



Primus Hosted PBX

Panasonic TGP600-TPA60-TPA65 Quick Setup Guide

Document Version 1.1

Table of Contents

1	Overview	3
2	What You Will Need	4
3	Setting Up the Base Unit (KX-TGP600)	5
4	Status Light Indicators	6
5	Setting up the Cordless Handset (KX-TGP600/KX-TPA60)	7
6	Registering Additional Cordless Handsets (KX-TPA60)	8
6.1	Registration Method 1 - Registering Using the Base Unit.....	8
6.2	Registration Method 2 - Registering without Using the Base Unit	8
6.3	Naming Handsets	8
7	Setting up a Wireless Desk Phone (KX-TPA65)	9
7.1	Method 1 - Registering Using the Base Unit.....	10
7.2	Method 2 - Registering without Using the Base Unit	10

1 Overview

This guide contains quick step by step instructions on how to setup the Panasonic TGP600, TPA60 and TPA65 phone devices for use with the Primus Hosted PBX service.

For additional information on the Primus Hosted PBX service, please refer to the additional guides and instructional videos available on the Primus Hosted PBX support page at <https://primus.ca/hpbxguide>.

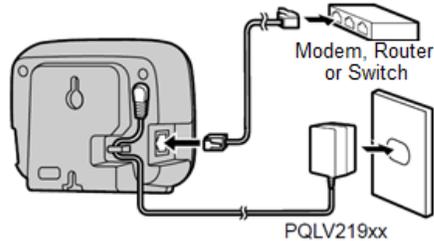
2 What You Will Need

Below you will find a list of items you will need. Note that all items will require access to a standard power outlet.

<p>Primus-supplied Panasonic base unit and cordless handset (model KX-TGP600)</p>	
<p><i>(If applicable)</i> Primus-supplied Panasonic cordless handset (model KX-TPA60)</p>	
<p><i>(If applicable)</i> Primus-supplied Panasonic wireless desk phone (model KX-TPA65)</p>	
<p>An Internet connection with a modem or router</p>	 <p><i>(Your device may vary)</i></p>
<p>An active Primus Hosted PBX service</p>	

3 Setting Up the Base Unit (KX-TGP600)

1. Take the Ethernet cable (included with your unit) and plug one end to the port on the base unit. Plug the other end of the cable to your internet modem, router, or switch.



2. Plug the AC adapter (Part No. PQLV219) into the base unit. Press the plug firmly to make sure it is in place. There is a hook at the bottom of the unit to secure the cable in place to prevent it from being accidentally pulled out. Plug the AC adapter into an electrical outlet.
3. Once everything is connected, the base unit will go through an auto-configuration process, which may take up to 10 minutes. You are ready to make and receive calls when the **STATUS** light indicator turns to **solid green**.



NOTE:

- The configuration may take up to 10 minutes, and may reboot several times. Leave the base unit plugged in for at least 10 minutes before making any changes.
- When the base unit is first connected to power, the STATUS indicator will be **solid red**. If the STATUS indicator is off, make sure the AC adaptor and Ethernet cable are properly plugged in, and verify your network device (modem, router, switch) is on and functioning.
- If the STATUS indicator remains **red** or **amber** after 10 minutes, try plugging the base unit directly to your Internet modem instead of through your routers, switches, or firewalls.
- For wall mount instructions, see the Panasonic KX-TGP600 Operating Instructions guide available at <https://primus.ca/hpbxguide>.
- For additional troubleshooting tips, please review the Hosted PBX Small Office Basic Troubleshooting Guide, available at <https://primus.ca/hpbxguide>.

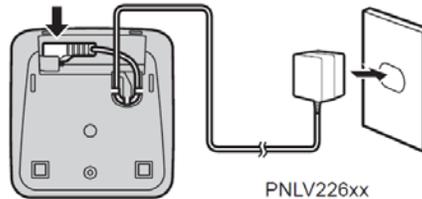
If the configuration process was interrupted or if you need assistance, please contact Primus HPBX Technical Support at 1-888-222-8577.

