL CORDLESS PHONES [KX-TPA65 Desk Phone]

If you need to use a portable cordless phone with your desk phone:

- **Press** *and* **hold** *the Handset Locator button on the base unit for ~3 seconds.*
- *The status indicator on the Base Unit will flash as follows:*
  a) Slow flashing – Red: The base unit is registering to a phone.
- *Select* **Menu** ▦ *>* **System Settings** 📇 *>* **System Settings** *>* **Register H/S**
- *Select the handset you would like to register > Select* **OK**
- *The phone will display the following prompts:*
  a) "Executing": Please wait till the registration process is completed.
  b) "Registered": Initial registration is completed.
- *Press the* **Back** *button to return to the main screen and complete the registration process.*

4b   CONNECTING ADDITIONAL CORDLESS PHONES [KX-UDT131]

- **Press** *and* **hold** *the Handset Locator button on the base unit for ~3 seconds.*
- *The status indicator on the Base Unit will flash as follows:*
  a) Slow flashing – Red: The base unit is registering to a phone.
- *Select* **Menu** ▦ *>* *Setting* **Handset** 🔧 *>* **System Option** *>* **Register H/S**
- *Select the base unit you would like to register the handset to (default: Base Unit 1) > Select* **OK**
- *The phone will display the following prompts:*
  a) "Executing": Please wait till the registration process is completed.
  b) "Registered": Initial registration is completed.
- *Press the* **Power** / **Cancel** *button* 📵 *to complete the registration process.*

Quick Tip
You can register a maximum of 8 phones to a base unit.

5 Working in Parallel Mode [KX-TPA65 desk phone]

By using a desk phone as the master phone (KX-TPA65), a portable cordless phone (KX-TPA60) or [KX-UDT131] can be set to be paired with it so that the phone number (account) of the master desk phone is applied to the potable (paired) handset(s). With pairing settings, the desk phone can be used while you are sitting at your desk, and the portable handset can be used while away from your desk.

- *Select* **Menu** ⊞ *>* **System Settings** 📞 *>* **System Settings**
- *Navigate to select* **Parallel Setting** *and Select* **OK**
- *Select the desk phone (KX-TPA65) to use as the* **Master handset** *and Select* **OK**.
- *Select* **Pairing** *and Select* **OK**
- *Select* **the portable handset** *to use as the paired unit and Select* **OK**
- *Select* **Mode** *and Select* **OK**

To make one unit receive a busy signal while the other is on a call:

- *Select* **Busy** *and Select* **OK**

To make one unit take over a call when the other is on a call

- *Select* **Take Over Call** *and Select* **OK**

6   Changing the Handset Number and Name Display [KX-TPA65 & KX-UDT131]

Each handset can be assigned a unique name / number that can be displayed on the handset screen. Identifying your desk phone will enable you to easily transfer calls between phones registered to the same base unit (i.e. internal call transfer).

Step 1: Assign a name / number to a phone:

- *Select **Menu** > **Setting Handset** > **Display option** > **Handset Name***
- *Toggle the alpha-numeric keypad and enter the desired name / number*
- *Select **OK** to save entry*

Quick Tip

Q: I have saved a handset name / number, but it's not appearing on the display – What do I do?
A: Ensure that you have selected the option to display the handset name by following these steps:

- Select *Menu* > *Setting Handset* > *Display option* > *Handset Name*
- Toggle the alpha-numeric keypad and retype the desired name / number
- Select *OK* to save entry

Or Call the TIPT Help Desk on ***1800 648 116.***

7   Disassociating an Additional Handset from the Main Number [KX-TPA65]

If you have purchased multiple handsets, by default all handsets will ring when the main number is dialled. You can assign different numbers to the handsets from one handset or from the desk phone.

Step 1: To disassociate a handset from the main number for incoming calls:

- Note the handset name
- Press **Menu** ▦
- Select **System Settings** 📶 and Press **OK**
- Select **System Settings** and Press **OK**
- Select **Multiline Setting** and Press **OK**
- Select **Incoming Call** and Press **OK**
- Select the **number** – and Select **OK**
- Select the **Handset name/number** – Handset 1 or Handset 2 or telephone number, Select ✓
- Press **OK**
- Press the **Back** button x 5 times to return to the main screen

Step 1: To disassociate a handset from the main number for outgoing calls.

- Note the handset name
- Press **Menu** ▦
- Select **System Settings** 📶 and Press **OK**
- Select **System Settings** and Press **OK**
- Select **Multiline Setting** and Press **OK**
- Select **Outgoing Call** and Press **OK**
- Select the **Handset name** – Handset 1 or Handset 2 etc, Press **OK**.
- Select the **number** – and Select ✓
- Press **OK**
- Press the **Back** button x 5 times to return to the main screen

8 Registering/De-Registering a Desk Phone to the KX-TGP600 Base Unit [KX-TPA65]

Before operating the handset/desk phone, confirm that the STATUS indicator of the base unit is Green (On/Slow Flashing/Quick Flashing).

