

# Panasonic<sup>®</sup>

## Operating Instructions

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Home Network System  
Digital Cordless Handset

Model No. **KX-HNH100C**



***Before initial use, see “Getting Started”  
on page 9.***

**Thank you for purchasing a Panasonic product.**

Please read these operating instructions before using the unit and save them for future reference.

For assistance, please visit our support page on:

**[www.panasonic.ca/english/support](http://www.panasonic.ca/english/support)**

## Table of Contents

<b>Introduction</b>			
Accessory information .....	3	Remote operation .....	37
Expanding the Panasonic Home Network System .....	4	Answering system settings .....	38
<b>Important Information</b>		<b>Home Network System Integration</b>	
About this system .....	6	Home Network System integration .....	40
For your safety .....	6	Security features .....	40
Important safety instructions .....	7	Arming and disarming the system .....	40
For best performance .....	7	Smart plug features .....	42
Other information .....	8	Home Network app features .....	42
<b>Getting Started</b>		Accessing the User's Guide .....	43
Setting up .....	9	<b>Useful Information</b>	
Controls .....	11	Character table .....	44
Display icons .....	11	Error messages .....	44
Registering the handset .....	12	Troubleshooting .....	45
Language settings .....	12	<b>Appendix</b>	
Other settings .....	12	Specifications .....	51
<b>Making/Answering Calls</b>		Industry Canada Notices and other information .....	52
Making calls .....	14	Warranty .....	53
Answering calls .....	14	<b>Index</b>	
Caller list .....	16	Index.....	54
Useful features during a call .....	17		
Handset locator .....	18		
Intercom .....	19		
<b>Phonebook</b>			
Phonebook .....	20		
Speed dial .....	22		
<b>Programming</b>			
Menu list .....	23		
Alarm .....	28		
Night mode .....	28		
Call block .....	29		
Other programming .....	30		
Wi-Fi® settings .....	30		
Voice Mail service .....	31		
<b>Answering System</b>			
Answering system .....	34		
Activating the answering system .....	34		
Greeting message .....	34		
Listening to messages .....	35		
Advanced new message alerting features .....	36		

## Accessory information

### Supplied accessories

No.	Accessory item/Part number	Quantity
①	Rechargeable batteries*1	2
②	Handset cover*2	1
③	Charger	1

\*1 See page 3 for replacement battery information.

\*2 The handset cover comes attached to the handset.



### Additional/replacement accessories

Please contact your nearest Panasonic dealer for sales information.

Accessory item	Model no./Specifications
Rechargeable batteries	HHR-4DPA or HHR-4MYA*1
	Battery type: – Nickel metal hydride (Ni-MH) – 2 x AAA (R03) size for each handset

\*1 Replacement batteries may have a different capacity from that of the supplied batteries.

### Other information

- Design and specifications are subject to change without notice.
- The illustrations in these instructions may vary slightly from the actual product.

### Trademarks



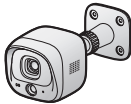


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- Android is a trademark of Google Inc.
- Wi-Fi is a registered trademark of the Wi-Fi Alliance.
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## Introduction

### Expanding the Panasonic Home Network System

The Panasonic Home Network System lets you create a powerful wireless network of cameras, sensors, and smart plugs in your home, and control them all with an easy-to-use mobile app. Compatible devices are explained below. For information about the Home Network app, refer to the User's Guide (page 43).

The maximum number of devices for each device type is listed below.

<p><b>Digital Cordless Handset (KX-HNH100C: 6 max.)*1</b></p> <ul style="list-style-type: none"><li>● Makes and receives calls using your home landline</li><li>● Can be used to change the system's security mode</li><li>● Displays system status</li><li>● Receives notification when the sensors are triggered</li></ul>	
<p><b>Indoor Camera (KX-HNC200C: 4 max.)*2</b></p> <ul style="list-style-type: none"><li>● Full-colour camera with built-in microphone for live monitoring and recording</li><li>● Built-in visual sensor, audio sensor, and temperature sensor can be used to trigger other actions (camera recording, turning on a light, etc.)</li><li>● Built-in microphone and speaker for two-way communication</li></ul>	
<p><b>Outdoor Camera (KX-HNC600C: 4 max.)*2</b></p> <ul style="list-style-type: none"><li>● Full-colour camera with built-in microphone for live monitoring and recording</li><li>● Built-in visual sensor and infrared sensor can be used to trigger other actions (camera recording, turning on a light, etc.)</li><li>● Built-in microphone and speaker for two-way communication</li><li>● Splashproof design for permanent, outdoor installation</li></ul>	
<p><b>Window/Door Sensor (KX-HNS101C: 50 max.)*3</b></p> <ul style="list-style-type: none"><li>● Detects when the corresponding window or door is opened</li><li>● Can be used to trigger other events (camera recording, turning on a light, etc.)</li></ul>	
<p><b>Motion Sensor (KX-HNS102C: 50 max.)*3</b></p> <ul style="list-style-type: none"><li>● Detects motion in the surrounding area</li><li>● Can be used to trigger other events (camera recording, turning on a light, etc.)</li></ul>	

## Introduction

### Smart Plug (KX-HNA101C: 50 max.\*3)

- Can be turned on and off when using the handset or Home Network app or when triggered by a sensor
- Built-in overcurrent detection for added peace of mind
- Power consumption is logged for your reference



- \*1 Optional handsets may be a different colour from that of the handset supplied as part of a pre-configured bundle.
- \*2 A total of 4 cameras (including indoor cameras and outdoor cameras) can be registered to the hub.
- \*3 A total of 50 sensors (including motion sensors and window/door sensors) and smart plugs can be registered to the hub.

## Mobile devices

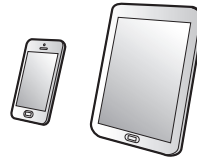
### Your mobile devices: 8 max.\*1

You can expand the system by installing the Home Network app on your mobile devices (smartphones, tablets, etc.) and registering your mobile devices to the hub.

See page 42 for more information about the Home Network app.

#### Note:

- You must configure the hub's Wi-Fi settings before you can use the app.



- \*1 8 mobile devices can be registered to the hub, however, only the first 4 can use phone features.

## Important Information

### About this system

This system is an auxiliary system; it is not designed to provide complete protection from property loss. Panasonic will not be held responsible in the event that property loss occurs while this system is in operation.

### For your safety

To prevent severe injury and loss of life/property, read this section carefully before using the product to ensure proper and safe operation of your product.

#### WARNING

##### Power connection

- Use only the power source marked on the product.
- Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
- Completely insert the AC adaptor/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.
- Regularly remove any dust, etc. from the AC adaptor/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.
- Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact us by visiting our Support page:  
**[www.panasonic.ca/english/support](http://www.panasonic.ca/english/support)**
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open. Danger of electric shock exists.
- Never touch the plug with wet hands. Danger of electric shock exists.
- Do not connect non-specified devices.

### Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Do not allow the AC adaptor or telephone line cord to be excessively pulled, bent or placed under heavy objects.

### Operating safeguards

- Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the product.
- Do not spill liquids (detergents, cleansers, etc.) onto the telephone line cord plug, or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall jack, and do not use.
- Never put metal objects inside the product. If metal objects enter the product, turn off the circuit breaker and contact an authorized service center.

### Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. The product operates between 1.92 GHz and 1.93 GHz with a peak transmission power of 115 mW.
- Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

## Important Information

### CAUTION

#### Installation and location

- Never install wiring during a lightning storm.
- Never install telephone line jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.
- This product is unable to make calls when:
  - the handset batteries need recharging or have failed.
  - there is a power failure.
- Do not place metallic objects such as paperclips near the product. Metallic objects could cause a short circuit if they touch the charge contacts.

#### Battery

- We recommend using the batteries noted on page 3. **USE ONLY rechargeable Ni-MH batteries AAA (R03) size.**
- Do not mix old and new batteries.
- Do not open or mutilate the batteries. Released electrolyte from the batteries is corrosive and may cause burns or injury to the eyes or skin. The electrolyte is toxic and may be harmful if swallowed.
- Exercise care when handling the batteries. Do not allow conductive materials such as rings, bracelets, or keys to touch the batteries, otherwise a short circuit may cause the batteries and/or the conductive material to overheat and cause burns.
- Charge the batteries provided with or identified for use with this product only, in accordance with the instructions and limitations specified in this manual.
- Only use a compatible charger to charge the batteries. Do not tamper with the charger. Failure to follow these instructions may cause the batteries to swell or explode.

#### Attention:



A nickel metal hydride battery that is recyclable powers the product you have purchased.

Please call 1-800-8-BATTERY (1-800-822-8837) for information on how to recycle this battery.

### Important safety instructions

When using your product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Do not use this product near water for example, near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.
4. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

#### SAVE THESE INSTRUCTIONS

### For best performance

#### Hub location/avoiding noise

The hub and other compatible Panasonic units use radio waves to communicate with each other.

## Important Information

- For maximum coverage and noise-free communications, place your hub:
  - at a convenient, high, and central location with no obstructions between the product and hub in an indoor environment.
  - away from electronic appliances such as TVs, radios, personal computers, wireless devices, or other phones.
  - facing away from radio frequency transmitters, such as external antennas of mobile phone cell stations. (Avoid putting the hub on a bay window or near a window.)
- Coverage and voice quality depends on the local environmental conditions.
- If the reception for a hub location is not satisfactory, move the hub to another location for better reception.

### Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- The product should not be exposed to direct sunlight.
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long period of time, unplug the product from the power outlet.
- The product should be kept away from heat sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than 0 °C (32 °F) or greater than 40 °C (104 °F). Damp basements should also be avoided.
- The maximum communication range may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.
- The wireless communication range of each device in the system is approximately 50 m (160 feet) indoors and approximately 300 m

(1,000 feet) outdoors from the hub when unobstructed by other objects.

## Other information

**CAUTION:** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

### Routine care

- **Wipe the outer surface of the product with a soft moist cloth.**
- Do not use benzene, thinner, or any abrasive powder.

### Notice for product disposal, transfer, or return

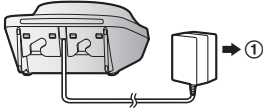
- This product can store your private/confidential information. To protect your privacy/confidentiality, we recommend that you erase information such as phonebook or caller list entries from the memory before you dispose of, transfer, or return the product.



### Setting up

#### Connections

- 1 Connect the AC adaptor to the power outlet.



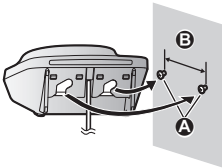
#### Wall mounting

##### Note:

- Make sure that the wall and the fixing method are strong enough to support the weight of the unit.

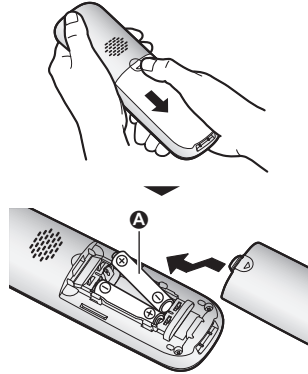
Drive the screws (A) (not supplied) into the wall.

- B 27.2 mm (1 1/16 inches)



#### Battery installation

- USE ONLY rechargeable Ni-MH batteries AAA (R03) size (A).
- Do NOT use Alkaline/Manganese/Ni-Cd batteries.
- Confirm correct polarities (+, -).



- Follow the directions on the display to set up the unit.

#### Battery charging

Charge for about 7 hours.

- Confirm "charging" is displayed (A).
- When the batteries are fully charged, "Fully charged" is displayed.



## Getting Started

### Note when setting up

#### Note for connections

- The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)
- The AC adaptor should be connected to a vertically oriented or floor-mounted AC outlet. Do not connect the AC adaptor to a ceiling-mounted AC outlet, as the weight of the adaptor may cause it to become disconnected.






#### Note for battery installation

- Use the supplied rechargeable batteries. For replacement, we recommend using the Panasonic rechargeable batteries noted on page 3, 7.

#### Note for battery charging

- It is normal for the handset to feel warm during charging.
- Clean the charge contacts of the handset and charger with a soft and dry cloth once a month. Before cleaning the unit, disconnect from power outlets. Clean more often if the unit is exposed to grease, dust, or high humidity.

