



Panasonic TPA60 & TPA65

Quick Reference Guide

Last updated: July 2019

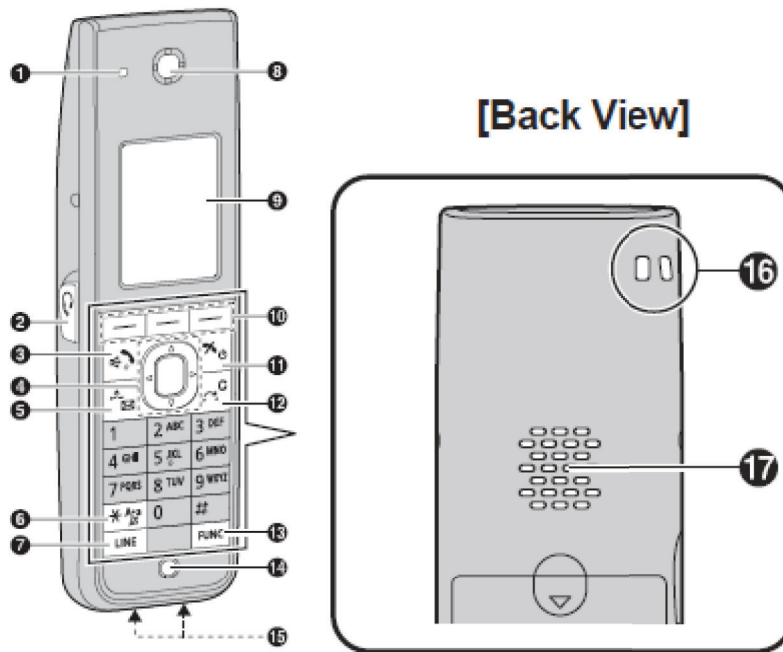
ROGERS BUSINESS
together with **Shaw)**

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 Rogers Business Support Representative.

Contents

- 4 KX-TPA60: Viewing your phone keys and hardware
- 5 KX-TPA65C: Viewing your phone keys and hardware
- 7 Display
- 9 Functional section

KX-TPA60: Viewing your phone keys and hardware



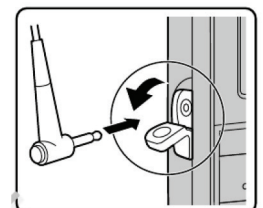
1 Ringer/Charge/Message Indicator

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/Listenerphone 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.

KX-TPA60: Viewing your phone keys and hardware

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.

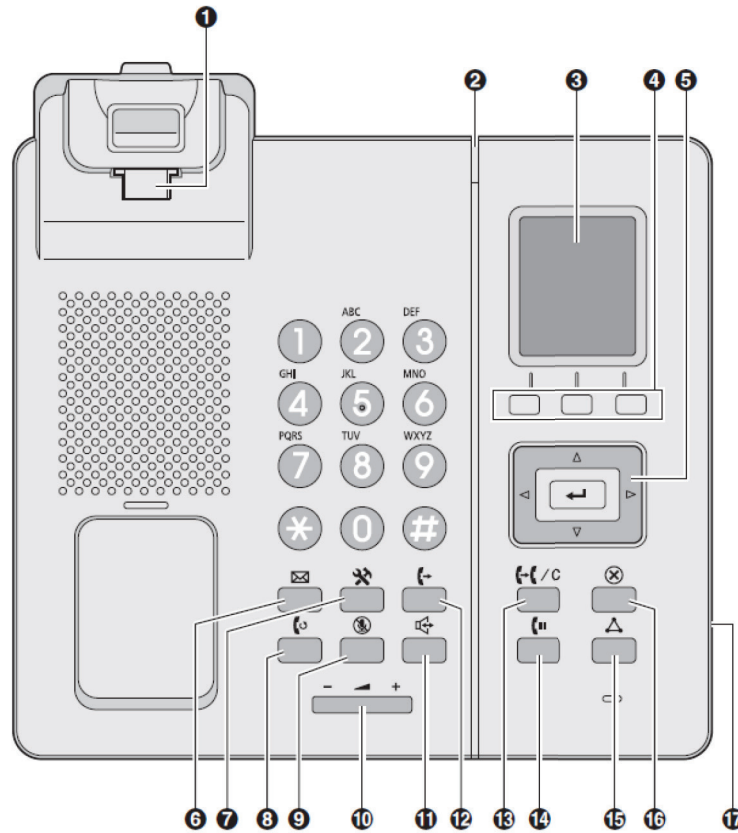
16 Strap Holes

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/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 | |
| 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.

KX-TPA65C: Viewing your phone keys and hardware

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.

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.

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 |
|--------------|-----------------|
| | Signal Strength |
| | Out of range |
| | Off Hook |
| | Intercom |
| | Voice Message |
| | Navigator Keys |

| Feature Icon | Description |
|--------------|---------------|
| | Battery |
| | Low Battery |
| | Incoming Call |
| | Outgoing call |
| | Phonebook |
| | |

2. Handset/Desktop Status Info

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

Display

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)

Functional section

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 Rogers Business technical support for further information.

To set this feature:

1. Press the  →  ("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  →  ("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 Rogers Business technical support for further information.

Functional section

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:

To adjust the ringer volume:

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”

Functional section

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 **OK**

5. Enter the name or the first character(s) of the desired name and press **OK**

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 Rogers 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 Rogers 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.

Functional section

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

 **ROGERS BUSINESS**
together with **Shaw)**