4 Status Light Indicators

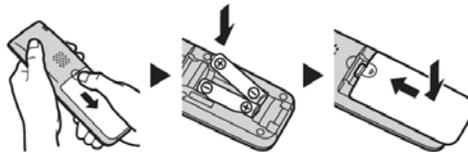
Status Indicator	Description
Solid Green	The base unit is connected to the internet and connected to the HPBX Small Office system.
Slow Flashing Green (once per second)	The base unit is being used for a call. <u>or</u> The base unit is downloading data. Do not disconnect the Ethernet cable or AC power adaptor from the base unit until the light becomes solid green.
Quick Flashing Green (4 times per second)	The handset/desk phone is busy.
Solid Red	The base unit is booting up. This will take about 40 seconds.
Slow Flashing Red (once per second)	The base unit is registering a handset/desk phone.
Quick Flashing Red (4 times per second)	The base unit is paging handsets/desk phones (by using the handset locator button).
Solid Yellow	The base unit's IP address may conflict with another IP address on your network.
Slow Flashing Yellow (once per second)	The base unit is attempting to connect to the Internet or to the HPBX Small Office system. Please wait. If it flashes indefinitely, check your network settings, ensure your Internet connection is working, or try restarting all your devices.
Quick Flashing Yellow (4 times per second)	Unplug the base unit's AC adaptor to reset the unit, then reconnect the AC adaptor. If it is still flashing, there may be a problem with the base unit hardware.
Slow switching (Red → Green → Amber → Off)	The base unit is in maintenance mode. Once it is off, turn the base unit back on again.
Quick switching (Red → Green → Amber → Off)	The base unit is restarting. Please wait.
Off	The base unit power is off. <u>or</u> The Ethernet cable is not connected properly. <u>or</u> Your network devices (modem, switch, router, etc) are turned off or not functioning.

5 Setting up the Cordless Handset (KX-TGP600/KX-TPA60)

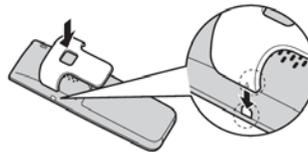
1. Plug the AC adapter into the charger (it may already be plugged in). Press the plug firmly to make sure it is in place. There is a cord holder at the bottom of the unit to secure the cable in place to prevent it from being accidentally pulled out. Plug the AC adapter into an electrical outlet.



2. Remove the plastic wrapper from the rechargeable batteries included in the box, and place them into the handset. Close the cover.



3. (Optional) Attach the belt clip by pushing the clip onto the back of the handset. Inset the clip into the designated notches in the handset.



4. Place the handset into the charger and confirm that the light at the top left of the handset is **solid red**. Charging the unit takes about 6 hours. When the batteries are fully charged, the light will turn off and the Battery Indicator at the top right of the display will be full.



5. Press and hold the Power/Cancel  key to turn the handset on. You are now ready to make and receive calls from the cordless handset.

NOTE:

For wall mount instructions, see the Panasonic KX-TGP600 Operating Instructions guide available at <https://primus.ca/hpbxguide>.

If you ordered additional cordless handsets (Panasonic KX-TPA60), or wireless desk phones (Panasonic KX-TPA65), you must register them with the base unit. Please refer to [Registering Additional Cordless Handsets \(KX-TPA60\)](#) and/or [Setting up a Wireless Desk Phone \(KX-TPA65\)](#).

6 Registering Additional Cordless Handsets (KX-TPA60)

The Panasonic KX-TGP600 can support up to 8 cordless handsets or wireless desk phones. **If you ordered additional cordless handsets, you must register the handset with your base unit before using it.**

There are two methods to register the handset. Use [Method 1](#) if you have easy access to the base unit. If the base unit is difficult to reach (e.g. it is mounted high up on the wall or on the ceiling), use [Method 2](#).

6.1 Registration Method 1 - Registering Using the Base Unit

1. On the base unit, press and hold the handset locator button for about 3 seconds (button is located on the right side of the unit). The **STATUS** indicator on the base unit will **flash red**.



2. On the cordless handset, press and hold **OK** until the display shows “Please Wait...”. The registration is complete when the display shows “Registered”.

6.2 Registration Method 2 - Registering without Using the Base Unit

If your base unit is mounted on the wall and is hard to reach, you can activate registration mode remotely using an already registered handset or desk phone.

1. Using the already registered handset or desk phone, press **MENU** by pressing the centre soft key.
2. Using the navigation keys, choose  and press **OK**.
3. Choose **System Settings** and press **OK**.
4. Choose **Register H/S** and press **OK**.
5. Select the first handset on the list and press **OK**. The display will show “Executing...”, and the **STATUS** indicator on the base unit will **flash red**.



6. On the unregistered cordless handset, press and hold **OK** until the display shows “Please Wait”. The registration is complete when the display shows “Registered”.

