

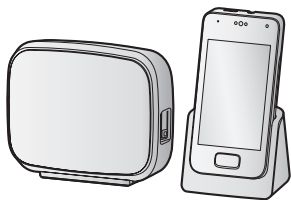
# Panasonic®

## Operating Instructions

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Premium Design Phone with Touchscreen

Model No. **KX-PRX120**



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

Please read this document and save it for future reference.

For assistance, visit our Web site: <http://www.panasonic.com/help> for customers in the U.S.A. or Puerto Rico.

**Please register your product: <http://www.panasonic.com/prodreg>**

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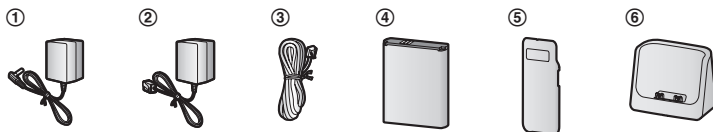
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## Accessory information

### Supplied accessories

No.	Accessory item/Order number	Quantity
①	AC adaptor for base unit/PNLV226Z	1
②	AC adaptor for charger/PNLV226KZ	1
③	Telephone line cord/PQJA10075Z	1
④	Rechargeable battery/KX-PRA10EX	1
⑤	Handset cover*1/M81101016740	1
⑥	Charger/PNLC1049ZW	1

\*1 The handset cover comes attached to the handset.



### Additional/replacement accessories

Please contact your nearest Panasonic dealer for sales information (page 67).

Accessory item	Order number
Rechargeable battery	KX-PRA10EX <ul style="list-style-type: none"> <li>● Lithium Ion (Li-Ion) type battery</li> <li>● To order, please visit <a href="http://www.panasonic.com/batterystore">http://www.panasonic.com/batterystore</a></li> </ul>
Headset	RP-TCM120*1
T-adaptor	KX-J66
Range extender	KX-TGA405*2
Key detector	KX-TGA20*3

\*1 Contact Panasonic or the authorized sales department listed on the back cover for the headset available in your area.

\*2 By installing this unit, you can extend the range of your phone system to include areas where reception was previously not available. This product can be purchased online. Please visit our Web site: <http://www.panasonic.com/RangeExtender>

\*3 You can register up to 4 optional key detectors to your phone system. By registering a key detector to the base unit and then attaching the key detector to an easily misplaced item, such as your house or car keys, you can use your handset to find the item. For more information, visit the following web site. <http://panasonic.net/pcc/products/telephone/p/tga20/>

### Expanding your phone system

#### Handset (optional): KX-PRXA10

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.



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**For your future reference**

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

Serial No.	Date of purchase
(found on the rear of the base unit)	
Name and address of dealer	

Attach your purchase receipt here.

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- microSDHC Logo is a trademark of SD-3C, LLC.
- All other trademarks identified herein are the property of their respective owners.

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**Notice**

- The term “apps” is used in this document to refer to programs that are installed on the handset.
- The handset supports microSD and microSDHC memory cards. In this document, the term “microSD card” is used as a generic term for any of the supported cards.
- The illustrations and screenshots shown in this document are for reference only and may differ from the appearance of the actual product.
- Information in this document is subject to change without notice.

### 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.
- Never touch the plug with wet hands. Danger of electric shock exists.
- The AC adaptor should only be used indoors.

#### Installation

- This product is not water-resistant. 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.
- Keep all accessories, including the microSD card, out of the reach of children to prevent swallowing.

#### 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.
- Do not leave this product near heat sources (such as heaters, kitchen stoves, etc.), in direct sunlight, or in a car under blazing sun. It should not be placed in rooms where the temperature is less than 0 °C (32 °F) or greater than 40 °C (104 °F).
- To prevent possible hearing damage, do not listen at high volume levels for long periods.



- Do not use this product at refueling points. Observe restrictions on the use of radio equipment in fuel depots, chemical plants or where blasting operations are in progress.
- To avoid damage or malfunction, do not modify the microSD card or touch the card's gold-colored contacts.
- While driving, follow the traffic regulations in your area regarding the use of this product.
- RF signals may affect electronic systems in motor vehicles (such as fuel injection systems, air bag systems, etc.) that have been improperly installed or are inadequately shielded. For more information, consult the manufacturer of your vehicle or its equipment.

- Turn the product off when boarding an airplane. Await instructions from flight staff regarding the use of electronic devices before turning the product on, and make sure you turn on the product's airplane mode. Using this product in an aircraft may be hazardous to the aircraft's operation and disrupt wireless communication, and may also be illegal.
- This product is capable of producing bright flashing lights, which may cause seizures or blackouts.
- To prevent serious damage to this product, avoid strong impacts and rough handling.
- The screen is made from glass. This glass can break if the product is dropped on a hard surface or receives a substantial impact.
- Do not expose the skin to this product for a long period of time. Using this product with skin exposed to the heat generated by the product or AC adaptor for a long period of time can cause low-temperature burns.
- Although the product features GPS functionality, it cannot be used as navigation equipment for aircraft, vehicles or people, or as a high-accuracy surveying device. We do not take any responsibility for any loss resulting from the use of the GPS function for these purposes, or resulting from inaccurate readings or information caused by external factors such as malfunction, operator error, or power failure (including battery shortage).

### 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. Wi-Fi features operate between 2.412 GHz and 2.462 GHz with a peak transmission power of 25 mW.
- Turn off this product when in health care facilities in accordance with any regulations posted in the area. 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.
- This product is unable to make calls when:
  - the handset battery needs recharging or has failed.
  - there is a power failure.

### Battery

- Use only the specified battery.
- Do not open or mutilate the battery. Released electrolyte from the battery 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 battery. Do not allow conductive materials such as rings, bracelets, or keys to touch the battery, otherwise a short circuit may cause the battery and/or the conductive material to overheat and cause burns.
- Charge the battery in accordance with the instructions and limitations specified in this manual.
- Only use a compatible charger to charge the battery. Do not tamper with the charger. Failure to follow these instructions may cause the battery to swell or explode.
- Do not subject the battery to mechanical shock.
- Keep the battery out of the reach of children.
- Keep the battery clean and dry.

## Important Information

- Wipe the battery terminals with a clean dry cloth if they become dirty.
- Do not continuously charge the battery for a prolonged period of time.
- Remove the battery from the product if the product will not be used for a prolonged period of time.

### Attention:



The lithium ion/polymer battery you have purchased is recyclable.

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.
- 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 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

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

### Notice for downloading software or upgrading the operating system

- Product functions and operating procedures may change and certain applications may not function any longer if the product's operating system is upgraded.
- Confirm the safety and security of software before downloading or installing it on this product. Installing malware or viruses can cause malfunction and the disclosure of any private information stored in this product, or may cause excessive sound volume.

### Notice on disposal

Disposal may be regulated in your community due to environmental considerations. For disposal or recycling information, please visit Panasonic website:

<http://www.panasonic.com/environmental> or call 1-888-769-0149.

### 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.

### 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.
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## Important Information

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

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## Specifications

### Connectivity

- DECT 6.0 (Digital Enhanced Cordless Telecommunications 6.0)
- Wi-Fi: IEEE 802.11b/g/n
- Bluetooth: version 3.0, Class 2
- USB: version 2.0

### Frequency range

- DECT: 1.92 GHz to 1.93 GHz
- Wi-Fi: 2.412 GHz to 2.462 GHz (channels 1 to 11)

### RF transmission power

- DECT: 115 mW (peak transmission power)
- Wi-Fi: 25 mW (peak transmission power)

### Handset operating system

- Android™ 4.0, Ice Cream Sandwich

### Hardware

- Display: TFT color 3.5-inch (HVGA: 320 × 480 pixels), capacitive touch screen
- Front camera: 0.3 M
- Memory card: microSD, microSDHC up to 32 GB (not supplied)

### **Battery**

- Lithium Ion (Li-Ion) 3.7 V/1,450 mAh

### **Talk time**

- Landline calls: up to 10 hours

### **Standby time**

- Up to 220 hours

### **Power source**

- 120 V AC, 60 Hz

### **Base unit power consumption**

- Standby: approx. 0.4 W
- Maximum: approx. 0.8 W

### **Charger power consumption**

- Standby: approx. 0.1 W
- Maximum: approx. 4.0 W

### **Operating conditions**

- 0 °C–40 °C (32 °F–104 °F), 20 %–80 % relative air humidity (dry)

### **Charging conditions**

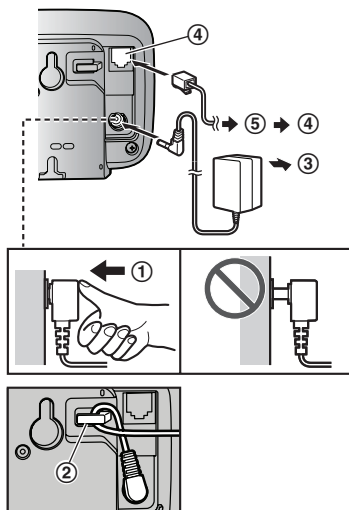
- 5 °C–40 °C (41 °F–104 °F)

### Preparing the base unit

- ① Insert the AC adaptor plug firmly into the base unit.
- ② Secure the cord by wrapping around the hook.
- ③ Connect the AC adaptor to the power outlet.
- ④ Insert the telephone line cord into the base unit and the single-line telephone jack (RJ11C) until you hear a click.
- ⑤ **DSL/ADSL service users only:** Connect your DSL/ADSL filter (not supplied).

#### Note:

- Use only the supplied Panasonic AC adaptor PNLV226Z.
- Use only the supplied telephone line cord.

