

# Panasonic®

## Basic Operating Instructions

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**Cordless Phone**

Model No. **KX-TGF973**

**KX-TG994SK**

**KX-TGF975**



Model shown is KX-TG994SK.

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

Please read this document before using the unit and save it for future reference.

For assistance, visit our Web site: <https://shop.panasonic.com/support> for customers in the U.S.A.

**Please register your product: <https://shop.panasonic.com/support>**

For detailed information about the features of your phone system, refer to the operating instructions, which is available by visiting the support page for this product at the address below.



<https://shop.panasonic.com/support>

# Accessory information

## Supplied accessories

No.	Accessory item/Part number	Quantity		
		KX-TGF973	KX-TG994SK	KX-TGF975
①	AC adaptor/PNLV226-0X	1	1	1
②	Telephone line cord/PNJA1186Z	1	1	1
③	Desk stand/Wall mounting adaptor/ PNKL1075Z1*1	1	1	1
④	Rechargeable batteries*2	6	8	10
⑤	Handset cover/PNYNTGFA71SR*3	3	4	5
⑥	Belt clip/PNKE2142Z1	3	4	5
⑦	Charger*4	2	3	4

\*1 The desk stand/wall mounting adaptor comes attached to the base unit.

\*2 Please read the operating instructions for replacement battery information.

\*3 The handset cover comes attached to the handset.

\*4 PNLC1084ZS or PNLC1084YS (Silver), PNLC1084ZB or PNLC1084YB (Black).

### Note:

- Please read the operating instructions for additional/replacement accessories.

## Other information

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

## Expanding your phone system

### Handset (optional): KX-TGFA97



You can expand your phone system by registering optional handsets (6 max.) to a single base unit.

- Optional handsets may be a different color from that of the supplied handsets.
- To order, please visit <https://shop.panasonic.com/support>



## Bluetooth® devices

You can expand your phone system by pairing the following units to a single base unit.













<p><b>Your Bluetooth cellular phone*1:</b> 2 max. (for cellular calls: page 10)</p>	
<p><b>Your Bluetooth headset*1:</b> 1 max. (for a wireless hands-free conversation: page 17)</p>	

\*1 Your cellular phone and headset must be Bluetooth wireless technology compatible. For more details and the list of compatible cellular phones, please visit our Web site:  
<https://help.na.panasonic.com/answers/panasonic-telephone-cell-phone-compatibility-list>  
<https://help.na.panasonic.com/answers/specifications-panasonic-telephone-bluetooth-headset-compatibility/>

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## Graphical symbols for use on equipment and their descriptions

Symbol	Explanation	Symbol	Explanation
	Alternating current (A.C.)		Class II equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation)
	Direct current (D.C.)		"ON" (power)
	Protective earth		"OFF" (power)
	Protective bonding earth		Stand-by (power)
	Caution, risk caused by visible radiation		"ON"/"OFF" (power; push-push)
	For indoor use only		Caution, risk of electric shock

### 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 at <https://shop.panasonic.com/support>
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open.
- Never touch the plug with wet hands. Danger of electric shock exists.

##### 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.
- Do not place the handset on the base unit when battery cover is removed.
- Do not place the handset on the base unit when the headset cover is opened.

##### 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.

- The use of excessive sound volume through earphones, headphones, or headsets may cause hearing loss.

##### 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 in the frequency range of 1.92 GHz to 1.93 GHz, and the RF transmission power is 115 mW (max.))
- 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.

#### CAUTION

##### Installation and location

- Never install telephone wiring during an electrical 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.
- The product is only use for mounting at heights  $\leq 2$  m.

##### Note:

- This height is not guaranteed for product reliability.
- To prevent serious injuries due to the product unexpectedly falling, the product must be installed at a height of 1.5 m or lower.
- This product is unable to make calls when:
  - the handset batteries need recharging or have failed.
  - there is a power failure.

##### Battery

- We recommend using the batteries noted in the operating instructions.
- 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 base unit (or charger) to charge the batteries. Do not tamper with the base unit (or charger). Failure to follow these instructions may cause the batteries to swell or explode.
- Avoid the use in the following conditions
  - High or low extreme temperatures during use, storage or transportation.
  - Replacement of a battery with an incorrect type that can defeat a safeguard.
  - Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
  - Extremely high temperature and/or extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.

### 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

### Base unit location/avoiding noise

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

- For maximum coverage and noise-free communications, place your base unit:
  - at a convenient, high, and central location with no obstructions between the handset and base unit 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 base unit on a bay window or near a window.)
- Coverage and voice quality depends on the local environmental conditions.
- If the reception for a base unit location is not satisfactory, move the base unit 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 heating devices, cooking appliances, 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 calling distance 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.

## Routine care

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

## Other information

- The applied nameplate is located at the bottom or rear of the product.

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

## Important Information

### 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.
- To dispose of your product, please recycle in accordance with local environmental regulations. For further recycling information please visit <https://shop.panasonic.com/recycle>

### Notice

- This product is designed for use in the United States of America. Sale or use of this product in other countries may violate local laws.
- Cet appareil est conçu pour être utilisé aux États-Unis d'Amérique. La vente ou l'emploi de cet appareil dans certains autres pays peut constituer une infraction à la législation locale.
- Este producto está diseñado para usarse en los Estados Unidos de América. La venta o el empleo de este producto en ciertos países puede constituir violación de la legislación local.
- 本產品專為美國使用而設。若在其他國家銷售或使用，可能會違反當地法例。
- この製品は、日本国外での使用を目的として設計されており、日本国内での使用は法律違反となります。従って、当社では日本国内においては原則として修理などのサービスは致しかねます。

### Compliance with TIA-1083 standard

Telephone handsets identified with this logo have reduced noise and interference when used with T-Coil equipped hearing aids and cochlear implants.



## Specifications

- **Standard:**
  - Bluetooth wireless technology 4.2
  - Hands Free Profile (HFP)
  - Headset Profile (HSP)
  - Phone Book Access Profile (PBAP)
  - Object Push Profile (OPP)
  - Serial Port Profile (SPP)
  - Message Access Profile (MAP)
- **Frequency range:**
  - 1.92 GHz to 1.93 GHz (DECT)
  - 2.402 GHz to 2.480 GHz (Bluetooth)
- **RF transmission power:**
  - 115 mW (max.)
- **Power source:**
  - 120 V AC, 60 Hz
- **Power consumption:**
  - Base unit:**
    - Standby: 1.2 W
    - Maximum: 4.5 W
  - Charger:**
    - Standby: 0.1 W
    - Maximum: 1.8 W
- **Operating conditions:**
  - 0 °C – 40 °C (32 °F – 104 °F), 20 % – 80 % relative air humidity (dry)

## Setting up

### Connections

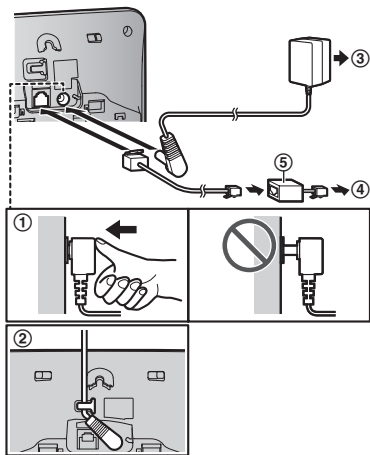
- If you do not connect the telephone line cord and use only cellular lines, set the cellular line only mode to use this unit more conveniently (page 10).