#### Battery level

Icon	Battery level
	High
	Medium
	Low
	Needs charging.
	Empty

#### Panasonic Ni-MH battery performance (supplied batteries)

Operation	Operating time
In continuous use	10 hours max.*1
Not in use (standby)	120 hours max.*1

\*1 If eco mode is on.

#### Note:

- Actual battery performance depends on usage and ambient environment.

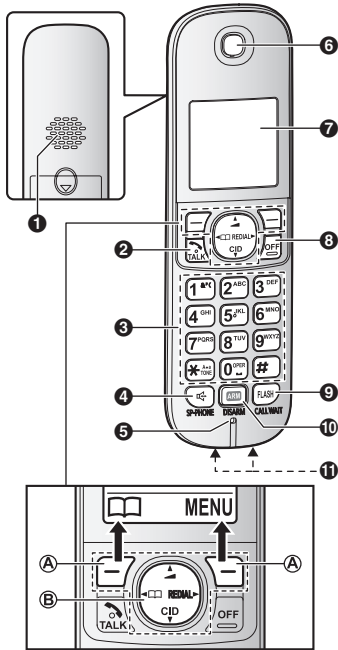
#### Intelligent eco mode

This feature automatically reduces handset power consumption by suppressing handset transmission power when the handset is close to the hub.

- When this feature is activated, **ECO** is displayed.
- Eco mode is turned off when the clarity booster is activated (page 17).

## Controls

### Handset



- 1 Speaker
  - 2 [TALK]
  - 3 Dial keypad
  - 4 [SP-PHONE] (Speakerphone)
  - 5 Microphone
  - 6 Receiver
  - 7 Display
  - 8 [OFF]
  - 9 [FLASH] [CALL WAIT]
  - 10 [ARM] [DISARM]
  - 11 Charge contacts
- Control type
  - (A) Soft keys

By pressing a soft key, you can select the feature shown directly above it on the display.

#### Navigator key









- [▲], [▼], [◀], or [▶]: Scroll through various lists and items.
- ◀ (Volume: [▲] or [▼]): Adjust the receiver or speaker volume while talking.
- [◀] □: View the phonebook entry.
- [▶] REDIAL: View the redial list.
- [▼] CID (Call Display): View the caller list.

## Display icons

### Handset display items

Item	Meaning
	Within hub range
	Out of hub range
	The line is in use. <ul style="list-style-type: none"> <li>• When blinking: The call is put on hold.</li> <li>• When blinking rapidly: An incoming call is now being received.</li> </ul>
	Eco mode is on. (page 10)
	Noise reduction is set. (page 17)
	Equalizer is set. (page 18)
	Speakerphone is on. (page 14)
	Ringer volume is off. (page 26)
	Night mode is on. (page 28)
	Privacy mode is on. (page 27)
	Alarm is on. (page 28)
	Handset number
	At Home mode is set. (page 40)
	Away mode is set. (page 40)

## Getting Started

Item	Meaning
	Answering system is on. (page 34)
	Battery level
	Blocked call (page 29)
	Outdoor/Indoor camera
	Door sensor
	Window sensor
	Motion sensor
	Clarity booster is on. (page 17)
In use	Answering system is being used by another handset
Line in use	Someone is using the line.

## Registering the handset

### Registering a handset to the hub

This procedure is not required for devices that were included as part of a bundle.

Before you can use the handset, it must be registered to the hub.  
If you purchased handsets separately (i.e., not as part of a bundle), use the following procedure to register each handset to the hub.

- Hub:**  
Press and hold **[📞]A HANDSET/LOCATOR** until the LED indicator blinks in green.
  - If all registered handsets start ringing, press **[📞]A HANDSET/LOCATOR** again to stop, then repeat this step.
- Handset:**  
Place the handset on the charger, then wait until a long beep sounds.

### Deregistering a handset

A handset can cancel its own registration to the hub, or other handsets registered to the

same hub. This allows the handset to end its wireless connection with the system.

- [MENU]#1131**
  - All handsets registered to the hub are displayed. If mobile devices (smartphones, tablets, etc.) are registered to the hub, you can also select and deregister them using this procedure.
- [↕]**: Select the handset you want to cancel. → **[SELECT]**
- [↕]**: “Yes” → **[SELECT]** → **[OFF]**

## Language settings

### Display language

- [MENU]#1110**
- [↕]**: Select the desired setting. → **[SAVE]**
- [OFF]**

#### Note:

- When English is selected as the display language, 12-hour clock format is used. When French is selected, 24-hour clock format is used.

### Voice guidance language

- [MENU]#1112**
- [↕]**: Select the desired setting.
- [SAVE]** → **[OFF]**

## Other settings

### Dialing mode

If you cannot make calls, change this setting according to your telephone line service. The default setting is “Tone”.

“Tone”: For tone dial service.

“Pulse”: For rotary/pulse dial service.

- [MENU]#1120**



## Getting Started

- 2 **[↕]**: Select the desired setting.
- 3 **[SAVE] → [OFF]**

## Making/Answering Calls

### Making calls

- 1 Lift the handset and dial the phone number.
  - To correct a digit, press **[CLEAR]**.
- 2 **[📞]**
- 3 When you finish talking, press **[OFF]** or place the handset on the charger.

### Using the speakerphone

- 1 Dial the phone number and press **[📞]**.
- 2 When you finish talking, press **[OFF]**.

#### Note:

- To switch back to the receiver, press **[📞]/[📞]**.

### Adjusting the receiver or speaker volume

Press **[▲]** or **[▼]** repeatedly while talking.

### Making a call using the redial list

The last 5 phone numbers dialed (each 48 digits max.) are stored in the redial list.

- 1 **[▶]** REDIAL
- 2 **[↕]**: Select the desired phone number.
- 3 **[📞]**

### Erasing a number in the redial list

- 1 **[▶]** REDIAL
- 2 **[↕]**: Select the desired phone number.  
→ **[ERASE]**
- 3 **[↕]**: "Yes" → **[SELECT]** → **[OFF]**

### Pause (for PBX/long distance service users)

A pause is sometimes required when making calls using a PBX or long distance service. When storing a calling card access number and/or PIN in the phonebook, a pause is also needed (page 21).

**Example:** If you need to dial the line access number "9" when making outside calls with a PBX:

- 1 **[9]** → **[▲]** (Pause)
- 2 Dial the phone number. → **[📞]**

#### Note:

- A 3.5 second pause is inserted each time **[▲]** (Pause) is pressed.

### Answering calls

- 1 Lift the handset and press **[📞]** or **[📞]** when the unit rings.
- 2 When you finish talking, press **[OFF]** or place the handset on the charger.

**Any key answer:** You can answer the call by pressing any dial key.

**Auto talk:** You can answer calls simply by lifting the handset (page 26).

**Temporary handset ringer off:** You can turn the ringer off temporarily by pressing **[🔕]**.

### Adjusting the ringer volume

Press **[▲]** or **[▼]** repeatedly to select the desired volume while ringing.

### Call Display features

When an outside call is being received, the caller information is displayed.

#### Important:

- This unit is Call Display compatible. To use Call Display features, you must subscribe to a Call Display service. Contact your service provider/telephone company for details.
- If the unit cannot receive caller information, the following is displayed:
  - "Unavailable Name & No.": The caller dials from an area which does not provide a Call Display service.
  - "Private caller": The caller requests not to send caller information.
  - "Long distance": The caller makes a long distance call.

## Making/Answering Calls

- If the unit is connected to a PBX system, caller information may not be properly received. Contact your PBX supplier.

### Missed calls

If a call is not answered, the unit treats it as a missed call. The display shows “**Missed call**”.

#### Note:

- Even when there are unviewed missed calls, “**Missed call**” disappears from the standby display if the following operation is performed by one of the units:
  - A handset is replaced on the charger.
  - Pressing [**OFF**] on a handset.

### Phonebook name display

When caller information is received and it matches a phone number stored in the phonebook, the stored name in the phonebook is displayed and logged in the caller list.

### Talking Call Display

This feature lets you know who is calling without looking at the display.

To use this feature, you must:

- subscribe to a Call Display service of your service provider/telephone company.
- turn this feature on (page 26).

When caller information is received, the handsets announce the caller's name or phone number received from your service provider/telephone company following every ring.

- Name pronunciation may vary. This feature may not pronounce all names correctly.
- Call Display service has a limit of how many characters can be displayed. If the caller's name is too long, the unit may not be able to display or announce the entire name.

### Phonebook name announcement

When caller information is received and it matches a phone number stored in the

phonebook, the stored name in the phonebook is announced.

### For Call Waiting Deluxe service users

To use Call Waiting Deluxe, you must subscribe to Call Waiting Deluxe from your service provider/telephone company. This feature not only allows the unit currently in use to display the 2nd caller's information, but also offers you a variety of ways to deal with the 2nd call.

#### Important:

- Please contact your service provider/ telephone company for details and availability of this service in your area.
- This feature must be turned on before it can be used.

### To turn Call Waiting Deluxe on/off

To use Call Waiting Deluxe, you must turn this feature on. The default setting is “**OFF**”.

- 1 [**MENU**]#**215**
- 2 [**↓**]: Select the desired setting.
- 3 [**SAVE**] → [**OFF**]

### Call Waiting Deluxe service options

When a 2nd call is received, you can choose how to handle the call by selecting an option shown on the unit display.

#### Note:

- Your service provider/telephone company may not offer all of the options (page 15).

Displayed option	Function
<b>Answer</b>	Answers the waiting call, while keeping the 1st call on hold.
<b>Hold</b>	Holds the waiting call. The caller will hear the pre-recorded hold message played by your service provider/ telephone company.

## Making/Answering Calls

Displayed option	Function
<b>Announce</b>	The caller will hear the pre-recorded busy message played by your service provider/ telephone company (for example, "We are not available now.") and will then be disconnected.
<b>Forward</b>	Forwards the waiting call to the Voice Mail service provided by your service provider/telephone company. You must subscribe to Voice Mail service to use this function.
<b>Drop</b>	Disconnects (drops) the current call and answers the waiting call.
<b>Conference</b>	Answers the waiting call and combines it with the current call to make a conference call (3-party call).
<b>Return</b>	Returns to the waiting caller while keeping the current call on hold.
<b>Drop caller1</b>	Disconnects (drops) the 1st call during a conference call.
<b>Drop caller2</b>	Disconnects (drops) the 2nd call during a conference call.

### To use Call Waiting Deluxe service

- When you hear a Call Waiting tone during an outside call, press **[FLASH]**.
  - The option menu is displayed.
- [↕]**: Select the desired option. → **[SELECT]**
  - After selecting "Answer", "Hold", or "Conference", you can select another option. → **[FLASH]** → **[↕]**: Select the desired option. → **[SELECT]**

### Note:

- To exit from the option menu, wait for 20 seconds.

## Caller list

The last 50 callers information is logged in the caller list from the most recent call to the oldest.

### Making a call from the caller list

- [▼]** CID
- Press **[▼]** to search from the most recent call, or **[▲]** to search from the oldest call.
- To call back, press **[↶]**.  
To exit, press **[OFF]**.

### Note:

- If the entry has already been viewed or answered, "✓" is displayed.

### Editing a caller's phone number in the caller list

You can edit a phone number in the caller list by adding the long distance code "1" or removing its area code.

- [▼]** CID
- [↕]**: Select the desired entry.
- [MENU]** → **[↕]**: "Edit" → **[SELECT]**
- Press **[EDIT]** repeatedly until the phone number is shown in the desired format.
- [↶]**

### Note:

- The number edited in step 4 will not be saved in the caller list.

### Erasing information from caller list

- [▼]** CID
- [↕]**: Select the desired entry.
- [ERASE]** → **[↕]**: "Yes" → **[SELECT]**
- [OFF]**



## Making/Answering Calls

### Erasing all information from caller list

- 1 [▼] CID
- 2 [ERASE] → [↕]: “Yes” → [SELECT]
- 3 [OFF]

### Useful features during a call

#### Hold

- 1 Press [MENU] during an outside call.
- 2 [↕]: “Hold” → [SELECT]
- 3 To release hold, press [↶].

#### Note:

- After holding for 10 minutes, the call is disconnected.

#### Mute

- 1 Press [MUTE] during a call.
- 2 To return to the call, press [MUTE].

#### Note:

- [MUTE] is a soft key visible on the display during a call.

