

QUICK START GUIDE



Panasonic Quick Start Guide

Thank you for choosing EarthLink Business. This guide will help familiarize you with the key features on your new phone.

If you have any additional questions, please contact one of our Hosted Voice support technicians.

Customer Care

If you have questions you can reach us at
1.855.EL.CARE.1 (352.2731)

Visit our Customer Resource Center online:
www.earthlinkbusiness.com/hostedvoice

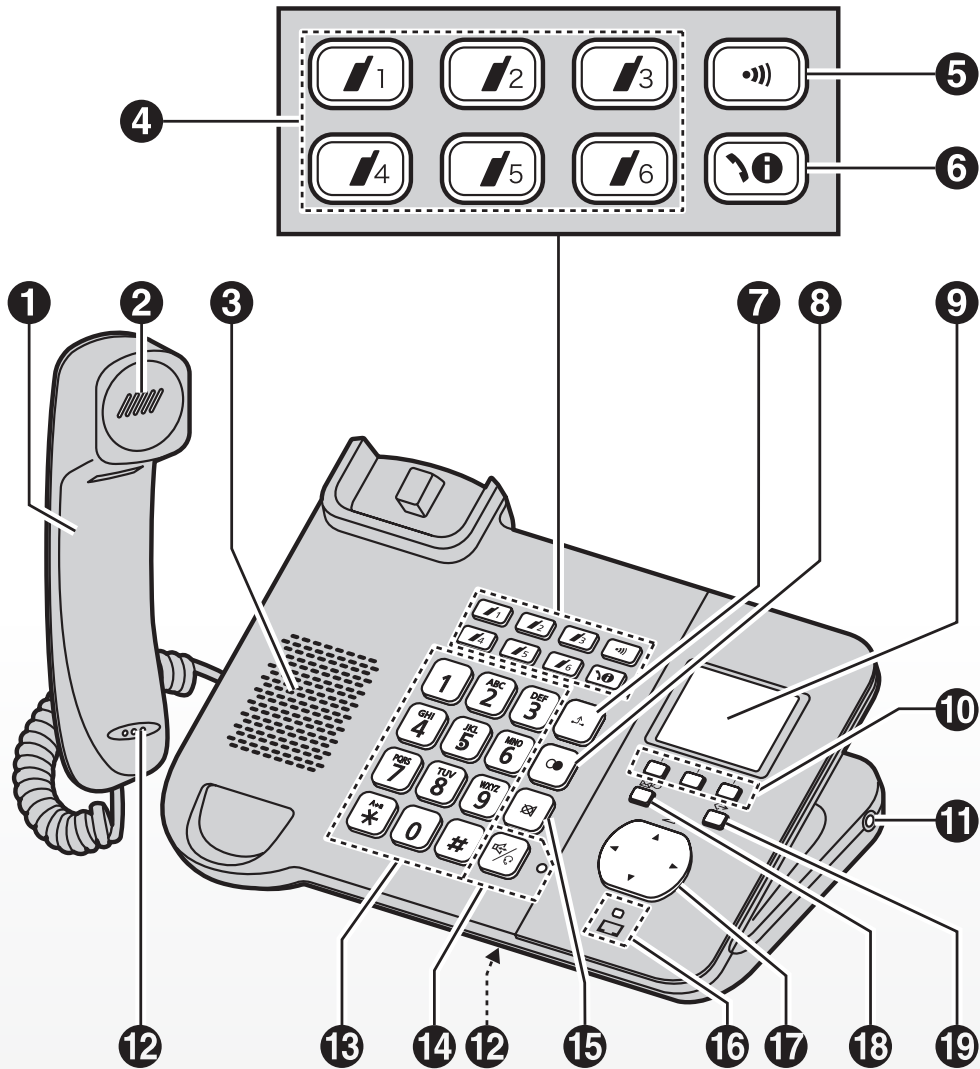
Cordless Access Point (KX-TGP500)



- 1 Status Indicator**
 - Indicates the status of the unit and network.

- 2 Handset locator button [ALL]**
 - Allow you to page all handsets.

