



# Panasonic<sup>®</sup>

## Operating Instructions

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Home Network System  
Access Keypad

Model No. **KX-HNK101**



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

This document explains how to install the keypad properly.  
For details about how to use the system, refer to the User's Guide  
(page 12).

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

For assistance, please contact us at 1-800-272-7033 or visit our Web site: [www.panasonic.com/support](http://www.panasonic.com/support) for customers in the U.S.A. or Puerto Rico.

**Please register your product: [www.panasonic.com/prodreg](http://www.panasonic.com/prodreg)**

Printed in China





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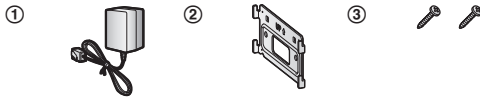
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## Accessory information

### Supplied accessories

No.	Accessory item/Part number	Quantity
①	AC adaptor/PNLV226KZ	1
②	Mounting bracket*1/PNMH1355Z	1
③	Wall mounting screws (25 mm (1 inch))/XTB4+25AVW	2

\*1 The mounting bracket is attached to the product at the time of shipment.



### Other information

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

### Trademarks

- iPhone and iPad are registered trademarks of Apple Inc.
- Android is a trademark of Google Inc.
- All other trademarks identified herein are the property of their respective owners.

## Important Information

### About this system

- This system is an auxiliary system; it is not designed to provide complete protection from property loss. Panasonic will not be held responsible in the event that property loss occurs while this system is in operation.
- The system's wireless features are subject to interference, therefore functionality in all situations cannot be guaranteed. Panasonic will not be held responsible for injury or damage to property that occurs in the event of wireless communication error or failure.

### 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 [www.panasonic.com/contactinfo](http://www.panasonic.com/contactinfo)
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open. Danger of electric shock exists.
- Never touch the plug with wet hands. Danger of electric shock exists.
- Do not connect non-specified devices.

##### Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Do not allow the AC adaptor to be excessively pulled, bent or placed under heavy objects.
- Keep small parts (screws, etc.) out of the reach of children. There is a risk of swallowing. In the event they are swallowed, seek medical advice immediately.

## Important Information

### Operating safeguards

- Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the product.
- Never put metal objects inside the product. If metal objects enter the product, turn off the circuit breaker and contact an authorized service center.

### Medical

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

### CAUTION

#### Installation and location

- Never install wiring during a lightning storm.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.

## 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. Use only the power cord indicated in this document.

### SAVE THESE INSTRUCTIONS

## For best performance

### Hub location/avoiding noise

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

- For maximum coverage and noise-free communications, place your hub:
  - at a convenient, high, and central location with no obstructions between the product and hub in an indoor environment.
  - away from electronic appliances such as TVs, radios, personal computers, wireless devices, or other phones.
  - facing away from radio frequency transmitters, such as external antennas of mobile phone cell stations. (Avoid putting the hub on a bay window or near a window.)

## Important Information

- If the reception for a hub location is not satisfactory, move the hub to another location for better reception.

### Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- The product should not be exposed to direct sunlight.
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long period of time, unplug the product from the power outlet.
- The product should be kept away from heat sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than 0 °C (32 °F) or greater than 40 °C (104 °F). Damp basements should also be avoided.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

## Other information

### Routine care

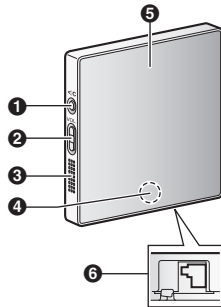
- Wipe the outer surface of the product with a soft moist cloth.
- Remove any dirt from the touchpanel by wiping it with a soft, dry cloth. When wiping the touchpanel, use your fingers to gently hold it in place, taking care not to scratch it with your fingernails.

- Do not use any cleaning products that contain alcohol, polish powder, powder soap, benzene, thinner, wax, petroleum, or boiling water. Also do not spray the product with insecticide, glass cleaner, or hair spray. This may cause a change in color or quality of the product.

### 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。

## Part names and functions



- 1 **[••]C**  
Used when registering the keypad to the hub.
- 2 **Volume**  
Used to adjust the volume of the sounds emitted by the keypad.
- 3 **Speaker**
- 4 **LED indicator**
- 5 **Touchpanel**
- 6 **DC jack**

## LED indicator





You can use the LED indicator to confirm the keypad's status.

