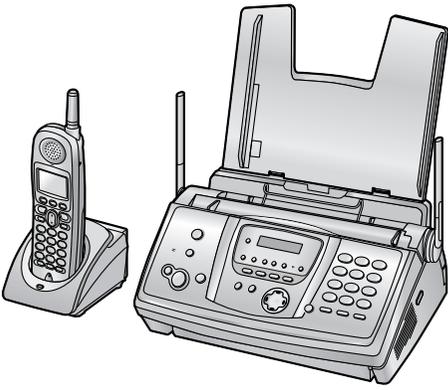


Panasonic®

2-Line 5.8 GHz Expandable
Cordless Phone System with FAX and Copier

Operating Instructions

Model No. **KX-FG6550**



FOR FAX ADVANTAGE ASSISTANCE:

— PHONE CALL

1-800-HELP-FAX (1-800-435-7329)

— E-MAIL TO

consumer_fax@us.panasonic.com

for customers in the U.S.A. or Puerto Rico

— REFER TO

www.panasonic.com

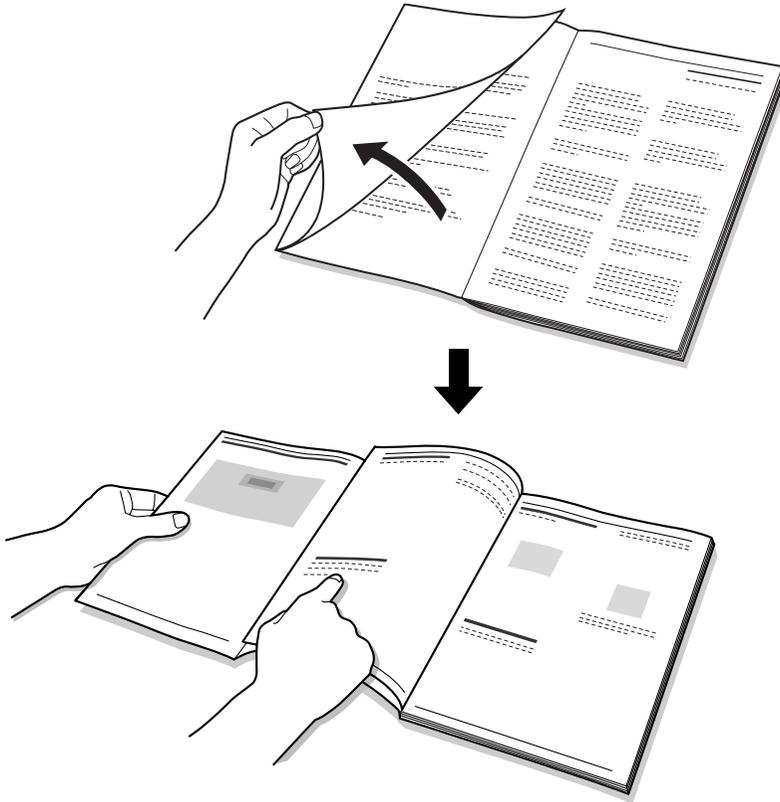
for customers in the U.S.A. or Puerto Rico

Please read these Operating Instructions before using the unit and save for future reference.

This unit is compatible with Caller ID. To use this feature, you must subscribe to the appropriate service of your service provider.

This model is designed to be used only in the U.S.A.

How to use the operating instructions

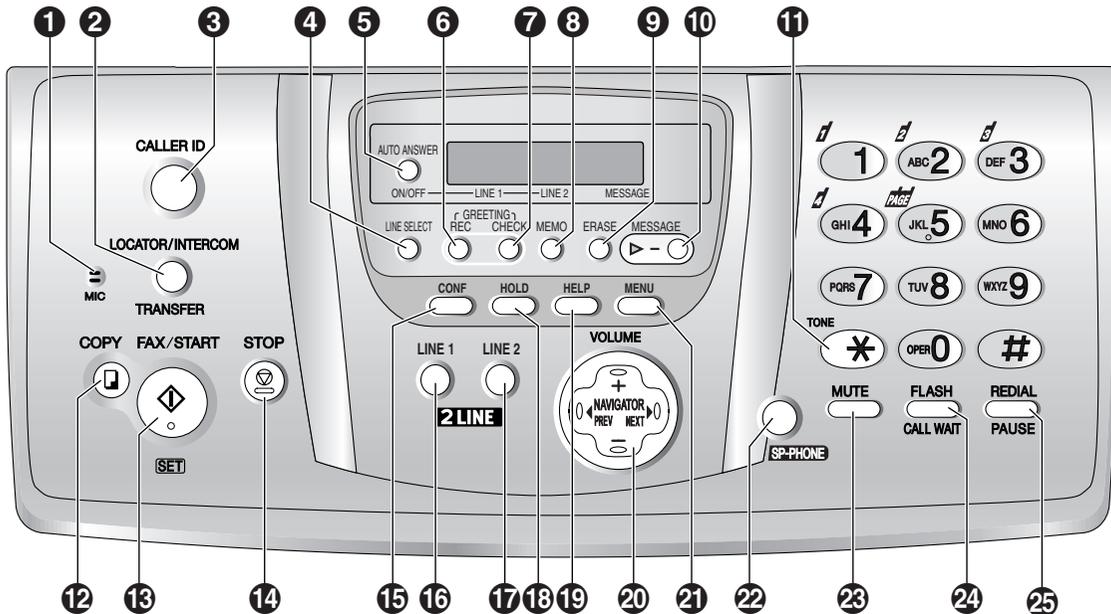


When following operating instructions, always keep the front cover page (next page) open for easy reference to the buttons.



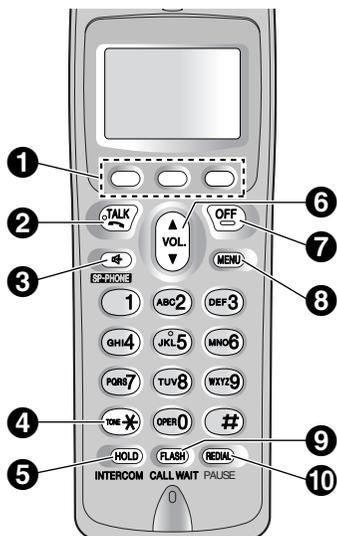
Location of controls

Please keep this page open when following operating instructions. For a description of each button, see page 10.



Buttons (Listed in alphabetical order)

- | | | |
|--------------------|--------------------|-----------------|
| AUTO ANSWER 5 | HOLD 18 | NAVIGATOR 20 |
| CALLER ID 3 | LINE1 16 | REDIAL/PAUSE 25 |
| CONF 15 | LINE2 17 | SET 13 |
| COPY 12 | LINE SELECT 4 | SP-PHONE 22 |
| ERASE 9 | LOCATOR/INTERCOM 2 | START 13 |
| FAX/START 13 | MEMO 8 | STOP 14 |
| FLASH/CALL WAIT 24 | MENU 21 | TONE 11 |
| GREETING/CHECK 7 | MESSAGE 10 | TRANSFER 2 |
| GREETING/REC 6 | MIC 1 | VOLUME 20 |
| HELP 19 | MUTE 23 | |



Buttons

- FLASH/CALL WAIT 9
- HOLD/INTERCOM 5
- MENU 8
- Navigator 6
- OFF 7
- REDIAL/PAUSE 10
- Soft keys 1
- SP-PHONE 3
- TALK 2
- TONE 4
- VOL. 6

Important safety instructions

When using this unit, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on this unit.
3. Unplug this unit from power outlets before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this unit near water, for example near a bathtub, wash bowl, kitchen sink, etc.
5. Place the unit securely on a stable surface. Serious damage and/or injury may result if the unit falls.
6. Do not cover slots and openings on the unit. They are provided for ventilation and protection against overheating. Never place the unit near radiators, or in a place where proper ventilation is not provided.
7. Use only the power source marked on the unit. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
8. For safety purposes this unit is equipped with a grounded plug. If you do not have this type of outlet, please have one installed. Do not defeat this safety feature by tampering with the plug.
9. Do not place objects on the power cord. Install the unit where no one can step or trip on the cord.
10. Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
11. Never push any objects through slots in this unit. This may result in the risk of fire or electric shock. Never spill any liquid on the unit.
12. To reduce the risk of electric shock, do not disassemble this unit. Take the unit to an authorized service center when service is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the unit is subsequently used.
13. Unplug this unit from power outlets and refer servicing to an authorized service center when the following conditions occur:
 - A. When the power cord is damaged or frayed.
 - B. If liquid has been spilled into the unit.
 - C. If the unit has been exposed to rain or water.
 - D. If the unit does not work normally by following the operating instructions. Adjust only controls covered by the operating instructions. Improper adjustment may require extensive work by an authorized service center.
 - E. If the unit has been dropped or physically damaged.
 - F. If the unit exhibits a distinct change in performance.
14. During thunderstorms, avoid using telephones except cordless types. There may be a remote risk of an electric shock from lightning.
15. Do not use this unit to report a gas leak, when in the vicinity of the leak.

SAVE THESE INSTRUCTIONS

CAUTION:

Installation

- Never install telephone wiring during a lightning storm.
- Never install telephone 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.
- Do not touch the plug with wet hands.
- 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 unit operates in the frequency range of 5760 MHz to 5840 MHz, and the power output level can range from 0.25 to 0.5 watts.) Do not use the unit 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 (radio frequency) energy.

Battery

To reduce the risk of fire or injury to persons, read and follow these instructions.

- Use only the battery(ies) specified.

Important Information

- Do not dispose of the battery(ies) in a fire. They may explode. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care when handling the battery(ies). Do not allow conductive materials such as rings, bracelets or keys to touch the battery(ies), otherwise a short circuit may cause the battery(ies) and/or the conductive material to overheat and cause burns.
- Charge the battery(ies) provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

WARNING:

- To prevent the risk of fire or electrical shock, do not expose this product to rain or any type of moisture.
- Unplug this unit from power outlets 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.

For best performance

Battery charge

- Place the handset on the charger for about **6 hours** before initial use.

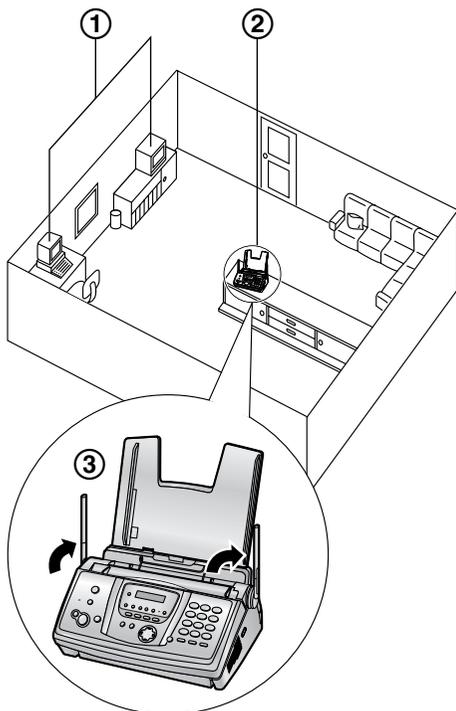


- For details, see page 23.

Operating distance and noise

- The base unit and handset use radio waves to communicate with each other.

For maximum distance and noise-free operation, we recommend the following:



- ① Placing the unit away from electrical appliances such as a TV, personal computer or another cordless phone.
- ② Placing the unit in a HIGH and CENTRAL location with no obstructions such as walls.
- ③ Raising the antennas vertically.

Note:

- If you use the handset near a microwave oven which is being used, noise may be heard. Move away from the microwave oven and closer to the base unit.
- If you use the handset near another cordless phone's base unit, noise may be heard. Move away from the other cordless phone's base unit and closer to your base unit.

Environment

- Keep the unit away from electrical noise generating devices, such as fluorescent lamps and motors.
- The unit should be kept free from dust, high temperature and vibration.
- The unit should not be exposed to direct sunlight.
- Do not place heavy objects on top of the unit.
- When you leave the unit unused for a long period of time, unplug this unit from power outlet.
- The unit should be kept away from heat sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than 5 °C (41 °F) or greater than 35 °C (95 °F) (base unit)/40 °C (104 °F) (handset). Damp basements should also be avoided.
- Operating near 5.8 GHz electrical appliances may cause interference. Move away from the electrical appliances.

Recording paper

- Store unused paper in the original packaging, in a cool and dry place. Not doing so may affect print quality.

Routine care

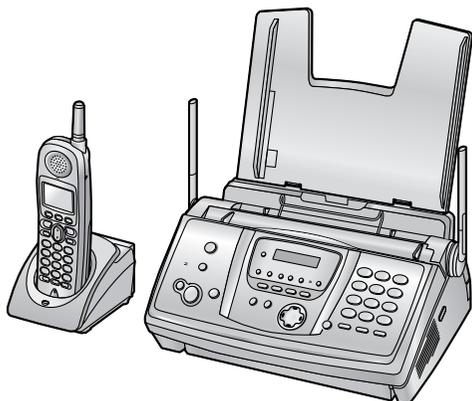
- Wipe the outer surface of the unit with a soft cloth. Do not use benzine, thinner, or any abrasive powder.

Expanding your phone

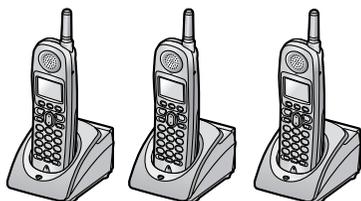
This unit includes 1 handset and 1 base unit. You can expand the system by adding up to 3 accessory handsets, sold separately.

A maximum of 4 handsets can be registered to the base unit.

See page 10 for accessory information.



Up to 3 accessory handsets can be added.



KX-TGA650B

The included handset is pre-registered at the factory and assigned the extension number 1. After purchasing accessory handsets, you must register each to the base unit. (Please read the accessory handset's installation manual.)

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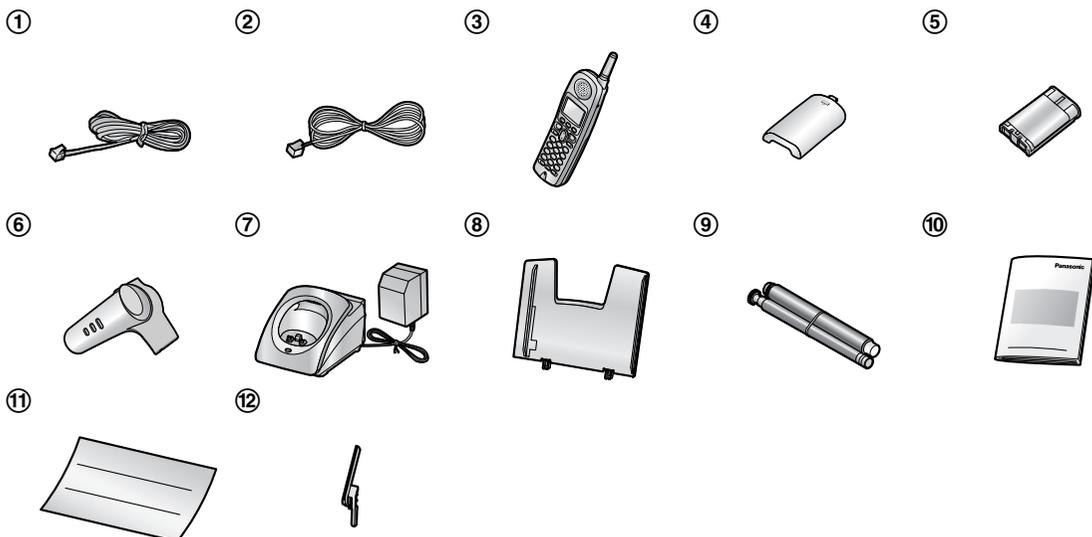
1.1 Included accessories

No.	Item	Part number ^{*1}	Quantity	Notes
①	4-wire telephone line cord with green plugs	PQJA10088Z	1	-----
②	2-wire telephone line cord with transparent plugs	PQJA10075Z	1	-----
③	Cordless handset	-----	1	-----
④	Handset cover	PQYNTG6500BR	1	-----
⑤	Battery	HHR-P104 ^{*2}	1	-----
⑥	Belt clip	PQKE10377Z5	1	-----
⑦	Charger unit	Charger:PQLV30024YB AC adaptor:KX-TCA1-2 (KX-TCA1)	1	-----
⑧	Paper tray	PFKS1088Y1	1	-----
⑨	Ink film (10 meters long)	-----	1	prints about 30 letter-sized pages. ^{*3}
⑩	Operating instructions	PFQX2225Z	1	-----
⑪	Quick installation guide	PFQW2300Z	1	-----
⑫	A4 paper guide	PFKS1089Z1	1	No need to install when using letter or legal paper.

*1 Part numbers are subject to change without notice.

*2 To order a new battery, the part number is HHR-P104A. See page 10 for details.

*3 For replacement film, see page 10.



Note:

- If any items are missing or damaged, contact the place of purchase.
- Save the original carton and packing materials for future shipping and transportation of the unit.

1.2 Accessory information

Accessories for this unit can be ordered online, by fax, or by telephone.

Please note that only orders for replacement film and batteries can be accepted by fax and telephone.

- **Replacement film^{*1} (KX-FA92):** 35 m (114') × 2 rolls (Each roll will print about 113 letter-sized pages.)
- **Battery (HHR-P104A)**
- **Headset (KX-TCA60, KX-TCA86, KX-TCA88HA, KX-TCA91, KX-TCA92, KX-TCA98):** Allows hands-free telephone conversations.
- **Additional handset (KX-TGA650B)**
- **2-line splitter (KX-J42)**
 - *1 To ensure the unit operates properly, we recommend the use of Panasonic replacement film. **The ink film is not reusable. Do not rewind and use the ink film again.**

To place an order online (for customers in the U.S.A. ONLY)

Visit our web site:

<http://www.panasonic.com/kx-fa92>

- For questions regarding online orders:
E-mail: direct@us.panasonic.com
Telephone: 1-866-888-2929

To place an order by fax (replacement film and batteries only)

Fax: 1-800-237-9080

Include:

- your name, shipping address and telephone number
- credit card type, number, expiration date and your signature
- part number and quantity

To place an order by telephone (replacement film and batteries only)

Telephone: 1-800-332-5368

1.3 Description of base unit buttons

- Keep the front cover page open for button locations.

- ① [MIC]**
 - The built-in microphone.
- ② [LOCATOR/INTERCOM][TRANSFER]**
 - To page or locate the handset (page 49).
 - To transfer a call (page 50).
- ③ [CALLER ID]**
 - To use Caller ID features (page 46).
- ④ [LINE SELECT]**
 - To select the desired line(s) during operation.
- ⑤ [AUTO ANSWER]**
 - To turn the AUTO ANSWER setting ON/OFF (page 27).
- ⑥ [GREETING/REC]**
 - To record a greeting message (page 67).
- ⑦ [GREETING/CHECK]**
 - To check a greeting message (page 67).
- ⑧ [MEMO]**
 - To record a memo message (page 72).
- ⑨ [ERASE]**
 - To erase recorded messages (page 69).
 - To erase a recorded greeting message (page 68).
- ⑩ [MESSAGE]**
 - To play recorded messages (page 68).
- ⑪ [TONE]**
 - To change from pulse to tone temporarily during dialing when your line has rotary pulse service.
- ⑫ [COPY]**
 - To copy a document (page 65).
- ⑬ [FAX/START][SET]**
 - To start sending or receiving a fax.
 - To store a setting during programming.
- ⑭ [STOP]**
 - To stop an operation or programming.
- ⑮ [CONF]**
 - To make a conference call (page 51).
- ⑯ [LINE1]**
 - For LINE 1 speakerphone operation (page 36, 38).
- ⑰ [LINE2]**
 - For LINE 2 speakerphone operation (page 36, 38).

- 18 [HOLD]
 - To put a call on hold (page 37).
- 19 [HELP]
 - To print helpful information for quick reference (page 28).
- 20 [VOLUME][NAVIGATOR]
 - To adjust volume (page 29).
 - To search for a stored item (page 41, page 56).
- 21 [MENU]
 - To initiate or exit programming (page 76).
- 22 [SP-PHONE]
 - For speakerphone operation (page 36, 38).
- 23 [MUTE]
 - To mute your voice to the other party during a conversation. Press this button again to resume the conversation.
- 24 [FLASH/CALL WAIT]
 - To access special telephone services such as call waiting (page 44) or for transferring extension calls.
 - The flash time can be changed (feature #72* and feature #72# on page 83, or feature 0521 and feature 0522 on page 89).
- 25 [REDIAL/PAUSE]
 - To redial the last number dialed from the base unit (page 37).
 - To insert a pause during dialing.

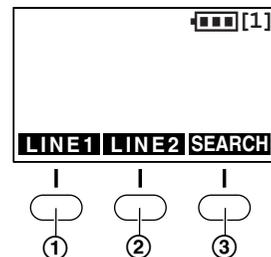
Description of [LINE1] and [LINE2]

- [LINE1] and [LINE2] show the status of each line.
 - OFF: The line is free.
 - ON: The line is being used.
 - Flashing: A call is on hold on the handset or the base unit, or the telephone answering machine is answering a call.
 - Flashing quickly: A call is being received.

1.4 Description of handset buttons

- Keep the front cover page open for button locations.
- 1 **Soft keys**
 - These 3 keys are used to select functions displayed directly above each key. Functions displayed above the keys will change depending on the state of usage.

Example:



“[LINE1]” is displayed above the left soft key (1), “[LINE2]” is displayed above the middle soft key (2) and “[SEARCH]” is displayed above the right soft key (3).

To select “[LINE1]” function, press the left soft key (1).

To select “[LINE2]” function, press the middle soft key (2).

To select “[SEARCH]” function, press the right soft key (3).

- When a function does not appear above a soft key, the soft key has no function.

- 2 [TALK]
 - To make/answer calls (page 35, 37).
- 3 [SP-PHONE]
 - For speakerphone operation (page 36, 37).
- 4 [TONE]
 - To change from pulse to tone temporarily during dialing when your line has rotary pulse services.
- 5 [HOLD/INTERCOM]
 - To put a call on hold (page 36).
 - To page or locate another handset (page 49).
 - To transfer a call (page 50).
- 6 [VOL.], Navigator
 - To adjust volume (page 28).
 - To search for a stored item (page 40).

1. Introduction and Installation

7 [OFF]

- To hang up (page 35, 37).
- To stop an operation or programming.

8 [MENU]

- To initiate programming (page 85).

9 [FLASH/CALL WAIT]

- To access special telephone services such as call waiting (page 44) or for transferring extension calls.
- The flash time can be changed (feature #72* and feature #72# on page 83, or feature 0521 and feature 0522 on page 89).

10 [REDIAL/PAUSE]

- To redial one of the last 5 numbers dialed from the handset (page 36).
- To insert a pause during dialing.

6 Extension number

- The extension number of your handset is displayed if it has been registered to the base unit (page 6, 92).

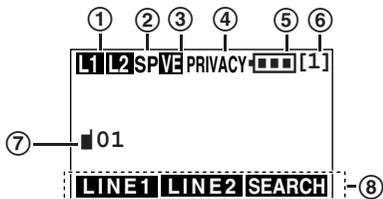
7 Extension icon and number

- This will be displayed during an intercom (page 49), a conference call (page 51), or while room monitoring (page 53).

8 Soft key icons

- Each icon indicates the functions of the corresponding soft keys which are located directly below the display (page 11).

Description of handset display (Example)



1 L1 and L2 icon

OFF (invisible)	The line is free.
ON	The line is being used.
Flashing	A call is on hold on the handset or base unit, or the answering machine is answering a call.
Flashing quickly	A call is being received.

2 Speakerphone icon

- This icon will be displayed when you are using the handset speakerphone.

3 Voice enhancer icon

- This icon will be displayed when the voice enhancer feature is ON (page 35).

4 "PRIVACY" icon

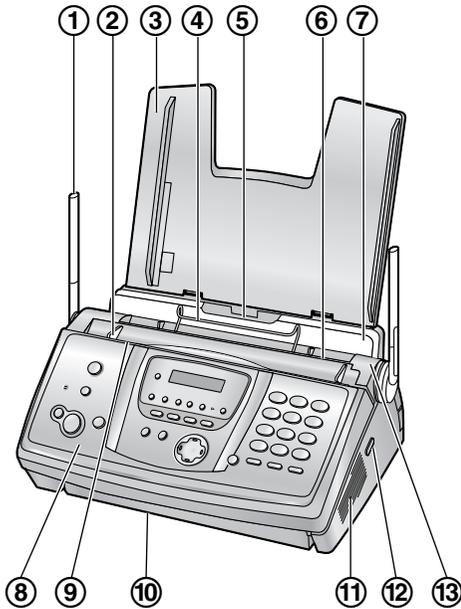
- This icon will be displayed when the call privacy feature is ON (page 52). The base unit and other handsets cannot join your conversation.

5 Battery icon

- This icon shows the battery strength (page 23).

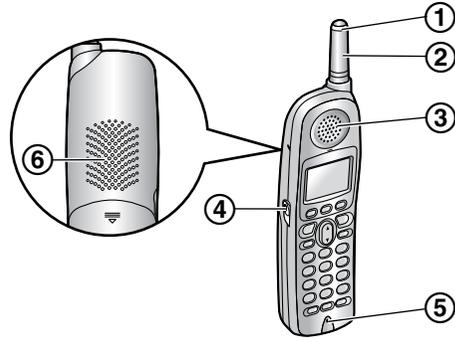
1.5 Overview

1.5.1 Base unit



- ① Antennas
- ② Document guides
- ③ Paper tray
- ④ Metal recording paper guide
- ⑤ Recording paper entrance
- ⑥ Recording paper exit
- ⑦ Tension plate
- ⑧ Front cover
- ⑨ Document entrance
- ⑩ Document exit
- ⑪ Speaker
- ⑫ Green button (Back cover release button)
- ⑬ Back cover

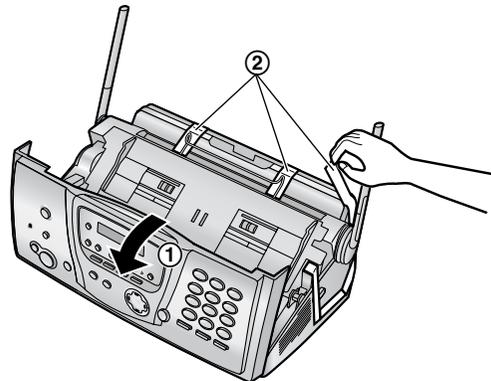
1.5.2 Handset



- ① Ringer/Message alert indicator
- ② Antenna
- ③ Receiver
- ④ Headset jack
- ⑤ Microphone
- ⑥ Speaker

Removing the shipping tape

Open the front cover by pulling up the center part (①), then remove the shipping tape (②).



1.6 Ink film

The included film roll is a starter ink film.

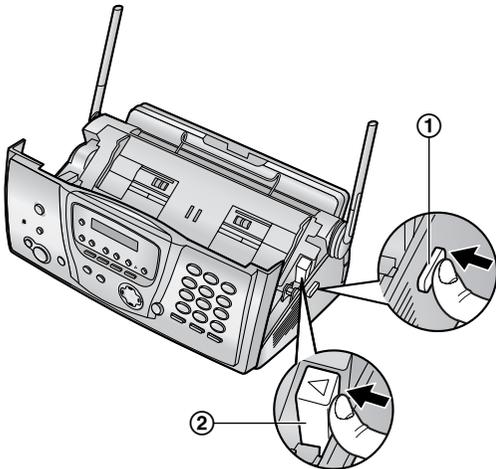
1.6.1 Installing the ink film

Important:

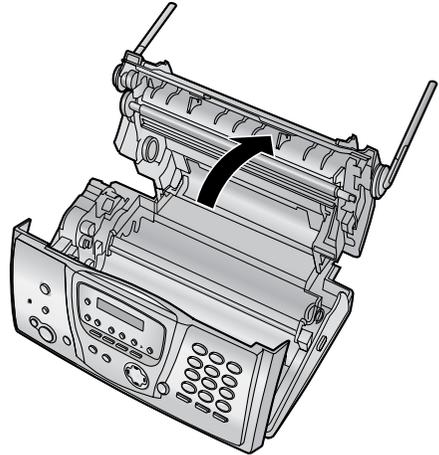
- Remove all the blue shipping tape from the unit before installation.
- 1 Open the front cover by pulling up the center part.