Cordless Base Unit (KX-TGP550)

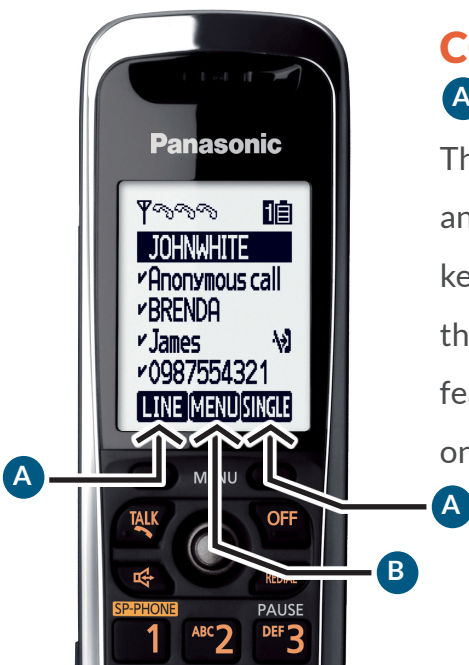


- | | | |
|---|-------------------------|---|
| 1 Corded handset | 7 [HOLD] | 15 [MUTE] |
| 2 Receiver | 8 [REDIAL] (PAUSE) | 16 STATUS indicator |
| 3 Speaker | 9 Display | 17 Navigation and volume key ([▲][▼][◀][▶]) |
| 4 Handset paging buttons/
Status Indicators
([1]-[6]) | 10 Soft keys | 18 [VOICE MAIL] |
| 5 [ALL] | 11 Headset jack | 19 [EXIT] |
| 6 [LINE STATUS] | 12 Microphone | |
| | 13 Dial keypad | |
| | 14 [SP-PHONE] [HEADSET] | |

Cordless Handset (KX-TPA50)



- 1 Charge/Ringer/Message indicator
- 2 Speaker
- 3 [TALK]
- 4 [Speakerphone]
- 5 Headset jack
- 6 Dial keypad
- 7 Receiver
- 8 Display
- 9 [OFF]
- 10 [REDIAL](PAUSE)
- 11 Microphone



CONTROLS

A Soft keys

The handset features 2 soft keys and a joystick. By pressing a soft key, or by pressing the center of the joystick, you can select the feature shown directly above it on the display.

B Joystick

By pushing the joystick ([▲],[▼], [◀], or [▶]) repeatedly, you can:

- scroll through various lists or items
- adjust the receiver or speaker volume (up or down) while talking

The Panasonic Cordless phone series brings together all the advantages of modern VoIP voice calls, classic business phone functionality and ease of use, and is ideally suited to small office and branch office solutions.


The EarthLink cordless solution allows easy expandability with up to 6 Cordless Handsets for each Base or Access Point*. With a high quality cordless voice solution, you won't miss important calls thanks to the phone's integration with your EarthLink Business phone service. New messages are displayed on the handset, so you will know someone tried to reach you even if you are away from your desk.

*Cordless handsets will share the same phone number as the base or access point they are paired to.

Using the Phone

MAKE A CALL

Handset

1. Lift the handset from the charger and dial the phone number
2. To correct a digit, press the [CLEAR] softkey
3. Press TALK [
4. When you are finished talking, press [OFF] or place the handset on the charger

Base unit

1. Dial the phone number
 - a. To correct a digit, press the [CLEAR] softkey
2. Lift the corded handset
 - a. To use the Speakerphone, press the button
3. When you are finished talking, place the handset on the cradle


Note: You can also dial the phone number after lifting the corded handset.

CALL HOLD

Hold/Resume a Call

1. During a call press [HOLD]
2. To resume the call, press [HOLD] again or pick up the receiver

Resuming a Call Placed on Hold from a Different Phone

If another phone places a call on hold the [] icon will blink slowly.

1. Press [MENU] and select [LINE STATUS] Using the joystick select the desired call and press [SELECT]

Note: You can only retrieve held calls from phones paired to the same base unit. If the call needs to be picked up from a phone that is not on the same base, use **Call Park** instead.


PARKING AND RETRIEVING CALLS

Call Park allows you to place a call on hold and allow anyone in your company to pick it up.