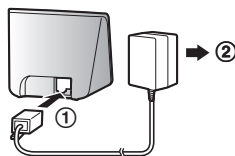


### Preparing the charger

- ① Insert the AC adaptor plug to the unit until you hear a click.
- ② Connect the AC adaptor to the power outlet.

#### Note:

- Use only the supplied Panasonic AC adaptor PNLV226KZ.



## Preparing the handset

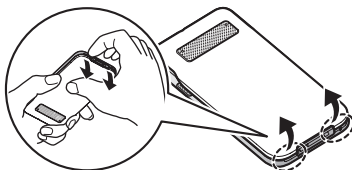
### Inserting a microSD card and the battery

A microSD card (not supplied) allows you to expand the handset's storage capabilities.

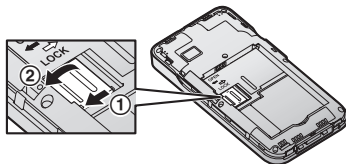
**Important:**

- When removing the battery, make sure you turn off the handset first.
- To avoid loss of data or malfunction, do not damage, carelessly handle, or short-circuit the gold-colored contacts of the microSD card.

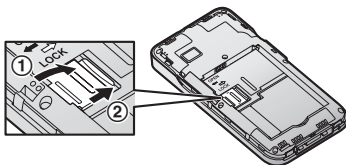
- 1 Remove the handset's cover.



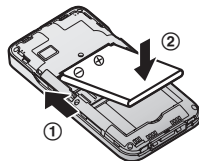
- 2 Open the microSD card cover by sliding it toward the nearest side of the handset (1) and then lifting up (2).



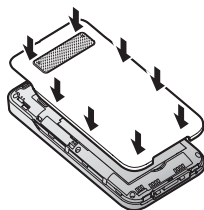
- 3 Insert the microSD card with the gold-colored contacts facing down, close the microSD cover (1), and then gently slide the cover toward the opposite side of the handset (2).



- 4 Insert the battery (1) and lower it into the handset (2).



- 5 Attach the cover.



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### Charging the handset

Charge the handset for about 5 hours before initial use. The charge indicator (1) lights while the handset is charging and turns off when the handset is fully charged.

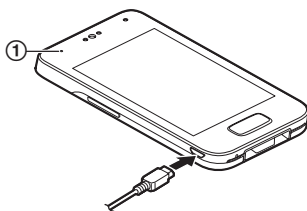
**Important:**

- If the handset is placed into the charger while talking on the phone, the call is not disconnected.



Place the handset into the charger.

or



Connect a USB cable (not supplied) directly to the handset.


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### Battery power icon

When the screen is turned on, the battery icon in the upper-right corner of the screen indicates the battery power as described below.



**Note:**

- When the handset is charging,  is displayed inside the battery power icon.

- You can also check the percentage of battery power remaining. From the home screen, tap  → [System settings] → [Battery].

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## Information about power and charging

### 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.

### Power failure

- The unit will not work during a power failure. We recommend connecting a corded-type telephone (without AC adaptor) to the same telephone line or to the same telephone line jack using a Panasonic T-adaptor (page 3).

### Battery use and replacement

- Use only the supplied battery. For replacement, use only the Panasonic rechargeable battery noted on page 3.
- The battery might swell when its life is close to an end. This is dependent on the usage conditions and is not a problem.

### Battery charging

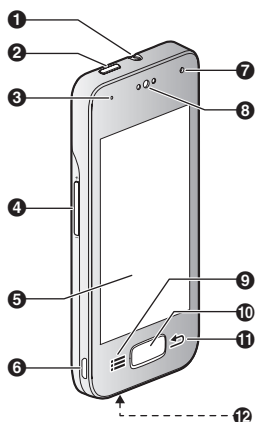
- It is normal for the handset to feel warm during charging.
- Clean the charge contacts of the handset, base unit, and charger with a soft and dry cloth once a month. Before cleaning the unit, disconnect from power outlets and any telephone line cords. Clean more often if the unit is exposed to grease,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

### Saving battery power

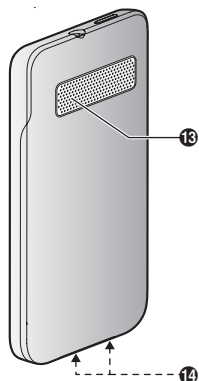
- The amount of time you can use the handset before the battery needs to be charged varies depending on how you are using it. Each of the following can help you save battery power.
  - Turn off the screen when you are not using the handset (page 17).
  - Use the control panel (page 20) to turn off the handset's Wi-Fi, GPS, and Bluetooth features.
  - When you are away from home, use the control panel (page 20) to turn off the handset's DECT connection to the base unit. Note that if you do not turn the connection back on when you return home, you will not be able to make or receive calls using the handset.

# Getting to know your phone system

## Handset overview



- 1 Headset jack
- 2 Power button
- 3 Charge indicator
- 4 Volume button ( + and - )
- 5 Touchscreen
- 6 Micro USB jack
- 7 Front camera
- 8 Receiver
- 9 ≡ (menu) button
- 10 Home button
- 11 ↶ (back) button
- 12 Microphone



- 13 Speaker
- 14 Charge contacts

## Home button

You can display the home screen at any time by pressing the home button.



## Navigation buttons

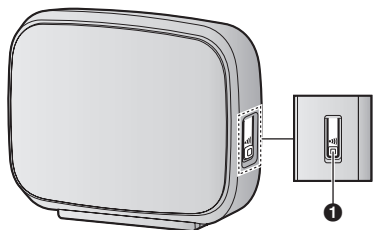
**☰ (menu) button:** Displays a list of options available in the current screen.

**↶ (back) button:** Returns to the previous screen or closes the current dialog box, menu, on-screen keyboard, etc.

### Note:

- The ☰ and ↶ buttons are displayed in most screens. They appear at the bottom of the handset next to the home button, and turn off if you do not use them for a while. To display the ☰ and ↶ buttons after they have turned off, simply touch the area of the handset where they would normally be displayed.

## Base unit overview



- 1 **☎ (locator) button**  
Handsets registered to the base unit will ring when you press this button. This can be useful when you want to locate a misplaced handset.

## Turning the handset on and off

To turn the handset on, press and hold the power button on the top of the handset. If the lock screen appears, unlock the screen (page 17).

To turn the handset off, press and hold the power button on the top of the handset, and then tap **[Power off] → [OK]**.

### Note:

- The first time you turn on the handset, the setup wizard is displayed (page 18).

## Turning the screen on and off

You can turn the screen off to save battery power and prevent accidental operation. While the screen is turned off, you can still receive calls, messages, etc. Any apps that were in use when the screen was turned off continue to run.

To turn the screen on and off, press the power button on the top of the handset. You can also turn the screen on by pressing the home button.

## Unlocking the screen

When you turn the screen on, the lock screen may be displayed. This screen prevents you from accidentally tapping the handset and operating it unintentionally. When the default lock screen is displayed, you can unlock the screen by dragging the lock icon toward the unlock icon or toward the icon of the desired action.

### Setup wizard

The first time you turn on the handset, the setup wizard prompts you to configure the following settings. Follow the on-screen instructions and configure each item as needed.

- 1 Select the language.
- 2 Configure date and time settings.
- 3 Select the desired automatic time adjustment setting.
  - If you select **[Use network provided time]**, an Internet connection is needed for the handset to adjust its date and time setting automatically.
- 4 Add or create a Google account.
- 5 Configure Wi-Fi settings (displayed only if you choose to configure a Google account).

**Note:**

- Some items may be displayed in English regardless of the display language setting.

---

### Setting up a Google account

Configuring your handset to synchronize with your Google account is an easy way to synchronize contacts and other information between different devices, such as computers or smartphones, and your phone system's handset. For example, you can use your computer to add your contacts to your Google account, and then configure the handset to synchronize with your Google account. Your contacts will be automatically downloaded to your handset.

The setup wizard will prompt you to either add your existing Google account information to the handset or create a new account. You can skip this step if desired. To configure Google account settings later, see page 44.

**Note:**

- An Internet connection is required to configure a Google account. If you choose to use or create a Google account during the setup wizard, you will be prompted to enter Wi-Fi information so that the handset can connect to the Internet.

---

### Wi-Fi settings

If you have a wireless router and an Internet connection, you can configure the handset to connect to your Wi-Fi network and access the Internet for synchronizing your handset with your Google account, using the **[Browser]** app to view web pages, etc. If the setup wizard prompts you to enter Wi-Fi information, use the following procedure. To configure these settings later, see page 44.

- 1 Select a Wi-Fi network.
  - If the desired Wi-Fi network is not displayed, you may need to enter the network name (also called the "SSID") manually. See page 44 for more information.
- 2 Enter the password if you are connecting to a secure Wi-Fi network.
- 3 Tap **[Connect]**.

---

## Home screen

The home screen is the main screen from which you can launch apps, such as the phone, camera, and web browser, and check widgets. It's available any time by simply pressing the home button. You can customize the home screen to suit your needs, and add, move, and remove items as desired.

---

### Browsing the home screen

The home screen contains multiple pages of app icons and widgets. Flick the screen left and right to view other pages. To open an app, tap the app's icon.


---


### Moving an item on the home screen

- 1 Tap and hold the item.
- 2 Drag the item to the new location.
  - You can move the item to another page by dragging the item to the left or right edge of the screen.

---

### Using the app list

The app list gives you access to all the apps and widgets stored on the handset. You can view the app list by tapping  in the home screen. Similar to the home screen, the app list also contains multiple pages that you can view by flicking the screen left and right. Use the following procedure to add an item in the app list to the home screen.

- 1 Browse to the page of the home screen where you want to add an app or widget, and then tap .
- 2 Browse to the page of the app list that contains the desired item.
- 3 Tap and hold the item.
  - The screen switches to the home screen.
- 4 Drag the item and drop it on the home screen.