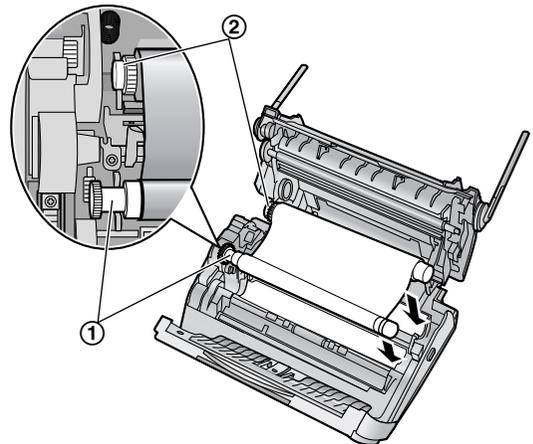
- 2 Release the back cover by pushing the green button (1).
 - You can also release the back cover by pushing in the green lever (2).



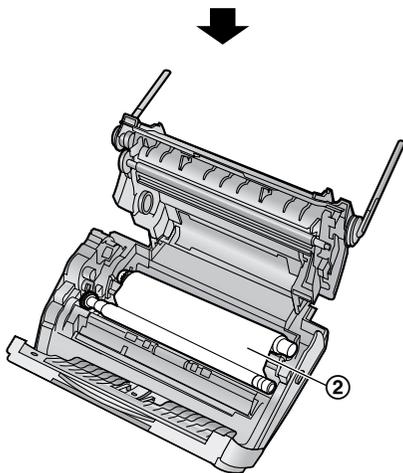
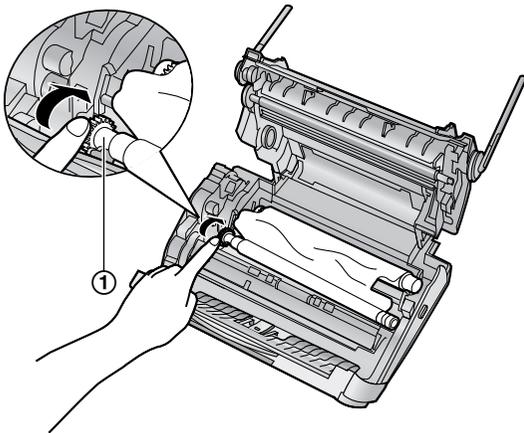
- 3 Open the back cover.



- 4 Insert the front ink film roll by inserting its blue gear into the left slot of the unit (1). Insert the rear ink film roll by inserting its white gear into the left slot of the unit (2).
 - The ink film is safe to touch and will not rub off on your hands like carbon paper.
 - Make sure the blue gear (1) and white gear (2) are installed as shown.

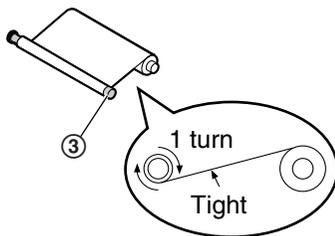


- 5 Turn the gear of the blue core (①) in the direction of the arrow until the ink film is tight (②).

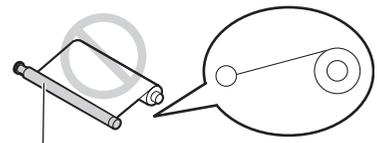


- Make sure that the ink film is wrapped around the blue core (③) at least once.

Correct



Incorrect



The ink film is not wrapped around the blue core.

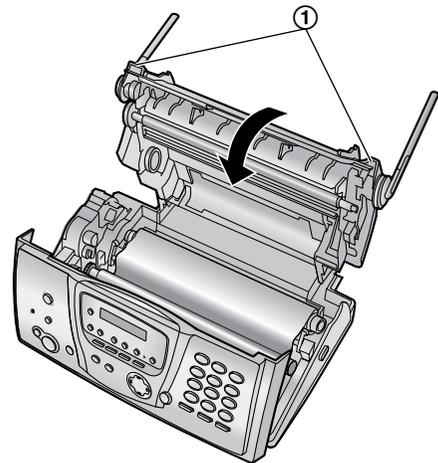


Slack/Crease

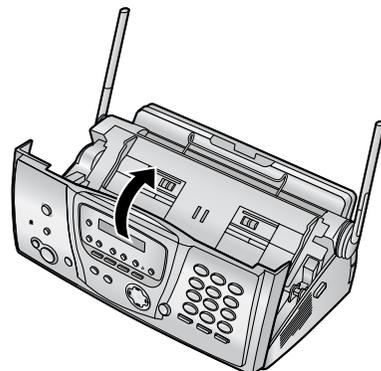


Reverse

- 6 Close the back cover securely by pushing down on the notched area at both ends (①).



- 7 Close the front cover securely.

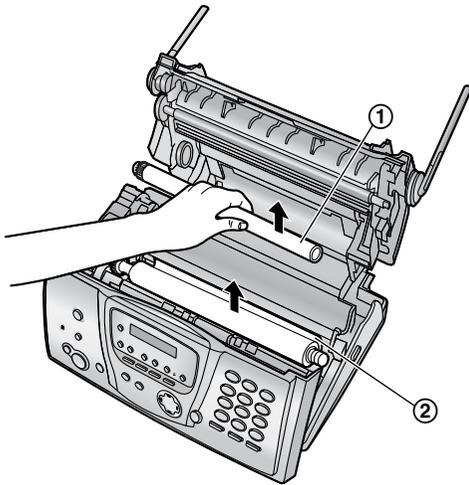


1. Introduction and Installation

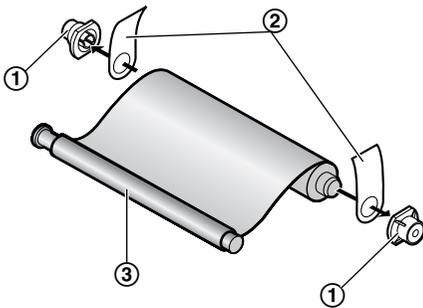
1.6.2 Replacing the ink film

To ensure that the unit operates properly, we recommend the use of Panasonic replacement film. See page 10 for accessory information.

- We cannot be responsible for any damage to the unit or degradation of print quality which may occur from the use of non-Panasonic replacement film.
- 1 Open the covers (see steps 1 to 3 on page 14).
 - 2 Remove the used core (①) and used ink film (②).



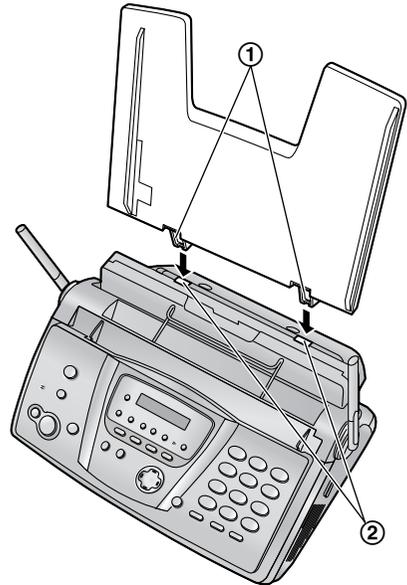
- 3 Remove the stoppers (①) and tags (②) from the new ink film (③).



- 4 Insert the ink film and close the covers (see steps 4 to 7 on page 14).

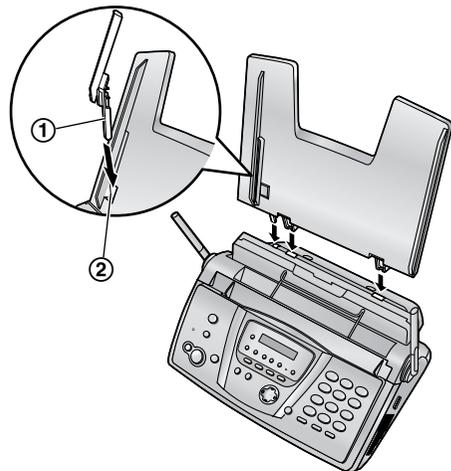
1.7 Paper tray

Insert the tabs on the paper tray (①) into the slots on the back of the unit (②).



To use A4 size paper

Insert the tab on the A4 paper guide (①) into the slot on the paper tray (②) and push the guide until it clicks into place. Attach the paper tray to the back of the unit.



Note:

- When you use letter or legal paper, you do not need to install the A4 paper guides.
- Change the recording paper size to "A4" (feature #16 on page 79).

1.8 Recording paper

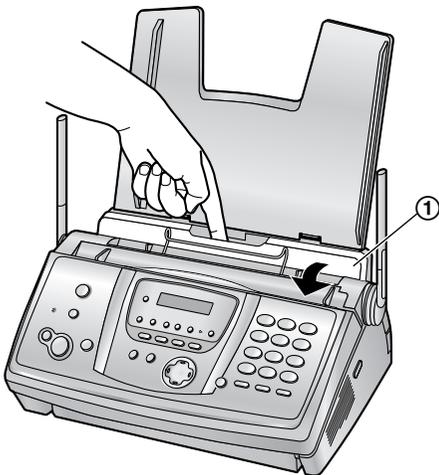
The unit can hold:

- Up to 30 sheets of 60 g/m² to 80 g/m² (16 lb. to 21 lb.) paper.
- Up to 20 sheets of 90 g/m² (24 lb.) paper.
- No more than 20 sheets of legal paper.

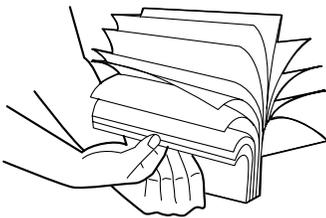
Please refer to page 115 for information on recording paper.

For superior results, we recommend Hammermill® Jet Print paper.

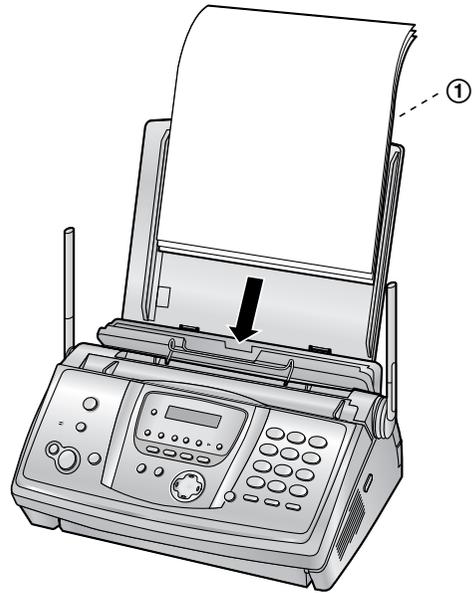
1 Pull the tension plate forward (①).



2 Fan the paper to prevent paper jams.



3 Insert the paper, print-side down (①).



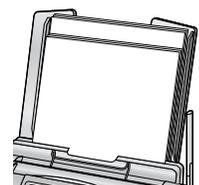
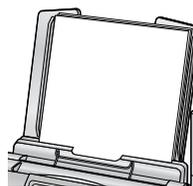
4 Push the tension plate back (①).



- If the paper is not inserted correctly, re-adjust the paper, or the paper may jam.

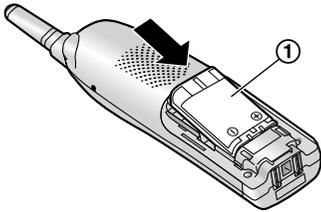
Correct

Incorrect

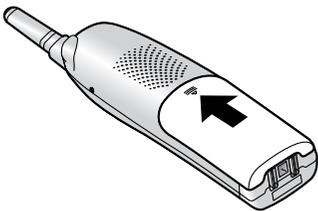
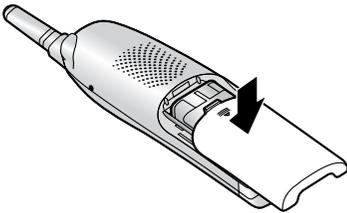


1.9 Battery installation

- 1 Insert the battery (①), and press it down until it snaps into the compartment.



- 2 Close the battery cover.



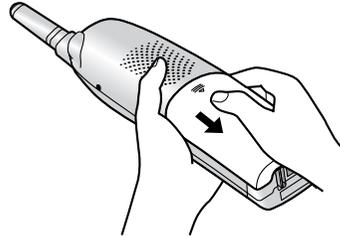
1.10 Battery replacement

If battery performance diminishes, make sure you have cleaned the charge contacts and fully charged the battery. After recharging if “Recharge battery” is displayed and/or  continues to flash, or “Charge for 6 HRS” and  are displayed, the battery needs to be replaced.

Please use only a Panasonic battery. See page 10 for accessory information.

- **Only use a rechargeable battery. If you install a non-rechargeable battery and start charging them, the battery may leak electrolyte.**

- 1 Press the notch on the battery cover firmly, and slide the cover.



- 2 Replace the old battery with a new one, and close the cover (see the battery installation procedure on page 18).

Attention:

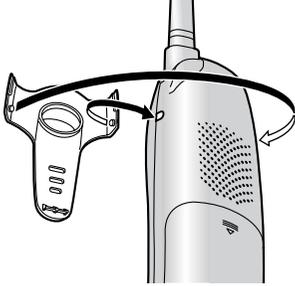


A nickel metal hydride battery that is recyclable powers the product you have purchased. Please call 1-800-8-BATTERY for information on how to recycle this battery.

1.11 Belt clip

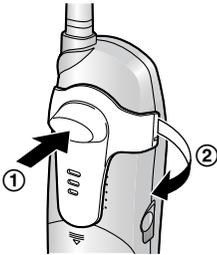
You can hang the handset on your belt or pocket using the included belt clip.

To attach the belt clip



To remove the belt clip

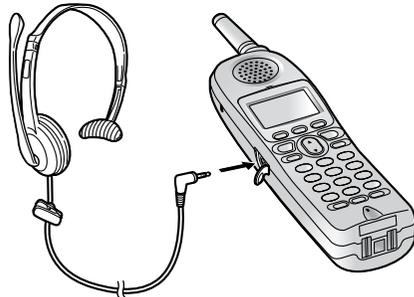
While pressing the top of the clip (①), pull the right edge in the direction of the arrow (②).



1.12 Headset (optional)

Connecting an optional headset to the handset allows hands-free phone conversations. **Please use only a Panasonic headset.** See page 10 for accessory information.

To connect an optional headset to the handset



- Model shown is KX-TCA86.

To switch to the speakerphone while using the headset:

Press **[SP-PHONE]**. To return to the headset, press **[TALK]**.

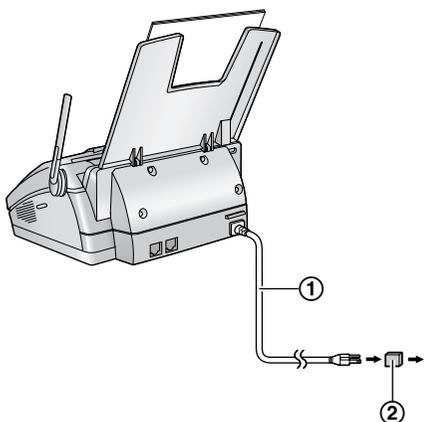
2.1 Connections

Caution:

- When you operate this product, the power outlet should be near the product and easily accessible.

2.1.1 Connecting the power cord

- ① Power cord
 - Connect to the power outlet (120 V, 60 Hz).



Note:

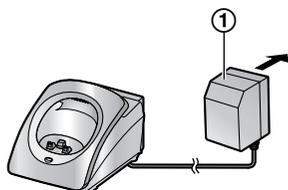
- To avoid malfunction, do not position the fax machine near appliances such as TVs or speakers which generate an intense magnetic field.

Using surge protectors

- The warranty does not cover damage due to power line surges or lightning. For additional protection, we recommend the use of a surge protector (2).

2.1.2 Connecting the AC adaptor

- ① AC adaptor
 - Connect to the power outlet (120 V, 60 Hz).

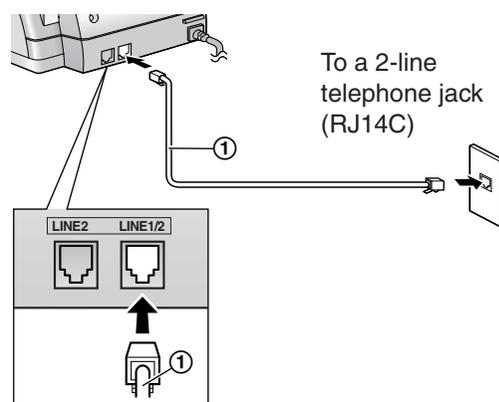


Note:

- USE ONLY WITH the included Panasonic AC adaptor.
- 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.

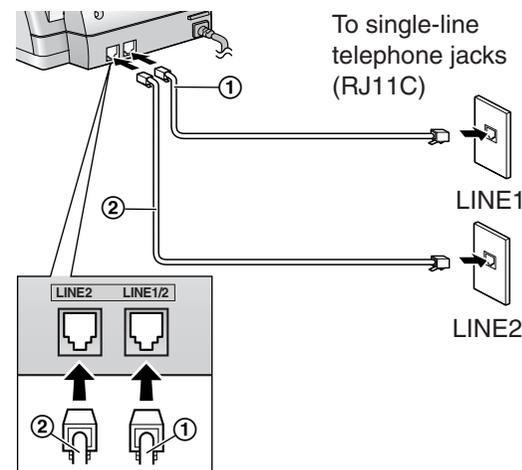
2.1.3 Connecting the telephone line cord

To connect to a 2-line telephone jack



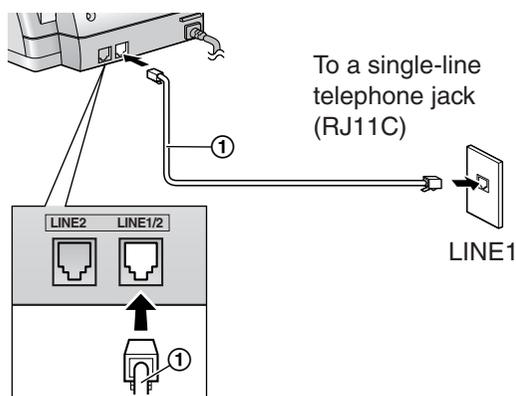
- ① 4-wire telephone line cord with GREEN plugs

To connect to 2 single-line telephone jacks



- ① 2-wire telephone line cord with TRANSPARENT plugs
- ② 4-wire telephone line cord with GREEN plugs

If you use the unit as a single-line telephone only



- ① 2-wire telephone line cord with TRANSPARENT plugs

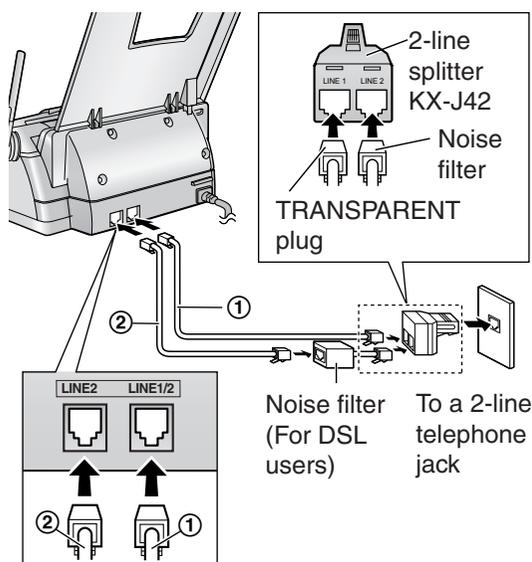
If you subscribe to a DSL service

- Please attach a noise filter (contact your DSL provider) to the telephone line between the base unit and the telephone line jack in the event of the following:
 - Noise is heard during conversations.
 - Caller ID features (page 44) do not function properly.

Connecting a 2-line telephone jack

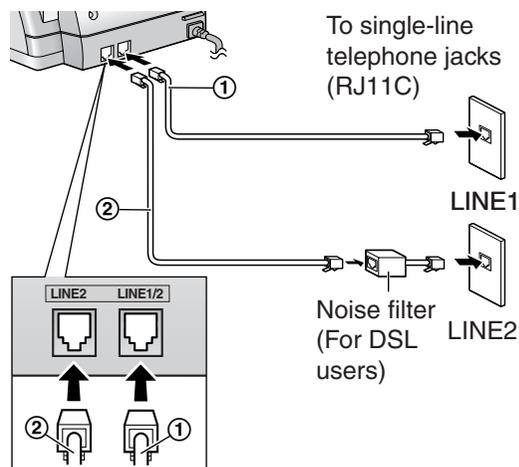
For this connection, please purchase a Panasonic 2-line splitter. See page 10 for accessory information.

Example: DSL line is LINE 2



- ① 2-wire telephone line cord with TRANSPARENT plugs
 ② 4-wire telephone line cord with GREEN plugs

Connecting 2 single-line telephone jacks Example: DSL line is LINE 2



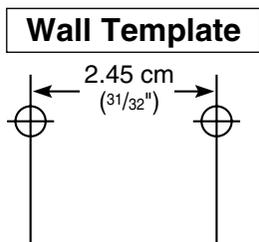
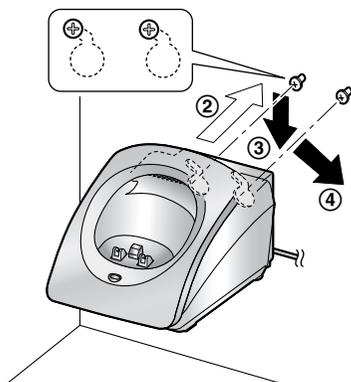
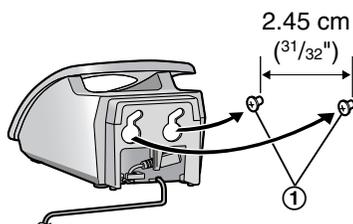
- ① 2-wire telephone line cord with TRANSPARENT plugs
 ② 4-wire telephone line cord with GREEN plugs

Note:

- If any other device is connected to the same telephone line, this unit may disturb the network condition of the device.

2.2 Wall mounting the charger

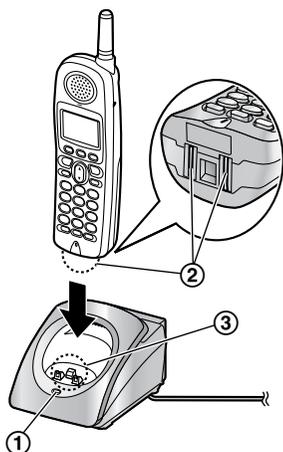
The charger can be wall mounted. Install screws (①) using the wall template below. Mount the charger (②), slide it down (③), then slide down to the right (④) until it is secured.



2.3 Battery charge

Place the handset on the charger for about **6 hours** before initial use.

- The unit beeps once, the **[CHARGE]** indicator (①) will light, and “**Charging**” will be displayed.
- When the battery is fully charged, “**Charge completed**” will be displayed if there is no new caller information received (page 44).



Note:

- To ensure the battery charges properly, clean the handset charge contacts (②) and the charger charge contacts (③) with a soft, dry cloth once a month. Clean more often if the unit is subject to grease, dust or high humidity.
- The battery cannot be overcharged.

Battery strength

You can confirm the battery strength on the handset display.

Battery icons	Battery strength
	Fully charged
	Medium
	Low
(flashing)	Needs to be recharged.
	Discharged

Battery life

- After your Panasonic battery is fully charged, you can expect the following performance:

- it should last up to 5 hours while in use (in conversation).
- it should last up to about 11 days while not in use (off the charger).
- it should last up to 3 hours while using the clarity booster feature (page 35).

Note:

- Battery power is consumed whenever the handset is off the charger, even when the handset is not in use. The longer you leave the handset off the charger, the time you can actually talk on the handset will be shortened. Actual battery performance depends on a combination of how often the handset is in use (in conversation) and how often it is not in use (off the charger).
- Once the battery is fully charged, you do not have to place the handset on the charger until “**Recharge battery**” is displayed and/or flashes. This will maximize the battery life.

Recharge

Recharge the battery when:

- “**Recharge battery**” is shown and/or flashes on the handset display.
- the handset beeps intermittently while it is in use.
- Recharge the handset battery for more than 15 minutes, or the display will continue showing the indication.
- If the battery has been discharged, the handset will display “**Charge for 6 HRS**” and when you place the handset on the charger. The handset will not work unless the battery is charged. Continue charging.

2.4 Selecting the way to use your fax machine

To select depending on your situation, see case 1. To select depending on the fax machine's function, see case 2.

Case 1: To use LINE 1 for business use, and LINE 2 for private use (page 24).

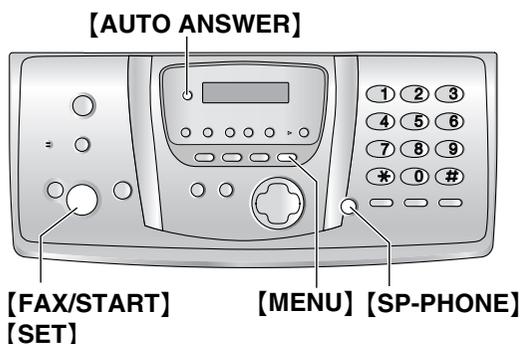
Case 2: To use LINE 1 for phone calls, and LINE 2 for faxes (page 26).

2.5 Case 1: To use LINE 1 for business use, and LINE 2 for private use

2.5.1 Your situation

To use one line for business use, and the second line for private use, for example set LINE 1 to TAM/FAX mode for business use and LINE 2 to TEL mode for private use.

2.5.2 How to setup



Turn AUTO ANSWER ON for LINE 1 to answer phone calls using the telephone answering machine and receive faxes automatically (TAM/FAX mode).

Turn AUTO ANSWER OFF for LINE 2 to answer all calls manually (TEL mode).

- 1 Turn AUTO ANSWER ON/OFF.
Press **[AUTO ANSWER]** repeatedly to display the following.



- If you are using the fax machine for the first time, setup is complete. If not, go to step 2.

- 2 Change the receiving mode in the AUTO ANSWER setting.

1. Press **[MENU]**.
2. Press **[\uparrow]**, then **[7][7]**.
3. Press **[*]** to select LINE 1.
4. Press **[1]** to select "TAM/FAX".
5. Press **[SET]**.
6. Press **[MENU]**.

Note:

- Do not connect an answering machine to the same telephone line. If one is connected, set the automatic answer feature on this unit to OFF.
- It is not recommended to subscribe to voice mail service as it may disturb fax reception. If you do subscribe to a voice mail service, set the ring count of your voice mail service to 5 rings or greater.

2.5.3 How phone calls and faxes are received

Receiving calls on LINE 1

When receiving calls, the unit works as a fax and answering machine.

- If the call is a phone call, the fax machine will record the caller's message automatically. If a fax calling tone is detected, the fax machine will receive the fax automatically.

Receiving calls on LINE 2

You have to answer all calls manually. You can receive a fax with the base unit, handset or an extension telephone.

With the base unit

1. Press **[SP-PHONE]** to answer the call.
2. When:
 - document reception is required,
 - a fax calling tone (slow beep) is heard, or
 - no sound is heard,press **[FAX/START]**.
 - The fax machine will start fax reception.

With the handset

1. Lift the handset and press **[TALK]** or **[SP-PHONE]** to answer the call.
2. When:
 - document reception is required,
 - a fax calling tone (slow beep) is heard, or
 - no sound is heard,press **[*][\uparrow][9]** (default fax activation code) **firmly**.
 - The fax machine will start fax reception.

- You can also press **[FAX/START]** on the base unit to receive faxes if the base unit or another handset is not in use.

With an extension telephone

If you have another telephone connected to the same line (extension telephone), you can use the extension telephone to receive faxes.

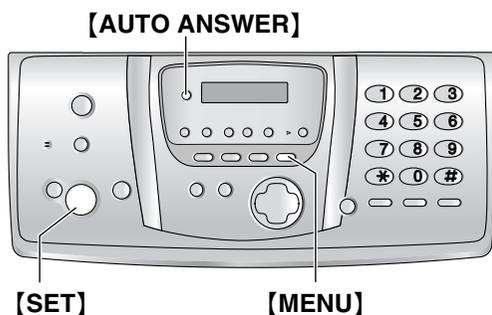
1. When the extension telephone rings, lift the handset of the extension telephone.
2. When:
 - document reception is required,
 - a fax calling tone (slow beep) is heard, or
 - no sound is heard,press **[*][#][9]** (default fax activation code) **firmly**.
 - The fax machine will start fax reception.
3. Replace the handset.

2.6 Case 2: To use LINE 1 for telephones, and LINE 2 for faxes

2.6.1 Your situation

To use one line for phone calls, and the second line for faxes, we recommend you to set LINE 1 to TAM ONLY mode, and LINE 2 to FAX ONLY mode.

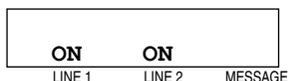
2.6.2 How to setup



Turn AUTO ANSWER ON for LINE 1 to answer all calls using the telephone answering machine (TAM ONLY mode).

Turn AUTO ANSWER ON for LINE 2 to answer all calls using the fax machine (FAX ONLY mode).

- 1 Turn AUTO ANSWER ON.
Press **[AUTO ANSWER]** repeatedly to display the following.



