

## Panasonic KX-TGP500 and KX-TGP550:

(Even though the Base supports up to 6 Handsets, these are ONLY able to support 3 Simultaneous calls)



Above is the image if a **Panasonic KX-TGP500**, these **Do NOT** have an attached Corded Base Handset. Note the **KX-TGP500** will be missing the option to configure a Base Handset.



Above is the image if a **Panasonic KX-TGP550**, these **DO** have a Base Corded Handset attached, and will allow for the Base Handset to have a separate Line configured to it.

### How to Configure Panasonic KX-TGP500 and KX-TGP550:

Connect your **Panasonic KX-TGP5XX** to the power and network using the LAN port on the Base. You will then need to locate the **“ALL”** button on the Base. Once Located you will want to register your Handsets to the base following the below instructions:

1. Press the **“ALL”** button on Base and hold for 4 Seconds
2. After hear the beep you will press the **“OK”** softkey on handset (Some firmware or models may require a PIN this will be 0000)
3. After the handset completes its registration to the base it will beep
4. The Base status light should turn Green and the handset should show the Date/Time (May not be correct)

To De-Register Handsets use the following steps:

1. Press **Menu**
2. Select **Initial Settings**
3. Select **Registration**
4. Select **Deregistration** and enter the 3 digit code that appears on the screen, then Press **OK**
5. Now you will be able to Select the **Handset** to Deregister
6. When prompted to **Erase**, Select **Yes**
7. If successfully deregistered you will see, **“Press ALL on base 4sec. Then press OK”**
8. Repeat these steps as needed for each handset.

To begin configuring your **Panasonic KX-TGP5XX** for use on Intermedia’s network, you will need to enable the graphical user interface. For this, do the following:

1. Press the Menu on Base
2. Select IP Service
3. Select Network Setting
4. Select Embedded Web
5. Toggle to “ON”
6. Select the “Save” Softkey

To locate the IP and access the Web Interface the following:

1. Press the Menu on Base
2. Select IP Service
3. Select Network Setting
4. Select IP address
5. Write down and enter the IP address listed into a web browser
6. Log in using the credentials **admin/adminpass**

You will then be presented with a screen that looks like this:

The screenshot displays the Panasonic KX-TGP550T04 web interface. At the top, there is a navigation bar with tabs for Status, Network, System, VoIP, Telephone, and Maintenance. The main content area is titled "Version Information" and contains a table with the following data:

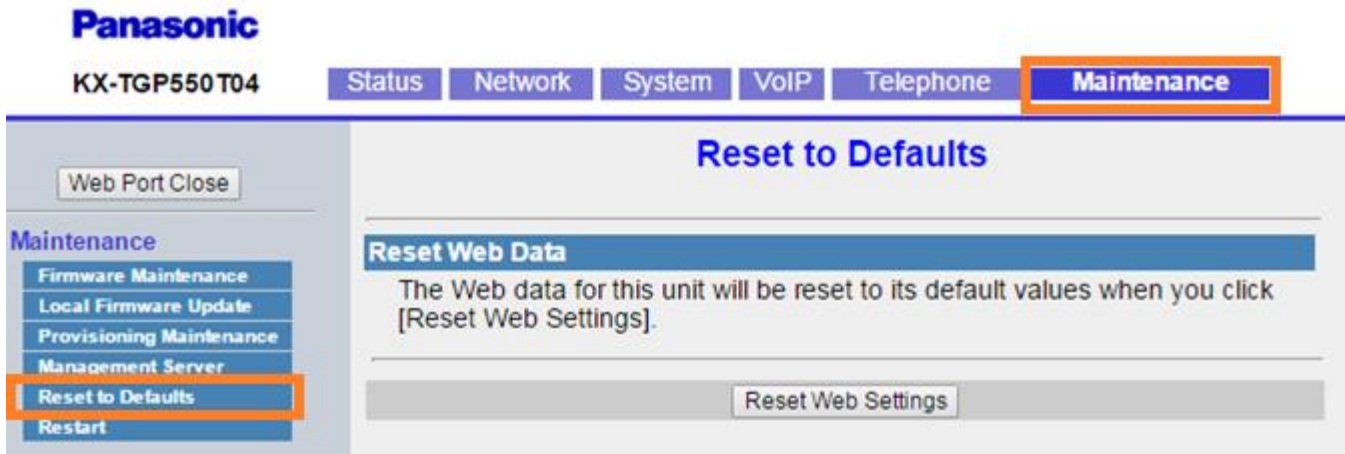
Version Information	
Model	KX-TGP550T04
Operating BANK	Bank2
IPL Version	01.02
Firmware Version	Bank1: 12.90 Bank2: 12.90

