

Panasonic KX-TGP500 SIP Cordless Phone

Set up and Usage Instructions



- ✓ Before you begin setting up the phone, make sure you have created a Voice Carrier extension in your PBX for this device. From our Knowledge Base, you'll find ["Adding a New Extension"](#) for complete instructions.

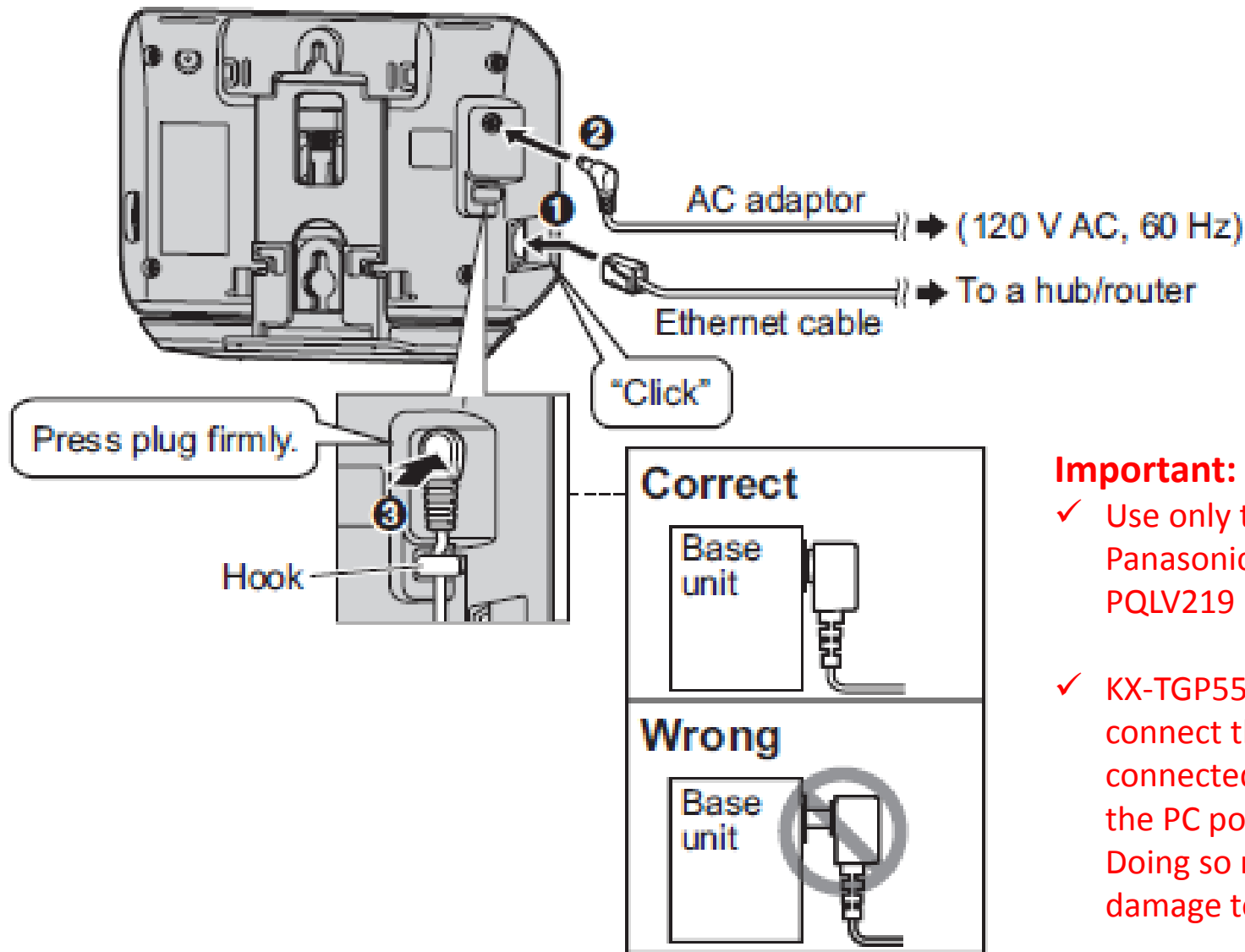
Setting up the Equipment

1. Connect the Base Station
2. Set up the Handset

✓ These two steps are all that's needed with phones ordered from Voice Carrier, as we pre-configure the device before shipment. If you are provisioning your own purchased phones, the following pages provides instructions for four additional steps:

