# Panasonic®

## Operating Instructions

2.4 GHz Cordless Phone
Model No. **KX-TG2120**

2.4 GHz Cordless Phone with Two Handsets
Model No. **KX-TG2122**

Model shown is KX-TG2120

This unit is compatible with Caller ID. To use this feature, you must subscribe to the appropriate service offered by your service provider.

Please read these Operating Instructions before using the unit and save for future reference.

Charge the handset battery for 12 hours before initial use.

Place each handset on the base unit once before initial use to activate all handsets.

For assistance, visit our website: http://www.panasonic.com/phonehelp for customers in the U.S.A. or Puerto Rico.

### When you ship the product

- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the symptom, to the outside of the carton.
- Send the unit to Panasonic Services Company Customer Servicenter, prepaid and adequately insured.
- Do not send your unit to Panasonic Consumer Electronics Company listed on the back cover or to executive or regional sales offices. These locations do not repair consumer products.

**Panasonic Consumer Electronics Company,**
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# 1 Introduction

Thank you for purchasing a Panasonic cordless telephone.

We recommend keeping a record of the following information for future reference.

Serial No. _____ Date of purchase _____
(found on the bottom of the base unit)

Name and address of dealer _____

**Attach your purchase receipt here.**

# 2 Accessories information

Included accessories

| No. | Accessory item | Order number | Quantity | | | |
|-----|----------------|--------------|----------|----------|----------|----------|
| | | | KX-TG2120B | KX-TG2120W | KX-TG2122B | KX-TG2122W |
| ① | AC adaptor | PQWATG2120M | 1 | 1 | 1 | 1 |
| ② | Telephone line cord | PQJA10075Z | 1 | 1 | 1 | 1 |
| ③ | Battery | P-P504 or HHR-P501 | 1 | 1 | 2 | 2 |
| ④ | Handset cover | PQYNTG2120W | - | 1 | - | 2 |
| | | PQYNTG2120B | 1 | - | 2 | - |
| ⑤ | Charger | PQWETGA211W | - | - | - | 2 |
| | | PQWETGA211B | - | - | 2 | - |

① ② ③ ④ ⑤

### Additional/replacement accessories

| Accessory item | Order number |
|----------------|--------------|
| Rechargeable nickel metal hydride (Ni-MH) battery | P-P504 |
| Headset | KX-TCA60, KX-TCA86, KX-TCA88HA, KX -TCA91, KX -TCA92, or KX -TCA98. |
| T-adaptor | KX-J66 |
| Battery back-up power supply | KX-TCA200 |

### Sales and support information

- To order additional/replacement accessories, call 1-800-332-5368.
- TTY users (hearing or speech impaired users) can call-1-866-605-1277.

# 3 Important Safety Instructions

When using the product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

1. Read all instructions carefully.
2. Follow all warnings and instructions marked on the product.
3. Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners. Use a moist cloth for cleaning.
4. Do not use the product near water, for example near a bathtub, wash bowl, kitchen sink, etc.
5. Place the product securely on a stable surface. Serious damage and/or injury may result if the product falls.
6. Do not cover slots and openings on the product. They are provided for ventilation and protection against overheating. Never place the product near radiators, or in a place where proper ventilation is not provided.
7. Use only the power source marked on the product. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
8. Do not place objects on the power cord. Install the product where no one can step or trip on the cord.
9. Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
10. Never push any objects through slots in the product. This may result in the risk of fire or electric shock. Never spill any liquid on the product.
11. To reduce the risk of electric shock, do not disassemble the product. Take the product to an authorized service center when service is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
12. Unplug the product from power outlets and take to an authorized service center when the following conditions occur:

PQQX1577ZA

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A. When the power cord is damaged or frayed.
B. If liquid has been spilled into the product.
C. If the product has been exposed to rain or water.
D. If the product does not work normally by following the operating instructions. Adjust only controls covered by the operating instructions. Improper adjustment may require extensive work by an authorized service center.
E. If the product has been dropped or physically damaged.
F. If the product exhibits a distinct change in performance.
13. During thunderstorms, avoid using telephones except cordless types. There may be a remote risk of an electric shock from lightning.
14. Do not use the product to report a gas leak, when in the vicinity of the leak.