#### Flash

[FLASH] allows you to use the special features of your host PBX such as transferring an extension call, or accessing optional telephone services.

#### Note:

- To change the flash time, see page 27.

### Answering a second call (Call Waiting)

If you receive a second call while you are talking on the phone, the handset will let you know by sounding a Call Waiting tone. If caller information is also received, you can confirm

the information on the screen and answer the second call.

#### Important:

- You may need to subscribe to your phone service provider's Call Waiting service in order to answer a second call. Consult your phone service provider for information about this feature.

- 1 Press [CALL WAIT] to answer the 2nd call.
- 2 To switch between calls, press [CALL WAIT].

#### Note:

- Please contact your service provider/ telephone company for details and availability of this service in your area.

### Temporary tone dialing (for rotary/pulse service users)

Press [☒] (TONE) before entering access numbers which require tone dialing.

### Handset clarity booster

This feature can improve sound clarity when the handset is used in an area where there may be interference. During an outside call, this feature is turned on automatically when necessary.

- When this feature is turned on, **BOOST** is displayed.

#### Note:

- This feature does not function when an outdoor camera or indoor camera is registered to the hub.

### Handset noise reduction

This feature allows you to hear the voice of the person you are talking to clearly, by reducing the surrounding noise coming from the other party's telephone.

- 1 Press [MENU] while talking.
- 2 [↕]: Select “Noise reduction on” or “Noise reduction off”. → [SELECT]

## Making/Answering Calls

### Note:

- Depending on the environment where this handset is being used, this feature may not be effective.
- This feature is not available using the speakerphone.

### Handset equalizer

This feature clarifies the voice of the person you are talking to, producing a more natural-sounding voice that is easier to hear and understand.

- 1 Press **[MENU]** while talking.
- 2 **[↕]**: "Equalizer" → **[SELECT]**
- 3 **[↕]**: Select the desired setting. → **[OK]**

### Note:

- Depending on the condition and quality of your telephone line, this feature may emphasize existing line noise. If it becomes difficult to hear, turn this feature off.
- This feature is not available while using the speakerphone.
- When both the "Equalizer" setting and noise reduction are activated, **NR** is shown on the display.

### Call share

You can join an existing outside call. To join the conversation, press **[↶]** when the other unit is on an outside call.

### Note:

- A maximum of 3 parties (including 1 outside party) can join a conversation using 2 extensions. (**3-way conference**)
- To prevent other users from joining your conversations with outside callers, turn privacy mode on (page 27).

### Transferring calls, conference calls

Outside calls can be transferred or a conference call with an outside party can be made between 2 handsets.

- 1 During an outside call, press **[MENU]**.

- 2 **[↕]**: "Intercom" → **[SELECT]**
- 3 **[↕]**: Select the desired unit. → **[SELECT]**
- 4 Wait for the paged party to answer.
  - If the paged party does not answer, press **[↶]** to return to the outside call.
- 5 **To complete the transfer:**  
Press **[OFF]**.  
**To establish a conference call:**  
**[MENU]** → **[↕]**: "Conf." → **[SELECT]**
  - To leave the conference, press **[OFF]**. The other 2 parties can continue the conversation.
  - To put the outside call on hold:  
**[MENU]** → **[↕]**: "Hold" → **[SELECT]**  
To resume the conference: **[MENU]** → **[↕]**: "Conf." → **[SELECT]**
  - To cancel the conference: **[MENU]** → **[↕]**: "Stop conference" → **[SELECT]**  
You can continue the conversation with the outside caller.

### Note:

- You can also select your mobile device in this feature using a handset, if your mobile device is registered to the hub. For more information, refer to the User's Guide (page 43).

### Handset locator

You can locate a misplaced handset by paging it.

- 1 **Hub:** Press **[↶]A HANDSET/LOCATOR**.
  - All registered handsets beep for 1 minute.
- 2 To stop paging:  
**Hub:**  
Press **[↶]A HANDSET/LOCATOR**.  
**Handset:**  
Press **[OFF]**.

### Intercom

Intercom calls can be made between handsets.

**Note:**

- When paging unit(s), the paged unit(s) beeps for 1 minute.
- If you receive an outside call while talking on the intercom, the interrupt tone sounds. To answer the call, press **[OFF]**, then press **[↶]**.
- You can also select your mobile device in this feature using a handset, if your mobile device is registered to the hub. For more information, refer to the User's Guide (page 43).

### Making an intercom call

- 1 **[MENU]** → **[↕]**: "Intercom" → **[SELECT]**
- 2 **[↕]**: Select the desired unit. → **[SELECT]**
- 3 When you finish talking, press **[OFF]**.

**Note:**

- You can also use the **[INT]** soft key, if displayed, to make intercom calls.

### Answering an intercom call

- 1 Press **[↶]** to answer the page.
- 2 When you finish talking, press **[OFF]**.

## Phonebook

### Phonebook

You can add 500 names (16 characters max.) and phone numbers (24 digits max.) to the phonebook, and assign each phonebook entry to the desired group.

#### Important:

- All entries can be shared by any registered handset.
- You can copy contacts from your mobile device to the unit's phonebook if your mobile device is registered to the hub. If you store phone numbers in your mobile device's contacts using the international dialing symbol "+" and the country code, we recommend that you store phone number conversion codes in the hub. For more information, refer to the User's Guide (page 43).

### Adding phonebook entries

- 1 **[□□]** or **[←] □□** → **[MENU]**
- 2 **[↕]**: "Add new entry" → **[SELECT]**
- 3 Enter the party's name. → **[OK]**
  - For information about entering characters, see "Character table", page 44.
- 4 Enter the party's phone number. → **[OK]**
- 5 **[↕]**: Select the desired group. → **[SELECT]** 2 times → **[OFF]**

### Storing a redial list number to the phonebook

Phone numbers of up to 24 digits can be stored in the phonebook.

- 1 **[▶] REDIAL**
- 2 **[↕]**: Select the desired phone number. → **[SAVE]**
- 3 To store the name, continue from step 3, "Editing entries", page 21.

### Storing caller information to the phonebook

- 1 **[▼] CID**
- 2 **[↕]**: Select the desired entry.
  - To edit the number: **[MENU]** → **[↕]**: "Edit" → **[SELECT]**  
Press **[EDIT]** repeatedly until the phone number is shown in the desired format. And then, press **[SAVE]**. Go to step 5.
- 3 **[MENU]**
- 4 **[↕]**: "Save CID" → **[SELECT]**
- 5 **[↕]**: "Phonebook" → **[SELECT]**
- 6 Continue from step 3, "Editing entries", page 21.

### Groups

Groups can help you find entries in the phonebook quickly and easily. You can change the names of groups assigned for phonebook entries ("Friends", "Family", etc.). By assigning different ringer tones for different groups of callers, you can identify who is calling (ringer ID), if you have subscribed to Call Display service.

### Changing group names/setting ringer ID

The default group name is "Group 1" to "Group 9".

- 1 **[□□]** or **[←] □□** → **[MENU]**
- 2 **[↕]**: "Group" → **[SELECT]**
- 3 **[↕]**: Select the desired group. → **[SELECT]**
- 4 **To change group names**  
**[↕]**: "Group name" → **[SELECT]** → Edit the name (10 characters max.). → **[SAVE]**  
**To set group ringer tone**  
**[↕]**: Select the current setting of the group ringer tone. → **[SELECT]** → **[↕]**: Select the desired ringer tone. → **[SAVE]**
- 5 **[OFF]**

## Finding and calling from a phonebook entry

- 1 **[□□]** or **[←] □□**
- 2 **To scroll through all entries**  
**[↕]**: Select the desired entry.  
**To search by first character**
  - ① Press the dial key (**[0]** to **[9]**, or **[#]**) which contains the character you are searching for (page 44).
  - ② **[↕]**: Scroll through the phonebook if necessary.**To search by query**  
 You can narrow down the search to enter the first characters of a name.
  - ① **[☒]** → To search for the name, enter the first characters (up to 4) in uppercase (page 44). → **[OK]**
  - ② **[↕]**: Scroll through the phonebook if necessary.**To search by group**
  - ① **[GROUP]**
  - ② **[↕]**: Select the desired group. → **[SELECT]**
  - ③ **[↕]**: Scroll through the phonebook if necessary.
- 3 **[☒]**

## Editing entries

- 1 Find the desired entry (page 21).
- 2 **[MENU]** → **[↕]**: "Edit" → **[SELECT]**
- 3 Edit the name if necessary. → **[OK]**
- 4 Edit the phone number if necessary. → **[OK]**
- 5 **[↕]**: Select the desired group (page 20). → **[SELECT]** 2 times
- 6 **[OFF]**

## Erasing entries

### Erasing an entry

- 1 Find the desired entry (page 21).
- 2 **[MENU]** → **[↕]**: "Erase" → **[SELECT]**
- 3 **[↕]**: "Yes" → **[SELECT]**

- 4 **[OFF]**

### Erasing all entries

- 1 **[□□]** or **[←] □□** → **[MENU]**
- 2 **[↕]**: "Erase all" → **[SELECT]**
- 3 **[↕]**: "Yes" → **[SELECT]**
- 4 **[↕]**: "Yes" → **[SELECT]**
- 5 **[OFF]**

### Chain dial

This feature allows you to dial phone numbers in the phonebook while you are on a call. This feature can be used, for example, to dial a calling card access number or bank account PIN that you have stored in the phonebook, without having to dial manually.

- 1 During an outside call, press **[MENU]**.
- 2 **[↕]**: "Phonebook" → **[SELECT]**
- 3 **[↕]**: Select the desired entry.
- 4 Press **[CALL]** to dial the number.

#### Note:

- When storing a calling card access number and your PIN in the phonebook as one phonebook entry, press **[▲]** (Pause) to add pauses after the number and PIN as necessary (page 14).
- If you have rotary/pulse service, you need to press **[☒]** (TONE) before pressing **[MENU]** in step 1 to change the dialing mode temporarily to tone. When adding entries to the phonebook, we recommend adding **[☒]** (TONE) to the beginning of phone numbers you wish to chain dial (page 20).

## Phonebook

### Speed dial

You can assign 1 phone number to each of the dial keys ([1] to [9]) on the handset.

### Adding phone numbers to speed dial keys

#### ■ By entering phone numbers:

- 1 Press and hold the desired speed dial key ([1] to [9]). → **[ADD]**
- 2 [↕]: "Manual" → **[SELECT]**
- 3 Enter the party's name (16 characters max.). → **[OK]**
- 4 Enter the party's phone number (24 digits max.). → **[OK]**
- 5 **[SELECT]** → **[OFF]**

#### ■ From the phonebook:

- 1 Press and hold the desired speed dial key ([1] to [9]). → **[ADD]**
- 2 [↕]: "Phonebook" → **[SELECT]**
- 3 [↕]: Select the desired entry.
- 4 **[SAVE]** → **[OFF]**

#### Note:

- If you edit a phonebook entry which is assigned to a speed dial key, the edited entry does not transfer to the speed dial key.

### Editing an entry

- 1 Press and hold the desired speed dial key ([1] to [9]). → **[MENU]**
- 2 [↕]: "Edit" → **[SELECT]**
- 3 Edit the name if necessary. → **[OK]**
- 4 Edit the phone number if necessary. → **[OK]**
- 5 **[SELECT]** → **[OFF]**

### Erasing an entry

- 1 Press and hold the desired speed dial key ([1] to [9]). → **[MENU]**

2 [↕]: "Erase" → **[SELECT]**

3 [↕]: "Yes" → **[SELECT]**

4 **[OFF]**

### Viewing an entry/Making a call

- 1 Press and hold the desired speed dial key ([1] to [9]).
- 2 To make a call, press [📞].

## Menu list

To access the features, there are 2 methods.

### ■ Scrolling through the display menus

- 1 [MENU]
- 2 Press [▼] or [▲] to select the desired main menu. → [SELECT]
- 3 Press [▼] or [▲] to select the desired item from the next sub-menus. → [SELECT]
- 4 Press [▼] or [▲] to select the desired setting. → [SAVE]

### ■ Using the direct command code


- 1 [MENU] → Enter the desired code.  
Example: Press [MENU] [F1] [6] [0].
- 2 Select the desired setting. → [SAVE]

#### Note:


- To exit the operation, press [OFF].
- In the following table, < > indicates the default settings.
- In the following table, (16) indicates the reference page number.
- Display menu order and sub-menu may vary depending on your model.

