VoIP Handset User Manual

Digital Voice Quality

Business Grade Handset

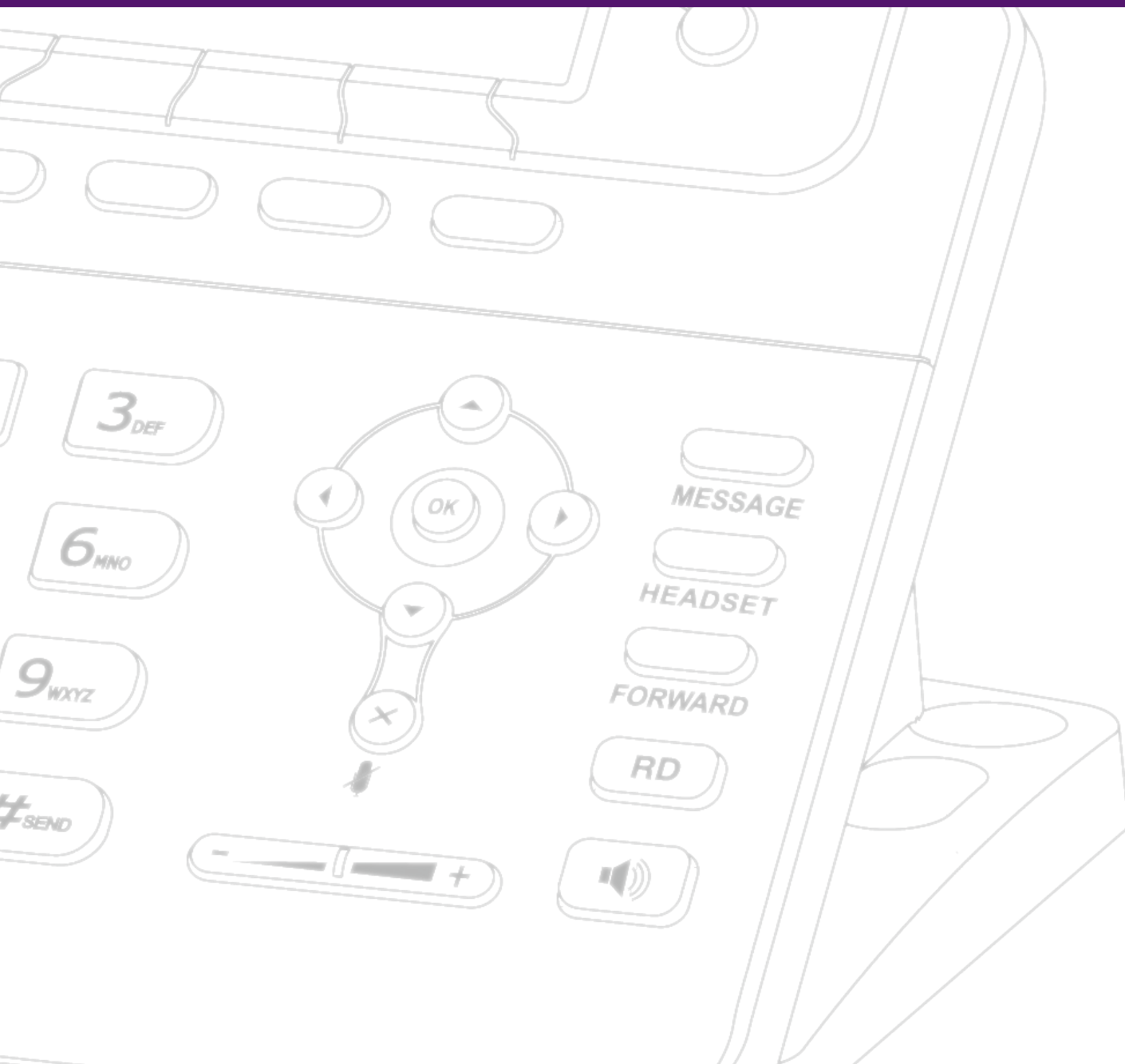**Easy Plug & Play**

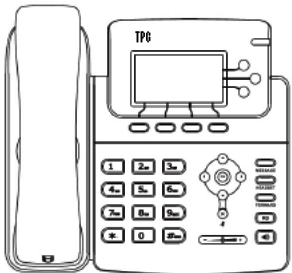## Table of Contents
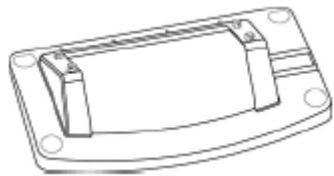
1.0 Getting Started

1.1 Unpacking the box

Your VoIP Handset box will include the following:

| 1 x TPG VoIP Handset | 1 x Phone Stand | 1 x Power Adapter | 1 x Handset and handset cord | 1 x Ethernet cable |
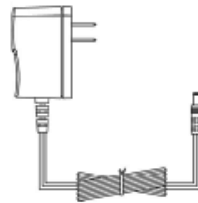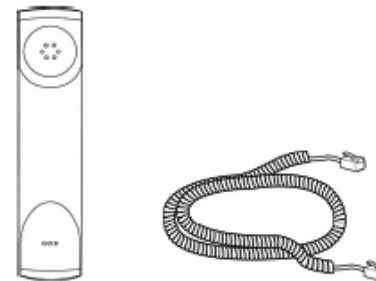
