

Panasonic®

Operating Instructions

Digital Cordless Phone

Model No. **KX-TGB210AL**
KX-TGB212AL
KX-TGB213AL



Model shown is KX-TGB210.

***Before initial use, see “Getting Started”
on page 9.***

Thank you for purchasing a Panasonic product.

Please read these operating instructions before using the unit and save them for future reference.

This unit is compatible with Caller ID. You must subscribe to the appropriate service offered by your service provider/telephone company.

**Please access our online customer survey:
<http://panasonic.net/pcc/tel/q>**

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Introduction

Model composition

Series	Model No.	Base unit	Handset	
		Part No.	Part No.	Quantity
KX-TGB210 series	KX-TGB210	KX-TGB210	KX-TGBA20	1
	KX-TGB212	KX-TGB210	KX-TGBA20	2
	KX-TGB213	KX-TGB210	KX-TGBA20	3

- The Intercom feature is only available for KX-TGB212 and KX-TGB213.
- The suffix (AL) in the following model numbers will be omitted in these instructions:
KX-TGB210AL/KX-TGB212AL/KX-TGB213AL

Accessory information

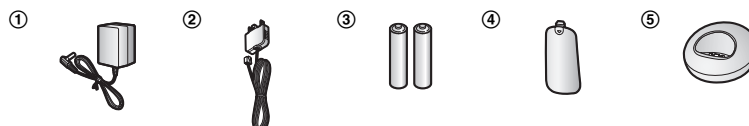
Supplied accessories

No.	Accessory item/Part number	Quantity		
		KX-TGB210	KX-TGB212	KX-TGB213
①	AC adaptor/PNLV226AL	1	2	3
②	Telephone line cord ^{*1}	1	1	1
③	Rechargeable batteries ^{*2}	2	4	6
④	Handset cover ^{*3}	1	2	3
⑤	Charger	—	1	2

^{*1} The telephone line cord comes connected with the telephone plug.

^{*2} See page 4 for replacement battery information.

^{*3} The handset cover comes attached to the handset.



Introduction

Additional/replacement accessories

Please contact your nearest Panasonic dealer for sales information.

Accessory item	Model number
Rechargeable batteries	HHR-4MY/2B ^{*1}
	Battery type: <ul style="list-style-type: none"> – Nickel metal hydride (Ni-MH) – 2 x AAA (R03) size for each handset

^{*1} Replacement batteries may have a different capacity from that of the supplied batteries.

Important Information

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 an authorised service centre.
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open.
- Never touch the plug with wet hands. Danger of electric shock exists.

Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.

- Do not allow the AC adaptor or telephone line cord to be excessively pulled, bent or placed under heavy objects.
- It is advised not to use the equipment at a refuelling point. Users are reminded to observe restrictions on the use of radio equipment in fuel depots, chemical plants or where blasting operations are in progress.

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 socket, and do not use.

Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. (The product operates in the frequency range of 1.88 GHz to 1.90 GHz, and the RF transmission power is 250 mW (max.).)
- Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

CAUTION

Installation and location

- Never install telephone wiring during an electrical storm.
- Never install telephone line sockets in wet locations unless the socket is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

Important Information

- 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 batteries need recharging or have failed.
 - there is a power failure.

Battery

- We recommend using the batteries noted on page 4. **USE ONLY rechargeable Ni-MH batteries AAA (R03) size.**
- Do not mix old and new batteries.
- Do not open or mutilate the batteries. Released electrolyte from the batteries is corrosive and may cause burns or injury to the eyes or skin. The electrolyte is toxic and may be harmful if swallowed.
- Exercise care when handling the batteries. Do not allow conductive materials such as rings, bracelets, or keys to touch the batteries, otherwise a short circuit may cause the batteries and/or the conductive material to overheat and cause burns.
- Charge the batteries provided with or identified for use with this product only, in accordance with the instructions and limitations specified in this manual.
- Only use a compatible base unit (or charger) to charge the batteries. Do not tamper with the base unit (or charger). Failure to follow these instructions may cause the batteries to swell or explode.

General notices

- Please ensure that a separate telephone, not dependent on local power, is available for emergency use.
- This equipment will be inoperable when mains power fails.
- When a failure occurs which results in the internal parts becoming accessible, disconnect the power supply cord immediately and return this unit to an authorised service centre.
- To minimise the possibility of lightning damage, when you know that a

thunderstorm is coming, we recommend that you:

- Unplug the telephone line cord from the phone socket.
- Unplug the AC adaptor from the AC power outlet.
- No "000" or other calls can be made from this device during a mains power failure.
- The earpiece on the handset is magnetised and may retain small metallic objects.

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 (including 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

Important Information

the handset and base unit in an indoor environment.

- away from electronic appliances such as TVs, radios, personal computers, wireless devices, or other phones.
- facing away from radio frequency transmitters, such as external antennas of mobile phone cell stations. (Avoid putting the base unit on a bay window or near a window.)
- Coverage and voice quality depends on the local environmental conditions.
- If the reception for a base unit location is not satisfactory, move the base unit to another location for better reception.

Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- The product should not be exposed to direct sunlight.
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long period of time, unplug the product from the power outlet.
- The product should be kept away from heat sources such as radiators, cookers, etc. It should not be placed in rooms where the temperature is less than 0 °C or greater than 40 °C. Damp basements should also be avoided.
- The maximum calling distance may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

Routine care

- **Wipe the outer surface of the product with a soft 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 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.

Information on Disposal in other Countries outside the European Union



These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

Note for the battery removal procedure

Refer to "Battery installation", page 9.

Important Information

Specifications

- **Frequency range:**
1.88 GHz to 1.90 GHz
- **RF transmission power:**
Approx. 10 mW (average power per channel)
- **Power source:**
220–240 V AC, 50/60 Hz
- **Power consumption:**
Base unit:
Standby: Approx. 0.6 W
Maximum: Approx. 3.3 W
Charger:
Standby: Approx. 0.1 W
Maximum: Approx. 2.2 W
- **Operating conditions:**
0 °C – 40 °C, 20 % – 80 % relative air humidity (dry)

Note:

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

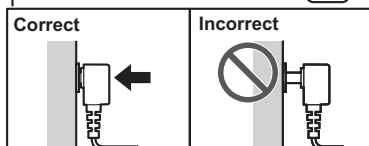
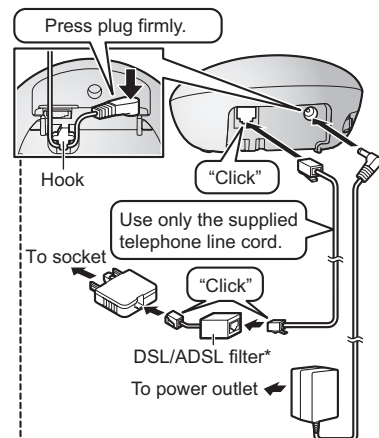
Getting Started

Setting up

Connections

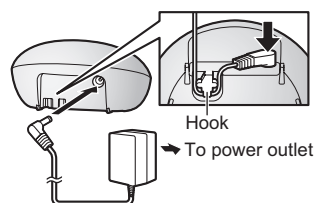
- Use only the supplied Panasonic AC adaptor PNLV226AL.

■ Base unit



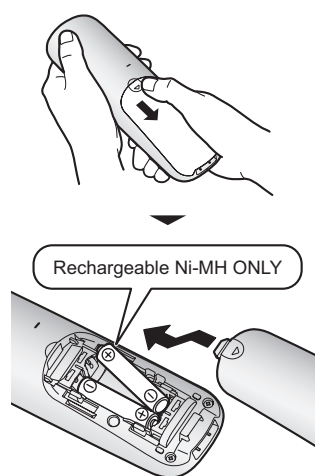
*DSL/ADSL filter (not supplied) is required if you have DSL/ADSL service.

■ Charger



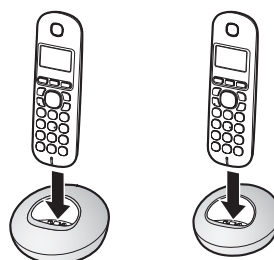
Battery installation

- USE ONLY Ni-MH batteries AAA (R03) size.
- Do NOT use Alkaline/Manganese/Ni-Cd batteries.
- Confirm correct polarities (+, -).



Battery charging

Charge for about 7 hours.



Getting Started

Note when setting up

Note for connections

- The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)
- The AC adaptor should be connected to a vertically oriented or floor-mounted AC outlet. Do not connect the AC adaptor to a ceiling-mounted AC outlet, as the weight of the adaptor may cause it to become disconnected.
- The unit is not designed to be used with rotary/pulse dialling services.

During a 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 socket using a telephone double adaptor.

Note for battery installation

- Use the supplied rechargeable batteries. For replacement, we recommend using the Panasonic rechargeable batteries noted on page 4, 6.
- Wipe the battery ends (⊕, ⊖) with a dry cloth.
- Avoid touching the battery ends (⊕, ⊖) or the unit contacts.

Note for 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.

Battery level

Icon	Battery level
	High
	Medium
	Low
	Needs charging.

Panasonic Ni-MH battery performance (supplied batteries)

Operation	Operating time
In continuous use	16 hours max.
Not in use (standby)	280 hours max.

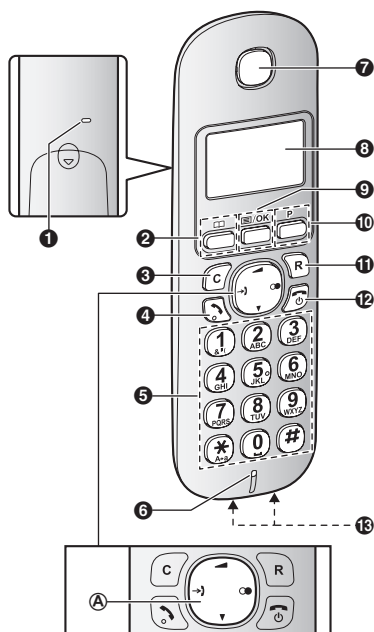
Note:

- It is normal for batteries not to reach full capacity at the initial charge. Maximum battery performance is reached after a few complete cycles of charge/discharge (use).
- Actual battery performance depends on usage and ambient environment.
- Even after the batteries are fully charged, the handset can be left on the base unit or charger without any ill effect on the batteries.
- The battery level may not be displayed correctly after you replace the batteries. In this case, place the handset on the base unit or charger and let it charge for at least 7 hours.