*Step 1: **Deregister** the Desk phone from a base unit:*

1. *Select **Menu*** ⊞ *> **System Settings*** 🔲 *> Select **OK***
2. *Use the **navigation buttons** to scroll to **System Settings** and Press **OK***
3. *Scroll to **Cancel Register** > Select **OK***
4. *Select a handset/desk phone and Select **OK***

Step 2: Register the Desk phone to a base unit:

1. *Select **Menu*** ⊞ *> **System Settings*** 🔲 *> Select **OK***
2. *Use the **navigation buttons** to scroll to **System Settings** and Press **OK***
3. *Scroll to **Register H/S** > Select **OK***
4. *Select a handset/desk phone and Select **OK***

9   RE-PAIRING A CORDLESS PHONE AND BASE UNIT [KX-UDT131]

*Step 1: **Deregister** the cordless phone from a base unit:*

5. *Select **Menu*** ⊞ *> **Setting Handset*** 🔧 *> **System option***
6. *Scroll to **Cancel Base** > Select **OK** > Select **Base Name** >Select ✓ to confirm > Select **OK***
7. *You will be prompted "**Confirm Delete**?" – Select **Yes***
8. *Screen will display "**Register Unit**" once successfully deregistered*

*Step 2: **Register** the cordless phone to a base unit:*

5. *Long-press the Handset Locator Button on the base unit for ~5 seconds*
6. *The status indicator on the Base Unit will flash as follows:*
   a) Slow flashing – Red: The base unit is registering a phone
7. *From screen display "Register Unit" – Select **OK***
8. *The phone will display the following prompts:*
   a) "Please wait...": Please wait till the registration process is completed.
   b) "Registered": Registration is completed.

Note: You can register a handset/desk phone to up to 4 base units. You can register a base unit up to 8 handsets/desk phones.

10   PROBLEM SOLVING [KX-TPA65]

"How do I go Off and On Hook on my desktop phone?"

To go off-hook:

1.   Lift the corded handset off its cradle.
2.   Using the **SP-PHONE** button (on the phone) to enable hands-free mode.
3.   Press **SP-PHONE** button (on the phone) when using a headset

To go On-hook:

1.   Replace the corded handset on its cradle.
2.   Press **SP-PHONE** button (on the phone) when using a headset or when you are in hands-free mode and Press the **CANCEL** button to go on-hook.

"How do I make a call using my new handset?"

1.   *Take the phone off-hook by lifting the corded handset*
2.   *Dial the number*
3.   *Press* **CALL**

'How do I make a call to another handset?'

To make an Intercom Call:

1.   *Press* **⊞** *]*
2.   *Press* **•))**
3.   *Use the navigation buttons to select the handset* **[▲]/[▼]**
4.   *Press* **OK**

"How do I make a call Using the Incoming Call Log?"

1.   *Press the* **Function** *button on the phone*
2.   *Scroll and Select* **Incoming Log (6)** *and Press* **OK**
3.   *Scroll and Select* **Incoming Log** *Press* **OK**
4.   *Scroll and Select the* **number** *you want to call and Press* **OK** *(number will ring)*
5.   *Hang up the receiver to end the call.*

 "How do I end a call?"

1.   *Whilst on an active call hang up the corded handset.*

"How do I view my phone number (on the phone)?"

To view the phone number of a particular handset:

1.   Press the **Line** button on the phone.

     The phone number and available lines will now be displayed.

"How do I redial a number?"

1.   Press the **REDIAL** button on the phone

"How do I make a call Using the Handset Phonebook?"

1. *Press* 📖
2. *Enter the desired name*
3. *Press* **OK**
4. *Lift the cordless handset or press the* **SP-PHONE** *button (on the phone). The number will ring.*

"How do I use the Volume control on the phone?"

To change the volume on the phone

1. Press the **–** or **+** buttons on the ◄/[VOL]. volume control to change the volume.

"How do I Mute My Call using the Handset?"

To Mute your call:

1. Whilst on the call Press the **MUTE** button. The Mute icon 🔇 will flash on the screen
2. Press the **MUTE** button again to take your call off Mute.

"How do I receive a call?"

To answer an incoming call:

1. Pick up the handset or press the **SP-PHONE** button on the phone

"How do I Reject an incoming call?"

You can reject an incoming call from your handset:

1. While an incoming call is ringing, Press 📵 (soft key)
2. The call will be rejected,

"How do I place a call on Hold?"