Indicator	Status
Off	Normal operation or no power.
Red, blinking slowly	Keypad is not registered to a hub.

Indicator	Status
Red, blinking	Keypad is out of range of the hub.
Red, blinking quickly	Alarm system was triggered.
Green, blinking	Registration mode (You pressed and held <b>[••]C</b> )

## Touchpanel

The buttons on the touchpanel allow you to confirm and change the system's current alarm mode. By default, the button corresponding to the current alarm mode is lit during normal operation and no other buttons are lit. When you tap the touchpanel, the buttons for all the alarm modes light for 10 seconds to allow you to control the keypad, then dim again.

Button	Status
None displayed	No power, or buttons are turned off <sup>1</sup> .
 lit	Normal operation, <b>[Arm: At Home]</b> mode is selected.
 lit	Normal operation, <b>[Arm: Away]</b> mode is selected.
 lit	Normal operation, <b>[Disarm]</b> mode is selected.
 blinking	Alarm system was triggered.

## Setup

Button	Status
All buttons lit	You tapped the touchpanel within the last 10 seconds. If the buttons remain lit after 10 seconds, the keypad is not registered to a hub.
All buttons blinking	Registration mode (you pressed and held <b>[••]C</b> )

\*1 You can configure the keypad so that its alarm mode buttons do not light during normal operation. For more information refer to the User's Guide (page 12).

## Setup overview

- 1 Initial setup**  
Make sure you can access the system using your mobile device. For details, refer to the System Setup Guide included with your hub.
- 2 Registration**  
Required only if the keypad was purchased separately (i.e., not as part of a bundle).
- 3 Confirm the installation area**  
Read the information in this document to confirm that the desired installation area is suitable to proper operation.
- 4 Installation**  
Install the keypad in the desired location.

## Registering the keypad

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

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

You can register each device by using the registration buttons or the **[Home Network]** app.

### Note:

- Before registering the keypad, make sure the AC adaptors of the hub and keypad are connected and each device is powered.

## Using registration buttons

- 1 Hub:**  
Press and hold **[••]C OTHER DEVICE** until the LED indicator blinks in green.
- 2 Keypad:**  
Press and hold **[••]C** until the buttons displayed on the touchpanel start blinking.
  - When registration is complete, the hub sounds one long beep.

### Note:

- To cancel the registration, press **[••]C** on the hub and on the keypad.
- If registration fails, the hub sounds several short beeps.



### Using the app

When you register the keypad by using the **[Home Network]** app, you can assign a name to your devices and group them by location. For more information, refer to the User's Guide (page 12).

### Confirming the usage area

#### Wireless communication range

The wireless communication range of each device in the system from the hub is approximately 50 m (160 feet) indoors and approximately 300 m (1,000 feet) outdoors. Wireless communication may be unreliable when the following obstacles are located between the hub and other devices.

- Metal doors or screens
- Walls containing aluminum-sheet insulation
- Walls made of concrete or corrugated iron
- Double-pane glass windows
- Multiple walls
- When using each device on separate floors or in different buildings

#### Note:

- The buttons displayed on the touchpanel indicate the keypad's communication status (page 7).

### Usage area cautions

Using the keypad in the following areas may cause deformation, malfunction, or operational failure.

- In direct sunlight
- Areas exposed to grease or steam, such as kitchens
- Near fire or heating devices
- Near magnetic fields (such as near microwaves and magnets)
- Areas subject to extreme temperature changes, such as next to air conditioners
- Areas with reflective objects, such as glass, that can interfere with detection of temperature variation
- Areas where the temperature is affected by strong illuminating objects (such as fluorescent lights)
- Near devices that emit strong radio waves, such as mobile phones

## Setup

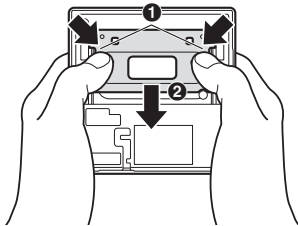
### Installation

To mount the keypad flat against the wall, use the mounting bracket.