1.2 Assembling the Phone

You can easily assemble the phone with the component in the packing list.

Step 1. Attach the Stand

Stand attached
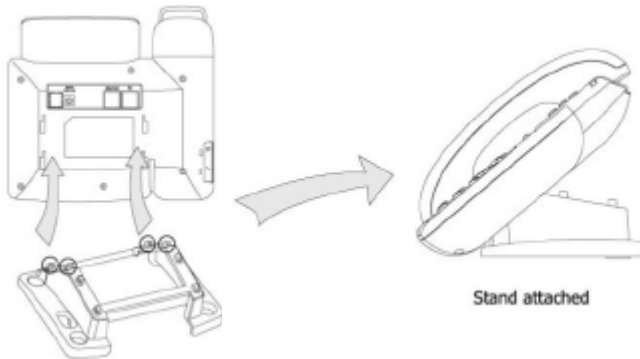
Step 2. Connect Handset and Headset
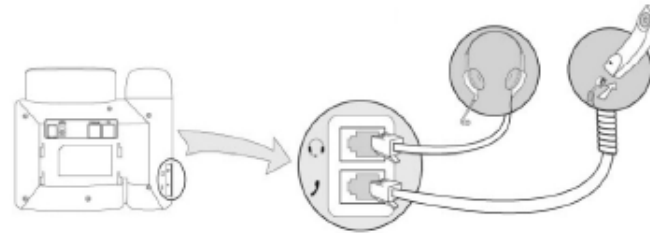
Note: Headset is not included in the packing list.

Step 3. Connect Network and Power

Internet

DC5V   Internet   PC
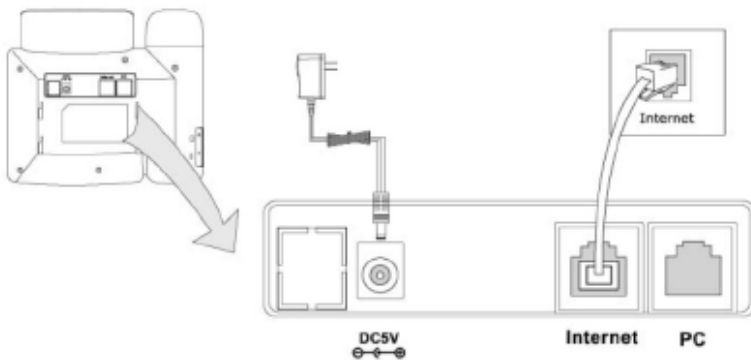
You can connect the phone to the AC Power directly by using the power adapter.