Whilst on an active call:

1. Press the **HOLD** button (on the phone), screen will display '*Line on Hold*'.
2. Press **HOLD** button (on the phone) again to take the call **off** hold.

"How do I transfer a call to another external number?"

To transfer whilst on a call:

1. *Press* the **TRANSFER** button (on the phone)
2. *Dial the party you want to transfer to (wait a few seconds for the call to connect)*
3. *Wait until the other party answers to announce the transfer*
4. *Press* **TRANSFER** *button (on the phone) again. The call is now transferred.*

Note: To return to the call before the transfer destination answers, press **CANCEL**

"How do I do a Blind Transfer?"

To perform a blind transfer:

1. *Whilst on an active call Press* **BLIND**
2. *Dial the party you want to transfer to and Press* **CALL** *or the number will dial automatically. When the caller answers the call is automatically transferred.*

Note: If blind transfers are not permitted, this soft key is not displayed. Contact your administrator for further information.

"How do I transfer a call from my desk phone to another phone that shares the same phone number?"

You will need to follow the steps below to perform an Internal Blind or Supervised Transfer.

Blind Transfer *(transfer without announcing the call to the party)*
Whilst on an active call:

1. *Select* **Menu** .
2. *Select* **Intercom** *to display all the available handsets.*
3. *Use the navigation buttons to scroll to party's handset/desk phone.*
4. *Select* **OK**.
5. *When the party answers hang up.*

Consult Transfer *(transfer after announcing the call to the party)*
Whilst on an active call:

1. *Select* **Menu** .
2. *Select* **Intercom** *to display all the available handsets.*
3. *Use the navigation buttons to scroll to party's handset/desk phone.*
4. *Select* **OK**.
5. *When the party answers announce the caller and then hang up.*

"How do I talk to Two Parties and Flip between two calls?"

When talking to one party while the other party is on hold, you can swap the calls back and forth.

To call a third party and then alternate between the two

1. Whilst on an active call Press the **HOLD** button (on the phone), screen will display '**Line on Hold**'
2. Dial the other party's number, lift the handset or Press the **SP-PHONE** button
3. After talking to the other party, press **HOLD** button (on the phone)
4. This will take you back to talk to the original party. Continue to press the **HOLD** button (on the phone), to toggle between the two parties.
5. Place the receiver on the hook to end the current call and then toggle to the second call and hang up to end that call.

"How do I make a Conference Call?"

1. Whilst on an active call Press the **Conf** button on the phone
2. Dial the party you want to add to the conversation and Press **CALL**
3. When the party answers, Press to join the callers in the conference call.

"How do I End a Conference Call?"

1. Whilst on an active Conference hang up the receiver.

"How do I activate DND"?

1. Press the **Function** button (on the phone)
2. Select **FWD/DND** (2) and Select **OK**
3. Select **Line/Number** and Select **OK**
4. Select **DND** and Select **OK**
5. Select **ON** and Select **OK**
6. Select the **Back** button x 2 to return to the Main screen

"How do I de-activate DND"?

1. Press the **Function** button (on the phone)
2. Select **FWD/DND** (2) and Select **OK**
3. Select **Line/Number** and Select **OK**
4. Select **DND** and Select **OK**
5. Select **OFF** and Select **OK**
6. Select the **Back** button x 2 to return to the Main screen

"How do I Call Forward?"

1. Press the **Function** button (on the phone)
2. Select **FWD/DND** (2) and Select **OK**
3. Select **Line/Number** and Select **OK**
4. Select from **Fwd (All), Fwd (Busy), Fwd (NA)** and Select **OK**
5. Select **Phone Number** and Select **OK**
6. Enter the **Number** to forward calls too and Select **OK**
7. Select the **Back** button x 3 to return to the Main screen

"How do I de-activate Call Forward?"

1. Press the **Function** button (on the phone)
2. Select **FWD/DND** (2) and Select **OK**
3. Select **Line/Number** and Select **OK**
4. Select from **Fwd (All), Fwd (Busy), Fwd (NA)** and Select **OK**
5. Select **On/Off** and Select **OK**
6. Select **Off** and Select **OK**
7. Select the **Back** button x 3 to return to the Main screen

 "How do I Listen to Voicemail Messages?

When you have received, a new voicemail message the light on the phone will flash slowly. The phone display will show ✉. To retrieve your messages:

1. Press the **Message** button on the phone
2. Select the *Line/number* and Select *OK*

   You will now hear the recorded message, follow the prompts to retrieve your messages

 "I am trying to get my base unit and Desk phone connected with my TIPT service. I have entered my authentication ID and password, but am still unsuccessful – What do I do?"

