

# Panasonic

SIP PHONE AND CORDED HANDSET

## KX-UTG300

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Thank you for purchasing this Panasonic product.  
Please read this manual carefully before using this product and save this manual for future use.

### **Note**

- In this manual, most illustrations shown are based on the KX-UTG200.

### **Outline**

This manual briefly describes basic information about the installation of the unit.

### **Related Documentation**

#### **Operating Instructions**

Describes information about the installation and operation of the unit.

#### **Administrator Guide**

Describes information about the programming and maintenance of the unit.

These manuals and supporting information are provided on the Panasonic Web site at:

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

## Other Information

### Open Source Software Notice

Parts of this product use open source software. For details about the open source software, see the Operating Instructions.

### Trademarks



- Plantronics is a trademark or registered trademark of Plantronics, Inc.
- Jabra is a registered trademark of GN Netcom A/S.
- The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Panasonic System Communications Company of North America is under license.
- All other trademarks identified herein are the property of their respective owners.

## For Your Safety



To reduce the risk of injury, loss of life, electric shock, fire, malfunction, and damage to equipment or property, always observe the following safety precautions.

### Explanation of symbols

The following symbols are used to classify and describe the level of hazard and injury caused when the denotation is disregarded and improper use is performed.

 <b>WARNING</b>	Denotes a potential hazard that could result in serious injury or death.
 <b>CAUTION</b>	Denotes a hazard that could result in minor injury or damage to the unit or other equipment.

The following symbols are used to classify and describe the type of instructions to be observed.

	This symbol is used to alert users to a specific operating procedure that must not be performed.
	This symbol is used to alert users to a specific operating procedure that must be followed in order to operate the unit safely.



## General Safety



Do not disassemble this unit. Dangerous electrical shock could result. The unit must only be disassembled and repaired by qualified service technicians.



Never attempt to insert wires, pins, etc. into the vents or other holes of this unit.



To prevent possible fire or electric shock, do not expose this unit to rain or moisture.



Do not splash water on the AC adaptor or the power cord, nor get them wet. Doing so can result in fire, electric shock, or injury. If they do get wet, immediately disconnect the AC adaptor and power cord, and contact an authorized service center.



Do not connect or disconnect the AC adaptor and/or the AC adaptor cord with wet hands.



Do not touch the AC adaptor for extended periods of time. Doing so can lead to low-degree burns.



Do not use the power cord with other products. Doing so can result in fire or electric shock.

Unplug this unit from the AC outlet and have the unit serviced by qualified service personnel in the following cases:

**A.** When the power supply cord or plug is damaged or frayed.

**B.** If liquid has been spilled on the unit.

**C.** If the unit has been exposed to rain or water.

**D.** If the unit does not work normally by following the manual. Adjust only controls covered by the manual. Improper adjustment may require repair by an authorized service center.

**E.** If the unit has been dropped, or damaged.

**F.** If the unit's performance deteriorates.



## For Your Safety

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If damage to the unit exposes any internal parts, immediately disconnect the cable or cord. If the power is supplied from the network to the SIP Phone [Power-over-Ethernet], disconnect the Ethernet cables. Otherwise, disconnect the AC adaptor cord. Then return this unit to an authorized service center.



This handset earpiece is magnetized and may retain small ferrous objects.



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



Disconnect this unit from power outlet/the Ethernet cables if it emits smoke, an abnormal smell, or makes unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped and contact an authorized service center.

## Installation



Do not make power connections that exceed the ratings for the AC outlet or power equipment. If the power rating of a surge protector, etc. is exceeded, it can cause a fire due to heat buildup.



Do not bundle up the AC adaptor cord. The cord may become damaged, which can lead to a fire, electric shock, or electric short.



The unit should only be connected to a power supply of the type as shown on the label on the unit.



Completely insert the AC adaptor into the AC outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.

## Medical (KX-UTG300 only)



Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.



Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy (the product operates in the frequency range of 2.402 GHz to 2.480 GHz and the power output is 1.82 mW [max.]).

## Placement



Care should be taken so that objects do not fall onto, and liquids are not spilled into, the unit. Do not subject this unit to excessive smoke, dust, moisture, mechanical vibration, shock, or direct sunlight.



Do not place heavy objects on top of this unit.



Place this unit on a flat surface.



Allow 10 cm ( $3^{15}/_{16}$  in) clearance around the unit for proper ventilation.