---

### Erasing an item from the home screen

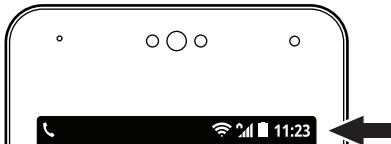
- 1 Tap and hold the item.
- 2 Drag the item and drop it on **[Remove]** at the top of the screen.

# Status and notifications

---

## Status bar

The status bar is displayed at the top of the handset's screen when using most apps. It displays the time and provides icons and other indicators that let you know the status of the handset's battery, network signal strength, and certain features of the handset.



See page 56 for a list of commonly used status icons and their meanings.

---

## Notifications panel

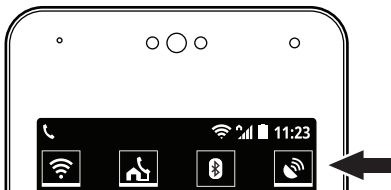
The notifications panel provides detailed information about incoming email messages, missed calls, calendar events, etc. You can open the notifications panel by sliding your finger down from the top to the bottom of the screen. To close the notifications panel, slide your finger up from the bottom to the top of the screen. While the notifications panel is open, you can tap a notification and open the corresponding app, and some notifications can be removed by flicking them left or right.

See page 57 for a list of commonly used notification icons and their meanings.

---

## Control panel

The control panel is displayed at the top of the notifications panel and allows you to change settings for certain features quickly without switching to another screen. Simply tap the feature icons that are displayed in the control panel to toggle through the available settings. You can see more settings by flicking the control panel left and right.








See page 58 for a list of the settings available in the control panel.

---

## Landline app

The **[Landline]** app is displayed by default on the handset's home screen, and allows you to access commonly used features of your phone system.

---

-  Allows you to make intercom calls
-  Allows you to change certain features of your phone system
-  Allows you to use the phone system's answering system (KX-PRX120 only)
-  Allows you to access the base unit's call log
-  Allows you to use the base unit's key detector feature

---

### Starting the [Landline] app

Tap **[Landline]** in the home screen or app list.

### Making calls

You can use the **[Phone]** app to make and receive calls, check your call logs, and use services provided by your phone service provider.

The **[Phone]** app consists of the following tabs.



Used to dial manually, make intercom calls, etc.



Used to check the call log (page 25).



Used to quickly browse for a person stored in your contacts (page 28).

#### Important:

- When the handset is connected to the base unit, is displayed in the status bar. If this icon is not displayed, the handset cannot make or receive calls.
- If the handset is placed into the charger while talking on the phone, the call is not disconnected.

---

### Dialing manually

- 1 Tap **[Phone]** in the home screen or app list.
- 2 Select the tab at the top of the screen.
- 3 Enter the phone number and then tap at the bottom of the screen.
  - To erase a number, tap .
  - To enter a dialing pause, tap and hold .
- 4 When finished, tap to end the call.

---

### Searching while dialing manually

As you enter digits on the keypad, the handset searches for items in the handset call log and phonebook that match the entered digits. You can display the matched items by tapping , and you can call an item by tapping next to it.

---


### Calling a contact

You can add contacts to the handset by adding them manually (see page 28) or by synchronizing the handset with your Google account (see page 44).

- 1 Tap **[Phone]** in the home screen or app list.
- 2 Select the tab at the top of the screen.
- 3 Tap the desired contact.
- 4 When finished, tap to end the call.

---

## Adding a phone number to your contacts while dialing

- 1 After dialing a number manually, tap .
- 2 **To add the number to an existing contact:**  
→ Tap the desired contact.  
**To add the number to a new contact:**  
→ Tap [CREATE NEW CONTACT].
- 3 If prompted, follow the on-screen instructions to determine where the contact will be saved.
  - Contacts can be stored in the handset's memory or synchronized with your Google account.
  - Tap [Add new account] (if displayed) if you want to register a Google account to the handset. You can also register an account later (page 44).
- 4 Enter or edit the information as needed and tap [DONE].

---

## Using other features during a call

### Speakerphone

Tap  to turn on the speakerphone during a call. Tap  again to switch back to the receiver.



---

### Receiver or speaker volume

Press the volume button up (+) and down (–) repeatedly during a call.



---

### Mute

Tap  during a call to mute the handset's microphone so that the other party cannot hear you. Tap  again to turn the mute off.

---

### Hold

Tap  during a call to place the call on hold so that you and the other party cannot hear each other. Tap  again to return to the call.

- The handset sounds an alarm if a call is held for 9 minutes. If the call remains on hold, the alarm sounds again 30 seconds later (i.e., after 9 minutes and 30 seconds of being on hold). The call is disconnected 30 seconds later if it continues to be on hold (i.e., after 10 minutes of being on hold).

---

### Flash

Tap [FLASH] to use call waiting and answer a second call [switch between calls (page 25)]. You can change the flash time if necessary (page 42).

---

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

Press  to switch to tone dialing mode and then dial the numbers as desired.

## Phone Features

---

### Activating the screen during a call



The handset's proximity sensor detects when you raise the phone to your ear and automatically turns off the screen. This not only saves battery power, but also prevents you from inadvertently operating the screen while talking. The screen turns on again when you move the handset away from your ear.

You can also turn the screen off and on manually when on a call by pressing the power button on the top of the handset.

#### Note:

- If you turn off the screen while on a call, the call will continue.

### Keypad




Tap  during a call if you need to enter numbers, such as when navigating a call center's voice guided menu system. Tap  to hide the keypad.

---



## Answering calls

---

### Answering a call

- 1 When a call is being received, tap  and drag it to .
- 2 Tap  to end the call.

### Choosing not to answer a call



When a call is being received, tap  and drag it to . The handset stops ringing.

### Ringer volume

Press the volume button up ( + ) and down ( - ) repeatedly to adjust the ringer volume. While the handset is ringing, press the button up or down to turn the ringer off temporarily.

---

## Changing ringtone and audio settings quickly

- 1 Press and hold the power button on the top of the handset.
- 2 Select the desired audio profile.
  -  Selects the **[Silent]** audio profile. The ringer is turned off.
  -  Selects the **[General]** audio profile. Your customized ringtone and audio settings are used (page 39).

#### Note:

- For details about ringtones and audio settings, see page 39.



## Answering a second call (call waiting)

If you receive a second call while you are talking on the phone, the handset will let you know by sounding a call waiting tone. If caller information is also received, you can confirm the information on the screen and answer the second call if desired.

### Important:

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





- When you hear the call waiting tone, tap **[FLASH]**.
- To switch between calls, tap **[FLASH]** again.

## Using the call logs

The handset and base unit each log your calls, allowing you to check a record of your calls. The following symbols are used to indicate each type of call stored in the call logs.


### Important:

- Caller ID is required to log missed and answered calls (page 44).

Call log	Icon	Meaning
Handset call log <sup>*1</sup>	 (blue)	Missed call
		Answered call
	 (green)	Outgoing call
Base unit call log	 (red)	Missed call
	 (blue)	Answered call or missed call that has been confirmed




\*1 The handset call log can only log calls that are received while the handset is connected to the base unit.

## Checking your missed calls

When you have a missed call,  is displayed in the status bar and notifications panel. To view the missed call, open the notifications panel (page 20) and tap the missed call notification.

## Using the handset call log


### Making a call from the handset call log

- Tap **[Phone]** in the home screen or app list.
- Select the  tab at the top of the screen.
- Select the type of calls you want to view by tapping the desired tab.
- Tap  next to the phone number or person you want to call.
- When finished, tap  to end the call.

## Phone Features






---

### Adding information from the handset call log to your contacts

- 1 Tap **[Phone]** in the home screen or app list.
- 2 Select the  tab at the top of the screen.
- 3 Select the type of calls you want to view by tapping the desired tab.
- 4 Tap the desired name or phone number and then tap **[Add to contacts]**.
  - **[Add to contacts]** is not displayed if the selected call log entry has already been added to your contacts.
- 5 **To add the number to an existing contact:**  
→ Tap the desired contact.  
**To add the number to a new contact:**  
→ Tap **[CREATE NEW CONTACT]**.
- 6 If prompted, follow the on-screen instructions to determine where the contact will be saved.
  - Contacts can be stored in the handset's memory or synchronized with your Google account.
  - Tap **[Add new account]** (if displayed) if you want to register a Google account to the handset. You can also register an account later (page 44).
- 7 Enter or edit the information as needed and tap **[DONE]**.

---



### Erasing the handset call log

- 1 Tap **[Phone]** in the home screen or app list.
- 2 Select the  tab at the top of the screen.
- 3 Select the type of calls you want to view by tapping the desired tab.
- 4 Tap  → **[Delete]**.
- 5 Select the desired entries.
  - Tap  to select all entries. Tap  to deselect all entries.
- 6 Tap  → **[OK]**.

---

### Using the base unit call log



#### Making a call from the base unit call log

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Call log list]**.
  - The handset connects to the base unit.
- 3 Tap  next to the phone number or person you want to call.
- 4 When finished, tap  to end the call.

---

#### Erasing the base unit call log


- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Call log list]**.
  - The handset connects to the base unit.

- To erase information for one call:**  
→ Select the desired call and then tap  → [Delete from call log].
- To erase information for all calls:**  
→ Tap  → [Delete all calls] → [OK].

---

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

You can edit a phone number in the base unit call log by removing its area code and/or the long distance code "1".

- 1 Tap [**Landline**] in the home screen or app list.
- 2 Tap [**Call log list**].
  - The handset connects to the base unit.
- 3 Tap the desired name or phone number and then tap  → [**Edit number before call**].
- 4 Tap [**Edit**] repeatedly until the phone number is displayed in the desired format.