#### ■ Base unit

- ① Connect the AC adaptor to the unit by pressing the plug firmly.
- ② Fasten the cord by hooking it.
- ③ Connect the AC adaptor to the power outlet.
- ④ Connect the telephone line cord to the unit, then to the single-line telephone jack (RJ11C) until you hear a click.
- ⑤ A DSL/ADSL filter (not supplied) is required if you have a DSL/ADSL service.

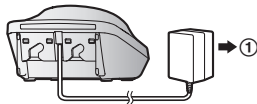
#### Note:

- Use only the supplied Panasonic AC adaptor PNLV226.



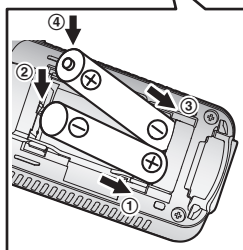
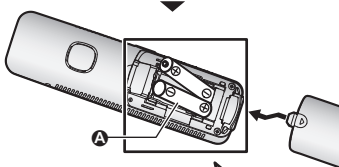
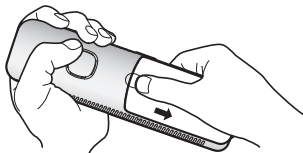
#### ■ Charger

- ① Connect the AC adaptor to the power outlet.



### 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.
- When the batteries are fully charged, "Fully charged" is displayed.

## Getting Started

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

Operation	Operating time
In continuous use	10 hours max.*1
Not in use (standby)	5 days max.*1

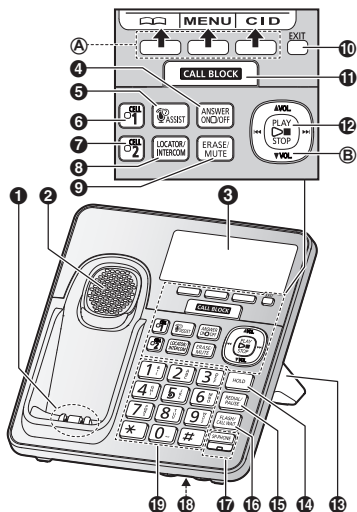
\*1 If eco mode is on.

#### Note:

- Actual battery performance depends on usage and ambient environment.

## Controls

### Base unit



- Charge contacts
- Speaker
- Display
- [ANSWER ON/OFF]**  
ANSWER ON/OFF indicator
- [ASSIST]** (ASSIST)
  - You can use the base unit to operate the voice recognition feature of your cellular phone by pressing **[ASSIST]**. (page 17)
- [CELL 1]**

- [CELL 1 indicator]**  
**[CELL 2]**  
CELL 2 indicator
- [LOCATOR]** **[INTERCOM]**
  - You can locate a misplaced handset by pressing **[LOCATOR]**.
- [ERASE][MUTE]**
- [EXIT]**
- [CALL BLOCK]**
- [▶■]** **(PLAY/STOP)**  
Message indicator **(▶■)**
- Desk stand/Wall mounting adaptor**
  - The adaptor is a removable attachment for desk stand or wall mounting use.
- [HOLD]**
- [REDIAL]** **[PAUSE]**
- [FLASH]** **[CALL WAIT]**
- [SP-PHONE]** (Speakerphone)  
SP-PHONE indicator
- Microphone
- Dial keypad  
**[\*]**: Temporary tone dialing

#### ■ Control type

##### (A) Soft keys

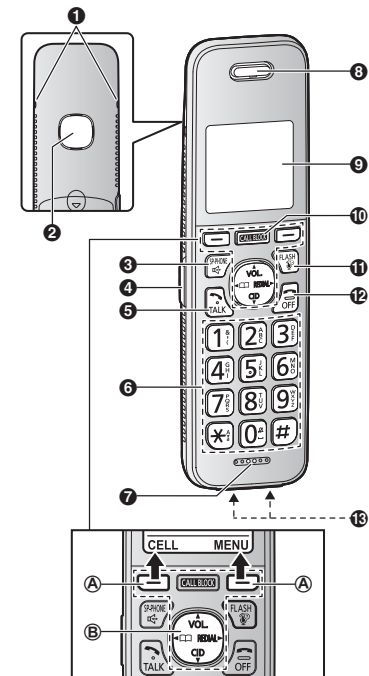
By pressing a soft key, you can select the feature shown directly above it on the display.

##### (B) Navigator key

- [▲]**, **[▼]**, **[◀▶]**, or **[▶▶]**: Scroll through various lists and items.
- VOL.** (Volume: **[▲]** or **[▼]**): Adjust the speaker volume while talking.
- [◀▶]**/**[▶▶]**: Repeat/skip messages during playback.



## Handset



- 1 Belt clip holes
- 2 Speaker
- 3 [SP-PHONE] (Speakerphone)
- 4 Headset jack
- 5 [TALK]
- 6 Dial keypad
  - [\*]: Temporary tone dialing
  - [0]: Ringer off
- 7 Microphone
- 8 Receiver
- 9 Display
- 10 [CALL BLOCK]
- 11 [Assist] [FLASH]
  - You can use the handset to operate the voice recognition feature of your cellular phone by pressing [Assist]. (page 17)
- 12 [OFF]
- 18 Charge contacts

## Control type

## (A) Soft keys

By pressing a soft key, you can select the feature shown directly above it on the display. After a cellular phone is paired, [CELL] is displayed.

## (B) Navigator key

- [▲], [▼], [←], or [→]: Scroll through various lists and items.
- VOL. (Volume: [▲] or [▼]): Adjust the receiver or speaker volume while talking.
- [☐]: View the phonebook entry.
- [↺]: REDIAL: View the redial list.
- [↻]: CID (Caller ID): View the caller list.

## Language settings

## Display language

## Handset / Base unit

- 1 [MENU]#1110
- 2 [↓]: Select the desired setting. → [SAVE]
- 3 Proceed with the operation for your unit.  
Handset: [OFF]  
Base unit: [EXIT]

## Note:

- The language selected will also be used for the low battery alert announcement.

## Voice announcement language

You can select the language used for the following features.

- Answering system guidance
- Automated call block guidance
- Telemarketing call block guidance
- Talking Caller ID
- Answer by voice command announcement
- 2-way recording announcement
- Application (App) alert announcement
- Text message (SMS) alert announcement

## Handset

- 1 [MENU]#1112
- 2 [↓]: Select the desired setting. → [SAVE] → [OFF]

## Date and time

## Handset

- 1 [MENU]#101
- 2 Enter the current month, date, and year by selecting 2 digits for each.  
Example: July 12, 2021  
[0][7] [1][2] [2][1]

## Getting Started

- [OK]**
- Enter the current hour and minute (12-hour clock format) by selecting 2 digits for each.  
**Example:** 9:30  
**[0] [9] [3] [0]**
- [X]:** Select “**AM**” or “**PM**”.
- [SAVE] → [OFF]**

### Note:

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

## Recording your greeting message

You can record your own greeting message instead of using a pre-recorded greeting message.