## Wall Mounting



Make sure that the wall that the unit will be attached to is strong enough to support the unit. If not, it is necessary for the wall to be reinforced. For information about the weight of the unit, see the Operating Instructions.



Only use the optional wall mount kit with the unit. The wall mount kit includes the necessary screws, washers, and wall mounting adaptor.



When driving the screws into the wall, be careful to avoid touching any metal laths, wire laths or metal plates in the wall.



When this unit is no longer in use, make sure to detach it from the wall.



Keep the unit away from heating appliances and devices that generate electrical noise, such as fluorescent lamps, motors and televisions. These noise sources can interfere with the performance of the unit. It also should not be placed in rooms where the temperature is less than 0 °C (32 °F) or greater than 40 °C (104 °F).

## For Your Safety/Important Safety Instructions

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Wipe the unit with a soft cloth. Do not clean the unit with abrasive powders or with chemical agents such as benzine or thinner.



The handset hook poses a choking hazard. Keep the handset hook out of reach of children.



When left unused for a long period of time, disconnect the unit from the AC outlet. When the unit receives power from a PoE power supply, disconnect the Ethernet cables.



When the unit is mounted on a wall, make sure the cables are securely fastened to the wall.

### **Notice**

- If the unit does not operate properly, disconnect the AC adaptor cord and Ethernet cables and then connect again.
- If you are having problems making calls, disconnect the Ethernet cables and connect a known working SIP Phone. If the known working SIP Phone operates properly, have the defective SIP Phone repaired by an authorized service center. If the known working SIP Phone does not operate properly, check the SIP server and the Ethernet cables.
- Under power failure conditions, the SIP Phone may not operate. Please ensure that a separate telephone, not dependent on local power, is available for use in remote sites in case of emergency.
- For information regarding network setup of the SIP Phone such as IP addresses, please see the Operating Instructions.
- If an error message is shown on your display, consult your phone system dealer or the network administrator.
- External parts (the handset, cords, etc.) of the unit are not interchangeable. Only use Panasonic brand parts.

## **Important Safety Instructions**

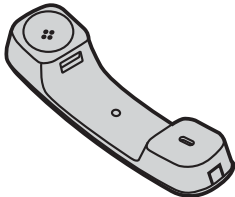
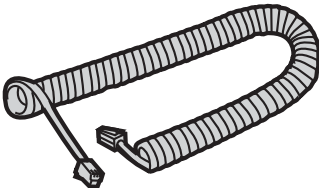
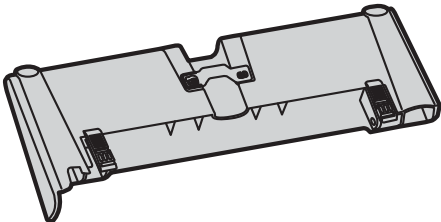
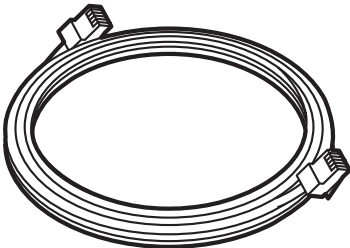
When using this unit, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- 1.** Do not use the unit 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.

**SAVE THESE INSTRUCTIONS**

# Accessory Information

## Included Accessories\*1

<b>Handset (1)</b>	<b>Handset Cord (1)</b>
 <p>[Part No.] 95.1204T00</p>	 <p>[Part No.] 371.00447.005</p>
<b>Stand (1)</b>	<b>Ethernet cable (1)</b>
 <p>[Part No.] 467.00209.005</p>	 <p>[Part No.] 371.00473.005</p>

\*1 For extra orders for the accessories, call toll-free: 1-800-332-5368.

### **Note**

- The illustrations may differ from the appearance of the actual product.

