

## Cordless VoIP 101

Welcome to your new **Panasonic KX-TPA-60** cordless phone.



The KX-TPA-60 is paired with the **KX-TGP600 base unit**. The cordless Panasonic provides many features including a speakerphone, call transfer, call forwarding, and 3-party conferencing. The picture below identifies key buttons on the handset that may be useful for you.



In order to power on (or off) the handset press and hold the “**End Call/Power**” button until the display lights up (or turns off). After power has been turned on and no call is in progress, the phone is in **Standby mode**.

## **Buttons and Indicators**

### **1. Ringer/Charge/Message Indicator Light**

- a. This indicator at the top left of the handset will appear either as **Red** or turned off. The light will be off if the handset is fully charged or if it is not connected to the charging base. It can appear as **Red** in four different conditions:
  - i. Steady On – the handset is charging
  - ii. Slow Flashing – voice message
  - iii. Slow Flashing – missed call(s) shows in display; to clear, go to the call log and review calls
  - iv. Quick Flashing – receiving a call

### **2. Signal Strength Indicator**

- a. This indicator shows a scale of signal strength, ranging from strong (3 bars) to very weak (no bars). It will also indicate if the handset is out of reach of the base unit.

### **3. Display**

- a. The display screen provides a variety of information for the user, depending on the current mode of operation or previous button presses. In Standby mode the center of the display will show the current time and date.

#### **4. Phone Number**

- a. Within the display, the 5-digit phone number for the handset will be shown (i.e., 724-357-2100 would be displayed as 72100).

#### **5. Phonebook**

- a. The phonebook icon (accessed with the left softkey) provides a location for you to store and access up to 500 phone numbers.

#### **6. Answer/Make Call Button**

- a. Used to either accept an incoming phone call or to make an outgoing call.

#### **7. Hold**

- a. Used to place a current call on hold or to retrieve a call that has been on hold.

#### **8. Navigation**

- a. The navigation key has 4 arrow keys to let the user scroll through menus, then make a selection with the “enter” button in the center.

#### **9. Battery Indicator**

- a. This indicator, at the top right of the display, shows the battery strength of the handset, ranging from “full” (3 bars) to “needs to be charged”.

#### **10. Menu**

- a. In standby mode, the Menu icon (accessed with the middle softkey) opens links to the incoming and outgoing call logs, the ringer volume control, a new phonebook listing, handset settings, and system settings. During a call, the Menu icon can be used to access the

phonebook, a new phonebook listing, the outgoing call log, the incoming call log, phone muting, and noise reduction/voice clarity.

### **11.Outgoing Call Log**

- a. This icon (accessed with the right softkey) initially links to the outgoing call log but can be used to access the incoming call log (with a second press of the right softkey) as well.

### **12.Softkeys**

- a. The three softkeys in the middle of the phone are used to access a variety of context-sensitive information on the display. To select an item shown in the display, press the corresponding softkey. The left softkey frequently offers a return to the previous screen. The center softkey frequently shows as “OK” to confirm/select an entry. The right softkey frequently shows “Next”, which will take you to the next logical screen.

### **13.End Call/Power**

- a. This button is used to end an open phone call, cancel an item shown in the display, or to power the handset on/off.

### **14.Transfer/Clear**

- a. This button is used to transfer a call during a conversation, or to clear digits/characters on screen.

### **15.Function**

- a. In Standby mode, the Function button allows access to last number redial, call forwarding, do not disturb, call conferencing, and other functions found elsewhere on the handset.

## Phone Operation

### **1. Placing a Call**

- a. Calls can be made several ways:
  - i. On the handset, dial a phone number, then press the “Answer/Make Call” button.
  - ii. Press the “Answer/Make Call” button, dial the phone number, then select the “**Call**” softkey (if you pause before selecting “Call” the number will be dialed anyway).
  - iii. Access the Phonebook and select a listed number, then use the “Call” softkey to dial the number.

### **2. Answering a Call**

- a. When the phone is ringing, press the “Answer/Make Call” button.

### **3. Ending a Call**

- a. Press the “End Call/Power” button.

### **4. Speakerphone**

- a. The handset can be turned into a speakerphone either by pressing the “Answer/Make Call” button twice when initiating or answering a call, or by pressing the “Answer/Make Call” button while a normal handset call is active.