### SAVE THESE INSTRUCTIONS

## CAUTION

**Installation**

- Never install telephone wiring during a lightning storm.
- Never install telephone 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.
- Do not touch the plug with wet hands.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.

**Battery**

To reduce the risk of fire or injury to persons, read and follow these instructions.

- Use only the battery(ies) specified.
- Do not dispose of the battery(ies) in a fire. They may explode. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care when handling the battery(ies). Do not allow conductive materials such as rings, bracelets or keys to touch the battery(ies), otherwise a short circuit may cause the battery(ies) and/or the conductive material to overheat and cause burns.
- Charge the battery(ies) provided, or identified for use with the product only, in accordance with the instructions and limitations specified in this manual.

## WARNING

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- 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 the Panasonic Call Center at 1-800-211-PANA (1-800-211-7262).

**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 2.4 GHz to 2.48 GHz, and the power output is 100 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.

## 4 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 distance and noise-free operation, we recommend the following:

- Placing the product away from electrical appliances.
- Placing the base unit in a HIGH and CENTRAL location with no obstructions such as walls.
- Raising the antenna vertically.
- If you use the handset near a microwave oven which is being used, noise may be heard. Move away from the microwave oven and closer to the base unit.
- If you use the handset near another cordless phone's base unit, noise may be heard. Move away from the other cordless phone's base unit and closer to your base unit.

**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 5 °C (41°F) or greater than 40°C (104°F). Damp basements should also be avoided.

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## Preparation
## 5 Location of controls

**– Base unit**

Antenna

LOCATOR button

IN USE/CHARGE indicator

**– Handset unit**

Antenna
Receiver
LCD display
PAUSE/REDIAL button
CID/VOL up/down button
EDIT/TRANSFER button
TALK/FLASH button
OFF button
Keys function
TONE/* button
MUTE/CLEAR button
AUTO/FUNCTION button
CH button

## 6 Setting up the base unit
**Connecting the AC adaptor and telephone line cord.**

To single-line telephone jack (RJ11C)

(120V AC, 60Hz)

Hook

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- 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 2.4 GHz electrical appliances may cause interference. Move away from the electrical appliances.
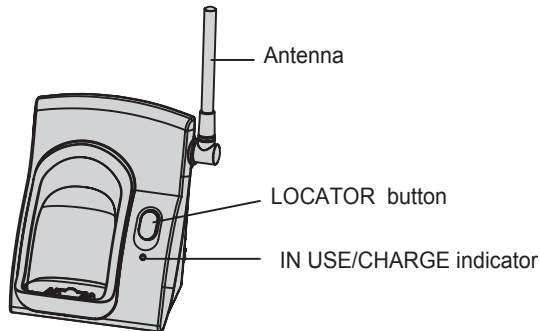
**Routine care**

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

A nickel cadmium battery that is recyclable powers the product you have purchased. At the end of its useful life, under various state and local laws, it is illegal to dispose of this battery into your municipal waste stream. Please call **1-800-822-8BATTERY (1-800-822-8837)** for information on how to recycle this battery.

### Battery charge

Place the handset on the base unit or charger for about **12 hours** before initial use. The **CHARGE** indicator lights.

– Base unit                    – Charge (KX-TG2122 only)
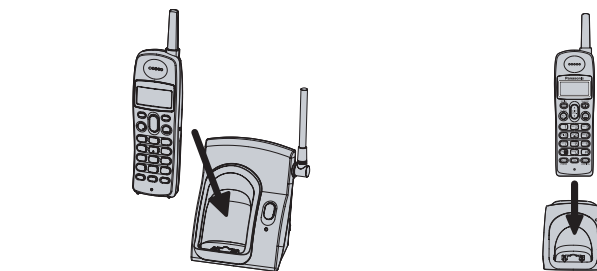
- To ensure that the battery charges properly, clean the charge contacts of the handset, base unit, and charger with a soft, dry cloth once a month. Clean more often if the unit is subject to the exposure of grease, dust, or high humidity.