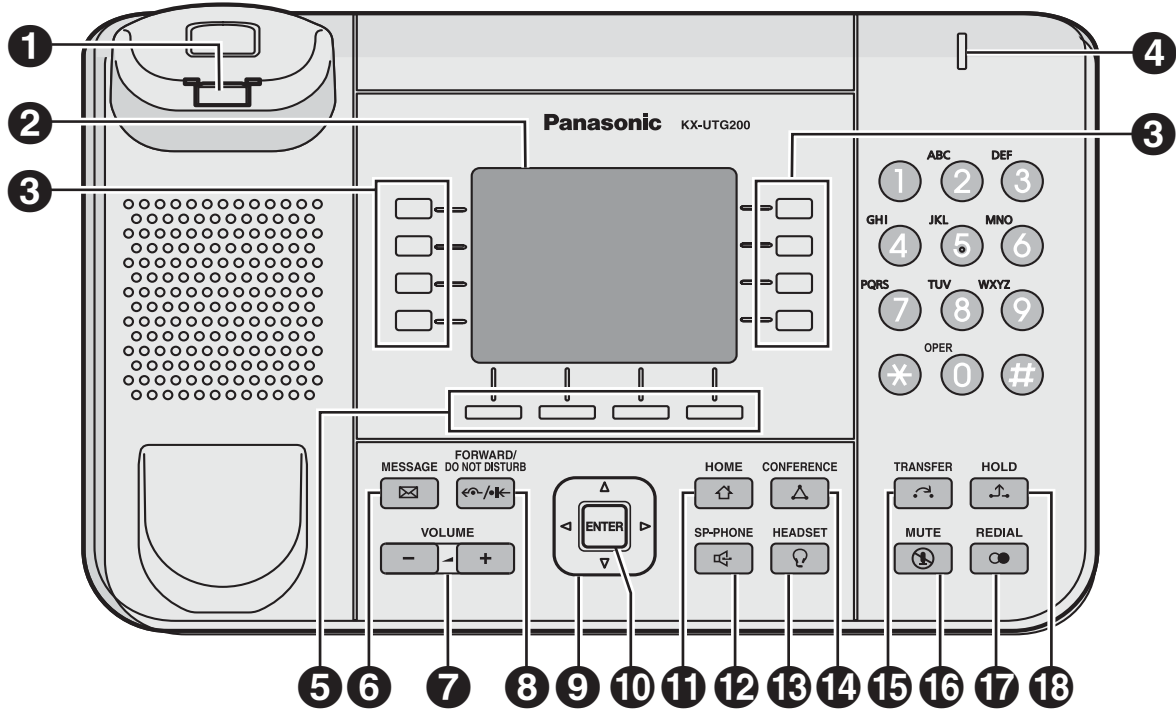
## Optional Accessories

AC Adaptor	• DSA-42D-48 2 480063 (P/N: 381.00398.005)
Wall Mount Kit	• KX-A433
Add-on key module	• KX-UTA336