On the left side of the interface, there is a "Status" menu with options for Version Information, Network Status, and VoIP Status. A "Web Port Close" button is also visible in the top left corner.

\*\*\*\* First thing we will want to do is **Reset the Base** and make sure to **Deregister any extra handsets**. Make sure you only have as many handset Registered as physically have on site.

To Reset the Base this is done under the **Maintenance Tab > Reset to Defaults**

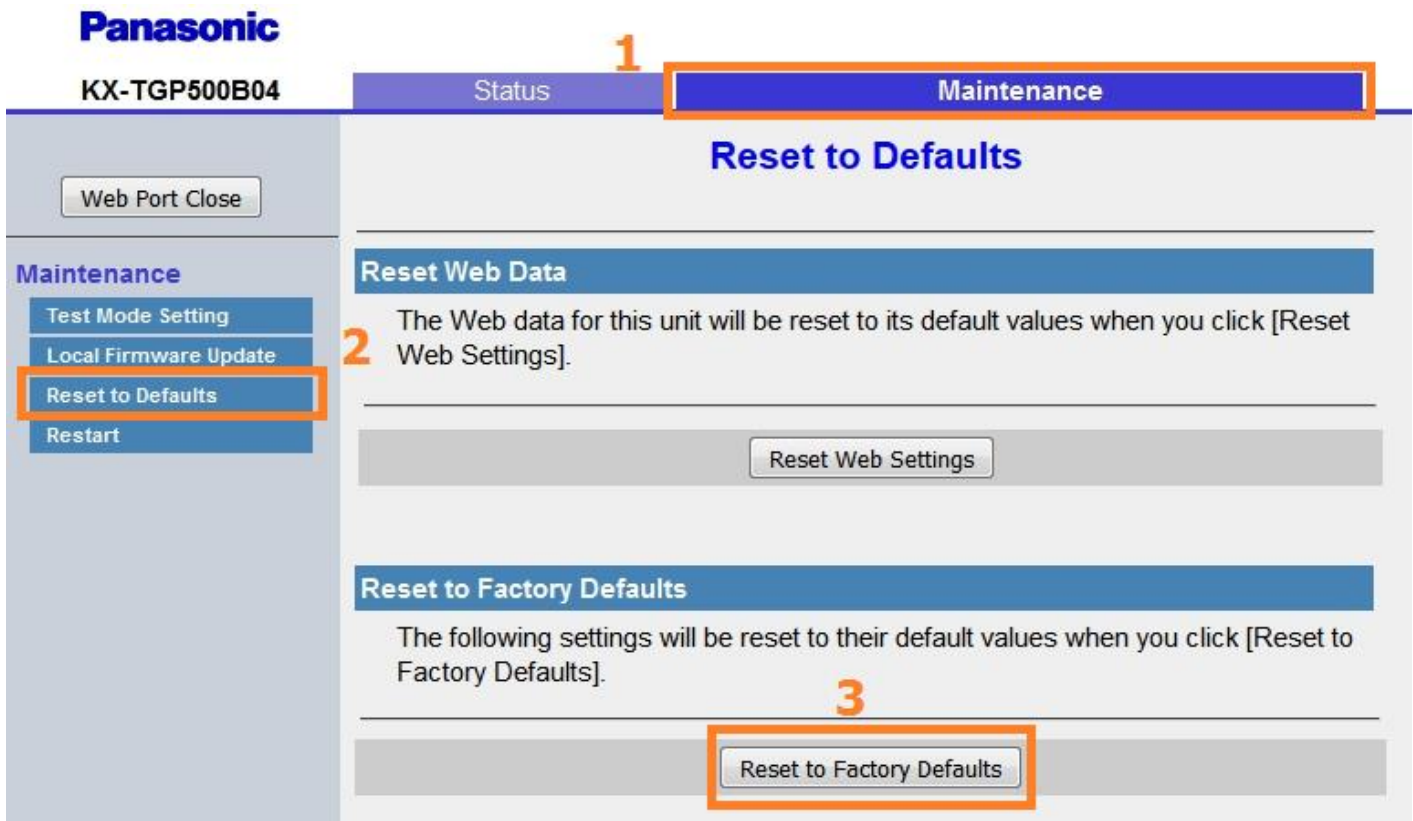
\*\*\* NOTE: If the Phone came from another provider, that provider may have to factory default the phone.