Getting Started

Controls

Handset



- 1 Ringer
- 2 [☎] (Phonebook)
- 3 [C] (Clear)
- 4 [T] (Talk)
- 5 Dial keypad
- 6 Microphone
- 7 Receiver
- 8 Display
- 9 [≡/OK] (Menu/OK)
- 10 [P] (Pause)
- 11 [R] (Recall/Flash)
- 12 [⏻] (Off/Power)
- 13 Charge contacts

Control type

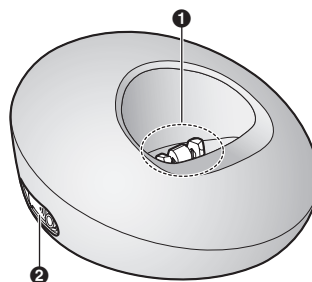
Ⓐ Navigator key

Navigator keys functions as follows.

Symbol	Meaning
[↶]	[▲] Up
[↷]	[◀] Left
[⊙]	[▶] Right

- [▲], [▼], [◀], or [▶]: Scroll through various lists and items.
- [▲] or [▼] (◀): Adjust the receiver volume while talking.
- [↷] (Caller list): View the caller list.
- [⊙] (Redial): View the redial list.

Base unit









- 1 Charge contacts
- 2 [L] (Locator)

Display

Handset display items

Item	Meaning
▽	Within range of a base unit <ul style="list-style-type: none"> • When flashing: Handset is searching for base unit. (page 26)

Getting Started

Item	Meaning
	Handset is on an outside call. • When flashing: An incoming call is now being received or the call is put on hold.
	Missed call* ¹ (page 19)
	• Mute is on. (page 14) • Ringer volume is off. (page 16)
	Battery level
	Phonebook is opened.
	New voice mail message received.* ² (page 21)

*1 Caller ID subscribers only

*2 Voice mail subscribers only

Turning the power on/off

Power on

Press **[P]**.

Power off

Press **[P]** for about 2 seconds.

Initial settings

Symbol meaning:

Example: **[↓]**: "Off"

Press **[↑]** or **[↓]** to select the words in quotations.

Display language

- [OK]**
- [↓]**: "Setup" → **[OK]**
- [↓]**: "Language" → **[OK]**
- [↓]**: Select your desired language. → **[OK]** → **[P]**

Note:

- If you select a language you cannot read:
[P] → **[OK]** → **[↑]** 4 times → **[OK]** 2 times → **[↓]**: Select your desired language. → **[OK]** → **[P]**

Date and time

- [OK]**
- [↓]**: "Set Time" → **[OK]**
- [↓]**: "Date & Time" → **[OK]**
- Enter the current date, month, and year.
→ **[OK]**
Example: 15 July, 2014
[1] [5] [0] [7] [1] [4]
- Enter the current hour and minute. → **[OK]**
Example: 15:30
[1] [5] [3] [0]
 - If you enter the wrong date and/or time, press **[C]** and perform again from step 3.

6 **[P]**

Note:

- The date and time may be incorrect after a power failure. In this case, set the date and time again.

Making/Answering Calls

Making calls

- 1 Lift the handset and dial the phone number.
 - To correct a digit, press [C].
- 2 [↵]
- 3 When you finish talking, press [⏏] or place the handset on the base unit or charger.

Adjusting the receiver volume

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

Making a call using the redial list

The last 10 phone numbers dialed are stored in the redial list (each 24 digits max.).

- 1 [☑]
- 2 [↵]: Select the desired phone number.
 - When the number matches a phone number stored in the phonebook, the stored name in the phonebook is displayed.
- 3 [↵]

Editing/erasing/storing numbers in the redial list

- 1 [☑]
- 2 [↵]: Select the desired phone number. → [⏏/OK]
- 3 Proceed with the desired operation.
 - **Editing a number before calling:**
[↵]: "Edit & Call" → [⏏/OK] → Press [←] or [→] to move the cursor. → Edit the number. → [↵]
 - **Erasing a number:**
[↵]: Select "Erase" or "Erase All". → [⏏/OK] 2 times → [⏏]
 - **Storing a number to the phonebook:**
[↵]: "Save TEL No." → [⏏/OK] → To store the name, continue from step 3, "Adding entries", page 15.

Note:

- When editing:
 - To erase a number, place the cursor to the right of where you want to erase the number, then press [C].
 - To insert a number, place the cursor to the right of where you want to insert the number, then press the appropriate dial key.

Pause (for PBX/long distance service users)

A pause is sometimes required when making calls using a PBX or long distance service. When storing a calling card access number and/or PIN in the phonebook, a pause is also needed (page 15).

Example: If you need to dial the line access number "0" when making outside calls with a PBX:

- 1 [0] → [P]
- 2 Dial the phone number. → [↵]

Note:

- A 3 second pause is inserted each time [P] is pressed. Repeat as needed to create longer pauses.