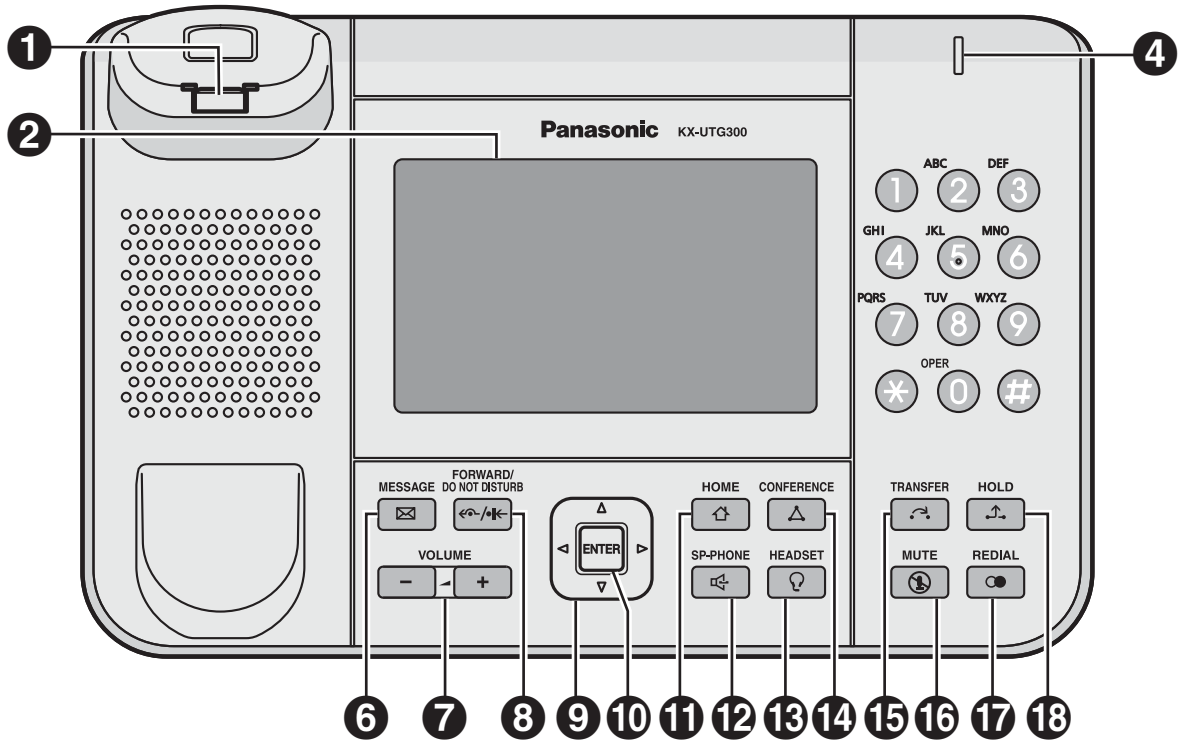
# Location of Controls

## Front View

For KX-UTG200:



For KX-UTG300:





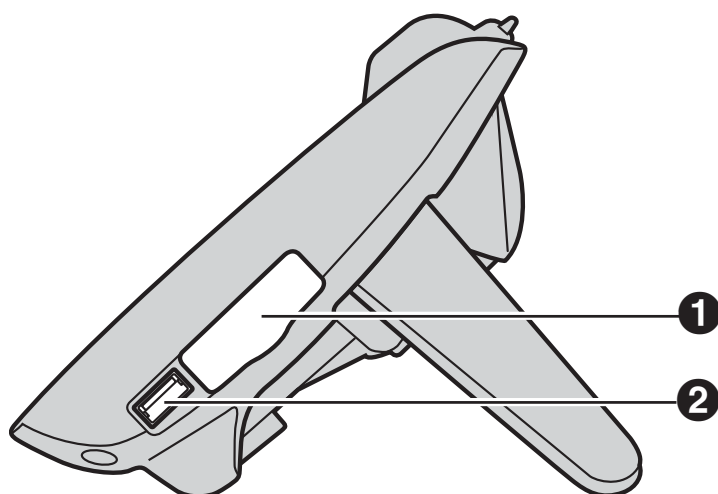
- 1 Handset Hook**  
Keeps the handset stable when the unit is mounted on a wall.
- 2 LCD (Liquid Crystal Display)**  
KX-UTG200 is equipped with a 3.5-inch color LCD and LCD backlight.  
KX-UTG300 is equipped with a 5.0-inch color LCD touch screen and LCD backlight.
- 3 Flexible Buttons/Flexible Button Lamps (KX-UTG200 only)**  
Used to make or receive calls, or perform the feature that has been assigned to the button. The flexible button lamp shows the status of each flexible button.
- 4 Message/Ringer Lamp**  
When you receive a call, the lamp flashes red.  
When someone has left you a message, the lamp stays on red.
- 5 Soft Buttons (S1 to S4) (KX-UTG200 only)**  
S1 to S4 (located below the display) are used to select the item displayed on the bottom line of the display.
- 6 MESSAGE**  
Used to access your voice mailbox.
- 7 VOLUME**  
Used to adjust the volume.
- 8 FORWARD/DO NOT DISTURB**  
Used to set Call Forwarding or Do Not Disturb on your extension.
- 9 Navigator Key**  
Used to select desired items.
- 10 ENTER**  
Used to assign the selected item.
- 11 HOME**  
Used to return the display to the home screen.
- 12 SP-PHONE (Speakerphone)**  
Used for performing hands-free operations. When the SP-PHONE is used, its lamp turns red.
- 13 HEADSET**  
Used when using a headset. When the HEADSET is used, its lamp turns red.
- 14 CONFERENCE**  
Used to establish a three-way conference.
- 15 TRANSFER**  
Used to transfer a call to another party.
- 16 MUTE**  
Used to mute the microphone/handset/headset during a conversation. When the MUTE is used, its lamp turns red.

## Installation and Setup

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- ⑰ **REDIAL**  
Used to redial the last dialed number.
- ⑱ **HOLD**  
Used to put a call on hold.

## Right Side View (for KX-UTG300)



- ① **Add-on Key Module Slot Cover**  
Remove the Add-on key module slot cover when connecting an Add-on key module to the unit.
- ② **USB Port**  
Connect a USB headset or other USB device.