Call Park

1. Transfer an active call to *13
2. Listen for the Park Orbit number
3. Press [TRANS] to park the call

Call Pickup

1. Press TALK [
2. Dial *14 plus the orbit number
 - a. For example, to retrieve a call parked on orbit 1, you should dial *141

CALL WAITING

1. During an active call, press the [SWITCH] softkey to place call on hold and answer incoming call
2. Press [SWITCH] again to resume original call

TRANSFERRING A CALL

Calls can be transferred to another phone number or another unit paired with your base.

Transferring to another Phone Number

1. During an outside call, press [MENU]
2. Scroll with the joystick until [TRANSFER] is highlighted and press [SELECT]
 - a. To perform a blind transfer, select [BLIND TRANSFER] Dial the phone number
3. Dial the phone number
4. Press [TRANS] when ready to transfer the call

Transferring calls to another unit

1. During an outside call, press [MENU]
2. Scroll with the joystick until Intercom is highlighted and press [SELECT]
3. Select the desired unit and press [CALL]
4. Wait for the paged party to answer.
 - a. If the paged party does not answer, press TALK [↩] to return to the outside call
5. Press [CONF] to join the calls
6. Press [OFF] on the first phone to complete the transfer

INTERCOM

Intercom allows you to call a phone paired to the base directly and automatically answer the call (if configured).

Making an intercom call

Handset

1. Press [MENU] and select [INTERCOM]
2. Using the joystick select the desired unit and press [CALL]
3. When you finish talking, press [OFF]

Base unit

1. Press ([1]- [6])
 - a. To intercom all cordless handsets paired with the base, press ALL. The first phone to answer will stop the ringing on the others
2. Lift the corded handset if needed
3. To stop the intercom, press the same button
4. When you finish talking, press [SP-PHONE] or place the corded handset on the cradle

- ✓ If you receive an outside call while on an intercom press [OFF] and then TALK [↩]
- ✓ If you attempt to intercom a phone that is on a call, the screen will display BUSY

Auto Intercom

- **OFF (DEFAULT):** Turns the feature off
- **ON (RINGER ON):** When an intercom call is received, the handset rings 2 times, then the speakerphone is automatically turned on.
- **On (RINGER OFF):** When an intercom call is received, the handset does not ring and the speakerphone is automatically turned on.

1. Press [MENU] and select **Initial Settings** [⚙️]
2. Select [AUTO INTERCOM] and highlight desired setting
3. Press [SAVE]


Features

PHONEBOOK


The **Phonebook** allows you to make calls without having to dial manually. You can add 100 names and phone numbers to the Phonebook.

Add a new entry

Handset



1. Press [MENU]
2. Using the joystick select **Phonebook** 
3. Select [ADD]
 - a. Enter the party's name (16 characters max) and press [OK]
 - b. Enter the party's phone number (32 digits max) and press [OK]
4. If you want to assign a custom ringer tone for the contact:
 - a. Using the joystick select [SET RINGER ID] and press [SELECT]
 - b. Select the desired setting and press [OK]
5. Press [SAVE]

Base unit




1. Press **Phonebook**  and select [ADD]
 - a. Enter the party's name (16 characters max) and press [OK]
 - b. Enter the party's phone number (32 digits max) and press [OK]
2. If you want to assign a custom ringer tone for the contact:
 - a. Using the joystick select [SET RINGER ID] and press [SELECT]
 - b. Select the desired setting and press [OK]
3. Press [SAVE]

Find and call a Phonebook contact

Handset


1. Press [MENU] Using the joystick select **Phonebook**  and press [SELECT]
2. Select the desired entry and press TALK 

Base unit


1. Press [MENU] Using the joystick select  **Phonebook**  and press [SELECT]
2. Select the desired entry and press TALK 

ADJUSTING THE RINGER

Ringer Volume

1. Press [MENU] and select **Initial Settings** 
2. Select **Ringer** → **Ringer Volume**
3. Use the joystick [▲] or [▼] buttons to adjust volume

Ringer Type

1. Press [MENU] and select **Initial Settings** 
2. Select **Ringer** → **Ringer tone**
3. Select the line (this is normally Line1)
4. Use the joystick [▲] or [▼] buttons to select a ringer tone
5. Press [SAVE]