Ext   DC5V   Internet   PC   PC
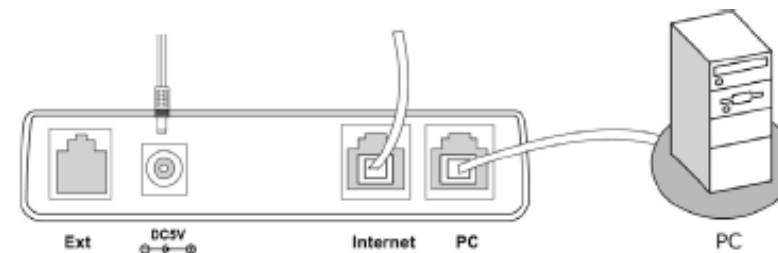
The phone can also share the network connection with other network devices, such as Computer.
Connect the phone's PC Port and Computer's Network Port together using an Ethernet cable.

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2.0 Phone Button Features
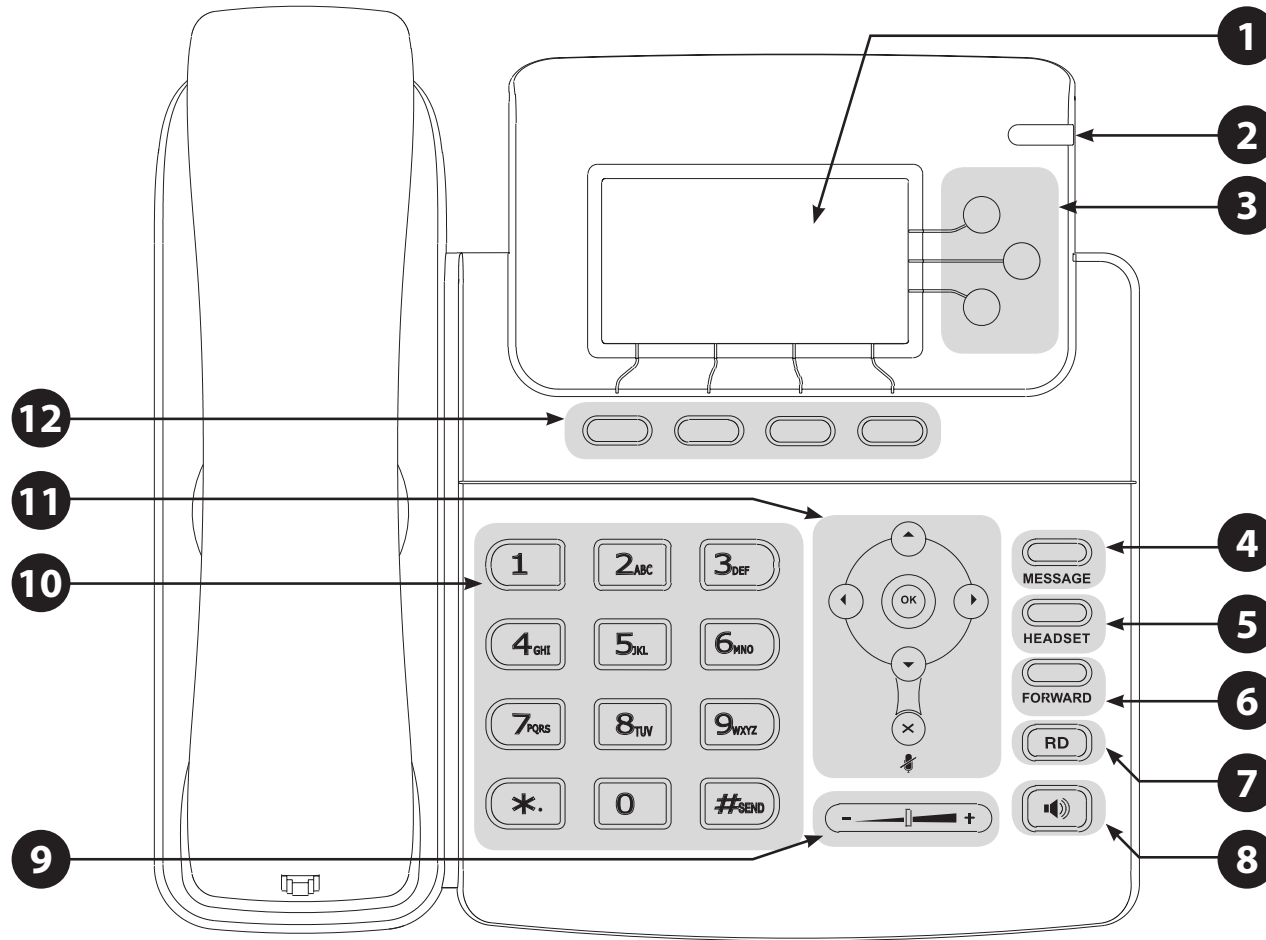
1	LCD Screen	Call, message, soft keys, time and date information
2	Power Indicator LED	Indicates phone power status
3	Line/DSS keys	Activate other accounts
4	Message key	Indicates and accesses messages
5	Headset key	Indicates the headset is on
6	Forward key	Forwards call to another number
7	Redial key	Redials previously dialed number
8	Speaker phone	Hands free speaker mode
9	Volume key	Adjusts the volume of the handset, headset, speaker and ringer
10	Key Pad	Digits, letters, and special characters
11	Scroll, OK and Cancel key	Scroll key- Scroll through information OK key - Confirms actions or answer incoming calls Cancel key - Cancel action or reject incoming calls
12	Soft keys	Use context-sensitive features

