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## HOW TO GUIDE – *Panasonic KX-TGP600 (KX-TPA60/KX-TPA65)*

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This guide is designed to help you explore the most popular features included with your service and understand the “How Tos” of your Panasonic phone system.

For more details, or to learn more about all that your ACN DigitalTalk® Express service has to offer, visit [myacn.com/support](http://myacn.com/support) (U.S.) or [myacncanada.ca/support](http://myacncanada.ca/support) (CA).



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### How to Answer a Call

#### From Desktop Phone:

- Pick up the handset or press the **SP-PHONE** button to answer a call.

#### From Handset:

- Press the green phone button (**TALK key**) on the handset to answer a call.

### How to Place a Call

#### From Desktop Phone:

1. Dial the phone number and press **SP-PHONE** button or just pick up the handset (*the digits will dial automatically once the handset is picked up*).
2. If you already have dial tone, input the digits you wish to dial and wait 3-4 seconds. Those digits will be dialed automatically.

#### From Handset:

1. Dial the phone number and press the green phone button (**TALK key**) on the handset to dial the digits.
2. If you already have dial tone, input the digits you wish to dial and wait 3-4 seconds. Those digits will be dialed automatically.

### How to Transfer Calls

#### From Desktop Phone:

1. During a conversation press the **TRANSFER** button.
2. Dial the phone number and press the **Call** soft key (or just wait 2 seconds and the call will be dialed automatically).
3. Once the call is answered, press the **TRANSFER** button to transfer the original call.

#### From Handset:

1. During a conversation, press the **XFER** button.
2. Dial the phone number to which you intend to transfer the call and press the **Call** soft key (or just wait 2 seconds and the call will be dialed automatically).
3. Once the call is answered, press the **XFER** button to transfer the original call.

### How to Use the Speaker Phone

#### From Desktop Phone:

1. Press the **SP-PHONE** button to answer a call via speaker phone.
2. After dialing the phone number, press **SP-PHONE** button.

#### From Handset:

1. Press the green phone button (**TALK key**) on the handset to get dial tone.
2. Press the green phone button a second time to switch to speaker phone.
3. While already on a call, press the green phone button (**TALK key**) on the handset to talk using the speaker phone.

### How to Place Calls on Hold

#### From Desktop Phone:

1. During a conversation, press the **HOLD** button to place the call on hold.
2. Press the **HOLD** button again to take the call off hold.

#### From Handset:

1. During a conversation, press the **HOLD/MSG** button to place the call on hold.
2. Press the **HOLD/MSG** button again to take the call off hold.

### How to Place Calls on Hold and Retrieve from Another Handset

#### From Desktop Phone:

1. During a conversation press the **HOLD** button to place the call on hold.
2. From another handset/desktop phone press the **LINE** button and choose the line that displays the call that is on hold.
3. Select that specific line; and the handset/desktop phone will pick up the call that was on hold.

#### From Handset:

1. During a conversation, press the **HOLD/MSG** button to place the call on hold.

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2. From another handset/desktop phone press the **LINE** button and choose the line that displays the call that is on hold.
3. Select that specific line and the handset/desktop phone will pick up the call that was on hold.

### How to Adjust Ringer Volume

1. From the main menu screen, press the up arrow key to access the ringer volume.
2. Use the up/down arrow keys to adjust the volume.
3. Press the **OK** soft key once you set the volume to the desired setting.

### How to Adjust Speaker Phone and Handset Volume

1. Select the **MENU** soft key.
2. Select **Setting Handset**, press the **OK** soft key.
3. Select **Talk Option**, press the **OK** soft key.
4. Select which setting you want to change and then press the **OK** soft key:
  - Speaker Volume
  - Receiver Volume
  - Headset Volume
5. Press the up or down arrow key to adjust the volume.
6. Press the back option when complete.
7. To adjust the volume while on a call, use the up and down arrow keys.

### How to Place a Call on Mute

#### From Desktop Phone:

1. While on a call, press the **MUTE** button or the **MUTE** soft key.
2. The **MUTE** option on the menu screen will be blinking when the call is on mute.
3. Press the **MUTE** button or the **MUTE** soft key to disable mute if it is blinking.

#### From Handset:

1. While on a call press, the **MUTE** soft key.
2. The **MUTE** option on the menu screen will be blinking when the call is on mute.
3. Press the **MUTE** soft key to disable mute if it is blinking.

### How to Re-Dial the Last Number Dialed

#### From Desktop Phone:

- Press the **REDIAL** button on the phone, the phone will immediately dial the last number called.

#### From Handset:

- Press the green call button then press the **REDIAL** soft key. The phone will immediately dial the last number called.

### How to Know if You Have Voice Mail

#### From Desktop Phone:

1. You will have a message on the main menu indicating a **Voice MSG** and total (ex. **Voice MSG: 003**).
2. There will be an **envelope icon** at the top of the main menu indicating there is a voice mail message.
3. The blue light on the phone will be blinking, indicating missed call(s), checking for a **Voice MSG** message or an **envelope icon** will confirm if a voice mail was left.