#### Note:

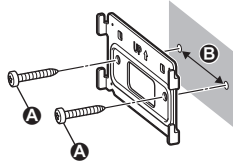
- Mount the keypad on the stable location where the keypad can be adequately supported when mounting.
- Do not mount keypad on a soft material. It may fall down, break or cause injury.
- Do not mount the keypad on the following places: gypsum board, ALC (autoclaved lightweight cellular concrete), concrete block, plywood less than 25.4 mm (1 inch) thick, etc.
- Use only the supplied Panasonic AC adaptor PNLV226KZ.

- 1 Remove the mounting bracket by pressing the bracket (1) and sliding it down (2).

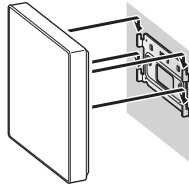


- 2 Attach the bracket to the wall securely using the screws (A)
  - Place the bracket with "UP" mark facing upwards.

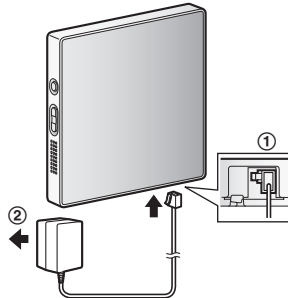
- B 60 mm (2 3/8 inches)



- 3 Attach the keypad to the bracket.
  - Insert the grooves on the keypad to the 4 tabs on the bracket, and then push down the keypad.



- 4 Connect the AC adaptor plug to the unit until you hear a click (1)
- 5 Connect the AC adaptor to the power outlet (2).



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## Note about power connections

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### AC adaptor connection

- 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.

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### Power failure

- The keypad will not work during a power failure.

## Appendix

### Using the keypad

#### Changing the alarm mode

- 1 Tap the touchpanel to light the alarm mode buttons.
- 2 Tap the button of the desired alarm mode.
  - If you tap to  disarm the alarm system, enter the disarm PIN (default: "0000") and then tap **[OK]**.


#### Note:


- We recommend changing the PIN from the default before operating the alarm system. For more information, refer to the User's Guide (page 12).

#### Confirming the alarm mode

By default, the button corresponding to the current alarm mode is lit during normal operation. If the **[Home Network]** app was used to change this setting, the current alarm mode is not displayed on the touchpanel.

#### Canceling a trigger

When the alarm system is triggered, the keypad sounds an alert and  blinks. Use the following procedure to stop the alert.

- 1 To cancel the trigger, tap , enter the disarm PIN (default: "0000"), and then tap **[OK]**.



### Features available when using the [Home Network] app

Some of the keypad's features that are available when using the **[Home Network]** app are listed below. For more information, refer to the User's Guide (page 12).

- **Alarm system**  
You can use the app to arm and disarm the alarm system.
- **Device management**  
You can use the app to change the keypad's name, select whether or not the touchpanel's alarm mode buttons are displayed, and turn voice guidance and key tones on and off.

### Accessing the User's Guide

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

- 1 **iPhone®/iPad®**  
Tap  in the app's home screen.  
**Android™ devices**  
Tap  or press your mobile device's menu button in the app's home screen.
- 2 Tap **[User's Guide]**.

**Note:**

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



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

## Specifications

- **Standards**  
DECT 6.0 (Digital Enhanced Cordless Telecommunications 6.0)
- **Frequency range**  
DECT: 1.92 GHz – 1.93 GHz
- **RF transmission power**  
DECT: 115 mW (max.)
- **Power source**  
120 V AC, 60 Hz
- **Operating conditions**  
0 °C – 40 °C (32 °F – 104 °F)
- **Dimensions (height × width × depth)**  
Approx. 120 mm × 120 mm × 20.9 mm (4 3/4 inches × 4 3/4 inches × 13/16 inches)

## Appendix

### FCC and other information

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 device.

#### 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 devices operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the devices should not be placed near or on top of a TV or VCR. If interference is experienced, move this device 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 device 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.
- For body-worn operation, the device must be used only with a non-metallic accessory. Use of other accessories may not ensure compliance with FCC RF exposure requirements.

#### Notice:

- FCC ID can be found the rear of the unit.