---

### Automatically editing caller phone numbers

The base unit can automatically edit the phone numbers of incoming calls by removing their area codes and/or the long distance code "1". Phone numbers are edited automatically based on their area codes.

#### Important:

- Caller ID is required to use this feature (page 44).

#### Turning this feature on or off

- 1 Tap [**Landline**] in the home screen or app list.
- 2 Tap [**Landline settings**] → [**Initial settings**].
  - The handset connects to the base unit.
- 3 Tap [**Caller ID edit**].
- 4 Select the desired setting.

#### Selecting the phone numbers to be automatically edited

Make sure this feature is turned on, and then edit and call back a phone number in the base unit call log that contains the desired area code (page 27).

#### Note:

- Phone numbers from the 4 most recently edited area codes are automatically edited.

### Adding contacts





You can use the **[People]** app to store all your contact information in the handset. Entries (also called "contacts") contain information about your friends, family, and colleagues, such as their addresses, phone numbers, and email addresses.

#### Note:

- If you have a Google account and an Internet connection, you can synchronize your contacts with the handset automatically (page 44).

---

### Adding a contact manually


- 1 Tap **[People]** in the home screen or app list.
- 2 Tap .
- 3 If prompted, follow the on-screen instructions to determine where the contact will be saved.
  - Contacts can be stored in the handset's memory or synchronized with your Google account.
  - Tap **[Add new account]** (if displayed) if you want to register a Google account to the handset. You can also register an account later (page 44).
- 4 Enter the information as needed.
  - To add an image, tap the image icon.
  - To undo the changes you have made, tap  → **[Discard]** → **[OK]**. Note that if you tap , the changes will be saved.
  - To add the new contact information to an existing contact, tap  → **[Join]**.
- 5 Tap **[DONE]**.

#### Note:

- If you store domestic and/or international phone numbers in your contacts using "+" and the country code, store the phone number conversion codes in the base unit so that phone numbers will be dialed correctly (page 42).

---

### Adding yourself to your contacts


- 1 Tap **[People]** in the home screen or app list.
- 2 Tap **[Set up my profile]**.
  - If **[Set up my profile]** is not displayed, tap the content displayed under **[ME]**, and then tap  → **[Edit]**.
- 3 Enter the information as needed.
- 4 Tap **[DONE]**.

---

## Calling contacts

### Searching for a contact

- 1 Tap **[People]** in the home screen or app list.

- 2 Tap  and then enter the search text.
  - You can also scroll using the slider on the right side of the screen to search for a contact by first letter.

---


### Calling or emailing a contact

- 1 Tap **[People]** in the home screen or app list.
- 2 Tap the contact and then select the desired method of communication.

---


## Managing contacts

### Editing a contact

- 1 Tap **[People]** in the home screen or app list.
- 2 Select the desired contact and then tap  → **[Edit]**.
- 3 Edit the information as needed.
- 4 Tap **[DONE]**.

---



### Erasing a contact

- 1 Tap **[People]** in the home screen or app list.
- 2 Select the desired contact and then tap  → **[Delete]** → **[OK]**.

---

## Speed dialing

You can assign phone numbers stored in your contacts to the dial keys **[2]** to **[9]**, and then dial those phone numbers by pressing and holding the dial keys in the **[Phone]** app.

- 1 Tap **[Phone]** in the home screen or app list.
- 2 Tap  → **[Speed dial]**.
- 3 Select an unused speed dial location.
  - To erase a speed dial assignment, tap  → **[Remove]**.
- 4 Select the desired contact.

### Message recording features

The following features can record your missed calls for you.

- The base unit's answering system (KX-PRX120 only; described in this section)
- Your phone service provider's voicemail service (page 45)

### Answering system

The base unit's answering system can answer calls after a certain number of rings. When it answers a call, it plays a greeting message and can then record caller messages. Messages are stored in the base unit, and you can play them using a handset when at home or remotely by using an outside telephone. The answering system cannot answer calls if you are talking on the phone.

#### Recording capacity


The total recording capacity is about 38 minutes. A maximum of 64 messages can be recorded.

##### Note:

- The following occur if the recording memory becomes full.
  - **[Memory full]** will be displayed when the answering system is turned on or off.
  - A beep will sound.
  - A memory full announcement will be heard.
  - If you use a pre-recorded greeting message, the base unit will answer calls with a different pre-recorded message that asks callers to call again later. (If you have recorded your own greeting message, it will continue to be played for callers.) No new messages will be recorded.

### Turning the answering system on and off

The answering system is already turned on at the time of purchase.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Turn the **[Answer]** switch on or off.
  -  is displayed in the status bar while the answering system is turned on.

### Greeting messages

#### Recording a greeting message

By default, the answering system uses a pre-recorded greeting message. You can record your own greeting message if you prefer.

- 1 Tap **[Landline]** in the home screen or app list.

- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Tap **[Greeting]** → **[Record greeting]**.
- 4 Tap **[OK]** and speak your message after the beep.
- 5 Tap **[■]** to stop recording and save your new greeting message.
  - Your new greeting message is played back for confirmation.

---

### Playing your greeting message

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Tap **[Greeting]** → **[Play greeting]**.

---

### Erasing your greeting message

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Tap **[Greeting]** → **[Reset to default greeting]** → **[OK]**.
  - A pre-recorded greeting message will be used until you record a new greeting.

---

## Playing your messages

**[∞]** is displayed in the status bar and notifications panel when the answering system has recorded new messages. You can access the answering system by tapping this icon in the notifications panel.

---

### Playing messages

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
  - The number of messages is displayed at the top of the screen.
- 3 **To play all new messages:**  
→ Tap **[Play new message]**.  
**To play all messages:**  
→ Tap **[Play all messages]**.  
**To play a specific message:**  
→ Tap **[Message list]** and then tap **[▶]** next to the desired message.

#### Note:







- Messages that have been played have a checkmark next to them in the message list.

## Answering System Features (KX-PRX120 only)

---

### Using message playback controls



The following controls are available when playing messages.

-  Tap to stop playback.
-  Tap to skip to the previous message (if tapped within the first 5 seconds of playback) or to repeat the current message from the beginning.
-  Tap to skip to the next message.
-  Tap to erase the current message.
-  Tap to switch between speaker and receiver.
-  Tap to call the caller back. (Caller ID required; see page 44)

---

### Editing a phone number when calling back

This feature is not available when playing back a message that does not have a phone number associated with it.

- 1 Play the desired message.
- 2 Tap  → **[Edit & call]**.
  - The **[Phone]** app starts.
- 3 Edit the number as desired and then tap .

---

### Erasing messages

To erase a message, tap  while playing the message.

---

### Erasing all messages

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Tap **[Delete all messages]** → **[OK]**.



### Remote operation features

While away from home, you can use a touch-tone phone to access the base unit and listen to answering system messages or change answering system settings. The base unit's voice guidance prompts you to press certain dial keys to perform different operations.

You can access the answering system remotely using the following methods.

- **New message notification:** The base unit calls you at an outside phone number.
- **Standard remote access:** You call the base unit while away from home.

#### Remote operation settings overview

Settings	Remote operation method	
	New message notification	Standard remote access
First time setup	page 33	–
Turn feature on	page 34	–
Change notification destination phone number	page 34	–
Making remote code required or not required	page 34	–
Set remote code	page 37 (optional)	page 37

#### Remote operation overview

New message notification	Standard remote access
<b>1</b> While away from home, the base unit calls you when new message is recorded.	<b>1</b> While away from home, call your phone number.
<b>2</b> Answer call.	<b>2</b> When answering system answers your call, enter remote code.
<b>3</b> Enter remote code (if required).	<b>3</b> Operate answering system (page 35).
<b>4</b> Operate answering system (page 35).	

### New message notification

After the answering system records a caller message, the base unit can call a phone number of your choosing and then play the new message back when you answer the phone. You can assign a remote code to maintain the privacy of your messages; if the remote code is assigned, the base unit will not play new messages unless the code is entered.

#### Important:

- When this feature is enabled, the base unit will call the specified phone number when it records a caller message. Make sure you carefully check the phone number assigned to this feature.

#### First time setup

- 1** Tap **[Landline]** in the home screen or app list.

## Answering System Features (KX-PRX120 only)

---

- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Turn on the **[New message alert]** switch.
- 4 Tap **[Notification to]** → **[(No entry)]**.
- 5 **To select a person and phone number from your contacts:**  
→ Tap **[Phonebook]** and then select the desired contact and phone number.  
**To enter a name and phone number manually:**  
→ Tap **[Keypad]**, enter a name and phone number, and then tap **[Done]**.

---

### Making remote code entry required or not required

If this setting is set to **[Active]**, you must enter the remote code (page 37) in order to access the answering system remotely via the new message notification feature.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Tap **[New message alert]** → **[Remote code]**.
- 4 **To make remote code entry required:**  
→ Tap **[Active]**. If you are prompted to enter the remote code, enter the desired code and then tap **[Done]**.  
**To make remote code entry not required:**  
→ Tap **[Inactive]**.

---

### Turning new message notification on or off

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Turn the **[New message alert]** switch on or off.

#### Note:

- While operating the answering system remotely, you can turn off the new message notification feature by pressing **[#][9]**.

---

### Changing the phone number for new message notification

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Tap **[New message alert]** → **[Notification to]**.
- 4 **To edit the name and phone number assigned to this feature:**  
→ Tap **[Edit]**, edit the information, and then tap **[Done]**.  
**To erase the name and phone number assigned to this feature:**  
→ Tap **[Delete]** → **[OK]**.