#### From Handset:

1. You will have a message on the main menu indicating a **Voice MSG** and total (ex. **Voice MSG: 003**).
2. There will be an envelope icon at the top of the main menu indicating there is a voice mail message.
3. The red light on the phone will be blinking indicating missed call(s), checking for a **Voice MSG** message or an envelope icon will confirm if a voice mail was left.

### How to Retrieve Voice Mail

#### From Desktop Phone:

- To access voice mail, press the **MESSAGE** button. This will dial **\*62** so you may access voice mail.

#### From Handset:

- To access voice mail, press the **MSG** button. This will dial **\*62** so you may access voice mail.

### How to Answer a Call Waiting Call

1. Upon receiving a call – if already on a call – you will hear a beep and the menu display will show a new incoming call.
2. You can press the **ANSWER** soft key to answer the new call.
3. If you do not press the **ANSWER** soft key right away, the **ANSWER** soft key will go away, but will return after 10 seconds.

### How to Setup a 3-way Conference Call

#### To an External Number

#### From Desktop Phone:

1. During a conversation, press the **CONF** button.
2. Dial the party you wish to conference.
3. Once the calling party answers, press the **CONF** button and the calls will be joined.

#### From Handset:

1. During a conversation, press the **FUNC** soft key and choose the **Conference** option (*option 5*), then press the **OK** soft key.
2. Dial the party you wish to conference.
3. Once the calling party answers, press the **CONF** soft key and the calls will be joined.

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### To an Internal Number (Another Desktop or Handset)

#### From Desktop Phone:

1. During a conversation press the **MENU** soft key then press the **INT** soft key.
2. Select the number you want to conference and then press the **OK** soft key (*this menu says **Transfer Call** but this is not what will happen*).
3. Once the calling party answers, press the **CONF** soft key and the calls will be joined.

#### From Handset:

1. During a conversation press the **MENU** soft key then press the **INT** soft key.
2. Select the number you want to conference in then press the **OK** soft key (*this menu says **Transfer Call** but this is not what will happen*).
3. Once the calling party answers, press the **CONF** soft key and the calls will be joined.

### How to Use Do Not Disturb

1. Dial **\*78** to enable the Do Not Disturb feature.
2. Dial **\*79** to disable the Do Not Disturb feature.

### How to Change Ring Tones

1. Press the **MENU** soft key, select **Setting Handset** and then press the **OK** soft key.
2. Highlight **Incoming Option** and then press the **OK** soft key.
3. Highlight **Ringer Type** and then press the **OK** soft key.
4. Highlight the line you are using (*Line 1, Line 2, etc.*) and then press the **OK** soft key.
5. Highlight **Ringer Pattern** then press the **OK** soft key.
6. Choose a ring tone by highlighting it, listening to it and then pressing the **OK** soft key to select.

### How to access My Account – Your Online Customer Portal

- Features and Services to manage your ACN DigitalTalk® Express account can be managed via an online portal referred to as **My Account**.
- Simply select the link above, or visit myacn.com and select **My Account** from the top right hand side of the web page. Once on the **My Account** landing page, select **DigitalTalk Services**.
- You should have received your user name and password in an email shortly after signing up for ACN DigitalTalk® Express.
- If you need help with your user name and password, please contact ACN Customer Care via online CHAT or by phone at 866-217-2415(U.S.) or 800-219-0143 (Canada).

### How to Setup Music On Hold

Follow the instructions available at **Products & Services Support for DigitalTalk Express**.

This feature allows you to play music when a customer is on hold. You can either use the default music or upload your own. *This feature only supports .wav files.*

#### Accessing Music On Hold:

1. Visit myacn.com to log in to **My Account** (top right corner of the page).
2. Select **DigitalTalk Services**.
3. Enter your login credentials.
4. Select **Features and Services**.
5. Select **Manage Features**.
6. Select **Company Features**.
7. Select **Music On Hold**.
8. Check the box for **Enable music during Call Hold**.
9. Select the **Music On Hold Message** then **Custom** to upload your own music.
10. Click **Save**.

#### File Requirements for Music on Hold:

- File Format: .wav
- Maximum File Size: 10 minutes
- Audio Format: CCITT u-Law / Attributes: 8.0 khz, 8 Bit, Mono
- Most other file formats can be converted to the format above using commercially available software such as: Sound Recorder (Windows XP), Switch Audio and Audacity

#### File Conversion using Audacity with Windows 98/ME/2000/XP/ Vista/7/8/8.1/10:

1. Visit **Audacity**.
2. Download **Audacity 2.1.0** installer.
3. After installation, launch **Audacity 2.1.0**.
4. At the top click Edit and then **Preferences**.
5. Click **File Formats**.
6. Under **Uncompressed Export Format** drop down box, select **Other**.
7. A pop up box appears. For the **Header** choose **WAV (Microsoft)** and for **Encoding** select **U-Law**.
8. Click **OK**, then **OK** again.

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### How to Configure Speed Dial

**Description:** Enables users to dial two-digit codes to call up to 100 frequently-called numbers. Entry of the two-digit code is preceded by a configurable prefix: 0-9, A-D, \*, or # (default). Users can program the numbers in their directory via the Speed Dial 100 web page in My Account, or directly through their phone using the respective feature access code (\*75 default).