### **5. Ignoring a Call**

- a. When the handset is ringing, press the “**Reject**” option on the right softkey. The caller will hear a message stating that the call cannot be completed at this time – please call back later.

## 6. Muting a call

- a. During a call press the **“Mute”** softkey to temporarily mute the call. Press the same softkey again to un-mute the call.

## 7. Placing a call on Hold

- a. During a call, press the **“Hold”** button. The party on the other end will hear music until the **“Hold”** button is pressed again to continue the conversation.

## 8. Transferring a Call

- a. During a call, you can transfer to another party by:
  - i. Pressing the **“Transfer/Clear”** button, dialing the number you want to transfer to, then pressing the **“Answer/Make Call”** button. When the new party answers, announce the transfer then press the **“End Call/Power”** button.
  - ii. Pressing the **“Blind”** softkey, dialing the number to transfer to, then pressing the **“Answer/Make Call”** button. The new party will not know that the call has been transferred to them, only that their phone is ringing (Blind transfer).

## 9. Turning Off the Ringer

- a. This can be accomplished in 2 ways:
  - i. Press and hold the \* button for several seconds until a **“no-ring”** symbol appears on the display (press and hold the same key for several seconds to bring back the ringer).
  - ii. From the Menu softkey, select the Ringer Volume option, then using the down arrow, turn off the volume (do the reverse to restore Ringer Volume).

## 10. Conference Calling

- a. During a phone call, an additional party can be added. Press the Function key and scroll down to the **“Conference”** option (#5). Select this option – the other party will be placed on hold (hearing music). Dial the number of the party you wish to add to the conversation, then press the **“Call”** (center) softkey. When the new party answers, press the **“Conf”** (left) softkey to connect all 3 parties.

## 11. Call Forwarding/Do Not Disturb

- a. In standby mode, press the Function key. Scroll to and choose among the following options:
  - i. **DND** – enables **“Do Not Disturb”** – if voicemail has not been set up, all incoming calls will be rejected, and the caller will hear a message stating that the call cannot be completed at this time and that they should try again later. If voicemail has been set up, the incoming call will go directly to voicemail, and the caller will be able to leave a message. Toggle this function on or off. Press the **“OK”** softkey.
  - ii. **FWD (All)** – enables **“Forward All Calls”** to a phone line that needs to be entered. Toggle this function on or off. Press the **“OK”** softkey.
  - iii. **FWD (Busy)** – enables **“Forward Busy”** to a phone line that needs to be entered. Incoming calls will be forwarded if you are already on a call. Toggle this function on or off. Press the **“OK”** softkey.

- iv. **FWD (NA)** – enables “Forward No Answer” to a phone line that needs to be entered. Incoming calls will be forwarded if you do not answer the call after a specified number of rings.  
Toggle this function on or off. Press the OK softkey.

## **Additional Functions**

### **1. Outgoing Call Log**

- a. In Standby Mode, select the “Outgoing Call Log” (right) softkey. Use the up and down navigation arrows to scroll through the log. If you would like to make a call from the log, choose any item then press the “Answer/Make Call” button. The Outgoing Call Log can also be accessed through the Function button (Option 7).

### **2. Incoming Call Log**

- a. In Standby Mode, select the “Outgoing Call Log” softkey, then press the “Incoming Call Log” softkey on the right. Use the up and down navigation arrows to scroll through the log. If you would like to make a call from the log, choose any item then press the “Answer/Make Call” button. The Incoming Call Log can also be accessed through the Function button (option 6).

### **3. Setting Handset** – Several useful settings can be accessed in Menu/Setting Handset area including:

#### **a. Voice Clarity**

- i. When Voice Clarity is enabled, background noise is reduced to improve sound quality for the other party in the conversation.

Receiver volume is automatically increased according to the level of background noise.

- ii. In order to enable Voice Clarity, start at the Main Menu and select “Setting Handset”. Next, choose the “Talk Option”, then “Voice Clarity”. Toggle the function on or off.

1. During a call, go to Menu, then select Voice Clarity. Use the “OK” softkey or Enter button (in Navigation) to toggle Voice Clarity on or off.

**b. Display Option**

- i. Features such as backlighting, display brightness, display content, time and date format, and color scheme are found in Display Option.

**4. System Settings** – Several useful settings can be accessed in Menu/System Settings:

**a. Call Settings**

- i. Accesses call forwarding, do not disturb, blocking anonymous incoming calls, and making calls anonymously.