**Note:**
- When the battery needs to be charged the handset beeps intermittently while it is in use.

### Panasonic battery performance

| Operation | Operating time |
|-----------|----------------|
| While in use (talking) | Up to 5 hours |
| While not in use (standby) | Up to 5 days |

**Note:**
- Battery operating time may be shortened over time depending on usage conditions and surrounding temperature.
- Battery power is consumed whenever the handset is off the base unit, even when the handset is not in use. Hence the longer you leave the handset off the base unit, the less time you may actually talk using the handset.
- If the battery is fully charged, you do not have to place the handset on the base or charger unit, and try again.

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**Note:**
- 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.
- The unit will not work during a power failure. We recommend connecting a standard telephone to the same telephone line or to the same telephone jack using a Panasonic T-adaptor. Emergency power can be supplied to the unit by connecting a Panasonic battery back-up power supply.

### If you subscribe to a DSL service

Please attach a noise filter (contact your DSL provider) to the telephone line between the base unit and the telephone line jack in the event of the following:
– Noise is heard during conversations.
– Caller ID features do not function properly.

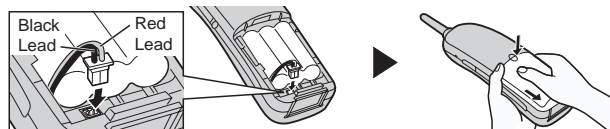To single-line telephone jack (RJ11C)
Noise filter

## 7 Setting up the handset
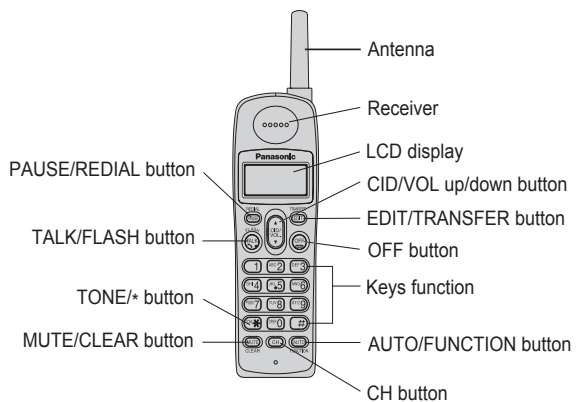### Connecting the charger

Available model:
KX-TG2122

### Battery installation/replacement

- Insert the battery plug into the connector as shown in the picture.
- Be sure wires are free from being pressed by the battery body or handset cover.
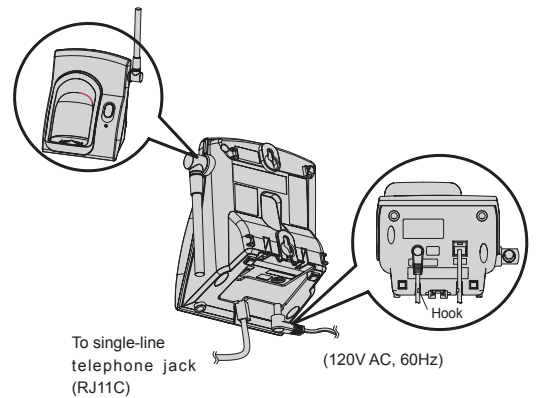- If necessary, remove the old battery.

Black Lead    Red Lead

### 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.

1. Press **[FUNCTION]** 6 times, until "**DIAL MODE**" is displayed.
2. Select "**PULSE**" or "**TONE**" by using **[▼]** or **[▲]**.
3. Press **[EDIT]**, then press **[OFF]**.

### Resetting the handset to its default setting

- To correct a digit, press **[CLEAR]**.

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## 8 Programmable settings

You can customize the unit by programming the following features using the handset.

### Display language

You can select English, Spanish or French as the display language. The default setting is "ENGLISH".