### Answering a new message notification call

- 1 When the base unit calls the outside phone number you specified, answer the call and enter the remote code if prompted to do so.
- 2 Follow the voice guidance prompts as necessary or control the unit using remote commands (page 35).
- 3 When finished, hang up.

### Standard remote access

#### Important:

- You must set the remote access code in order to use standard remote access (page 37).
- 1 Dial your phone number from a touch-tone phone.
  - 2 After the greeting message starts, enter the remote access code.
  - 3 Follow the voice guidance prompts as necessary or control the unit using remote commands (page 35).
  - 4 When finished, hang up.

### Voice guidance

#### ■ When the English voice guidance is selected

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

#### ■ When the Spanish voice guidance is selected

To start the voice guidance, press **[9]**. The voice guidance announces the available remote commands (page 35).

#### Note:

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

### Remote operation

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

Key	Operation
<b>[1]</b>	Repeat message (during playback)*1
<b>[2]</b>	Skip message (during playback)
<b>[4]</b>	Play new messages
<b>[5]</b>	Play all messages
<b>[9]</b>	Stop playback*2 Start voice guidance*3
<b>[0]</b>	Turn answering system off
<b>[#][9]</b>	Turn new message notification off

## Answering System Features (KX-PRX120 only)

Key	Operation
<b>*4</b>	Erase currently playing message
<b>*5</b>	Erase all messages
<b>*#</b>	End remote operation and end call

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

\*2 For English voice guidance only

\*3 For Spanish voice guidance only

---

### Turning on the answering system remotely

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

---

## Answering system settings

### Voice guidance language

You can change the language used for the answering system's voice guidance.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Landline settings]** → **[Initial settings]**.
  - The handset connects to the base unit.
- 3 Tap **[Voice prompt]**.
- 4 Select the desired language.

---

### Number of rings

You can change the number of times the phone rings before the unit answers a call.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Tap **[Settings]** → **[Number of rings]**.
- 4 Select the desired setting.
  - If you select **[Auto]**, the 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 home phone from outside to listen to new messages using remote operation (page 33), you will 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.

### For voicemail service subscribers

To receive voicemail and use the answering system properly, please note the following:

- To use your phone service provider's voicemail service (page 45) rather than the unit's answering system, turn off the answering system (page 30).
- To use the base unit's answering system rather than your phone service provider's voicemail service, please ask the service provider to deactivate your voicemail service.

If your phone service provider cannot do this:

- Set the answering system's **[Number of rings]** setting (page 36) so that it answers calls before your voicemail service does. It is necessary to check the number of rings required to activate your voicemail service before changing this setting.
- Increase the number of rings required for your phone service provider's voicemail service, so that the base unit's answering system can answer calls before your voicemail service does. Contact your phone service provider as necessary.

---

### Recording time

This setting determines the maximum recording time allowed for each caller.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Tap **[Settings]** → **[Recording time]**.
- 4 Select the desired setting.
  - If you select **[Greeting only]**, the answering system does not record caller messages. Tap **[OK]** to save the setting.
  - If you do not record your own greeting message and **[Greeting only]** is selected, the answering system will play the pre-recorded greeting-only message asking callers to call again later. If you record your own greeting message (page 30), ask callers to call again later.

---

### Remote code


The remote access code is a 3-digit code that must be entered in order to access the answering system remotely using standard remote access. This code prevents unauthorized parties from listening to your messages remotely. The default setting is **[111]**.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3 Tap **[Settings]** → **[Remote code]**.
- 4 Enter the desired code and then tap **[Done]**.

---

### Call screening

This setting determines whether the handset can screen calls while a caller is leaving a message. When screening a call, you can adjust the speaker volume by pressing the volume button up

(+) and down (–) repeatedly, and you can answer the call by tapping  and dragging it to



- 1 Tap **[Landline]** in the home screen or app list.

## **Answering System Features (KX-PRX120 only)**



---

- 2** Tap **[Answering system]**.
  - The handset connects to the base unit.
- 3** Tap **[Settings]** → **[Call screening]**.
- 4** Select the desired setting.

## Ringtones and audio settings

You can adjust the handset's ringtone, ringer volume, and other audio settings, and save the settings as an audio profile. Audio profiles allow you to change multiple ringtone and audio settings easily.


### Selecting an audio profile

- 1 From the home screen, tap  → **[System settings]** → **[Audio profiles]**.
- 2 Tap  next to the desired audio profile.

#### Preset audio profiles

- **[General]**: You can select the desired ringtone, ringer volume, etc.
- **[Silent]**: The ringer is turned off.
- **[Outdoor]**: The settings of the **[General]** profile are used. The ringer volume is set to the maximum level.

### Changing audio settings

- 1 From the home screen, tap  → **[System settings]** → **[Audio profiles]**.
- 2 Tap the name of the desired audio profile.
  - You can change the settings of the **[General]** audio profile, but the other default audio profiles cannot be changed.
- 3 Change the settings as desired.
- 4 When finished, tap the home button.



#### Frequently used settings

- **[Volumes]**: Allows you to adjust the volume for ringtones and other alerts.
- **[Landline call ringtone]**: Allows you to select the ringtone used for incoming calls.
- **[Dial pad touch tones]**: Determines whether touch tones are heard when you dial using the keypad.

#### Note:

- The ringtone heard for intercom calls cannot be changed.

### Creating an audio profile

- 1 From the home screen, tap  → **[System settings]** → **[Audio profiles]** → .
- 2 Enter a name for the audio profile and then tap **[OK]**.
- 3 Select the new audio profile and then change the settings as desired.
- 4 When finished, tap the home button.

### Resetting audio profile settings

From the home screen, tap  → **[System settings]** → **[Audio profiles]** →  → **[OK]**.

### Silent mode


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

**Important:**

- Make sure the unit's date and time setting is correct (page 43).

---


#### Turning silent mode on and off

- 1 From the home screen, tap  → **[System settings]** → **[Audio profiles]**.
- 2 Turn the **[Silent mode]** switch on or off.

---

#### Changing the start and end time


You can set the start and end times.

- 1 From the home screen, tap  → **[System settings]** → **[Audio profiles]**.
- 2 Turn on the **[Silent mode]** switch, and then tap **[Silent mode]** → **[Start/end]**.
- 3 Select the desired settings and then tap **[Set]**.

---

### Auto talk

When this feature is enabled, you can answer an incoming call simply by lifting the handset off the charger or by unplugging the USB cable.

- 1 Tap **[Phone]** in the home screen or app list.
- 2 Tap  → **[Settings]**.
- 3 Turn the **[Auto talk]** checkbox on or off.

---

### Blocking incoming calls (call block)

You can use the call block feature to block junk calls, calls from certain people, or calls that have no caller information (i.e., anonymous calls). If a call is received that meets the call block criteria, the base unit disconnects the call.

**Important:**

- Caller ID is required to use this feature (page 44).
- Once phone numbers have been added to the blocked caller list, the handset does not ring when a call is received until it has received the Caller ID and can confirm that the phone number is not stored in the blocked caller list.

---

#### Adding a phone number manually

You can store 100 phone numbers.



### Important:

- You must store the full phone number, including the area code, in order to block calls from that number.
- 1 Tap **[Landline]** in the home screen or app list.
  - 2 Tap **[Landline settings]** → **[Caller blocked]**.
    - The handset connects to the base unit.
  - 3 Tap **☰** → **[Add to blocked list]**.
  - 4 Enter the desired phone number and then tap **[Done]**.
- 

### Adding a phone number from the base unit call log

- 1 Tap **[Landline]** in the home screen or app list.
  - 2 Tap **[Call log list]**.
    - The handset connects to the base unit.
  - 3 Tap the desired information.
  - 4 Tap **☰** → **[Add to blocked list]** → **[OK]**.
- 

### Editing or erasing a phone number

- 1 Tap **[Landline]** in the home screen or app list.
  - 2 Tap **[Landline settings]** → **[Caller blocked]**.
    - The handset connects to the base unit.
  - 3 Select the desired phone number.
  - 4 **To edit the phone number:**  
→ Tap **[Edit]**, edit the phone number, and then tap **[Done]**.  
**To erase the phone number:**  
→ Tap **[Delete]** → **[OK]**.
- 

### Blocking anonymous calls

You can use this feature to block calls that do not have caller information, including calls from callers who have blocked their caller identification.

- 1 Tap **[Landline]** in the home screen or app list.
  - 2 Tap **[Landline settings]** → **[Caller blocked]**.
    - The handset connects to the base unit.
  - 3 Turn the **[Block withheld number]** checkbox on or off.
- 

### Sounding or muting the first ring

This setting determines whether the first ring is heard when a call is received. If your phone line has Caller ID service and you do not want your phone system to ring before caller information is received, turn this setting off.

- 1 Tap **[Landline]** in the home screen or app list.
  - 2 Tap **[Landline settings]** → **[Caller blocked]**.
    - The handset connects to the base unit.
  - 3 Turn the **[First ring]** checkbox on or off.
-

### Phone number conversion codes

If you store phone numbers in your contacts using “+” and the country code, store the following codes in the base unit so that phone numbers will be dialed correctly.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Landline settings]** → **[Initial settings]**.
  - The handset connects to the base unit.
- 3 Tap **[Phone number conversion]**.
- 4 Select a code to edit, enter the code (4 digits max.) and then tap **[OK]**.
  - **[International code]**: This is the international dialing prefix that you need to dial when dialing international phone numbers manually.
  - **[Country code]**: This is the country code required when calling your country from overseas.
  - **[National access code]**: If you store domestic phone numbers in your handset using “+” and the country code, this is the number that should replace the country code when calling domestically.

---

### Flash time

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Landline settings]** → **[Initial settings]**.
  - The handset connects to the base unit.
- 3 Tap **[Set flash time]**.
- 4 Select the desired setting.

