

KX-TGP500
Quick User Guide

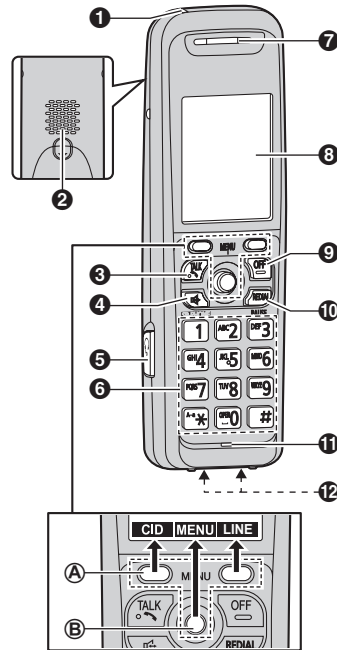
This user guide explains how to use the basic features of the telephone unit.

Please read this guide before using the unit and save for future reference.

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Knowledge Base at:

<https://support.star2star.com/>

HANDSET LAYOUT



- 1 Charge indicator**
 - Ringer indicator**
 - Message indicator**
 - 2 Speaker**
 - 3 [CALL] (TALK)**
 - To make calls
 - 4 [SP-PHONE] (SP-PHONE: Speakerphone)**
 - To talk hands-free
 - 5 Headset jack**
 - 6 Dial keypad**
 - 7 Receiver**
 - 8 Display**
 - 9 [OFF]**
 - To stop operation
 - 10 [REDIAL] [PAUSE]**
 - 11 Microphone**
 - 12 Charge contacts**
- A Soft keys**
 - B Joystick**

By pressing a soft key or the center of the joystick, you may select the feature shown directly above it on the display screen.

By pushing the joystick (up, down, left, right) repeatedly, you may scroll through various option lists or adjust the receiver/speaker volume up or down while talking.

HANDSET DISPLAY

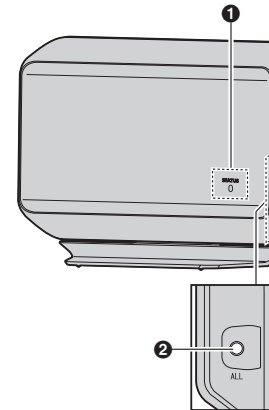
You may select to display either single or multiple items on one screen at a time for the phonebook list, caller list or redial list.

You may temporarily switch the handset display mode by pressing the right soft key shown when viewing the lists with:

[MULTI]: Multiple items are shown on one screen at a time.

[SINGLE]: An item is shown on one screen at a time.

BASE UNIT



The KX-TGP500 works in conjunction with a base unit. The status indicator **1** displays the status of the unit and network. The handset locator button **2** allows you to page all handsets (up to 6) attached to the base unit.

BASE UNIT STATUS INDICATOR

Note: When starting up the phone system, the **STATUS** indicator on the base unit may be flashing. This indicates the base unit is booting up with your phone system. The following table shows other base unit flash patterns and what they indicate:

Status Color	Light pattern	Meaning
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.

MAKING A CALL

1. Lift the handset and dial the phone number. To correct a digit, press **[CLEAR]**.

2. Press **[CALL]** or **[CALL]**. The unit selects the default line configured by your administrator.

You may also select the outgoing line manually by pressing the soft key under **[LINE]** and scrolling up or down to select the desired line. Then press **[CALL]**.

3. When finished talking, press **[OFF]** or place the handset on the charger.


MAKING A CALL USING REDIAL

The unit stores the previous 10 phone numbers dialed in the redial list (each 32 digits max.)


1. Press **[REDIAL]** (#10 Handset Layout diagram)

2. Scroll up or down using the joystick to select the desired phone number.


3. Press **[CALL]** or 

Note: If the speakerphone button  is pressed and the other party's line is busy, the unit automatically redials multiple times. While the handset is redialing, the ringer indicator will flash. To cancel redialing, press **[OFF]**.

USING THE SPEAKERPHONE


1. Dial the desired phone number and press the speakerphone button on the handset . The unit will select the default line configured by your administrator.

You may also select the outgoing line manually by pressing the soft key under **[LINE]** and scrolling up or down. Press the speakerphone button.