## Display menu tree and direct command code table


Main menu:  "Home network"


Sub-menu 1	Sub-menu 2	Settings	Code	
Arm/Disarm <sup>*1</sup>	—	—	#800	40
Check sensor status	—	—	#801	41
Smart Plug	—	—	#802	42


## Programming

Sub-menu 1	Sub-menu 2	Settings	Code	
Settings	Change Disarm PIN	–	#810	41
	At Home – Alert volume	Handset Off-6 <3>	#803	41
		Hub Off-6 <3>	#*803	
	At Home – Entry alert volume	Handset Off-6 <3>	#808	#*808
		Hub Off-6 <3>	#*808	
	Away – Alert volume	Handset Off-6 <6>	#804	#*804
		Hub Off-6 <6>	#*804	
	Away – Entry alert volume	Handset Off-6 <3>	#807	#*807
		Hub Off-6 <3>	#*807	
	Away – Exit alert volume	Off-6 <3>	#805	


Main menu:  "Phonebook"

Operation	Code	
Viewing the phonebook entry.	#280	21

Main menu:  "Caller list"


Operation	Code	
Viewing the caller list.	#213	16

Main menu:  "Answering device"

Sub-menu 1	Sub-menu 2	Settings	Code	
Play new msg. (msg.: messages)	–	–	#323	35
Play all msg.	–	–	#324	35
Erase all msg.*1	–	–	#325	36
Greeting	Record greeting*1	–	#302	34
	Check greeting	–	#303	35
	Pre-recorded*1 (Reset to pre-recorded greeting)	–	#304	35




## Programming

Sub-menu 1	Sub-menu 2	Settings	Code	
New message alert <sup>*1</sup>	Outgoing call – On/Off	On <Off>	#338	36
	Outgoing call – Notification to	–		
	Outgoing call – Remote code	Activate <Inactivate>		
	Hub beep	On <Off>	#339	36
Settings	Ring count <sup>*1</sup>	2-7 rings <4 rings> Toll saver	#211	38
	Recording time <sup>*1</sup>	1 min <3 min> Greeting only <sup>*2</sup>	#305	39
	Remote code <sup>*1</sup>	<111>	#306	37
	Screen call	<On> Off	#310	38
	Answering device On/ Off	On <Off>	#343	34
Answer on <sup>*1</sup>	–	–	#327	34
Answer off <sup>*1</sup>	–	–	#328	34


Main menu:  "V.M. access"


Operation	Code	
Listening to Voice Mail messages.	#330	32

Main menu:  "Intercom"


Operation	Code	
Paging the desired unit.	#274	19

## Programming


Main menu:  "Initial setting"

Sub-menu 1	Sub-menu 2	Settings	Code	
Ringer setting	Ringer volume	Off-6 <6>	#160	-
	Ringer tone <sup>*3, *4</sup>	<Tone 1>	#161	-
	Night mode - On/Off	On <Off>	#238	28
	Night mode - Start/End	<11:00 PM/06:00 AM>	#237	29
	Night mode - Select group	-	#241	29
Alarm	-	Once Daily <Off>	#720	28
Talking Caller ID (Talking Call Display)	-	<On> Off	#162	15
Handset name	-	-	#104	30
Call block <sup>*1</sup>	Block a single number	-	#217	29
	Block range of numbers	-		
	Block unknown CID (CID: Call Display)	On <Off>	#240	30
	First ring <sup>*1</sup>	<On> Off	#173	30
Speed dial	-	-	#261	22
Voice mail	Store VM access# <sup>*1</sup> (VM: Voice Mail)	-	#331	32
	VM tone detect <sup>*1</sup>	<On> Off	#332	32
LCD contrast (Display contrast)	-	Level 1-4 <2>	#145	-
Key tone	-	<On> Off	#165	-
Auto talk <sup>*5</sup>	-	On <Off>	#200	14

## Programming

Sub-menu 1	Sub-menu 2	Settings	Code	
Set tel line	Set dial mode <sup>*1</sup>	Pulse <Tone>	#120	12
	Set flash time <sup>*1,*6</sup>	900 ms <700 ms> 600 ms 400 ms 300 ms 250 ms 200 ms 160 ms 110 ms 100 ms 90 ms 80 ms	#121	17
	Set line mode <sup>*1,*7</sup>	A <B>	#122	–
	C. WTG options <sup>*1</sup> (Call Waiting Deluxe options)	On <Off>	#215	15
Privacy mode <sup>*1</sup>	–	On <Off>	#194	18
Network settings	Current status	–	#526	31
	Wi-Fi settings	–	#523	31
	IP settings	<Auto (DHCP)> Manual (Static)	#500	31
	Reset network	–	#730	31
Registration	Register handset	–	#130	12
	Deregistration <sup>*2</sup>	–	#131	12
Change language	Display	<English> Français	#110	12
	Voice prompt <sup>*1</sup>	<English> Français	#112	12

Main menu:  “Customer support”

Operation	Code	
Displaying customer support Web address.	#680	–

- \*1 If you program these settings using one of the units, you do not need to program the same item using another unit.
- \*2 This menu is not displayed when scrolling through the display menus. It is only available in direct command code.
- \*3 If you subscribe to a distinctive ring service, select a tone (tone 1 to 2). If you select a melody, you cannot distinguish lines by their ringers.

## Programming

- \*4 The preset melodies in this product (“**T**one 3” - “**M**elody 10”) are used with permission of © 2012 Copyrights Vision Inc.
- \*5 If you subscribe to a Call Display service and want to view the caller’s information after lifting up the handset to answer a call, turn off this feature.
- \*6 The flash time depends on your telephone exchange or host PBX. Contact your PBX supplier if necessary.
- \*7 Generally, the line mode setting should not be changed. This setting automatically maintains receiver volume at the proper level depending on the current telephone line condition. Set the line mode to “**A**” if telephone line condition is not good.

### Alarm

An alarm sounds at the set time for 3 minutes once or daily. Alarm can be set for each handset.

#### Important:

- Make sure the unit’s date and time setting is correct. The time setting of the system is configured with the date and time of the mobile device registered to the hub. For more information, refer to the System Setup Guide of the hub.

- 1 **[MENU]** **#** **7** **2** **0**
- 2 **[↕]**: Select the desired alarm option. → **[SELECT]**

“ <b>Off</b> ” Turns alarm off. Go to step 7.
“ <b>Once</b> ” An alarm sounds once at the set time.
“ <b>Daily</b> ” An alarm sounds daily at the set time. Go to step 4.

- 3 Enter the desired month and date. → **[OK]**
- 4 Set the desired time.
- 5 **[X]**: Select “**AM**” or “**PM**”. → **[OK]**
- 6 **[↕]**: Select the desired alarm tone. → **[SAVE]**
  - We recommend selecting a different ringer tone from the one used for outside calls.
- 7 **[SELECT]** → **[OFF]**

#### Note:

- To stop the alarm, press **[OFF]** or place the handset on the charger.
- When the handset is in use, the alarm will not sound until the handset is in standby mode.

### Night mode

Night mode allows you to select a period of time during which the handset will not ring for outside calls. This feature is useful for time periods when you do not want to be disturbed, for example, while sleeping. Night mode can be set for each unit.

Using the phonebook’s group feature (page 20), you can also select groups of callers whose calls override night mode and ring the handset (Call Display subscribers only).

#### Important:

- Make sure the unit’s date and time setting is correct. The time setting of the system is configured with the date and time of the mobile device registered to the hub. For more information, refer to the System Setup Guide of the hub.
- If you have set the alarm, the alarm sounds even if the night mode is turned on.

#### Turning night mode on/off

- 1 **[MENU]** **#** **2** **3** **8**
- 2 **[↕]**: Select the desired setting. → **[SAVE]**
  - If you select “**Off**”, press **[OFF]** to exit.

- 3 Enter the desired hour and minute you wish to start this feature.
- 4 **[X]**: Select “AM” or “PM”. → **[OK]**
- 5 Enter the desired hour and minute you wish to end this feature.
- 6 **[X]**: Select “AM” or “PM”.
- 7 **[SAVE]** → **[OFF]**

### Changing the start and end time

- 1 **[MENU]****[#]****[2]****[3]****[7]**
- 2 Continue from step 3, “Turning night mode on/off”, page 28.

### Selecting groups to bypass night mode

- 1 **[MENU]****[#]****[2]****[4]****[1]**
- 2 Select your desired groups by pressing **[1]** to **[9]**.
  - “✓” is displayed next to the selected group numbers.
  - To cancel a selected group, press the same dial key again. “✓” disappears.
- 3 **[SAVE]** → **[OFF]**

### Call block

This feature rejects calls from unwanted callers (Call Display subscribers only). The following items are available when storing phone numbers in the call block list (250 max.).

- “Block a single number”: The unit can reject calls from specific phone numbers.
- “Block range of numbers”: The unit can reject calls that begin with a number stored in the call block list, such as a toll-free phone number prefix or certain area codes.

You can also set the unit to reject calls that do not have a phone number.

When a call is received, the unit rings briefly\*1 while caller information is being received. If the caller’s phone number matches an entry in the call block list, the unit emits no sound to the caller, and disconnects the call.

- \*1 This is called first ring. If you do not want the first ring to sound, turn this setting to “OFF” (page 30).

#### Important:

- Rejected calls are logged in the caller list.

### Storing unwanted callers

#### Storing a single phone number

##### Important:

- We recommend storing 10 digits (including the area code). If only 7 digits are stored, all numbers that have the same last 7 digits will be blocked.

##### ■ From the caller list:

- 1 **[▼]** CID
- 2 **[↕]**: Select the entry to be blocked.
  - To edit the number: **[MENU]** → **[↕]**: “Edit” → **[SELECT]**  
Press **[EDIT]** repeatedly until the phone number is shown in the 10-digit format. And then, press **[SAVE]**. Go to step 5.

- 3 **[MENU]**
- 4 **[↕]**: “save CID” → **[SELECT]**
- 5 **[↕]**: “Call block” → **[SELECT]**
- 6 **[↕]**: “Yes” → **[SELECT]**
- 7 Edit the phone number if necessary (24 digits max.).

- 8 **[SAVE]** → **[OFF]**

##### ■ By entering phone numbers:

- 1 **[MENU]****[#]****[2]****[1]****[7]**
- 2 **[↕]**: “Block a single number” → **[SELECT]**
- 3 **[MENU]** → **[↕]**: “Add” → **[SELECT]**
- 4 Enter the phone number (24 digits max.).
  - To erase a digit, press **[CLEAR]**.
- 5 **[SAVE]** → **[OFF]**

#### Storing a range of numbers

- 1 **[MENU]****[#]****[2]****[1]****[7]**

## Programming

- 2 [↕]: "Block range of numbers" → [SELECT]
- 3 [MENU] → [↕]: "Add" → [SELECT]
- 4 Enter the desired number (2-8 digits).
  - To erase a digit, press [CLEAR].
- 5 [SAVE] → [OFF]

### Blocking incoming calls that have no phone number

You can reject calls when no phone number is provided, such as private callers or out of area calls.

- 1 [MENU]#240
- 2 [↕]: Select the desired setting. → [SAVE] → [OFF]

### Setting the first ring for the call block list

If you do not want the first ring from a number on the call block list to sound, turn the first ring setting to "Off". The default setting is "On".

- 1 [MENU]#173
- 2 [↕]: Select the desired setting. → [SAVE] → [OFF]

### Viewing/editing/erasing call block numbers

- 1 [MENU]#217
- 2 [↕]: "Block a single number" or "Block range of numbers" → [SELECT]
- 3 [↕]: Select the desired entry.
  - To exit, press [OFF].
- 4 **To edit a number:**  
[EDIT] → Edit the number. → [SAVE] → [OFF]  
**To erase a number:**  
[ERASE] → [↕]: "Yes" → [SELECT] → [OFF]

#### Note:

- When editing, press the desired dial key to add, [CLEAR] to erase.