1. Press **[FUNCTION]** 2 times, until "**LANGUAGE**" is displayed.
2. Select "**ENG**", "**ESP**" or "**FRA**" by using **[▼]** or **[▲]**.
3. Press **[EDIT]**, then press **[OFF]**.

### Area code

We recommend storing your area code before using Caller ID. Calls from the same area will be recorded in the caller list without the area code. You do not have to remove it before calling back the caller or storing in the phonebook.

1. Press **[FUNCTION]** 3 times, until "**AREA CODE**" is displayed.
2. Enter your area code (max. 3 digits).
3. Press **[EDIT]**, then press **[OFF]**.

### Ringer tone

You can change the ringer tone heard when an outside call is received. There are 3 ringer tones. The default setting is "RINGER TONE 1".

1. Press **[FUNCTION]** 4 times, until "**RINGER TONE**" is displayed.
2. Select the desired ringer tone by using **[▼]** or **[▲]**.
3. Press **[EDIT]**, then press **[OFF]**.

### Ringer on/off

You can turn the ringer on/off. The default setting is "ON".

1. Press **[FUNCTION]** 5 times, until "**RINGER**" is displayed.
2. Select "**ON**" or "**OFF**" by using **[▼]** or **[▲]**.
3. Press **[EDIT]**, then press **[OFF]**.
- When the ringer volume is set to off, the handset does not ring for outside calls.

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- If additional dialing is necessary after using speeding dialing functions such as phonebook dialing or REDIAL, wait until speed dialing is finished to continue further dialing. Otherwise, the unit may not dial properly.

### If noise interferes with the conversation

Press **[CH]** to select a clearer channel in the talk mode or move closer to the base unit.

### To redial after confirming the last number dialed

Press **[REDIAL]**, then press **[ ]**.

### To select the receiver volume

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

### To mute your conversation

Press **[MUTE]**, while talking.
- The other party cannot hear you but you can hear them.
- To return to the conversation, Press **[MUTE]**.

### Redial

Press **[REDIAL]** to quickly dial the last number you called (max. 32 digits).
If you get a busy signal, and want to keep dialing the number, press **[REDIAL]** to dial the number again.

## 10 Answering calls

When a call is received, the unit rings.
1. Lift the handset and press **[ ]**.
- You can also answer a call by pressing any button except **[OFF]** (Any key talk feature).
2. When you finish talking, press **[OFF]** or place the handset one the base unit or charger.

## 11 Call transfer

During an external call, you may transfer the external call to another handset.
1. **Ex. Handset 1:**
Press **[TRANSFER]** on the originating handset.
- "TRANSFERRING" shows in the display. Both handsets are paged.

2. **Ex. Handset 2:**
Press **[TRANSFER]** on the receiving handset to answer the call.
- To cancel the call transfer, you may press **[OFF]**, **[TRANSFER]** or **[ ]** on the originating handset.

## Caller ID service
## 12 Caller ID service

This unit is Caller ID compatible. To use Caller ID features, you must subscribe to Caller ID service of your telephone service provider.

### Caller ID features

When an outside call is being received, the calling party's name and telephone number are displayed. Caller information for the last 40 different callers is logged in the caller list by the most recent call to the oldest.

| Feature | Default setting |
|---------|-----------------|
| Station # | – |
| Language | ENGLISH |
| Area code | --- |
| Ringer tone | RINGER TONE 1 |
| Ringer | ON |
| Dial mode | TONE |
| Default setting | NO |
| Receiver volume level | Vol. 1 |

1. Press **[FUNCTION]** 7 times, until "**DEFAULT**" is displayed.
2. Select "**YES**" or "**NO**" by using **[▼]** or **[▲]** button.
3. Press **[EDIT]** button.

## Making/Answering calls
## 9 Making calls

1. Lift the handset and dial the phone number.
- To correct a digit, press **[CLEAR]**.
2. Press **[ ]**.
3. When you finish talking, press **[OFF]** or place the handset on the base unit or charger.
- If an alarm tone sounds in step 2, move closer to the base unit or place the handset on the base unit, and try again.