Answering calls

- 1 Lift the handset and press [↵] when the unit rings.
 - You can also answer the call by pressing any dial key from [0] to [9], [✖], or [✎]. (**Any key answer feature**)
- 2 When you finish talking, press [⏏] or place the handset on the base unit or charger.

Auto talk

You can answer calls simply by lifting the handset off the base unit or charger. You do not need to press [↵]. To turn this feature on, see page 17.

Making/Answering Calls

Adjusting the handset ringer volume

- **While the handset is ringing for an incoming call:**
Press [▲] or [▼] repeatedly to select the desired volume.
- **Programming the volume beforehand:**
 - 1 [OK]
 - 2 [↕]: "Ringer Setup" → [OK]
 - 3 [↕]: "Volume" → [OK]
 - 4 [↕]: Select the desired volume.
 - 5 [OK] → [📞]

Note:

- To prevent other users from joining your conversations with outside callers, turn the privacy mode on (page 17).

Useful features during a call

Mute

While mute is turned on, you can hear the other party, but the other party cannot hear you.

- 1 Press [OK] during conversation. → [↕]: "Mute" → [OK]
● ☒ is displayed.
- 2 To return to the conversation, press [OK]. → [↕]: "Mute" → [OK]

Recall/flash

[R] allows you to use the special features of your host PBX such as transferring an extension call, or accessing optional telephone services.

Note:

- To change the recall/flash time, see page 17.

Call share

Available for:
KX-TGB212/KX-TGB213

You can join an existing outside call.
To join the conversation, press [📞] when the other handset is on an outside call.

Phonebook

Handset phonebook

The phonebook allows you to make calls without having to dial manually. You can add 50 names and phone numbers, and confirm the number of entries (page 15).

Adding entries

- 1 [OK]
- 2 [↵]: "New Entry" → [OK]
- 3 Enter the party's name (12 characters max.). → [OK]
 - You can change the character entry mode by pressing [OK] (page 23).
- 4 Enter the party's phone number (24 digits max.). → [OK] 2 times
 - To add other entries, press [OK] and repeat from step 3.
- 5 [☎]

Confirming the number of entries

- 1 [OK]
- 2 [↵]: "Memory" → [OK]
- 3 [☎]

Finding and calling from a phonebook entry

Scrolling through all entries

- 1 [OK]
- 2 [↵]: "Show List" → [OK]
- 3 [↵]: Select the desired entry.
 - To view the phone number, press [OK]. → [↵]: "Phone No." → [OK]
 - To return, press [C].
- 4 [↵]

Editing entries

- 1 Find the desired entry (page 15). → [OK]
- 2 [↵]: "Edit" → [OK]

- 3 Edit the name if necessary (12 characters max.; page 23). → [OK]
- 4 Edit the phone number if necessary (24 digits max.; page 13). → [OK] 2 times
- 5 [☎]

Editing an entry and making a call

- 1 Find the desired entry (page 15). → [OK]
- 2 [↵]: "Edit & Call" → [OK] → Press [←] or [→] to move the cursor. → Edit the number (page 13). → [↵]

Erasing entries

Erasing an entry

- 1 Find the desired entry (page 15). → [OK]
- 2 [↵]: "Erase" → [OK] 2 times
- 3 [☎]

Erasing all entries

- 1 [OK]
- 2 [↵]: "Erase All" → [OK] 2 times
- 3 [☎]

Chain dial

This feature allows you to dial phone numbers in the phonebook while you are on a call. This feature can be used, for example, to dial a calling card access number or bank account PIN that you have stored in the phonebook, without having to dial manually.

- 1 During an outside call, press [OK].
- 2 [↵]: Select the desired entry.
- 3 Press [↵] to dial the number.

Note:

- When storing a calling card access number and your PIN in the phonebook as one phonebook entry, press [P] to add pauses after the number and PIN as necessary (page 13).

Programming

Programmable settings

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

Programming by scrolling through the display menus

- 1 [OK]
- 2 Press [v] or [▲] to select the desired main menu. → [OK]
- 3 Press [v] or [▲] to select the desired item in sub-menu 1. → [OK]
 - In some cases, you may need to select from sub-menu 2. → [OK]
- 4 Press [v] or [▲] to select the desired setting. → [OK]
 - This step may vary depending on the feature being programmed.
 - To exit the operation, press [END]

Note:

- In the following table, < > indicates the default settings.

Main menu	Sub-menu 1	Sub-menu 2	Page
Ringer Setup	Volume ^{*1} <Volume 5>	—	14
	Ringtone ^{*2} <Ringtone 1>	—	—
Set Time	Date & Time ^{*3}	—	12
	Alarm	Alarm Mode <Off>	18
		Repeat Times <Off>	
		Repeat Cycle <3 Minutes>	
		Ringtone <Ringtone 1>	
		Volume <Volume 5>	
	Time Adjust ^{*3, *4} <Caller ID>	—	—
Phonebook	Show List	—	15
	New Entry	—	15
	Erase All	—	15
	Memory	—	15
Caller List	—	—	19

Programming

Main menu	Sub-menu 1	Sub-menu 2	Page
Setup	Language <English>	—	12
	Contrast (Display contrast) <Contrast 04>	—	—
	Clock Disp. ^{*5} <On>	—	—
	Auto Talk ^{*6} <Off>	—	13
	Register HS	—	28
	Keytones ^{*7} <On>	—	—
	Recall/Flash ^{*3, *8} <100 msec.>	—	14
	Privacy Mode ^{*3, *9, *10} <Off>	—	—
	Change PIN ^{*3}	—	28
Intercom ^{*9}	—	—	22

*1 Ringer volume cannot be turned off for paging.