### Erasing all call block numbers

- 1 [MENU]#217
- 2 [↕]: "Block a single number" or "Block range of numbers" → [SELECT]
- 3 [MENU] → [↕]: "Erase all" → [SELECT]
- 4 [↕]: "Yes" → [SELECT]
- 5 [↕]: "Yes" → [SELECT] → [OFF]

## Other programming

### Changing the handset name

You can customize the name of your handset. This can help you easily identify handsets when making intercom calls, transferring calls to other handsets, etc. You can select whether or not the handset name is displayed in standby mode. The default setting is "No". If you select "Yes" without entering any handset name, "Handset 1" to "Handset 6" is displayed.

- 1 [MENU]#104
- 2 Enter the desired name (10 characters max.). → [SAVE]
- 3 [↕]: Select the desired setting. → [SELECT] 2 times → [OFF]

### Wi-Fi® settings

You can use the Home Network app to access the system from your mobile device (smartphone, tablet, etc.). The app offers a variety of features that you can enjoy even when away from home. For more information about the app, see page 42.

In order to access the system from your mobile device, you must first configure the hub to connect to your wireless router.

#### Note:

- Make sure your wireless router is turned on and functioning.

- Make sure that you know your wireless router's Wi-Fi settings, including its SSID (wireless network name), security password, etc. In some situations, you may also need to know the IP-related settings required in order for the hub to connect to your wireless router, including your wireless router's IP address, subnet mask, etc.
- Make sure you have the operating instructions included with your wireless router handy.
- The hub cannot find your wireless router if the wireless router does not broadcast its SSID. If there is a "stealth mode" setting, turn it off; if there is a "SSID broadcast" setting, turn it on. Change the appropriate setting before performing this procedure, and then change it back when finished.

### Wi-Fi network access settings

- 1 **[MENU]#523**
  - The hub searches for available wireless networks and "Searching..." is displayed on the handset.
  - When searching is complete, a list of available wireless networks is displayed, including the SSID, security setting, and signal strength.
- 2 **[↕]**: Select your wireless router's SSID. → **[SELECT]**
- 3 Confirm the SSID and then press **[OK]**.
- 4 Enter the password required to access the wireless network. → **[OK]**
  - For information about entering characters, see "Character table", page 44.
  - After the hub connects to the wireless router, "Connected to" and your wireless router's SSID is displayed.
- 5 **[OFF]**

### Advanced configuration (static IP settings)

After using the procedure explained in "Wi-Fi network access settings", page 31, use the

procedure below to set the hub's IP settings manually if necessary.

This procedure is not necessary for most users.

- 1 **[MENU]#500**
- 2 **[↕]**: "Manual (Static)" → **[SELECT]**
- 3 **[↕]**: Select the desired item. → **[SELECT]**
- 4 Enter the desired setting. → **[OK]**
  - Press **[←▶]** to move the cursor if necessary.
- 5 Set the other items as necessary.
- 6 **[↕]**: **[SAVE]** → **[OFF]**

### Confirming network status

- 1 **[MENU]#526**
- 2 **[↕]** and **[←▶]**: Display the desired information. → **[OFF]**

### Resetting the hub's network settings

All network-related settings will be reset to the default settings. No other information will be deleted.

- 1 **[MENU]#730**
- 2 **[↕]**: "Yes" → **[SELECT]**.
- 3 **[OK]**
  - The hub restarts. Wait until the hub LED indicator lights in yellow and then set the Wi-Fi network access settings using Home Network app. For more information, refer to the User's Guide (page 43).

### Voice Mail service

Voice Mail is an automatic answering service offered by your service provider/telephone company. After you subscribe to this service, your service provider/telephone company's Voice Mail system answers calls for you when you are unavailable to answer the phone or when your line is busy. Messages are

## Programming

recorded by your service provider/telephone company, not your telephone. Please contact your service provider/telephone company for details of this service.

### Important:

- To use the Voice Mail service provided by your service provider/telephone company rather than the unit's answering system, turn off the answering system (page 34). For details, see page 39.

### Storing the Voice Mail (VM) access number

In order to listen to your Voice Mail messages, you must dial your service provider/telephone company's Voice Mail access number. Once you have stored your Voice Mail access number, you can dial it automatically (page 32).

- 1 **[MENU]** **#** **3** **3** **1**
- 2 Enter your access number (24 digits max.). → **[SAVE]** → **[OFF]**

### Note:

- When storing your Voice Mail access number and your mailbox password, press **[▲]** (Pause) to add pauses (page 14) between the access number and the password as necessary. Contact your service provider/telephone company for the required pause time.

### Example:

1-222-333-4444	PPPP	8888
VM access number	Pauses	Password

### To erase the Voice Mail access number

- 1 **[MENU]** **#** **3** **3** **1**
- 2 Press and hold **[CLEAR]** until all digits are erased. → **[SAVE]** → **[OFF]**

### Voice Mail (VM) tone detection

Your service provider/telephone company sends special signals (sometimes called "Voice Mail tones" or "stutter tones") to the unit to let you know you have new Voice Mail messages. If you hear a series of dial tones followed by a continuous dial tone after you press **[📞]** on the handset, you have new Voice Mail messages. Soon after you hang up a call or after the phone stops ringing, your unit checks the phone line to see if new Voice Mail messages have been recorded.

Turn this feature off when:

- You do not subscribe to Voice Mail service.
- Your service provider/telephone company does not send Voice Mail tones.
- Your phone is connected to a PBX.

If you are not sure which setting is required, contact your service provider/telephone company.

### Turning VM tone detection on/off

The default setting is "On".

- 1 **[MENU]** **#** **3** **3** **2**
- 2 **[↕]**: Select the desired setting. → **[SAVE]** → **[OFF]**

### Listening to Voice Mail messages

The unit lets you know that you have new Voice Mail messages in the following way:

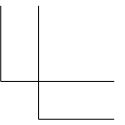
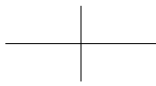
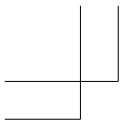
- "New Voice Mail" is displayed if message indication service is available.

- 1 **[MENU]** **#** **3** **3** **0**
  - The speakerphone turns on.
- 2 Follow the pre-recorded instructions.
- 3 When finished, press **[OFF]**.

### Note:

- You can also use the **[VM]** soft key, if displayed, to play new Voice Mail messages.
- If the handset still indicates there are new messages even after you have listened to all new messages, turn it off by pressing and holding **#** until the handset beeps.

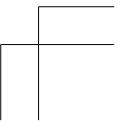
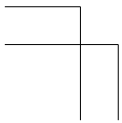
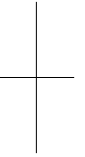
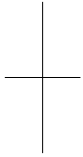




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## ***Programming***

To listen to Voice Mail messages, you have to dial your Voice Mail access number manually.



## Answering System

### Answering system

The answering system can answer and record calls for you when you are unavailable to answer the phone.

You can also set the unit to play a greeting message but not to record caller messages by selecting “**Greeting only**” as the recording time setting (page 39).

#### Important:

- Make sure the unit’s date and time setting is correct. The time setting of the system is configured with the date and time of the mobile device registered to the hub. For more information, refer to the System Setup Guide of the hub.

### Memory capacity (including your greeting message)

The total recording capacity is about 36 minutes. A maximum of 64 messages can be recorded.

#### Note:

- When message memory becomes full:
  - “**Messages full**” is shown on the handset display.
  - If you use the pre-recorded greeting message, the unit automatically switches to another pre-recorded greeting message asking callers to call again later.
  - If you recorded your own greeting message, the same message is still announced to callers even though their messages are not recorded.

### Activating the answering system

You must activate the answering system before you can use it. The answering system is disabled by default.

- 1 **[MENU]#343**
- 2 **[↕]**: Select the desired setting. → **[SAVE]**

### 3 [OFF]

### Turning the answering system on/off

The answering system will not answer calls while it is turned off.

- 1 **To turn on:**  
**[MENU]#327**

- If the answering system is not activated, the unit prompts you to activate the answering system (page 34).

- To turn off:**  
**[MENU]#328**

### 2 [OFF]

#### Note:

- When the answering system is turned on, **[M]** is displayed.

### Greeting message

When the unit answers a call, a greeting message is played to callers.

You can use either:

- your own greeting message
- a pre-recorded greeting message

### Recording your greeting message

- 1 **[MENU]#302**
- 2 **[↕]**: “**Yes**” → **[SELECT]**
- 3 After a beep sounds, hold the handset about 20 cm (8 inches) away and speak clearly into the microphone (2 minutes max.).
- 4 Press **[STOP]** to stop recording. → **[OFF]**

### Using a pre-recorded greeting message

The unit provides 2 pre-recorded greeting messages:

- If you reset to pre-recorded greeting or do not record your own greeting message, the

## Answering System

unit plays a pre-recorded greeting asking callers to leave a message.

- If the message recording time (page 39) is set to "Greeting only", callers' messages are not recorded and the unit plays a different pre-recorded greeting message asking callers to call again.

### Resetting to a pre-recorded greeting message

If you want to use a pre-recorded greeting message once you record your own greeting message, your own recorded greeting message is erased.

- 1 [MENU]#304
- 2 [YES] → [OFF]

### Playing back the greeting message

- 1 [MENU]#303
- 2 To exit, press [OFF].

### Listening to messages

When new messages have been recorded, "New message" is displayed.

- 1 To listen to new messages:  
[MENU]#323  
To listen to all messages:  
[MENU]#324

- 2 When finished, press [OFF].

**Note:**

- To switch to the receiver, press [↶].
- You can also use the [PLAY] soft key, if displayed, to play new messages.

### Operating the answering system

[MENU] → [↓]: "Answering device" → [SELECT]

Key	Operation
[▲] or [▼]	Adjust the receiver/speaker volume (during playback)

Key	Operation
[1] or [◀]	Repeat message (during playback)*1
[2] or [▶]	Skip message (during playback)
[3]	Enter the "Settings" menu
[4]	Play new messages
[5]	Play all messages
[6]	Play greeting message
[7][6]	Record greeting message
[8]	Turn answering system on
[PAUSE]	Pause message*2
[9] or [STOP]	Stop recording Stop playback
[0]	Turn answering system off
[*][4]*3	Erase currently playing message
[*][5]	Erase all messages
[*][6]	Reset to a pre-recorded greeting message

\*1 If pressed within the first 5 seconds of a message, the previous message is played.

\*2 To resume playback:  
[↑]: "Playback" → [SELECT]

\*3 You can also erase as follows:  
[PAUSE] → [↑]: "Erase" → [SELECT] → [↓]: "Yes" → [SELECT]

### Rewinding the message

Press and hold [◀] until the unit plays the desired part of the message.

- During rewinding, the handset makes a continuous beeping sound. Rewinding speed may vary depending on the recorded message.
- At the beginning of the message, the unit plays the message at normal speed.

### Fast-forwarding the message

Press and hold [▶] until the unit plays the desired part of the message.

## Answering System

- During fast-forwarding, the handset makes a continuous beeping sound. Fast-forwarding speed may vary depending on the recorded message.
- Even if you press and hold [▶] when the end of this message is played, the next message is played at normal speed.

### Calling back (Call Display subscribers only)

- 1 Press [PAUSE] during playback.
  - 2 [↕]: "Call back" → [SELECT]
- Editing the number before calling back
- 1 Press [PAUSE] during playback.
  - 2 [↕]: "Edit & Call" → [SELECT]
  - 3 Press [EDIT] repeatedly until the phone number is shown in the desired format (page 16). → [↵]

### Erasing all messages

- 1 [MENU]#325
- 2 [↕]: "Yes" → [SELECT] → [OFF]

## Advanced new message alerting features

### Audible message alert

This feature allows the hub to beep to inform you of a new message arrival when new messages are recorded. The hub beeps 2 times every minute until you listen to the messages, if the "Hub beep" setting is turned on. The default setting is "off".

- 1 [MENU]#339
- 2 [↕]: Select the desired setting. → [SAVE] → [OFF]

### New message alert by a call

This feature allows you to receive a notification by phone when new messages are recorded. The hub calls a phone number you

specify. You can then operate the answering system remotely to listen to the new message.

To use this feature, you must:

- store a phone number to which the unit makes the call to.
  - turn on the new message alert setting.
- After you answer the new message alert call, you can listen to messages from that call (page 37).

### Important:

- A new message alert is stopped 1 minute after the unit starts to call. The unit will not retry the call even if the call is not answered.