# Installation and Setup

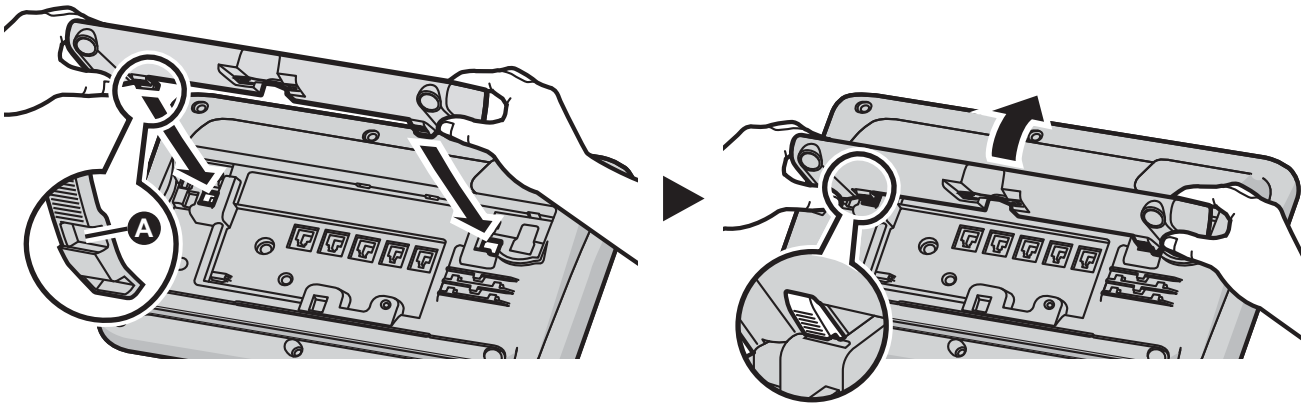
## Notice

- Panasonic assumes no responsibility for injuries or property damage resulting from failures arising out of improper installation or operation inconsistent with this documentation.

## Attaching the Stand

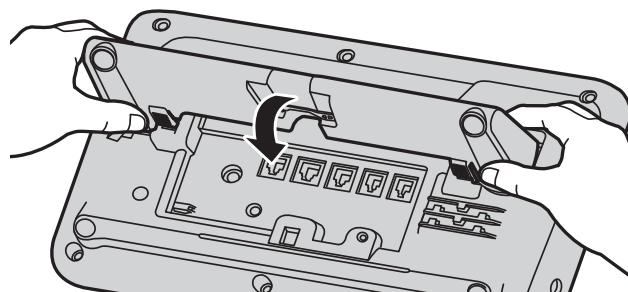
### Notice

- If you place the display face down when you attach the stand, be sure to place a soft cloth under the display. Failure to do so may result in damage to the display.
1. Insert the catches (A) of the stand into the hooks located in the unit.
  2. Gently push the stand in the direction indicated until it locks into place. The stand will be mounted in the high position.