3. Identify the IP address
4. Load latest Firmware
5. Configure to your Voice Carrier Extension
6. Add Voice Carrier's Voice Mail Access Number

1. Connect the Base Station



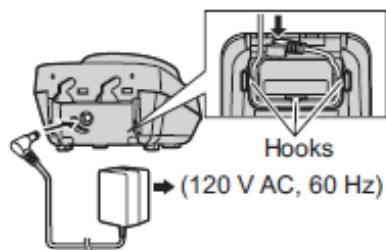
Important:

- ✓ Use only the supplied Panasonic AC adaptor PQLV219 or PQLV219 (03).
- ✓ KX-TGP550 only: Do not connect the Ethernet cable connected to the PoE hub to the PC port of the unit. Doing so may cause severe damage to the unit.

2. Set up the Handset

Connecting the charger

- Use only the supplied Panasonic AC adaptor PQLV219 or PQLV219 (03).



Battery installation

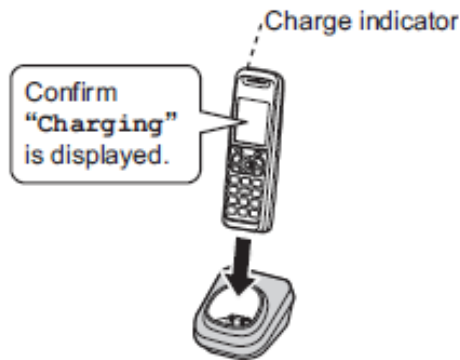
- USE ONLY Ni-MH batteries AAA (R03) size.
- Do NOT use Alkaline/Manganese/Ni-Cd batteries.
- Confirm correct polarities (⊕, ⊖).



Battery charge

Charge for about 6 hours.

- When the batteries are fully charged, the charge indicator goes off.



✓ Steps 1 and 2 are all that's needed with phones ordered from Voice Carrier, as we pre-configure the device before shipment.

If you are provisioning your own purchased phones, the following pages provides instructions for four additional steps

STATUS indicator on the base unit

During the startup process you may notice that the STATUS indicator on the base unit is flashing. This indicates that the base unit is booting up with your phone system. You may find the following flash patterns helpful:

Status		Meaning
Color	Light pattern	
Green	On	<ul style="list-style-type: none"> • The base unit is connected to the Internet. The startup process is complete and you may now make and receive internet calls.
	Flashing	<ul style="list-style-type: none"> • The base unit is downloading data. Do not disconnect the Ethernet cable or AC adaptor from the base unit until the STATUS indicator stops flashing and lights in steady green.
Red	On	<ul style="list-style-type: none"> • When the base unit is turned on, the STATUS indicator lights in red for about 10 seconds.
	Flashing	<ul style="list-style-type: none"> • The base unit is registering a handset.
	Flashing rapidly	<ul style="list-style-type: none"> • The base unit is paging handsets. (KX-TGP500 only)
Amber	On	<ul style="list-style-type: none"> • The base unit's IP address may conflict with the IP addresses of other devices on your local network. Contact your administrator for further information.
	Flashing	<ul style="list-style-type: none"> • The base unit is obtaining an IP address or is obtaining configurations. Please wait. • The base unit is registering with your phone system. Please wait. • If the STATUS indicator continues flashing, check the following: <ul style="list-style-type: none"> – Network settings may not be correct. Contact your administrator. – Many installation issues can be resolved by resetting all the equipment. First, shut down your modem, router, hub, base unit, and computer. Then turn the devices back on one at a time in this order: modem, router, hub, base unit, computer. – If you cannot access Internet Web pages using your computer, check to see if your phone system is having connection issues in your area. – For more troubleshooting help, contact your administrator.
	Flashing rapidly	<ul style="list-style-type: none"> • Unplug the base unit's AC adaptor to reset the unit, then reconnect the AC adaptor. If the STATUS indicator is still flashing rapidly, there may be a problem with the base unit hardware. Contact your phone system dealer.
Off	—	<ul style="list-style-type: none"> • The base unit power is off. • The Ethernet cable is not connected properly. Connect it. • Your network devices (hub, router, etc.) are turned off. Check the LEDs for the link status of the devices. • The base unit power is booting up.