- Generally caller information is displayed from the 2nd ring.
- If the unit cannot receive caller information, the following is displayed:
- "**OUT OF AREA**": The caller dialed from an area which does not provide Caller ID service.
- "**PRIVATE CALLER**": The caller requested not to send caller information.
- "**ERROR**": The Caller ID information is interfered with during reception.
- If the unit is connected to a PBX system, caller information may not be received propeqflY. Consult your PBX supplier.
- The name display service may not be available in some areas. For further information, please contact your telephone company.

### Missed calls

If a call is not answered, the unit treats the call as a missed call.
For example, 10 number of missed calls: "**NEW CALL 10**" is displayed on the handset display. This lets you know if you should view the caller list to see who called while you were out.

### Calling Waiting Caller ID display

If you subscribe to both Caller ID and Call Waiting with Caller ID services, the 2nd caller's information is displayed after you hear a Call Waiting tone. Please contact your telephone service provider for details and availability of this service in your area.
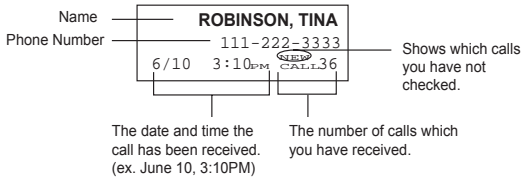
## 13 Caller list

### What the display means

Name — **ROBINSON, TINA**
Phone Number — 111-222-3333
6/10    3:10PM    NEW 36

The date and time the call has been received. (ex. June 10, 3:10PM)

Shows which calls you have not checked.

The calls which you have received.

### Viewing the caller list and calling back

**1** Press [ ▼ ] or [ ▲ ] to enter the caller list.
**2** Press [ ▼ ] to search from the most recent call, or [ ▲ ] to search from the oldest call.
**3** Press [ 🕻 ].
- If the caller list is empty, you cannot enter the caller list by pressing [ ▼ ] or [ ▲ ].
- Once new calls have been checked, "**NEW**" is not displayed.

### Editing a caller's phone number before calling back

You can edit a phone number in the caller list by removing its area code and/or the long distance code "1".
**1** Press [ ▼ ] or [ ▲ ] to enter the caller list.
**2** Select the desired item by using [ ▼ ] or [ ▲ ].
**3** Press [EDIT] repeatedly until the phone number is shown in the desired format.
❶ Local phone number
   Example: [321-5555]
❷ Area code - Local phone number
   Example: [55-321-5555]
❸ 1 - Area code - Local phone number
   Example: [1-555-321-5555]
**4** Press [ 🕻 ].

**Note:**
- The number edited in the step 3 is not maintained in the caller list.

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**6** Enter the phone number (max. 24 digits), using the dialing buttons [ 1 ] to [ 9 ], [ ▼ ] or [ ▲ ].
- If a pause is required for dialing, [PAUSE] can be stored in a phone number counting as one digit.
- When you store the last number dialed, press [REDIAL] instead of entering a phone number.
**7** Press [EDIT].

### Character table

| Key | Character |
|-----|-----------|
| [1] | Space   -   "   '   ! |
| [2] | A   B   C   ( |
| [3] | D   E   F   ) |
| [4] | G   H   I   * |
| [5] | J   K   L   , |
| [6] | M   N   O   : |
| [7] | P   Q   R   S |
| [8] | T   U   V   ? |
| [9] | W   X   Y   Z |
| [ ▼ ] | To move the cursor to the left |
| [ ▲ ] | To move the cursor to the right |

- To enter another character that is located on the same dial key, first press [ ▼ ] to move the cursor to the next space.

### Editing/correcting a mistake

Press [ ▼ ] or [ ▲ ] to move the cursor to the character or number you want to erase, then press [CLEAR]. Enter the appropriate character or number. Each time you press [CLEAR], a character under the cursor is erased.
- Press and hold [CLEAR] to erase all character or numbers.