- 2 Change the receiving mode in the AUTO ANSWER setting.
 1. Press **[MENU]**.
 2. Press **[⇐]**, then **[7][7]**.
 3. Press **[✳]** to select LINE 1.
 4. Press **[3]** to select "TAM ONLY".
 5. Press **[SET]**.
 6. Press **[⇐]** to select LINE 2.
 7. Press **[2]** to select "FAX ONLY".
 8. Press **[SET]**.
 9. Press **[MENU]**.

2.6.3 How phone calls and faxes are received

Receiving calls on LINE 1

All calls will be answered by the telephone answering machine.

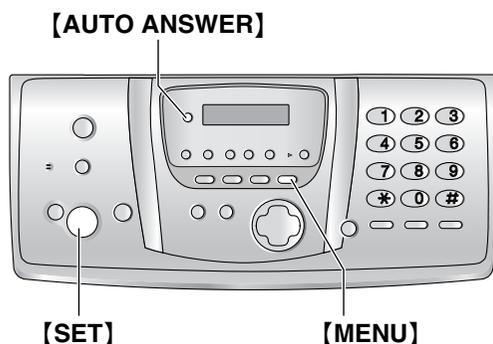
- Fax documents will not be received.

Receiving calls on LINE 2

When the other party sends a fax, the fax machine will receive it automatically.

2.7 Turning AUTO ANSWER ON/OFF

You can change the way to use your fax machine by pressing **[AUTO ANSWER]** repeatedly.



- 4 Press **[1]** to **[3]** to select the desired receiving mode.
 - [1]** “**TAM/FAX**” (default): Telephone Answering Machine/Fax mode (page 59).
 - [2]** “**FAX ONLY**”: Fax only mode (page 60).
 - [3]** “**TAM ONLY**”: Telephone Answering Machine only mode (page 61).
- 5 Press **[SET]**.
- 6 Press **[MENU]**.

AUTO ANSWER ON/OFF	Display						
AUTO ANSWER is turned ON for both lines.	<table border="1"> <tr> <td>ON</td> <td>ON</td> <td>MESSAGE</td> </tr> <tr> <td>LINE 1</td> <td>LINE 2</td> <td></td> </tr> </table>	ON	ON	MESSAGE	LINE 1	LINE 2	
ON	ON	MESSAGE					
LINE 1	LINE 2						
AUTO ANSWER is turned ON for LINE 1 only.	<table border="1"> <tr> <td>ON</td> <td>OFF</td> <td>MESSAGE</td> </tr> <tr> <td>LINE 1</td> <td>LINE 2</td> <td></td> </tr> </table>	ON	OFF	MESSAGE	LINE 1	LINE 2	
ON	OFF	MESSAGE					
LINE 1	LINE 2						
AUTO ANSWER is turned ON for LINE 2 only.	<table border="1"> <tr> <td>OFF</td> <td>ON</td> <td>MESSAGE</td> </tr> <tr> <td>LINE 1</td> <td>LINE 2</td> <td></td> </tr> </table>	OFF	ON	MESSAGE	LINE 1	LINE 2	
OFF	ON	MESSAGE					
LINE 1	LINE 2						
AUTO ANSWER is turned OFF for both lines.	<table border="1"> <tr> <td>OFF</td> <td>OFF</td> <td>MESSAGE</td> </tr> <tr> <td>LINE 1</td> <td>LINE 2</td> <td></td> </tr> </table>	OFF	OFF	MESSAGE	LINE 1	LINE 2	
OFF	OFF	MESSAGE					
LINE 1	LINE 2						

When AUTO ANSWER is turned OFF for the line, the receiving mode for that line is set to TEL mode (page 58). You have to answer all calls manually.

When AUTO ANSWER is turned ON for the line, the receiving mode selected for that line in feature #77* or feature #77# will be activated.

- 1 Press **[MENU]**.
- 2 Press **[*]**, then **[7][7]**.
- 3 Press **[*]** or **[*]** to select the desired line.
 - [*]** “**LINE1**”
 - [*]** “**LINE2**”

2.8 Base unit help function

The unit contains helpful information which can be printed for quick reference.

“SEND GUIDE”

How to send faxes. (The information is announced by a voice guide and is not printed out.)

“BASIC SETTINGS”

How to set the date, time, your logo and fax number.

“FEATURE LIST”

How to program the features.

“TAM OPERATION”

How to use the telephone answering machine.

“FAX SND/RCV”

Help with problems sending/receiving faxes.

“COPIER”

How to use the copier function.

“Q and A”

Frequently asked questions and answers.

“ERRORS”

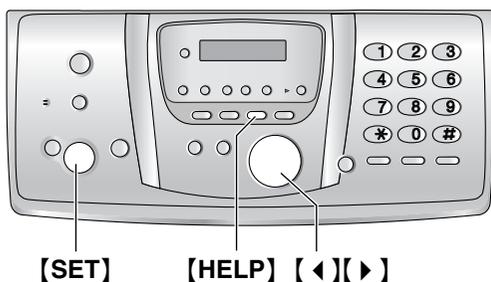
Explanation of error messages shown on the display.

“REPORTS”

List of available reports.

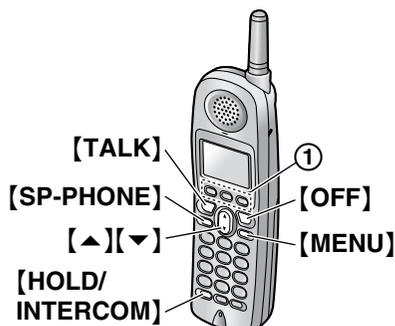
“CALLER ID”

How to use the Caller ID features.



- 1 Press **[HELP]**.
- 2 Press **[◀]** or **[▶]** repeatedly to display the desired item.
- 3 Press **[SET]**.
 - The selected item will be printed.

2.9 Adjusting handset volume



Ringer volume

You can set the handset ringer volume for each line.

Make sure the handset and base unit are not being used. The handset must be operated near the base unit and while OFF the charger.

1. Press **[MENU]**.
2. Press **[1][1][1]** or **[1][1][2]** to select the desired line.
[1][1][1] “Line1”
[1][1][2] “Line2”
3. Press **[0]** to **[3]** to select the desired volume.
[1]: Low
[2]: Medium
[3]: High
[0]: Off
 - To change the ringer tone, press **[TONE]** (soft key ①), then press **[▼]** or **[▲]** repeatedly.
4. Press **[SAVE]** (soft key ①).
5. Press **[OFF]** to exit.

Note:

- For outside calls, the handset will ring at the level selected for the line.
For intercom calls, the handset will ring at the higher level of the 2 lines.

To turn the ringer OFF

Press **[0]** to display “off ?” in step 3.

- The handset will display “Ringer off” and the line number while not in use. If there are new messages, “Ringer off” will not be displayed.
- The handset will not ring for outside calls received on the selected line.

The handset will ring at the low level for intercom calls if both lines are turned OFF.

- To turn the ringer back ON, press **[1]**, **[2]** or **[3]** in step 3.

To turn the ringer OFF temporarily

While the handset is ringing for an outside call, you can turn the ringer OFF temporarily by pressing **[OFF]**. The handset will ring the next time a call is received on that line.

Ringer tone

- You can select the handset ringer tone from one of 8 patterns for outside calls (feature 121 and 122 on page 88).

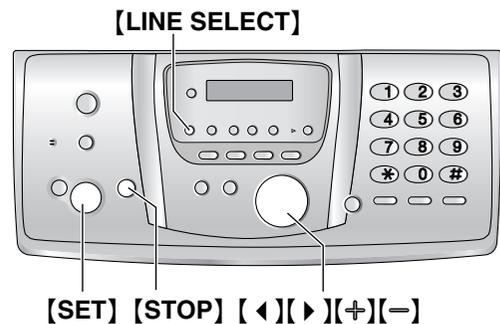
Handset receiver volume

While using **[TALK]** or **[HOLD/INTERCOM]**, press **[▼]** or **[▲]**.

Speaker volume

While using **[SP-PHONE]**, press **[▼]** or **[▲]**.

2.10 Adjusting base unit volume



Ringer volume

You can set the base unit ringer volume for each line.

1. Press **[LINE SELECT]** repeatedly until "LINE 1" or "LINE 2" is announced.
 - "LINE1" or "LINE2" will be displayed.
 - Do not select "LINE1 & LINE2". You cannot set the ringer for both lines at the same time.
2. Press **[+]** or **[-]** repeatedly to select the desired volume.
 - To change the ringer tone, press **[◀]** or **[▶]** repeatedly.
 - To stop ringing, press **[STOP]**.

Note:

- For outside calls, the base unit will ring at the level selected for the line.
For intercom calls, the base unit will ring at the higher level of the 2 lines.
- You can also adjust the base unit volume using the handset (feature 0*61 and 0*62 on page 90).

To turn the ringer OFF

Press **[-]** repeatedly to display "RINGER OFF=OK?" in step 2, then press **[SET]**.

- The base unit will display "RINGER OFF" and the line number while not in use.
- The base unit will not ring for outside calls received on the selected line.
The base unit will ring at the low level for intercom calls if both lines are turned OFF.
- To turn the ringer back ON, press **[+]** in step 2.

Ringer tone

- You can select the base unit ringer tone from one of 8 patterns for outside calls (feature #17* and feature #17# on page 79, feature 0*11 and feature 0*12 on page 90).

Speaker volume

While using the speakerphone, press **[+]** or **[-]**.

2.11 Dialing mode

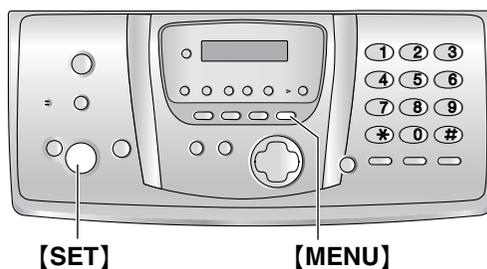
If you cannot dial (page 35, 54), change this setting depending on your telephone line service.

2.11.1 With the handset



- 1 Press **[MENU]**.
- 2 Press **[0][5][1]**.
- 3 Press **[1]** or **[2]** to select the desired setting.
[1] "Pulse": For rotary pulse dial service.
[2] "Tone" (default): For tone dial service.
- 4 Press **[SAVE]** (soft key ①).
- 5 Press **[OFF]**.

2.11.2 With the base unit



- 1 Press **[MENU]**.
- 2 Press **[#]**, then **[1][3]**.
- 3 Press **[1]** or **[2]** to select the desired setting.
[1] "PULSE": For rotary pulse dial service.
[2] "TONE" (default): For tone dial service.
- 4 Press **[SET]**.
- 5 Press **[MENU]**.

2.12 Date and time

The date and time can be set using either the handset or the base unit.

2.12.1 With the handset



Make sure the base unit and the handset are not being used.

- 1 Press **[MENU]**.
- 2 Press **[4]**.
 - The cursor (■) will appear on the display.

```
Date: 01.01.2005
Time: 12:00 AM
0-9=Date&Time
*=AM/PM
< > SAVE
```

- 3 Enter the current month/date/year by selecting 2 digits for each.

Example: August 10, 2005
Press **[0][8] [1][0] [0][5]**.

```
Date: 08.10.2005
Time: 12:00 AM
0-9=Date&Time
*=AM/PM
< > SAVE
```

- 4 Enter the current hour/minute by selecting 2 digits for each. Press **[*]** to select "AM" or "PM".

Example: 10:15 PM (12 hour clock entry)

 1. Press **[1][0][1][5]**.
 2. Press **[*]** repeatedly to display "PM".

```
Date: 08.10.2005
Time: 10:15 PM
0-9=Date&Time
*=AM/PM
< > SAVE
```

- 5 Press **[SAVE]** (soft key ①).
 - If the handset beeps 3 times, the setting is not correct. Start again from step 3.
- 6 Press **[OFF]**.

To check the date and time

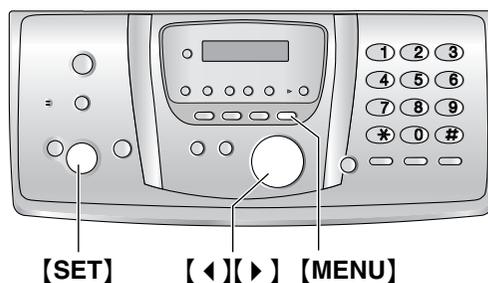
Repeat steps 1 and 2.

- The date and time will be displayed. When finished, press **[OFF]**.

To correct a mistake

Press **[◀]** (soft key ①) or **[▶]** (soft key ①), **[▼]** or **[▲]** to move the cursor to the incorrect number, and make the correction.

2.12.2 With the base unit



- 1 Press **[MENU]**.

```
SYSTEM SETUP
PRESS NAVI. [◀ ▶]
```

- 2 Press **[#]**, then **[0][1]**.

```
SET DATE & TIME
PRESS SET
```

- 3 Press **[SET]**.
 - The cursor (■) will appear on the display.

```
M: 01/D: 01/Y: 05
TIME: 12:00AM
```

- 4 Enter the current month/date/year by selecting 2 digits for each.

Example: August 10, 2005
Press **[0][8] [1][0] [0][5]**.

```
M: 08/D: 10/Y: 05
TIME: 12:00AM
```

- 5 Enter the current hour/minute by selecting 2 digits for each. Press **[*]** to select "AM" or "PM".

Example: 10:15 PM (12 hour clock entry)

1. Press **[1][0] [1][5]**.

```
M: 08/D: 10/Y: 05
TIME: 10:15AM
```

2. Preparation

2. Press **[*]** repeatedly to display “PM”.

M:08/D:10/Y:05
TIME: 10:15PM

6 Press **[SET]**.

- If 3 beeps sound, the setting is not correct. Start again from step 4.

SETUP ITEM [■]

7 Press **[MENU]** to exit.

Note:

- The other party's fax machine will print the date and time on the top of each page you send according to your unit's date and time setting.
- The accuracy of the clock is approximately ±60 seconds a month.

To correct a mistake

Press **[◀]** or **[▶]** to move the cursor to the incorrect number, and make the correction.

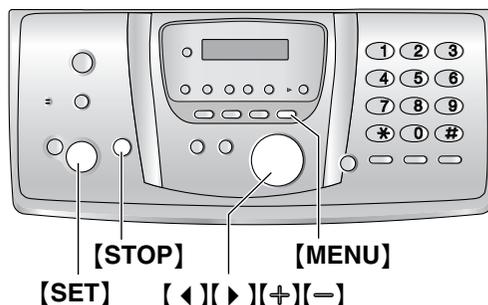
If you have subscribed to a Caller ID service

The date and time will be automatically set according to the received caller information.

- If the time has not previously been set, Caller ID will not adjust the clock.

2.13 Your logo

The logo can be your name or the name of your company.



1 Press **[MENU]**.

SYSTEM SETUP
PRESS NAVI. [◀ ▶]

2 Press **[⇄]**, then **[0][2]**.

YOUR LOGO
PRESS SET

3 Press **[SET]**.

- The cursor (■) will appear on the display.

LOGO=■

4 Enter your logo, up to 30 characters. See the following character table for details.

5 Press **[SET]**.

SETUP ITEM [■]

6 Press **[MENU]** to exit.

Note:

- Your logo will be printed on the top of each page sent from your unit.

To select characters with the dial keypad

Keypad	Characters
[1]	# & ' () * , - . / 1
[2]	a b c A B C 2
[3]	d e f D E F 3
[4]	g h i G H I 4
[5]	j k l J K L 5

Keypad	Characters
[6]	m n o M N O 6
[7]	p q r s P Q R S 7
[8]	t u v T U V 8
[9]	w x y z W X Y Z 9
[0]	0 (Space)
[STOP]	To delete a digit

Note:

- To enter another character that is located on the same dial key, press [▶] to move the cursor to the next space.

To enter your logo

Example: "BILL"

1. Press [2] 5 times.

LOGO=B

2. Press [4] 6 times.

LOGO=BI

3. Press [5] 6 times.

LOGO=BIL

4. Press [▶] to move the cursor to the next space and press [5] 6 times.

LOGO=BILL

To correct a mistake

Press [◀] or [▶] to move the cursor to the incorrect character, and make the correction.

To delete a character

Press [◀] or [▶] to move the cursor to the character you want to delete and press [STOP].

- To erase all of the characters, press and hold [STOP].

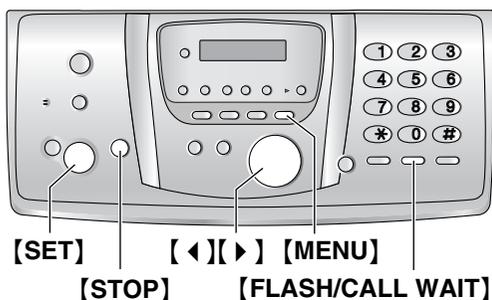
To select characters using [+] or [-]

Instead of pressing the dial keys, you can select characters using [+] or [-].

1. Press [-] repeatedly to display the desired character. Characters will be displayed in the following order:
 - ① Lowercase letters
 - ② Number
 - ③ Symbol
 - ④ Uppercase letters

- If you press [+], the order will be reversed.
2. Press [▶] to insert the character.
 3. Return to step 1 to enter the next character.

2.14 Your fax number



To correct a mistake

Press [◀] or [▶] to move the cursor to the incorrect number, and make the correction.

To delete a number

Press [◀] or [▶] to move the cursor to the number you want to delete and press [STOP].

- To erase all of the numbers, press and hold [STOP].

- 1 Press [MENU].

```
SYSTEM SETUP  
PRESS NAVI. [◀ ▶]
```

- 2 Press [✱], then [0][3].

```
YOUR FAX NO.  
LINE1=* LINE2=#
```

- 3 Press [✱] or [☎] to select the desired line.

[✱] "LINE1"

[☎] "LINE2"

- The cursor (█) will appear on the display.

```
NO. = █
```

- 4 Enter your fax number, up to 20 digits.

Example: NO. =1234567 █

- 5 Press [SET].

```
YOUR FAX NO.  
LINE1=* LINE2=#
```

- To select the other line, repeat from step 3.

- 6 Press [MENU] to exit.

Note:

- Your fax number will be printed on the top of each page sent from your unit.

- The [✱] button enters a "+" and the [☎] button enters a space.

Example: +234 5678

Press [✱][2][3][4][☎][5][6][7][8].

- To enter a hyphen in a telephone number, press [FLASH/CALL WAIT].

3.1 Making phone calls

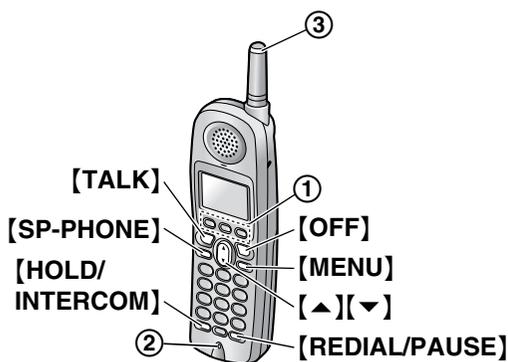
System capabilities

Up to 2 extensions (2 handsets^{*1} or 1 handset and the base unit) can be used at a time. The maximum operating number may decrease depending on the state of use.

2 outside calls can be handled simultaneously on separate telephone lines by the handset and the base unit, or by 2 handsets^{*1}.

*1 Providing that the system has 2 or more handsets (page 6).

3.1.1 With the handset



- 1 Lift the handset and press **[TALK]**.
 - An available line is automatically selected and the line number is displayed. To change the line selection, see feature 055 on page 89.
 - You can also select a line by pressing **[LINE1]** (soft key ①) or **[LINE2]** (soft key ①), instead of pressing **[TALK]**.
 - “**Talk**” will be displayed.
- 2 Dial the telephone number.
- 3 When finished talking, press **[OFF]** or place the handset on the charger.

Note:

- **L1** and **L2** show the status of each line (page 12).
- To use the “**PRIVACY**” (call privacy) feature, see page 52.

To mute your conversation

During a call, you can mute your unit so the other party cannot listen to you. When the call is muted, you will be able to hear the other party. Press **[MUTE]** (soft key ①).

- “**Mute**” will be displayed for a few seconds and **[MUTE]** (soft key ①) will flash.
- To release the mute, press **[MUTE]** (soft key ①).
- When you switch between the receiver and speaker, the mute will be released.

Voice enhancer feature

This feature clarifies the voice of the person you are talking to, reproducing a more natural-sounding voice that is easier to hear and understand.

Press **[(VE)]** (soft key ①) during a conversation to turn this feature ON.

- **VE** will be displayed.
- To turn this feature OFF, press **[(VE)]** (soft key ①).
- The selected setting will be valid for the next call.

[(VE)] (soft key ①) will not be shown while you are using both lines simultaneously (page 38, 51). In that event, you can also turn this feature ON or OFF during a call by performing the following steps:

1. Press **[MENU]**.
2. Press **[4]** to select “**4=Voice enhancer**” or “**4=V.E. off**”.

You can also turn this feature ON or OFF when the handset is not in use.

1. Press **[MENU]**, then **[5]**.
2. Press **[1]** or **[0]** to select the desired setting.
 - [1]** “**On**”
 - [0]** “**off**”
3. Press **[SAVE]** (soft key ①).
4. Press **[OFF]**.

Clarity booster feature

This feature can improve sound clarity when the handset is used in an area where there may be interference. During an outside call, this feature will be turned ON automatically when necessary. This feature will turn OFF when you hang up, put a call on hold, or make a conference call. It will not turn OFF automatically during a call. You can also turn this feature ON or OFF manually.

1. Press **[MENU]** during an outside call.
2. Press **[3]** to select “**3=Booster on**” or “**3=Booster off**”.

- “**Booster on**” will flash on the display.
- If this feature is turned OFF manually during a call, it will not be turned ON automatically during the same call.

3. Telephone

- When this feature is turned ON automatically or manually, battery life will be shortened (page 23).
- The maximum number of extensions which can be used at a time may be decreased.

Making hands-free phone calls

1. Lift the handset and press **[SP-PHONE]**.
 - A free line is automatically selected and the line is displayed. To change the line selection, see feature 055 on page 89.
2. Dial the telephone number.
3. When the other party answers, talk into the microphone (②).
4. When finished talking, press **[OFF]** or place the handset on the charger.

Speakerphone operation

- Adjust the handset speakerphone volume using **[▼]** or **[▲]**.
- Talk alternately with the caller in a quiet room.
- If the other party has difficulty hearing you, press **[▼]** to decrease the speaker volume.
- While talking using **[TALK]**, **[LINE1]** (soft key ①) or **[LINE2]** (soft key ①), you can switch to a hands-free phone conversation by pressing **[SP-PHONE]**. To switch back, press **[TALK]**.

To put a call on hold

Press **[HOLD/INTERCOM]** 2 times.

- “Hold” and the line number(s) on hold will be displayed. Also, **[L1]** or **[L2]** will flash for the line(s) on hold.
- To release the hold, press **[LINE1]** (soft key ①) or **[LINE2]** (soft key ①) that is flashing to select the line(s) on hold.
- If you do not press a button for more than 6 minutes, beeps will sound and the Ringer/Message alert indicator (③) will flash. After 4 additional minutes on hold, the line(s) will be disconnected.

To redial the last number dialed from the handset

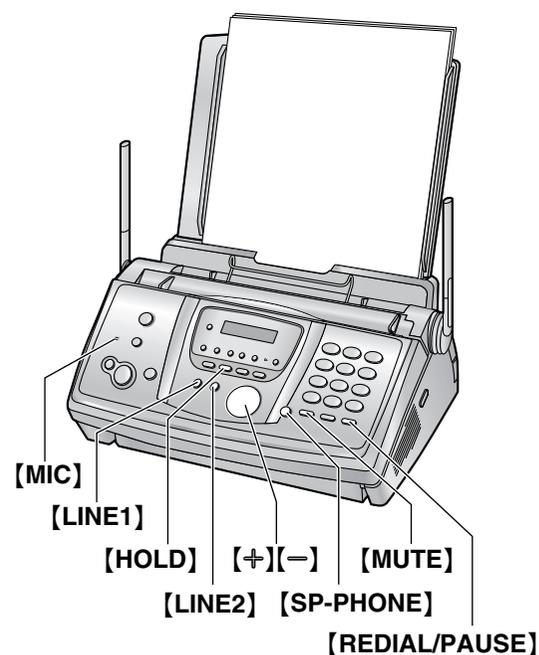
1. Press **[TALK]**, **[SP-PHONE]**, **[LINE1]** (soft key ①) or **[LINE2]** (soft key ①).
2. Press **[REDIAL/PAUSE]**.

To redial using the redial list (Memory redial)

The last 5 phone numbers dialed from the handset are stored in the redial list.

1. Press **[REDIAL/PAUSE]**.
 - The last number dialed will be displayed.
2. Press **[▼]** or **[▲]** repeatedly to select the desired number.
 - You can also scroll through the list by pressing **[REDIAL/PAUSE]** repeatedly.
 - To delete the displayed number, press **[ERASE]** (soft key ①).
 - To exit the list, press **[OFF]**.
3. Press **[TALK]**, **[SP-PHONE]**, **[LINE1]** (soft key ①) or **[LINE2]** (soft key ①).

3.1.2 With the base unit



- 1 Press **[SP-PHONE]**.
 - An available line is automatically selected and **[LINE1]** or **[LINE2]** will light. To change the line selection, see feature #37 on page 81 and feature 0✳5 on page 90.
 - You can also select a line by pressing **[LINE1]** or **[LINE2]**.
- 2 Dial the telephone number.
 - When the other party answers, talk into **[MIC]**.
- 3 When finished talking, press **[SP-PHONE]**, or **[LINE1]** or **[LINE2]** that is lit.
 - **[LINE1]** or **[LINE2]** will turn OFF.

Note:

- **[LINE1]** and **[LINE2]** show the status of each line (page 11).

Speakerphone operation

- Adjust the base unit speaker volume using **[+]** or **[-]**.
- Talk alternately with the caller in a quiet room.
- If the other party has difficulty hearing you, press **[-]** to decrease the speaker volume.
- If the other party's voice from the speaker cuts in/out during a conversation, press **[-]** to decrease the speaker volume.
- To switch to the handset, press **[LINE1]** (soft key) or **[LINE2]** (soft key) on the handset, then press **[SP-PHONE]**, or **[LINE1]** or **[LINE2]** that is lit on the base unit.

To mute your conversation

During a call, you can mute your unit so the other party cannot listen to you. When the call is muted, you will be able to hear the other party. Press **[MUTE]**.

- “**SP-PHONE MUTE**” will be displayed.
- To release the mute, press **[MUTE]** or **[SP-PHONE]**.

To put a call on hold

Press **[HOLD]**.

- “**HOLD**” and the line number(s) on hold will be displayed. Also, **[LINE1]** or **[LINE2]** will flash for the line(s) on hold.
- To release the hold, press **[LINE1]** or **[LINE2]** that is flashing to select the line(s) on hold.
- If you do not press a button for more than 6 minutes, beeps will start to sound. After 4 additional minutes on hold, the line(s) will be disconnected.

To redial the last number dialed from the base unit

1. Press **[SP-PHONE]**, **[LINE1]** or **[LINE2]**.
2. Press **[REDIAL/PAUSE]**.

3.2 Answering phone calls

When a call is received, the unit rings and:

- “**Incoming call**” and the called line are displayed on the handset and the Ringer/Message Alert indicator (①) flashes rapidly.
- “**INCOMING CALL**” and the called line are displayed on the base unit and **[LINE1]** or **[LINE2]** which is being called flashes rapidly.

2 calls can be handled simultaneously on separate telephone lines by the handset and the base unit, or by 2 handsets (when the system has 2 or more handsets, page 6).

3.2.1 With the handset

1. Lift the handset and press **[TALK]**.
 - The called line is automatically selected. To change the line selection, see feature 055 on page 89.
 - You can also answer a call by selecting the called line by pressing **[LINE1]** (soft key ②) or **[LINE2]** (soft key ②).
 - You can also answer a call by pressing any button except **[▼]**, **[▲]**, **[OFF]** or a soft key (**Any key talk feature**).
2. When finished talking, press **[OFF]** or place the handset on the charger.