3. Identify the IP Address

Note: this step not necessary if you ordered the phone from Voice Carrier.

1. With the base station powered on and connected to the internet, toggle to the **IP Service** icon in the main menu and press Select.
2. Select **Network Setting**.
3. Toggle down to **Embedded web** and press Select.
4. Toggle up to the **On** line under Embedded web, and press Select. You will hear a short “beep.”
5. After pressing On, you will return to the **Network Settings** menu.
6. Select **IP settings** which will display the IP address the phone is currently registered on, for example 192.168.1.10




4. Ensure you have latest Firmware

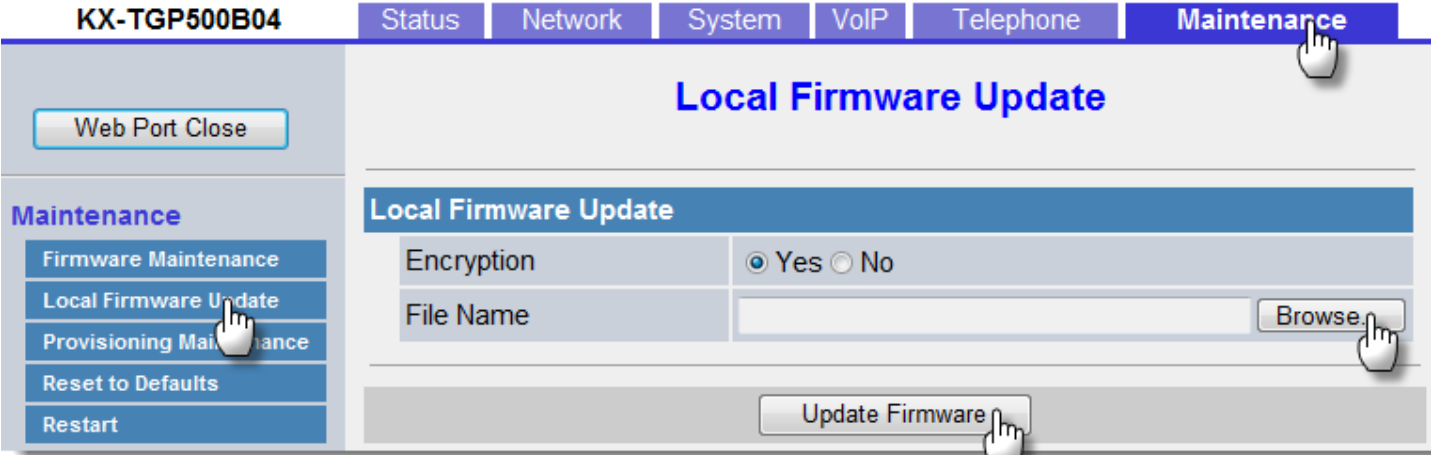
Note: this step not necessary if you ordered the phone from Voice Carrier.

1. Download latest firmware from Panasonic and save it to your desktop:

<http://panasonic.net/pcc/support/sipphone/download/us.html>

Firmware	Size(KB)
 TGP5xx-USA-12.10_HW1.fw	2,737

2. Log into the phone's web portal using the IP address obtained earlier (example: <http://192.168.1.10>). Click the Maintenance tab, select "Local Firmware Update." Click Browse upload the firmware files saved earlier.



The screenshot shows the web portal for a Panasonic KX-TGP500B04 phone. The top navigation bar includes tabs for Status, Network, System, VoIP, Telephone, and Maintenance. The Maintenance tab is selected. On the left, a sidebar menu shows options: Web Port Close, Maintenance (selected), Firmware Maintenance, Local Firmware Update (highlighted with a mouse cursor), Provisioning Maintenance, Reset to Defaults, and Restart. The main content area is titled "Local Firmware Update" and contains an "Encryption" section with radio buttons for "Yes" (selected) and "No". Below this is a "File Name" input field with a "Browse" button next to it. At the bottom of the form is an "Update Firmware" button.

