



SmartVoice

Panasonic TPA60 & TPA65 Quick Reference Guide

Shaw) Business

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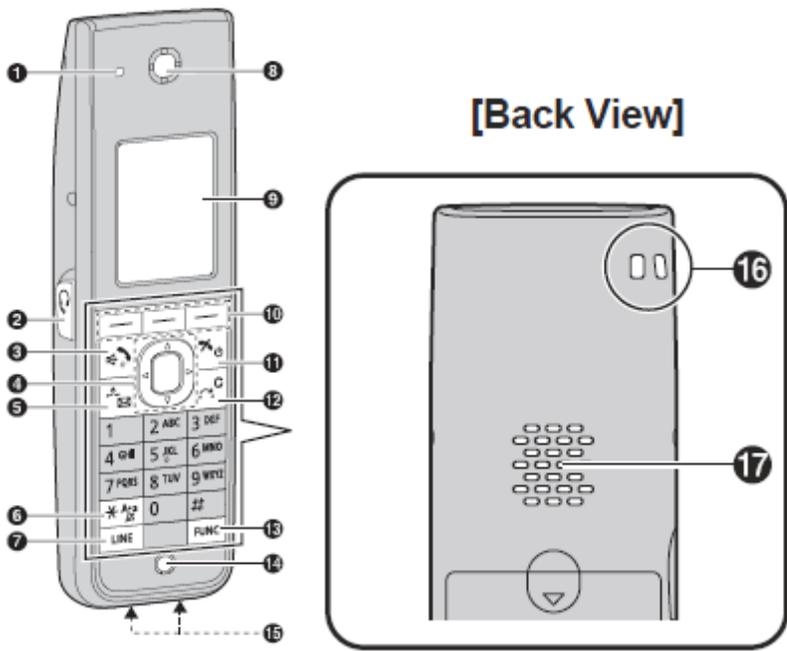
The information in this guide applies to both the TPA60 & TPA65 phones. Configurations vary, and the screen displays used in this guide may not reflect those on your phone. For more information, please contact your Shaw Business Support Representative

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KX-TPA60: Viewing your phone keys and hardware

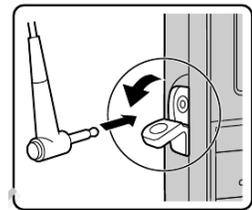


1) **Ringer/Charge/Message Indicator**

The Ringer/ Message Indicator is active when an incoming call arrives, the indicator blinks in accordance with the LED pattern setting.

Status		Meaning
Colour	Light Pattern	
Red	On	Charging
	Slow Flashing	A new missed call or Voicemail
	Quick Flashing	Incoming call
Off	-	Full charge or the handset is not connected to the charger

2) **Headset Jack**



Headsets with a 2.5 mm mini pin jack can be used with this unit. (Not all operations with the headsets can be guaranteed.)

3)  **Talk/Speakerphone Key**

The Talk Key is used to make or answer calls, or toggle between Receiver mode and Hands-free mode during a conversation.

Note: During a conversation using a headset, Hands-free mode does not work.

4) **Navigator Key**

The Navigator Key includes four arrow keys and a center key. The arrow keys are used to adjust the ringer/receiver volume or move the cursor to select an item. The center key is used to confirm a selection.

If in standby mode, pressing the keys below perform the following functions:

- LEFT (◀)® : Used to display the Incoming call log.
- UP (▲)® : Used to adjust the ringer volume.
- RIGHT (▶)® : Used to open the phonebook.*1
- DOWN (▼)® :
 - Short press: Used to display the Outgoing call log.
 - Long press: Used to display the line status.
- Centre® : Used to display the Menu

Note: In this user guide, when a procedure instructs you to "press OK ", you can also press the [CENTER] key to confirm the selection.



5) **Hold/MSG Key**

The Hold/MSG key is used during a call to place the call on Hold. In standby mode, this key can be used to retrieve a call on hold if there one or used to access your voicemail box while no calls are taking place.



6) **Silent mode Key**

Used to turn Silent Mode on or off when pressed for more than 2 seconds in standby mode.



7) **Line Key**

The Line Key is used to confirm the line status or seize a line.

8) **Receiver**

Earphone that converts electrical signals into sound.

9) **Display**

See Display section for more details.

10) **Soft Keys**

The A/B/C keys (located from left to right) are used to select the item displayed on the bottom line of the display.



11) **Power/Cancel Key**

The Power/ Cancel Key is used to end calls, exit the phonebook or Function mode. Press and hold this key to turn the handset on or off.



