

Quick Guide for Panasonic KX-TGP500



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Diagram

Key

1. Speakerphone
2. Talk/Answer
3. Two softkeys (currently set for Erase & Detail)
4. Connection to Base
5. 3 Lines (not shown) & Muted Ringer (not shown)
6. Battery Level
7. Off/Hang-up
8. Menu (press to select and scroll up/down/left/right)
9. Redial/Pause



Features

- Base uses DECT 6.0 Technology
- Supports up to 3 Simultaneous Calls
- Wide Band Audio (G.722)
- Backlit LCD on Handset
- Message Waiting Light & Notification on Display
- 10 last number dialed
- Integrated full duplex speakerphone
- 2.1" Large back lit LCD
- 5 hours Talk Time, 10 days Standby
- Elegant, Simple Design

Reading the Display

Once you have the phone in your hand, investigate the display.

When the phone is idle you can see on the screen the written alerts for “Missed Calls” & “New Voicemail”

There is a tower display at the top/left. (See Diagram #4) To the right of that, you will see 3 handsets. The phone can handle 3 calls. These handset icons represent those calls, in order they begin from left to right. These handset icons will change according to activity:

- Steady Hollow phone indicates an open line
- Steady Black phone indicates line is in use (on any handset)
- Blinking Black phone indicates a ringing line or call on hold
- The new ringing call will blink faster than the held call

There are two soft keys (right and left) and a menu key (middle softkey). In this document we will refer to the buttons as Right soft key, Left soft key, and MENU button. The MENU button also is a scroll. Press or scroll up/down/left/right.

Using the Phone

Answer the Phone

To Answer a call

- You know you are getting a call by these three indications: the yellow indicator light blinks, the ringer sounds, the display lights up and shows the caller ID.
- You can also see the line indicator at the top. The far left handset will go from hollow to solid and begin blinking.
- While phone is ringing, press the TALK button to answer.
- OR press the MENU button labeled CALL
- OR For Speakerphone, press the SP-PHONE button

To Answer a second call

- While on a call, a second call is indicated by a call waiting beep
- When you look at the handset, you can see the caller ID of the second caller and the line two indicator will blink at the top of the display.
- To Answer, press the Left soft key labeled SWITCH
- You can see the first line on the display go from solid to blinking

To go back to the first call

- Press the Left soft key labeled SWITCH

To mute a call

- Press the Right soft key labeled mute
- The Mute soft key will blink and the display shows <Mute>

Make a call

- Simply enter all the digits you wish to dial
- Press the TALK button

Redial

- Press REDIAL to view the last 10 outgoing phone numbers.
- To call a number in the list, simply highlight it
- Press TALK

To put a Call on Hold

- Press the Right soft key labeled HOLD
- The display will read Line on hold, the line (top) will blink, and the Right soft key labeled HOLD will blink
- Hold only works on line 1. Line 2 call should be transferred.

To Pick up from hold

- Press the Right soft key labeled HOLD

Voicemail

Ask your system administrator to be sure the voicemail is enabled, and get the voicemail portal number and default password. For more information, contact client services.

The first time you call your voicemail, you need to set up a new password and record your spoken name. Simply follow the prompts.

From your cordless Broadcore phone

- Press star 62 (*62)
- Press TALK
- Enter your password and pound (#)

To clear the New VoiceMail message on the display

- Press star 99 (*99)
- Press the soft key labeled DIAL.

Transfer a call(Announced)

To Transfer a call, while on the phone:

- Press the MENU button
- Scroll down or press 2 on the keypad for TRANSFER
- Dial the extension or phone number you want to transfer the call to
- Press the pound key (#)
- When the second caller answers, tell them who is on the line.
- Press the Right soft key labeled TRANS to connect the two callers

Note: If the second party decides they do not want the call, Have the second party hang up. Your first call will be on hold on line one. Press the Right soft key labeled HOLD to resume and transfer to voicemail.

Note: An announced transfer is recommended to some mobile phone providers. A blind transfer can sometimes go directly to mobile voice mail

Transfer a call(Blind - Not Announced)

To Transfer a call, while on the phone

- Press the MENU button
- Scroll down or press 3 on the keypad for BLIND TRANSFER
- Dial the extension or phone number you want to transfer the call to
- Press the pound key (#)
- The call is transferred

To Transfer a call directly to a Voicemail while on a call

- Press the MENU button
- Scroll down or press 2 on the keypad for TRANSFER
- Dial Star 55 (*55)
- Dial the extension where you want to send the call
- Press the pound key (#)
- Press the OFF button

Conference Call (Three-Way Calling)

To Make a 3 Way Call

- Press the MENU button
- Scroll down or press 4 on the keypad for CONFERENCE
- Dial the extension or phone number you want to conference
- Press the pound key (#)
- When the second caller answers, tell them who is on the line.
- Press the Right soft key labeled CONF
- Everyone is together on a Three Way Call. Your display will show Conference

When you press OFF both calls will disconnect

Call Park

Call Park is a “nonexclusive hold.” It puts a call on hold that can be picked up anywhere at the company. (Not a transfer.) A call can be parked by anyone at any extension and then the call picked up from any extension.

Once a call has been parked your phone is free for other calls. You should use overhead paging or instant messaging to utilize Call Park most efficiently. Only one call can be parked at any extension. If the parked call has not been picked up after 50 seconds, the call will ring back to the phone from where the call was answered and parked. The 50 second timer is customizable.

Call Park

- Press the MENU button
- Scroll down or press 2 on the keypad for TRANSFER
- Dial Star 68 (*68)
- Press the pound key (#)
- You’ll hear an operator prompt
- Dial the extension where you want to park the call
- Press the pound key (#)
- Press the OFF button

Park Pickup

Pick up any call parked at any extension while your phone is idle

- Dial *88 and the extension where the call was parked
- Press the TALK button

Phone Top Settings

Adjust the Volume

While the phone is ringing

- Scroll the MENU button up or down to adjust the volume of the ringer.
- This adjustment will impact all future incoming calls
- To mute the ringer just for the current call press the OFF button or the Right soft key.

While on the handset, headset or speakerphone

- Scroll the MENU button up or down to adjust the listening volume

Change the Ring Type

To change the ring type

- Press MENU button
- Scroll to Initial Settings
- Press Select (MENU button)
- While Ringer Settings is highlighted, press Select (MENU button)
- Scroll to Ringer Tone
- Press Select (MENU button)
- While Line 1 is highlighted, press Select (MENU button)
- Scroll through and highlight one of the Ring Tones, press Save (MENU button)
- Press the OFF button

Missed Calls Alert

The easiest way to clear your missed calls alert

- When the phone is idle, press the Left soft key, labeled CID.
- Review the calls if you like
- Press the OFF key

Handset Configuration Changes

To log in to the server

- From the handset
- Press the MENU button
- Scroll to IP service
- Press SELECT (MENU button)
- While Network Setting is Highlighted, Press SELECT (MENU button)
- Scroll to Embedded web.
- Press SELECT (MENU button)
- Scroll to On
- Press SAVE (MENU button)

Also

- Scroll to IP settings
- Press SELECT (MENU button)
- Note the IP Address and browse to the server.
- The default username is: admin.
- The default password is: adminpass

More Help

Thank you for using Broadcore. Should you need any assistance with anything in this guide or other services feel free to contact Client Services. Check back often to find out the latest features and news because we are working to stay on the cutting edge of what you need to do business.

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