3. The base station will flash red for 5 seconds. Once it turns back to flashing amber you are ready for the final step.

5. In web portal, configure to extension

1. With the base station powered on and connected to the internet, from a web browser on a computer on the same network, enter the IP Address found earlier (e.g., <http://192.168.1.10>)
2. Login is "admin" / password is "adminpass"
3. In the web interface select "VoIP"
 - Enter your **Voice Carrier PBX URL** in the 5 **green** fields (e.g., demo.callingcloud.net)
 - Enter **extension #** in the 3 **red** fields
 - Enter the **password** for that particular extension in the 1 **purple** field (extension's password is found in your Admin PBX)
4. Scroll to the bottom and click "Save"

Device Options	
secret	BobSmith1234
dtmfmode	rfc2833

Note: this step not necessary if you ordered the phone from Voice Carrier.

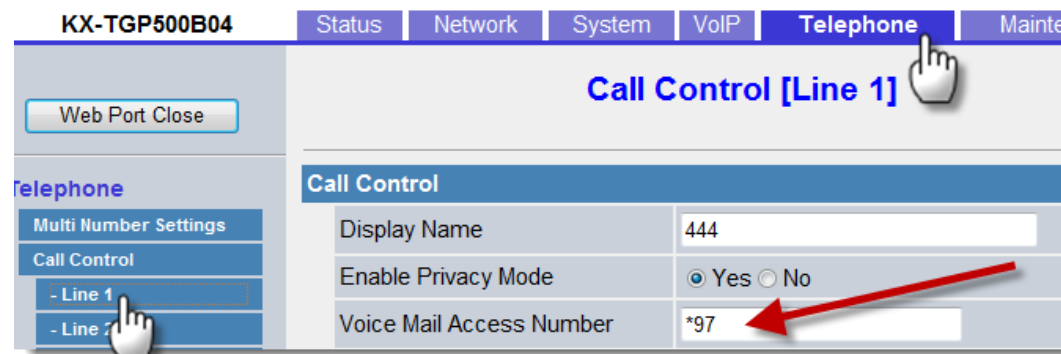
Status	Network	System	VoIP	Telephone
Phone Number				
Phone Number	→		2000	
Line ID	→		2000	
SIP Server				
Registrar Server Address	→		demo.callingcloud.net	
Registrar Server Port			5080	[1-65535]
Proxy Server Address	→		demo.callingcloud.net	
Proxy Server Port			5080	[1-65535]
Presence Server Address	→		demo.callingcloud.net	
Presence Server Port			5080	[1-65535]
Outbound Proxy Server				
Outbound Proxy Server Address	→		demo.callingcloud.net	
Outbound Proxy Server Port			5080	[1-65535]
SIP Service Domain				
Service Domain	→		demo.callingcloud.net	
SIP Source Port				
Source Port			5080	[1024-49151]
SIP Authentication				
Authentication ID	→		2000	
Authentication Password	→		••••••••	

5. In web portal, Add VM Access

Note: this step not necessary if you ordered the phone from Voice Carrier.

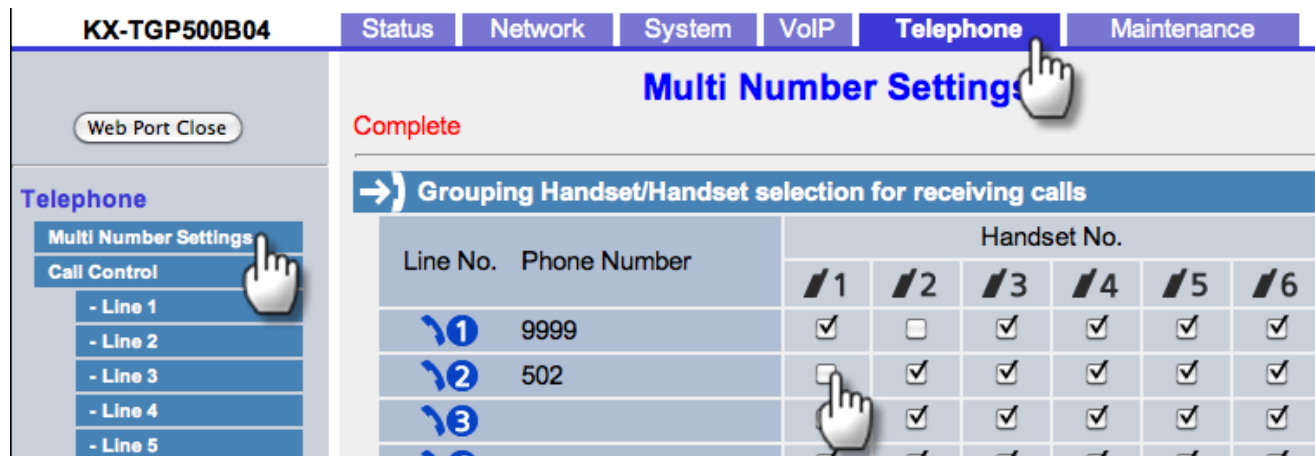
1. Select Telephone tab, Select Line 1, and enter *97 as your Voice Mail Access Number
2. Click Save.