Answering phone calls hands-free

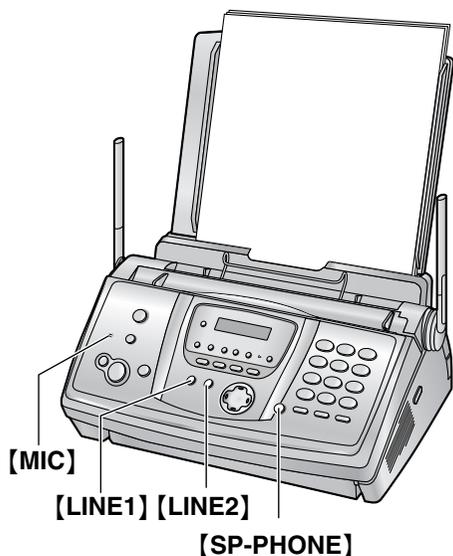
1. Lift the handset and press **[SP-PHONE]**, and talk into the microphone (③).
2. When finished talking, press **[OFF]** or place the handset on the charger.

Auto talk feature (Handset)

This feature allows you to answer a call by simply lifting the handset off the charger. The default setting is OFF. To activate this feature, see feature 03 on page 88.

3. Telephone

3.2.2 With the base unit



- 1 Press **[SP-PHONE]** and talk into **[MIC]**.
 - The called line is automatically selected. To change the line selection, see feature #37 on page 81 and feature 0*5 on page 90.
 - You can also answer a call by selecting the called line by pressing **[LINE1]** or **[LINE2]**.
- 2 When finished talking, press **[SP-PHONE]**, or **[LINE1]** or **[LINE2]** that is lit on the base unit.

3.3 Using the other line during a conversation

When a call is being received on the other line during a conversation, you will hear 2 tones. **[L1]** or **[L2]** on the handset, or **[LINE1]** or **[LINE2]** on the base unit will flash rapidly.

You can answer the second call while holding the first call. You can also make a call without terminating the first call.

- Keep the front cover page open for button locations.

3.3.1 Handset

- 1 **Example: If you are using LINE 1**
Press **[HOLD/INTERCOM]** 2 times to put the first call (LINE 1) on hold.
 - **[LINE1]** (soft key) flashes on the display.

- 2 Press **[LINE2]** (soft key) to make or answer a second call.
 - To hold the second call, press **[HOLD/INTERCOM]** 2 times.
- 3 To return to the first call (LINE 1), press **[LINE1]** (soft key).
 - The second call is terminated.

3.3.2 Base unit

- 1 **Example: If you are using LINE 1**
Press **[HOLD]** to put the first call (LINE 1) on hold.
 - **[LINE1]** flashes.
- 2 Press **[LINE2]** to make or answer a second call.
 - **[LINE2]** lights.
 - To hold the second call, press **[HOLD]**.
- 3 To return to the first call (LINE 1), press **[LINE1]**.
 - The second call is terminated.

Note:

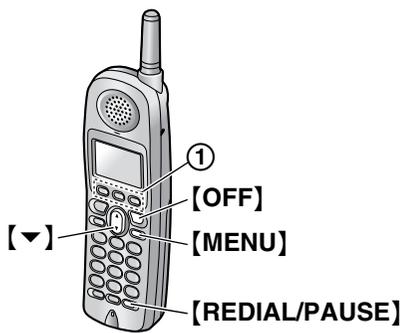
- You can turn OFF the 2 tones (Incoming call tone). See feature #73 (page 83), feature 13 (page 88) and feature 0*2 (page 90).
- If you subscribe to Caller ID, the second caller's information will be displayed when a call is being received on the other line (page 44).

3.4 Storing names and telephone numbers into the phone book

For rapid access to frequently dialed numbers, the base unit and handset provide a phone book (50 items each).

- Items stored in the phone book can be copied from a base unit to a handset, or between 2 handsets (page 42).
- If you register additional handsets (page 6), each handset has its own phone book.

3.4.1 With the handset



- 1 Press **[MENU]**, then **[*]**.
 - The display shows the number of items in the phone book.
- 2 Press **[ADD]** (soft key ①).
- 3 Enter the name, up to 16 characters. See the following character table for details.
- 4 Press **[▼]**.
- 5 Enter the telephone number, up to 32 digits.
 - To enter a pause, press **[REDIAL/PAUSE]**.
- 6 Press **[▼]**.
- 7 Press **[SAVE]** (soft key ①).
 - To program other items, repeat steps 2 to 7.
- 8 Press **[OFF]**.

To select characters with the dial keypad

Keypad	Characters
[1]	# & ' () * , - .
	/ 1

Keypad	Characters
[2]	a b c A B C 2
[3]	d e f D E F 3
[4]	g h i G H I 4
[5]	j k l J K L 5
[6]	m n o M N O 6
[7]	p q r s P Q R S 7
[8]	t u v T U V 8
[9]	w x y z W X Y Z 9
[0]	0 (Space)
[(CLEAR)] (soft key ①)	To delete a digit.

Note:

- To enter another character that is located on the same dial key, press **[▶]** (soft key ①) to move the cursor to the next space.

To correct a name

Press **[◀]** (soft key ①) or **[▶]** (soft key ①) to move the cursor to the incorrect character/number, and then make the correction.

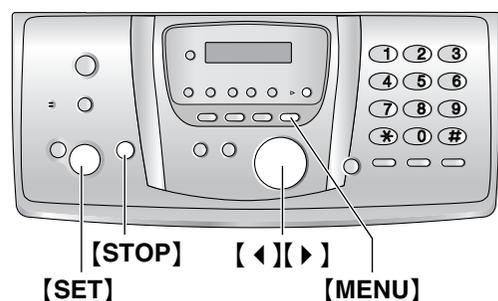
To delete a character/number

Press **[CLEAR]** (soft key ①).

- To erase all of the characters/numbers, press and hold **[CLEAR]** (soft key ①).
- You can move the cursor to the character/number you want to delete by pressing **[◀]** (soft key ①) or **[▶]** (soft key ①) in step 3.

3.4.2 With the base unit

- You can also send faxes using the phone book (page 56).



- 1 Press **[MENU]** repeatedly to display "PHONE BOOK SET".

3. Telephone

- 2 Press **[*]**.
 - The display shows the number of items in the phone book for a few seconds.
- 3 Enter the name, up to 16 characters. (see page 32 for instructions).
- 4 Press **[SET]**.
- 5 Enter the telephone number, up to 32 digits.
- 6 Press **[SET]**.
 - To program other items, repeat steps 3 to 6.
- 7 Press **[MENU]**.

Helpful hints:

- For your convenience, HELP-FAX (1-800-435-7329) has been stored in the base unit phone book. If you cannot solve a problem, call this number from the base unit (page 41). If not needed, you can erase it (page 42).
- You can confirm the stored items by printing the telephone number list (page 113).

To correct a mistake

Press **[◀]** or **[▶]** to move the cursor to the incorrect character/number, and then make the correction.

To delete a character/number

Press **[◀]** or **[▶]** to move the cursor to the character/number you want to delete, and press **[STOP]**.

- To erase all of the characters/numbers, press and hold **[STOP]**.

3.5 Making a phone call using the phone book

Before using this feature, store the desired names and telephone numbers in the phone book (page 39).

- Keep the front cover page open for button locations.

3.5.1 With the handset

Make sure the handset is not being used.

- 1 Press **[MENU]**, then **[*]**.
 - You can press **[SEARCH]** (soft key) to display the first item.
- 2 Press **[▼]** or **[▲]** repeatedly to display the desired item.
- 3 Press **[TALK]** or **[SP-PHONE]**.
 - An available line is automatically selected and the line number is displayed. To change the line selection, see feature 055 on page 89.
 - You can also make a call by pressing **[CALL]** (soft key), then selecting the desired line by pressing **[LINE1]** (soft key) or **[LINE2]** (soft key).

To search for a name by initial

Example: "LISA"

1. Press **[MENU]**, then **[*]**.
2. Press **[5]** repeatedly to display any name with the initial "L" (see the character table, page 39).
 - To search for symbols, press **[1]**.
3. Press **[▼]** repeatedly to display "LISA".
 - To stop the search, press **[OFF]**.
 - To dial the displayed number, press **[TALK]** or **[SP-PHONE]**. An available line is automatically selected and the line number is displayed. To change the line selection, see feature 055 on page 89. You can also make a call by pressing **[CALL]** (soft key), then selecting the desired line by pressing **[LINE1]** (soft key) or **[LINE2]** (soft key).

Chain dial feature

You can dial a combination of phone book items during the same call. This feature is useful if for example, you want to dial a number, then enter a PIN. All items must be stored in the phone book beforehand (page 39).

1. During a phone call, press **[MENU]**.

2. Press **[1]** to select “1=Phone book”.
3. Press **[▼]** or **[▲]** repeatedly to display the desired item.
4. Press **[CALL]** (soft key).
 - The unit will start dialing automatically.
 - If required, repeat steps 1 to 4 for any remaining numbers.

Note:

- If you have rotary or pulse service, you need to press **[*]** before pressing **[MENU]** in step 1 to change the dialing mode temporarily to tone.
- To prevent misdialing, we recommend you add pauses where needed when storing numbers. For example, add pauses after a telephone number when storing in the phone book (page 39) if a PIN number is to be dialed after it.

3.5.2 With the base unit

- 1 Press **[▶]**.
- 2 Press **[+]** or **[−]** repeatedly to display the desired item.
- 3 Press **[SP-PHONE]**.
 - An available line is automatically selected and **[LINE1]** or **[LINE2]** will light. To change the line selection, see feature #37 on page 81 and feature 0*5 on page 90.
 - You can also select a line by pressing **[LINE1]** or **[LINE2]**.

To search for a name by initial**Example:** “LISA”

1. Press **[▶]**.
2. Press **[+]** or **[−]** to initiate the phone book.
3. Press **[5]** repeatedly to display any name with the initial “L” (see the character table, page 32).
 - To search for symbols, press **[1]**.
4. Press **[−]** repeatedly to display “LISA”.
 - To stop the search, press **[STOP]**.
 - To dial the displayed number, press **[SP-PHONE]**. An available line is automatically selected and **[LINE1]** or **[LINE2]** will light. To change the line selection, see feature #37 on page 81 and feature 0*5 on page 90. You can also select a line by pressing **[LINE1]** or **[LINE2]**.

3.6 Editing a stored item

- Keep the front cover page open for button locations.

3.6.1 With the handset**Make sure the handset is not being used.**

- 1 Press **[MENU]**, then **[*]**.
- 2 Press **[▼]** or **[▲]** repeatedly to display the desired item.
- 3 Press **[EDIT]** (soft key).
 - If you do not need to edit the name, skip to step 5.
- 4 Edit the name. For further details, see the storing procedure on page 39.
- 5 Press **[▼]**.
 - If you do not need to edit the telephone number, skip to step 7.
- 6 Edit the telephone number. For further details, see the storing procedure on page 39.
- 7 Press **[▼]**.
- 8 Press **[SAVE]** (soft key).
- 9 Press **[OFF]**.

3.6.2 With the base unit

- 1 Press **[▶]**.
- 2 Press **[+]** or **[−]** repeatedly to display the desired item.
- 3 Press **[MENU]**.
- 4 Press **[*]**.
 - If you do not need to edit the name, skip to step 6.
- 5 Edit the name. For further details, see the storing procedure on page 39.
- 6 Press **[SET]**.
 - If you do not need to edit the telephone number, skip to step 8.
- 7 Edit the telephone number. For further details, see the storing procedure on page 39.
- 8 Press **[SET]**.

3.7 Erasing a stored item

- Keep the front cover page open for button locations.

3.7.1 With the handset

Make sure the handset is not being used.

- 1 Press **[MENU]**, then **[*]**.
- 2 Press **[▼]** or **[▲]** repeatedly to display the desired item.
- 3 Press **[ERASE]** (soft key).
- 4 Press **[YES]** (soft key).
 - To cancel erasing, press **[NO]** (soft key).
 - To erase other items, repeat steps 2 to 4.
- 5 Press **[OFF]**.

3.7.2 With the base unit

- 1 Press **[▶]**.
- 2 Press **[+]** or **[-]** repeatedly to display the desired item.
- 3 Press **[MENU]**.
- 4 Press **[#]**.
 - To cancel erasing, press **[STOP]**.
- 5 Press **[SET]**.

Another method to erase a stored item

1. Press **[▶]**.
2. Press **[+]** or **[-]** repeatedly to display the desired item.
3. Press **[ERASE]**.
4. Press **[SET]**.

3.8 Copying phone book items

You can copy one or all of the phone book items from the base unit to a handset or between two handsets. The destination unit will save the items in its phone book.

- Keep the front cover page open for button locations.

Important:

- **Make sure the base unit, your handset and the destination handset are not being used when copying phone book items. Handsets must be operated near the base unit and while OFF the charger.**
- **Once copying has started, do not place your handset on the charger until it is complete, otherwise, copying will be stopped.**
- **If an outside call is received during phone book copy, copying will be stopped. You will need to copy the item(s) later.**

3.8.1 From a handset to another handset

Copying one phone book item

- 1 Press **[MENU]**.
- 2 Press **[#][1]**.
- 3 Enter the extension number of the destination handset (**[1]** to **[4]**).
- 4 Press **[NEXT]** (soft key).
- 5 Press **[▼]** or **[▲]** repeatedly to display the desired item.
 - To search for the item by initial, see page 40.
- 6 Press **[SEND]** (soft key).
 - When the item has been copied, “Complete” will be displayed and a beep will sound.
 - The destination handset display will show “Phone book Receiving”, then “Phone book Received”.
 - To copy another item, repeat steps 5 and 6.
- 7 Press **[OFF]**.

Copying all the phone book items

- 1 Press **[MENU]**.
- 2 Press **[#][2]**.

- 3 Enter the extension number of the destination handset (**[1]** to **[4]**).
- 4 Press **[SEND]** (soft key).
 - When all items have been copied, “**Complete**” will be displayed and a beep will sound.
 - The destination handset display will show “**Phone book Receiving**”, then “**Phone book Received**”.
 - To copy items to another extension, repeat steps 1 to 4.
- 5 Press **[OFF]**.

3.8.2 From the base unit to a handset

Copying one phone book item

- 1 Press **[MENU]**.
- 2 Press **[⇄]**, then **[5][9]**.
- 3 Press **[1]** to display “**1 ITEM**”.
- 4 Press **[SET]**.
- 5 Enter the extension number of the destination handset (**[1]** to **[4]**).
- 6 Press **[SET]**.
- 7 Press **[+]** or **[-]** repeatedly to display the desired item.
 - To search for the item by initial, see page 41.
- 8 Press **[SET]**.
 - When the item has been copied, “**COMPLETE**” will be displayed and a beep will sound.
 - The destination handset display will show “**Phone book Receiving**”, then “**Phone book Received**”.
 - To copy another item, repeat steps 7 and 8.
- 9 Press **[MENU]**.

Copying all the phone book items

- 1 Press **[MENU]**.
- 2 Press **[⇄]**, then **[5][9]**.
- 3 Press **[2]** to display “**ALL ITEMS**”.
- 4 Press **[SET]**.
- 5 Enter the extension number of the destination handset (**[1]** to **[4]**).
- 6 Press **[SET]**.

3.9 Caller ID service

This unit is compatible with the Caller ID service offered by your local telephone company. To use this unit's Caller ID features, you must subscribe to a Caller ID service.

Make sure the following ring settings are set to 2 or more rings beforehand.

- TAM ring setting (feature #06* and feature #06# on page 79, or feature 0611 and feature 0612 on page 89)
- FAX ring setting (feature #07 on page 79)
- Keep the front cover page open for button locations.

3.9.1 How Caller ID is displayed

The calling party's name or telephone number, and the called line will be displayed after the 1st ring. You then have the option of whether or not to answer the call.

The unit will automatically store caller information (name, telephone number, date and time of the call, the number of times called) from the 30 (base unit)/50 (handset) most recent callers for both lines combined. Caller information is stored by the most recent to the oldest call. When the 31st (base unit)/51st (handset) call is received, the oldest call is deleted.

Caller information can be viewed on the display one item at a time (page 45) or confirmed by printing the Caller ID list (page 113).

- When caller information is received and it matches a telephone number stored in the unit's phone book, the stored name will be displayed.
- If the unit is connected to a PBX (Private Branch Exchange) system, caller information may not be received properly. Consult your PBX supplier.
- If the unit cannot receive caller information, the following will be displayed:
 - “**OUT OF AREA**”: The caller dialed from an area which does not provide Caller ID service.
 - “**PRIVATE CALLER**”: The caller requested not to send caller information.
 - “**LONG DISTANCE**”: The caller made a long distance call.
- The name display service may not be available in some areas. For further information, please contact your telephone company.

- If the handset has lost communication with the base unit when a call is received, caller information will not be recorded in the handset.
- If both lines receive calls at the same time, each caller's information will be displayed alternately.

To confirm caller information using the Caller ID list (Base unit only)

- To print manually, see page 113.
- To print automatically after every 30 new calls, activate feature #26 (page 81).

Call Waiting Caller ID feature

If you subscribe to both Caller ID and Call Waiting services, when a second call is received on the same line during a conversation, you will hear a call-waiting tone and the display will show the second caller's information.

Press **[FLASH/CALL WAIT]** to answer the second call.

- The first call is put on hold and you can answer the second call.
- To return to the first caller, press **[FLASH/CALL WAIT]** again.

Note:

- The second caller's information will not be displayed when:
 - the first call on the same line is placed on hold,
 - the answering machine is recording an incoming message on the same line,
 - you are having a conference call on both lines,
 - you are sending or receiving a fax document, or
 - an extension telephone on the same telephone line is in use.
- Please contact your telephone company for details and availability of this service in your area.

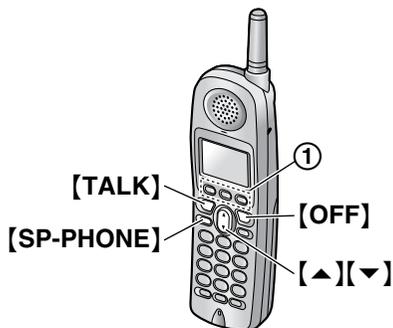
3.10 Viewing and calling back using caller information

Using caller information, you can easily see who has called you and return their calls.

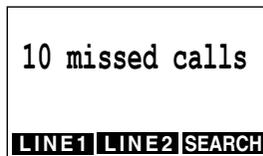
Important:

- Calling back will not be possible if the caller information does not include a telephone number.

3.10.1 With the handset



The unit will tell you how many calls you missed while you were out or unavailable to answer the phone.



Make sure the handset is not being used.

- 1 Press [▼] or [▲] to display “Caller list”.
- 2 Press [▼] to search from the most recently received caller information.
 - If you press [▲], the display order will be reversed.
- 3 To return the call, press [TALK] or [SP-PHONE].
 - If the line selection is “Auto” (feature 055 on page 89) and you press [TALK] or [SP-PHONE], the displayed line will be selected. However, if the displayed line is already being used or you want to select the other line, press [CALL] (soft key ①), then select the other line by

pressing [LINE1] (soft key ①) or [LINE2] (soft key ①).

Note:

- The same caller information which has been answered or viewed on one handset will be displayed as “missed” on the other handsets.

Displayed symbols

- **1** and **2** indicate which line the caller information was received from.
- If the same caller calls the same line more than once, it will be displayed with the number (“x2” to “x9”). Only the date and time of the most recent call will be stored.
- A ✓ is displayed next to items which have already been viewed or answered.

To stop viewing

Press [OFF] after step 2.

To edit a telephone number before calling back

Press [CALL] (soft key ①), then [EDIT] (soft key ①) repeatedly after step 2. Each time you press [EDIT] (soft key ①), the telephone number will be changed as follows:

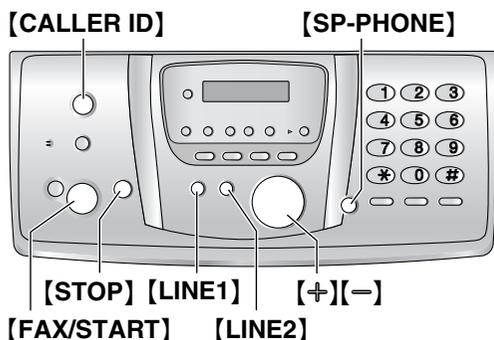
- ① Local telephone number only (area code omitted)
 - ② Area code – Local telephone number
 - ③ 1 – Area code – Local telephone number (“1” added)
- To return a call, press [TALK], [SP-PHONE], [LINE1] (soft key ①) or [LINE2] (soft key ①).

Note:

- The unit provides an auto edit feature for Caller ID numbers. For details, see page 47.

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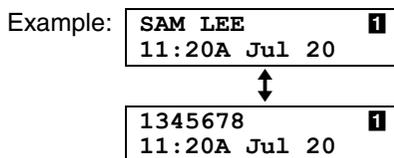
3.10.2 With the base unit



- 1 Press **[CALLER ID]**.
- 2 Press **[−]** to search from the most recently received caller information.
 - If you press **[+]**, the display order will be reversed.
- 3 To return the call, press **[SP-PHONE]**.
To send a fax, insert the document FACE DOWN and press **[FAX/START]**.
 - If the line selection is “**AUTO**” (feature #37 on page 81, feature #38 on page 81 or feature 0*5 on page 90) and you press **[SP-PHONE]** or **[FAX/START]**, the displayed line will be selected. However, if the displayed line is already being used or you want to select the other line, press **[LINE1]** or **[LINE2]**.

To change the way caller information is displayed

Press **[CALLER ID]** repeatedly after step 2.



- When the unit could not receive a name, the display will show “**NO NAME RCVD**”.

Displayed symbols

- **[1]** and **[2]** indicate which line the caller information was received from.
- If the same caller calls the same line more than once, it will be displayed with the number (“x2” to “x9”). Only the date and time of the most recent call will be stored.
- A **✓** is displayed next to items which have already been viewed or answered.

To stop viewing

Press **[STOP]** after step 2.

To edit a telephone number before calling back/storing

Press **[*]** repeatedly after step 2. Each time you press **[*]**, the telephone number will be changed as follows:

- 1 Local telephone number only (area code omitted)
- 2 Area code – Local telephone number
- 3 1 – Area code – Local telephone number (“1” added)
 - To return a call, press **[SP-PHONE]**, **[LINE1]** or **[LINE2]**.
 - To store the number in the phone book, follow from step 3 of the base unit storing procedure on page 48.

Note:

- The unit provides an auto edit feature for Caller ID numbers. For details, see page 47.

3.11 Caller ID number auto edit feature

Once you call back an edited number, this unit can automatically edit incoming phone numbers from the same area code each time you receive a call. For example, it can ignore the area code of calls originating from your area code, so that you can call these numbers using caller information without dialing the area code.

To activate this feature, you must edit a caller information by selecting pattern ①, ② or ③ (page 45, 46), then make a call to that number. After that, calls from numbers in that area code will be edited automatically. The handset and base unit can remember up to 4 area codes each to be edited according to patterns ① and ②. When more than 5 area codes are edited, older area codes are reset to pattern ③. Phone numbers from the 4 most recently edited area codes will be automatically edited.

This feature can be turned ON using either the handset or the base unit. The default setting is ON.

3.11.1 Turning ON the Caller ID number auto edit feature (Handset)

- Keep the front cover page open for button locations.

Make sure the handset is not being used.

- 1 Press **[MENU]**.
- 2 Press **[0][4]**.
- 3 Press **[1]** to select "On".
 - Press **[0]** to select "Off".
- 4 Press **[SAVE]** (soft key).
- 5 Press **[OFF]**.

3.11.2 Turning ON the Caller ID number auto edit feature (Base unit)

- 1 Press **[MENU]**.
- 2 Press **[#]**, then **[7][5]**.
- 3 Press **[1]** to select "ON".
 - Press **[2]** to select "OFF".
- 4 Press **[SET]**.
- 5 Press **[MENU]**.

Note:

- If you fail to reach your destination when making a call, the phone number you dialed might have an incorrect pattern. Edit the phone number with another pattern (page 45, 46).
- When this feature is set to OFF the unit will still be able to display Caller ID, but incoming Caller ID numbers will not be automatically edited.
- If you move to another area, you may need to turn this feature OFF to erase the previously edited area codes. To use this feature again, turn it ON and reprogram the area codes you want to be edited once again.

3.12 Erasing caller information

- Keep the front cover page open for button locations.

3.12.1 Erasing all caller information

With the handset

Make sure the handset is not being used.

- 1 Press [▼] or [▲] to display “**Caller list**”.
- 2 Press [ERASE] (soft key).
 - To cancel erasing, press [NO] (soft key).
- 3 Press [YES] (soft key).

With the base unit

- 1 Press [MENU] repeatedly to display “**CALLER SETUP**”.
- 2 Press [SET].
 - “**CALL LIST ERASE**” will be displayed.
- 3 Press [SET].
 - To cancel erasing, press [STOP] 3 times.
- 4 Press [SET].
- 5 Press [STOP].

3.12.2 Erasing specific caller information

With the handset

Make sure the handset is not being used.

- 1 Press [▼] or [▲] to display “**Caller list**”.
- 2 Press [▼] or [▲] repeatedly to display the desired item.
- 3 Press [ERASE] (soft key).
 - To erase other items, repeat from step 2.
- 4 Press [OFF].

With the base unit

- 1 Press [CALLER ID].
- 2 Press [⊕] or [⊖] repeatedly to display the desired item.
- 3 Press [ERASE].
 - To erase other items, repeat from step 2.
- 4 Press [STOP].

3.13 Storing caller information into the phone book

- Keep the front cover page open for button locations.

Important:

- **This feature is not available if the caller information does not include a telephone number.**

3.13.1 Into the handset

Make sure the handset is not being used.

- 1 Press [▼] or [▲] to display “**Caller list**”.
- 2 Press [▼] or [▲] repeatedly to display the desired item.
- 3 Press [SAVE] (soft key).
 - If the number requires editing, press [EDIT] (soft key) repeatedly until the number is shown in the desired format (page 45).
- 4 Press [SAVE] (soft key).

Note:

- If there is no name information for the caller, “**Enter name**” will be displayed. You can enter a name by performing the following steps:
 1. Enter the name (see page 39 for instructions.),
 2. Press [▼], and
 3. Press [SAVE] (soft key).If a name is not required, press [▼], then press [SAVE] (soft key).
- To continue storing other items, repeat from step 2.

- 5 Press [OFF] to exit.

3.13.2 Into the base unit

- 1 Press [CALLER ID].
- 2 Press [⊕] or [⊖] repeatedly to display the desired item.
- 3 Press [MENU].
- 4 Press [SET].
- 5 Press [SET].

Note:

- You can confirm the items stored in the base unit by printing the telephone number list (page 113).
- The unit can only store names of up to 16 characters long.
- To edit a name and number, see page 41.

3.14 Intercom

Intercom calls can be made between a handset and the base unit, and between two handsets. You can page all handsets at once from the base unit, and announce the page to all handsets (**Voice paging feature**).

Page the desired unit(s) by entering the extension number, shown in the top right of each handset's display. The base unit's extension number is 0.

- Keep the front cover page open for button locations.

3.14.1 Making intercom calls

Handset

- 1 Press **[HOLD/INTERCOM]**.
- 2 **To page the base unit**, press **[0]**.
 - The base unit will beep for 1 minute.
 - To stop paging, press **[OFF]**.

To page another handset, enter its extension number (**[1]** to **[4]**).

 - The destination handset will beep for 1 minute.
- 3 When the paged party answers, talk into the handset.
 - You can switch to the speaker by pressing **[SP-PHONE]**. To switch back to the receiver, press **[TALK]**.
- 4 To end the intercom call, press **[OFF]** or place the handset on the charger.

Base unit

You can also locate a misplaced handset by paging it (**Handset locator**).

- 1 Press **[LOCATOR/INTERCOM]**.
- 2 **To page one handset**, enter its extension number (**[1]** to **[4]**).
 - The handset will beep for 1 minute.
 - To stop paging, press **[SP-PHONE]** or **[LOCATOR/INTERCOM]**.

To page all handsets, press **[0]**.

 - All handsets will beep for 1 minute.
 - If you press **[5]** instead, you can make a voice announcement that can be heard through the speaker of all handsets (**Voice paging feature**). The speaker volume for the announcement follows the higher ringer volume level of 2 lines on the handset (page 28).
 - You can talk with the handset user who answers first.

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- 3 When the paged party answers, talk into **[MIC]**.
- 4 To end the intercom call, press **[SP-PHONE]** or **[LOCATOR/INTERCOM]**.

3.14.2 Answering intercom calls

Handset

When a handset is being paged, it will ring and the Ringer/Message alert indicator will flash rapidly. The display will show the paging extension's number.

- 1 Press **[TALK]**, **[SP-PHONE]** or **[HOLD/INTERCOM]** to answer the page.
- 2 To end the intercom call, press **[OFF]** or place the handset on the charger.

Base unit

When the base unit is being paged, it will ring and display the paging extension's number.

- 1 Press **[LOCATOR/INTERCOM]** or **[SP-PHONE]** to answer the page.
- 2 To end the intercom call, press **[SP-PHONE]** or **[LOCATOR/INTERCOM]**.