### Handset

- [MENU] [F] [3] [0] [2]**
- [↓]:** “**Yes**” → **[SELECT]**
- Record a greeting message. → **[STOP] → [OFF]**

## Link to cell feature

You can connect your base unit and cellular phone using Bluetooth wireless technology, so that you can make or answer cellular calls using your phone system.

For more details, please visit our Web site:

<https://help.na.panasonic.com/answers/panasonic-telephone-cell-phone-compatibility-list>

- Locate your cellular phone near the base unit. If the cellular phone is too close to the base unit during a cellular call, you may hear noise. For best performance, we recommend placing the cellular phone between 0.6 m to 3 m (2 feet to 10 feet) away from the base unit.

## Pairing a cellular phone

- Base unit:**  
Press and hold **[CELL 1]** or **[CELL 2]** for about 5 seconds.
  - After the corresponding CELL indicator on the base unit starts flashing, the rest of the procedure must be completed within 5 minutes.
- Your cellular phone:**  
While the corresponding CELL indicator is flashing, follow the instructions of your cellular phone to enter the pairing mode.
  - Depending on your cellular phone, it may ask you to enter the Bluetooth PIN (default:

“0000”). If your cellular phone shows PassKey confirmation on its display, follow the directions to proceed.

- Base unit:**  
Wait until a long beep sounds.
  - It may take more than 10 seconds to complete pairing.
  - When the corresponding CELL indicator lights up, the cellular phone is connected to the base unit. You are ready to make cellular calls.

### Note:

- Make sure that your cellular phone is set to connect to this product automatically. Refer to your cellular phone’s operating instructions.

## Link to cell settings

### Auto connection to the Bluetooth devices (cellular phones)

After pairing, your Bluetooth devices are connected to the base unit. If you move the Bluetooth devices out of base unit range, the Bluetooth devices are disconnected from the base unit. This feature allows the base unit to try to reconnect the Bluetooth devices at regular intervals when it returns within base unit range. You can set the interval. The default setting is “1 min”.

### Important:

- Only 1 Bluetooth device can be used with the unit at a time, and the base unit loses its connection from other Bluetooth devices. To automatically resume the connection to Bluetooth devices, leave the auto connection on.

### Manually connect/disconnect

You can temporarily disconnect your cellular phone for 30 minutes.

- A disconnected cellular phone is not unpaired from the base unit, so pairing it to the base unit again is unnecessary.

### Handset

- To connect/disconnect:**  
For CELL 1: **[MENU] [F] [6] [2] [5] [1]**  
For CELL 2: **[MENU] [F] [6] [2] [5] [2]**
  - A long beep sounds.
- [OFF]**

### Cellular line only mode (If you do not use the landline)

If you do not have a landline connection, we recommend setting the unit to the cellular line only mode.

- If you turn on the “Cell line only mode”, disconnect the telephone line cord from the base

unit. Otherwise the "Cell line only mode" cannot be activated.

#### Handset

- 1 [MENU] [F1] [5] [7]
- 2 To turn on:  
[↕]: "On" → [SELECT] → [↕]: "Yes" → [SELECT]  
To turn off:  
[↕]: "Off" → [SELECT]

## Making cellular calls using the handset

- 1 Lift the handset and then dial the phone number.
- 2 [CELL]
  - The unit starts dialing immediately in the following situations.
    - Only 1 cellular phone is paired.
    - A specific line is set to make cellular calls. Go to step 4.
- 3 [↕]: Select the desired cellular phone. → [SELECT]
- 4 When you finish talking, press [OFF] or place the handset on the base unit or charger.

## Adjusting the receiver or speaker volume

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

#### Note:

- The receiver\*1 or speaker volume you set is kept for each line (landline and cellular lines).
- \*1 If the receiver volume is set to level 5 (max.), it will be changed to level 4 in the next call.

## Making a call using the redial list

- 1 [▶] REDIAL
- 2 [↕]: Select the desired entry.
- 3 [CELL]
  - The unit starts dialing immediately in the following situations.
    - Only 1 cellular phone is paired.
    - A specific line is set to make cellular calls.
- 4 [↕]: Select the desired cellular phone. → [SELECT]

## Making landline calls using the handset

- 1 Lift the handset and then dial the phone number.
- 2 Press [📞] to make the call.
  - To make the call using the speakerphone, press [📞].

- 3 When you finish talking, press [OFF] or place the handset on the base unit or charger.

## Making a call using the redial list

- 1 [▶] REDIAL
- 2 [↕]: Select the desired entry.
- 3 Press [📞] or [📞].

## Answering calls using the handset

- 1 Lift the handset and then press [📞] or [📞] when the unit rings.
  - To answer a cellular call, you can also press [CELL].
- 2 When you finish talking, press [OFF] or place the handset on the base unit or charger.

## Adjusting the handset ringer volume

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

## Recording a telephone conversation (2-way recording)

This unit can record a telephone conversations during landline calls.

- 1 Press [MENU] during a landline call.
- 2 [↕]: "2 way recording" → [SELECT]
  - The total recordable time is displayed.
  - The unit announces to both parties that the recording will start.
  - The unit starts recording.
- 3 To stop recording, press [MENU] → [↕]: "Stop recording" → [SELECT]
  - You can continue the conversation with the outside caller.

## Making cellular calls using the base unit

- 1 Dial the phone number.
- 2 Press [CELL 1] or [CELL 2].
- 3 When the other party answers, speak into the microphone.
- 4 When you finish talking, press [SP-PHONE].

## Adjusting the speaker volume

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

### Making a call using the redial list

- 1 [REDIAL]
- 2 [↕]: Select the desired entry.
- 3 Press [CELL 1] or [CELL 2].

### Making landline calls using the base unit

- 1 Dial the phone number.
- 2 [SP-PHONE]
- 3 When the other party answers, speak into the microphone.
- 4 When you finish talking, press [SP-PHONE].

### Making a call using the redial list

- 1 [REDIAL]
- 2 [↕]: Select the desired entry.
- 3 [SP-PHONE]

### Answering calls using the base unit

- 1 Press [SP-PHONE] when the unit rings.
- 2 Speak into the microphone.
- 3 When you finish talking, press [SP-PHONE].

### Adjusting the base unit ringer volume

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

- To turn the ringer off, press and hold [▼] until the unit beeps.

### Recording a telephone conversation (2-way recording)

This unit can record a telephone conversations during landline calls.

- 1 Press [RECORD] during a landline call.
  - The total recordable time is displayed.
  - The unit announces to both parties that the recording will start.
  - The unit starts recording.
- 2 To stop recording, press [STOP].
  - You can continue the conversation with the outside caller.

### Call block

#### ■ Pre-installed block list:

The unit can block calls when receiving the call from the phone number in pre-programmed call block list (14,000 items). Database is supplied by YouMail Inc..