**Important:**

- The setting should stay at **[700 ms]** unless tapping **[FLASH]** fails to pick up the waiting call.

---

### Line mode

Generally this setting should not be changed. This setting automatically maintains receiver volume at the proper level depending on the current telephone line condition. Set the line mode to **[A]** if the telephone line condition is not good.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Landline settings]** → **[Initial settings]**.
  - The handset connects to the base unit.
- 3 Tap **[Set line mode]**.
- 4 Select the desired setting.

---


## Tone/pulse setting

This setting must be set to match the dialing mode of your phone service, otherwise you will not be able to make calls. (The default setting is **[Tone]**.)

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Landline settings]** → **[Initial settings]**.
  - The handset connects to the base unit.
- 3 Tap **[Tone/pulse setting]**.
- 4 Select the desired setting.
  - **[Pulse]**: Select if your phone service uses pulse (rotary) dialing mode.
  - **[Tone]**: Select if your phone service uses tone dialing mode.

---

## Display language

- 1 From the home screen, tap  → **[System settings]** → **[Language & input]** → **[Language]**.
- 2 Select the desired language.


### Note:

- Some items may be displayed in English regardless of the display language setting.

---


## Date and time

### Selecting automatic or manual date and time setting

- 1 From the home screen, tap  → **[System settings]** → **[Date & time]** → **[Automatic date & time]**.
- 2 **To set the date and time automatically:**
  - Select the desired method.
    - If you select **[Use network provided time]**, an Internet connection is needed for the handset to adjust its date and time setting automatically.**To set the date and time manually:**
  - Select **[Off]**.


---

### Setting the date and time manually

- 1 From the home screen, tap  → **[System settings]** → **[Date & time]**.
- 2 Make sure that **[Automatic date & time]** is set to **[Off]**.
- 3 **To set the date:**
  - Tap **[Set date]**, select the desired date, and then tap **[Set]**.**To set the time:**
  - Tap **[Set time]**, select the desired time, and then tap **[Set]**.

### Wi-Fi settings


If you have a wireless router and an Internet connection, you can configure the handset to connect to your Wi-Fi network and access the Internet for synchronizing your handset with your Google account, using the **[Browser]** app to view web pages, etc.

- 1 From the home screen, tap  → **[System settings]**.
- 2 Turn on the **[Wi-Fi]** switch.
- 3 Tap **[Wi-Fi]**.
- 4 Select a Wi-Fi network.
  - If the desired Wi-Fi network is not displayed, you may need to enter the network name (also called the “SSID”) manually. See page 44 for more information.
- 5 Enter the password if you are connecting to a secure Wi-Fi network.
- 6 Tap **[Connect]**.

---

### Adding a Wi-Fi network manually

Some wireless routers do not broadcast their availability. In this case you need to enter the network name (SSID) as well as the network’s password.


- 1 From the home screen, tap  → **[System settings]**.
- 2 Tap **[Wi-Fi]** → **[ADD NETWORK]**.
- 3 Enter the Wi-Fi network’s SSID.
- 4 Select the network’s security type and enter its password, if required.
- 5 Tap **[Save]**.

---

### Google™ account

If you have a Google account and an Internet connection, you can register your account information in the handset and synchronize your contacts, Gmail™ messages, calendar, and data for other Google services with the data stored in your handset. This is a convenient way to transfer your contacts to the handset.

Use the following procedure to enter your Google account information.

- 1 From the home screen, tap  → **[System settings]** → **[Accounts & sync]** → **[ADD ACCOUNT]** → **[Google]**.
- 2 Follow the on-screen instructions.

---

### Caller ID support

The base unit is Caller ID compatible. Caller ID is a service provided by your phone service provider which may require a subscription. Contact your phone service provider for details and availability.

### Caller ID features

When you receive a call, Caller ID allows the base unit to receive caller information provided from your phone service provider. The base unit automatically logs caller information for the last 50 callers and stores this information in the base unit call log. The handset also logs information for calls that are received while the handset is connected to the base unit.

---

### Caller information display

If a caller's phone number matches the phone number stored in the handset contacts (page 28), the stored name is displayed and logged in the call log.

---

## Vicemail

Vicemail is an automatic answering service that may be offered by your phone service provider. After you subscribe to this service, your service provider's voicemail system answers calls for you when you are unavailable to answer the phone or when your line is busy. Messages are recorded by your service provider, not by your telephone.

When you have new messages, **VO** is displayed in the status bar and notifications panel if your service provider supports message indication service. Please contact your service provider for details.

#### Important:

- Make sure you read the information for voicemail service subscribers on page 37.
  - KX-PRX120 only: To use your phone service provider's voicemail service rather than the unit's answering system, turn off the answering system (page 30).
- 

### Setting the voicemail access number

- 1 Tap **[Landline]** in the home screen or app list.
  - 2 Tap **[Landline settings]** → **[Voicemail]**.
    - The handset connects to the base unit.
  - 3 Tap **[Voicemail number]**.
  - 4 Enter the access number and then tap **[OK]** → **[OK]**.
- 

### Vicemail tone detection

This feature allows the base unit to detect voicemail tones sent by your phone service provider so that **VO** is displayed properly when new voicemail messages have been recorded.

Turn this feature off in the following situations:

- You do not subscribe to your phone service provider's voicemail service.
- Your phone service provider does not send voicemail tones.
- Your phone is connected to a PBX.

If you are not sure which setting is required, contact your phone service provider.


- 1 Tap **[Landline]** in the home screen or app list.
  - 2 Tap **[Landline settings]** → **[Voicemail]**.
    - The handset connects to the base unit.
  - 3 Tap **[Voicemail tone detect]**.
-

## Other Features and Settings

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- 4 Select the desired setting.
- 

### Listening to voicemail

- 1 Tap **[Phone]** in the home screen or app list.
- 2 Select the  tab at the top of the screen.
- 3 Tap and hold **[1]**.
- 4 Operate your service provider's voicemail service.
  - Contact your service provider for details.

### Adding handsets

In order to use a handset and base unit together, the handset must be registered to the base unit. You can register additional handsets to the base unit for a total of 6 handsets.

#### Important:

- See page 4 for information about recommended handsets. Certain features may not be available if a different handset model is used.

---

### Registering an additional handset to your base unit

The supplied handset is pre-registered to the base unit.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Landline settings]** → **[Initial settings]**.
- 3 **If a dialog is displayed prompting you to press **[•••]** on the base unit:**  
→ Follow the on-screen instructions. You do not need to follow the steps below.  
**If the **[Initial settings]** screen is displayed:**  
→ Tap **[Registration]** → **[Register handset]**.  
or  
→ Tap **[Register handset]**.
- 4 Press and hold **[•••]** on the base unit for about 5 seconds, and then tap **[OK]**.
  - If all registered handsets start ringing, press **[•••]** again to stop, then repeat this step.
  - The handset beeps when registration is complete.

---

### Changing the handset name

You can customize the name of your handset. This can help you easily identify handsets when making intercom calls, transferring calls to other handsets, etc.

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Landline settings]** → **[Initial settings]**.
  - The handset connects to the base unit.
- 3 Tap **[Handset name]**.
- 4 Edit the name and then tap **[OK]**.

---

### Deregistering a handset

This procedure erases registration information for the selected handset from both the handset and its base unit.



- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Landline settings]** → **[Initial settings]**.
  - The handset connects to the base unit.
- 3 Tap **[Registration]** → **[Cancel registration]**.
- 4 Select the desired handset and then tap **[OK]**.

### Intercom features






---

#### Making an intercom call

You can call another handset that is connected to the same base unit.




- 1 Tap **[Phone]** in the home screen or app list.
- 2 Tap  and then select the desired handset.
  - You can customize the handset name (page 47).
- 3 When finished, tap  to end the call.

#### Answering an intercom call


- 1 When a call is being received, tap  and drag it to .
  - To reject an intercom call, tap  and drag it to .
- 2 When finished, tap  to end the call.


#### Transferring and sharing a call

You can transfer and share calls between two handsets that are connected to the same base unit.

- 1 While talking on a call, tap .
  - The call is put on hold.
- 2 Select the desired handset.
- 3 Wait for the other handset user to answer the call.
  - The other handset rings for 1 minute.
  - To cancel and return to the call, tap .
- 4 **Transferring**  
After the other handset user answers the call, tap  to end the intercom call.
  - The other handset user may continue to talk on the call.



#### Sharing

After the other handset user answers the call, tap  to talk on the call together with the other handset user.

- The other handset user may continue to talk on the call.
- 5 When finished, tap  to leave the call.
    - When both handset users have left the call, the call is disconnected.

#### Joining a call

If another handset user is talking on a call, you can use your handset to join the call and talk on the call with the handset user.

- 1 While another handset user is talking on a call, tap **[Phone]** in the home screen or app list.
- 2 Select the  tab at the top of the screen.
- 3 Tap  at the bottom of the screen.



### Note:

- You can prevent other handset users from joining your calls by enabling call sharing (page 49).

---

### Call sharing

If a handset user is talking on a call, this feature prevents other handset users from joining the call (page 48).

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Landline settings]** → **[Initial settings]**.
  - The handset connects to the base unit.
- 3 Turn the **[Call sharing]** checkbox on or off.

---

## Using key detectors

You can register up to 4 optional key detectors to your phone system (page 3). By registering a key detector to the base unit and then attaching the key detector to an easily misplaced item, such as your house or car keys, you can use your handset to find the item. When you use the handset's key detector search mode, the key detector will emit a sound that changes as the handset moves closer to the item.

For more information, refer to the documentation supplied with your key detector or visit the following web site.