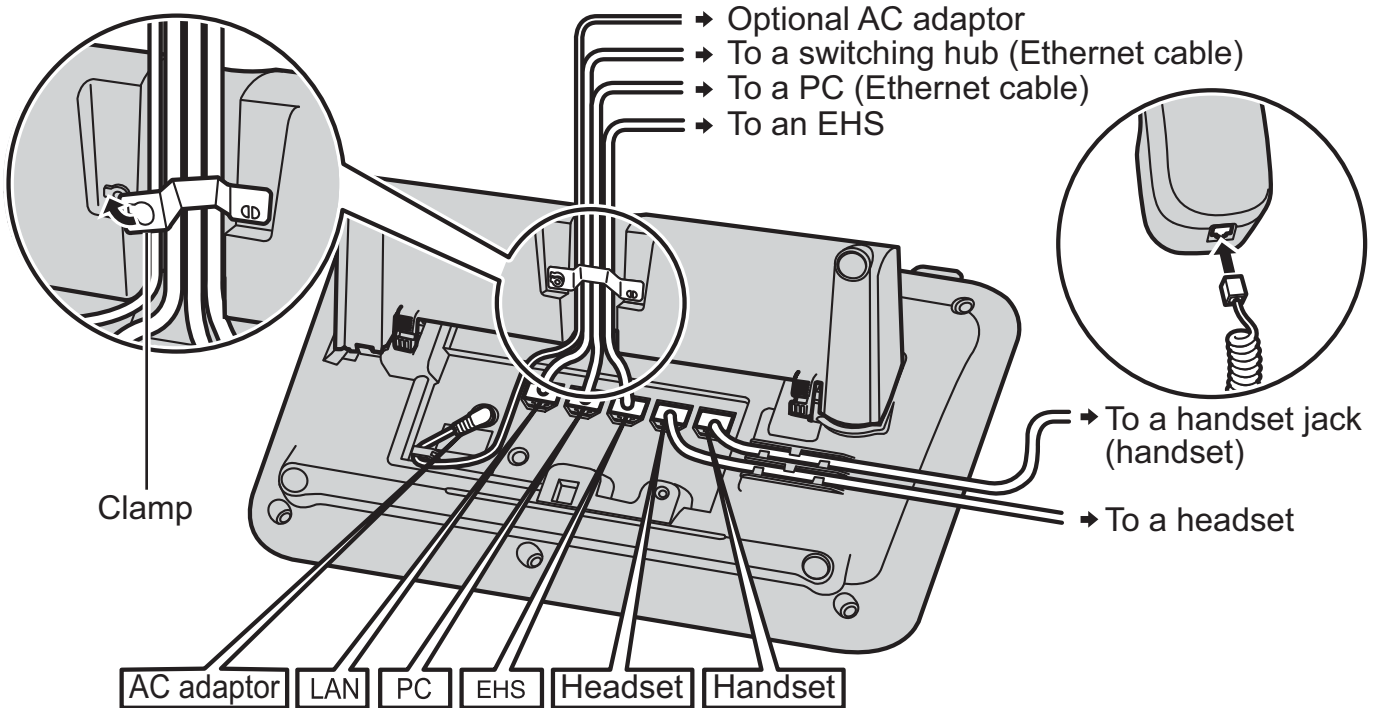


## Removing the Stand

1. Hold the stand with both hands.
2. Gently rotate the stand in the direction indicated until it is released.



# Connections



## **CAUTION**

### **Optional AC Adaptor**

- Use the following AC adaptor:
  - DSA-42D-48 2 480063 (P/N: 381.00398.005)
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the unit and is easily accessible.

### **When connecting a headset**

- Ensure that the headset cord has slack and is not pulled tight during use to prevent damage to the connectors.
- Cords used to connect devices to the EHS jack or headset jack must be less than 3 m (9.8 ft) in length.

### **Notice**

- The following headsets can be used with this unit. (Not all operations with the headsets can be guaranteed.)
  - EHS headsets/USB headsets (KX-UTG300 only)
  - Selected Plantronics®-brand headsets
  - Selected Jabra®-brand headsets

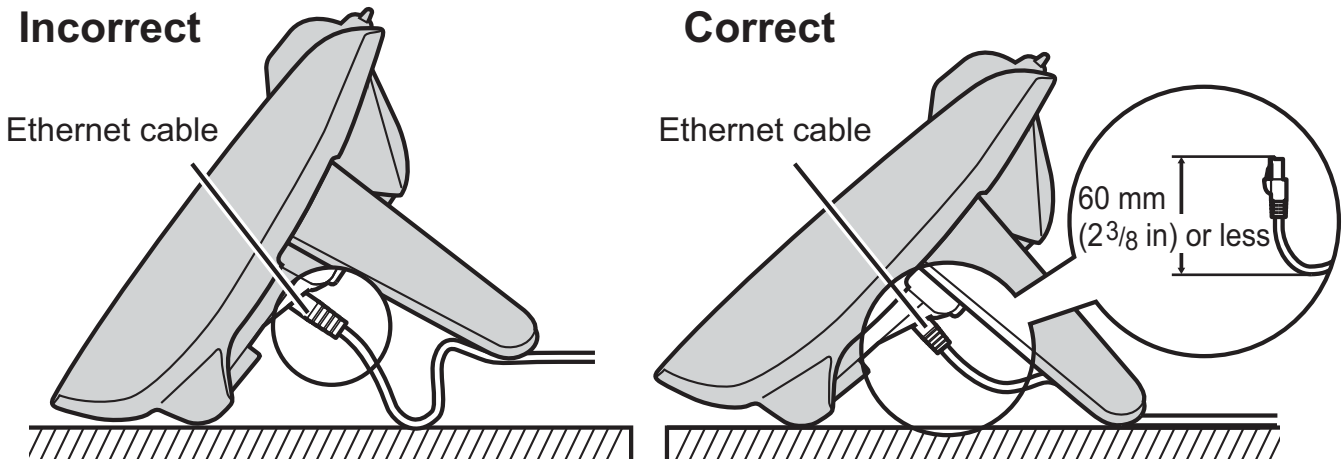
- Bluetooth® headsets (KX-UTG300 only)

For up-to-date information about headsets that have been tested with this unit, refer to the following web site:

<http://www.panasonic.com/sip>

### When connecting the Ethernet cable

- Connect the Ethernet cable as shown in the following illustration.