#### ■ Manual call block:

You can press the [CALL BLOCK] button in the following situations to disconnect the current call and add a phone number to the call block list:

- when an incoming call is being received
  - when an incoming call is being recorded by the answering system
  - when talking on an outside call
- Once a phone number has been added to the call block list, the unit will block calls from that phone number in the future.

#### Handset / Base unit

- 1 Press [CALL BLOCK] under the situations shown above.
- 2 Confirm the call block number and press [YES].
  - The call block number is stored in the call block list, confirmation tone sounds\*1 and "Call blocked" is displayed, and then the call is disconnected.

\*1 Confirmation tones are used with permission of © 2018 Copyrights Vision Inc.

#### Note:

Refer to the online Operating Instructions to configure the following features:

- Storing unwanted callers beforehand
- Block unknown CID (Caller ID)

### Unblocking all call block numbers

#### Handset

- 1 [CALL BLOCK]
- 2 [↕]: "Single number" or "Range of numbers" → [SELECT]
- 3 [MENU] → [↕]: "Unblock all" → [SELECT]
- 4 [↕]: "Yes" → [SELECT]
- 5 [↕]: "Yes" → [SELECT] → [OFF]

#### Base unit

- 1 [CALL BLOCK]
- 2 [↕]: "Single #" or "Range of #" → [SELECT]
- 3 [UNBLOCK]
- 4 [↕]: "Yes" → [SELECT]
- 5 [↕]: "Yes" → [SELECT] → [EXIT]

## Automated call block

With automated call block, the unit screens incoming calls before ringing for allowed calls, or ends the calls without ringing for calls identified as robocalls, telemarketing calls, or other undesirable calls (Caller ID subscribers only).

The unit will play the greeting message for automated call block and prompt the caller to enter an access code in order for the unit to identify whether the call is automated.

You can set the unit to block or unblock mode. The default setting is "Unblock".

### Allowed number database

Once the caller enters the access code, the caller's phone number is memorized in the allowed number database as an unblocked number. Callers from this database are allowed to connect without the access code from their next call.

100 entries can be stored to the database (22 digits max. each).

#### Note:

- When the database memory is full, the latest call received will replace the oldest number stored in the list.
- The numbers stored in the database will be erased when you change the access code.
- The numbers stored in the database cannot be displayed.

### Setting the automated call block

#### Handset / Base unit

- 1 [MENU] [7] [8] [7]
- 2 [↕]: Select the desired setting. → [SAVE]
- 3 [↕]: "Yes" → [SELECT]
- 4 Proceed with the operation for your unit.  
Handset: [OFF]  
Base unit: [EXIT]

#### Note:

- We recommend you perform a test run of the automated call block procedure to ensure that the automated call block feature is set correctly.

### Adding to the allow name list

You can allow specific callers to pass through by adding the caller's name to the allow name list even if you do not know the caller's number.

You can store up to 100 names (16 characters max.). If the name stored in the allow name list matches the incoming Caller ID, the unit rings. Callers listed in the allow name list are not required to enter the access code.

### Adding allowed names from the caller list

#### Handset

#### ■ When a cellular phone is paired:

- 1 [▼]CID
- 2 [↕]: Select the desired entry. → [SELECT]
- 3 [SAVE]
- 4 [↕]: "Allow name" → [SELECT] → [OFF]

#### ■ When a cellular phone is not paired:

- 1 [▼]CID
- 2 [↕]: Select the desired entry. → [MENU]
- 3 [↕]: "Save allow name" → [SELECT] → [OFF]

#### Base unit

- 1 [CID]
- 2 [↕]: Select the desired entry. → [SAVE]
- 3 [↕]: "Allow name" → [SELECT] → [EXIT]

## Telemarketing call block

In addition to Automated call block (page 13), you can use Telemarketing call block to further screen calls to stop telemarketer calls from getting through.

Using this feature, you can ask callers to say their names, and after checking the names, you can decide whether to answer the calls or not.

### Operating telemarketing call block

#### Handset

- 1 During an outside call, lift the handset and then press [TELE.BLK.].
    - The unit prompts callers to say their names.
  - 2 **To answer the call:**  
Press [📞] or [📞].  
**To block the call:**  
Press [CALL BLOCK]\*1 → [YES].
    - The unit announces that the call will be disconnected, and disconnects the call.
    - The caller will be registered to call block list.
- \*1 The user can still answer the call after pressing [CALL BLOCK]. To answer the call, press [📞] or [📞].

#### Base unit

- 1 Press [TELE.BLK.] during an outside call.
  - The unit prompts callers to say their names.
- 2 **To answer the call:**  
Press [SP-PHONE].  
**To block the call:**  
Press [CALL BLOCK]\*1 → [YES].

## Getting Started

- The unit announces that the call will be disconnected, and disconnects the call.
  - The caller will be registered to call block list.
- \*1 The user can still answer the call after pressing **[CALL BLOCK]**. To answer the call, press **[SP-PHONE]**.

## One ring scam alert

The one ring scam alert feature notifies the user when calling back a number that is judged to be a scam call. This can help reduce the risk of calling back expensive international numbers.

During an incoming call, if the caller disconnects the call after 1 or 2 rings, the call is judged to be a scam call. Depending on the number of rings made before a call is disconnected, a non-malicious call may also be judged as a scam call. The default setting is "1 or 2 rings".

## Setting the number of rings for one ring scam

### Handset / Base unit

- 1 **[MENU]****[#]****[7]****[9]****[8]**
- 2 **[↓]**: Select the desired setting. → **[SAVE]**

"1 ring" Judge 1 ring as a scam call.
"1 or 2 rings" Judge 1 or 2 rings as a scam call.
"Off" Turns off the setting and does not judge as scam calls.

### Note:

- When a phone number is judged as a scam call, "▲" will be displayed in the caller list unless:
  - the number is identified as Automated call block.
  - the number is stored in the call block list.

## Phonebook

You can add 3,000 names (16 characters max.) and phone numbers (24 digits max.) to the phonebook, and assign each phonebook entry to the desired group. The following groups are available:

- Group 1: "Home"\*1 (default)
- Group 2: "Cell 1"\*1
- Group 3: "Cell 2"\*1
- Group 4-9: You can change the group name for each group.

\*1 For groups 1-3, the group names cannot be changed.

### Important:

- All entries can be shared by the base unit and any registered handset.
- You can copy phonebook entries from a Bluetooth cellular phone to the unit's phonebook (page 16).

## Adding phonebook entries

### Handset

- 1 **[←]** **[□]** → **[MENU]**
- 2 **[↓]**: "Add new entry" → **[SELECT]**
- 3 Enter the party's name. → **[OK]**
- 4 Enter the party's phone number. → **[OK]**
- 5 **[↓]**: Select the desired group. → **[SELECT]** 2 times → **[OFF]**

### Note:

- In step 3, you can switch the language for entering characters.  
**[#]** → **[↓]**: Select the desired language. → **[OK]**

## Finding and calling from a phonebook entry

### ■ Using a cellular line:

### Handset

- 1 **[CELL]**
  - The unit starts dialing immediately in the following situations.
    - Only 1 cellular phone is paired.
    - A specific line is set to make cellular calls.
- 2 **[↓]**: Select the desired cellular phone. → **[SELECT]**

### Base unit

Press **[CELL 1]** or **[CELL 2]**.