3.0 Phone Menu & Features

3.1 Phone Status

This menu shows you the phone's IP Address, MAC Address, and Firmware version. To access this menu, press Menu softkey, and choose Status. To return to previous menu, press the Back softkey.
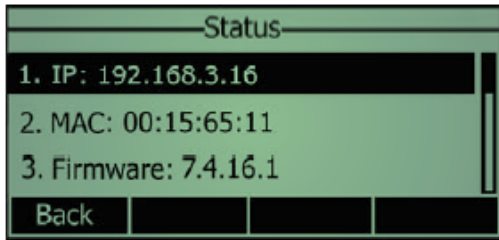
3.2 Making and answering calls

Making Calls

You can make a phone call via 3 call devices: 1) Handset, 2) Headset, and 3) Speakerphone. When you pickup the handset or press the button of the call device, icon for the corresponding device will show on the LCD screen. During a call, you can switch between the audio devices by pressing the corresponding buttons or picking up the handset.

Extension Dialing

You can call other extensions by simply dialing the 3 digits extension numbers (e.g. 501) with no cost and the names will be also displayed on both (caller and dialer) ends. You can change Extension Numbers and Name Display by logging into the Your Account section at TPG website.

Answering Calls

To answer a call, lift the handset or press the speaker/handset button. If you are on another call, press the Answer softkey as shown below.

To deny incoming call, press the Reject softkey.

Mute a call
To mute a call, press the Mute button on the phone and the 🎙 icon will be displayed on the LCD screen. To return to a conversation, press the mute button again.

Placing a call on Hold

To place a call on hold, Press the Hold button. To resume to the conversation, press the Hold button again. You can receive and make other calls while you putting an active call on hold.

If there is more than one call on hold, press the line button, press the up/down button (navigation keys) to highlight the call you wish to retrieve, and press the Hold button to retrieve the call.

Note: When you are under a hold status, putting down the handset will make the conversation go over the speaker instead of hanging up the call.