Instead of logging in with **admin/adminpass** you will need to reboot the phone and turn on the web in the handset again and login using super user login **customerserviceid/cspass**.

You will get a "403 Forbidden error" if you just log out and try to log back with these credentials. It is important to reboot and enable the web UI again.

1. Click maintenance
2. Reset to Defaults
3. Reset to Factory Defaults



Now update and configure the Time Adjust Settings, the Time Zone setting will be dependent on your region. You will enter the **NTP Server Address = time.accessline.com** (Match all other settings with that of the picture below based on your time zone)

**Panasonic**  
KX-TGP550T04

Status | Network | **System** | VoIP | Telephone | Maintenance

Web Port Close

**System**

- Web Language
- Administrator Password
- Change User Password
- Web Server Settings
- Time Adjust Settings**

### Time Adjust Settings

Complete

#### Synchronization

Enable Synchronization by NTP  Yes  No

Synchronization Interval  seconds [10-86400]

#### Time Server

NTP Server Address

#### Time Zone

Time Zone

#### Daylight Saving Time

Enable DST  Yes  No

DST Offset  minute(s) [0-720]

#### Start Day and Time of DST

Month

Day of Week

Time  minute(s) [0-1439]

#### End Day and Time of DST

Month

Day of Week

Time  minute(s) [0-1439]

After you log in, you will need to navigate to the VoIP Tab Page. There will be different Lines to choose from on the left side of the page. Start with the "Sip Settings - Line 1", and will need to enter in the SIP configuration information for your AnyPhone device on this page.

These setting can be found within Hostpilot @ <https://exchange.intermedia.net/asp/Login.aspx>

1. Login to HostPilot
2. Select Voice Services
3. Click the Phone number of the device you are trying to configure
4. Click SIP Configuration

\*\*\* Note: The **Server Addresses** used may be either **usbc.telecomsvc.com** or **UC70.telecomsvc.com**. All ports will be **6060** accept the Source Port which will be **6xxx (xxx is equal to the ext #)**

\*\*\* Make sure all the fields in orange are completed (*Each Line should have its own configuration*):

**Panasonic**  
KX-TGP550T04

Status Network System **VoIP** Telephone Maintenance

### SIP Settings [Line 1]

Complete

Web Port Close

VoIP

- SIP Settings
  - Line 1
  - Line 2
  - Line 3
  - Line 4
  - Line 5
  - Line 6
  - Line 7
  - Line 8
- VoIP Settings
  - Line 1
  - Line 2
  - Line 3
  - Line 4
  - Line 5
  - Line 6
  - Line 7
  - Line 8