<http://panasonic.net/pcc/products/telephone/p/tga20/>

---

### Registering a key detector

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Key detector]** → **[Settings]**.
  - The handset connects to the base unit.
- 3 Tap **[Add new device]** for an available key detector location number (1–4).
- 4 **Using the key detector:**

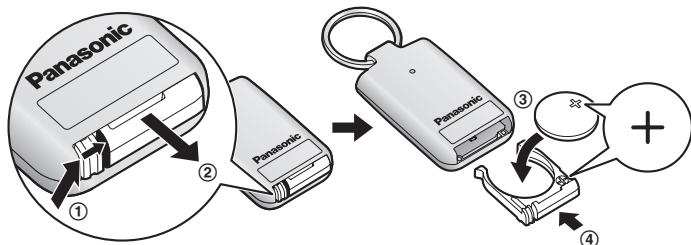
With the tab pushed to the right (①), pull out the battery holder (②). Insert the battery with the positive terminal (⊕) facing up (③), then close the battery holder (④).

  - Confirm that the battery's terminals (⊕, ⊖) are facing the correct directions.

## Expanding Your Phone System

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- The key detector will enter registration mode automatically and will sound its registration tones.



- 5 Wait until a long beep sounds.

### Note:

- If the registration tones do not sound or registration fails, remove the battery from the key detector for at least 2 minutes before attempting registration again.

---

## Changing a key detector's name

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Key detector]** → **[Settings]**.
  - The handset connects to the base unit.
- 3 Select the desired key detector and then tap **[Change name]**.
- 4 Edit the name as desired and then tap ←.

---

## Deregistering a key detector

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Key detector]** → **[Settings]**.
  - The handset connects to the base unit.
- 3 Select the desired key detector and then tap **[Deregistration]** → **[OK]**.

---

## Searching for a key detector

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Key detector]** → **[Search]**.
  - The handset connects to the base unit.
- 3 Select the desired key detector.
- 4 Try to locate the key detector.
  - While searching for the key detector, the handset beeps and displays the key detector's signal strength (1–5) and level (1–100). The key detector beeps in response.
  - Searching stops automatically after 3 minutes. To continue searching for the key detector, repeat step 3.
- 5 To stop searching, tap ↶.

### Checking key detector battery level

- 1 Tap **[Landline]** in the home screen or app list.
- 2 Tap **[Key detector]** → **[Battery check]**.
  - The handset connects to the base unit.
- 3 Select the desired key detector.
  - If the battery is good, the key detector beeps and **[OK]** is displayed.
  - If the battery is dead, the key detector does not beep and **[Battery dead]** is displayed.
  - **[Battery dead]** may be displayed if there is radio interference or if the key detector is out of range of the handset.

### Phone settings overview

You can customize general phone settings to suit your needs using the **[Settings]** app. Settings are grouped into the categories explained below.

To open the **[Settings]** app, tap **[Settings]** in the home screen or app list.

Settings category	Description
<b>[Phone management]</b>	Contains settings related to the handset's DECT features.
<b>[Wi-Fi]</b>	Contains wireless network settings.
<b>[Landline settings]</b>	Contains various base unit features and settings.
<b>[Bluetooth]</b>	Contains Bluetooth wireless technology settings.
<b>[More...]</b>	Contains settings related to wireless networks, such as airplane mode and Wi-Fi Direct.
<b>[Audio profiles]</b>	Contains settings related to silent mode, ringer volume, and ringtones.
<b>[Display]</b>	Contains settings such as brightness and screen timeout.
<b>[Storage]</b>	Allows you to confirm the available space in your phone.
<b>[Battery]</b>	Allows you to confirm and manage battery performance.
<b>[Apps]</b>	Allows you to manage and remove the apps installed on your phone.
<b>[Accounts &amp; sync]</b>	Allows you to add and remove new accounts, as well as manage how your phone synchronizes to servers to keep its data up-to-date.
<b>[Location services]</b>	Contains settings related to how your phone uses location information.
<b>[Security]</b>	Contains settings that control security-related features such as screen lock.
<b>[Language &amp; input]</b>	Contains settings related to display language, input language, the keyboard, speech, and the user dictionary.
<b>[Backup &amp; reset]</b>	Contains data backup and deletion related settings that help you manage and back up your personal information to Google servers. You can also reset your phone and its information using settings found here.
<b>[Date &amp; time]</b>	Contains settings that determine your phone's date, time, time zone, and time format.
<b>[Schedule power on/off]</b>	Allows you to set the handset to turn on and off and scheduled times.
<b>[Accessibility]</b>	Contains settings that can make the phone easier to interact with.

<b>Settings category</b>	<b>Description</b>
<b>[Developer options]</b>	Contains advanced settings that are not required for typical use.
<b>[About phone]</b>	Allows you to confirm general phone information such as battery level, network status, and installed software versions.

### Included apps

The supplied handset is a full-featured Android device and includes a wide range of apps. Some of the more commonly used apps are briefly introduced below.

**Note:**

- Included apps and their icons are subject to change.



**Phone**

Telephone app that allows the handset to make and receive calls using your phone line.



**Settings**

General device configuration app.



**People**

Address book app. Data can be synchronized with a variety of online services.



**Email**

Full-featured mail client that allows you to send, receive, forward, and transfer email messages.



**Browser**

Internet browser.



**Camera**

Uses the built-in camera to allow you to take pictures and record video.



**Gallery**

Picture and video viewing app.



**Calendar**

Appointment management app.



**Gmail**

Email client for Gmail accounts. Requires a Google account.



**Maps**

Provides access to the Google Maps™ service.



**Navigation**

Google Maps with Navigation beta app. Uses data from Google Maps and the handset's GPS features to provide navigation.



**Play Store**

Allows you to download apps on Google Play™.



**Play Music**

Music player app. Also allows you to access the Google Play Music service. (Service availability varies by region.)



**Skype**

Instant messaging app that also supports audio and video chats using the handset's microphone and front camera.



### **Panasonic TV Remote 2**

TV control app for operating, configuring, sharing content with a compatible Panasonic VIERA TV.

















### **Media5**

VoIP softphone app that allows you to make and receive phone calls over the Internet.

### Status icons

Icons that appear in the status bar vary depending on the apps that are installed in the handset. Some common icons are described below.

-  Connection to base unit is available
-  No connection to base unit
-  Airplane mode is on
-  Connected to Wi-Fi network
-  Bluetooth feature is on
-  Bluetooth device is connected
-  Battery is charging
-  Speakerphone is on
-  Microphone is muted
-  **[Silent]** audio profile is selected
-  Silent mode is on
-  Call sharing is off
-  Answering system is on\*1
-  Answering system is set to “greeting only” mode\*1


















\*1 KX-PRX120 only



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## Notification icons

Icons that appear in the notifications panel vary depending on the apps that are installed in the handset. Some common icons are described below.

-  New email received through Gmail
-  New email message received
-  Calendar event reminder
-  Song is being played
-  Open (unsecured) wireless network is available
-  PC is connected via USB
-  Error message
-  Call in progress
-  Missed call
-  Call is on hold
-  Intercom call being received
-  Uploading data
-  Downloading data
-  More notifications available
-  GPS is activated
-  New voicemail received
-  New answering system messages recorded\*<sup>1</sup>

\*1 KX-PRX120 only

### Control panel settings

-  Changes the handset's screen brightness (auto, dim, half, full).
-  Changes the amount of time before the handset's screen dims (15 seconds, 30 seconds, 1 minute).
-  Turns the handset's auto screen rotation feature on and off.
-  Turns the handset's airplane mode feature on and off.
-  Turns the handset's Wi-Fi feature on and off.
-  Turns the handset's DECT connection to the base unit on and off.
-  Turns the handset's Bluetooth feature on and off.
-  Turns the handset's GPS feature on and off.
-  Selects the **[General]** audio profile.
-  Selects the **[Silent]** audio profile.
-  Selects the **[Outdoor]** audio profile.

## Troubleshooting

If you experience any problems when operating the product, perform the following. If the problem is not resolved, refer to the corresponding information in this section.

- ① Disconnect and then reconnect the base unit's AC adaptor.
- ② Make sure that the telephone line cord is connected to the base unit.
- ③ Turn off the handset, remove and then reinsert the handset's battery, and then restart the handset.

### General use

Problem	Cause and/or solution
The handset does not turn on even after charging the battery.	<ul style="list-style-type: none"> <li>● The handset is turned off. Press and hold the power button on the top of the handset.</li> </ul>
The phone system does not work.	<ul style="list-style-type: none"> <li>● In the control panel (page 20), make sure the handset's airplane mode feature is turned off, and that the handset's DECT connection to the base unit is turned on.</li> <li>● If you used the handset away from home where there is no DECT connection to a base unit, it may take several minutes for the handset to reconnect to the base unit when you return home. In this case, you can use the control panel (page 20) to turn the DECT connection off and then on again to force the handset to connect to the base unit quickly.</li> <li>● Make sure the battery is installed correctly (page 13).</li> <li>● Fully charge the battery (page 14).</li> <li>● Check the connections (page 12).</li> <li>● Unplug the base unit's AC adaptor to reset the unit and turn off the handset. Reconnect the adaptor, turn on the handset and try again.</li> <li>● The handset has not been registered to the base unit. Register the handset (page 47).</li> </ul>
The handset screen is blank or dark.	<ul style="list-style-type: none"> <li>● The screen is turned off. Press the power button on the top of the handset.</li> <li>● The handset is turned off. Press and hold the power button on the top of the handset.</li> </ul>
I cannot hear a dial tone.	<ul style="list-style-type: none"> <li>● Make sure that you are using the supplied telephone line cord. Your old telephone line cord may have a different wiring configuration.</li> <li>● The base unit's AC adaptor or telephone line cord is not connected. Check the connections.</li> <li>● Disconnect the base unit from the telephone line and connect the line to a known working telephone. If the working telephone operates properly, contact our service personnel to have the unit repaired. If the working telephone does not operate properly, contact your service provider.</li> </ul>