*2 If you select one of the melody ringer tones, the ringer tone continues to play for several seconds even if the caller has already hung up. You may either hear a dial tone or no one on the line when you answer the call.

*3 If you program these settings using one of the handsets, you do not need to program the same item using another handset. (KX-TGB212/KX-TGB213)

*4 This feature allows the unit to automatically adjust the date and time each time caller information including date and time is received.
To turn this feature on, select "**Caller ID**". To turn this feature off, select "**Manual1**". (Caller ID subscribers only)
To use this feature, set the date and time first (page 12).

*5 When this feature is set to off, the handset number is displayed.

*6 If you subscribe to a Caller ID service and want to view the caller's information after lifting up the handset to answer a call, turn off this feature.

*7 Turn this feature off if you prefer not to hear key tones while you are dialling or pressing any keys.

*8 The recall/flash time depends on your telephone exchange or host PBX. Contact your PBX supplier if necessary.
You can access your service provider/telephone company "call waiting" service by having the recall/flash time set at "100 msec.", and then follow your service provider/telephone company "call waiting" instructions to operate this service.

*9 KX-TGB212/KX-TGB213

*10 To prevent other users from joining your conversations with outside callers, turn this feature on.

Programming

Special programming

Alarm

An alarm sounds at the set time (once or daily) for 2 minutes. You can also customise the repeat times and the repeat cycle (snooze function). Alarm can be set for each handset.

Example: If you want the alarm to sound 3 times, repeating at 5 minute intervals from 7:00, you need to set the alarm as follows;
Time: "07:00"

"Repeat Times": "3 Times"

"Repeat Cycle": "5 Minutes"

Important:

- Set the date and time beforehand (page 12).

- 1 [OK]
- 2 [↓]: "Set Time" → [OK]
- 3 [↓]: "Alarm" → [OK]
- 4 [↓]: "Alarm Mode" → [OK]
- 5 [↓]: Select the desired alarm option. → [OK]

"Off"

Turns alarm off. Go to step 15.

"Once"

An alarm sounds once at the set time.

"Daily"

An alarm sounds daily at the set time.

- 6 Set the desired time. → [OK]
- 7 [↓]: "Repeat Times" → [OK]
- 8 [↓]: Select the desired setting. → [OK]
 - If you only want the alarm to sound 1 time, select "Off" and go to step 11.
- 9 [↓]: "Repeat Cycle" → [OK]
- 10 [↓]: Select the desired setting. → [OK]
- 11 [↓]: "Ringtone" → [OK]
- 12 [↓]: Select the desired alarm tone. → [OK]

- We recommend selecting a different ringer tone from the one used for outside calls.

13 [↑]: "Volume" → [OK]

14 [↑]: Select the desired volume. → [OK]

15 [⏏]

Note:

- Press [⏏] to stop the alarm completely.
- Press any dial key from [0] to [9], [*], or [#] to stop the sound but keep the set time and/or the snooze function activated.
- When the handset is in use, the alarm will not sound until the handset is in standby mode.

Caller ID Service

Using Caller ID service

Important:

- This unit is Caller ID compatible. To use Caller ID features (such as displaying caller phone numbers), you must subscribe to a Caller ID service. Contact your service provider/telephone company for details.

Caller ID features

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

- If the unit cannot receive caller information, the following is displayed:
 - “**Out of Area**”: The caller dials from an area which does not provide a Caller ID service.
 - “**Private**”: The caller requests not to send caller information.
- If the unit is connected to a PBX system, caller information may not be properly received. Contact your PBX supplier.

Missed calls

If a call is not answered, the unit treats it as a missed call and **[M]** is displayed. This lets you know if you should view the caller list to see who called while you were away. Even if only one missed call in the caller list is viewed (page 19), **[M]** disappears from the display. When you receive another new call, **[M]** is displayed again.

Phonebook name display

When caller information is received and it matches a phone number stored in the phonebook, the stored name in the phonebook is displayed and logged in the caller list.

Call waiting and Caller ID compatible

If you subscribe to Caller ID service, your handset displays the 2nd caller's information while talking. After you hear a call waiting tone, the caller's phone number will be displayed.

You can answer the 2nd call, keeping the 1st call on hold. Follow your service provider/telephone company instructions using **[R]**. (Recall/flash function)

- If the phone number is stored in the phonebook with its name, the caller's name will also be displayed.
- Please contact your service provider/telephone company for details and availability in your area.

For Caller ID Type II users

When you receive a 2nd call during a conversation, you will hear a signal tone following the call waiting tone and the **conversation will be interrupted or muted for a short period of time**. This is not a fault of the product as these events are normal.