3.3 Call Forward

You can setup call forward to divert calls to your voicemail, or your preferred mobile or phone number by logging into the Your Account section at TPG website anytime. There are 3 call forwarding options available 1) divert any incoming calls 2) divert calls that are not answered within a specified number of rings 3) divert calls if your number is busy. Call forwarding from the VoIP handset is disabled.

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3.4 Call Waiting

Call waiting allows you to accept other incoming calls while you are already in an active call.

To enable or disable the call waiting feature:

- Press Menu, Features, Call Waiting, and ENTER soft keys.
- Use Enable or Disable softkey to activate/inactivate call waiting.
- Press SAVE softkey to save the changes, or press BACK softkey to return to previous message.
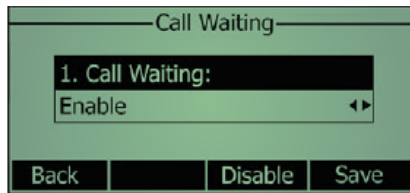
3.5 Call Transfer

You can transfer an incoming call to an extension, mobile, etc. There are two ways to transfer the call: Blind Transfer and Attended Transfer.

Blind Transfer
Blind transfer allows you to transfer the call direct to a number with below steps.

- Press Tran soft key. The call will go on hold and there will be a dial tone.
- Dial the phone number or extension that you want to transfer the call to.
- Hang up and you will be disconnected from the call.

Attended Transfer

Attended transfer means transferring a call to a number, but before the call is actually transferred, you can have a private conversation first with the second person.

To complete attended transfer, follow below steps.
- Press Tran Button. The call will go on hold and there will be a dial tone.
- Dial the phone number of the second person.
- When the phone is answered, then you can have a private conversation first with the second person and the first person will not be able to hear it.
- To complete the transfer, hang up and you will be disconnected from the call.

3.6 Three Way Conference

Three Way Conference is when three phone parties can communicate with each other during a call. To establish a conference call:
- Press the Conf softkey during an active call.
- The first call will be placed on hold and you will hear a dial tone.
- Dial the number to conference in, then press the Send softkey.
- When the call is answered, all three parties (including you) will be in the conference call.

- To disconnect all parties, hang up.

4.0 Basic Phone Settings

4.1 Language

The default phone interface language is English. You can change the language of the phone independently from other user.

To change the language:
- Press Menu -> Settings -> Basic Settings -> Language
- Navigate through the list of available language with the navigation keys.
- Once a desired language is selected, press Save softkey. The language on the LCD screen changed to the one you chose.
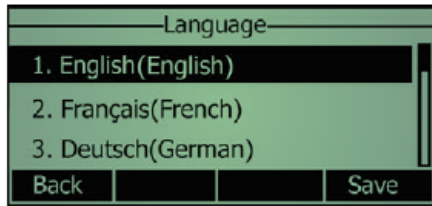

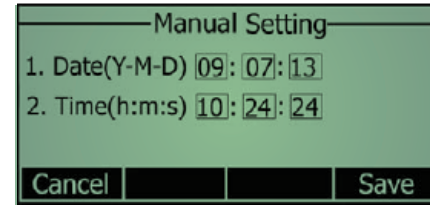- Press Back softkey to return to previous menu.

4.2 Time & Date

The time and date appears on the LCD screen of the phone. You can change the time and date manually or via the SNTP server.

To change the time and date:
- Press Menu -> Settings -> Basic Settings -> Time & Date and press Enter softkey
- If SNTP Settings is chosen, the phone will get the time from a specific SNTP server automatically.
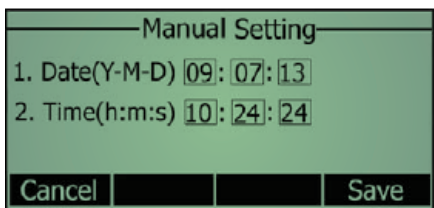
- If manual setting is chosen, use the navigation keys to highlight the option and enter the specific date and time.

- Press Save softkey to accept the change, and the new time and date set will now appear on the LCD screen. To go back to previous menu, press Back softkey.