- Use the included Ethernet cable.

### When connecting to a switching hub

- If PoE is available, an AC adaptor is not needed. An AC adaptor must be used when the KX-UTA336 Add-on key module is installed to the KX-UTG300.
- This unit complies with the PoE Class 2 standard.

### When connecting a PC

- Only a PC can be connected to the PC port. Other SIP phones, or network devices such as routers or switching hubs, cannot be connected.
- The PC port does not support PoE for connected devices.

### When connecting cables and the AC adaptor

- Ensure that the Ethernet cable and the AC adaptor cord are clamped to prevent damage to the connectors.

### When registering a Bluetooth headset (KX-UTG300 only)

- One Bluetooth headset can be registered to this unit. For details, see the Operating Instructions.

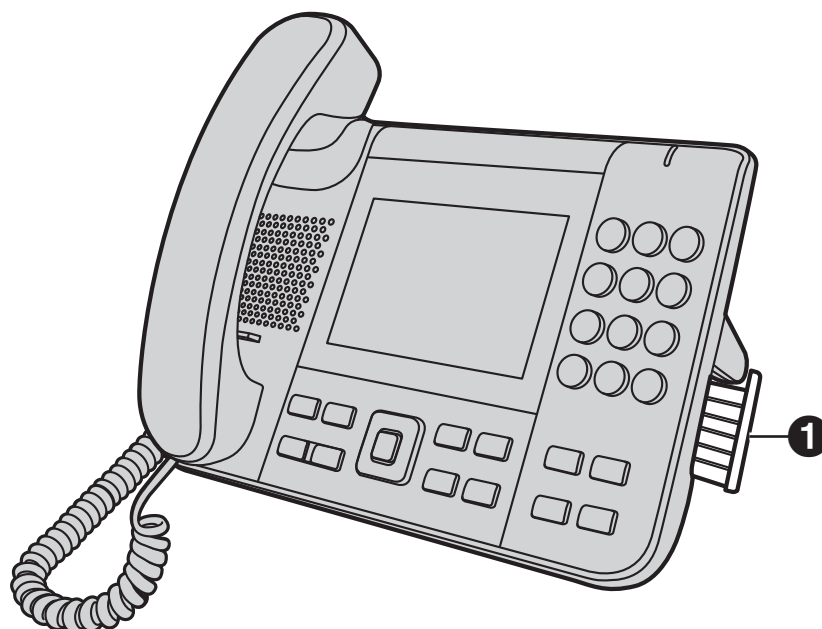
### Installing the KX-UTA336 (KX-UTG300 only)

The optional KX-UTA336 allows 36 additional flexible buttons (3 pages of 12) to be used with the KX-UTG300. These flexible buttons are used to make calls or receive calls, or perform a feature that has been assigned to the button. A maximum of 2 KX-UTA336 Add-on key modules can be connected to the KX-UTG300.