When finished with your call, press **[OFF]**. To switch back to the receiver, press the telephone talk button .

ANSWERING A CALL

When there is an incoming call, the ringer indicator on the handset flashes rapidly.

1. Lift the handset and press **[CALL]**,  when the unit rings. You may also answer the call by pressing any dial key from (0) to (9), (*), or (#).

2. When finished talking, press **[OFF]** or place the handset on the charger.

ADJUSTING HANDSET RINGER VOLUME

While the handset is ringing on an incoming call, push the joystick up or down repeatedly to select the desired volume.

You may also pre-program the volume:

1. **[MENU]** (center of joystick) → **(#)(1)(6)(0)**
2. Scroll up or down to the desired volume.
3. **[SAVE]** → **[OFF]**

MICROPHONE MUTE

While mute is turned on, you may hear the other party, but the other party cannot hear you.

1. Press **[MUTE]** during an outside call.
2. To return to the conversation, press **[MUTE]** again.

Note: **[MUTE]** is a soft key visible on the display during a call.

TRANSFERING CALLS


1. During an outside call, press **[MENU]**.
2. **[v]/[Λ]: "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]**

Note: In step 3, you may dial the phone number from the phonebook:  → **[v]/[Λ]:** Select the desired entry. → **[CALL]**

CONFERENCE CALLS

1. During an outside call, press **[MENU]**.
2. **[v]/[Λ]: "Conference" → [SELECT]**
3. Dial the phone number. To correct the number, press **[CANCEL]** to clear the number and re-enter.
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. **[CONF]** To add a new party to the conference, repeats steps 1-4.

Note: In step 3, you may dial the phone number from the phonebook:  → **[v]/[Λ]:** Select the desired entry. → **[CALL]**

VOICEMAIL

"New Voice Mail" is displayed if message indication service is available.

Listening to voicemail messages

1. **[MENU]** (center of joystick)
2. **[v]/[Λ]: "New Voice Mail" [SELECT]**
3. **[v]/[Λ]:** Select the desired line. → **[SELECT]**  is displayed next to the line if there are new messages.

If an arrow (>) is displayed after the number, the whole phone number is not shown. Push the joystick right to see the remaining numbers. To return to the previous display, push the joystick left.

4. When finished, press **[OFF]**.

Enter your password as requested and follow the system prompts.

Alternatively, you may dial 1000 to access the Voicemail system at any time. The system will prompt for your password.

Note: when accessing the voice mail system for the first time your password is your extension #. Change this to a 4-digit number you can easily recall.

FIND-ME / FOLLOW-ME

Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal to forward calls from your extension.

Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define.

Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define, in order.

Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define, all at once.

STAR2STAR CALL PARK AND RETRIEVE

Perform an announced transfer to the park code 7000. Listen to the system retrieval code announcement e.g. 7001. Transfer the call. The caller is now parked. The caller will hear music or message on hold if configured on your system. Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.

CALL FORWARDING

Incoming calls may be forwarded to another party using one of 3 modes:

"Unconditional": All incoming calls are forwarded.

"Busy": Incoming calls while the line is in use are forwarded.


"No answer": Incoming calls after a certain number of rings are forwarded. The default setting of the number of ring count is "3".

Note: Refer to the Star2Star Phone and Features Guide for setup details.

MISSED CALLS


If a call is not answered, "Missed call" is displayed. This indicates you should view the caller list to see who called while you were away. Press **[CID]** and scroll through the list of missed calls. You may erase the list by pressing the **[ERASE]** button displayed as a soft key.

HOLDING CALLS

1. On an incoming call, press **[HOLD]**
2. To release hold, press **[HOLD]** or 

PHONEBOOK DIRECTORY

The phonebook allows you to make calls without having to dial manually.

1. **[MENU]** (center of joystick)
2. **[v]/[Λ]: "Phonebook" → [SELECT]**
3. **[v]/[Λ]:** Select the desired entry.
4. 

CALLER PICKUP

1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial *8xxx (xxx being the extension of the ringing phone).
2. For example your neighbor's phone extension 112 is ringing. You would dial *8112 to pickup that call.
3. To pick up a call on any ringing phone dial *8.