### Storing a phone number to which the unit makes an alert call

#### ■ From the phonebook:

- 1 [MENU]#338
- 2 [↕]: "Notification to" → [SELECT] → [ADD]
- 3 [↕]: "Phonebook" → [SELECT]
- 4 [↕]: Select the desired phonebook entry. → [SAVE] → [OFF]

#### ■ By entering a phone number:

- 1 [MENU]#338
- 2 [↕]: "Notification to" → [SELECT] → [ADD]
- 3 [↕]: "Manual" → [SELECT]
- 4 Enter the desired name (16 characters max.). → [OK]
- 5 Enter the desired number (24 digits max.). → [OK] → [SELECT] → [OFF]

### Turning on/off the new message alert setting

- 1 [MENU]#338
- 2 [↕]: "On/Off" → [SELECT]
- 3 [↕]: Select the desired setting. → [SAVE] → [OFF]

### Editing the set phone number

- 1 [MENU]#338

## Answering System

- 2 [↕]: "Notification to" → [SELECT]
- 3 [MENU] → [↕]: "Edit" → [SELECT]
- 4 Edit the name if necessary (16 characters max.). → [OK]
- 5 Edit the phone number if necessary (24 digits max.). → [OK] → [SELECT] → [OFF]

### Erasing the set phone number

- 1 [MENU]#338
- 2 [↕]: "Notification to" → [SELECT]
- 3 [MENU] → [↕]: "Erase" → [SELECT]
- 4 [↕]: "Yes" → [SELECT] → [OFF]
  - The new message alert setting is turned off.

### Activating/inactivating the remote access code to play messages

If you activate this feature, you must enter the remote access code (page 37) to play the new message from the new message alert call. This is so that unauthorized parties cannot listen to your messages. The default setting is "Inactivate".

- "Inactivate": You can listen to the message by pressing [4] to play new messages (without entering the remote access code).
- "Activate": You must enter your remote access code and then press [4] to play new message.

- 1 [MENU]#338
- 2 [↕]: "Remote code" → [SELECT]
- 3 [↕]: Select the desired setting. → [SAVE] → [OFF]

### Listening to messages

After you answer the new message alert, you can listen to the messages as follows.

- **When the remote access code is set to "Inactivate":**  
Press [4] to play the new message during the announcement.

- **When the remote access code is set to "Activate":**

- 1 Enter the remote access code (page 37) during the announcement.
- 2 Press [4] to play the new message.

#### Note:

- Within 10 seconds after listening to new messages, you can press [9] during the call to turn off the new message alert by a call feature.
- Even if the unit makes a new message alert call, the handset redial list does not show the record.

## Remote operation

Using a touch-tone phone, you can call your phone number from outside and access the unit to listen to messages or change answering system settings. The unit's voice guidance prompts you to press certain dial keys to perform different operations.

### Remote access code

A 3-digit remote access code must be entered when operating the answering system remotely. This code prevents unauthorized parties from listening to your messages remotely. The default setting is "111".

#### Important:

- To prevent unauthorized access to this product, we recommend that you regularly change the remote code.

- 1 [MENU]#306
- 2 Enter the desired 3-digit remote access code.
- 3 [SAVE] → [OFF]

### Deactivating remote operation

Press [9] in step 2 on "Remote access code", page 37.

- The entered remote access code is deleted.

## Answering System

### Using the answering system remotely

- 1 Dial your phone number from a touch-tone phone.
- 2 After the greeting message starts, enter your remote access code.
- 3 Follow the voice guidance prompts as necessary or control the unit using remote commands (page 38).
- 4 When finished, hang up.

### Voice guidance

During remote operation, the unit's voice guidance starts and prompts you to press **[1]** to perform a specific operation, or press **[2]** to listen to more available operations.

#### Note:

- If you do not press any dial keys within 10 seconds after a voice guidance prompt, the unit disconnects your call.

### Remote commands

You can press dial keys to access certain answering system functions without waiting for the voice guidance to prompt you.

Key	Operation
<b>[1]</b>	Repeat message (during playback)*1
<b>[2]</b>	Skip message (during playback)
<b>[4]</b>	Play new messages
<b>[5]</b>	Play all messages
<b>[9]</b>	Stop playback
<b>[0]</b>	Turn answering system off
<b>[*][4]</b>	Erase currently playing message
<b>[*][5]</b>	Erase all messages
<b>[*][#]</b>	End remote operation (or hang up)

\*1 If pressed within the first 5 seconds of a message, the previous message is played.

### Turning on the answering system remotely

#### Important:

- The answering system must be activated (page 34) in order to turn it on remotely.

- 1 Dial your phone number from a touch-tone phone.
- 2 Let the phone ring 15 times.
  - A long beep is heard.
- 3 Enter your remote access code within 10 seconds after the long beep.
  - The greeting message is played back.
  - You can either hang up, or enter your remote access code again and begin remote operation (page 37).

## Answering system settings

### Call screening

While a caller is leaving a message, you can listen to the call through the handset's speaker. To adjust the speaker volume, press **[▲]** or **[▼]** repeatedly.

You can answer the call by pressing **[☎]** on the handset.

Call screening can be set for each handset. The default setting is "On".

- 1 **[MENU][#][3][1][0]**
- 2 **[↕]**: Select the desired setting. → **[SAVE] → [OFF]**

### Number of rings before the unit answers a call

You can change the number of times the phone rings "Ring count" before the unit answers calls. You can select 2 to 7 rings, or "Toll saver".

The default setting is "4 rings".

"Toll saver": The unit's answering system answers at the end of the 2nd ring when new messages have been recorded, or at the end of the 5th ring when there are no new messages. If you call your phone from outside

## Answering System

to listen to new messages (page 38), you know that there are no new messages when the phone rings for the 3rd time. You can then hang up without being charged for the call.

- 1 **[MENU]** **#** **2** **1** **1**
- 2 **[↓]**: Select the desired setting. →  
**[SAVE]** → **[OFF]**

### For Voice Mail service subscribers

If you subscribe to a flat-rate service package that includes Call Display, Call Waiting, Voice Mail, and unlimited local/regional/long distance calls, please note the following:

- To use the Voice Mail service provided by your service provider/telephone company rather than the unit's answering system, turn off the answering system (page 34).
- To use this unit's answering system rather than the Voice Mail service provided by your service provider/telephone company, please contact your service provider/telephone company to deactivate your Voice Mail service.

If your service provider/telephone company cannot do this:

- Set this unit's "**Ring count**" setting so that this unit's answering system answers calls before the Voice Mail service of your service provider/telephone company does. It is necessary to check the number of rings required to activate the Voice Mail service provided by your service provider/telephone company before changing this setting.
- Change the number of rings of the Voice Mail service so that the answering system can answer the call first. To do so, contact your service provider/telephone company.

### Caller's recording time

You can change the maximum message recording time allowed for each caller. The default setting is "**3 min**".

- 1 **[MENU]** **#** **3** **0** **5**
- 2 **[↓]**: Select the desired setting. →  
**[SAVE]** → **[OFF]**

### Selecting "Greeting only"

You can select "**Greeting only**" which sets the unit to announce a greeting message to callers but not record messages. Select "**Greeting only**" in step 2 on "Caller's recording time", page 39.

#### Note:

- When you select "**Greeting only**":
  - If you do not record your own message, the unit will play the pre-recorded greeting-only message asking callers to call again later.
  - If you use your own message, record the greeting-only message asking callers to call again later (page 34).

## Home Network System Integration

### Home Network System integration

If you have other devices registered to the hub, such as cameras, sensors, and smart plugs, you can use the handset as an integrated part of the Home Network System. Specifically, you can use the handset to:

- arm and disarm the system's security features (page 40).
- receive notifications when the sensors are triggered.
- display the status of each sensor (page 41).
- turn smart plugs on and off (page 42).

### Security features

You can use the handset to arm and disarm the system's security features. If the system's sensors are triggered when the system is armed, such as when motion is detected or when a door or window is opened:

- the handset and hub sound an alert.
- the handset displays information about the detection.
- the hub LED indicator blinks in red.
- the **[ARM]** button on the handset blinks.

Additional features and settings are available when using the Home Network app (page 42).

### Arming and disarming the system

The security system has 3 modes.

- **"At Home"**: Door and window sensors are armed.\*1
- **"Away"**: All sensor devices are armed.\*1
- **"Disarm"**: All sensor devices are disarmed.
- The hub LED indicator lights in red when the security mode is set to **"At Home"** or **"Away"**.

\*1 Default settings. These settings can be changed when using the Home Network

app. For more information, refer to the User's Guide (page 43).

#### Important:

- You will be requested to enter a PIN while operating this system. We recommend changing the PIN from the default before operating the system (default: "0000", page 41).

#### ■ To arm the system:

- 1 **[ARM]**
- 2 **[↕]**: Select **"At Home"** or **"Away"**. → **[SELECT]**
  - If the system is indicating that it has been triggered (such as when the alert is sounding), the mode cannot be changed to **"At Home"** and **"Away"**.
- 3 Enter the PIN (default: "0000", page 41) if prompted. → **[OK]**
  - When you select **"Away"**, you need to press **[OK]** to activate the mode. The hub sounds an alert for 3 minutes; this gives you time to leave home before the sensors can be triggered (Exit delay time). The sensors will be armed when the alert stops.

#### Note:

- If the system detects that a window or door is still open when you arm the security system, the handset will notify you. Close the window or door and then press **[OK]**.

#### ■ To disarm the system:

- 1 **[DISARM]**
- 2 **[↕]**: **"Disarm"** → **[SELECT]**
- 3 Enter the PIN (default: "0000", page 41). → **[OK]**

#### Note:

- By default, after door sensors and motion sensors make a detection, the system gives you 3 minutes to disarm the system (Entry delay time). During this time, the entry delay alert will sound. If you do not disarm the system in time, the sensors are triggered and the security alert sounds.



### Stopping the alert

When a sensor is triggered, the hub and handset sound an alert. Use the following procedure to stop the alert.

- 1 Press **[STOP]** or **[OFF]**.
- 2 Enter the PIN (default: "0000", page 41). → **[OK]**

#### Note:

- By pressing **[DISARM]**, you can disarm the security system and stop the alert. See "Arming and disarming the system", page 40.

### Displaying sensor status

The status of each sensor device is shown on the handset.

- 1 **[MENU]** **#** **8** **0** **1**
- 2 **[↕]**: Select "All locations" or the area in which the desired sensor devices belong to. → **[SELECT]**
- 3 **[↕]**: Select the desired sensor.
  - Press **[REFRESH]** to refresh the displayed information.
- 4 **[OFF]**

### Alert volume

You can adjust the alert volume heard during At Home mode and Away mode.

- "Alert volume": The volume of the alert that sounds when the system is not disarmed within the entry delay time (page 40).
- "Entry alert volume": The volume of the alert that sounds during the entry delay time (page 40).
- "Exit alert volume": The volume of alert that sounds during exit delay time (page 40).

#### ■ Changing alert volume

- 1 For handset:  
**[MENU]** **#** **8** **0** **3** (At Home) or  
**[MENU]** **#** **8** **0** **4** (Away)  
For hub:  
**[MENU]** **#** **\*** **8** **0** **3** (At Home) or  
**[MENU]** **#** **\*** **8** **0** **4** (Away)

- 2 **[↕]**: Select the desired setting. → **[SAVE]**

- 3 **[OFF]**

#### ■ Changing entry alert volume

- 1 For handset:  
**[MENU]** **#** **8** **0** **8** (At Home) or  
**[MENU]** **#** **8** **0** **7** (Away)  
For hub:  
**[MENU]** **#** **\*** **8** **0** **8** (At Home) or  
**[MENU]** **#** **\*** **8** **0** **7** (Away)

- 2 **[↕]**: Select the desired setting. → **[SAVE]**

- 3 **[OFF]**

#### ■ Changing exit alert volume

- 1 For hub:  
**[MENU]** **#** **8** **0** **5** (Away)
- 2 **[↕]**: Select the desired setting. → **[SAVE]**
- 3 **[OFF]**

### Setting/changing the disarm PIN

You must enter the disarm PIN in order to disarm the security system. The default PIN is "0000". We recommend changing the disarm PIN.

