# Provisioning a Panasonic KX-TGP500/600

Use this guide to add a Panasonic TGP500 or TGP600 wireless phone to your account. Be sure to follow the "**Adding the device as an Extension**" section first. Then follow either the **TGP500 or TGP600 provisioning instructions** based on the model you are using.
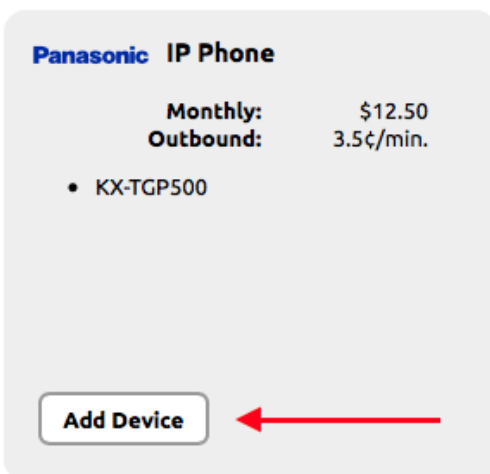
Adding a Panasonic Device as an Extension

1. Log in to your NocTel control panel.
2. Click on **Extensions** in the left-hand menu.
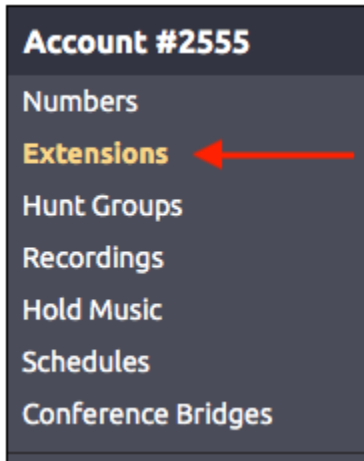
3. Click the **Add a New Extension** link located above the extension list.
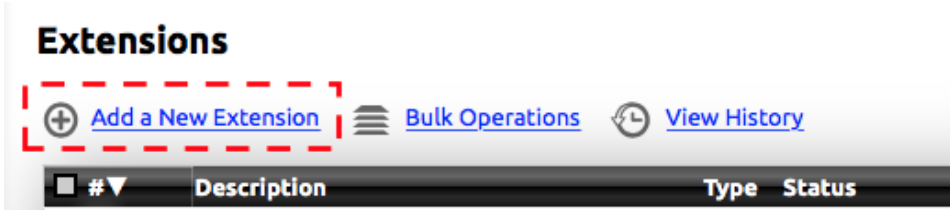
4. Locate **the Panasonic IP Phone** area, and click **Add Device.**

5. Enter the device's **MAC address**, which is located on the phone's base. Add an Extension number and name. Leave the "Line" section set to 1st for the first handset.

Panasonic Device Provisioning

Follow these steps in order to provision your Panasonic device to work with the NocTel.com Digital Phone Service.

FOR BEST RESULTS, DO NOT PLUG IN YOUR PHONE(S) UNTIL THESE STEPS ARE COMPLETED.

1. **Ensure you have selected a compatible and approved Panasonic model for use with the NocTel.com Digital Phone Service from the following list:**

   KX-TGP500

2. **Locate the MAC Address for each of the Panasonic devices you wish to add.**

   On desk phones, this can be done by looking at the sticker on the back of the phone.

   Alternatively, you can look at the mac address during the boot up process or from the Network Status menu.

3. **Enter the MAC Address, desired extension number, line number, and name for each of your new Panasonic devices here:**

   Device MAC   Ext. #   Line   Extension Name (Typically a Room or Employee Name)
   [   ]   [   ]   1st   [   ]

   [Submit]

4. **Click submit, and follow the instructions on the next screen to activate your new device(s).**

If adding more than one handset, use the new row that is created after adding the first. Use the MAC address from the main base, and select **2nd** for the **line**.