### Finding and calling a handset phonebook item

**1** Press [FUNCTION].
**2** Press [ ▼ ] or [ ▲ ].
- The first item or last item is displayed.
**3** Press [ ▲ ] to scroll from the memory station "01", or [ ▼ ] to scroll from memory station "10".
- You can also find the items using the memory station numbers [ 0 ] to [ 9 ] directly.
- The memory station number [ 1 ] shows "01", [ 0 ] shows "10" on the display.
**4** Press [ 🕻 ].

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**Note:**
- If "**EMPTY**" is displayed in step 2, the phonebook is empty.
- If the phone number is more than 12 digits, the whole number has not been shown. The remaining numbers are displayed alternately.

### Editing items in the handset phonebook

**1** Press [FUNCTION].
**2** Select the desired item by using [ ▼ ] or [ ▲ ].
- You can also find the items using the memory station numbers [ 0 ] to [ 9 ] directly.
**3** Press [EDIT].
**4** Edit the name using the dial key, [ ▼ ] or [ ▲ ] (max. 15 characters).
**5** Press [EDIT].
**6** Edit the phone number using the dial key, [ ▼ ] or [ ▲ ] (max. 32 digits).
**7** Press [EDIT].

### Erasing an item in the handset phonebook

**1** Press [FUNCTION].
**2** Select the desired item by using [ ▼ ] or [ ▲ ].
- You can also find the items using the memory station number [ 0 ] to [ 9 ] directly.
**3** Press [CLEAR].

### Erasing all item in the handset phonebook

**1** Press [FUNCTION].
**2** Review phonebook items by using [ ▼ ] or [ ▲ ].
**3** Press and hold [CLEAR] until "**CLEAR ALL ?**" is displayed.
**4** Press [CLEAR].

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### Storing caller information into the handset phonebook

**1** Press [ ▼ ] or [ ▲ ] to enter the caller list.
**2** Select the desired item by using [ ▼ ] or [ ▲ ].
**3** To edit the number, press [EDIT] repeatedly until the phone number is shown in the desired format.
**4** Press [FUNCTION].
**5** Press a memory station number [ 0 ] to [ 9 ].
- The memory station number [ 1 ] shows "01", [ 0 ] shows "10" on the display.

### Erasing selected caller information

**1** Press [ ▼ ] or [ ▲ ] to enter the caller list.
**2** Select the desired item by using [ ▼ ] or [ ▲ ].
**3** Press [CLEAR], then press [OFF].

### Erasing all caller information

**1** Press [ ▼ ] or [ ▲ ] to enter the caller list.
**2** Press and hold [CLEAR] until "**CLEAR ALL CID ?**" is displayed.
**3** Press [CLEAR].

## Phonebook
## 14 Handset phonebook

### Storing names and numbers
You can add up to 10 items to the handset phonebook and search for phonebook items by name.
**1** Press [FUNCTION].
**2** Press a memory station number [ 0 ] to [ 9 ].
- If an item is already stored, that information is displayed.
**3** Press [EDIT].
**4** Enter the name (max. 15 characters), using the dialing buttons [ 1 ] to [ 9 ], [ ▼ ] or [ ▲ ].
- If a name is not required, press [EDIT] and go to step 6.
**5** Press [EDIT].

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## Special features
## 15 Special features

### Automatic security code setting

Each time you place the handset on the base unit, the unit automatically selects one of more than 65,000 security codes. These codes help prevent the unauthorized use of your telephone line by another cordless telephone user.

### Handset locator

You can locate the handset or page the handset user with beep tones from the base unit.
**1 Base unit:**
Press [LOCAOTR].
- The IN USE indicator flashes. The handset beeps for 1 minute and "**PAGING**" is displayed on the handset.
**2 Base unit:**
To stop paging, press [LOCAOTR] again.
**Handset:**
To stop paging, press [OFF].

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

You can temporarily switch the dialing mode to tone when you need to access touch tone services (for example, answering services, telephone banking services, etc.).
Press [ ✳ ] (TONE) before entering access numbers which require tone dialing.