12) **XFER/CLR Key**

The XFER/CLR key is used to transfer a call to another party, or to clear digits or characters.



13) **FUNC key**

Pressing the FUNC key followed by a keypad number (0–9) allows you to perform various common functions quickly such as Redial, incoming logs or conference.

14) **Microphone**

15) **Charge Contacts**

Allows the device's Lithium Ion battery to be recharged when placed in its appropriate cradle.

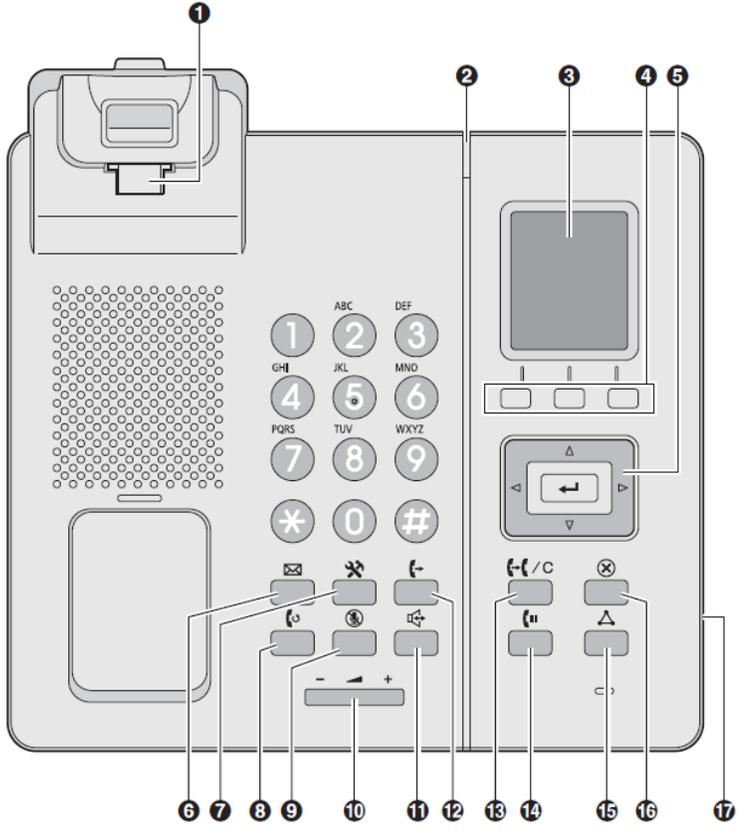
16) **Strap Holes**

The Strap holes are used to attach phone straps.

17) **Hands Free Speaker**

Used when hands free is selected and allows sound to be emanated from the device.

KX-TPA65C: Viewing your phone keys and hardware



- 1) **Handset Hook**
The Handset Hook keeps the handset stable when the unit is mounted on a wall.
- 2) **Ringer/Message Indicator**
The Ringer/ Message Indicator is active when an incoming call arrives, the indicator blinks in accordance with the LED pattern setting.

Status		Meaning
Colour	Light Pattern	
Blue	Slow Flash	A new missed call or Voicemail
	Quick Flash	Incoming call
Off	-	Power Off

- 3) **Display**
See Display section for more details.
- 4) **Soft Keys**
The A/B/C keys (located from left to right) are used to select the item displayed on the bottom line of the display.

5) **Navigator Key**

The Navigator Key includes four arrow keys and a center key. The arrow keys are used to adjust the ringer/receiver volume or move the cursor to select an item. The center key is used to confirm a selection.

If in standby mode, pressing the keys below perform the following functions:

- LEFT (◀)® : Used to display the Incoming call log.
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- Centre® : Used to display the Menu

Note: In this user guide, when a procedure instructs you to "press OK ", you can also press the [CENTER] key to confirm the selection.

6) **Message Key**

The Message Key is used to access your voicemail box.

7) **Function Key**

Pressing the Function Key followed by a keypad number (0–9) allows you to perform various common functions quickly such as Redial, incoming logs or conference.

8) **Redial Key**

The Redial Key is used to redial the last dialed number.

9) **Mute Key**

The Mute Key is used to mute the microphone/handset during a conversation.

10) **Volume Key**

The Volume Key is used to adjust the volume.

11) **SP-PHONE/Speakerphone Key**

The Speakerphone Key is used for performing hands-free operations.

12) **Line Key**

The Line key is used to confirm the line status or seize a line.

13) **Transfer/Clear Key**

The Transfer/Clear key is used to transfer a call to another party, or to clear digits or characters.

14) **Hold Key**

During talking, the Hold Key is used to place a call on Hold. In standby mode, this key can be used to retrieve a call on hold if there is one.

