

FAQ's Guide (for Australia)

- Connect the AC adaptor and telephone line cord and charge the batteries for about 7 hours before initial use.
- Please read this FAQ's Guide before using the unit and save for future reference.

Frequently asked questions

Telephone

Question	Cause/solution
What should I do when 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.
Why is there no dial tone? (cellular line)	<ul style="list-style-type: none">• Make sure that the CELL 1 or CELL 2 indicator lights up and the cellular phone is connected to the base unit.• The cellular phone has not been paired to the base unit. Pair the cellular phone.

Call waiting (using the recall button)

Question	Cause/solution
How do I answer the 2nd call when I am talking with someone? How can I use the call waiting service?	<ul style="list-style-type: none">• Press [CALL WAIT], and then [2] while on the 1st call, this will switch to the 2nd call, press [CALL WAIT] and then [2] again to alternate between calls or return to 1st call, or press [CALL WAIT] and then [1] to terminate the current call.• Call waiting is a service provided by your service provider/telephone company. For additional information on the use of this service, contact your service provider/telephone company.

Call waiting (using the recall button)

Question	Cause/solution
How can I make a conference call?	<p>To make an internal conference call:</p> <p>Handset:</p> <ol style="list-style-type: none">1 During an outside call, press [MENU] to put the call on hold.2 [↓]: “Intercom” → [SELECT]3 [↓]: Select the desired unit. → [SELECT]4 Wait for the paged party to answer.5 [MENU] → [↓]: “Conf.” → [SELECT] <p>Base unit:</p> <ol style="list-style-type: none">1 During an outside call, press [INTERCOM] and the handset number you desire to join the outside call.2 Wait for the paged party to answer.3 Press [CONF]. <p>To make an external conference call:</p> <ul style="list-style-type: none">• If you subscribe to external conference call service provided by your service provider/telephone company, please contact your service provider/telephone company for full instructions on this feature. An example of this feature is as follows: While on an external call, press [CALL WAIT], then dial the phone number of the other person that you desire to join the outside call. When the 2nd called party answers, press [CALL WAIT] then [3] to activate the conference call.
Why call waiting does not work when I press [CALL WAIT] ?	<ul style="list-style-type: none">• You may be required to change the recall time to “90 ms”. (Default: “100 ms”)• Make sure you have subscribed to the call waiting service. Contact your service provider/telephone company.

Battery charge

Question	Cause/solution
How do I charge the batteries?	<ul style="list-style-type: none">• Make sure that the batteries are properly installed in the handset and the cover is closed. Place the handset on the base unit or charger. While charging, “Charging” is displayed.• It takes about 7 hours to charge the empty batteries. When the batteries are fully charged, “Fully charged” is displayed.
Can I leave the handset on the base unit or charger after batteries are fully charged or each call is finished?	<ul style="list-style-type: none">• You can place the handset on the base unit or charger anytime. Batteries are not overcharged and there is no damage to the batteries. By placing the handset on the base unit or charger, it is always fully charged.
Where can I buy new batteries?	<ul style="list-style-type: none">• Batteries can be purchased through your local retailer.

Range/Distance (No link to base)

Question	Cause/solution
What is the range/distance of my cordless phone? (Why am I getting short or poor range/distance on my cordless phone?) Why is Y displayed?	<ul style="list-style-type: none">● Range/distance is related to technology and environmental factors. Therefore we cannot provide a given range or distance.● Make sure that the AC adaptor is properly connected to the wall socket and to the base unit and make sure that beep tones on the handset sound when you press [LOCATOR] on the base unit.● Move closer to the base unit (Allow up to 90 seconds for the handset to reassign to the base unit.).● If you try the manual registration process, allow up to 90 seconds for the handset to reassign to the base unit.● If the above remedies do not solve the problem, refer to the troubleshooting section in the Operating Instructions for more information.

DSL/ADSL Issues (Noise on line)

Question	Cause/solution
Why am I getting noise on my telephone line?	<ul style="list-style-type: none">● If you subscribe to DSL/ADSL service, we recommend you to attach a DSL/ADSL filter to the telephone line between the base unit and the telephone line socket. Contact your DSL/ADSL service provider or purchase a DSL/ADSL filter from a retailer or store. Refer to the troubleshooting section for further details.● If you do not subscribe to DSL/ADSL service, there may be an environmental issue that is causing the interference (noise). Move closer to the base unit and check whether there is noise. If there is no noise, some environmental interference has caused the noise.● If there is noise intermittently, there is a possibility of environmental interference. Refer to the troubleshooting section for further details.

Caller ID

Question	Cause/solution
What should I do to display caller information?	<ul style="list-style-type: none">● You must subscribe to a Caller ID service. Contact your service provider/telephone company for details.

Registration

Question	Cause/solution
How can I register a handset to the base unit?	<ul style="list-style-type: none">● Make sure that you follow registration procedure in the Operating Instructions:<ul style="list-style-type: none">– you are using the supplied handset that came with the kit or the optional handset listed below.– the AC adaptor is connected to the base unit.– the handset is charged and not placed on the base unit or charger.– note the location of [LOCATOR] button on the base unit as this is used to start the registration process and is required to be pressed and held for about 5 seconds.
Why am I unable pair a cellular phone to the base unit?	<ul style="list-style-type: none">● Depending on the compatibility of the cellular phone, you may not be able to pair it to the base unit.● Confirm that the Bluetooth[®] feature of your cellular phone is turned on. You may need to turn this feature on depending on your cellular phone.
Which handsets can I buy to use with this model?	<ul style="list-style-type: none">● The optional handset is KX-TGA680AZ.

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IMPORTANT!

If your product is not working properly. . .

- 1** Read the **Operating Instructions** or this **FAQ's Guide**.
- 2** Visit our website:
www.panasonic.com/au
- 3** Contact us via the web at:
www.panasonic.com/au/support
- 4** Contact our customer care centre on:
Tel.: 132600

Replacement batteries can be purchased from your retailer.