The Phone is now ready for use!



The screenshot shows the 'Call Control' configuration page for 'Line 1'. The 'Voice Mail Access Number' field is highlighted with a red arrow and contains the value '*97'. Other fields include 'Display Name' (444) and 'Enable Privacy Mode' (Yes/No).

Note: One base station supports up to six handsets. If using more than one handset, use the Multi Number Settings matrix to check which handsets should ring when a particular extension is called:



The screenshot shows the 'Multi Number Settings' page with a table for handset selection. The table has columns for Line No., Phone Number, and six Handset No. (1-6). The 'Complete' status is shown at the top.

Line No.	Phone Number	Handset No.					
		/1	/2	/3	/4	/5	/6
1	9999	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	502	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How to Use the Handset

- 1. Making a Call**
- 2. Answering a Call**
- 3. Transferring a Call**

1. Making a Phone Call



Making calls using the handset

- 1 Lift the handset and dial the phone number.
 - To correct a digit, press **[CLEAR]**.
- 2 Press **[CALL]** or **[↶]**.
 - The unit selects the default line configured by your administrator.
 - You can also select the line manually as follows:
[LINE] → [▼]/[▲]: Select the desired line. → **[CALL]**
- 3 When you finish talking, press **[OFF]** or place the handset on the charger.

Note:

- For further details, please read the User Guide on the Panasonic Web site. See page 3 for Panasonic URL.

Using the speakerphone

- 1 Dial the phone number and press **[☎]**.
 - The unit selects the default line configured by your administrator.
 - You can also select the line manually as follows:
[LINE] → [▼]/[▲]: Select the desired line. → **[☎]**
 - Speak alternately with the other party.
- 2 When you finish talking, press **[OFF]**.

Note:

- For best performance, use the speakerphone in a quiet environment.
- To switch back to the receiver, press **[↶]**.

Adjusting the receiver or speaker volume

Push the joystick up or down repeatedly while talking.

Making a call using the redial list

The last 10 phone numbers dialed are stored in the redial list (each 32 digits max.).

- 1 **[REDIAL]**
- 2 **[▼]/[▲]**: Select the desired phone number.
- 3 **[↶]/[☎]**
 - If **[☎]** is pressed and the other party's line is engaged, the unit automatically redials multiple times. While the handset is waiting to redial, the ringer indicator flashes. To cancel, press **[OFF]**.

2. Answering a Call

When a call is being received, the ringer indicator on the handset flashes rapidly.

- 1 Lift the handset and press **[CALL]**, **[↶]**, or **[↷]** when the unit rings.
 - You can also answer the call by pressing any dial key from **[0]** to **[9]**, **[*]**, or **[#]**. (Any key answer feature)
- 2 When you finish talking, press **[OFF]** or place the handset on the charger.



3. Transferring a Call

Transferring calls to another unit

- 1 During an outside call, press **[MENU]**.
- 2 **[▼]/[▲]**: "Intercom" → **[SELECT]**
- 3 **[▼]/[▲]**: Select the desired unit. → **[CALL]**
- 4 Wait for the paged party to answer.
 - If the paged party does not answer, press **[↶]** to return to the outside call.
- 5 **[OFF]**

Transferring calls to an outside party

- 1 During an outside call, press **[MENU]**.
- 2 **[▼]/[▲]**: "Transfer" → **[SELECT]**
- 3 Dial the phone number.
 - To correct the number, press **[CANCEL]** to clear the number and enter again.
- 4 Wait for the paged party to answer.
 - If the paged party does not answer, press **[CANCEL]** 2 times to return to the outside call.
- 5 **[TRANS]**