15) **CONF Key**

The CONF key is used to establish a multiple-party conversation.

16) **CANCEL Key**

The Cancel Key is used to cancel the selected item.

17) **Headset Jack**

Headsets with a 2.5 mm mini pin jack can be used with this unit. (Not all operations with the headsets can be guaranteed.)

Display



1. Pictograph

Feature Icon	Description	Feature Icon	Description
	Signal Strength		Battery
	Out of range		Low Battery
	Off Hook		Incoming Call
	Intercom		Outgoing call
	Voice Message		Phonebook
	Navigator Keys		

2. Handset/Deskphone Status Info

Feature Icon	Description
	Ringer Off
	Silent Mode
	Auto Answer
	Base Number
	Registration Number
Fwd	Call Forwarding
DND	Do Not Disturb

3. **Time Display**

Shows the current local time.

4. **Date, New Message or Missed Call Display**

5. **Handset/Deskphone number and Name**

Talk time (when the line is on a call) and incoming call display (when a call is received or recalled)

6. **Soft Keys – User programmable keys**

a. **Function Menus – Standby**



Feature Icon	Description
	Incoming Log – Enters the Incoming Call Log.
	Ringer Volume – Accesses the "Ringer Volume" setting.
	New Phonebook - Stores a new item in the Phonebook.
	Handset Settings – Accesses the "Setting Handset" setting.
	System Settings - Accesses the "System Settings" setting.
	Memo Alarm - Accesses the "Memo Alarm" setting.

b. **Function Menus – Off Hook**



Feature Icon	Description
	Phonebook - Opens the Phonebook
	New Phonebook - Stores a new item in the Phonebook.
	Outgoing Log - Enters the Outgoing Call Log.
	Incoming Log - Enters the Incoming Call Log.
	Mute - Turns the microphone mute feature on or off during a conversation.
	Noise Reduction - Turn the noise reduction feature on or off.

Functional Section

Placing Calls

When placing calls you can confirm that the number was dialed correctly before calling (pre-dialing) by entering the number, then press , or lift the handset on the TPA65C.

Cancel Calls

To cancel dialing, press  or return handset on TPA65C.

Answering Calls

To answer an incoming call press  or lift handset on TPA65C.

Ending a Call

To end a call press  or replace handset on TPA65C.

Hands-free/Speakerphone Mode

In hands-free mode, you can talk and hear the other party in a conversation without using the handset. This mode is useful for performing other tasks during a conversation, such as writing.

If you press  (on TPA-60) or  (on TPA-65) during a conversation, you can enable hands-free mode.

Cancelling hands-free Mode

To cancel hands-free mode press  or  during a conversation.

Call Forwarding/DND

To have incoming calls automatically forwarded to another destination follow these steps:

1. In standby mode, press  Function and then FWD or DND
2. Select the type of FWD or DND setting to apply.

The settings are as follows:

- DND: When Do Not Disturb is enabled all incoming calls are automatically rejected.
- Fwd(All): When Forward All Calls is enabled all incoming calls are forwarded.
- Fwd(Busy): When Forward Busy is enabled Incoming calls are forwarded only when your extension is in use.
- Fwd(NA): When Forward No answer is enabled an incoming call is forwarded if you do not answer the call within a certain amount of time.

Note: If a Forward setting is selected, enter a new forward destination number, or confirm and modify a previously set forward destination number

Listening to Voicemail Messages

When you receive a Voice Message, "Voice MSG" is displayed, and  will appear.

You can check your new messages by accessing your mailbox. Press and hold  (on KX-TPA60) or  (on KX-TPA65C)

Transferring a Call (With consultation)

You can transfer a call to another destination (extension or outside party).

To transfer [During a conversation]:

1. Press 
2. Dial the party you want to transfer to
3. Wait until the other party answers to announce the transfer
4. Press 

Transferring a Call (Blind)

1. Answer call
2. After answering call, press **BLIND** during a conversation.
3. Dial the party you want to transfer to and press the **CALL** button
4. Calling party and blind transfer party are now connected

Holding a Call

You can put a call on hold by holding the call at your extension:

1. To hold the current call press  (on TPA60) or  (on TPA65C)
2. To retrieve a call on hold  (on TPA60) or  (on TPA65C)

Parking a Call (Call Park)

You can use the Parking a Call feature as a transferring feature. The Park feature number must be set beforehand. Contact Shaw business technical support for further information.