### ■ Using a landline:

### Handset



### Base unit

**[SP-PHONE]**

## Scrolling through all entries

### Handset / Base unit

- 1 Proceed with the operation for your unit.  
Handset: **[←]** **[□]**  
Base unit: **[□]**
- 2 **[↓]**: Select the desired entry.

## Searching by first character

### Handset / Base unit

- 1 Proceed with the operation for your unit.  
Handset: [←] □□  
Base unit: [□□]
- 2 Press the dial key ([0] – [9] or [#]) which contains the character you are searching for.
- 3 [↕]: Scroll through the phonebook if necessary.

## Searching by query

You can narrow down the search to enter the first characters of a name.

### Handset / Base unit

- 1 Proceed with the operation for your unit.  
Handset: [←] □□ → [X]  
Base unit: [□□] → [X]
- 2 To search for the name, enter the first characters (up to 4) in uppercase.
- 3 [OK]
- 4 [↕]: Scroll through the phonebook if necessary.

#### Note:

- In step 2, you can switch the language for entering characters.  
[#] → [↕]: Select the desired language. → [OK]

## Searching by group

### Handset / Base unit

- 1 Proceed with the operation for your unit.  
Handset: [←] □□  
Base unit: [□□]
- 2 [GROUP]
- 3 [↕]: Select the group you want to search. → [SELECT]
  - If you select "All groups", the unit ends the group search.
- 4 [↕]: Select the desired entry.

## Using Caller ID service

### Important:

- This unit is Caller ID compatible. To use Caller ID features, you must subscribe to a Caller ID service. Contact your phone service provider for details.

## Caller ID features

### Handset / Base unit

When an outside call is being received, the caller information is displayed.  
Caller information for the last 50 callers is logged in the caller list from the most recent call to the oldest.

## Missed calls

### Handset / Base unit

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 base unit or charger.
  - Pressing [OFF] on a handset.
  - Pressing [EXIT] on the base unit.

## Talking Caller ID

### Handset / Base unit

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

To use this feature, you must:

- subscribe to a Caller ID service of your phone service provider.
- turn this feature on:

- 1 [MENU][#]1[6]2
- 2 [↕]: Select the desired setting. → [SAVE]
- 3 Proceed with the operation for your unit.  
Handset: [OFF]  
Base unit: [EXIT]

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

## Viewing the caller list and calling back

### ■ Using a cellular line

#### Handset

- 1 [▼] CID
- 2 Press [▼] to search from the most recent call, or [▲] to search from the oldest call.
- 3 To call back, press [SELECT].  
To exit, press [OFF].
- 4 [CELL]
  - If you select an entry with "☎#", "☎#" or "△" displayed, an error tone sounds. Wait for 2 seconds until a confirmation message is displayed. Press [YES] if you want to call back.
  - The unit starts dialing immediately in the following situations.
    - Only 1 cellular phone is paired.
    - A specific line is set to make cellular calls.
- 5 [↕]: Select the desired cellular phone. → [SELECT]

## Base unit

- 1 [CID]
  - 2 Press [▼] to search from the most recent call, or [▲] to search from the oldest call.
  - 3 To call back, press [CELL 1] or [CELL 2].
    - If you select an entry with “☎#”, “☎☎” or “△” displayed, an error tone sounds. Wait for 2 seconds until a confirmation message is displayed. Press [YES] if you want to call back.
- To exit, press [EXIT].

## Using a landline

### Handset / Base unit

- 1 Proceed with the operation for your unit.  
**Handset:** [▼] CID  
**Base unit:** [CID]
- 2 Press [▼] to search from the most recent call, or [▲] to search from the oldest call.
- 3 Proceed with the operation for your unit.  
**Handset:**
  - To call back, press [↶].
  - If you select an entry with “☎#” or “☎☎” or “△” displayed, an error tone sounds. Wait for 2 seconds until a confirmation message is displayed. Press [YES] if you want to call back.
  - To exit, press [OFF].**Base unit:**
  - To call back, press [SP-PHONE].
  - If you select an entry with “☎#” or “☎☎” or “△” displayed, an error tone sounds. Wait for 2 seconds until a confirmation message is displayed. Press [YES] if you want to call back.
  - To exit, press [EXIT].

### Note for handset and base unit:

- If the entry has already been viewed or answered, “✓” is displayed.
- [C1] or [C2] indicates the caller information was received from the cellular line.
- “☎#” or “☎☎” indicates the caller information for blocked calls.
- “△” indicates the caller information for scam calls.

## Copying phonebook from a cellular phone (phonebook transfer)

You can copy phonebook entries from the paired cellular phones or other cellular phones (not paired) to the unit's phonebook.

- 1 **Handset:**  
[MENU] [8] [6] [1] [8]

- 2 **Handset:**  
**To copy from paired cellular phones:**  
[↕]: Select the desired cellular phone. → [SELECT]
  - Copied items are stored to the group (“Cell 1” or “Cell 2”) which the cellular phone is paired to.**To copy from other cellular phones (not paired):**  
[↕]: “Other cell” → [SELECT] → [↕]: Select the group you want to copy to. → [SELECT]
- 3 **Handset:**  
**When “Use the cell to transfer phone book” is displayed:**  
Go to step 4.  
**When “Select mode” menu is displayed:**  
[↕]: Select “Auto” or “Manual”. → [SELECT]  
“Auto”: Download all entries from the cellular phone automatically. Go to step 5.  
“Manual”: Copy entries you selected.
  - “Select mode” menu is displayed only when the cellular phone supports Phone Book Access Profile (PBAP) for Bluetooth connection.
  - Some cellular phones may require you to perform an operation on the cellular phone even if you select “Auto”.
- 4 **Cellular phone:**  
Follow the instructions of your cellular phone to copy phonebook entries.
  - For other cellular phones (not paired), you need to search for and select the base unit. The Bluetooth PIN (default: “0000”) may be required. If your cellular phone shows PassKey confirmation on its display, follow the directions to proceed.
  - The entries being copied are displayed on the handset.
- 5 **Handset:**  
Wait until “Completed” is displayed.
  - You can continue copying other entries if necessary.
- 6 **Handset:** [OFF]

## Link to Cell app

### For Android™ users

The free Link to Cell app helps you integrate your Android phone with your DECT phone for convenient use.

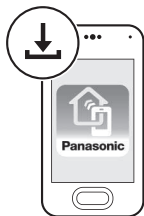


## Installing the Link to Cell app

Download links are also available at the web page below.



<https://panasonic.jp/support/global/cs/tel/appalerts/>



## Remote voice assist

For iPhone® and Android™ smartphone users

You can speak into your handset or base unit to make a cellular calls.

### Supported voice:

- Google Assistant (Android 4.0 or later)
- Siri (iOS 8.0 or later)

### Note:

- Your cellular phone MUST support Hands Free Profile (HFP).