1. Visit [myacn.com](http://myacn.com) to log in to **My Account** (top right corner of the page).
2. Select **DigitalTalk Services**.
3. Enter your login credentials.
4. Select **Features and Services**.
5. Select **Manage Features**.
6. From the **Manage Users** area, select **Edit User Features**.
7. Select the **User** line (desired line to enable this feature).
8. Locate the **Calling Features** heading (on the left).
9. Select **Outgoing Calls**.
10. Select **Speed Dial 100**.
11. Click **Edit**.
12. Click **Add**.
13. Select a two digit number (00-99) for the speed dial, enter the number and description of each number.
14. Click **Save**.
  - To dial a **Speed Dial 100** number from the desktop phone, press # and then press the two digit number. Wait for the number to ring, then proceed with the call via speakerphone or pick up the handset.
  - To dial a **Speed Dial 100** number from the Handset, press #, the two digit number and then press **Call**.

### How to Use Paging

#### From Desktop Phone:

1. When you make a paging call from the handset, your voice will be heard through the speaker phone of the other handsets and desktop phones. This is a one-way audio option.
2. Press the **FUNCTION** button and then press **0** (0 is the Paging option).
3. Highlight the group you wish to page, press the **OK** soft key (currently **MPage1** and **MPage2** are the only options supported) and then wait for a beep.
4. You can speak into the phone and be heard by all the other handsets and desktop phones that are not currently on a call.
5. Press the **CANCEL** soft key to end paging.

#### From Handset:

1. When you make a paging call from the handset, your voice will be heard through the speaker phone of the other handsets and desktop phones. This is a one-way audio option.
2. Press the **FUNC** button then press **0** (0 is the Paging option).

3. Highlight the group you wish to page, press the **OK** soft key (currently **MPage1** and **MPage2** are the only options supported) and then wait for a beep.
4. You can speak into the phone and be heard by all the other handsets and desktop phones that are not currently on a call.
5. Press the **CANCEL** soft key to end paging.

### How to Use Intercom

1. Intercom allows you to call another handset or desktop phone that is currently paired with the KX-TGP600 base.
2. Select the **MENU** soft key and then select the **INT** soft key.
3. Select which line you wish to call and then press the **OK** soft key. *This will call the phone number you selected.* If the far end does not answer, the call will disconnect after 1 minute.

### How to Change Hunting Features

A Hunt Group is a tool that allows one phone number to ring to multiple devices. To access your Hunt Group:

1. Visit [myacn.com](http://myacn.com) to log in to **My Account** (top right corner of the page).
2. Select **DigitalTalk Services**.
3. Enter your login credentials.
4. Select **Features and Services**.
5. Select **Manage Features**.
6. From the **Company Features** option on the left, select **Site Services**.
7. Select **Hunt Group**.
8. Select the **Profile** from the drop-down menu.
9. Once you configure your Hunt Group, click **Save**.

### How to Use the Phonebook

You can store up to 500 phone numbers within the handset/desktop phone, along with names for easy access. All phonebook items are stored in alphabetical order.

#### Add Entry

1. Select **MENU**.
2. Select **New Phonebook** and select **OK**.
3. Enter a name and select **OK**.
4. Select a phone number field (1-5) and select **OK**.
5. Enter the phone number and select **OK**.
6. After entering all the phone number(s) for the entry, select **SAVE**.

#### Add Entry by Dialing Number

1. You can dial a number then press the **Phonebook** key.
2. Enter a name and select **OK**.
3. Select a phone number field (1-5) and select **OK**.

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4. Verify the phone number and select **OK**.
5. After entering all the phone number(s) for the entry, select **SAVE**.

### Add Entry using the Call Logs

1. Select **MENU**, and then select **Incoming Log**.
2. Select **Missed Call** or **Incoming Log**.
3. Scroll to find the number you wish to add to the Phonebook and then select **MENU**.
4. Select **Save Phonebook**.
5. Enter a name and press **OK**.
6. Select a phone number field (1-5) and select **OK**.
7. Enter the phone number and select **OK**.
8. After entering all the phone number(s) for the entry, select **SAVE**.

### Edit Entries

1. From the main menu select the Phonebook Icon.
2. Enter the first letters of the entry you wish to edit.
3. Scroll and select the entry and press **MENU**.
4. To edit the entry, press **MENU**.
5. Select the name or phone number and select **OK**.
6. Select the name of phone number to edit and select **OK**.
7. Use the arrow keys to move the cursor and the **CLR** button to delete a character or digit.

### WEB GUI Access

1. Select **Menu -> System Settings -> Status -> IPv4 Settings -> IP Address** – *Note the WAN IP Address so you can use this IP to log into the Web GUI. Hit the back button until you are back at the main menu.*
2. Press **Menu**.
3. Select **Setting Handset**.
4. Scroll until you can select **Other Option**.
5. Select **Embedded Web -> select On -> then select OK**.
6. Using a web browser type the WAN IP address of the phone, you will receive a username and password window, enter the credentials below.
  - a. Log in credentials:
    - User Name: **user**
    - Password: **acnuservoip**