Note:

- The ringer volume for intercom calls follows the higher level of the 2 lines. When the ringer volume is OFF for both lines (page 28, 29), the handset and the base unit will ring at the low level when paged.

During an intercom call

- If you have difficulty hearing the other party, decrease the speaker volume.
- If you receive a phone call while talking on the intercom, you will hear 2 tones (feature #73 on page 83, feature 13 on page 88 or feature 0✕2 on page 90) and **[L1]** or **[L2]** on the handset, or **[LINE1]** or **[LINE2]** on the base unit will flash rapidly. To answer the call, if you are using the handset, select the called line by pressing **[LINE1]** (soft key) or **[LINE2]** (soft key). If you are using the base unit, select the called line by pressing **[LINE1]** or **[LINE2]**.

3.15 Transferring a call

A telephone call can be transferred between two extensions using the intercom feature.

- Keep the front cover page open for button locations.

3.15.1 To transfer a call from the handset

- 1 During a phone call, press **[HOLD/INTERCOM]**.
 - **[LINE1]** (soft key) or **[LINE2]** (soft key) flashes and the call will be put on hold.
- 2 To page the base unit, press **[0]**. To page another handset, enter its extension number (**[1]** to **[4]**).
 - If you do not wish to announce the transfer, skip to step 4.
- 3 Wait for the paged party to answer.
 - If the paged party does not answer, press **[LINE1]** (soft key) or **[LINE2]** (soft key) that is flashing to return to the phone call.
- 4 To complete the transfer, press **[OFF]**.

To answer a transferred call with the base unit:

- If the paging party announces the transfer, the paging extension's number is displayed. Press **[SP-PHONE]** or **[LOCATOR/INTERCOM]** to answer the page.
 - After the paging party hangs up the call, you can talk to the outside caller.
- If the paging party hangs up before you answer the page, "INCOMING CALL" will be displayed. Press **[SP-PHONE]**, or **[LINE1]** or **[LINE2]** that is flashing to take the transferred call.

To answer a transferred call with another handset:

- If the paging party announces the transfer, the calling extension will be displayed. Press **[TALK]**, **[SP-PHONE]** or **[HOLD/INTERCOM]** to answer the page.
 - After the paging party hangs up the call, you can talk to the outside caller.
- If the paging party hangs up before you answer the page, "Incoming call" will be displayed. Press **[TALK]**, **[SP-PHONE]**, or **[LINE1]** (soft key) or **[LINE2]** (soft key) for the called line to take the transferred call.

3.15.2 To transfer a call from the base unit

- 1 During a phone call, press **[TRANSFER]**.
 - **[LINE1]** or **[LINE2]** flashes and the call will be put on hold.

- 2 To page a handset, enter its extension number ([1] to [4]).
To page all handsets, press [0].
 - If you do not wish to announce the transfer, skip to step 4.
- 3 Wait for the paged party to answer.
 - If the paged party does not answer, press [LINE1] or [LINE2] that is flashing to return to the outside call.
- 4 To complete the transfer, press [SP-PHONE].

Note:

- Even if you call all handsets, only the handset user who answers first can take the transferred call.

To answer a transferred call with the handset:

- If the paging party announces the transfer, the calling extension will be displayed. Press [TALK] or [SP-PHONE] to answer the page.
 - After the paging party hangs up the call, you can talk to the outside caller.
- If the paging party hangs up before you answer the page, “Incoming call” will be displayed. Press [TALK], [SP-PHONE], or [LINE1] (soft key) or [LINE2] (soft key) for the called line to take the transferred call.

During a transfer

- If you do not announce the transfer and the paged party does not answer within 60 seconds after you hang up, your extension will ring and the call will be returned to your phone. You can speak to the caller again by pressing [LINE1] (soft key) or [LINE2] (soft key) on the handset or [LINE1] or [LINE2] on the base unit. When answering the call again, you may also transfer the caller to the telephone answering machine (page 69). If you still do not answer the call within 4 minutes, the call will be disconnected.

3.16 Conference Calls

- Keep the front cover page open for button locations.

3.16.1 Conference call with 2 outside calls

While you are talking with an outside caller, you can make or answer a second call on the other line, and then combine the calls to establish a conference call.

Handset

1. During a call, press [HOLD/INTERCOM] 2 times to put the first call on hold.
2. To make or answer a second call, select the other line by pressing [LINE1] (soft key) or [LINE2] (soft key).
3. When the second call is connected, press [CONF] (soft key) to make a conference call.
 - To hang up both lines, press [OFF].
 - To hang up only one line, press [LINE1] (soft key) or [LINE2] (soft key) for the party with which you want to continue talking.
 - To put both lines on hold, press [HOLD/INTERCOM].
To talk with only one caller, press [LINE1] (soft key) or [LINE2] (soft key) for the party with which you want to continue talking. To resume both lines, press [CONF] (soft key).

Base unit

1. During a call, press [HOLD] to put the first call on hold.
2. To make or answer a second call, select the other line by pressing [LINE1] or [LINE2].
3. When the second call is connected, press [CONF] to make a conference call.
 - To hang up both lines, press [SP-PHONE].
 - To hang up only one line, press [LINE1] or [LINE2] for the party with which you want to continue talking.
 - To put both lines on hold, press [HOLD]. To talk with only one caller, press [LINE1] or [LINE2]. To resume both lines, press [CONF].

Note:

- You cannot call another extension to make a conference call.
To join the conference call from other extensions, press [LINE1] (soft key) or [LINE2] (soft key) on the handset or [LINE1] or [LINE2] on the base unit. One more

3. Telephone

extension can join the conference call if all other extensions are not being used.

3.16.2 Conference with an outside call and an intercom call

While you are talking with an outside caller, one more extension can join the conversation using the handset or the base unit and establish a conference call.

Handset

1. During a phone call, press **[HOLD/INTERCOM]**.
 - The call will be put on hold.
2. To **page the base unit**, press **[0]**. To **page another handset**, enter its extension number (**[1]** to **[4]**).
3. When the paged party answers, press **[CONF]** (soft key) on your handset to make a conference call.
 - To leave the conference, press **[OFF]**. The other two parties can continue the conversation.

Base unit

1. During an outside call, press **[LOCATOR/INTERCOM]**.
 - The call will be put on hold.
2. To **page a handset**, enter its extension number (**[1]** to **[4]**). To **page all handsets**, press **[0]**.
3. When the paged party answers, press **[CONF]** on the base unit to make a conference call.
 - To leave the conference, press **[SP-PHONE]**, or **[LINE1]** or **[LINE2]** which is lit. The other two parties can continue the conversation.

Note:

- Even if you call all handsets, only the handset user who answers first can take the conference call.

During a conference call

- The phone call can be put on hold by pressing **[HOLD/INTERCOM]** on the handset or **[HOLD]** on the base unit. Communications between extensions are not suspended. Only the person who placed the call on hold can resume the full conference by pressing **[CONF]** (soft key) on the handset or **[CONF]** on the base unit.

3.17 Call share

By purchasing additional handsets, additional extensions can take part in the conference as follows:

- 1 additional extension can join an existing phone call, for a total of 3 people (including 1 outside party).
- 1 additional extension can join an existing phone call, for a total of 4 people (including 2 outside parties).

Note:

- Make sure all other extensions are not being used.
- Keep the front cover page open for button locations.

3.17.1 To join a conversation (Call share feature)

Handset:

Press **[LINE1]** (soft key) or **[LINE2]** (soft key).

- “**Conference**” and the line number will be displayed.

Base unit:

Press **[LINE1]** or **[LINE2]**.

- “**CONFERENCE**” and the line number will be displayed.

3.17.2 To prevent other users from joining your conversation (Call privacy feature)

You can turn the feature ON during a call using the handset. This feature is only available for the handset.

- 1 Press **[MENU]** during an outside call.
- 2 Press **[2]** to select “**2=Privacy on**”.
 - “**PRIVACY**” will be displayed.
 - To turn the feature OFF, press **[2]** to select “**2=Privacy off**” in step 2 again.

Note:

- This feature will return to OFF after you hang up the call.

3.18 Room monitor feature

This feature allows you to listen in on a room where a handset or base unit is located. The monitored extension will not ring, allowing you to easily monitor, for example, a baby's room from different areas of the house. If you want to prevent your unit from being monitored by other extensions, leave this feature OFF (default setting). An extension currently in use cannot be monitored.

- Keep the front cover page open for button locations.

3.18.1 Turning ON the room monitor feature (Handset)

This allows the handset to be monitored.

Make sure the handset is not being used.

- 1 Press **[MENU]**.
- 2 Press **[0][9]**.
- 3 Press **[1]** to select "On".
 - Press **[0]** to select "Off".
- 4 Press **[SAVE]** (soft key).
- 5 Press **[OFF]**.

3.18.2 Turning ON the room monitor feature (Base unit)

This allows the base unit to be monitored.

- 1 Press **[MENU]**.
- 2 Press **[#]**, then **[7][4]**.
- 3 Press **[1]** to select "ON".
 - Press **[2]** to select "OFF".
- 4 Press **[SET]**.
- 5 Press **[MENU]**.

Note:

- You can also turn ON the base unit room monitor feature using the handset (feature 0*3 on page 90).

3.18.3 Monitoring a room

Important information:

The unit to be monitored must not be in use.

With the handset

- 1 Press **[HOLD/INTERCOM]**.
- 2 Press **[MONITOR]** (soft key).
- 3 To call the base unit, press **[0]**.

To call another handset, enter its extension number (**[1]** to **[4]**).

- Your handset will start to monitor the room through the destination unit.
- To monitor from the speaker, press **[SP-PHONE]**. You can place the handset on the charger and continue monitoring. To switch back to the receiver, press **[TALK]**.
- The monitored unit will display "Room monitor".
- If an incoming call is being received, you will hear 2 tones (feature 13 on page 88). To answer the call, select the called line by pressing **[LINE1]** (soft key) or **[LINE2]** (soft key).

- 4 To end monitoring, press **[OFF]**.

- The base unit user can stop being monitored by pressing **[LOCATOR/INTERCOM]** or **[SP-PHONE]**. The monitored handset user can stop being monitored by pressing **[OFF]**.

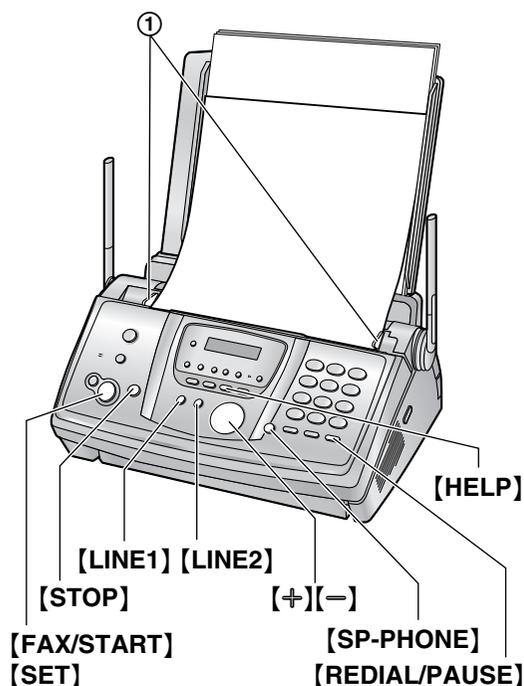
With the base unit

- 1 Press **[LOCATOR/INTERCOM]**, then press **[MUTE]**.
- 2 To call the handset, enter its extension number (**[1]** to **[4]**).
 - The base unit will start to monitor the room through the handset.
 - The monitored unit will display "Room monitor" then the duration time.
 - If an incoming call is being received, you will hear 2 tones (feature #73 on page 83 and feature 0*2 on page 90). To answer the call, select the called line by pressing **[LINE1]** or **[LINE2]**.
- 3 To end monitoring, press **[LOCATOR/INTERCOM]** or **[SP-PHONE]**.
 - The monitored handset user can stop being monitored by pressing **[OFF]**.

Note:

- If the room monitor feature of the destination unit is OFF, "DENIED" will be displayed and busy tone will sound.

4.1 Sending a fax manually



- 1 Adjust the width of the document guides (①) to fit the actual size of the document.
- 2 Insert the document (up to 10 pages) FACE DOWN until a single beep is heard and the unit grasps the document.
 - If the document guides are not adjusted to fit the document, re-adjust them.
- 3 If necessary, press **[+]** or **[-]** repeatedly to select the desired resolution.
- 4 Press **[SP-PHONE]**.
 - An available line is automatically selected and **[LINE1]** or **[LINE2]** will light. To change the line selection, see feature #37 on page 81 and feature 0✳5 on page 90.
 - You can also select a line by pressing **[LINE1]** or **[LINE2]**.
- 5 Dial the fax number.
- 6 **When a fax tone is heard:**
Press **[FAX/START]**.

When the other party answers your call:

Ask them to press their start button. When the fax tone is heard, press **[FAX/START]**.

To select the resolution

Select the desired resolution according to the type of document.

- “**STANDARD**”: For printed or typewritten documents with normal-sized characters.
- “**FINE**”: For documents with small print.
- “**SUPER FINE**”: For documents with very small print. This setting is effective only when the other party has a compatible fax machine.
- “**PHOTO**”: For documents containing photographs, shaded drawings, etc.
 - Using the “**FINE**”, “**SUPER FINE**” and “**PHOTO**” settings will increase transmission time.
 - If the resolution setting is changed during feeding, it will be effective from the next page.

To redial the last number

1. Insert the document.
2. Press **[REDIAL/PAUSE]**.
3. Press **[FAX/START]**.
 - An available line is automatically selected and **[LINE1]** or **[LINE2]** will light. To change the line selection, see feature #38 on page 81.
 - If the line is busy, the unit will automatically redial the number 1 time.
 - To cancel redialing, press **[STOP]**.

To send more than 10 pages at a time

Insert the first 10 pages of the document. Add the other pages (up to 10 at a time) on top of the previously inserted pages before the last page feeds into the unit.

Pre-dialing a fax number

You can dial the fax number first before inserting the document. This is convenient if you need to refer to the document for the other party's fax number.

1. Enter the fax number.
2. Insert the document.
3. Press **[FAX/START]**.
 - An available line is automatically selected and **[LINE1]** or **[LINE2]** will light. To change the line selection, see feature #38 on page 81.

Sending from memory (Quick scan feature)

You can scan the document into memory before sending. To use this feature, activate feature #34 (page 81) beforehand.

1. Insert the document.

2. Enter the fax number.
3. Press **[FAX/START]**.
 - The document will be fed into the unit and scanned into memory. The unit will then send the data. If the document exceeds the memory capacity, transmission will be canceled and this feature will be turned OFF automatically. You must send the entire document manually.
 - This feature cannot be used if **[SP-PHONE]** on the base unit, **[TALK]** or **[SP-PHONE]** on the handset is pressed.

To stop transmission

Press **[STOP]**.

Sending a fax with the voice guide

You can send documents by following the voice guide.

1. Press **[HELP]** 2 times.
2. Press **[SET]**.
3. Follow the voice guide.
 - After transmission, the voice guide will turn OFF automatically.

Printing a confirmation report

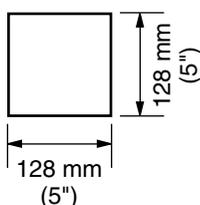
A confirmation report provides you with a printed record of transmission results. To print confirmation reports, make sure feature #04 is activated (page 79). For an explanation of error messages, see page 94.

Printing a journal report

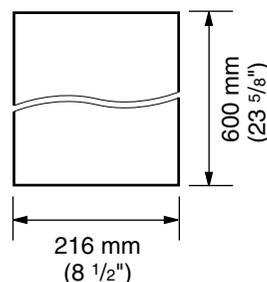
A journal report provides you with a printed record of the 30 most recent faxes. To print it manually, see page 113. To print it automatically after every 30 new fax transmissions and receptions, make sure feature #22 is activated (page 80). For an explanation of error messages, see page 94.

4.2 Documents you can send

Minimum document size

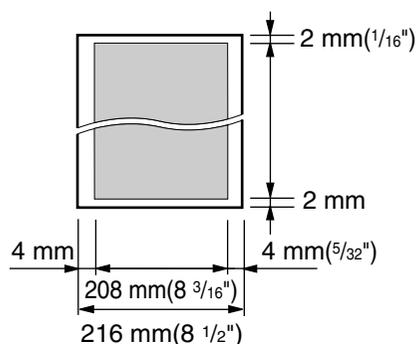


Maximum document size



Effective scanning area

- Shaded area will be scanned.



Document weight

- Single sheet:
45 g/m² to 90 g/m² (12 lb. to 24 lb.)
- Multiple sheets:
60 g/m² to 80 g/m² (16 lb. to 21 lb.)

Note:

- Remove clips, staples or other fasteners.
- Do not send the following types of documents: (Make a copy of the document and send the copy.)
 - Chemically treated paper such as carbon or carbonless duplicating paper
 - Electrostatically charged paper
 - Badly curled, creased or torn paper
 - Paper with a coated surface
 - Paper with a faint image
 - Paper with printing on the opposite side that can be seen through the other side, such as newsprint
- Check that ink, paste or correction fluid has dried completely.
- To send a document with a width of less than 210 mm (8 1/4"), we recommend using a copy machine to copy the original document onto A4 or letter-sized paper, then sending the copied document.

4.3 Sending a fax using the phone book

Before using this feature, store the desired names and telephone numbers into the base unit's phone book (page 39).

- Keep the front cover page open for button locations.
- 1 Adjust the width of the document guides to fit the actual size of the document.
 - 2 Insert the document (up to 10 pages) FACE DOWN until a single beep is heard and the unit grasps the document.
 - If the document guides are not adjusted to fit the document, re-adjust them.
 - 3 If necessary, press **[+]** or **[-]** repeatedly to select the desired resolution (page 54).
 - 4 Press **[▶]**.
 - 5 Press **[+]** or **[-]** repeatedly to display the desired item and press **[FAX/START]**.
 - An available line is automatically selected and **[LINE1]** or **[LINE2]** will light. To change the line selection, see feature #38 on page 81.

Fax auto redial

If the line is busy or if there is no answer, the unit will automatically redial the number 1 time.

- To cancel redialing, press **[STOP]**.

If your unit does not send a fax

- Confirm that you have entered the number correctly, and that the number is a fax number.
- Confirm that the other party's fax machine is answering by turning ON the connecting tone feature (feature #76 on page 83).

4.4 Broadcast transmission

By storing the base unit's phone book items (page 39) into the broadcast memory, you can send the same document to multiple parties (up to 20). Your programmed items will remain in the broadcast memory, allowing frequent re-use.

- Keep the front cover page open for button locations.

4.4.1 Programming items into the broadcast memory

- 1 Press **[MENU]** repeatedly to display "**PHONE BOOK SET**".
- 2 Press **[#]**.
- 3 Press **[+]** or **[-]** repeatedly to display the desired item.
- 4 Press **[SET]**.
 - The number in brackets indicates the number of registered items.
 - If you program the wrong item, press **[STOP]** to erase the item.
 - To program other items, repeat steps 3 and 4 (up to 20 items).
- 5 Press **[SET]**.

Note:

- Confirm the stored items by printing a broadcast programming list (page 113).

4.4.2 Adding a new item into the broadcast memory

After initial programming, you can add new items (up to a combined total of 20).

- 1 Press **[▶]**.
- 2 Press **[+]** or **[-]** repeatedly to display "**<BROADCAST>**".
- 3 Press **[MENU]**.
- 4 Press **[*]**.
- 5 Press **[+]** or **[-]** repeatedly to display the desired item.
- 6 Press **[SET]**.
 - To add other items, repeat steps 5 and 6 (up to 20 items).
- 7 Press **[STOP]**.

4.4.3 Erasing a stored item from the broadcast memory

- 1 Press [▶].
- 2 Press [⊕] or [⊖] repeatedly to display “<BROADCAST>”.
- 3 Press [MENU].
- 4 Press [⊞].
- 5 Press [⊕] or [⊖] repeatedly to display the desired item you want to erase.
 - To cancel erasing, press [STOP].
- 6 Press [SET].
- 7 Press [SET].
 - To erase other items, repeat steps 5 to 7.
- 8 Press [STOP].

4.4.4 Sending the same document to pre-programmed parties

- 1 Insert the document FACE DOWN.
- 2 If necessary, press [⊕] or [⊖] repeatedly to select the desired resolution (page 54).
- 3 Press [▶].
- 4 Press [⊕] or [⊖] repeatedly to display “<BROADCAST>”.
- 5 Press [START].
 - An available line is automatically selected and [LINE1] or [LINE2] will light. To change the line selection, see feature #38 on page 81.
 - The document will be fed into the unit and scanned into memory. The unit will then send the data to each party, calling each number sequentially.
 - After transmission, the stored document will be erased from memory automatically, and the unit will automatically print a report (**Broadcast sending report**).

Note:

- If you select “FINE”, “SUPER FINE” or “PHOTO” resolution, the number of pages that the unit can send will decrease.
- If the document exceeds the memory capacity, transmission will be canceled.
- If a party is busy or does not answer, it will be skipped and redialed later 1 time.

To send the same document to a one-time group of items

You can also select a one-time group of parties to send the same document to. After transmission, this group will be deleted.

1. Insert the document.
2. Press [▶].
3. Press [⊕] or [⊖] repeatedly to display “<ONE TIME BROAD>”.
4. Press [SET] to start programming the parties you want to send the document to.
5. Press [⊕] or [⊖] repeatedly to display the desired party.
6. Press [SET].
 - If you program the wrong item, press [STOP] to erase the item.
 - To program other parties, repeat steps 5 and 6 (up to 20 items).
7. Press [START] to start transmission to the programmed parties.
 - An available line is automatically selected and [LINE1] or [LINE2] will light. To change the line selection, see feature #38 on page 81.

To cancel broadcast transmission

1. Press [STOP] while “BROADCASTING” is displayed.
 - The display will show “SEND CANCELED?”.
2. Press [SET].

4.5 Receiving a fax manually – Auto answer OFF

4.5.1 Activating TEL mode

Set the desired line(s) to TEL mode by pressing **[AUTO ANSWER]** repeatedly to display “OFF”.

Example: LINE 1 is OFF

TEL MODE		LINE1
OFF	ON	
LINE 1	LINE 2	

Example: LINE 2 is OFF

TEL MODE		LINE2
ON	OFF	
LINE 1	LINE 2	

Note:

- By default, the unit reduces the size of the received document to 92% when printing (See feature #36 on page 81 for details).



How to receive phone calls and faxes with the base unit

- Press **[SP-PHONE]** to answer the call.
- When:
 - document reception is required,
 - a fax calling tone (slow beep) is heard, or
 - no sound is heard,
 press **[FAX/START]**.

CONNECTING

- The unit will start fax reception.
- If you do not answer the call within 10 rings, the unit will temporarily activate the answering machine. The greeting message will then be played and the other party can then send a fax (except when #77 on page 83 is set to “**TAM ONLY**”).

How to receive phone calls and faxes with the handset

- Lift the handset and press **[TALK]** or **[SP-PHONE]** to answer the call.
- When:
 - document reception is required,
 - a fax calling tone (slow beep) is heard, or
 - no sound is heard,
 press **[*][#][9]** (default fax activation code) **firmly**.
 - You can also press **[FAX/START]** on the base unit to receive faxes if the base unit or another handset is not in use.

Note:

- To receive fax documents using the handset, make sure remote fax activation is turned ON (feature #41 on page 82) beforehand. The default setting is ON.

To stop receiving

Press **[STOP]**.

How to receive faxes with an extension telephone

If you have another telephone connected to the same line (extension telephone), you can use the extension telephone to receive faxes.

1. When the extension telephone rings, lift the handset of the extension telephone.
2. When:
 - document reception is required,
 - a fax calling tone (slow beep) is heard, or
 - no sound is heard,
 press **[*][#][9]** (default fax activation code) **firmly**.
 - The fax machine will start reception.
3. Replace the handset.

Note:

- To receive fax documents using the extension telephone, make sure remote fax activation is turned ON (feature #41 on page 82) beforehand. The default setting is ON.

4.6 Receiving a fax automatically – Auto answer ON

4.6.1 Activating TAM/FAX mode (Telephone Answering Machine/Fax mode)

You can activate TAM/FAX mode for each line or for both lines.

- 1 Make sure feature #77* for LINE 1 or feature #77# for LINE 2 is set to “**TAM/FAX**” (page 83) beforehand.
 - 2 Press **[AUTO ANSWER]** repeatedly to display “**ON**”.
- Example: LINE 1 is ON**

TAM/FAX	LINE1
ON	OFF
LINE 1	LINE 2

Example: LINE 2 is ON

TAM/FAX	LINE2
OFF	ON
LINE 1	LINE 2

- The unit announces “*Answer set*”, the set line and the current day and time.
- The unit will announce the remaining recording time if it is less than 10 minutes.
- If “**GREETING ONLY**” is displayed, the unit will not record any incoming messages (feature #10* and feature #10# on page 79, or feature 0621 and 0622 on page 89).

4. Fax

- The remaining time for recording messages will be displayed.



[AUTO ANSWER]

Note:

- The maximum incoming message recording time can be changed (feature #10✕ and feature #10# on page 79, or feature 0621 and feature 0622 on page 89).
- While an incoming call is being recorded, you can monitor it through the speaker. If this feature is not required, turn OFF feature #67 (page 83).
- If the unit announces “Memory full”, erase unnecessary messages (page 69, 71).

How phone calls and faxes are received

When receiving calls, the unit works as an answering machine and/or fax.

- If the call is a phone call, the unit will record the caller’s message automatically.
- If a fax calling tone is detected, the unit will receive the fax automatically.

Note:

- By default, the unit reduces the size of the received document to 92% when printing (See feature #36 on page 81 for details).

Receiving a voice message and fax document in one call

The caller can leave a voice message and send a fax document during the same call. Inform the caller of the following procedure beforehand.

1. The caller calls your unit.
 - The answering machine will answer the call.
2. The caller can leave a message after the greeting message.
3. The caller presses **[✕][9]**.

- The unit will activate the fax function.

4. The caller presses the start button to send a fax.

Changing the ring setting of the telephone answering machine

You can select from “2” (default), “3”, “4”, “5”, “6”, “7” or “TOLL SAVER” for each line. This setting can be changed by feature #06✕ and feature #06# on page 79, or feature 0611 and 0612 on page 89.

- “TOLL SAVER”: When you call a line to which toll saver has been set, the unit answers after 2 rings when new messages have been recorded, and after 4 rings when there are no new messages. If you call your unit from a remote location to listen to new messages (page 73), you will know that there are no messages when the unit rings for the 3rd time. You can then hang up without being charged for the call.

Note:

- If you set to “4”, “5”, “6” or “7”, receiving faxes may not be possible.

4.6.2 Activating FAX ONLY mode

You can activate FAX ONLY mode for each line or for both lines.

- 1 Make sure feature #77✕ for LINE 1 or feature #77# for LINE 2 is set to “FAX ONLY” (page 83) beforehand.

- 2 Press **[AUTO ANSWER]** repeatedly to display “ON”.

Example: LINE 1 is ON

FAX ONLY	LINE1
ON	OFF
LINE 1	LINE 2

Example: LINE 2 is ON

FAX ONLY	LINE2
OFF	ON
LINE 1	LINE 2

- You can change the ring setting in FAX ONLY mode (feature #07 on page 79).
- The unit announces “Answer set”, the set line and the current day and time.

How faxes are received

When receiving calls, the unit will automatically answer all calls and only receive fax documents.

Note:

- By default, the unit reduces the size of the received document to 92% when printing (See feature #36 on page 81 for details).

4.7 Receiving phone calls only – Auto answer ON

- Keep the front cover page open for button locations.

4.7.1 Activating TAM ONLY mode (Telephone Answering Machine only mode)

You can activate TAM ONLY mode for each line or for both lines.

- 1 Make sure feature #77✕ for LINE 1 or feature #77# for LINE 2 is set to “**TAM ONLY**” (page 83) beforehand.
- 2 Press [**AUTO ANSWER**] repeatedly to display “**ON**”.

Example: LINE 1 is ON

TAM ONLY	LINE1
ON	OFF
LINE 1	LINE 2

Example: LINE 2 is ON

TAM ONLY	LINE2
OFF	ON
LINE 1	LINE 2

- The unit announces “*Answer set*”, the set line and the current day and time.
- The unit will announce the remaining recording time if it is less than 10 minutes.
- If “**GREETING ONLY**” is displayed, the unit will not record any incoming messages (feature #10✕ and feature #10# on page 79, or feature 0621 and 0622 on page 89).
- The remaining time for recording messages will be displayed.