3. **Enter the MAC Address, desired extension number, line number, and name for each of your new Panasonic devices here:**

Device MAC	Ext. #	Line	Extension Name (Typically a Room or Employee Name)
1234567890ab	100	1st	Main Handset
1234567890ab	101	2nd	2nd Handset
		1st	

[Submit]

6. Click **Submit**.

Panasonic KX-TGP600 Provisioning

1. Connect the base to an active internet connection and power. Connect the charging base for the handset, install batteries in the handset, and place the handset on the charger.
2. On the handset, click the **center button (menu)**. Then select **System Settings** > **Network Setting** > **Embedded Web** > **On.** The phone will beep to confirm the selection.
3. Return to the main screen by pressing the **end call** or **Xfer/CLR** button on the handset. Click the **center button (menu)** > **System Settings** > **Status** > **IPv4 Settings** >**IP Address.** Note the IP address.
4. Navigate to the *IP address* shown on the handset in a browser on your computer by entering the IP address in the address bar.
5. When prompted for the username and password:
    1. enter **admin** for the username
    2. enter **adminpass** for the password.
    3. Click **Sign In.**
6. The system will prompt you to set a new admin password. Complete the fields and enter a new password you can remember and click **Ok**. After confirming the password change the system will make you log back in using the new password.
7. Inside the web portal, click the **Maintenance** tab located at the top.

8. The Provisioning Maintenance section should be displayed. If not click on **Provisioning Maintenance** in the left-hand menu.
9. In the **Standard File URL** field enter the following: https://noctel.com/pana-{mac}.cfg

10. Hit **Save** and wait for it to say "complete." The phone may take a few minutes to reboot and grab the new configuration. Make an outbound test call to confirm the phone is active.

ⓘ **Note:**

After provisioning is complete the admin password will be reset to **8675309**

Panasonic KX-TGP500 Provisioning

1. Connect the base to an active internet connection and power. Connect the charging base for the handset, install batteries in the handset, and place the handset on the charger.
2. On the handset click the **center button** and then enter **#[5][3][4].** Toggle the embedded web server to **on**. The phone will beep to confirm the selection.
3. Return to the main screen, click the **center button** of the handset, and enter **#[5][0][1]** and make a note of the IP address given.
4. Navigate to the IP address in a browser on your computer, by entering the IP address in the address bar.
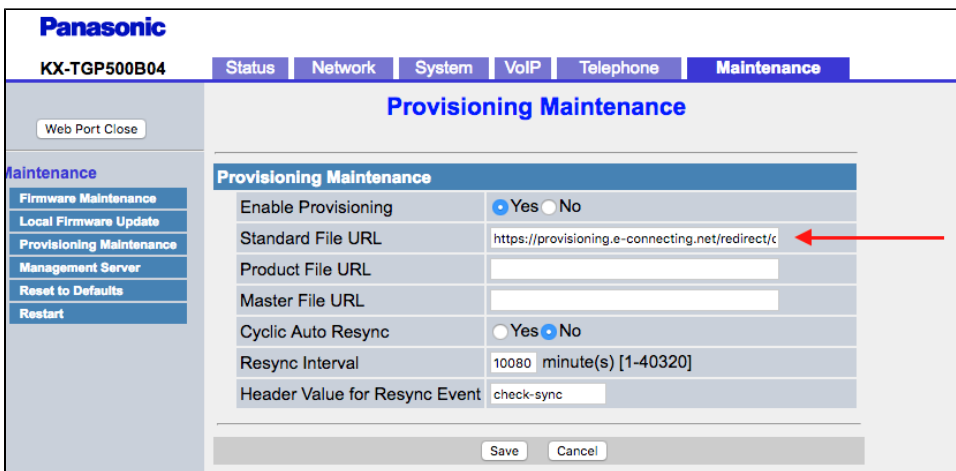5. When prompted enter **admin** for the username and **adminpass** for the password. Click **Sign In.**

6. Inside the web portal, click the **Maintenance** tab located on the top

7. Click on **Provisioning Maintenance** in the left-hand menu.

8. In the **Standard File URL** field enter the following: https://noctel.com/pana-{mac}.cfg

9. Hit **Save** and wait for it to say **complete.**

10. Ensure that the provisioning as taken effected by clicking on the **Telephone** tab, (It can sometimes be slow, be patient). The portal will ask you to log in again. This time use the username: admin and the password: **8675309**. You may have to enable the web server on the handset again,

using the **#{5][3][4]** code. You should see the extension numbers set as the phone numbers for the handsets.