- *Call the **TIPT Help Desk** on **1800 648 116***

"I am not able to use my new phone line – What do I do?"

- *You will need to perform a local restart on your base unit:*
  *Disconnect and reconnect your base unit from the power supply. If you are still having issues call the **TIPT Help Desk** on **1800 648 116.***

"What do I do if this icon appears and I can't Make a call?"

1. If flashes on the phone display, move closer to the base unit and dial again.

11   PROBLEM SOLVING [KX-UDT131]

"How do I switch on my portable phone?"

1.   To switch on your phone:

2.   Press and hold .

"How do I make a call using my new handset?"

1.   *Press*
2.   *Dial the number*
3.   *Press* **CALL**

'How do I make a call to another handset?'

To make an Intercom Call:

1.   *Press* *]*
2.   *Press*
3.   *Use the navigation buttons to select the handset* [▲]/[▼]
4.   *Select the desired handset/desk phone*
5.   *Press* **OK**

"How do I make a call Using the Incoming Call Log?"

1.   *Press* [◄]
2.   *Select* **Incoming Log**.
3.   *Scroll and Select the number you want to call and Press*
4.   *Press* *to end the call.*

 "How do I end a call?"

1. *Whilst on an active call Press*

"How do I view my phone number (on the phone)?"

To view the phone number of a particular handset:

1.   Press the *Flex* button on the phone.

    The phone number will now be displayed.

"How do I make a call Using the Handset Phonebook?"

1.   *Press* [►] *or*
2.   *Select the desired item in the phonebook and Press*

"How do I receive a call?"

To answer an incoming call:

1. Press

"How do I Reject an incoming call?"

You can reject an incoming call from your handset:

1. While an incoming call is ringing, Press
2. The call will be rejected, and the handset will return to standby mode.

"How do I place a call on Hold?"

Whilst on an active call:

1. Press , the screen will display '***Line on Hold***'.
2. Press again to take the call **off** hold.

"How do I transfer a call to another external number?"

To transfer whilst on a call:

1. *Press*
2. *Dial the party you want to transfer to and press* CALL *or wait a few seconds and the number will automatically call*
3. *Wait until the other party answers to announce the transfer*
4. *Press*

Note: To return to the call before the transfer destination answers, press CANCEL

"How do I perform a Blind Transfer?"

To perform a blind transfer:

1. *Whilst on an active call Press* BLIND
2. *Dial the party you want to transfer to and Press* CALL *or wait for the number to dial automatically. When the caller answers the call is automatically transferred.*

Note: If blind transfers are not permitted, this soft key is not displayed. Contact your administrator or the TIPT Help Desk on *1800 648 116* for further information.

"How do I transfer a call from one cordless phone to another phone that shares the same phone number?"

You will need to follow the steps below to perform an Internal Blind or Supervised Transfer.

Blind Transfer *(transfer without announcing the call to the party)*
Whilst on an active call:

1. *Select* **Menu** .
2. *Select* **Intercom** *to display all the available handsets.*

3. Use the **navigation buttons** to scroll to the party's handset.
4. Select **OK**.
5. Select **OK** again when the party's phone rings and complete the transfer.

Consult Transfer (transfer after announcing the call to the party)
Whilst on an active call:

1. Select **Menu** ▦.
2. Select **Intercom** ⋙ to display available handsets.
3. Use the **navigation buttons** to scroll to the party's handset.
4. Select **OK**.
5. Wait till the other party answers to announce the call.
6. Select **OK** again after the party accepts the call and complete the transfer.

"How do I talk to Two Parties and Flip between two calls?"

When talking to one party while the other party is on hold, you can swap the calls back and forth.

To call a third party and then alternate between the two

1. Whilst on an active call Press the screen will display '**Line on Hold**'

2. Dial the other party's number and Press

3. Press

4. After talking to the other party, press

5. This will take you back to talk to the original party. Continue to press to toggle between the two parties.

6. Press to end the current call and then toggle to the second call and Press to end that call.

"How do I make a Conference Call?"

1. Whilst on an active call Press **FUNC** and then Press **Conference** (3
2. Dial the party you want to add to the conversation and Press **CALL** or wait a few seconds for the number to automatically call
3. When the party answers, Press to join the callers in the conference call. The display will show 'Conference'.

"How do I End a Conference Call?"

1. Whilst on an active Conference Call Press .

"I am trying to get my base unit and cordless phone(s) connected with my TIPT service. I have entered my authentication ID and password, but am still unsuccessful – What do I do?"

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- *You will need to perform a local restart on your base unit:*
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"What do I do if this icon appears and I can't Make a call?"

1. If flashes on the phone display, move closer to the base unit and dial again.