4.3 Ring tones

You can change to different ring tones on the phone by
- Press Menu -> Settings -> Basic Settings -> Ring Tones and press Enter softkey.
- Use the navigation keys to highlight the desired ring tone.

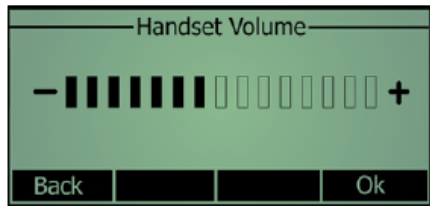- Press OK softkey to save the change or Back softkey to cancel.

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4.4 Phone Volume

You can adjust the volume of the handset, headset, or the speakerphone.

To adjust the volume when you are in an active call, press the volume adjustment bar on the phone.

To adjust the volume when you are not in an active call:
- Press Menu -> Settings -> Basic Settings -> Phone Volume and press Enter softkey.
- Highlight the type of the device that you want to adjust the volume on.
- Use volume adjustment bar or navigation keys to adjust the volume.

- Press OK softkey to save the changes or Back softkey to cancel.

5.0 Other Features

5.1 Voicemail

You can retrieve your voicemail messages in two ways:

1) Press the Message Button and follow the prompt OR

2) Dial 599 and follow the prompt

You can also do the following operations with TPG Handset:

- Save or Delete messages
- Edit your greeting message

5.2 SMS

SMS option is not available with TPG VoIP Handset, this feature is disabled.

5.3 History

Call history shows the list of the incoming calls, missed calls, and outgoing calls. To go to this menu, press the History softkey on the main screen. To go through the call history, use the navigation keys.
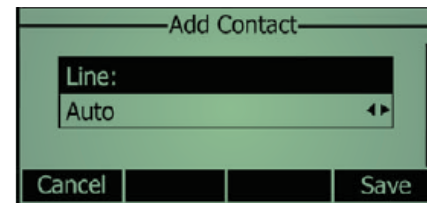
5.4 Directory

You can store number of contacts in the phone directory. You can add, edit, dial a contact in this directory.

Contacts

To add a contact to the phone directory:

- Press Menu -> Directory -> Contacts and press Enter softkey
- Press Add softkey and Enter Name, contact number with the keypad. Use the 123 softkey to switch between number and upper/lower case alphanumeric modes.
- Press Save softkey to save the changes or Cancel softkey to cancel adding of the contact.

Blacklist

To move a contact to Blacklist which blocks all calls coming from that selected number to your VoIP phone.

• Press Menu -> Directory -> Contacts and press Enter softkey
• Use the navigation keys to highlight the contact that you want to move, press Option softkey, and scroll to move to blacklist
• Press Ok softkey twice to confirm the change or Cancel softkey to return to the Directory.

To edit/delete a contact from Contacts or Blacklist:

• Choose the contact, press Option softkey, and scroll to Detail/Delete.
• To edit, select Detail and to delete, select Delete softkey.
• Make necessary changes and press Ok softkey.

5.5 DND

DND stands for Do Not Disturb and this function is to reject the incoming calls. Press DND softkey to activate the DND mode. Once the DND mode is activated, incoming calls will be rejected and the LCD will display [DND] icon.

To deactivate the DND mode, press DND softkey. You can find the incoming call record in the Call History.

5.6 Speed Dial

You can setup only 2 Speed Dial options from your TPG VoIP Handset. To configure a speed dial key:

1. Press the Menu soft key when the phone is idle, and then select Features > DSS keys.
2. Select between DSS key 2 or DSS key 3 for setting up Speed Dial, you cannot select the DSS key 1.
3. Select Speed Dial from the Type field, select the Line 1 from the Account ID field, and enter the phone number in the Extension field.
4. Press the Save soft key to accept the change.

To use the speed dial key:

Press the Speed Dial key to dial out the preset number.

DSS Key 2
DSS Key 3