<b>Phone Number</b>	
Phone Number	4254583993
Line ID	313 (or Ext number for this line)
<b>SIP Server</b>	
Registrar Server Address	usbc or UC70.telecomsvc.com
Registrar Server Port	6060 [1-65535]
Proxy Server Address	usbc or UC70.telecomsvc.com
Proxy Server Port	6060 [1-65535]
Presence Server Address	usbc or UC70.telecomsvc.com
Presence Server Port	6060 [1-65535]
<b>Outbound Proxy Server</b>	
Outbound Proxy Server Address	usbc or UC70.telecomsvc.com
Outbound Proxy Server Port	6060 [1-65535]
<b>SIP Service Domain</b>	
Service Domain	usbc or UC70.telecomsvc.com
<b>SIP Source Port</b>	
Source Port	6313 [1024-49151]
<b>SIP Authentication</b>	
Authentication ID	900123456
Authentication Password	.....
<b>DNS</b>	
Enable DNS SRV lookup	<input checked="" type="radio"/> Yes <input type="radio"/> No
SRV lookup Prefix for UDP	_sip_udp.
SRV lookup Prefix for TCP	_sip_tcp.
<b>Timer Settings</b>	
T1 Timer	500 milliseconds
T2 Timer	4 seconds
INVITE Retry Count	6
Non-INVITE Retry Count	10
<b>Quality of Service (QoS)</b>	
SIP Packet QoS (DSCP)	Best Effort (default) (000 000)
<b>SIP extensions</b>	
Supports 100rel (RFC 3262)	<input checked="" type="radio"/> Yes <input type="radio"/> No
Supports Session Timer (RFC 4028)	0 seconds [60-65535, 0: Disable]
<b>Keep Alive</b>	
Keep Alive Interval	30 seconds [10-300, 0: Disable]
<b>Security</b>	
Enable SSAF (SIP Source Address Filter)	<input type="radio"/> Yes <input checked="" type="radio"/> No

Save Cancel

\*\*\* Note: The SIP Source Port will be 6xxx, the xxx will be the Ext number in this case Ext 313.

**\*\*\* If you MISS or DO NOT complete all fields in Orange it will cause one way audio or inbound and/or outbound call failure issues. This is a Critical step and needs to be followed closely.**

After you have it looking like this, click the Save button. The device will then attempt to register. If registration was successful, you should see a red "Complete" across the top:

The screenshot shows the Panasonic KX-TGP550T04 web interface. The 'VoIP' tab is selected, and the 'SIP Settings [Line 1]' page is displayed. A red 'Complete' message is visible at the top. The settings are as follows:

Phone Number	
Phone Number	4254583993
Line ID	313

SIP Server	
Registrar Server Address	usbc or UC70.telecomsvc.com

Now your device is registered! However, there is a little more configuration that needs to be completed.

Still under the VoIP Tab, click the "VoIP Settings" and update the Min and Max RTP ports:

The screenshot shows the Panasonic KX-TGP550T04 web interface. The 'VoIP' tab is selected, and the 'VoIP Settings' page is displayed. A red 'Complete' message is visible at the top. The settings are as follows:

RTP Settings	
RTP Packet Time	20 milliseconds
Minimum RTP Port Number	30000 [1024-59598: Even Number Only]
Maximum RTP Port Number	50000 [1424-59998: Even Number Only]

At the bottom of the settings area, there are 'Save' and 'Cancel' buttons.

Still under the VoIP Tab, click the “Line 1” and update the CODEC and DTMF Settings (*Repeat as needed for each Line*):

**Panasonic**  
KX-TGP550 T04

Status Network System **VoIP** Telephone Maintenance

Web Port Close

**VoIP Settings [Line 1]**

Complete

**Quality of Service (QoS)**  
RTP Packet QoS (DSCP) Best Effort (default) (000 000)

**Statistical Information**  
RTCP Interval 0 seconds [5-65535, 0: Disable]

**Jitter Buffer**  
Maximum Delay 20 [3-50]  
Minimum Delay 2 [1-2]  
Initial Delay 2 [1-7]

**DTMF**  
DTMF Type  Outband  Inband  
Telephone-event Payload Type 101 [96-27]

**Call Hold**  
Supports RFC 2543 (c=0.0.0.0)  Yes  No

**CODEC Settings**  
First CODEC G729A  
Second CODEC PCMU  
Third CODEC G722  
Fourth CODEC PCMA  
Fifth CODEC G726-32

Save Cancel

First CODEC will be whatever is set in the SIP Configuration with in HostPilot:

