



TIPT (Telstra IP Telephony)

QUICK START GUIDE: GETTING CONNECTED

FOR PANASONIC KX-TGP600 & KX-TPA60



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2 LET'S GET STARTED

Your package contains the following:

- 1x This Quick Start Guide
- 1x Panasonic KX-TGP600 Base Unit
- 1x KX-TPA60 Cordless Phone
- 1x Ethernet Cable
- 1x AC Adapter for Base Unit
- 1x AC Adapter for Charger (Cordless Phone Cradle)
- 2x Batteries
- Manufacturer Warranty Card
- KX-A406AL Repeater/ Extender and power cable (**optional**)

3 GETTING CONNECTED

This section details the setting up a new TGP600 Base unit and the included cordless 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-TPA60 Cordless Phone**

- Connect the AC adapter to the charger (phone cradle) and a power socket.
- Insert batteries (included) into the back of the cordless phone.
- 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 3: **Activate your TIPT service**

- Select **Menu**  > **System Settings**  > **System Settings** > **Authentication**
- Select **ID** – Enter details and select **OK**.
- Select **Password** – Enter details and select **OK**.
- Press the **Power / Cancel** button  to 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 details will be sent to you via an email. Additional KX-TPA60 or KX-UDT131 cordless phone(s) 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.

4 CONNECTING ADDITIONAL CORDLESS PHONES

- **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 ASSIGNING A NAME / NUMBER TO IDENTIFY YOUR CORDLES PHONES

Each handset can be assigned a unique name / number that can be displayed on the handset screen. Identifying your cordless phones 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** > **Standby Display**
- Select **Off** and select **OK**
- Select **Menu**  > **Setting Handset**  > **Display option** > **Standby Display**
- Toggle the alpha-numeric keypad and enter the desired name / number
- Select **OK** to save entry

6 Disassociating an Additional Handset from the Main Number

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 a single handset.

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

- Note the handset name
- Select **Menu** 
- Select **System Settings** 
- Select **System Settings**
- Select **Multiline Setting** and Press **OK**
- Select **Incoming Call** and Press **OK**
- Select the **line** or **number** and Select **OK**
- Select the **Handset name** – Handset 1 or Handset 2 etc, Select ✓.
- Press **OK**
- Press  to go back to the main screen

Step 2: To disassociate a handset from the main number for outgoing calls.

- Note the handset name
- Press **Menu** 
- Select **System Settings** 
- Select **System Settings**
- 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 **line** or **number** – Line 1 or Line 2 and Select ✓ to confirm
- Press **OK**
- Press  to go back to the main screen

7 RE-PAIRING A CORDLESS PHONE AND BASE UNIT

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

1. Select **Menu**  > **Setting Handset**  > **System option**
2. Scroll to **Cancel Base** > Select **OK** > Select **Base Name** > Select ✓ to confirm > Select **OK**
3. You will be prompted "**Confirm Delete?**" – Select **Yes**
4. Screen will display "**Register Unit**" once successfully deregistered

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

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

8 PROBLEM SOLVING

"How do I switch on my portable phone?"

To switch on your phone:

1. 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 the **Func** button on the phone
2. Scroll and Select **Incoming Log**
3. Press **OK**
4. Scroll and Select the **number** you want to call and Press 
5. 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 **Line** button on the phone.

The phone number will now be displayed.

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

1. Press 
2. Enter the name or the first character(s) of the desired name

3. Press **OK**
4. Use the navigation buttons to toggle between the items [▲] / [▼]
5. Select the desired item 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  , 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**
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 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 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 the **Func** button on the phone
2. Press **Conference**
3. Dial the party you want to add to the conversation and Press **CALL** 
4. 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 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?”

- 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.