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

A pause is sometimes required when making calls using a PBX or long distance service.
**1** Press [ 9 ], then press [PAUSE], then dial the phone number.
**2** Press [ 🕻 ].
**Note:**
- A 3.5 second pause is inserted each time [PAUSE] is pressed. Press repeatedly to insert longer pauses.

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### For Call Waiting service users

To use Call Waiting, you must subscribe to Call Waiting service of your telephone service provider. This feature allows you to receive calls while you are already talking on the phone. If you receive a call while on the phone, you will hear a Call Waiting tone. Please contact your telephone service provider for details and availability of this service in your area.
Press [FLASH] to answer the 2nd call after the tone.
- To switch between calls, press [FLASH].

## Useful information
## 16 Optional Headset

Plugging an optional headset into the handset allows a hands-free phone conversation.
**Connecting an optional headset to the handset**
Open the headset jack cover, and connect an optional headset to the headset jack.
**Please use only a Panasonic headset.**
- When an optional headset is connected to the handset, make sure to use the headset to talk with the caller. If you want to have a normal cordless phone conversation, disconnect the headset.
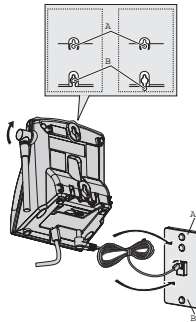
## 17 Wall mounting

### Base unit

Connect the telephone line cord. Mount the unit by inserting the mounting pins into the round openings on the adaptor (for pin B, use round cut out at the bottom of the adaptor if you are using the 4 inches phone plate), then sliding the unit down to secure it.
Connect the AC adaptor to power the unit.
- There are two common types of wall phone plates. The distance between **A** and **B** may vary depending on the size of the wall phone plate installed.

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## 18 Troubleshooting

| Problem | Cause and Remedy |
|---------|------------------|
| The unit does not work. | • Check the settings.<br>• Charge the battery fully.<br>• Clean the charge contacts and charge again.<br>• Install the battery properly.<br>• When power failure occurs or you reconnect the AC adaptor, you must place each handset on the base unit once to reactivate them.<br>• Place the handset on the base unit and unplug the AC adaptor to reset. Plug in, and try again. |
| An alarm tone sounds. | • You are too far from the base unit. Move closer and try again.<br>• Place the handset on the base unit and try again.<br>• Plug in the AC adaptor.<br>• Raise the base unit antenna. |
| Static, sound cuts in/out, fades. Interference from other electrical units. | • Locate the handset and base unit away from other electrical appliances.<br>• Move closer to the base unit.<br>• Raise the base unit antenna.<br>• Press [CH] to select a clearer channel in the talk mode. |
| The handset does not ring. | • The ringer volume is set to [OFF]. Set to [ON].<br>• If a power failure occurs, the handset loses communication with the base. When power returns, place the handset on the base unit once then try again. |
| The handset display is blank. | • Install the battery properly.<br>• Charge the battery fully. |
| You cannot program items, such as the dialing mode. | • Programming is not possible while the unit is in the talk mode or when viewing the Caller List/ phonebook.<br>• Do not pause for over 60 seconds while programming.<br>• Move closer to the base unit.<br>• [ ▼ ]or [ ▲ ] may have been pressed when you picked up the handset. Press [OFF] and try again. |

| Problem | Cause and Remedy |
|---------|------------------|
| You cannot redial by pressing [REDIAL]. | • When pressing [REDIAL] after [ 🕻 ], more than 32 digits long number will not be redialed correctly.<br>• When pressing [ 🕻 ] after [REDIAL], more than 24 digits long number will not be redialed correctly. |
| "RECHARGE" and "▢▢" are displayed or the handset beeps intermittently. | • Charge the battery fully. |
| While talking, the call is disconnected. | • The battery needs to be recharged. Charge the battery fully. |
| You charged the battery fully, but "RECHARGE" and "▢▢" are still displayed. | • Clean the charge contacts and charge again.<br>• Install a new battery. |
| The IN USE/CHARGE indicator light does not go out while charging. | • This is normal. |
| You cannot have a conversation using the handset. | • When an optional headset is connected, you must use the headset to talk with the caller. To have a normal cordless phone conversation, disconnect the headset. |
| You cannot have a conversation using the headset. | • Make sure that an optional headset is connected properly. |