## Activating remote voice assist

### Handset

- 1 [ ]
  - Go to step 3 in the following situations.
    - Only 1 cellular phone is paired.
    - A specific line is set to make cellular calls.
- 2 [ ]: Select the desired cellular phone. → [SELECT]
- 3 Wait until “voice assist” is displayed.
  - A confirmation tone sounds.
  - Speakerphone is turned on automatically.
  - To switch to the receiver, press [ ].
- 4 Speak your commands to your handset.
  - When you have finished using remote voice assist, press [OFF].

### Base unit

- 1 Press [CELL 1] or [CELL 2]
  - Skip this step in the following situations.
    - Only 1 cellular phone is paired.
    - A specific line is set to make cellular calls.
- 2 [ ]
- 3 Wait until “voice assist” is displayed.
  - A confirmation tone sounds.
- 4 Speak your commands to your base unit.
  - When you have finished using remote voice assist, press [ ] or [SP-PHONE].

## Using a Bluetooth headset (optional)

By pairing a Bluetooth headset to the base unit, you can enjoy hands-free conversations when talking on landline calls.

- Only 1 Bluetooth device can be used with the unit at a time\*1.
- \*1 You cannot use a Bluetooth headset to talk on a cellular line.

## Pairing a Bluetooth headset to the base unit

- 1 **Bluetooth headset:**  
Set your headset to pairing mode.
  - Refer to the headset's operating instructions.
- 2 **Handset:**  
[MENU] [ ] [2] [1]
- 3 **If your headset PIN is “0000”, go to step 4. If your headset PIN is not “0000”, press [CLEAR], then enter your headset's PIN.**
  - Typically, default PIN is “0000”. Refer to the headset's operating instructions.
- 4 Press [OK], then wait until a long beep sounds.
- 5 [OFF]
  - When [ ] is displayed on the base unit, the headset is available for use.

## Operating a Bluetooth headset using a landline

### Important:

- Refer to your headset's operating instructions for details.

## Answering landline calls with your headset

To answer a landline call, press your headset's button. When you finish talking, press your headset's button.

### Note:

- If you cannot hang up the call using your headset, press [SP-PHONE] on the base unit 2 times.

## Getting Started

### Switching between the base unit and your headset

You can switch between the base unit and your headset:

- during a landline call with the base unit speakerphone.
- during an intercom call between the base unit and handset.
- while listening to messages recorded on the base unit answering system.

#### ■ To switch to your headset:

Press [ ] on the base unit.

#### ■ To switch to the base unit:

Press [SP-PHONE] on the base unit.

## Answering system for landline

Answering system messages are stored on your telephone's built-in recording device.

By default, the answering system is set to receive message after 4 rings if no one picks up.

When you have a new answering system message: "New message" is displayed on the handset and the base unit (if it has the display).

Voicemail is a service offered by your telephone provider. Messages are stored in their system and accessed remotely.

When you have a new voicemail: "Voicemail msg. via phone co."/"Voicemail msg." will be displayed on the handset and your base unit (if it has the display).

#### Important:

- Make sure the unit's date and time setting is correct (page 9).

## Turning the answering system on/off

### Base unit

Press [ANSWER ON/OFF] to turn on/off the answering system.

### Handset

- 1 To turn on:  
[MENU]#327  
To turn off:  
[MENU]#328
- 2 [OFF]

#### Note for base unit and handset:

- When the answering system is turned on, the ANSWER ON/OFF indicator on the base unit lights up.

## Listening to messages

### Using the base unit

When new messages have been recorded:

- the message indicator (▶) on the base unit flashes.

- "New message" is displayed.  
Press [▶] (PLAY).

## Operating the answering system during playback

Key	Operation
[▲] or [▼]	Adjust the speaker volume
[◀◀]	Repeat message*1
[▶▶]	Skip message
[▶] (STOP)	Stop playback
[ERASE]	Erase currently playing message

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

## Using the handset

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].

## Operating the answering system

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

Key	Operation
[▲] or [▼]	Adjust the receiver/speaker volume (during playback)
[1] or [◀]	Repeat message (during playback)
[2] or [▶]	Skip message (during playback)
[9] or [STOP]	Stop playback
[X]4	Erase currently playing message

## Audible message alert

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

### Handset

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

## Answering system settings

### Call screening

#### Handset / Base unit

While a caller is leaving a message, you can listen to the call through the unit's speaker.

To adjust the speaker volume, press **[▲]** or **[▼]** repeatedly.

You can answer the call by pressing **[📞]** on the handset or **[SP-PHONE]** on the base unit.

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

- 1 **[MENU]#310**
- 2 **[↕]**: Select the desired setting. → **[SAVE]**
- 3 Proceed with the operation for your unit.  
**Handset: [OFF]**  
**Base unit: [EXIT]**

### 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 to listen to new messages, 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.


#### Handset

- 1 **[MENU]#211**
- 2 **[↕]**: Select the desired setting. → **[SAVE]** → **[OFF]**

### Frequently asked questions




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

Question	Cause/solution
Why is  displayed?	<ul style="list-style-type: none"> <li>The handset is too far from the base unit. Move closer.</li> <li>The base unit's AC adaptor is not properly connected. Reconnect AC adaptor to the base unit.</li> <li>The handset is not registered to the base unit. Register it.               <ol style="list-style-type: none"> <li><b>Handset:</b> [MENU] [#] 1 3 0</li> <li><b>Base unit:</b> Press and hold [LOCATOR] for about 5 seconds.                   <ul style="list-style-type: none"> <li>If all registered handsets start ringing, press [LOCATOR] again to stop, then repeat this step.</li> </ul> </li> <li><b>Handset:</b> Press [OK], then wait until a long beep sounds.</li> </ol> </li> </ul>
Main unit no power or No link. Re-connect base AC adaptor. or No link. is displayed. How do I remove this message from the display?	<ul style="list-style-type: none"> <li>Confirm the base unit's AC adaptor is connected to the unit and the power outlet correctly.</li> <li>The handset has lost communication with the base unit. Move closer to the base unit and try again.</li> <li>Unplug the base unit's AC adaptor to reset the unit. Reconnect the adaptor and try again.</li> <li>The handset's registration may have been canceled. Re-register the handset.</li> <li>When "No link." is displayed during a power failure, place a handset on the base unit to supply power to the base unit.</li> </ul>
Time on the unit has shifted.	<ul style="list-style-type: none"> <li>The unit automatically adjusts the date and time each time caller information including date and time is received (Caller ID subscribers only). To adjust the time, wait for an incoming call.</li> <li>Incorrect time information from incoming Caller ID changes the time. Set the time adjustment to "Manual" (this will turn automatic adjust off). <b>Handset:</b> 1. [MENU] [#] 2 2 6 2. : Select the desired setting. → [SAVE] → [OFF]</li> </ul>
Why am I unable to pair a cellular phone to the base unit?	<ul style="list-style-type: none"> <li>Depending on the compatibility of the cellular phone, you may not be able to pair it to the base unit. For more information, please visit <a href="https://help.na.panasonic.com/answers/panasonic-telephone-cell-phone-compatibility-list">https://help.na.panasonic.com/answers/panasonic-telephone-cell-phone-compatibility-list</a></li> <li>Confirm that the Bluetooth feature of your cellular phone is turned on. You may need to turn this feature on depending on your cellular phone.</li> </ul>
Cannot pair the telephone with a smartphone.	<ul style="list-style-type: none"> <li>Confirm that your smartphone supports HFP specification. If your smartphone do not support HFP (Hands Free Profile), you cannot pair the Panasonic phone to your smartphone.</li> <li>Confirm that your smartphone is turn on and the Bluetooth is enabled. Go in the settings of your smartphone and select Bluetooth. Once in pairing mode you will see "Panasonic DECT" under Bluetooth devices. Select "Panasonic DECT" to pair. If the pairing is not successful or "Panasonic DECT" is not displayed, turn off the Bluetooth functions on your smartphone and after few seconds turn it back on.</li> <li>Make sure that there are no interferences (wireless, microwave, etc.) between your smartphone and Panasonic phone.</li> </ul>
How can I increase the handset volume level?	<ul style="list-style-type: none"> <li>Press the volume key [▲] repeatedly while talking.</li> </ul>