- The tones are generated by your service provider/telephone company.

Caller list

Important:

- Only 1 person can access the caller list at a time. (KX-TGB212/KX-TGB213)
- Make sure the unit's date and time setting is correct (page 12).

Viewing the caller list and calling back

- 1 **[M]**
 - The most recent call is displayed.
- 2 Press **[v]** to search from the next recent call, or press **[A]** to search from the oldest call.
 - To switch the display from name to phone number, press **[E]/OK**. → **[v]**: “Phone No.” → **[E]/OK**
To return, press **[C]**.
 - If the whole phone number is not shown, press **[B]** to see the remaining phone numbers.
 - To switch the display from name or phone number to date and time, press **[B]**. To return, press **[A]**.

Caller ID Service

- 3** To call back, press [↶].
To exit, press [⏏].

Editing a caller's phone number before calling back

- 1** [↷]
- 2** [↕]: Select the desired entry. → [⏏/OK]
- 3** [↕]: "Edit & Call" → [⏏/OK]
- 4** Edit the number.
 - Press dial key ([0] to [9]) to add, [C] to delete (page 13).
- 5** [↶]

Erasing caller information


- 1** [↷]
- 2** [↕]: Select the desired entry. → [⏏/OK]
- 3** [↕]: "Erase" or "Erase All" → [⏏/OK]
- 4** [⏏/OK] → [⏏]

Storing caller information to the phonebook


- 1** [↷]
- 2** [↕]: Select the desired entry. → [⏏/OK]
- 3** [↕]: "Save TEL No." → [⏏/OK]
- 4** To store the name, continue from step 3, "Adding entries", page 15.

Voice Mail Service

Voice mail service

Voice mail is an automatic answering service offered by your service provider/telephone company. After you subscribe to this service, your service provider/telephone company's voice mail 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/telephone company, not your telephone. When you have new messages,  is displayed on the handset if message indication service is available. Please contact your service provider/telephone company for details of this service.

Important:

- If  still remains on the display even after you have listened to new messages, turn it off by pressing and holding **[C]** for 2 seconds.

Intercom/Locator

Intercom

Available for:
KX-TGB212/KX-TGB213

Intercom calls can be made between handsets.

Note:

- If you receive an outside call while talking on the intercom, you hear interrupt tones. To answer the call, press **[☎]**, then press **[📞]**.
- When paging the handset, the paged handset beeps for 1 minute.

Making an intercom call

- 1 **[📞/OK]**
- 2 **[↕]: "Intercom" → [📞/OK]**
- 3 To page a specific handset, enter the handset number.
 - To page all handsets, press **[☒]**, or **[📞/OK]** again. (KX-TGB213)
 - To stop paging, press **[📞]**.
- 4 When you finish talking, press **[📞]**.

Answering an intercom call

- 1 Press **[📞]** to answer the page.
- 2 When you finish talking, press **[📞]**.

Handset locator

You can locate a misplaced handset by paging it.

- 1 **Base unit:** Press **[📞]**.
 - All registered handsets beep for 1 minute.
- 2 To stop paging:
Base unit: Press **[📞]**.
Handset: Press **[📞]**.

Transferring calls, conference calls

Available for:
KX-TGB212/KX-TGB213

Outside calls can be transferred or a conference call with an outside party can be made between 2 handsets.

- 1 During an outside call, press **[📞/OK]**.
 - 2 **[↕]: "Intercom" → [📞/OK]**
 - **[📞]** flashes to indicate the outside call is on hold.
 - 3 Enter the desired handset number you want to transfer to.
 - 4 Wait for the paged party to answer.
 - If the paged party does not answer, press **[C]** to return to the outside call.
 - 5 **To complete the transfer:**
Press **[📞]**.
 - The outside call is being routed to the destination unit.
- To establish a conference call:**
Press **[C]**.
 - To leave the conference, press **[📞]**. The other 2 parties can continue the conversation.

Transferring a call without speaking to the other handset user

- 1 Perform step 1 to 3, "Transferring calls, conference calls", page 22.
- 2 **[📞]**
 - The outside call rings at the other handset.

Note:

- If the other handset user does not answer the call within 30 seconds, the call rings at your handset again.

Answering a transferred call

Press **[📞]** to answer the page.

Useful Information

Character entry

The dial keys are used to enter characters and numbers. Each dial key has multiple characters assigned to it. The characters that can be entered depend on the character entry mode (page 23).

- Press [◀] or [▶] to move the cursor left or right.
- Press dial keys to enter characters and numbers.
- To erase a character or number, place the cursor to the right of where you want to erase the character or number, then press [C].
- Press [A→a] to switch between uppercase and lowercase.
- To enter another character located on the same dial key, press [▶] to move the cursor to the next space, then press the appropriate dial key.
- If you do not press any dial key within 5 seconds after entering a character, the character is fixed and the cursor moves to the next space.

Character entry modes

The available character entry modes are Alphabet (ABC), Numeric (0-9), Greek (ABΓ), Extended 1 (AÄÅ), Extended 2 (ŠŠŠ), and Cyrillic (АБВ). When in these entry modes except Numeric, you can select which character is entered by pressing a dial key repeatedly.