## Other Information


### Settings

Problem	Cause and/or solution
The display is in a language I cannot read.	<ul style="list-style-type: none"><li>● Change the display language (page 43).</li></ul>
I cannot register a handset to a base unit.	<ul style="list-style-type: none"><li>● The maximum number of handsets (6) is already registered to the base unit. Cancel unused handset registrations from the base unit (page 47).</li></ul>

### Battery charge

Problem	Cause and/or solution
I fully charged the battery, but the low battery message is still displayed and/or the operating time seems to be shorter.	<ul style="list-style-type: none"><li>● Clean the charge contacts of the handset and charger with a dry cloth and charge again.</li><li>● It is time to replace the battery (page 3).</li></ul>

### Calls

Problem	Cause and/or solution
 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 (page 47).</li></ul>
Noise is heard, sound cuts in and out.	<ul style="list-style-type: none"><li>● You are using the handset or base unit in an area with high electrical interference. Re-position the base unit and use the handset away from sources of interference.</li><li>● Move closer to the base unit.</li><li>● If you use a DSL/ADSL service, we recommend connecting a DSL/ADSL filter between the base unit and the telephone line jack. Contact your DSL/ADSL service provider for details.</li></ul>
Sound quality seems to be getting worse.	<ul style="list-style-type: none"><li>● You have registered a handset that is not recommended for use with the base unit. The clearest sound quality is only possible when using a recommended handset (page 4).</li></ul>
The handset does not ring.	<ul style="list-style-type: none"><li>● The ringer volume is turned off. Press the volume button on the side of the handset up ( + ) and down ( - ) to adjust the volume.</li><li>● Silent mode is turned on. Turn it off (page 40).</li></ul>
I cannot make calls.	<ul style="list-style-type: none"><li>● The tone/pulse setting may be set incorrectly. Change the setting (page 43).</li><li>● In the control panel (page 20), make sure the handset's airplane mode feature is turned off, and that the handset's DECT connection to the base unit is turned on.</li></ul>

Problem	Cause and/or solution
I cannot make long distance calls.	<ul style="list-style-type: none"> <li>● Make sure that you have long distance service.</li> </ul>

## Caller ID

Problem	Cause and/or solution
Caller information is not displayed.	<ul style="list-style-type: none"> <li>● You may need to subscribe to your phone service provider's Caller ID service. Contact your phone service provider for details.</li> <li>● If your unit is connected to any additional telephone equipment, remove the additional equipment and plug the unit directly into the wall jack.</li> <li>● If you use a DSL/ADSL service, we recommend connecting a DSL/ADSL filter between the base unit and the telephone line jack. Contact your DSL/ADSL service provider for details.</li> <li>● The name display service may not be available in some areas. Contact your phone service provider for details.</li> <li>● Other telephone equipment may be interfering with this unit. Disconnect the other equipment and try again.</li> </ul>
The 2nd caller's information is not displayed during an outside call.	<ul style="list-style-type: none"> <li>● In order to use Caller ID, call waiting, or Call Waiting Caller ID (CWID), you must first contact your phone service provider and subscribe to the desired service. After subscribing, you may need to contact your phone service provider again to activate this specific service, even if you already subscribed to both Caller ID and Call Waiting with Caller ID services (CWID).</li> </ul>
Caller information is displayed late.	<ul style="list-style-type: none"> <li>● Depending on your phone service provider, the unit may display the caller's information at the 2nd ring or later. Turn <b>[First ring]</b> off (page 41).</li> <li>● Move closer to the base unit.</li> </ul>
The call log/incoming phone numbers are not edited automatically.	<ul style="list-style-type: none"> <li>● The Caller ID number auto edit feature is turned off. Turn it on and try again (page 27).</li> <li>● You need to call back the edited number to activate Caller ID number auto edit.</li> </ul>
I cannot dial the phone number edited in the call log.	<ul style="list-style-type: none"> <li>● The phone number you dialed might have been edited incorrectly (for example, the long distance "1" or the area code is missing). Edit the phone number with another pattern (page 27).</li> </ul>

## Other Information

### Answering system (KX-PRX120 only)

Problem	Cause and/or solution
The answering system does not record messages.	<ul style="list-style-type: none"><li>● The answering system is turned off. Turn it on (page 30).</li><li>● The message memory is full. Erase unwanted messages (page 32).</li><li>● The recording time is set to <b>[Greeting only]</b>. Change the setting (page 37).</li><li>● If you subscribe to a voicemail service, messages are recorded by your service provider, not your telephone. Change the unit's number of rings setting (page 36) or contact your phone service provider.</li></ul>
I cannot operate the answering system remotely.	<ul style="list-style-type: none"><li>● The remote access code is not set, or you are entering the wrong remote code. Set the remote access code (page 37).</li><li>● The answering system is turned off. Turn it on (page 30).</li></ul>
The unit does not ring the specified number of times.	<ul style="list-style-type: none"><li>● If <b>[First ring]</b> is turned off (page 41), the number of rings decreases by 1 from the specified number of rings.</li></ul>

### Liquid damage

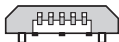
Problem	Cause/solution
Liquid or other form of moisture has entered the handset or charger.	<ul style="list-style-type: none"><li>● Disconnect the AC adaptor from the charger, and remove the microSD card and battery from the handset. Allow the unit exposed to liquid to dry for at least 3 days. After the exposed unit is completely dry, reconnect the AC adaptor, insert the microSD card and battery into the handset, and charge the battery fully before use. If the exposed unit does not work properly, contact your place of purchase or nearest Panasonic service center.</li></ul> <p><b>Caution:</b></p> <ul style="list-style-type: none"><li>● To avoid permanent damage, do not use a microwave oven to speed up the drying process.</li></ul>

## Updating the software

If a system update is available, you can update the system software contained in the handset. A microSD card must be installed in the handset in order to update the system software.

### Important:

- For best performance, we recommend using a computer to download the software update file, and then using a USB connection to copy the file to the microSD card installed in the handset.
- Connect the handset to your computer using a USB cable (not supplied) with a Micro-B plug for connecting to the handset. Refer to the following illustration for plug shape and pin layout.



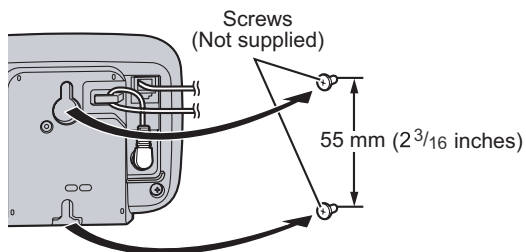
- 1 Use a computer to access the support page for this product at the address below and check whether there is a software update available for the handset.  
<http://www.panasonic.net/pcc/support/tel/sdect>
  - If a software update is available, continue to the next step, otherwise there is no need to continue with this procedure.
- 2 Connect the handset to your computer using a USB cable.
- 3 When the **[USB connected]** screen is displayed on the handset, tap **[Turn on USB storage]**.
- 4 Using your computer, download the software update file and save it to the root directory of the handset's microSD card.
  - Save the file as is (i.e., as a ".zip" file). Do not change the file extension.
  - When you connect the handset to your computer, the handset's internal memory and its microSD card are mounted on your computer as removable disks. If you do not know which removable disk corresponds to the microSD card, remove the card from the handset and observe the name of the handset's internal memory when it is mounted, and then insert the microSD card into the handset again.
- 5 After the file has been saved, tap **[Turn off USB storage]** on the handset.
- 6 Disconnect the handset from your computer.
- 7 Using the handset, go to the home screen and then tap **[Menu]** → **[System settings]** → **[About phone]** → **[Software update]**.
- 8 Follow the on-screen instructions.
  - The software update file is automatically erased from the microSD card after the update is complete.

### Wall mounting

#### Note:

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

#### Base unit





## 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 rear of the base unit)
- Ringer Equivalence No. (REN).....0.1B

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: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 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

## Other Information

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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.
- For body-worn operation, the handset 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 inside the battery compartment or on the bottom of the units.

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## Customer services

### ***Customer Services Directory (United States and Puerto Rico)***

Obtain Product Information and Operating Assistance; locate your nearest Dealer or Service Center; purchase Parts and Accessories; or make Customer Service and Literature requests by visiting our Web Site at:

**<http://www.panasonic.com/help>**

or, contact us via the web at:

**<http://www.panasonic.com/contactinfo>**

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

### ***Accessory Purchases (United States and Puerto Rico)***

Purchase Parts, Accessories and Owner's Manual online for all Panasonic Products by visiting our Web Site at:

**<http://www.pstc.panasonic.com>**

or, send your request by E-mail to:

**[npcparts@us.panasonic.com](mailto:npcparts@us.panasonic.com)**

You may also contact us directly at:

1-800-237-9080 (Fax Only)

(Monday - Friday 9 am to 9 pm, EST.)

Panasonic National Parts Center

20421 84th Avenue S., Kent, WA 98032

(We accept Visa, MasterCard, Discover Card, American Express.)

For hearing or speech impaired TTY users, TTY: 1-866-605-1277

## Warranty (For United States and Puerto Rico)

# Panasonic Telephone 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**  
**One (1) Year**

**Labor**  
**One (1) Year**

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 <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.**

### When you ship the product

- 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.

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# 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 **Reinsert the battery and restart the handset.**
- ④ Read **troubleshooting** page in the **Operating Instructions**.



Visit our Web site: <http://www.panasonic.com/help>

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

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