11. Close the web portal and test inbound and outbound calling for the handset.

Factory Reset on Panasonic KX-TGP 500 Wireless Phone

Make sure that the phone has been reset to its factory default before provisioning.

1. Connect the base to an active internet connection and power. Connect the charging base for the handset, install batteries in the handset, and place the handset on the charger.
2. On the handset click the **center button** and then enter **#[5][3][4].** Toggle the embedded web server to **on**. The phone will beep to confirm the selection. (you can also navigate to this in the settings menu)
3. Enter **#[5][0][1]**, this will give you the **IP address** of the web interface, make note of this address.
4. Navigate to the **IP address** in a browser. When prompted enter **customerserviceid** for the user and **cspass** for the password.

> (i) **Important Note!**
>
> *IMPORTANT NOTE: Please note that you will by default be logged in as what you last logged into the phone web interface as. This is bad as you need to later log in with a different user and password for provisioning. **It is critical to use incognito mode or two different browsers, one for the reset and one for the provisioning.** Also, note that both users cannot be logged in at the same time.*

5. Once logged in click the **Maintenance** tab on the top.

6. Click the **Reset to Defaults** tab.

7. Click **Reset to Factory Defaults** then **OK**.

8. Click **Reset Web Settings** and then **OK.**

9. Click the **Web Port Close** button in the top left. Then exit the browsers.
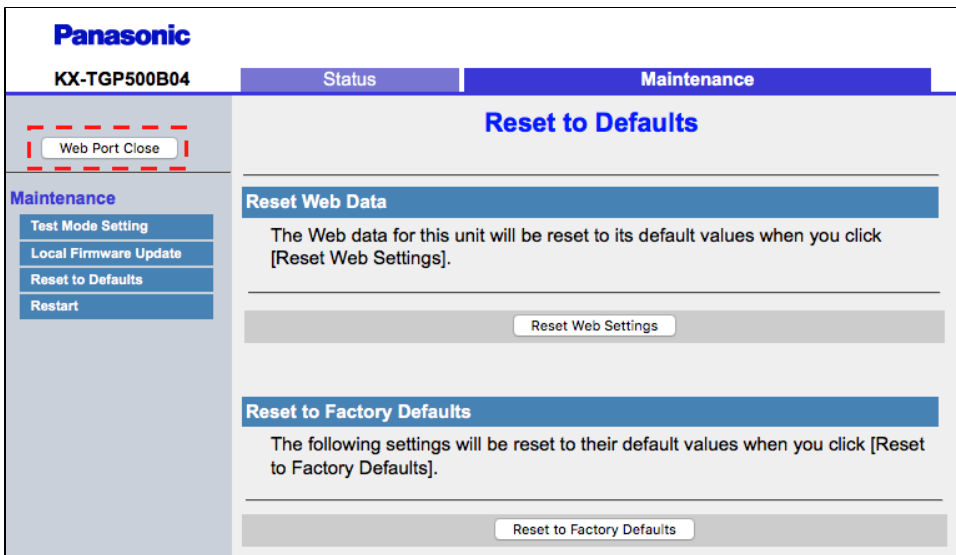
Related articles

- Provisioning and Setup of Grandstream HT802 ATA
- Provisioning a Grandstream WP820 Wi-Fi Phone
- Provisioning a Yealink W76P Wireless Phone
- Provisioning a NocTel Go Extension (Legacy)
- Provisioning a Polycom Phone