Question	Cause/solution
<p>The handset or base unit does not ring, or the volume is low.</p>	<ul style="list-style-type: none"> <li>• The ringer volume is turned off. While the handset is ringing for an incoming call, press <b>[▲]</b> or <b>[▼]</b> repeatedly to select the desired volume. You can also program the volume before a call comes in. To adjust the ringer volume on the handset or base unit (if it has a keypad and menu button), perform the following programming:               <ol style="list-style-type: none"> <li><b>1</b> <b>[MENU]</b><b>#</b><b>1</b><b>6</b><b>0</b></li> <li><b>2</b> <b>[↓]</b>: Select the desired setting. → <b>[SAVE]</b> → <b>[OFF]</b> <ul style="list-style-type: none"> <li>• To turn the ringer off, press <b>[▼]</b> until “off” is displayed.</li> </ul> </li> </ol> </li> <li>• Silent mode is turned on. Turn it off. Press <b>[MENU]</b><b>#</b><b>2</b><b>3</b><b>8</b> to select the desired setting.</li> <li>• If the <b>[0]</b> button on your telephone has a ringer icon , press and hold <b>[0]</b> to turn the ringer on and off.</li> </ul> <p><b>For models with Link2Cell feature: When Link2Cell is turned on</b></p> <ul style="list-style-type: none"> <li>• The ringer volume for cellular line is turned off. Refer to: <a href="https://help.na.panasonic.com/answers/how-to-adjust-the-telephone-ringer-volume-when-using-the-link-to-cell-feature">https://help.na.panasonic.com/answers/how-to-adjust-the-telephone-ringer-volume-when-using-the-link-to-cell-feature</a></li> <li>• The unit which is not selected to ring for cellular calls does not ring. Refer to: <a href="https://help.na.panasonic.com/answers/how-to-use-link-to-cell-features">https://help.na.panasonic.com/answers/how-to-use-link-to-cell-features</a></li> </ul>
<p>Can I add another accessory handset to my base unit?</p>	<ul style="list-style-type: none"> <li>• Yes, you can add up to 6 handsets (including the handset(s) sold with your base unit) to a single base unit.</li> <li>• To purchase additional accessory handset(s) (KX-TGFA97), please visit: <a href="https://shop.panasonic.com/support">https://shop.panasonic.com/support</a> TTY users (hearing or speech impaired users) can call 1-877-833-8855.</li> </ul>
<p>Can I keep the batteries charging all the time?</p>	<ul style="list-style-type: none"> <li>• You can leave the handset on the base unit or charger anytime. This will not harm the batteries.</li> </ul>

## Useful Information

Question	Cause/solution
<p>Sound issues: Static noise, muffled voice, sound cuts in and out, calls get disconnected, poor sound quality.</p>	<ul style="list-style-type: none"> <li>● Try these solutions in following order until your issue is resolved.</li> <li><b>1</b> Before you begin, move your telephone (base unit and handsets) away from other electronics devices such as radios, intercoms, room monitors, microwave, televisions, etc. Try installing your phone as far away as possible from these types of electronic devices.</li> <li><b>2</b> Use the telephone cord and AC adapter provided with the unit and do not use the old telephone cords. Worn-out cords can create static during your phone calls, creating interference when trying to get work done. Replacing the cord could help you fix the crackling noise on the line.</li> <li><b>3</b> If your telephone shares a power outlet (power strip) with other devices, try moving the telephone to another location or connect to a wall single power outlet.</li> <li><b>4</b> The DSL (Digital Subscriber Line) signal can cause static/noise if DSL filters (not supplied) are not plugged into <b>EVERY</b> phone jack that has a phone line attached. DSL filters block the high frequency DSL signals from being transmitted to the telephone. For most installation plug the telephone line into the DSL filter (not supplied) and the DSL line into the telephone wall jack.</li> <li><b>5</b> Reconnect the telephone line to the base and telephone wall jack. Unplug the telephone line from the base and telephone wall jack. Wait for 5-10 minutes. Plug the telephone line back into the base and telephone wall jack.</li> <li><b>6</b> Unplug the phone from the wall jack. Plug the phone to a different phone jack in the home and check to see if you have the same issue. If yes, you might have a line problem. You can either confirm testing this phone at different location (Example: Neighbors or relatives place) or contact your telephone service provider.</li> <li><b>7</b> Clean your telephone base and handset.             <ol style="list-style-type: none"> <li>a. Unplug your telephone from the power outlet and telephone line cord.</li> <li>b. Clean the charge contacts of the handset, base unit, and charger using a damp cloth to remove any dirt, dust, or debris.</li> <li>c. Clean the speaker and microphone part of the handset using a damp cloth to remove any dirt, dust, or debris.</li> <li>d. Plug your telephone back into the power outlet and telephone line cord.</li> </ol> </li> </ul>
<p>How can I answer a call waiting call (2nd call)?</p>	<ul style="list-style-type: none"> <li>● Press <b>[FLASH]</b> on the handset or <b>[CALL WAIT]</b> on the base unit when you hear the call waiting tone.</li> </ul>
<p>How to remove/unblock a number from the blocked calls list.</p>	<ul style="list-style-type: none"> <li>● To remove blocked numbers from the telephones' blocked number list you need to access the programming menu for Call Block. The programming steps vary by model. Please refer to the following URL and select the telephone model you have:  <a href="https://help.na.panasonic.com/answers/how-to-remove-unblock-a-number-from-the-blocked-calls-list">https://help.na.panasonic.com/answers/how-to-remove-unblock-a-number-from-the-blocked-calls-list</a> </li> <li><b>Steps that are commonly used:</b>              To erase a single number from the handset             <ol style="list-style-type: none"> <li><b>1</b> <b>[CALL BLOCK]</b></li> <li><b>2</b> <b>[↓]</b>: "Single number" → <b>[SELECT]</b></li> <li><b>3</b> <b>[↓]</b>: Select the desired entry. → <b>[UNBLOCK]</b></li> <li><b>4</b> <b>[↓]</b>: Yes → <b>[SELECT]</b> → <b>[OFF]</b></li> </ol>             To erase all call block numbers from the handset             <ol style="list-style-type: none"> <li><b>1</b> <b>[CALL BLOCK]</b></li> <li><b>2</b> <b>[↓]</b>: "Single number" or "Range of numbers" → <b>[SELECT]</b></li> <li><b>3</b> <b>[MENU]</b> → <b>[↓]</b>: "Unblock all" → <b>[SELECT]</b></li> <li><b>4</b> <b>[↓]</b>: Yes → <b>[SELECT]</b></li> <li><b>5</b> <b>[↓]</b>: Yes → <b>[SELECT]</b> → <b>[OFF]</b></li> </ol> </li> </ul>