Note:

- The maximum incoming message recording time can be changed (feature #10✕ and feature #10# on page 79, or feature 0621 and 0622 on page 89).
- While an incoming call is being recorded, you can monitor it through the speaker. If this feature is not required, turn OFF feature #67 (page 83).
- If the unit announces “*Memory full*”, erase unnecessary messages (page 69, 71).

How phone calls are received

When receiving calls, the unit works as an answering machine.

- If the call is a phone call, the unit will record the caller’s message automatically.
- Fax documents will not be received.

Changing the ring setting of the telephone answering machine

You can select from “2” (default), “3”, “4”, “5”, “6”, “7” or “**TOLL SAVER**”. This setting can be changed by feature #06✕ and feature #06# on page 79, or feature 0611 and 0612 on page 89.

- “**TOLL SAVER**”: When you call a line to which toll saver has been set, the unit answers after 2 rings when new messages have been recorded, and after 4 rings when there are no new messages. If you call your unit from a remote location to listen to new messages (page 73), you will know that there are no messages when the unit rings for the 3rd time. You can then hang up without being charged for the call.

4.8 Junk fax prohibitor (preventing fax reception from undesired callers)

If you subscribe to Caller ID service, this feature prevents fax reception from calls that do not show caller information.

Additionally, the fax machine will not accept faxes originating from numbers that match a programmable junk fax prohibitor list.

- Keep the front cover page open for button locations.

Important:

- This feature does not work when manual reception is performed.

4.8.1 Activating the junk fax prohibitor

- 1 Press **[MENU]** repeatedly to display “**JUNK FAX PROH.**”.
- 2 Press **[▶]**.
- 3 Press **[+]** or **[-]** repeatedly to select “**ON**”.
- 4 Press **[SET]**.
- 5 Press **[MENU]** to exit the program.
 - While the junk fax prohibitor is activated, “**JUNK FAX ON**” is displayed.

4.9 Storing undesired callers

You can register up to 10 undesired numbers from the caller's list if you do not wish to receive faxes from them.

- Keep the front cover page open for button locations.

- 1 Press **[MENU]** repeatedly to display “**JUNK FAX PROH.**”.
- 2 Press **[▶]** repeatedly to display “**JUNK LIST SET**”.
- 3 Press **[SET]**.
- 4 Press **[+]** or **[-]** repeatedly to display the item you wish to prevent the fax reception from.
- 5 Press **[SET]**.
 - To program other items, repeat steps 4 and 5.

- 6 Press **[STOP]** to exit the program.

Note:

- If there is no space to store new items, “**LIST FULL**” is displayed in step 3 or step 5. Erase unnecessary items.

To display the junk fax prohibitor list

1. Press **[MENU]** repeatedly to display “**JUNK FAX PROH.**”.
2. Press **[▶]** repeatedly to display “**JUNK LIST DISP.**”.
3. Press **[SET]**.
4. Press **[+]** or **[-]** to display the item.
5. Press **[MENU]** to exit the program.

To print the junk fax prohibitor list

1. Press **[MENU]** repeatedly to display “**JUNK FAX PROH.**”.
2. Press **[▶]** repeatedly to display “**JUNK LIST PRINT**”.
3. Press **[SET]**.
4. Press **[MENU]** to exit the list.

To erase an item from the junk fax prohibitor list

1. Press **[MENU]** repeatedly to display “**JUNK FAX PROH.**”.
2. Press **[▶]** repeatedly to display “**JUNK LIST DISP.**”.
3. Press **[SET]**.
4. Press **[+]** or **[-]** repeatedly to display the desired item.
5. Press **[◀]**.
 - To cancel erasing, press **[STOP]**, then press **[MENU]**.
6. Press **[SET]**.
 - The item is erased.
7. Press **[MENU]** to exit the list.

5.1 Distinctive Ring service from your phone company

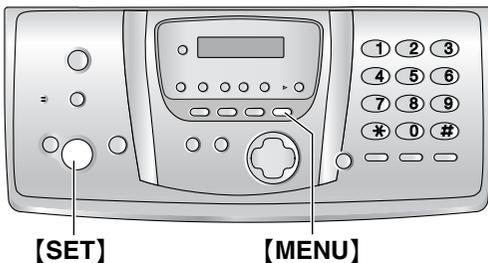
This service is convenient if you wish to have a different number for your fax machine and telephone, even when you use them on a single telephone line.

Distinctive Ring is a service offered by your local telephone company which allows you to use several telephone numbers on one telephone line. When a call is made to one of your phone numbers, the telephone company sends a ring pattern to your telephone line to indicate which number the call is intended for. By setting up this unit for Distinctive Ring, you can make the fax machine automatically start fax reception when a call comes to the fax number.

To use this service, you must subscribe to the Distinctive Ring service offered by your local telephone company.

5.2 Using two or more phone numbers on a single telephone line

5.2.1 Activating the Distinctive Ring feature



- 1 Press **[MENU]**.
- 2 Press **[#]**, then **[3][1]**.
- 3 Press **[*]** or **[#]** to select the desired line.
[*] "LINE1"
[#] "LINE2"
- 4 Press **[1]** to select "ON".
- 5 Press **[SET]**.
- 6 Press **[MENU]**.

How phone calls and faxes are received

If the incoming call is for the fax number, the fax machine will ring with the assigned ring pattern and automatically start fax reception.

If the incoming call is for the phone number:

- the fax machine will keep on ringing in TEL mode.
- the fax machine will record a voice message in TAM/FAX mode or TAM ONLY mode.
- fax communication will be attempted in FAX ONLY mode.

5.3 Using three or more phone numbers on a single telephone line

You may wish to use three or more phone numbers for a single telephone line. In order to distinguish which number the call was addressed to, a different ring pattern must be assigned for each number.

Example: Using three phone numbers

Telephone number	Ring pattern	Use
012 1234	Standard ring	Personal
012 5678	Double ring	Business
012 9876	Triple ring	Fax

To use one phone number for the fax, program the ring pattern assigned for the fax in feature #32 (page 64). In the example, the ring pattern assigned for fax is a triple ring, so you should program "c" (triple ring).

Ring pattern	Settings in feature #32
Standard ring (one long ring)  1st ring 2nd ring	"A"
Double ring (two short rings)  1st ring 2nd ring	"B"

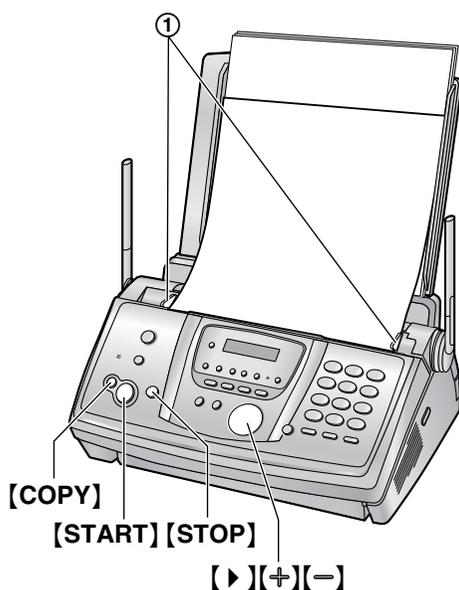
5. Distinctive Ring

Ring pattern	Settings in feature #32
Triple ring (short-long-short rings)  1st ring 2nd ring	“C”
Other triple ring (short-short-long rings)  1st ring 2nd ring	“D”

5.4 Programming the ring pattern assigned for fax

- Keep the front cover page open for button locations.
- 1 Set feature #31 ✕ or feature #31# to “ON” (page 63).
 - 2 Press **[MENU]**.
 - 3 Press **[⇄]**, then **[3][2]**.
 - 4 Press **[1]** to **[5]** to select the ring pattern assigned for fax.
 - [1]** “A”: Standard ring (one long ring)
 - [2]** “B”: Double ring (two short rings)
 - [3]** “C”: Triple ring (short-long-short-rings)
 - [4]** “D”: Other triple ring (short-short-long rings)
 - [5]** “B-D” (default): The fax will respond to calls with any of ring tone patterns “B”, “C” and “D”
 - 5 Press **[SET]**.
 - 6 Press **[MENU]**.

6.1 Making a copy



- 1 Adjust the width of the document guides (①) to fit the actual size of the document.
- 2 Insert the document (up to 10 pages) FACE DOWN until a single beep is heard and the unit grasps the document.
 - If the document guides are not adjusted to fit the document, re-adjust them.
- 3 If necessary, press **[+]** or **[-]** repeatedly to select the desired resolution.
- 4 Press **[COPY]**.
 - If necessary, enter the number of copies (up to 30).
- 5 Press **[START]**, or wait for 15 seconds.
 - The unit will start copying.

Note:

- Any document which can be sent as a fax can also be copied (page 55).

To select the resolution

Select the desired resolution according to the type of document.

- **“FINE”**: For printed or typewritten documents with small print.
- **“SUPER FINE”**: For documents with very small print.
- **“PHOTO”**: For documents containing photographs, shaded drawings, etc.
- If you select **“STANDARD”**, copying will be done using **“FINE”** mode.

Quick scan feature

This feature is helpful when you want to copy the document, then remove it for other uses. To use this feature, activate feature #34 (page 81) beforehand. The default setting is OFF.

- The document will be fed into the unit and scanned into memory. The unit will then print the data.

If the document exceeds the memory capacity, copying of the exceeded document will be canceled and this feature will be turned OFF automatically.

However this feature will not turn OFF automatically when:

- you enter the number of copies, and memory becomes full during copying.
- memory becomes full during enlarge, reduce or collate copy.

To stop copying

Press **[STOP]**.

6.1.1 More copying features

To enlarge a document

1. Insert the document, then press **[COPY]**.
2. Press **[▶]**.
3. Press **[+]** repeatedly to select “150%” or “200%”, then press **[START]**.
 - The unit will enlarge the center of the upper part of the document. To make an enlarged copy of the bottom of the document, turn the document around, and then make a copy.

Example: 150% enlarged copy



To reduce a document

1. Insert the document, then press **[COPY]**.
2. Press **[▶]**.
3. Press **[-]** repeatedly to select “92%”, “86%” or “72%”, then press **[START]**.

6. Copy

Setting	Recording paper size	Original document size
"100%" (default)	Letter	Letter
	Legal	Letter, A4, Legal
	A4	A4, Letter
"92%"	Letter	A4
"86%"	Letter	A4
"72%"	Letter	Legal
	A4	Legal

Letter = 216 mm × 279 mm (8¹/₂" × 11")

Legal = 216 mm × 356 mm (8¹/₂" × 14")

A4 = 210 mm × 297 mm (8¹/₄" × 11¹¹/₁₆")

Note:

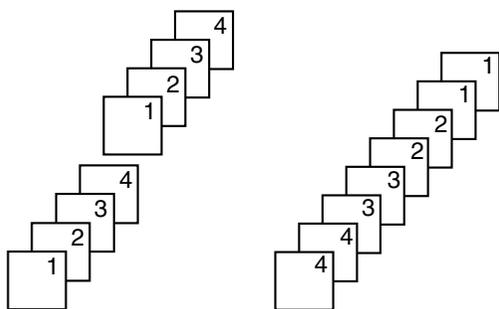
- If the appropriate reduction rate is not selected, the document may be divided and the top of the second page will be deleted.
- If the image at the bottom of the document is not copied when you copy a document that is the same length as the recording paper, try 92% or 86%.

To collate multiple copies

The unit can collate multiple copies in the same order as the original document pages.

1. Insert the document, then press **[COPY]**.
2. Enter the number of copies (up to 30).
3. Press **[▶]** 2 times to display "COLLATE OFF".
4. Press **[+]** or **[-]** repeatedly to display "COLLATE ON".
5. Press **[START]**.

Example: Making 2 copies of a 4-page original document



Collated pages

Uncollated pages

Note:

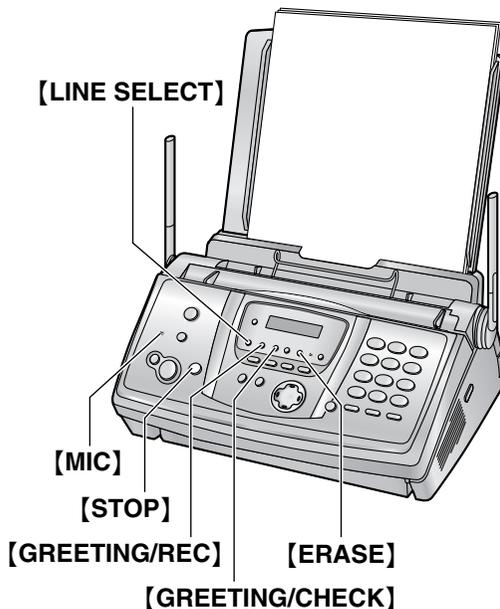
- The unit will store the documents into memory while collating the copies. If memory becomes full while storing, the unit will only print out the stored pages.
- After copying, the collating feature will turn OFF automatically.
- If the unit has run out of recording paper, the unit will scan the document but will not print, and the data will not be stored in the memory. Insert more paper, press **[START]** then try copying again.

7.1 Recording your greeting message

You can record your own greeting message for TAM/FAX mode or TAM ONLY mode, for a maximum of 16 seconds (default) or 60 seconds in length for each line or a common greeting message for both lines. We recommend you record a message of less than 12 seconds to make it easier to receive faxes. If a greeting message is not recorded, pre-recorded greeting messages will be played when a call is received (page 68).

Sample message for TAM/FAX mode: *"This is (your name). We are unable to answer right now. To send a fax, please start transmission. To leave a voice message please speak after the beep. Thank you."*

Sample message for TAM ONLY mode: *"This is (your name). We are unable to answer right now. To leave a voice message, please speak after the beep. Thank you."*



1 To record a common greeting message for both lines, press [LINE SELECT] repeatedly until "LINE 1 and LINE 2" is announced.

- "LINE1&LINE2" will be displayed.

To record a greeting message for either line individually, press [LINE SELECT] repeatedly until "LINE 1" or "LINE 2" is announced.

- "LINE1" or "LINE2" will be displayed.

2 Press **[GREETING/REC]**.

3 Within 10 seconds, press **[GREETING/REC]** again.

- A long beep will sound.

4 Speak clearly about 20 cm (8 inches) away from **[MIC]**.

- The display will show the remaining recording time.

5 To stop recording, press **[GREETING/REC]**.

- You can also stop recording by pressing **[STOP]**.

Note:

- If 6 beeps sound and the unit announces "Your greeting was not recorded. Record your greeting again.", start again.
- You can change the maximum greeting message recording time to 60 seconds (feature #54 on page 82).
 - If you change the setting to 60 seconds, we recommend that you tell the caller in your telephone answering machine greeting message to press *9 before starting fax transmission (TAM/FAX mode only).
 - If you change the setting from 60 seconds to 16 seconds, your current greeting message will be deleted. The pre-recorded greeting message will be played when a call is received.
- If you change the AUTO ANSWER setting from TAM/FAX mode to TAM ONLY mode or vice versa (feature #77* and feature #77# on page 83), re-record an appropriate greeting message for the selected mode.
- If you change the maximum recording time to "GREETING ONLY" (feature #10* and feature #10# on page 79, or feature 0621 and feature 0622 on page 89), the unit will answer a call with your current greeting message, and then hang up. Re-record your greeting message.

Sample message when the recording time is set to "GREETING ONLY": *"This is (your name). We are unable to answer right now. Please try again later. Thank you."*

To check the greeting message

1. Select the line(s) by pressing **[LINE SELECT]**.

2. Press **[GREETING/CHECK]**.

- When both lines are selected and they have separate greeting messages, the greeting message for LINE 1 will be played first.

7. Answering Machine

7.1.1 Erasing your recorded greeting message

- 1 Select the line by pressing **[LINE SELECT]**.
 - Be sure to select “**LINE1**” or “**LINE2**”. If you do not select a line or select “**LINE1&LINE2**”, no matter which greeting message is being played, greeting messages for both LINE 1 and LINE 2 will be erased.
- 2 Press **[GREETING/CHECK]**, and then press **[ERASE]** while your greeting message is played.
 - The unit will answer calls for the line with a pre-recorded greeting message.

7.1.2 Pre-recorded greeting message

If you do not record a greeting message, pre-recorded messages will be played when a call is received, depending on the caller's recording time (feature #10✳ and feature #10# on page 79, or feature 0621 and 0622 on page 89) and the receiving mode in the AUTO ANSWER setting (feature #77✳ and feature #77# on page 83).

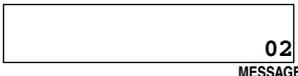
To check the pre-recorded greeting message, select the line(s) by pressing **[LINE SELECT]**, then press **[GREETING/CHECK]**.

- A pre-recorded greeting message will be played as follows:
 - When the recording time is set to “**1 MIN**”, “**2 MIN**” or “**3 MIN**”:
In TAM/FAX mode, “Hello! We are unable to answer right now. To send a fax, please start transmission. To leave a voice message, please speak after the beep. Thank you.”
In TAM ONLY mode, “Hello! We are unable to answer right now. To leave a voice message, please speak after the beep. Thank you.”
 - When the recording time is set to “**GREETING ONLY**”:
“Hello! We are unable to answer right now. Please try again later. Thank you.”

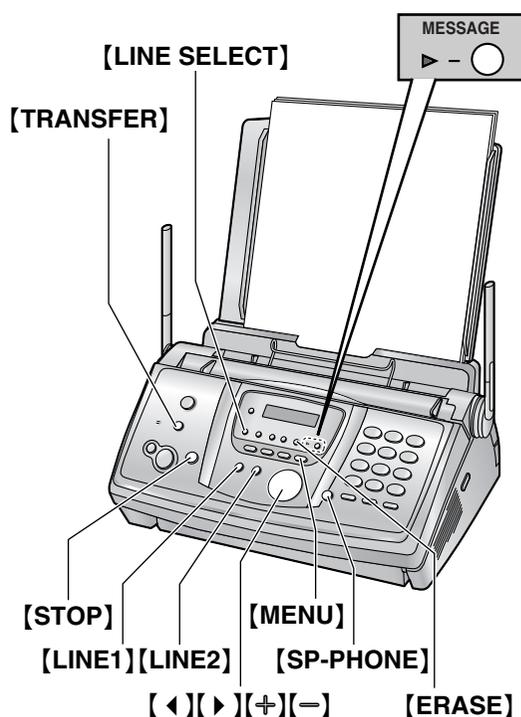
7.2 Listening to recorded messages using the base unit

When the unit has recorded new voice messages:

- The **[MESSAGE]** indicator will flash.
- The total number of recorded messages will be displayed.

Example: 

7.2.1 To play back messages



Press **[MESSAGE]**.

- Only new messages will be played.
- Adjust the speaker volume using **[+]** or **[-]**.
- After playing back all of the new messages, the **[MESSAGE]** indicator will stop flashing, then turn OFF. If you press **[MESSAGE]** at this time, all the recorded messages will be played.

Note:

- To play back messages for the desired line(s), press **[LINE SELECT]** to select the desired line(s) before pressing **[MESSAGE]**.

If you select the line(s), memo messages (page 72) will not be played.

- The total recording time of all messages (greeting, incoming and memo) is **about 60 minutes**. If messages are recorded in noisy rooms, the time may be shortened.
- A maximum of 99 messages (greeting, incoming and memo) can be recorded.

During playback

- The display shows the called line (①) and message number (②).

Example: While the first message is being played back in LINE 2



- Adjust the speaker volume using [+] or [-].
- At the end of the last message, the unit announces "End of final message". The unit will announce the remaining recording time if it is less than 10 minutes.
- If a call is received during playback, the unit rings and playback stops. To answer the call, press [SP-PHONE], or [LINE1] or [LINE2] being called. For playback, start again from the beginning after hanging up.
- If the unit announces "Memory full" after playback, erase unnecessary messages (page 69).

To repeat a message

Press [◀] while listening to the message.

- If you press [◀] within 5 seconds of the beginning of the message, the previous message will be played.
- To play back a specific message, press [◀] or [▶] and search for the message you want to listen to.

To skip a message

Press [▶] to play the next message.

To stop playback temporarily

Press [STOP].

- To resume playback, press [MESSAGE].

Voice time/day stamp

During playback, the unit will announce the day of the week and time that each message was recorded.

For Caller ID service users (page 44)

During playback, the display shows the name or number of the caller whose message is being played.

You can call back the displayed number using the base unit.

1. Press [MENU].
 - The unit stops playback.
 - If you need to edit the phone number to call back, see page 46.
2. Press [LINE1] or [LINE2].
 - The unit dials the phone number automatically.

OR

Press [SP-PHONE].

- The unit dials the phone number automatically using the called line.

7.2.2 Erasing recorded messages

To erase a specific message

Press [ERASE] while listening to the message you want to erase.

To erase all messages

1. Press [ERASE].
 - The unit will announce "To erase all messages, press ERASE again."
2. Within 10 seconds, press [ERASE] again.
 - While erasing messages, alarm tones will be heard.
 - All messages and memo messages will be erased, and the unit will announce the line number and "No messages."

Note:

- If you want to erase messages only for the desired line(s), select the line(s) by pressing [LINE SELECT] repeatedly before step 1 (memo messages will not be erased).

7.2.3 Transferring a call to the answering machine (mailbox)

When you answer a call and the caller wants to talk to someone who is not available, you can transfer the caller to the answering machine, where the caller can leave a message.

Tell the outside caller you will transfer them to the answering machine.

1 Handset:

Press [HOLD/INTERCOM] during a call.

- The call will be put on hold.

Base unit:

Press **[TRANSFER]** during a call.

- The call will be put on hold.

- 2 Press **[9]** to hang up the call.
 - After you press **[9]**, the caller will hear the greeting message (page 67) and can leave a message after the beep.

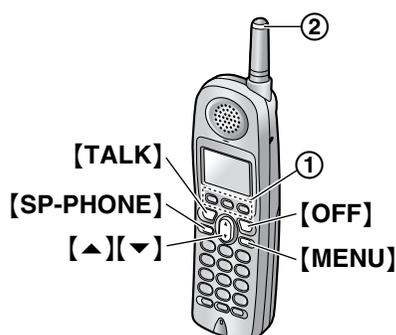
For Caller ID service users (page 44)

- Caller information will not be displayed while the transferred caller is recording a message or while that message is being played.

7.3 Listening to recorded messages using the handset (Remote operation)

When the unit has recorded new voice messages:

- **[SEARCH]** (soft key ①) will flash and “**New message**” will be displayed on the handset display.
- The Ringer/Message alert indicator (②) will flash if the message alert feature is activated (feature 0# on page 90).



7.3.1 To play back messages

- 1 Press **[MENU]**, then **[2]**.
 - Only new messages will be played.
 - To switch to the receiver and listen to the messages with privacy, press **[TALK]**. You can switch back to the speaker by pressing **[SP-PHONE]**.
 - If you press **[5]** at this time, all the recorded messages will be played.
 - After playback, the voice menu will start (page 71).
- 2 Press **[OFF]** to end the operation.

Note:

- While memo messages are played (page 72), “**MEMO**” will be displayed.
- To play back messages for the desired line(s), perform the following steps. If you select the line(s), memo messages (page 72) will not be played.

- 1 Press **[MENU]**, then **[2]**.
- 2 To listen to messages for LINE 1, press **[#][1]**.
To listen to messages for LINE 2, press **[#][2]**.

To listen to messages for LINE 1 and LINE 2, press **[#][0]**.

3 Press **[OFF]** to end the operation.

During playback

- Adjust the speaker or receiver volume using **[▼]** or **[▲]**.
- At the end of the last message, the unit announces "End of final message". The unit will announce the remaining recording time, if it is less than 10 minutes.
- If a call is received during playback, the unit rings and playback stops. To answer the call press **[TALK]**, **[SP-PHONE]**, or select the called line by pressing **[LINE1]** (soft key ①) or **[LINE2]** (soft key ①). For playback, start again from the beginning after hanging up.
- If the unit announces "Memory full" after playback, erase unnecessary messages (page 71).

Voice menu

If you do not press any keys at the end of the last message, the unit will announce "End of final message", and the voice menu will begin.

The unit will announce "Press 4 to play back new messages. Press 5 to play back all messages."

- Even if the voice menu has started;
 - you can press buttons for other playback options, or
 - you can select the line(s) by pressing **[#][1]** (LINE 1), **[#][2]** (LINE 2) or **[#][0]** (LINE 1 and LINE 2).

To repeat a message

Press **[REPEAT]** (soft key ①) or **[1]** while listening to the message.

- If pressed within 5 seconds of the beginning of the message, the previous message will be played.

To skip a message

Press **[SKIP]** (soft key ①) or **[2]** to play the next message.

To playback new messages

Press **[4]**.

- Only new messages are played back.

To playback all messages

Press **[5]**.

- All messages are played back.

To stop the current operation

Press **[9]**.

- To resume operation, enter a remote command within 15 seconds, or the voice menu will start (page 71).

To turn OFF the AUTO ANSWER mode

1. Select the desired line(s) by pressing **[#][1]** (LINE 1), **[#][2]** (LINE 2) or **[#][0]** (LINE 1 and LINE 2).
2. Press **[0]**.
 - The receiving mode will be set to TEL mode.

To turn ON the AUTO ANSWER mode

1. Select the desired line(s) by pressing **[#][1]** (LINE 1), **[#][2]** (LINE 2) or **[#][0]** (LINE 1 and LINE 2).
2. To turn AUTO ANSWER ON for the line(s), press **[8]**.
 - When AUTO ANSWER is turned ON, the receiving mode will be set to FAX ONLY, TAM/FAX mode or TAM ONLY mode, depending on the setting of feature #77* and feature #77# (page 83).

For Caller ID service users (page 44)

During playback, the display shows the name and/or number of the caller whose message is being played.

To call the displayed number:

1. Press **[CALL]** (soft key ①).
 - The unit stops playback.
 - If you need to edit the phone number to call back, see page 45.
2. Press **[LINE1]** (soft key ①) or **[LINE2]** (soft key ①).
 - The unit dials the phone number automatically.

OR

Press **[TALK]** or **[SP-PHONE]**.

- The unit dials the phone number automatically using the called line.

7.3.2 Erasing recorded messages

To erase a specific message

Press **[*][4]** while listening to the message you want to erase.

- A short beep will sound and the next message will be played.

To erase all messages

Press **[*][5]** while listening to a message.

- While erasing messages, alarm tones will be heard.
- All messages for the line(s) and memo messages will be erased, and the unit will announce the line number and “*No messages.*”
- If you want to erase messages only for the desired line(s), select the lines by pressing **[#][1]** (LINE 1), **[#][2]** (LINE 2) or **[#][0]** (LINE 1 and LINE 2) before pressing **[*][5]** (memo messages will not be erased).

7.4 Leaving a message for others or yourself

You can record a voice memo to leave a private message for yourself or someone else.

- Keep the front cover page open for button locations.
- 1** Press **[MEMO]**.
 - A long beep will sound.
 - 2** Speak clearly about 20 cm (8 inches) away from **[MIC]**.
 - 3** To stop recording, press **[MEMO]**.
 - You can also stop recording by pressing **[STOP]**.

Note:

- If you record for over 3 minutes, the unit will stop recording.
- If 6 beeps sound and the unit announces “*Your message was not recorded. Record your message again.*”, start again.
- If 6 beeps sound and the unit announces “*Memory full*”, the unit will exit recording mode. Erase unnecessary messages (page 69, 71) and try again.

7.5 Operating from a remote location

You can call your unit from a remote location and access the answering machine.

Important:

- Program the remote operation ID beforehand (feature #11 on page 79, or feature 063 on page 89).
- Set the unit to TAM/FAX mode (page 59) or TAM ONLY mode (page 61) before going out.
- Use a touch tone telephone for remote operations.

Helpful hints:

- When you press a key, press firmly.
- Please make a copy of the following table, and carry it with you when you go out.

Answering machine remote operation			
1. Call your unit. 2. To listen to messages for both lines, enter the remote operation ID during or after the greeting message. <ul style="list-style-type: none"> • The unit will announce the number of new messages and they will be played back automatically. • To listen to messages for the desired line(s), enter the remote operation ID, then press [#][1] (LINE 1), [#][2] (LINE 2) or [#][0] (LINE1 and LINE 2). 	[#][1][0]	Turns OFF the answering machine for LINE 1.	
	[#][2][0]	Turns OFF the answering machine for LINE 2.	
	[#][0][0]	Turns OFF the answering machine for LINE 1 and LINE 2.	
	[#][1][7]	Records greeting message for LINE 1.	
	[#][2][7]	Records greeting message for LINE 2.	
Key	Remote command	[#][0][7]	Records greeting message for LINE 1 and LINE 2.
[1]	Repeats a message		
[2]	Skips a message	[#][1][8]	Turns ON the answering machine for LINE 1.
[4]	New message playback		
[5]	All message playback	[#][2][8]	Turns ON the answering machine for LINE 2.
[9]	Stops the current operation		
[*][4]	Erases a specific message	[#][0][8]	Turns ON the answering machine for LINE 1 and LINE 2.
[*][5]	Erases all messages		

7.5.1 Summary of remote operation

1 Call your unit.

2 To listen to new messages for both lines, enter the remote operation ID during or after the greeting message.

- The unit will announce the number of new messages and they will be played back automatically.