When the unit displays the character entry screen:

[□□] → [↗]: Select a character entry mode. → [OK/OK]

Note:

- □ in the following tables represents a single space.

Alphabet character table (ABC)

0	1 &'()	2 ABC	3 DEF	4 GHI	5 JKL	6 MNO	7 PQRS	8 TUV	9 WXYZ	#
0	&'()* , - . / 1	A B C 2 a b c 2	D E F 3 d e f 3	G H I 4 g h i 4	J K L 5 j k l 5	M N O 6 m n o 6	P Q R S 7 p q r s 7	T U V 8 t u v 8	W X Y Z 9 w x y z 9	#

Numeric entry table (0-9)

0	1 &'()	2 ABC	3 DEF	4 GHI	5 JKL	6 MNO	7 PQRS	8 TUV	9 WXYZ	#
0	1	2	3	4	5	6	7	8	9	#

Greek character table (ABΓ)

0	1 &'()	2 ABC	3 DEF	4 GHI	5 JKL	6 MNO	7 PQRS	8 TUV	9 WXYZ	#
0	&'()* , - . / 1	A B Γ 2	Δ E Z 3	H Θ I 4	K Λ M 5	N Ξ O 6	Π P Σ 7	T Υ Φ 8	X Ψ Ω 9	#

Useful Information

Extended 1 character table (AÄÅ)

0	1	2	3	4	5	6	7	8	9	#
0	&'()* , - . / 1	A Ä Å À Á Â Ã Ä Æ B Ç 2	D E È É Ê Ë Ë F 3	G Ğ H I Î Ï Ï 4	J K L 5	M N Ñ O Ò Ó Ô Õ Ö ø 6	P Q R S Ş ß 7	T U Ü Ú Û Ü Û V 8	W X Y Ŷ ŷ Z 9	#
		a ä å â á ä ä æ b ç 2	d e è é ê ë ë f 3	g ğ h i î ï ï 4	j k l 5	m n ñ o ò ó ô õ ö ø 6	p q r s ş ß 7	t u ü ú û ü ü v 8	w x y ŵ ŷ z 9	

- The following are used for both uppercase and lowercase: ø Ş Ŵ Ŷ

Extended 2 character table (ŠŠš)

0	1	2	3	4	5	6	7	8	9	#
0	&'()* , - . / 1	A Á Ą Ā B C Ĉ Ć 2	D Ď E É Ě ě F 3	G H I Í 4	J K L Ł Ĺ ĺ 5	M N Ń Ō Ó Ŕ Š 7	P Q R Ŗ Ţ Š 7	T Ť U Ú Ů ů Û V 8	W X Y Ÿ Ź Ž 9	#
		a á ą ā b c ĉ ċ 2	d ě e é ě ě f 3	g h i í 4	j k l ł ł ĺ 5	m n ń ō ó ŕ š 7	p q r ŗ ř š 7	t ŧ u ú ů ů û v 8	w x y ŷ Ź ž 9	

- The following are used for both uppercase and lowercase:

Ą Ć Ĉ Ě Ł Ĺ Ń Ŗ Š Ţ Ů ů Ÿ Ź Ž

Cyrillic character table (АБВ)

0	1	2	3	4	5	6	7	8	9	#
0	&'()* , - . / 1	А Б В Г 2	Д Е Ж З 3	И Й К Л 4	М Н О П 5	Р С Т У 6	Ф Х Ц Ч 7	Ш Щ Ъ Ы 8	Ь Э Ю Я 9	#
0	Г И Й Ѣ	В Г Д	Ж З И	К Л М	О П Р	Т У Ф	Х Ц Ч	Щ Ъ Ы	Ь Э Ю	#

Useful Information

Error messages

Display message	Cause/solution
Memory Full	<ul style="list-style-type: none">• The phonebook memory is full. Erase unwanted entries (page 15).

Troubleshooting

If you still have difficulties after following the instructions in this section, disconnect the base unit's AC adaptor and turn off the handset, then reconnect the base unit's AC adaptor and turn on the handset.

General use

Problem	Cause/solution
The handset does not turn on even after installing charged batteries.	<ul style="list-style-type: none">• Place the handset on the base unit or charger to turn on the handset.
The unit does not work.	<ul style="list-style-type: none">• Make sure the batteries are installed correctly (page 9).• Fully charge the batteries (page 9).• Check the connections (page 9).• 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.• Remove the batteries from the handset and install again.• The handset has not been registered to the base unit. Register the handset (page 28).
The handset display is blank.	<ul style="list-style-type: none">• The handset is not turned on. Turn the power on (page 12).
I cannot hear a dial tone.	<ul style="list-style-type: none">• Make sure that you are using the supplied telephone line cord. Your old telephone line cord may have a different wiring configuration.• The base unit's AC adaptor or telephone line cord is not connected. Check the connections.• 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/telephone company.


Useful Information

Problem	Cause/solution
I cannot use the intercom feature.	<ul style="list-style-type: none"> This feature is available between the handsets. Although the handset displays “intercom”, this feature is not available for single handset models.