Auto attendants	SIP Configuration	SIP User Name ⓘ	900123456
Lines	Outbound caller ID	SIP Authorization ID	900123456
Devices	Failover routing	SIP Password	*****
Hold music	911 address	SIP Domain	UC70.telecomsvc.com:6060
Groups	Call history	Outbound Proxy	UC70.telecomsvc.com:6060
Order history	Groups	Type ⓘ	Generic
Additional settings		Preferred Codec ⓘ	<input checked="" type="radio"/> G.729 <input type="radio"/> G.711
		Secondary Codec ⓘ	<input type="radio"/> G.729 <input checked="" type="radio"/> G.711 <input type="radio"/> None

\*\*\* PCMU is the same as G.711 U-law, our system only supports G.729 and G.711u (PCMU)

Almost there! Next, go to the “Telephone” Tab. Depending on which lines you want to ring which Handset and/or Base Handset you will make the following changes.

**Panasonic**  
KX-TGP550T04

Status Network System VoIP **Telephone** Maintenance

Multi Number Settings

Web Port Close

Telephone

- Multi Number Settings
- Call Control
  - Line 1
  - Line 2
  - Line 3
  - Line 4
  - Line 5
  - Line 6
  - Line 7
  - Line 8
- Tone Settings
- Import Phonebook
- Export Phonebook

**→ Grouping Handset/Handset selection for receiving calls**

Line No.	Phone Number	Handset No.						Base
		/1	/2	/3	/4	/5	/6	
1	4254583993	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	4254584349	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**← Handset and Line No. selection for making calls**

Handset No.	Line No.								Default
	1	2	3	4	5	6	7	8	
/1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2
/2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
/3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
/4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
/5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
/6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1
Base	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1

\*\*\*

Save Cancel

\*\*\* NOTE: Only KX-TGP550 will have a Base Handset option meaning unlike the Panasonic 500 the Panasonic 550 has a CORDED handset attached to it which will need its own DID and line configuration.

\*\*\* Note: Even though you will be able to select multiple lines per handset or Base Handset this is not a supported service or feature with Intermedia at this time. You want to have the handset and “Line No” match in both the top and bottom. Also, note the default dial out drop down is set to the correct “Line No” for the handset associated to that line.

\*\*\* If you do not see Base in your above image this just means your model does not have a Base Corded handset and can ignore changing Lines or Defaults for the Base (Handset) field. The only model that will have Base Handset as an option is **Panasonic KX-TGP550** which has a Corded Handset built in to the Base.

The final step is to configure your voicemail number, which is the phone’s direct number. Go to the Telephone Tab, and make the changes in the boxes below.



It will look like this but with the number that is currently assigned to your phone:

**Panasonic**  
KX-TGP550T04

Status | Network | System | VoIP | **Telephone** | Maintenance

**Call Control [Line 1]**

Complete

Web Port Close

**Telephone**

- Multi Number Settings
- Call Control**
  - Line 1
  - Line 2
  - Line 3
  - Line 4
  - Line 5
  - Line 6
  - Line 7
  - Line 8
- Tone Settings
- Import Phonebook
- Export Phonebook

**Call Control**

Display Name	Pan 550 Handset
Enable Privacy Mode	<input type="radio"/> Yes <input type="radio"/> No
Voice Mail Access Number	4254584349
Enable Shared Call	<input type="radio"/> Yes <input type="radio"/> No
Unique ID of Shared Call	
Synchronize Do Not Disturb and Call Forward	<input type="radio"/> Yes <input type="radio"/> No

**Dial Plan**

Dial Plan (max 500 columns)	
Call Even If Dial Plan Does Not Match	<input type="radio"/> Yes <input type="radio"/> No

**Call Features**

Block Caller ID	<input type="radio"/> Yes <input type="radio"/> No
Block Anonymous Call	<input type="radio"/> Yes <input type="radio"/> No
Do Not Disturb	<input type="radio"/> Yes <input type="radio"/> No