#### Important:

- When you change the disarm PIN, please make note of the new PIN. The unit will not reveal the PIN to you. If you forget the PIN, contact an authorized service center.

- 1 **[MENU]** **#** **8** **1** **0**
- 2 Enter the current disarm PIN (4-8 digits). → **[OK]**
  - Skip this step when setting the disarm PIN for the first time.
- 3 Enter the new disarm PIN (4-8 digits). → **[OK]**
- 4 Re-enter the new disarm PIN. → **[SAVE]**
- 5 **[OFF]**

## Home Network System Integration

### Smart plug features

Smart plugs (KX-HNA101) allow you to use the handset to turn electric devices on and off. Smart plugs also feature an overcurrent sensor that automatically shuts off the electric device if an overcurrent is detected.

#### Turning smart plug on and off

There are 3 ways to turn smart plugs on and off.

- All smart plugs can be turned on or off at once.
- All smart plugs in a selected area can be turned on or off at once.
- Individual smart plugs can be turned on or off.

#### Turning multiple plugs on or off

- 1 **[MENU]#802**
- 2 **To turn all smart plugs on or off:**  
**[↕]: “All locations” → [SELECT]**  
**To turn all smart plugs in a selected area on or off:**  
**[↕]: Select the desired area. → [SELECT]**
- 3 **[↕]: Select “All Smart Plugs On” or “All Smart Plugs Off”. → [SELECT]**
- 4 **[OFF]**

#### Note:

- The status of smart plugs may fail to change. In this case, an error message indicating the number of the smart plugs that have not changed is displayed. To confirm the status, see “Displaying smart plug status”, page 42.

#### Turning an individual smart plug on or off

- 1 **[MENU]#802**
- 2 **[↕]: Select the desired area. → [SELECT]**
- 3 **[↕]: “Smart Plug status” → [SELECT]**
- 4 **[↕]: Select the desired smart plug.**
- 5 Press **[ON]** or **[OFF]** (Softkey).

### 6 [OFF]

#### Displaying smart plug status

- 1 **[MENU]#802**
- 2 **[↕]: Select the desired area. → [SELECT]**
- 3 **[↕]: “Smart Plug status” → [SELECT]**
- 4 **[↕]: Select the desired smart plug.**
- 5 **[OFF]**

### Home Network app features

Some of the features that are available when using the Home Network app are listed below. For more information, refer to the User's Guide (page 43).

- **Phone features**  
Make and receive calls, listen to answering system messages, check call logs, etc.
- **Camera monitoring**  
Watch live images from your cameras, even when away from home.
- **Security features**  
Receive notifications when the security system is triggered.
- **Home control**  
Configure the system to record camera images, turn on smart plugs, or call a preprogrammed phone number when a sensor is triggered.

#### Downloading the Home Network app

Download information is available at the web page listed below.



[www.panasonic.net/pcc/support/tel/homenetwork/](http://www.panasonic.net/pcc/support/tel/homenetwork/)


## Accessing the User's Guide

The User's Guide is a collection of online documentation that helps you get the most out of the Home Network app.

### 1 iPhone/iPad

Tap  in the app's home screen.

### Android™ devices

Tap  or press your mobile device's menu button in the app's home screen.

### 2 Tap [User's Guide].

#### Note:

- You can also access the User's Guide at the web page listed below.



[www.panasonic.net/pcc/support/tel/homenetwork/manual/](http://www.panasonic.net/pcc/support/tel/homenetwork/manual/)

## Useful Information

### Character table

The dial keys are used to enter characters and numbers. Each dial key has multiple characters assigned to it.

0	1 <sup>*1</sup>	2	3	4	5	6	7	8	9	#
☐	& ' ( ) * , - . / 1	A B C 2	D E F 3	G H I 4	J K L 5	M N O 6	P Q R S 7	T U V 8	W X Y Z 9	#
		a b c 2	d e f 3	g h i 4	j k l 5	m n o 6	p q r s 7	t u v 8	w x y z 9	

\*1 The following characters are assigned to the **1** key when entering a Wi-Fi password.

! " # \$ % & ' ( ) \* + , - . / 1 : ; < = > ? @ [ \ ] ^ \_ { | } ~

#### Note:

- While entering characters, you can switch between uppercase and lowercase by pressing **☐** (A→a).
- To enter another character that is located on the same dial key, first press **▶** to move the cursor to the next space.
- If you do not press any dial key within 2 seconds after entering a character, the character is fixed and the cursor moves to the next space.
- ☐ in the above table represents a single space.

### Erasing the character or number

To erase a character or number, press **◀** or **▶** and then press **[CLEAR]**.

To erase all characters and numbers, press and hold **[CLEAR]**.

### Error messages

Display message	Cause/solution
Access # to VM service is not stored	<ul style="list-style-type: none"><li>• You have not stored the Voice Mail access number. Store the number (page 32).</li></ul>
Hub no power or No link. Reconnect Hub AC adaptor.	<ul style="list-style-type: none"><li>• The handset has lost communication with the hub. Move closer to the hub and try again.</li><li>• Unplug the hub's AC adaptor to reset the unit. Reconnect the adaptor and try again.</li><li>• The handset's registration may have been cancelled. Re-register the handset (page 12).</li></ul>
Busy	<ul style="list-style-type: none"><li>• The called unit is in use.</li><li>• Other units are in use and the system is busy. Try again later.</li><li>• The handset you are using is too far from the hub. Move closer and try again.</li></ul>

## Useful Information

Display message	Cause/solution
Cannot obtain IP address	<ul style="list-style-type: none"><li>Your wireless router does not support DHCP, or the DHCP feature of your wireless router is turned off. If your wireless router supports DHCP, make sure that its DHCP feature is turned on. If DHCP is not available, set the hub's IP settings manually. See "Advanced configuration (static IP settings)", page 31.</li></ul>
Error!!	<ul style="list-style-type: none"><li>Recording was too short. Try again.</li></ul>
Failed to connect	<ul style="list-style-type: none"><li>You entered the wrong password when configuring the hub to connect to your wireless router. Confirm the password and try again. If your wireless router is configured to use a hexadecimal password, enter the correct password using numbers 0-9 and letters a-f.</li><li>If you have configured your wireless router to use MAC address filtering, make sure you add the hub's MAC address to the list of authorized MAC addresses.</li></ul>
Invalid	<ul style="list-style-type: none"><li>The handset is not registered to the hub. Register the handset (page 12).</li></ul>
IP address conflicts	<ul style="list-style-type: none"><li>The IP address assigned to the hub is also assigned to another device on your network. Check the IP address settings of the hub and other devices on the network.</li></ul>
Requires subscription to Caller ID.	<ul style="list-style-type: none"><li>You must subscribe to a Call Display service. Once you receive caller information after subscribing to a Call Display service, this message will not be displayed.</li></ul>
Use rechargeable battery.	<ul style="list-style-type: none"><li>A wrong type of battery such as Alkaline or Manganese was inserted. Use only the rechargeable Ni-MH batteries noted on page 3, 7.</li></ul>
Wrong PW (PW: Password)	<ul style="list-style-type: none"><li>You entered the wrong password when configuring the hub to connect to your wireless router. Confirm the password and try again.</li></ul>

## Troubleshooting

If you still have difficulties after following the instructions in this section, disconnect the hub's AC adaptor, then reconnect the hub's AC adaptor. Remove the batteries from the handset, and then insert the batteries into the handset again.

### General use

Problem	Cause/solution
The handset does not turn on even after installing charged batteries.	<ul style="list-style-type: none"><li>Place the handset on the charger to turn on the handset.</li></ul>




## Useful Information

Problem	Cause/solution
The unit does not work.	<ul style="list-style-type: none"> <li>• Make sure the batteries are installed correctly (page 9).</li> <li>• Fully charge the batteries (page 9).</li> <li>• Check the connections (page 9).</li> <li>• Unplug the hub's AC adaptor to reset the unit. Reconnect the adaptor and try again.</li> <li>• The handset has not been registered to the hub. Register the handset (page 12).</li> </ul>
I cannot hear a dial tone.	<ul style="list-style-type: none"> <li>• The hub's AC adaptor or telephone line cord is not connected. Check the connections.</li> <li>• Disconnect the hub from the telephone line and connect the line to a known working telephone. If the working telephone operates properly, contact our service personnel to have the unit repaired. If the working telephone does not operate properly, contact your service provider/telephone company.</li> </ul>
The hub beeps.	<ul style="list-style-type: none"> <li>• New messages have been recorded. Listen to the new messages (page 35).</li> </ul>
I cannot set date and time.	<ul style="list-style-type: none"> <li>• You cannot set date and time with the handset. The time setting of the system is configured with the date and time of the mobile device registered to the hub. For more information, refer to the System Setup Guide of the hub.</li> </ul>
I cannot use alarm and night mode.	<ul style="list-style-type: none"> <li>• The date and time is not set. The time setting of the system is configured with the date and time of the mobile device registered to the hub. For more information, refer to the System Setup Guide of the hub.</li> </ul>

## Menu list

Problem	Cause/solution
The display is in a language I cannot read.	<ul style="list-style-type: none"> <li>• Change the display language (page 12).</li> </ul>
I cannot register a handset to a hub.	<ul style="list-style-type: none"> <li>• The maximum number of handsets (6) is already registered to the hub. Cancel unused handset registrations from the hub (page 12).</li> </ul>

## Battery recharge

Problem	Cause/solution
The handset beeps and/or  blinks.	<ul style="list-style-type: none"> <li>• Battery charge is low. Fully charge the batteries (page 9).</li> </ul>
I fully charged the batteries, but <ul style="list-style-type: none"> <li>–  still blinks,</li> <li>–  is displayed, or</li> <li>– the operating time seems to be shorter.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean the battery ends (<math>\oplus</math>, <math>\ominus</math>) and the charge contacts with a dry cloth and charge again.</li> <li>• It is time to replace the batteries (page 9).</li> </ul>

## Useful Information

### Making/answering calls, intercom

Problem	Cause/solution
📞 is displayed.	<ul style="list-style-type: none"><li>• The handset is too far from the hub. Move closer.</li><li>• The hub's AC adaptor is not properly connected. Reconnect AC adaptor to the hub.</li><li>• The handset is not registered to the hub. Register it (page 12).</li></ul>
Noise is heard, sound cuts in and out.	<ul style="list-style-type: none"><li>• You are using the handset or hub in an area with high electrical interference. Re-position the hub and use the handset away from sources of interference.</li><li>• Move closer to the hub.</li><li>• If you use a DSL/ADSL service, we recommend connecting a DSL/ADSL filter between the hub and the telephone line jack. Contact your DSL/ADSL provider for details.</li></ul>
The handset does not ring.	<ul style="list-style-type: none"><li>• The ringer volume is turned off. Adjust the ringer volume (page 14, 26).</li><li>• Night mode is turned on. Turn it off (page 28).</li></ul>
I cannot make a call.	<ul style="list-style-type: none"><li>• The dialing mode may be set incorrectly. Change the setting (page 12).</li></ul>
I cannot make long distance calls.	<ul style="list-style-type: none"><li>• Make sure that you have long distance service.</li></ul>

### Call Display/Talking Call Display

Problem	Cause/solution
Caller information is not displayed.	<ul style="list-style-type: none"><li>• You must subscribe to Call Display service. Contact your service provider/telephone company for details.</li><li>• If your unit is connected to any additional telephone equipment such as a Call Display box or cordless telephone line jack, plug the unit directly into the wall jack.</li><li>• If you use a DSL/ADSL service, we recommend connecting a DSL/ADSL filter between the hub and the telephone line jack. Contact your DSL/ADSL provider for details.</li><li>• The name display service may not be available in some areas. Contact your service provider/telephone company for details.</li><li>• Other telephone equipment may be interfering with this unit. Disconnect the other equipment and try again.</li></ul>
Caller information is displayed or announced late.	<ul style="list-style-type: none"><li>• Depending on your service provider/telephone company, the unit may display or announce the caller's information at the 2nd ring or later.</li><li>• Move closer to the hub.</li></ul>