To listen to new messages for the desired line(s), enter the remote operation ID, then press **[#][1]** (LINE 1), **[#][2]** (LINE 2) or **[#][0]** (LINE1 and LINE 2).

- The unit will announce the number of new messages for the line(s) and they will be played back automatically (memo messages will not be played).

3 After 3 seconds, the voice menu will start (page 74). Follow the menu or enter a remote command (page 74).

4 To end remote operation, hang up.

OR

To listen to messages for the desired lines, press **[#][1]** (LINE 1), **[#][2]** (LINE 2) or **[#][0]** (LINE 1 and LINE 2).

7. Answering Machine

Note:

- The unit will announce the remaining recording time after playback, if it is less than 10 minutes.
- The messages are saved.
- If the unit announces “**No new messages**”, there are only old messages. If “**No messages**” is announced, there are no messages.
- If 65 or more new messages have been recorded, the unit will not announce the number of new messages during playback.
- When the voice memory is full, the unit will announce the memory is full after playing back the recorded messages. Erase any unnecessary messages.

7.5.2 Remote operations following voice menu

During remote operation, the unit will provide voice prompts in the following order.

① *“Press 1 to play back all messages.
Press 2 for other functions.”*

[1]: All recorded messages will be played back.

[2]: Voice prompt ② is announced.

② *“Press 1 to play back new messages.
Press 2 for other functions.”*

[1]: Only new messages will be played back.

[2]: Voice prompt ③ is announced.

③ *“Press 1 to record your message.
Press 2 for other functions.”*

[1]: The unit will announce “*Please leave your message.*” and a long beep will sound, then you can leave your own voice message. When you finish recording, hang up.

[2]: Voice prompt ④ is announced.

④ *“Press 1 to erase all messages.
Press 2 for other functions.”*

[1]: All recorded messages will be erased and the unit will announce the line number and “*No messages.*”

[2]: Voice prompt ⑤ is announced.

⑤ *“Press 1 to record your greeting.
Press 2 for other functions.”*

[1]: The unit will announce “*Press 7 to record your greeting. Press 9 to end recording.*”

Press [7]. After the long beep, talk for up to 16 seconds. Press [9] to end. Your new greeting message will be played back for confirmation.

[2]: Voice prompt ① is announced.

Note:

- If you do not press any keys within 10 seconds after a voice prompt, “*Thank you for your call*” will be heard and the call will be disconnected.
- To listen to messages for the desired line(s), press [Ⓜ][1] (LINE 1), [Ⓜ][2] (LINE 2) or [Ⓜ][0] (LINE 1 and LINE 2). Memo messages will not be played.
If you erase all messages after selecting the line(s), all messages for the line(s) will be erased (memo messages will not be erased).

7.5.3 Remote operation using remote commands

[Ⓜ][1] **To listen to messages for LINE 1**

[Ⓜ][2] **To listen to messages for LINE 2**

[Ⓜ][0] **To listen to messages for LINE 1 and LINE 2**

- The unit will announce the number of new messages for the selected line(s), and they will be played back automatically (memo messages will not be played).

[1] **Repeat (During playback)**

- The current message is repeated.
- If pressed within 5 seconds of playback, the previous message will be played.

[2] **Skip (During playback)**

- The current message is skipped. The next message is played.

[4] **New message playback**

- Only new messages are played back.

[5] **All message playback**

- All messages are played back.

[9] **Stop**

- The current operation is stopped.
- To resume operation, enter a remote command within 15 seconds, or the voice menu will start (page 74).

[✖][4] **To erase a specific message (During playback)**

- The current message is erased.
- A short beep will sound and the next message will be played.

[✖][5] **To erase all messages**

- All recorded messages are erased.
- A long beep will sound and the unit will announce the line number and “*No messages.*”

- To erase all messages for the desired line(s), select the line(s) by pressing **[#][1]** (LINE 1), **[#][2]** (LINE 2) or **[#][0]** (LINE 1 and LINE 2), then press **[*][5]**. Memo messages will not be erased.

[#][1][7] To record a greeting message for LINE 1

[#][2][7] To record a greeting message for LINE 2

[#][0][7] To record a greeting message for LINE 1 and LINE 2

- After the long beep, talk for up to 16 seconds. Press **[9]** to end. The new greeting message for the selected line(s) will be played back.

[#][1][0] To turn OFF the AUTO ANSWER mode for LINE 1

[#][2][0] To turn OFF the AUTO ANSWER mode for LINE 2

[#][0][0] To turn OFF the AUTO ANSWER mode for LINE 1 and LINE 2

- The unit hangs up and will not answer calls for the selected line(s) until turned ON again (page 59, 61, 75).

[#][1][8] To turn ON the AUTO ANSWER mode for LINE 1

[#][2][8] To turn ON the AUTO ANSWER mode for LINE 2

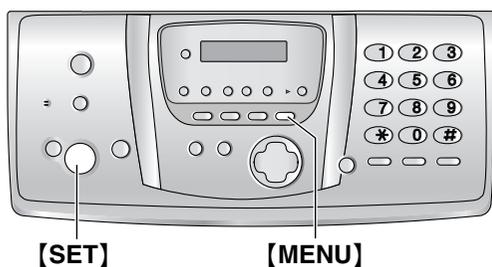
[#][0][8] To turn ON the AUTO ANSWER mode for LINE 1 and LINE 2

- The receiving mode for the selected line(s) will be set to FAX ONLY, TAM/FAX, or TAM ONLY mode depending on the setting of feature **#77*** and/or feature **#77#** (page 83).

To turn ON the AUTO ANSWER mode

1. Call LINE 1 or LINE 2 and let it ring 10 rings.
 - The answering machine will temporarily answer the call.
2. Enter the remote operation ID during the greeting message.
 - A long beep will sound, and AUTO ANSWER mode will be turned ON for both lines.
 - When AUTO ANSWER is turned ON, the receiving mode will be set to TAM/FAX or TAM ONLY mode, depending on the setting of feature **#77*** and feature **#77#** (page 83).
If feature **#77*** or feature **#77#** is set to FAX ONLY mode, the receiving mode will be set to TAM/FAX mode.
3. Hang up the handset.

8.1 Base unit programming



- 1 Press **[MENU]**.
- 2 Press the code number ([0] to [9], [*] and [#]).
- 3 Press the desired selection to display the desired setting.
 - This step may be slightly different depending on the feature.
- 4 Press **[SET]**.
- 5 To exit programming, press **[MENU]**.

8.2 Direct command chart for base unit

For more details on the features, see page 79 to page 83.

Feature	Feature code	Selection	Page
Date and time	【#】[0][1]	-----	page 31
Your logo	【#】[0][2]	-----	page 32
Your fax number	LINE 1	【#】[0][3][*]	----- page 34
	LINE 2	【#】[0][3][#]	
Confirmation report	【#】[0][4]	【1】: "ON" 【2】: "OFF" 【3】: "ERROR" (default)	page 79
TAM ring count	LINE 1	【#】[0][6][*]	【2】: "2" (default) 【3】: "3" 【4】: "4" 【5】: "5" 【6】: "6" 【7】: "7" 【0】: "TOLL SAVER"
	LINE 2	【#】[0][6][#]	
Fax ring count	【#】[0][7]	【1】: "1" 【2】: "2" 【3】: "3" (default) 【4】: "4"	page 79
Caller's recording time	LINE 1	【#】[1][0][*]	【1】: "1 MIN" 【2】: "2 MIN" 【3】: "3 MIN" (default) 【0】: "GREETING ONLY"
	LINE 2	【#】[1][0][#]	
Remote operation ID	【#】[1][1]	-----	page 79
Dialing mode	【#】[1][3]	【1】: "PULSE" 【2】: "TONE" (default)	page 79
Paper size	【#】[1][6]	【1】: "LETTER" (default) 【2】: "A4"	page 79
Ringer tone	LINE 1	【#】[1][7][*]	【1】: "TONE 1" (default for LINE 1) 【2】: "TONE 2" (default for LINE 2) 【3】: "TONE 3" 【4】: "TONE 4" 【5】: "MELODY 1" 【6】: "MELODY 2" 【7】: "MELODY 3" 【8】: "MELODY 4"
	LINE 2	【#】[1][7][#]	
Automatic journal report	【#】[2][2]	【1】: "ON" (default) 【2】: "OFF"	page 80
Overseas mode	【#】[2][3]	【1】: "NEXT FAX" 【2】: "OFF" 【3】: "ERROR" (default)	page 80

Feature		Feature code	Selection	Page
Delayed send		【#】[2][5]	[1]: "ON" [2]: "OFF" (default)	page 80
Automatic Caller ID list		【#】[2][6]	[1]: "ON" [2]: "OFF" (default)	page 81
Distinctive Ring	LINE 1	【#】[3][1][*]	[1]: "ON" [2]: "OFF" (default)	page 63
	LINE 2	【#】[3][1][#]		
Fax ring pattern		【#】[3][2]	[1]: "A" [2]: "B" [3]: "C" [4]: "D" [5]: "B-D" (default)	page 64
Quick scan		【#】[3][4]	[1]: "ON" [2]: "OFF" (default)	page 81
Receiving reduction		【#】[3][6]	[1]: "72%" [2]: "86%" [3]: "92%" (default) [4]: "100%"	page 81
Telephone line selection		【#】[3][7]	[1]: "LINE1" [2]: "LINE2" [3]: "AUTO" (default)	page 81
Fax line selection		【#】[3][8]	[1]: "LINE1" [2]: "LINE2" [3]: "AUTO" (default)	page 81
LCD display contrast		【#】[3][9]	[1]: "NORMAL" (default) [2]: "DARKER"	page 82
Fax activation code		【#】[4][1]	[1]: "ON" (default) [2]: "OFF"	page 82
Memory reception alert		【#】[4][4]	[1]: "ON" (default) [2]: "OFF"	page 82
Friendly reception	LINE 1	【#】[4][6][*]	[1]: "ON" (default) [2]: "OFF"	page 82
	LINE 2	【#】[4][6][#]		
Fax voice guidance		【#】[4][7]	[1]: "ON" (default) [2]: "OFF" [3]: "ERROR"	page 82
Recording sound quality mode		【#】[5][3]	[1]: "STANDARD" (default) [2]: "ENHANCED"	page 82
Greeting time		【#】[5][4]	[1]: "16s" (default) [2]: "60s"	page 82
Copy phone book		【#】[5][9]	[1]: "1 ITEM" (default) [2]: "ALL ITEMS"	page 43
Line mode	LINE 1	【#】[6][2][*]	[1]: "A" [2]: "B" (default)	page 82
	LINE 2	【#】[6][2][#]		
Incoming message monitor		【#】[6][7]	[1]: "ON" (default) [2]: "OFF"	page 83
Flash time	LINE 1	【#】[7][2][*]	[1]: "90ms" [2]: "100ms" [3]: "110ms" [4]: "250ms" [5]: "300ms" [6]: "400ms" [7]: "600ms" [8]: "700ms" (default)	page 83
	LINE 2	【#】[7][2][#]		
Incoming call tone		【#】[7][3]	[1]: "OFF" [2]: "2" (default) [3]: "ON"	page 83
Room monitor		【#】[7][4]	[1]: "ON" [2]: "OFF" (default)	page 53
Caller ID number auto edit		【#】[7][5]	[1]: "ON" (default) [2]: "OFF"	page 47
Connecting tone		【#】[7][6]	[1]: "ON" (default) [2]: "OFF"	page 83

8. Programmable Features

Feature		Feature code	Selection	Page
AUTO ANSWER	LINE 1	【#】[7][7][*]	【1】: "TAM/FAX" (default)	page 83
	LINE 2	【#】[7][7][#]	【2】: "FAX ONLY" 【3】: "TAM ONLY"	
Set default		【#】[8][0]	【1】: "YES" 【2】: "NO" (default)	page 83

8.3 Basic features

[*][0][1] Setting the date and time

- Enter the date and time using the dial keypad. See page 31 for details.
- You can also program this feature with the handset (feature 4 on page 88).

[*][0][2] Setting your logo

- Enter your logo using the dial keypad. See page 32 for details.

LINE 1:[*][0][3][*] LINE 2:[*][0][3][*] Setting your fax number

- Enter your fax number using the dial keypad. See page 34 for details.

[*][0][4] Printing a confirmation report

To print a confirmation report for fax transmission results (page 55).

[1] “ON”: A confirmation report will be printed after every transmission.

[2] “OFF”: Confirmation reports will not be printed.

[3] “ERROR” (default): A confirmation report will be printed only when fax transmission fails.

LINE 1:[*][0][6][*] LINE 2:[*][0][6][*] Changing the ring setting in TAM/FAX mode or TAM ONLY mode

To change the number of rings before the unit answers a call in TAM/FAX mode (page 60) or TAM ONLY mode (page 61).

[2] “2” (default)

[3] “3”

[4] “4”

[5] “5”

[6] “6”

[7] “7”

[0] “TOLL SAVER”

Note:

- You can also program this feature with the handset (feature 0611 and feature 0612 on page 89).

[*][0][7] Changing the ring setting in FAX ONLY mode

To change the number of rings before the unit answers a call in FAX ONLY mode.

[1] “1”

[2] “2”

[3] “3” (default)

[4] “4”

LINE 1:[*][1][0][*] LINE 2:[*][1][0][*] Changing the maximum recording time for incoming messages

[1] “1 MIN”: 1 minute

[2] “2 MIN”: 2 minutes

[3] “3 MIN” (default): 3 minutes

[0] “GREETING ONLY”: Only plays the greeting message.

Note:

- If you select “GREETING ONLY” for the line(s), the unit will answer a call with the greeting message, and then hang up. The unit will not record any incoming messages for the line(s).
- You can also program this feature with the handset (feature 0621 and feature 0622 on page 89).

[*][1][1] Setting the remote operation ID

- Enter a 2-digit number (00–99). The default ID is “11”.

Note:

- You can also program this feature with the handset (feature 063 on page 89).

[*][1][3] Setting the dialing mode

If you cannot make calls, change this setting depending on your telephone line service.

[1] “PULSE”: For rotary pulse dial service.

[2] “TONE” (default): For tone dial service.

Note:

- You can also program this feature with the handset (feature 051 on page 88).

[*][1][6] Setting the recording paper size

[1] “LETTER” (default): Letter or legal size paper.

[2] “A4”: A4 size paper.

LINE 1:[*][1][7][*] LINE 2:[*][1][7][*] Setting the ringer tone for outside calls

You can select the base unit ringer tone from one of 8 patterns for outside calls.

[1] “TONE 1” (default for LINE 1)

[2] “TONE 2” (default for LINE 2)

[3] “TONE 3”

[4] “TONE 4”

[5] “MELODY 1”

[6] “MELODY 2”

[7] “MELODY 3”

[8] “MELODY 4”

Note:

- When selecting the ringer tone, the base unit will ring. If the base unit ringer volume has

been turned OFF (page 29), the base unit will not ring.

- You can also program this feature with the handset (feature 0*11 and feature 0*12 on page 90).

8.4 Advanced features

[*][2][2] Setting the journal report to print automatically

[1] “ON” (default): The unit will print a journal report automatically after every 30 new fax transmissions and receptions (page 55).

[2] “OFF”: The unit will not print a journal report, but will keep a record of the last 30 fax transmissions and receptions.

[*][2][3] Sending documents overseas

If you cannot send a fax overseas even if the number is correct and the line is connected, activate this feature before sending the fax. This feature improves the reliability by reducing the transmission speed.

[1] “NEXT FAX”: This setting is effective only for the next attempted fax transmission. After transmission, the unit will return to the previous setting.

[2] “OFF”: Deactivates this feature.

[3] “ERROR” (default): When the previous fax transmission fails and you wish to re-send the document.

Note:

- This feature is not available for broadcast transmission.
- Calling charges may be higher than usual.

[*][2][5] Sending a fax at a specific time

This feature allows you to take advantage of low-cost calling hours offered by your telephone company. This feature can be set up to 24 hours in advance of the desired time.

[1] “ON”

[2] “OFF” (default)

To send a document:

1. Insert the document.
2. If necessary, press **[+]** or **[-]** repeatedly to select the desired resolution (page 54).
3. Press **[MENU]**.
4. Press **[*]** then **[2][5]**.
5. Press **[1]** to select “ON”.
6. Press **[SET]**.
7. Enter the fax number.
8. Press **[SET]**.
9. Enter the transmission start time.
 - Press **[*]** repeatedly to select “AM” or “PM”.
10. Press **[SET]**.

11. Press **[MENU]**.**Note:**

- To cancel after programming, press **[STOP]** then **[SET]**.

[#][2][6] Setting the Caller ID list to print automatically

[1] “ON”: The Caller ID list will be printed automatically each time the base unit logs 30 different callers (page 44).

[2] “OFF” (default): The Caller ID list will not be printed, but the base unit will keep a record of the information for the last 30 different callers.

LINE 1:[#][3][1][*] LINE 2:[#][3][1][#] Activating the Distinctive Ring feature

[1] “ON”

[2] “OFF” (default)

See page 63 for details.

[#][3][2] Setting the ring pattern for fax (Distinctive Ring feature)

[1] “A”

[2] “B”

[3] “C”

[4] “D”

[5] “B-D” (default)

See page 64 for details.

[#][3][4] Setting the quick scan

This feature is helpful when you want to remove the document for other uses, because the unit will release the document before sending or copying.

[1] “ON”: The unit will scan the document and store it into memory first, then the unit will start sending or copying.

[2] “OFF” (default): Deactivates this feature.

Note:

- If the document exceeds the memory capacity, sending of the whole document or copying of the exceeded document will be canceled and this feature will be turned OFF automatically.

However this feature will not turn OFF automatically when:

- you enter the number of copies, and memory becomes full during copying.
- memory becomes full during enlarge, reduce or collate copy.

[#][3][6] Receiving oversized documents

If the size of the document sent by the other party is as large as or larger than the recording paper, the unit can reduce the document and print it. Select the desired reduction rate.

[1] “72%”

[2] “86%”

[3] “92%” (default)

[4] “100%”

Setting	Recording paper size	Original document size
“100%”	Legal	Letter, A4
	A4	Letter
“92%” (default)	Letter	Letter
	Legal	Legal
	A4	A4
“86%”	Letter	A4
“72%”	Letter	Legal
	A4	Legal

Note:

- The information of the sending party is printed on the top of each page. Therefore, even if the original document is the same size as the recording paper, the document will be divided into 2 sheets when printed at “100%”. Select “92%” to print on 1 sheet.

[#][3][7] Selecting the line for telephone calls

To determine which line is selected when you press **[SP-PHONE]** for telephone calls.

[1] “LINE1”: LINE 1 will be selected.

[2] “LINE2”: LINE 2 will be selected.

[3] “AUTO” (default): When making a call, LINE 1 will be selected. If that line is unavailable, LINE 2 will be selected. When answering a call, the ringing line will be selected. When you call back using caller information (page 46), the indicated line will be selected.

Note:

- You can select a line manually regardless of this setting by pressing **[LINE1]** or **[LINE2]**.
- Even if you select “AUTO”, when the answering machine is recording a message and the incoming message is being heard from the speaker, you can answer the caller who is leaving the message by pressing **[SP-PHONE]**.
- You can also program this feature with the handset (feature 0*5 on page 90).

[#][3][8] Selecting the line for faxes

To determine which line is selected when you send faxes. When sending documents, do not press **[SP-PHONE]**. Be sure to pre-dial a fax

8. Programmable Features

number (page 54) or send by using the phone book (page 56).

[1] “**LINE1**”: LINE 1 will be selected.

[2] “**LINE2**”: LINE 2 will be selected.

[3] “**AUTO**” (default): LINE 1 will be selected. If that line is unavailable, LINE 2 will be selected. When you call back using caller information (page 46), the indicated line will be selected.

Note:

- You can select a line manually regardless of this setting by pressing [**LINE1**] or [**LINE2**].

[*][3][9] Changing the base unit LCD display contrast

You can adjust the base unit display contrast.

[1] “**NORMAL**” (default): For normal contrast.

[2] “**DARKER**”: Used when the display contrast is too light.

Note:

- To change the handset display contrast, see feature 01 on page 88.

[*][4][1] Changing the fax activation code

If you wish to use a handset (page 58) or an extension telephone (page 59) to receive faxes, activate this feature and program the activation code.

[1] “**ON**” (default)

[2] “**OFF**”

1. Press [**MENU**].
2. Press [*], then [4][1].
3. Press [1] to select “**ON**”.
4. Press [**SET**].
5. Enter your code from 2 to 4 digits, using 0–9, [*] and [*].
 - The default code is “*#9”.
6. Press [**SET**].
7. Press [**MENU**].

[*][4][4] Setting the memory reception alert

To alert you with a beeping sound when a received fax document is stored into memory due to some existing problem.

The slow beeps will continue until you clear the printing problem and make sure the unit is supplied with enough paper to print the stored document.

[1] “**ON**” (default): You will hear a beeping sound.

[2] “**OFF**”: Deactivates this feature.

LINE 1:[*][4][6][*] LINE 2:[*][4][6][*]

Setting friendly reception

To receive a fax automatically when you answer a call and hear a fax calling tone (slow beep).

[1] “**ON**” (default): You do not have to press [**FAX/START**] for fax reception.

[2] “**OFF**”: You have to press [**FAX/START**] for fax reception.

Note:

- This feature will be turned OFF automatically when the unit is set to TAM ONLY mode (feature #77* or feature #77# on page 83). When you change the unit from TAM ONLY mode to TAM/FAX mode or FAX ONLY mode, this feature will be turned ON automatically.

[*][4][7] Setting the fax voice guidance

If you wish to hear voice guidance for fax transmission/reception, activate this feature.

[1] “**ON**” (default): You will hear voice guidance.

[2] “**OFF**”: Deactivates this feature.

[3] “**ERROR**”: To hear voice guidance only when fax transmission/reception fails.

[*][5][3] Changing the recording sound quality

[1] “**STANDARD**” (default): Recording sound quality is standard, and the maximum recording time is approximately 60 minutes.

[2] “**ENHANCED**”: Recording sound quality is clearer, and the maximum recording time is approximately 30 minutes.

Note:

- You can also program this feature with the handset (feature 064 on page 90).

[*][5][4] Changing the recording time for your telephone answering machine greeting message

[1] “**16s**” (default): Maximum recording time is 16 seconds.

[2] “**60s**”: Maximum recording time is 60 seconds.

See page 67 for details.

[*][5][9] Copying phone book data from the base unit to the handset

[1] “**1 ITEM**” (default)

[2] “**ALL ITEMS**”

See page 43 for details.

LINE 1:[*][6][2][*] LINE 2:[*][6][2][*]

Setting line mode

The line mode for both lines is preset to “**B**” and generally should not be adjusted. If [**LINE1**] and [**LINE2**] on the base unit do not light properly, or

L1 and **L2** on the handset are not displayed properly, the line mode selection is incorrect. Set line mode to “**A**”.

- [1] “**A**”
- [2] “**B**” (default)

Note:

- You can also program this feature with the handset (feature 0531 or feature 0532 on page 89).

[*][7][6][7] Setting the incoming message monitor

To hear an incoming message (ICM) from the speaker when the answering machine is recording the message.

- [1] “**ON**” (default): You can monitor the incoming message.
- [2] “**OFF**”: Deactivates this feature.

LINE 1:[*][7][2][*] LINE 2:[*][7][2][*] Setting flash time

The flash time depends on your telephone exchange or host PBX.

- [1] “90ms”
- [2] “100ms”
- [3] “110ms”
- [4] “250ms”
- [5] “300ms”
- [6] “400ms”
- [7] “600ms”
- [8] “700ms” (default)

Note:

- The setting should stay at 700 ms unless pressing **[FLASH/CALL WAIT]** fails to pick up the Call Waiting call.
- If the unit is connected via a PBX, PBX functions (transferring a call etc.) might not work correctly. Consult your PBX supplier for the correct setting.
- You can also program this feature with the handset (feature 0521 and feature 0522 on page 89).

[*][7][3] Setting the incoming call tone

This tone lets you know when a call is being received on the other line, during a conversation on the base unit.

- [1] “**OFF**”: Deactivates this feature.
- [2] “**2**” (default): The tone will sound 2 times.
- [3] “**ON**”: The tone will sound for as long as the line rings.

Note:

- You can also program this feature with the handset (feature 0*2 on page 90).

[*][7][4] Setting room monitor

- [1] “**ON**”
 - [2] “**OFF**” (default)
- See page 53 for details.

Note:

- You can also program this feature with the handset (feature 0*3 on page 90).

[*][7][5] Setting the Caller ID number auto edit feature

- [1] “**ON**” (default)
 - [2] “**OFF**”
- See page 47 for details.

[*][7][6] Setting the connecting tone

If you often have trouble when sending faxes, this feature allows you to hear connecting tones: fax tone, ring back tone and busy tone. You can use those tones to confirm the status of the other party’s machine.

- [1] “**ON**” (default): You will hear connecting tones.
- [2] “**OFF**”: Deactivates this feature.

Note:

- If the ring back tone continues, the other party’s machine may not be a fax machine or may have run out of paper. Check with the other party.
- The connecting tone volume cannot be adjusted.

LINE 1:[*][7][7][*] LINE 2:[*][7][7][*] Changing the receiving mode in the AUTO ANSWER setting

- [1] “**TAM/FAX**” (default): Telephone Answering Machine/Fax mode (page 59)
- [2] “**FAX ONLY**”: Fax only mode (page 60)
- [3] “**TAM ONLY**”: Telephone Answering Machine only mode (page 61)

Note:

- When the unit is set to TAM ONLY mode, friendly reception (feature #46* and feature #46# on page 82) will turn OFF automatically. When you change the unit from TAM ONLY mode to TAM/FAX mode or FAX ONLY mode, friendly reception will be turned ON automatically.

[*][8][0] Resetting advanced features to their default settings

- [1] “**YES**”
 - [2] “**NO**” (default)
- To reset the advanced features:

1. Press **[MENU]**.
2. Press **[*]**, then **[8][0]**.

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3. Press **[1]** to select “**YES**”.
4. Press **[SET]**.
5. Press **[SET]** again.
6. Press **[MENU]**.

8.5 Handset programming



Important information

- Make sure the handset and base unit are not being used.

- 1 Press **[MENU]**.
- 2 Press the code number ([0] to [9], [*] and [#]).
- 3 Press the desired selection to display the desired setting.
 - This step may be slightly different depending on the feature.
- 4 Press **[SAVE]** (soft key ①).
- 5 Press **[OFF]**.

Note:

- To exit programming, press **[OFF]** at any time.

8.6 Direct command chart for handset

For more details on the features, see page 88 to page 91.