**Call Forward**

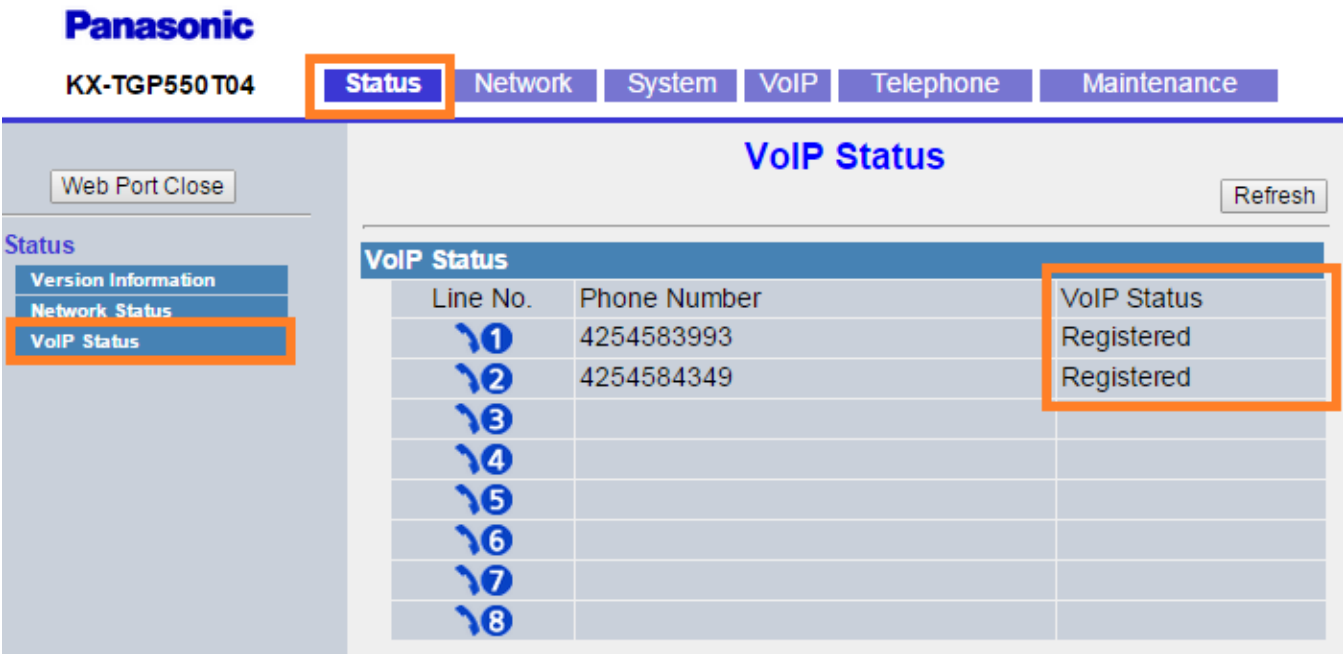
Unconditional	Enable Call Forward	<input type="radio"/> Yes <input type="radio"/> No
	Phone Number	
Busy	Enable Call Forward	<input checked="" type="radio"/> Yes <input type="radio"/> No
	Phone Number	4254584349
No Answer	Enable Call Forward	<input checked="" type="radio"/> Yes <input type="radio"/> No
	Phone Number	4254584349
	Ring Count	5 count(s) [0, 2-20]

Save Cancel

You **MUST** now restart the Base, using the Web Interface.



Once the Base completes the restart, make sure to verify the VoIP Status under the **Status Tab > VoIP Status**.



\*\*\* If the lines do not show "Registered" you may have to Reset the Base and start over. If it is showing "Registering" this indicates information was saved or incorrectly entered and is preventing the phone from registering. You will likely have to "Reset to Defaults", because just updating setting is known to not fix the issue.

To Reset the Base this is done under the **Maintenance Tab > Reset to Defaults**

Web Port Close

**Maintenance**

- Firmware Maintenance
- Local Firmware Update
- Provisioning Maintenance Management Server
- Reset to Defaults**
- Restart

## Reset to Defaults

### Reset Web Data

The Web data for this unit will be reset to its default values when you click [Reset Web Settings].

Reset Web Settings

Now you are good to go! Please feel free to review the following articles for Firewall Rules and Port Requirements for the service to work correctly.

- <https://kb.intermedia.net/Article/3119>
- <https://kb.intermedia.net/Article/3042>