## Useful Information

Problem	Cause/solution
Caller information is not announced.	<ul style="list-style-type: none"> <li>• The handset ringer volume is turned off. Adjust it (page 14, 26).</li> <li>• The Talking Call Display feature is turned off. Turn it on (page 26).</li> <li>• The number of rings for the answering system is set to “2 rings” or “Toll saver”. Select a different setting (page 38).</li> <li>• If the hub and another handset are having an intercom call, your handset does not announce caller information.</li> </ul>
I cannot dial the phone number edited in the caller list.	<ul style="list-style-type: none"> <li>• The phone number you dialed might have been edited incorrectly (for example, the long distance “1” or the area code is missing). Edit the phone number with another pattern (page 16).</li> </ul>
The 2nd caller’s information is not displayed during an outside call. (Visual Call Waiting feature does not function.)	<ul style="list-style-type: none"> <li>• In order to use Call Display, Call Waiting, or Visual Call Waiting, you must first contact your service provider/telephone company and subscribe to the desired service. After subscribing, you may need to contact your service provider/telephone company again to activate this specific service, even if you already subscribed to both Call Display and Visual Call Waiting services.</li> </ul>

## Answering system

Problem	Cause/solution
The unit does not record new messages.	<ul style="list-style-type: none"> <li>• The answering system is turned off. Turn it on (page 34).</li> <li>• The message memory is full. Erase unnecessary messages (page 35).</li> <li>• The recording time is set to “Greeting only”. Change the setting (page 39).</li> <li>• Your service provider/telephone company’s Voice Mail service may be answering your calls before the unit’s answering system can answer your calls. Change the unit’s number of rings setting (page 38) to a lower value, or contact your service provider/telephone company.</li> </ul>
I cannot operate the answering system remotely.	<ul style="list-style-type: none"> <li>• The remote access code is not set. Set the remote access code (page 37).</li> <li>• You are entering the wrong remote access code. If you have forgotten your remote access code, enter the remote access code setting to check your current code (page 37).</li> <li>• The answering system is turned off. Turn it on (page 38). The answering system must be activated (page 34) in order to turn it on remotely.</li> </ul>
The unit does not emit the specified number of rings.	<ul style="list-style-type: none"> <li>• If the first ring is turned off, the number of rings decreases by 1 from the specified number of rings.</li> </ul>



## Useful Information

### Voice Mail

Problem	Cause/solution
"New Voice Mail" is shown on the handset display. How do I remove this message from the display?	<ul style="list-style-type: none"><li>This notification is displayed when your service provider/telephone company's Voice Mail service (not the unit's answering system) has recorded a message for you. Typically you can remove this notification from the display by listening to the message. To listen to the message, dial the Voice Mail number provided by your service provider/telephone company (for most cases, this will be your own phone number), and follow the voice instructions. Depending on your service provider/telephone company, you may need to remove all messages from your voice mailbox to remove the notification. You can also remove this notification by pressing and holding <b>#</b> until the unit beeps.</li></ul>

### Liquid damage

Problem	Cause/solution
Liquid or other form of moisture has entered the handset/hub.	<ul style="list-style-type: none"><li>Disconnect the AC adaptor and telephone line cord from the hub. Remove the batteries from the handset and leave to dry for at least 3 days. After the handset/hub are completely dry, reconnect the AC adaptor and telephone line cord. Insert the batteries and charge fully before use. If the unit does not work properly, contact an authorized service centre.</li></ul>

#### Caution:

- To avoid permanent damage, do not use a microwave oven to speed up the drying process.

## Useful Information

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### Network connection

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Problem	Cause/solution
I am having trouble connecting.	<ul style="list-style-type: none"><li>● Your wireless router is not turned or is not functioning. Refer to the operating instructions included with your wireless router.</li><li>● Your mobile device is not connected to your wireless router. Check your mobile device's Wi-Fi settings. Refer to the operating instructions included with your mobile device.</li><li>● The SSID (wireless network name), security type, or password assigned to the wireless router has been changed. Configure the hub again using the procedure described in "Wi-Fi network access settings", page 31.</li><li>● Confirm the hub's Wi-Fi and IP settings using the procedure described in "Confirming network status", page 31.</li><li>● If your wireless router's client isolation feature (a feature that prevents wireless devices connected to the same wireless router from communicating with each other) is turned on, your hub and your mobile device will not be able to communicate with each other. Refer to the operating instructions included with your wireless router and make sure that this feature is turned off.</li><li>● The hub's network settings are incorrect. Reset the hub's network settings (page 31) and configure the network settings again.</li></ul>

## Specifications

- **Standard:**  
DECT 6.0 (Digital Enhanced Cordless Telecommunications 6.0)
- **Frequency range:**  
1.92 GHz to 1.93 GHz
- **RF transmission power**  
115 mW (max.)
- **Power source:**  
**Handset:**  
AAA (R03) Ni-MH battery (2 × 1.2 V, 400 mAh)  
**Charger:**  
120 V AC, 60 Hz
- **Power consumption:**  
**Charger:**  
Standby: Approx. 0.1 W  
Maximum: Approx. 1.8 W
- **Operating conditions:**  
0 °C – 40 °C (32 °F – 104 °F), 20 % – 80 % relative air humidity (dry)
- **Dimensions:**  
**Handset:** Approx. 164 mm × 48 mm × 29 mm (6 15/32 inches × 1 7/8 inches × 1 1/8 inches)  
**Charger:** Approx. 39 mm × 72 mm × 72 mm (1 17/32 inches × 2 27/32 inches × 2 27/32 inches)
- **Mass (weight):**  
**Handset:** Approx. 109 g (0.24 lb) excluding the batteries  
**Charger:** Approx. 43 g (0.09 lb) excluding the AC adaptor

## Appendix

### Industry Canada Notices and other information

#### NOTICE:

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, "IC:", before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

#### NOTICE:

The **Ringer Equivalence Number (REN)** assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5. The Ringer Equivalence Number (REN) of this unit:

(found on the bottom of the unit).

#### NOTICE:

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Privacy of communications may not be ensured when using this telephone.

Some cordless telephones operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the hub of the

cordless telephone should not be placed near, or on top of, a TV or VCR. If interference is experienced, move the cordless telephone further away from the TV or VCR. This will often reduce, or eliminate, interference.

#### RF Exposure Warning:

- This product complies with IC radiation exposure limits set forth for an uncontrolled environment.
- To comply with IC RF exposure requirements, the hub must be installed and operated 20 cm (8 inches) or more between product and all person's body.
- This product may not be collocated or operated in conjunction with any other antenna or transmitter.
- For body-worn operation, the handset must be used only with a non-metallic accessory. Use of other accessories may not ensure compliance with IC RF exposure requirements.

## Warranty

Panasonic Canada Inc.  
5770 Ambler Drive, Mississauga, Ontario L4W 2T3

### PANASONIC PRODUCT - LIMITED WARRANTY

Panasonic Canada Inc. warrants this product to be free from defects in material and workmanship under normal use and for a period as stated below from the date of original purchase agrees to, at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by Panasonic Canada Inc.

#### Home Network System Products – One (1) year, parts and labour microSD card (Included model only) – One (1) year, exchange

This warranty is given only to the original purchaser, or the person for whom it was purchased as a gift, of a Panasonic brand product mentioned above sold by an authorized Panasonic dealer in Canada and purchased and used in Canada, which product was not sold "as is", and which product was delivered to you in new condition in the original packaging.

**IN ORDER TO BE ELIGIBLE TO RECEIVE WARRANTY SERVICE HEREUNDER, A PURCHASE RECEIPT OR OTHER PROOF OF DATE OF ORIGINAL PURCHASE, SHOWING AMOUNT PAID AND PLACE OF PURCHASE IS REQUIRED**

#### LIMITATIONS AND EXCLUSIONS

This warranty **ONLY COVERS** failures due to defects in materials or workmanship, and **DOES NOT COVER** normal wear and tear or cosmetic damage. The warranty **ALSO DOES NOT COVER** damages which occurred in shipment, or failures which are caused by products not supplied by Panasonic Canada Inc., or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, improper batteries, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Authorized Servicer, or damage that is attributable to acts of God.

Dry cell batteries are also excluded from coverage under this warranty. Rechargeable batteries are warranted for ninety (90) days from date of original purchase.

THIS EXPRESS, LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL PANASONIC CANADA INC. BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. (As examples, this warranty excludes damages for lost time, travel to and from the Authorized Servicer, loss of or damage to media or images, data or other memory or recorded content. This list of items is not exhaustive, but for illustration only.)

In certain instances, some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or the exclusion of implied warranties, so the above limitations and exclusions may not be applicable. This warranty gives you specific legal rights and you may have other rights which vary depending on your province or territory.

#### WARRANTY SERVICE

For product operation, repairs and information assistance, please visit our Support page on:

[www.panasonic.ca/english/support](http://www.panasonic.ca/english/support)

#### IF YOU SHIP THE PRODUCT TO A SERVICENTRE

Carefully pack and send prepaid, adequately insured and preferably in the original carton.  
Include details of the defect claimed, and proof of date of original purchase.

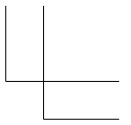
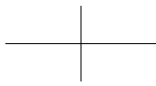
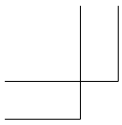
For assistance, visit [www.panasonic.ca/english/support](http://www.panasonic.ca/english/support)

53

## Index

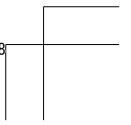
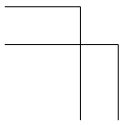
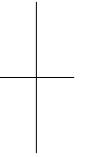
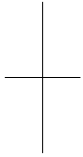
### Index

- # 3-way conference: 18
- A** Alarm: 28
  - Answering calls: 14
  - Answering system
    - Activating the answering system: 34
    - Call screening: 38
    - Erasing messages: 35, 38
    - Greeting message: 34
    - Greeting only: 39
    - Listening to messages: 35, 38
    - New message alerting: 36
    - Number of rings: 38
    - Recording time: 39
    - Remote access code: 37
    - Remote operation: 37
    - Ring count: 38
    - Toll saver: 38
    - Turning on/off: 34
  - Auto talk: 14, 26
- B** Battery: 9, 10
- Booster (Clarity booster): 17
- C** C.WTG (Call Waiting Deluxe): 15
  - Call block: 29
    - First ring: 30
  - Call share: 18
  - Call waiting: 17
  - Call Waiting Caller ID: 17, 48
  - Caller list: 16
  - Caller list edit: 16
  - Chain dial: 21
  - CID (Call Display): 16
  - Conference calls: 18
  - Control type: 11
  - Customer support: 27
- D** Dialing mode: 12
  - Direct command code: 23
  - Display
    - Contrast: 26
    - Language: 12
- E** Eco mode: 10
  - Equalizer: 18
  - Error messages: 44
- F** Flash: 17, 27
- G** Groups: 20
- H** Handset
  - Deregistration: 12
  - Locator: 18
  - Name: 30
  - Registration: 12
- Hold: 17
- Home Network System integration: 40
  - Alert volume: 41
  - Arm/Disarm: 40
  - Disarm PIN: 41
  - Home Network app: 42
  - Security features: 40
  - Smart plug on/off: 42
  - Status: 41, 42
- I** Intercom: 19
- K** Key tone: 26
- L** Line mode: 27
- M** Making calls: 14
  - Missed calls: 15
  - Mute: 17
- N** Network status: 31
  - Night mode: 28
  - Noise reduction: 17
- P** Pause: 14
  - Phonebook: 20
  - Privacy mode: 27
- R** Redialing: 14
  - Ringer ID: 20
  - Ringer tone: 26
  - Rotary/pulse service: 17
- S** Speed dial: 22
  - SP-PHONE (Speakerphone): 14
- T** Talking Call Display: 15
  - Temporary tone dialing: 17
  - Transferring calls: 18
  - Troubleshooting: 45
- V** VM (Voice Mail): 32
  - Voice guidance language: 12
  - Voice Mail: 31, 39
  - Volume
    - Receiver: 14
    - Ringer (Handset): 14, 26
    - Speaker: 14
- W** Wall mounting: 9
  - Wi-Fi settings: 30



**Notes**

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**For your future reference**

We recommend keeping a record of the following information to assist with any repair under warranty.

Serial No. (found in the handset battery compartment)	Date of purchase
Name and address of dealer	
Attach your purchase receipt here.	

Panasonic Canada Inc.  
5770 Ambler Drive, Mississauga, Ontario L4W 2T3

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