| Problem | Cause and Remedy |
|---------|------------------|
| You cannot store a name and phone number in the phonebook. | • You cannot store an item in the phonebook while the unit is in the talk mode.<br>• Do not pause for over 60 seconds while storing. |
| While programming or searching, the handset starts to ring and stops the program/search. | • To answer the call, press [ 🕻 /FLASH]. Start again from the beginning after hanging up. |
| The handset does not display the caller's name and/or phone number. | • You need to subscribe to a Caller ID service from a telephone company.<br>• Other telephone equipment may be interfering with your phone. Disconnect it and try again.<br>• Other electrical appliances connected to the same outlet may be interfering with the Caller ID information.<br>• Telephone line noise may be affecting the Caller ID information. |
| The display goes to the standby mode while viewing the Caller List. | • Do not pause for over 60 seconds while searching. |
| When a second call is received during a conversation, the unit does not display the new caller's name and/ or phone number. | • The caller requested to not send his/her information. |
| [LOCATOR] does not function. | • The handset is too far from the base unit.<br>• The handset is engaged in an outside call. Wait until the **IN USE/CHARGE** indicator light goes out. |

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## 19 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) ——————— 0.0B

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 this product is part of the product identifier that has the format US:AAAEQ##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 Servicenter or other Authorized Service. 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.

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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

The 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 with a minimum distance of 20 cm (8 inches) or more between antenna and all person's body (excluding extremities of hands, wrist and feet). The handset may be carried and operated with only the optional specific belt-clip. Other nontested belt-clips or similar body-worn accessories may not comply and must be avoided. The product must not be collocated or operated in conjunction with any other antenna or transmitter.

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## 20 Specifications

### General

| | |
|---|---|
| Operating Environment | 5˚C - 40˚C (41˚F - 104˚F) |
| Frequency | 2.4 GHz - 2.4835 GHz |

### Base unit

| | |
|---|---|
| Dimensions | Approx. height 121.8mm x width 109mm x depth 106mm (4 ¹³⁄₁₆ inches x 4 ⁹⁄₃₂ inches x 4 ³⁄₁₆ inches) |
| Mass (Weight) | Approx. 203g (0.4466lb.) |
| Power consumption | Standby: Approx. 4.0 W<br>Maximum: Approx. 5.0 W |
| Base RF Power output | 94dBuV/m (max.) |
| Power supply | AC adaptor (120 V 60 Hz) |

### Handset

| | |
|---|---|
| Dimensions | Approx. height 220 mm x width 50.6mm x depth 40.2mm (8 ²¹⁄₃₂ inches x 2 inches x 1 ¹⁹⁄₃₂ inches) |
| Mass (Weight) | Approx. 214g (0.4788lb.) with battery |
| Handset RF Power output | 94dBuV/m (max.) |
| Power supply | Ni-Cd battery (3.6 V AC, 600 mAh) |

### Charger*

| | |
|---|---|
| Dimensions | Approx. height 70.4mm x width 83.3mm x depth 91.4mm (2 ²⁵⁄₃₂ inches x 3 ⁷⁄₃₂ inches x 3 ¹⁹⁄₃₂ inches) |
| Mass (Weight) | Approx. 203g (0.4466lb.) with AC adaptor |
| Power consumption | Standby: Approx. 2.2 W<br>Maximum: Approx. 3.3 W |
| Power supply | AC adaptor (120 V 60 Hz) |

* For KX-TG2122 only

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

## 21 If you need assistance with setup or operation

1   Visit our website: **http://www.panasonic.com/phonehelp**
2   Contact us via the web at: **http://www.panasonic.com/contactinfo**
3   Call us at: **1-800-211-PANA (1-800-211-7262)** or **1-800-833-9626**
    TTY users (hearing or speech impaired users) can call **1-877-833-8855**.

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