DOT (DIGITAL OFFICE TECHNOLOGY)™ QUICK START GUIDE: GETTING CONNECTED

For Panasonic KX-TGP600 and KX-TPA60

IT'S HOW
WE CONNECT

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 the set up and run through the features that are included.

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

MENTORING FOR DOT

Your first hour over the phone is on us

After installation, we can schedule a one hour over the phone mentoring session at your convenience, and at no additional cost.

We'll show you how to make the most of your service including:

- IP Phone Features
- Smart Call Management Tools and Applications, such as Call Conductor and The DOT App
- Optional features such as Virtual Receptionist
- Voice2Email

Additional over the phone sessions are available, charges apply.

Customers in Sydney Metro/within 50kms of Sydney GPO can also choose to upgrade the first bonus hour over the phone into an onsite session, charges apply.

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

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 DOT router.

• 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.

  – **Solid – Red:** When the base unit is turned on, the status indicator turns red for ~40 seconds.

  – **Slow Flashing – Amber:** The base unit is obtaining an IP address / configurations and registering with your phone system. Please wait.

  – **Solid – Green:** The base unit is connected to the internet.

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 DOT 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:

  – **Solid – Red:** The status indicator will flash solid red for ~20 seconds.

  – **Slow flashing – Amber:** Next, the status indicator will flash amber for ~50 seconds.

  – **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: Refer to the ID and Password details under "Device type: TGP600" in your DOT Configuration Summary. Additional KX-TPA60 cordless phones 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.

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:

  – **Slow flashing – Red:** The base unit is registering a phone.

• Select Menu ▦ > Setting Handset 🔧 > Register H/S

• Select base unit you would like register the handset to (default: Base Unit 1)

• The phone will display the following prompts:

  – **"Executing…":** Please wait till the registration process is completed

  – **"Registered":** Initial registration is completed.

• Press the Power / Cancel button 📵 to complete the registration process.

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

ASSIGNING A NAME OR NUMBER TO IDENTIFY YOUR CORDLESS 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

• Select Menu ▦ > Setting Handset 🔧 > Display option > Standby Display

• Toggle the alpha-numeric keypad and enter the desired name / number

• Select OK to save entry

RE-PAIRING A CORDLESS PHONE AND BASE UNIT

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

- Select Menu ▦ > Setting Handset 🔧 > System option

- Scroll to current base unit registration you would like to cancel > Select ✔ to confirm > Select OK

- You will be prompted "Confirm Delete?" – Select Yes

- Screen will display "Register Unit" once successfully deregistered

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

- Long-press the Handset Locator Button on the base unit for ~5 seconds

- The status indicator on the Base Unit will flash as follows:

  - Slow flashing – Red: The base unit is registering a phone

- From screen display "Register Unit" – Select OK

- The phone will display the following prompts:

  - "Please wait...": Please wait till the registration process is completed.

  - "Registered": Registration is completed.

PROBLEM SOLVING

"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:
- Use the soft key to select Menu ▦.
- Use the soft key to select Intercom ⋙ to display all the available handsets.
- Use the navigation keys to scroll to party's handset.
- Use the soft key to select OK.
- Use the soft key to select OK again when the party's phone rings and complete the transfer.

Supervised Transfer (transfer after announcing the call to the party)

Whilst on an active call:
- Use the soft key to select Menu ▦.
- Use the soft key to select Intercom ⋙ to display available handsets.
- Use the navigation keys to scroll to party's handset.
- Use the soft key to select OK.
- Wait till the other party answers to announce the call.
- Use the soft key to select OK again after the party accepts the call and complete the transfer.

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

- You will need to perform a local restart on your router:

  - Disconnect and reconnect your router from the power supply.

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

- You will need to repeat the service activation steps (ref: section 5, step 3) to ensure that you have entered the correct authentication details.

- Otherwise, you will need to perform a local restart on your base unit:

  - Disconnect and reconnect your base unit from the power supply.

"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.

visit your local Telstra store
1300 723 572
telstra.com/dot/support