**5. Phonebook**

**a. Adding a New Phone Number**

- i. In Standby Mode, select “Menu” then “New Phonebook”. Enter a name (up to 24 characters). Select a phone number type from 1-5 (you can choose any type – this is not defined in the system). Enter the phone number. Save the entry.

- ii. Dial a number then press the “New Phonebook” softkey. Enter a name (up to 24 characters). Select a phone number type from 1-5. Save the entry.

## **Voicemail**

1. You can access Mitel **Voicemail** by dialing **724-357-1287**.
2. The first time you enter the Voicemail system you should enter the default passcode of **701798** when prompted. You will then be asked to change the passcode and to record your name. Your new passcode must be between 6 and 12 numeric characters and cannot include your extension/phone number.
3. It is recommended that you record Busy and No Answer Greetings immediately, as shown below in **Access Voice Messages**.
4. In the **Voicemail** system, choose from the following options:
  - a. **Access Voice Messages** – press 1
    - i. Press 1 to listen to messages
      1. Press # to save the message
      2. Press 7 to delete the message
      3. Press 2 to repeat the message
      4. Press 5 to hear the **Message Envelope** (information about the call date, time, and caller)
      5. Press 9 for additional options
        - a. Press 1 to reply to the message
        - b. Press 2 to forward the message

- ii. Press 2 to access the **Busy Greeting** menu
  - 1. Press 1 to record a new Busy Greeting
  - 2. Press 2 to listen to the current Busy Greeting
  - 3. Press 3 to revert to the default Busy Greeting
  - 4. Press # to repeat the options
  - 5. Press \* to return to the previous menu
- iii. Press 3 to access the **No Answer Greeting** menu
  - 1. Press 1 to record a new No Answer Greeting
  - 2. Press 2 to listen to the current No Answer Greeting
  - 3. Press 3 to revert to the default No Answer Greeting
  - 4. Press # to repeat the options
  - 5. Press \* to return to the previous menu
- iv. Press 4 to access the **Extended Away Greeting** menu
  - 1. Press 3 to record a new Extended Away Greeting
  - 2. Press # to repeat the options
  - 3. Press \* to return to the previous menu
  - 4. You will be prompted to turn the Extended Away Greeting on or off

*Note: Extended Away is a special type of No Answer Greeting that (when activated) automatically deactivates the No Answer Greeting. When the Extended Away Greeting is deactivated, it automatically activates the No Answer Greeting.*

- v. Press 5 to access the **Compose New Message** menu
  - 1. Press 3 to send a message to a specific person(s)
  - 2. Press 1 to change the current message

3. Press 2 to listen to the current message
  4. Press 6 to set or clear an Urgent Indicator
  5. Press 7 to set or clear a Confidential Indicator
  6. Press # to repeat the options
  7. Press \* to return to the previous menu
- vi. Press 7 to delete all messages
  - vii. Press # to repeat the options
  - viii. Press \* to return to the previous menu
- b. Record Greetings – press 3
- i. Press 1 to record your **Name**
    1. Press 1 to record your name
    2. Press 2 to play current recording
    3. Press # to repeat the options
    4. Press \* to return to the previous menu
  - ii. Press 2 to record a **Conference Greeting**
    1. Press 1 to activate the Conference Greeting
    2. Press 2 to deactivate the Conference Greeting
    3. Press 3 to record a new Conference Greeting
    4. Press 4 to listen to the current Conference Greeting
    5. Press # to repeat the options
    6. Press \* to return to the previous menu
  - iii. Press # to repeat the options
  - iv. Press \* to return to the previous menu
- c. Record Announcements – press 5
- i. Press 1 to record an **Audio Announcement**

1. Press 1 to accept the recording
  2. Press 2 to reject and re-record the announcement
  3. Press # to repeat the options
  4. Press \* to return to the previous menu
- ii. Press # to repeat the options
  - iii. Press \* to return to the previous menu
- d. Change **Passcode** – press 8
    - i. Press # to enter a new passcode (followed by #)
    - ii. Press \* to return to the previous menu
  - e. Exit the Voice **Portal** – press 9
  - f. Repeat the Menu – press #

*Note: When a voicemail is left in your mailbox you will also receive an email notification to alert you to the voicemail.*