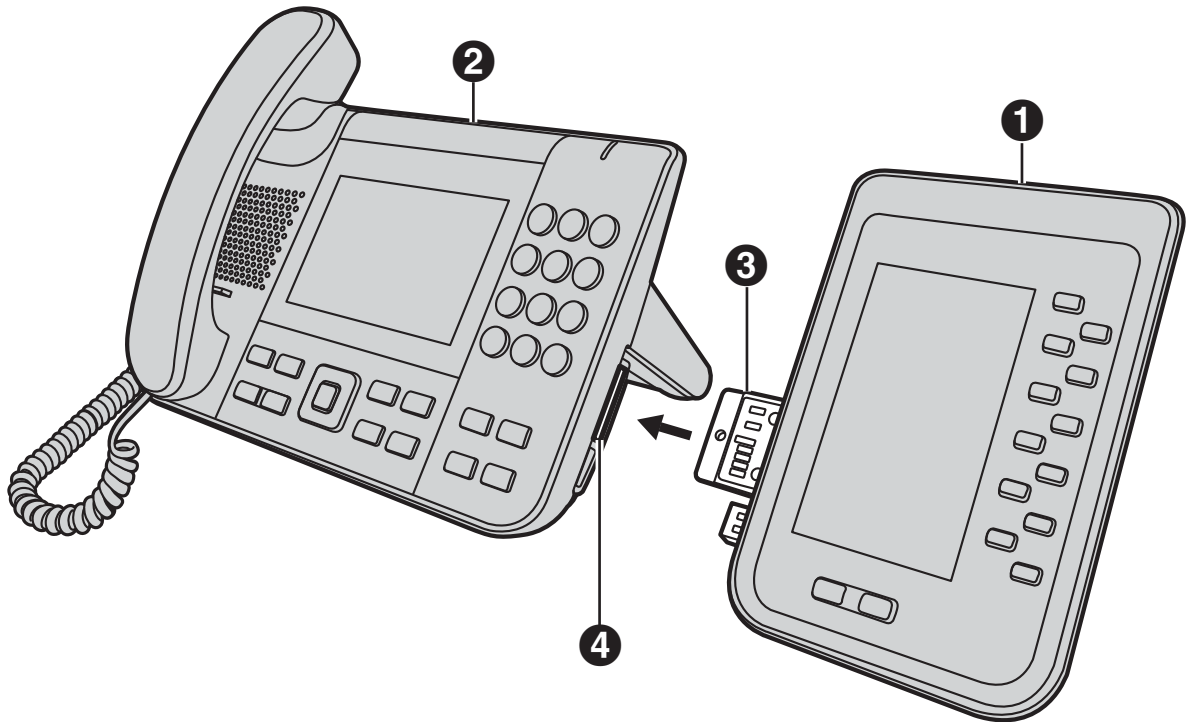


#### **Notice**

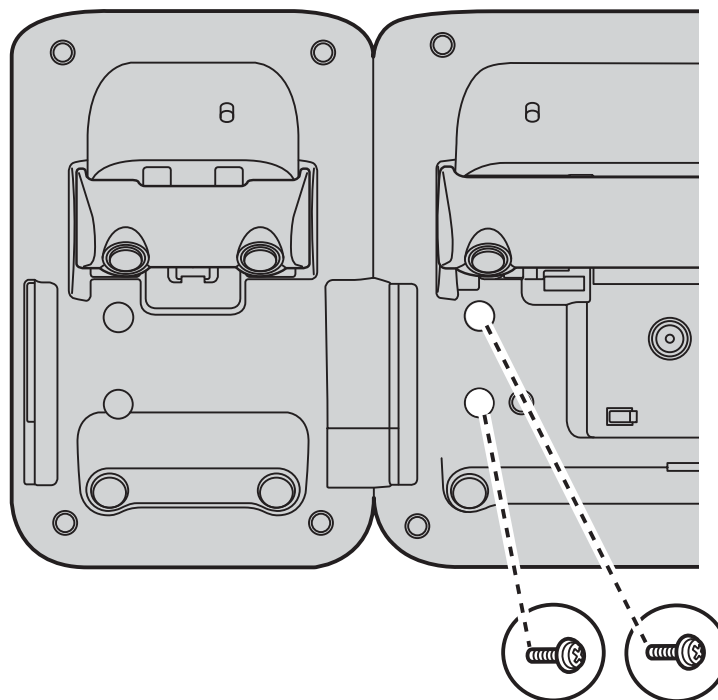
- An AC adaptor must be used to supply power when the KX-UTA336 Add-on key module is installed to the KX-UTG300.
1. Remove any devices or cords connected to the USB port.
  2. Remove the Add-on key module slot cover (❶).



3. Connect the KX-UTA336 (1) to the KX-UTG300 (2) by inserting the connector (3) into the Add-on key module slot (4).



4. Secure the KX-UTA336 to the KX-UTG300 by inserting the 2 screws supplied with the KX-UTA336 into the rear of the KX-UTG300.



## FCC - PART 68

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: ACJIPNANKX-UTG200. If requested, this number must be provided to the telephone company.

### REN (RINGER EQUIVALENT NUMBERS) STATEMENT

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

### ATTACHMENT LIMITATIONS STATEMENT

Notice: This equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). This is confirmed by marking the equipment with the Industry Canada certification number. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together.

This precaution may be particularly important in rural areas. Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.



## **FCC Statement**

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.

## **FCC Radiation Exposure Statement**

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and consider removing the no-collocation statement.

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.

## **Caution!**

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