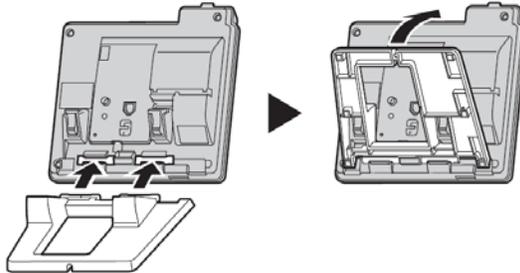
6.3 Naming Handsets

With more than one cordless handset, it is easy to get them mixed up. You can name each handset to avoid confusion. To name the handset, press **MENU** by pressing the centre softkey, then select  and press **OK**. Then choose **Display Option**, and then **Standby Display**. Enter a name for the handset, and press **OK**.

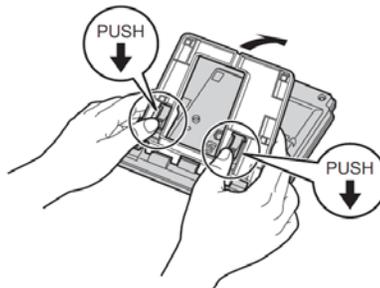
7 Setting up a Wireless Desk Phone (KX-TPA65)

The Panasonic KX-TGP600 can support up to 8 cordless handsets or wireless desk phones. If you ordered desk phones, you must register the phone with your base unit before using it.

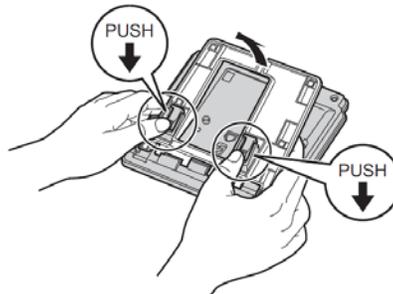
1. Attach the stand to the desk phone by inserting the stand into the hooks located in the unit. Gently rotate the stand in the direction indicated until it is released.



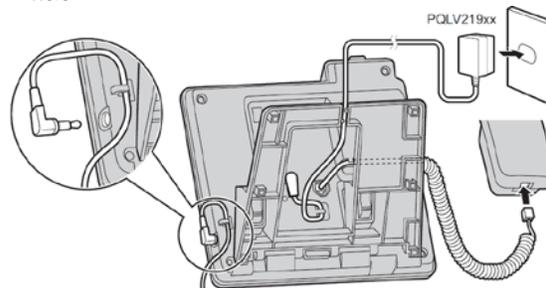
2. Adjust the stand position by pushing the PUSH marks in the direction indicated, with both hands, and tilt the stand until it becomes fixed in the desired position.
High → Low Position



Low → High Position



3. Plug one end of the coiled handset cord to the base and plug the other end to the handset. Attach



4. Plug the AC adapter into the base unit. Press the plug firmly to make sure it is in place. There is a hook at the bottom of the unit to secure the cable in place to prevent it from being accidentally pulled out. Plug the AC adapter into an electrical outlet. Verify that the phone is turned on – the display should turn on.
5. You must now register the desk phone to the base unit. There are two methods to register the desk phone. Use [Method 1](#) if you have easy access to the base unit. If the base unit is difficult to reach (e.g. it is mounted high up on the wall or on the ceiling), use [Method 2](#).

7.1 Method 1 - Registering Using the Base Unit

1. On the base unit, press and hold the handset locator button for about 3 seconds (button is located on the right side of the unit). The **STATUS** indicator on the base unit will flash **red**.



2. On the desk phone, press and hold **OK** until the display shows “Please Wait...”. The registration is complete when the display shows “Registered”.

7.2 Method 2 - Registering without Using the Base Unit

If your base unit is mounted on the wall and is hard to reach, you can activate registration mode remotely using an already registered handset or desk phone.

1. Using the already registered handset or desk phone, press **MENU** by pressing the centre soft key.
2. Using the navigation keys, choose  and press **OK**.
3. Choose **System Settings** and press **OK**.
4. Choose **Register H/S** and press **OK**.
5. Select the first handset on the list and press **OK**. The display will show “Executing...”, and the **STATUS** indicator on the base unit will **flash red**.



6. On the unregistered desk phone, press and hold **OK** until the display shows “Please Wait...”. The registration is complete when the display shows “Registered”.

NOTE:

For wall mount instructions, see the Panasonic KX-TGP600 Operating Instructions guide available at <https://primus.ca/hpbxguide>.