Question	Cause/solution
I want to setup the answering system or help recording the outgoing greeting message.	<ul style="list-style-type: none"> <li>● Turn on the answering system (page 18).</li> <li>● If you have unit's answering system set to on and also the voicemail enabled, the system with least amount of rings will record the message first. Contact your phone service provider or change the unit's answering system number of rings settings to a lower value (page 19).</li> <li>● To record an outgoing greeting message for your answering system, see page 10.</li> </ul>
I want to setup the voicemail service or help accessing messages.	<ul style="list-style-type: none"> <li>● Voicemail service (provided by phone service provider) can record calls when you are on another call or if your answering system is off (page 18).</li> <li>● Your phone service provider should provide you with an access number and password to retrieve your voicemail messages.</li> </ul>
<p>“Voicemail msg. via phone co.” is shown on the handset display or Voicemail msg. is shown on the base unit display and interrupted or busy dial tone is heard after pressing [  ] on the handset or [  ] on the base unit. How do I clear the voicemail notice and busy dial tone?</p>	<ul style="list-style-type: none"> <li>● Your phone service provider's voicemail service (not the unit's answering system) has recorded a message for you. Typically you can clear the voicemail notice and busy (stutter) dial tone by listening to the message. To listen to the voicemail message, dial the voicemail access number provided by your phone service provider, and follow the voice instructions. Depending on your phone service provider, you may need to remove all messages from your voice mailbox to clear the notification.</li> <li>● You can remove this notification manually by pressing and holding [  ] until the unit beeps.</li> </ul>

### FCC and other information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:ACJ-----.

If requested, this number must be provided to the telephone company.

- Registration No.....(found on the bottom of the unit)
- Ringer Equivalence No. (REN).....0.1A

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with the product. It is designed to be connected to a compatible modular jack that is also compliant.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for the product is part of the product identifier that has the format US:AAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be

advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact a Factory Service Center or other Authorized Servicer. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

This equipment is hearing aid compatible as defined by the FCC in 47 CFR Section 68.316.

When you hold the phone to your ear, noise might be heard in your Hearing Aid. Some Hearing Aids are not adequately shielded from external RF (radio frequency) energy. If noise occurs, use an optional headset accessory or the speakerphone option (if applicable) when using this phone. Consult with your audiologist or Hearing Aid



manufacturer about the availability of Hearing Aids which provide adequate shielding to RF energy commonly emitted by digital devices.

### WHEN PROGRAMMING EMERGENCY NUMBERS AND/OR MAKING TEST CALLS TO EMERGENCY NUMBERS:

- 1) Remain on the line and briefly explain to the dispatcher the reason for the call.
- 2) Perform such activities in the off-peak hours, such as early morning or late evenings.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

### CAUTION:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

### NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is

encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

### FCC RF Exposure Warning:

- This product complies with FCC radiation exposure limits set forth for an uncontrolled environment.
- To comply with FCC RF exposure requirements, the base unit must be installed and operated 20 cm (8 inches) or more between the product and all person's body.
- This product may not be collocated or operated in conjunction with any other antenna or transmitter.
- The handset may be carried and operated with only the specific provided belt-clip. Other non-tested belt-clips or similar body-worn accessories may not comply and must be avoided.

### Notice:

- FCC ID can be found inside the battery compartment or on the bottom of the units.

Customer services

# **Shop Accessories!**

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Get everything you need to get the most out of  
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## **Customer Services Directory**

For Product Information, Operating Assistance,  
Parts, Owner's Manuals, Dealer and Service info  
go to <https://shop.panasonic.com/support>

For the hearing or speech impaired TTY: 1- 877-833-8855

As of March 2023

## Limited Warranty (ONLY FOR U.S.A.)

### Panasonic Products Limited Warranty

#### Limited Warranty Coverage (For USA Only)

If your product does not work properly because of a defect in materials or workmanship, Panasonic Corporation of North America (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("warranty period"), 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 the warrantor.

Product or Part Name	Parts	Labor
Telephone	One (1) Year	One (1) Year

During the "Labor" warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts. This Limited Warranty excludes both parts and labor for non-rechargeable batteries, antennas, and cosmetic parts (cabinet). This warranty only applies to products purchased and serviced in the United States. This warranty is extended only to the original purchaser of a new product which was not sold "as is".

**Mail-In Service**--Online Repair Request

#### Online Repair Request

To submit a new repair request and for quick repair status visit our Web Site at <https://shop.panasonic.com/support>

When shipping the unit, carefully pack, include all supplied accessories listed in the Owner's Manual, and send it prepaid, adequately insured and packed well in a carton box. When shipping Lithium Ion batteries please visit our Web Site at <https://shop.panasonic.com/support> as Panasonic is committed to providing the most up to date information. Include a letter detailing the complaint, a return address and provide a daytime phone number where you can be reached. A valid registered receipt is required under the Limited Warranty.

**IF REPAIR IS NEEDED DURING THE WARRANTY PERIOD, THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. CUSTOMER WILL BE CHARGED FOR THE REPAIR OF ANY UNIT RECEIVED WITHOUT SUCH PROOF OF PURCHASE.**

### **Limited Warranty Limits 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 the warrantor, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, 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 Factory Service Center or other Authorized Servicer, or damage that is attributable to acts of God.

**THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE".**

**THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY.**

(As examples, this excludes damages for lost time, travel to and from the servicer, loss of or damage to media or images, data or other memory or recorded content.

The items listed are not exclusive, but for illustration only.)

**ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to:

Panasonic Corporation of North America  
Consumer Affairs Department  
Two Riverfront Plaza  
Newark NJ 07102-5490

**PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.**

Product registration is not mandatory. Failure to complete the form does not affect the consumer's warranty rights.

**As of March 2023**







# IMPORTANT!

If your product is not working properly. . .

- ① **Reconnect AC adaptor to the base unit.**
- ② **Check if telephone line cord is connected.**
- ③ **Use rechargeable Ni-MH batteries.**  
(Alkaline/Manganese/Ni-Cd batteries CANNOT be used.)
- ④ Read **troubleshooting** page in the **Operating Instructions.**



Visit our Web site: <https://shop.panasonic.com/support>

- **FAQ and troubleshooting hints are available.**

#### For your future reference

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

Serial No.	Date of purchase
(found on the bottom of the base unit)	
Name and address of dealer	
Attach your purchase receipt here.	

Panasonic Corporation of North America

Two Riverfront Plaza, Newark, NJ 07102-5490

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