To set this feature:

1. Press the  → **9** ("Call Park")
2. Dial the number where you want to park the call or dial # to park the call against your number

To retrieve a parked call

1. Press the  → **9** ("Call Park")
2. dial the number where the call was parked and press # or press # if the call was parked against your number

Depending on the telephone system the **PARK** soft key might blink to show that the line has a parked call. In this case, you can retrieve the call by pressing the blinking **PARK** soft key. However, to retrieve a parked call using the soft key, the Call Park Retrieve feature number must be set beforehand. Contact Shaw business technical support for further information.

Adjusting ringer volume

Adjusting the ringer volume or turning the ringer off while ringing.

To adjust the ringer volume:

1. Press **MENU**
2. **[▲]/[▼]/[◀]/[▶]** ;  -> **OK**
3. **[▲]/[▼]** : Select the desired setting -> **OK**

To turn the ringer off while ringing:

1. Press 

Call Logs

To display the Incoming and missed call log:

1. Select the Menu Button  **MENU**
2. Select the Incoming Log button 
3. Select from "Missed Call"/"Answered Call".

To display the Outgoing Call Log:

1. Select the 
2. Press Ok **OK**
3. Press Menu **MENU**
4. Select outgoing log 

Conference Call

During a conversation, this feature allows you to add an additional party to your call and establish a Conference Call.

Placing a Conference Call:

1. Press  during a conversation.
2. Dial the party you want to add to the conversation.
3. Press the Conf button 

To End a conference call:

1. Press  or replace handset (off Hook)

Using the Directories:

1. Press the 
2. Select Remote Phonebook"

3. Select one of the following (see below for additional details)
 - Enterprise directory
 - Enterprise common directory
 - Group directory
 - Group Common directory
 - Personal directory
4. Select the desired item and press 
5. Enter the name or the first character(s) of the desired name and press 
6. Select the desired phone number
7. Press 

Enterprise Directory

This is a searchable list of all the users within your company. You can select an entry and press the Dial key to call that number. You can enter a name to search using the phone's dial pad. To see the entire directory, enter * into the search box.

Note: If you do not wish to have your name and number listed in the Enterprise Directory, contact Shaw Business Technical Support at 1-877-742-9249 to have your privacy setting updated.

Enterprise Common Directory

The Enterprise Common Directory allows you to view the common contact (names and phone numbers only) of the enterprise.

Group Directory

The Group Directory enables you to view the contact details such as work, extension, and mobile numbers of contacts. You can query by name, phone number, extension etc.

Note: If you do not wish to have your name and number listed in the Enterprise Directory, contact Shaw Business Technical Support at 1-877-742-9249 to have your privacy setting updated.

Group Common Directory

This is the directory allowing the group members to view the common contacts (names and phone numbers only) within the same group.

Note: Only the Group Administrator can make changes to this directory.

Personal Directory

The Personal Directory enables you to view, add, modify or delete details such as names and phone numbers of the contacts in your personal directory stored on the server.

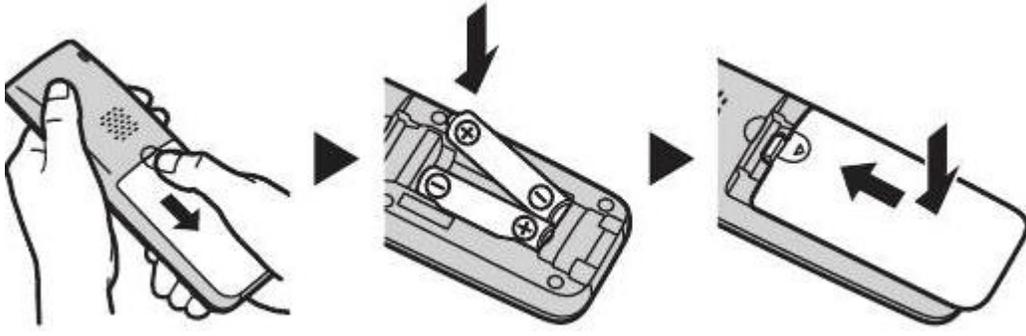
Replacing the Battery (TPA60 only)

If the battery level indicator displays as empty  when the batteries should have been fully charged, the batteries , may need to be replaced. Before replacing the batteries, make sure the low battery warning is displayed, then turn off the power to prevent memory loss. Replace the batteries and charge the new batteries for 6 hours. If you replace the batteries before the low battery warning appears, the battery strength icon may display an incorrect reading. In this case, use the handset as normal with the new batteries installed.

When the low battery warning is displayed, charge the batteries for 6 hours. The battery strength icon will then display the correct reading.

Battery Installation:

Open the battery cover, insert the batteries, and close the cover as indicated below





For customer care and technical support call 1-877-742-9249

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