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## Customer services

# **Shop Accessories!**

for all your Panasonic gear

Go to

[www.panasonic.com/accessories](http://www.panasonic.com/accessories)

Get everything you need to get the most out of your Panasonic products  
Accessories & Parts for your Camera, Phone, A/V products, TV, Computers & Networking, Personal Care, Home Appliances, Headphones, Batteries, Backup Chargers & more...

## **Customer Services Directory**

For Product Information, Operating Assistance, Parts, Owner's Manuals, Dealer and Service info  
go to [www.panasonic.com/support](http://www.panasonic.com/support)

You may also contact us directly at: 1-800-272-7033,  
Monday - Friday 9 am to 9 pm;  
Saturday - Sunday 10 am to 7 pm, EST.

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

## Appendix

# Warranty (For United States and Puerto Rico)

## Panasonic Home Network System Products Limited Warranty

### Limited Warranty Coverage

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 ("Limited Warranty period"), at its option either (a) repair your product with new or refurbished parts, or (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.

	Parts	Labor
Home Network System Products	One (1) Year	One (1) Year
microSD card (Included model only)	90 days	N/A

During the "Labor" Limited Warranty period there will be no charge for labor. During the "Parts" Limited Warranty period, there will be no charge for parts. You must mail-in your product prepaid during the Limited Warranty period. This Limited Warranty excludes both parts and labor for batteries, antennas, and cosmetic parts (cabinet). This Limited Warranty only applies to products purchased and serviced in the United States or Puerto Rico. This Limited Warranty is extended only to the original purchaser and only covers products purchased as new.

### Mail-In Service--Online

#### Online Repair Request

To submit a new repair request and for quick repair status visit our Web Site at [www.panasonic.com/repair](http://www.panasonic.com/repair)

When shipping the unit carefully pack in a padded shipping carton, include all accessories, and send it prepaid. Include a letter detailing the complaint, a return address and provide a day time phone number where you can be reached. P.O. Boxes are not acceptable. Keep the tracking number for your records. A copy of valid registered receipt is required under the 1 year parts and labor Limited Warranty.

For Limited Warranty service for headsets if a headset is included with this product please follow instructions above.

**IF REPAIR IS NEEDED DURING THE LIMITED 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 Limited Warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The Limited 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, bug infestation, 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.

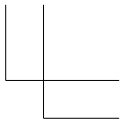
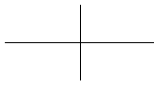
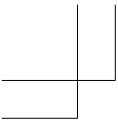
**THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE". THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY.** (As examples, this excludes damages for lost time, lost calls or messages, cost of having someone remove or re-install an installed unit if applicable, travel to and from the servicer. The items listed are not exclusive, but are 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 Limited 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 Limited Warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to the warrantor's Consumer Affairs Department at the addresses listed for the warrantor.

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

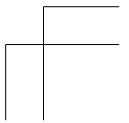
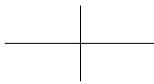
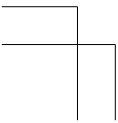
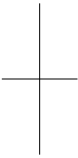
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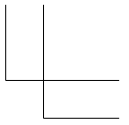
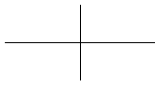
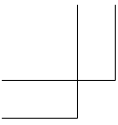
- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the symptom.
- Send the unit to Panasonic Exchange Center, prepaid and adequately insured.
- Do not send your unit to Panasonic Corporation of North America listed on the back cover or to executive or regional sales offices. These locations do not repair consumer products.



**Notes**

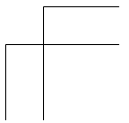
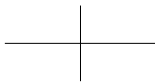
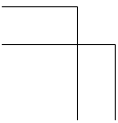
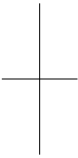
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**Notes**



# IMPORTANT!

If your product is not working properly. . .

- ① **Reconnect the AC adaptor to the keypad.**
- ② Use the **Home Network app** to access the **User's Guide** and refer to the **Troubleshooting** section.



Visit our Web site: [www.panasonic.com/support](http://www.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 the rear of the unit)

Name and address of dealer

Attach your purchase receipt here.

Panasonic Corporation of North America

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