Programmable settings

Problem	Cause/solution
The display is in a language I cannot read.	<ul style="list-style-type: none"> Change the display language (page 12).

Battery recharge

Problem	Cause/solution
The handset beeps and/or  displays.	<ul style="list-style-type: none"> Battery needs charging. Fully charge the batteries (page 9).
I fully charged the batteries, but <ul style="list-style-type: none"> – battery level does not increase or – the operating time seems to be shorter. 	<ul style="list-style-type: none"> Clean the battery ends (\oplus, \ominus) and the charge contacts with a dry cloth and charge again. It is time to replace the batteries (page 9).

Making/answering calls, intercom

Problem	Cause/solution
 is flashing.	<ul style="list-style-type: none"> The handset is too far from the base unit. Move closer. The base unit's AC adaptor is not properly connected. Reconnect AC adaptor to the base unit. The handset is not registered to the base unit. Register it (page 28).
Noise is heard, sound cuts in and out.	<ul style="list-style-type: none"> 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. Move closer to the base unit. If you use a DSL/ADSL service, we recommend connecting a filter (contact your DSL/ADSL service provider) to the telephone line between the base unit and the telephone line socket. Contact your DSL/ADSL provider for details. 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.
The handset does not ring.	<ul style="list-style-type: none"> The ringer volume is turned off. Adjust ringer volume (page 14).

Useful Information

Problem	Cause/solution
I cannot make a call.	<ul style="list-style-type: none"> • The handset is too far from the base unit. Move closer and try again. • Another unit is in use.*1 Wait and try again later. • The unit is not designed to be used with rotary/pulse dialling services.

*1 KX-TGB212/KX-TGB213

Caller ID

Problem	Cause/solution
Caller information is not displayed.	<ul style="list-style-type: none"> • You must subscribe to a Caller ID service. Contact your service provider/telephone company for details. • If your unit is connected to any additional telephone equipment, remove and plug the unit directly into the wall socket. • If you use a DSL/ADSL service, we recommend connecting a filter (contact your DSL/ADSL service provider) to the telephone line between the base unit and the telephone line socket. Contact your DSL/ADSL provider for details. • Other telephone equipment may be interfering with this unit. Disconnect the other equipment and try again.
Caller information is slow to display.	<ul style="list-style-type: none"> • Depending on your service provider/telephone company, the unit may display the caller's information at the 2nd ring or later. • Move closer to the base unit.
Time on the unit has shifted.	<ul style="list-style-type: none"> • Incorrect time information from incoming Caller ID changes the time. Set the time adjustment to "Manual" (off) (page 16).

Liquid damage

Problem	Cause/solution
Liquid or other form of moisture has entered the handset/base unit.	<ul style="list-style-type: none"> • Disconnect the AC adaptor and telephone line cord from the base unit. Remove the batteries from the handset and leave to dry for at least 3 days. After the handset/base unit are completely dry, reconnect the AC adaptor and telephone line cord. Insert the batteries and charge fully before use. If the unit does not work properly, contact an authorised service centre.

Caution:

- To avoid permanent damage, do not use a microwave oven to speed up the drying process.

Useful Information

Registering a handset to the base unit

- 1 Handset:**
[]/OK]
- 2 []:** "Setup" → []/OK]
- 3 []:** "Register HS" → []/OK]
- 4 Base unit:**
Press and hold [] for about 5 seconds. (No registration tone)
 - If all registered handsets start ringing, press [] again to stop, then repeat this step. (KX-TGB212/KX-TGB213)
- 5 Handset:**
Wait until "PIN: ____" is displayed. → Enter the base unit PIN (default: "0000"). → []/OK]
 - If you forget your PIN, contact an authorised service centre.
 - The next step must be completed within 90 seconds.
- 6** Wait until a long beep is heard and then enter the desired handset number you want to register.
 - When the handset has been registered successfully, stops flashing.
 - If is still flashing, start again from step 1.

Deregistering a handset

A handset can cancel its own registration to the base unit, or other handsets registered to the same base unit. This allows the handset to end its wireless connection with the system.

- 1 []/OK][][1][3][1]** → Enter the base unit PIN (default: "0000").
 - All handsets registered to the base unit are displayed.
- 2** Enter the desired handset number you want to cancel. → []/OK]
 - A confirmation tone sounds.
- 3 []**

Changing the base unit PIN (Personal Identification Number)

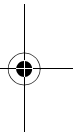
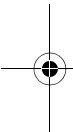
Important:

- If you change the PIN, please make note of your new PIN. The unit will not reveal the PIN to you. If you forget your PIN, contact an authorised service centre.

- 1 []/OK]**
- 2 []:** "Setup" → []/OK]
- 3 []:** "Change PIN" → []/OK]
- 4** Enter the current 4-digit base unit PIN (default: "0000").
- 5** Enter the new 4-digit base unit PIN.
- 6** Enter the new 4-digit base unit PIN again. → []

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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 bottom of the base unit)

Name and address of dealer

Attach your purchase receipt here.

Customer Care Centre Tel. No.: 132600
or website www.panasonic.com.au



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