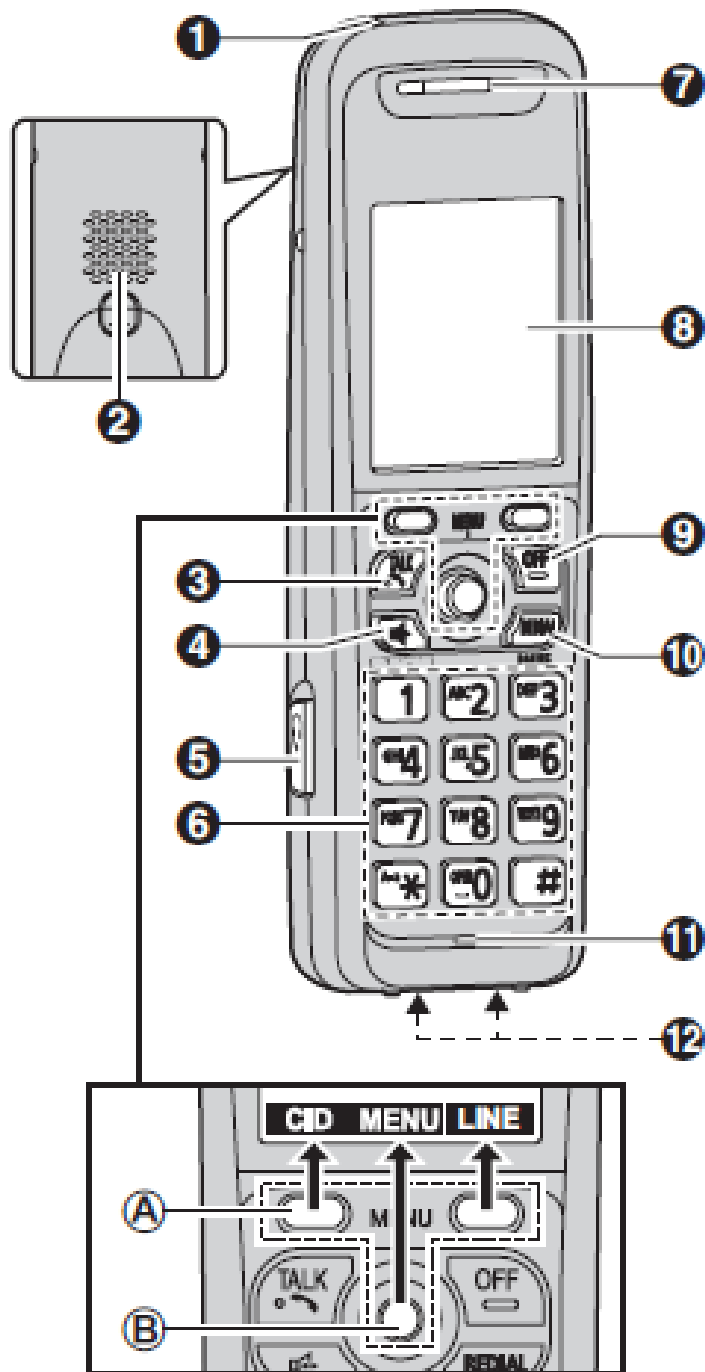
Adjusting the handset ringer volume

- While the handset is ringing for an incoming call:

Push the joystick up or down repeatedly to select the desired volume.

- Programming the volume beforehand:

- 1 **[MENU]** (center of joystick) → **[#][1][6][0]**
- 2 **[▼]/[▲]**: Select the desired volume.
- 3 **[SAVE]** → **[OFF]**



- ❶ Charge indicator
- Ringer indicator
- Message indicator
- ❷ Speaker
- ❸ [↶] (TALK)
 - To make calls
- ❹ [☎] (SP-PHONE: Speakerphone)
 - To talk hands-free
- ❺ Headset jack
- ❻ Dial keypad
- ❼ Receiver
- ❽ Display
- ❾ [OFF]
 - To stop operation
- ❿ [REDIAL] [PAUSE]
- ⓫ Microphone
- ⓬ Charge contacts

■ Control type

Ⓐ 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.

Ⓑ Joystick

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

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