Feature		Feature code	Selection	Page
Ringer volume (Handset)	LINE 1	[1][1][1]	[1]: Low [2]: Medium [3]: High (default) [0]: Off	page 28
	LINE 2	[1][1][2]		
Ringer tone (Handset)	LINE 1	[1][2][1]	[1]: "Tone 1" (default for LINE 1) [2]: "Tone 2" (default for LINE 2) [3]: "Tone 3" [4]: "Tone 4" [5]: "Melody 1" [6]: "Melody 2" [7]: "Melody 3" [8]: "Melody 4"	page 88
	LINE 2	[1][2][2]		
Incoming call tone (Handset)		[1][3]	[1]: "On" [2]: "2" (default) [0]: "Off"	page 88
Message play		[2]	-----	page 70
Date and time		[4]	Go to step 3 on page 31	-----
Voice enhancer		[5]	[1]: "On" [0]: "Off" (default)	page 35
Copy phone book – Copy 1 item		[#][1]	Go to step 3 on page 42	-----
Copy phone book – Copy all items		[#][2]	Go to step 3 on page 43	-----
LCD display contrast		[0][1]	[1]: Level 1 [2]: Level 2 [3]: Level 3 (default) [4]: Level 4 [5]: Level 5 [6]: Level 6	page 88
Key tone		[0][2]	[1]: "On" (default) [0]: "Off"	page 88

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Feature		Feature code	Selection	Page
Auto talk		[0][3]	[1]: "On" [0]: "Off" (default)	page 88
Caller ID number auto edit		[0][4]	[1]: "On" (default) [0]: "Off"	page 47
Set dial mode		[0][5][1]	[1]: "Pulse" [2]: "Tone" (default)	page 88
Set flash time	LINE 1	[0][5][2][1]	[1]: "700ms" (default) [2]: "600ms" [3]: "400ms" [4]: "300ms" [5]: "250ms" [6]: "110ms" [7]: "100ms" [8]: "90ms"	page 89
	LINE 2	[0][5][2][2]		
Set line mode	LINE 1	[0][5][3][1]	[1]: "A" [2]: "B" (default)	page 89
	LINE 2	[0][5][3][2]		
Line selection (Handset)		[0][5][5]	[1]: "Line1" [2]: "Line2" [0]: "Auto" (default)	page 89
Number of rings	LINE 1	[0][6][1][1]	[2]: "2" (default) [3]: "3" [4]: "4" [5]: "5" [6]: "6" [7]: "7" [0]: "Toll saver"	page 60, 61
	LINE 2	[0][6][1][2]		
Recording time	LINE 1	[0][6][2][1]	[1]: "1min" [2]: "2min" [3]: "3min" (default) [0]: "Greeting only"	page 89
	LINE 2	[0][6][2][2]		
Remote code		[0][6][3]	-----	page 89
Recording sound quality mode		[0][6][4]	[1]: "Standard" (default) [2]: "Enhanced"	page 90
Change language		[0][8]	[1]: "English" (default) [2]: "Español"	page 90
Room monitor (Handset)		[0][9]	[1]: "On" [0]: "Off" (default)	page 53
Message alert		[0][#]	[1]: "On" [0]: "Off" (default)	page 90
Ringer tone (Base unit)	LINE 1	[0][*][1][1]	[1]: "Tone 1" (default for LINE 1) [2]: "Tone 2" (default for LINE 2) [3]: "Tone 3" [4]: "Tone 4" [5]: "Melody 1" [6]: "Melody 2" [7]: "Melody 3" [8]: "Melody 4"	page 90
	LINE 2	[0][*][1][2]		
Incoming call tone (Base unit)		[0][*][2]	[1]: "On" [2]: "2" (default) [0]: "Off"	page 90
Room monitor (Base unit)		[0][*][3]	[1]: "On" [0]: "Off" (default)	page 53
Line selection (Base unit)		[0][*][5]	[1]: "Line1" [2]: "Line2" [0]: "Auto" (default)	page 90
Ringer volume (Base unit)	LINE 1	[0][*][6][1]	[1]: Low [2]: Medium (default) [3]: High [0]: Off	page 29
	LINE 2	[0][*][6][2]		
Handset registration		[0][0][1]	Go to step 3 on page 92.	-----
Handset deregistration		[0][0][2]	[3][3][5]	page 92

Feature	Feature code	Selection	Page
Phone book	【*】	To store an item, go to step 2 on page 39. To search for items, go to step 2 on page 40.	-----

8.7 Programming features

LINE 1:[1][1][1] LINE 2:[1][1][2]

Changing the ringer volume (Handset)

- [1] Low
- [2] Medium
- [3] High (default)
- [0] Off

See page 28 for details.

LINE 1:[1][2][1] LINE 2:[1][2][2]

Setting ringer tone for outside calls (Handset)

You can select the handset ringer tone for each line from one of 8 patterns for outside calls.

- [1] "Tone 1" (default for LINE 1)
- [2] "Tone 2" (default for LINE 2)
- [3] "Tone 3"
- [4] "Tone 4"
- [5] "Melody 1"
- [6] "Melody 2"
- [7] "Melody 3"
- [8] "Melody 4"

Note:

- If LINE 1 and LINE 2 have different ringer patterns and both lines receive calls simultaneously, both ringers will ring alternately.
 - To change the ringer volume, press **[VOLUME]** (soft key), then go to step 3 on page 28.
-

[1][3] Setting the incoming call tone (Handset)

This tone lets you know when a call is being received on the other line, during a conversation on the handset.

- [1] "On": The tone will sound for as long as the line rings.
 - [2] "2" (default): The tone will sound 2 times.
 - [0] "off": Deactivates this feature.
-

[2] Playing back messages

See page 70.

[4] Setting the date and time

Go to step 3 on page 31.

- You can also program this feature with the base unit (feature #01 on page 79).
-

[5] Setting voice enhancer feature

- [1] "On"
 - [0] "off" (default)
-

See page 35 for details.

[#][1] Copying 1 phonebook item

Go to step 3 on page 42.

[#][2] Copying all phonebook items

Go to step 3 on page 43.

[0][1] Changing the handset LCD display contrast

You can adjust the handset display contrast.

- [1] Level 1
- [2] Level 2
- [3] Level 3 (default)
- [4] Level 4
- [5] Level 5
- [6] Level 6

Note:

- To change the base unit display contrast, see feature #39 on page 82.
-

[0][2] Setting the key tone

You can select whether or not key tones are heard when keys are pressed. Includes confirmation tones and error tones.

- [1] "On" (default): You will hear key tones.
 - [0] "off": Deactivates this features.
-

[0][3] Setting auto talk feature

This feature allows you to answer a call by simply lifting the handset off the charger.

- [1] "On"
 - [0] "off" (default)
-

Note:

- If you subscribe to Caller ID service and want to view the caller's information on the handset display after lifting up the handset to answer a call, turn OFF this feature.
 - If you change the line selection feature from "Auto" to "Line1" or "Line2" (feature 055 on page 89), the auto talk feature will function for that line only. If the other line receives a call, the auto talk feature will not function.
-

[0][4] Setting the Caller ID number auto edit feature

- [1] "On" (default)
- [0] "off"

See page 47 for details.

[0][5][1] Setting dialing mode

If you cannot make calls, change this setting depending on your telephone line service.

- [1] "Pulse": For rotary pulse dial service.
-

[2]“Tone” (default): For tone dial service.

Note:

- You can also program this feature with the base unit (feature #13 on page 79).

LINE 1:[0][5][2][1] LINE 2:[0][5][2][2]

Setting the flash time

The flash time depends on your telephone exchange or host PBX.

[1] “700ms” (default)

[2] “600ms”

[3] “400ms”

[4] “300ms”

[5] “250ms”

[6] “110ms”

[7] “100ms”

[8] “90ms”

Note:

- The setting should stay at 700 ms unless pressing **[FLASH/CALL WAIT]** fails to pick up the Call Waiting call.
- If the unit is connected via a PBX, PBX functions (transferring a call, etc.) might not work correctly. Consult your PBX supplier for the correct setting.
- You can also program this feature with the base unit (feature #72✳ and feature #72# on page 83).

LINE 1:[0][5][3][1] LINE 2:[0][5][3][2]

Setting line mode

The line mode for both lines is preset to “B” and generally should not be adjusted. If **[L1]** and **[L2]** are not displayed on the handset properly, or **[LINE1]** and **[LINE2]** on the base unit do not light properly, the line mode selection is incorrect. Set line mode to “A”.

[1] “A”

[2] “B” (default)

Note:

- You can also program this feature with the base unit (feature #62✳ and feature #62# on page 82)

[0][5][5] Selecting the line for telephone calls (Handset)

To determine which line is selected when you press **[TALK]** or **[SP-PHONE]** for telephone calls.

[1] “Line1”: LINE1 will be selected.

[2] “Line2”: LINE2 will be selected.

[0] “Auto” (default): When making a call, LINE 1 will be selected. If that line is unavailable, LINE 2 will be selected. When answering a call, the ringing line will be selected. When you call back

using caller information (page 45), the indicated line will be selected.

- If the auto talk feature is turned ON (feature 03 on page 88), the unit will select the ringing line when you lift the handset OFF the charger to answer the call.

Note:

- You can select a line manually regardless of this setting by pressing **[LINE1]** (soft key) or **[LINE2]** (soft key).

LINE1:[0][6][1][1] LINE2:[0][6][1][2]

Changing the ring setting of the telephone answering machine

To change the number of rings before the unit answers a call in TAM/FAX mode (page 60) or TAM ONLY mode (page 61).

[2] “2” (default)

[3] “3”

[4] “4”

[5] “5”

[6] “6”

[7] “7”

[0] “Toll saver”

Note:

- You can also program this feature with the base unit (feature #06✳ and feature #06# on page 79).

LINE1:[0][6][2][1] LINE2:[0][6][2][2]

Changing the maximum recording time for incoming messages

[1] “1min”: 1 minute

[2] “2min”: 2 minutes

[3] “3min” (default): 3 minutes

[0] “Greeting only”: Only plays the greeting message.

Note:

- If you select “Greeting only” for the line(s), the unit will answer a call with the greeting message, and then hang up. The unit will not record any incoming messages for the line(s).
- You can also program this feature with the base unit (feature #10✳ and feature #10# on page 79).

[0][6][3] Setting remote operation code

- Enter a 2-digit number (00–99). The default setting is “11”.

Note:

- You can also program this feature with the base unit (feature #11 on page 79).

8. Programmable Features

[0][6][4] Changing the recording sound quality

[1] “Standard” (default): Recording sound quality is standard, and the maximum recording time is approximately 60 minutes.

[2] “Enhanced”: Recording sound quality is clearer, and the maximum recording time is approximately 30 minutes.

Note:

- You can also program this feature with the base unit (feature #53 on page 82).

[0][8] Changing the display language

You can select either “English” (default) or “Español” for the display language.

[1] “English” (default)

[2] “Español”

[0][9] Room monitor (Handset)

[1] “On”

[0] “Off” (default)

See page 53 for details.

[0][#] Setting the message alert

You can select whether or not the Ringer/Message alert indicator on the handset will flash when new messages have been recorded (page 70).

[1] “On”: The Ringer/Message alert indicator will flash.

[0] “Off” (default): Deactivates this feature.

Note:

- The Ringer/Message alert indicator will not flash for new messages while the handset is in use.
- The Ringer/Message alert indicator acts as a ringer indicator and as a message alert indicator. This indicator will flash rapidly when a call is received whether this feature is ON or OFF.
- Battery life may be shortened when using this feature (page 23).

LINE 1:[0][*][1][1] LINE 2:[0][*][1][2] Setting ringer tone for outside calls (Base unit)

You can select the base unit ringer tone from one of 8 patterns for outside calls.

[1] “Tone 1” (default for LINE 1)

[2] “Tone 2” (default for LINE 2)

[3] “Tone 3”

[4] “Tone 4”

[5] “Melody 1”

[6] “Melody 2”

[7] “Melody 3”

[8] “Melody 4”

Note:

- When selecting the ringer tone, the base unit will ring. If the base unit ringer volume has been turned OFF (page 29), the base unit will not ring.
- You can also program this feature with the base unit (feature #17* and feature #17# on page 79).

[0][*][2] Setting the incoming call tone (Base unit)

This tone lets you know when a call is being received on the other line, during a conversation on the base unit.

[1] “On”: The tone will sound for as long as the line rings.

[2] “2” (default): The tone will sound 2 times.

[0] “Off”: Deactivates this feature.

Note:

- You can also program this feature with the base unit (feature #73 on page 83).

[0][*][3] Room monitor (Base unit)

[1] “On”

[0] “Off” (default)

See page 53 for details.

Note:

- You can also program this feature with the base unit (feature #74 on page 83).

[0][*][5] Selecting the line for telephone calls (Base unit)

To determine which line is selected when you press [SP-PHONE] for telephone calls.

[1] “Line1”: LINE1 will be selected.

[2] “Line2”: LINE2 will be selected.

[0] “Auto” (default): When making a call, LINE 1 will be selected. If that line is unavailable, LINE 2 will be selected. When answering a call, the ringing line will be selected. When you call back using caller information (page 46), the indicated line will be selected.

Note:

- You can select a line manually regardless of this setting by pressing [LINE1] or [LINE2].
- You can also program this feature with the base unit (feature #37 on page 81).

LINE 1:[0][*][6][1] LINE 2:[0][*][6][2] Changing the ringer volume (Base unit)

[1] Low

[2] Medium (default)

[3] High

[0] Off

See page 29 for details.

[0][0][1] Registering the handset

Go to step 3 on page 92.

[0][0][2] Canceling the handset registration

Press **[3][3][5]** to delete the registration memory.

See page 92 for details.

[*] Phone book

To store an item, go to step 2 on page 39.

To search for items, go to step 2 on page 40.

9.1 Canceling the handset registration

If you no longer need to use the handset or if you want to use the handset with a different base unit of the same model, it is necessary to cancel the handset's registration from the current base unit. Only one handset can be canceled at a time.

Make sure the handset and the base unit are near each other and not being used.

- Keep the front cover page open for button locations.

9.1.1 With the handset

- 1 Press **[MENU]**.
- 2 Press **[0][0][2]**.
- 3 Press **[3][3][5]** (DEL.) to delete the registration memory.
- 4 Press **[OK]** (soft key).
 - A beep will sound and the registration memory will be erased on both the handset and the base unit.
 - “[-]” is shown on the top right of the canceled handset's display.

Note:

- After canceling registration, the handset cannot be used. If you want to use it again, re-register the handset to the base unit.

9.2 Re-registering the handset

If you want to re-register the handset to the base unit or a different base unit of the same model, you need to register it to that base unit. The handset will be given a new extension number of that base unit. Only one handset can be registered at a time.

Make sure the base unit and the other handsets are near each other and not being used. Registration must be completed within 1 minute.

- If you have canceled the handset registration at the previous base unit (page 92), start from step 3.
- Keep the front cover page open for button locations.

1 Handset:

Press **[MENU]**.

2 Press **[0][0][1]**.

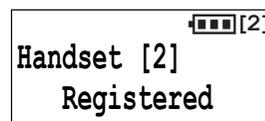
3 Base unit:

Press and hold **[LOCATOR/INTERCOM]** until “**HS REGISTRATION**” is displayed.

4 Handset:

1. Press **[OK]** (soft key).
2. Wait until a long beep sounds and the display shows the registered number. The registration will be complete.
 - The registered number “[1]” to “[4]” will be shown on the top right of the display.

Example: Extension number 2



Note:

- To stop registration, press **[OFF]** on the handset and press **[LOCATOR/INTERCOM]** on the base unit.
- If “**wrong handset Refer to manual**” is displayed, the handset you tried to register is not compatible with this base unit. See page 10 for accessory information.
- If you have not canceled the handset's registration at the previous base unit, the handset number still remains in that base unit's memory, therefore you may not be

able to register a handset to the base unit. To erase the handset number from the previous base unit, see the base unit's operating instructions. For this base unit:

1. Press and hold **[LOCATOR/INTERCOM]** until a beep sounds.
2. Enter the handset number that you want to erase (**[1]** to **[4]**).
3. Press **[SET]**.

10.1 Error messages – Reports

If a problem occurs during fax transmission or reception, one of the following messages will be printed on the confirmation and journal reports (page 55).

COMMUNICATION ERROR

(Code: 40-42, 46-72, FF)

- A transmission or reception error occurred. Try again or check with the other party.

COMMUNICATION ERROR

(Code: 43, 44)

- A line problem occurred. Connect the telephone line cord to a different jack and try again.
- An overseas transmission error occurred. Try using the overseas mode (feature #23 on page 80).

DOCUMENT JAMMED

- The document is jammed. Remove the jammed document (page 109).

ERROR-NOT YOUR UNIT

(Code: 54, 59, 70)

- A transmission or reception error occurred because of a problem with the other party's fax machine. Check with the other party.

JUNK FAX PROH. REJECT

- The junk fax prohibitor feature of this unit rejected fax reception.

MEMORY FULL

- The memory is full of received documents due to a lack of recording paper, a lack of ink film or a recording paper jam. Install paper (page 17), install ink film (page 14) or clear the jammed paper (page 107).

NO DOCUMENT

- The document was not fed into the unit properly. Re-insert the document and try again.

OTHER FAX NOT RESPONDING

- The other party's fax machine is busy or has run out of recording paper. Try again.
- The other party's fax machine rang too many times. Send the fax manually (page 54).
- The other party's machine is not a fax machine. Check with the other party.
- The number you dialed is not in service.

PRESSED THE STOP KEY

- **[STOP]** was pressed, and fax transmission or reception was canceled.

OK

- Fax transmission or reception was successful.

10.2 Error messages – Display

If the unit detects a problem, one or more of the following messages will appear on the display.

10.2.1 Base unit

Display	Cause and Solution
“BUSY”	<ul style="list-style-type: none"> • The called handset is in use. • Other users are using the line(s). Wait until [LINE1] or [LINE2] turns OFF. • The handset you tried to copy phone book items to is in use. • The handset you are calling is too far from the base unit. • Privacy mode is turned ON for the call you tried to join (page 52).
“CALL SERVICE”	<ul style="list-style-type: none"> • There is something wrong with the unit. Contact our service personnel.
“CHECK DOCUMENT”	<ul style="list-style-type: none"> • The document was not fed into the unit properly. Re-insert the document. If misfeeding occurs frequently, clean the document feeder rollers (page 110) and try again. • Attempted to send a document longer than 600 mm (23⁵/₈"). Press [STOP] to remove the document. Divide the document into two or more sheets, and try again.
“CHECK MEMORY”	<ul style="list-style-type: none"> • The base unit memory (telephone numbers, parameters, etc.) has been erased. Re-program.
“CHECK PAPER”	<ul style="list-style-type: none"> • The recording paper is not installed or the unit has run out of paper. Install paper and press [START] to clear the message. • The recording paper was not fed into the unit properly (page 109). Reinstall paper (page 17) and press [START] to clear the message. • The recording paper has jammed near the recording paper entrance. Clear the jammed paper (page 107) and press [START] to clear the message.
“COVER OPEN” “CHECK FILM”	<ul style="list-style-type: none"> • The covers are open. Close them. • The ink film is empty. Replace the ink film with a new one (page 16). • The ink film is not installed. Install it (page 14). • The ink film is slack or creased. Tighten it (see step 5 on page 15).
“DENIED”	<ul style="list-style-type: none"> • When you tried to monitor an extension, the room monitor feature of the destination extension was set to OFF (page 53).
“FAX IN MEMORY”	<ul style="list-style-type: none"> • The unit has a document in memory. See the other displayed message instructions to print out the document.
“FAX MEMORY FULL”	<ul style="list-style-type: none"> • The memory is full of received documents due to a lack of recording paper, a lack of ink film or a recording paper jam. Install paper (page 17), install ink film (page 14) or clear the jammed paper (page 107). • When performing memory transmission, the document being stored exceeded the memory capacity of the unit. Send the entire document manually.

Display	Cause and Solution
<p>“FILM EMPTY” “COVER OPEN”</p>	<ul style="list-style-type: none"> ● The ink film is empty. Replace the ink film with a new one (page 16). ● The ink film is slack. Tighten it (see step 5 on page 15) and install again. ● The fax machine is positioned near appliances such as TVs or speakers which generate an intense magnetic field.
<p>“FILM NEAR EMPTY”</p>	<ul style="list-style-type: none"> ● The remaining ink film is low. Prepare a new ink film (page 10).
<p>“INCOMPLETE”</p>	<ul style="list-style-type: none"> ● The phone book copy stopped because the destination handset was out of range.
<p>“INVALID”</p>	<ul style="list-style-type: none"> ● The called handset has not been registered to the base unit.
<p>“MEMORY FULL”</p>	<ul style="list-style-type: none"> ● When making a copy, the document being stored exceeded the memory capacity of the unit. Press [STOP] to clear the message. Divide the document into sections.
<p>“MESSAGE FULL”</p>	<ul style="list-style-type: none"> ● There is no room left in memory to record voice messages, or the number of recorded messages has reached 99. Erase unnecessary messages (page 69, 71).
<p>“MODEM ERROR”</p>	<ul style="list-style-type: none"> ● There is something wrong with the unit’s modem. Contact our service personnel.
<p>“NO FAX REPLY”</p>	<ul style="list-style-type: none"> ● The other party’s fax machine is busy or has run out of recording paper. Try again.
<p>“NO ITEMS STORED”</p>	<ul style="list-style-type: none"> ● You tried to copy your phone book items to a handset, but your phone book was empty.
<p>“OPEN CABINET CHECK FILM SLACK” “OPEN CABINET CHECK FILM TYPE”</p>	<ul style="list-style-type: none"> ● Please use genuine Panasonic replacement film (page 10). ● The ink film is slack. Tighten it (see step 5 on page 15). ● The fax machine is positioned near appliances such as TVs or speakers which generate an intense magnetic field.
<p>“PAPER JAMMED”</p>	<ul style="list-style-type: none"> ● A recording paper jam occurred. Clear the jammed paper (page 107).
<p>“PHONE BOOK FULL”</p>	<ul style="list-style-type: none"> ● There is no space to store new items in the phone book. Erase unnecessary items (page 42). ● The phone book memory of the destination handset is already full, or became full when copying phone book items. Copying was stopped. Press [STOP] to exit the mode (page 42). Erase other stored items in the destination handset phone book (page 42), then try again.
<p>“PLEASE WAIT”</p>	<ul style="list-style-type: none"> ● The unit is checking that there is no slack or crease in the ink film. Wait for a moment while the check is completed.
<p>“RECORDING ERROR”</p>	<ul style="list-style-type: none"> ● The greeting message or voice memo you recorded was under 1 second long. Record a longer message.
<p>“REDIAL TIME OUT”</p>	<ul style="list-style-type: none"> ● The other party’s fax machine is busy or has run out of recording paper. Try again.
<p>“REMOVE DOCUMENT”</p>	<ul style="list-style-type: none"> ● The document is jammed. Remove the jammed document (page 109). ● Press [STOP] to eject the jammed paper.

Display	Cause and Solution
“SERIAL ERROR”	<ul style="list-style-type: none"> • There is something wrong with the unit and the base unit will not work. Contact our service personnel.
“SYSTEM IS BUSY”	<ul style="list-style-type: none"> • Radio communication between the handset and the base unit is partially impaired. • More than one unit is in use, such as when conducting an outside/intercom call. Try again later. • Another user is listening to messages. Try again later.
“TRANSMIT ERROR”	<ul style="list-style-type: none"> • A transmission error occurred. Try again. • If you send a fax overseas, try the following: <ul style="list-style-type: none"> – Use the overseas transmission mode (feature #23 on page 80). – Add 2 pauses at the end of the telephone number or dial manually.
“UNIT OVERHEATED”	<ul style="list-style-type: none"> • The unit is too hot. Stop using the unit for a while and let the unit cool down.

10.2.2 Handset

Problem	Cause & Solution
“Busy”	<ul style="list-style-type: none"> • The called handset/base unit is in use. • Other users are using the line(s). Wait until the line status icon goes out. • The unit you tried to copy phone book items to is in use. • The handset you are calling is too far from the base unit. • Privacy mode is turned ON for the call you tried to join (page 52).
“Charge for 6 HRS”	<ul style="list-style-type: none"> • The battery has been discharged. The handset will not work. Fully charge the battery (page 23).
“Denied”	<ul style="list-style-type: none"> • When you tried to monitor an extension, the room monitor feature of the destination extension was set to OFF (page 53).
“Error!!”	<ul style="list-style-type: none"> • When you tried to register or deregister the handset, the handset and the base unit could not link for some reason, such as interference from electrical appliances. Move the handset and the base unit away from the electrical appliances and try again. • If more than one handset is in use, you may not be able to register/deregister a handset. Try again later. • Another unit tried to send phone book items to you but there was an error. Have the other user re-send the items to you (page 42).
“Error!! 4 handsets have already been registered.”	<ul style="list-style-type: none"> • 4 handsets have already been registered to the base unit. To cancel a handset’s registration, see page 92. • You may have registered one of your handsets to another base unit without deleting its registration to this base unit. Erase the handset’s registration from the base unit as follows. <ol style="list-style-type: none"> 1. Press and hold [LOCATOR/INTERCOM] until a beep sounds. 2. Enter the handset number that you want to erase ([1] to [4]). 3. Press [SET].

Problem	Cause & Solution
<p>“---Incomplete--- Tom Jones 098-765-4321 Phone book full”</p>	<p>(The name/number is an example.)</p> <ul style="list-style-type: none"> ● When the displayed item was being sent to the destination unit, the phone book memory was full and copying was stopped. If you tried to send all of the items, the item displayed with “Incomplete” and items after it have not been copied to the destination unit. Press [OFF] to exit (page 42). To erase items from the destination unit phone book, see page 42. ● If “Phone book full” is not displayed, copying was stopped for another reason, such as: <ul style="list-style-type: none"> – the destination handset was out of range, or – the destination unit user pressed [TALK], [SP-PHONE], [LINE1] (soft key) or [LINE2] (soft key) on the handset or [SP-PHONE], [LINE1] or [LINE2] on the base unit.
<p>“Invalid”</p>	<ul style="list-style-type: none"> ● The called handset has not been registered to the base unit or you selected your extension number.
<p>“Invalid. Please register to the base unit”</p>	<ul style="list-style-type: none"> ● The handset you tried to make a call from has not been registered to the base unit. Register it (page 92).
<p>“No link to base. Move closer to base and try again.”</p>	<ul style="list-style-type: none"> ● The handset has lost communication with the base unit. Move closer to the base unit, and try again. ● Raise the base unit antennas. ● The handset’s registration may have been canceled. Re-register the handset (page 92).
<p>“Phone book full”</p>	<ul style="list-style-type: none"> ● There is no space to store new items in the phone book. Erase unnecessary items (page 42).
<p>“Phone book No items stored”</p>	<ul style="list-style-type: none"> ● You tried to copy your phone book items to another extension, but your phone book is empty.
<p>“Please lift up and try again.”</p>	<ul style="list-style-type: none"> ● A handset button was pressed while the handset was on the charger. Lift the handset and press the button again.
<p>“Recharge battery”</p>	<ul style="list-style-type: none"> ● The battery needs to be charged. Recharge the battery (page 23).
<p>“System is busy. Please try again later.”</p>	<ul style="list-style-type: none"> ● The handset has lost communication with the base unit. Move closer to the base unit and try again. ● More than one unit is in use, such as conducting an outside/intercom call. Try again later. ● Another user is listening to messages. Try again later. ● The handset’s registration may have been canceled. Re-register the handset (page 92).
<p>“Wrong handset Refer to manual”</p>	<ul style="list-style-type: none"> ● This handset is not compatible with this base unit. For additional handsets, see page 10.

10.3 When a function does not work, check here

10.3.1 Initial settings

Problem	Cause & Solution
I cannot hear a dial tone.	<ul style="list-style-type: none"> ● If you used a splitter/coupler to connect the unit, remove the splitter/coupler and connect the unit to the wall jack directly. If the unit operates properly, check the splitter/coupler. ● Disconnect the unit from the telephone line and connect 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 telephone company. ● The power cord or telephone line cord is not connected. Check the connections. ● If you connected the fax machine through a computer modem, connect the fax machine directly to a telephone line jack.
I cannot make calls.	<ul style="list-style-type: none"> ● The dialing mode setting may be wrong. Change the setting (feature #13 on page 79, or feature 051 on page 88).
The unit does not work.	<ul style="list-style-type: none"> ● Check if the battery is installed correctly (page 18). ● Check the connections (page 20). ● Fully charge the battery (page 23).
The unit does not ring.	<ul style="list-style-type: none"> ● The ringer volume is turned OFF. Adjust it (page 28, 29). ● If more than one other user is using the handsets and base unit, the handset/base unit may not ring. Those users will hear incoming call tones (feature #73 on page 83, feature 13 on page 88 or feature 0✕2 on page 90).

10.3.2 General

Problem	Cause & Solution
The unit displays “CHECK PAPER” even though paper is inserted.	<ul style="list-style-type: none"> ● The paper is inserted halfway. Insert it correctly (page 17) and press [START] to clear the message.
The other party complains they only hear a fax tone and cannot talk.	<ul style="list-style-type: none"> ● FAX ONLY mode is set. Tell the other party the number is only used for faxes. ● Change the receiving mode to TEL mode (page 58), TAM/FAX mode (page 59) or TAM ONLY mode (page 61). ● If you use a Distinctive Ring service, make sure you have set the same ring pattern assigned by the telephone company (page 63).
The [REDIAL/PAUSE] button does not function properly.	<ul style="list-style-type: none"> ● If this button is pressed during dialing, a pause will be inserted. If pressed immediately after a dial tone is obtained, the last number dialed will be redialed.
The receiving mode does not function properly.	<ul style="list-style-type: none"> ● Distinctive Ring is set (feature #31✕ and feature #31# on page 81).
During programming, I cannot enter the code or ID number.	<ul style="list-style-type: none"> ● All or part of the number is the same as another code or ID. Change the number: <ul style="list-style-type: none"> – remote operation ID (code): feature #11 on page 79, or feature 063 on page 89, – fax activation code: feature #41 on page 82.

Problem	Cause & Solution
The ink film runs out quickly.	<ul style="list-style-type: none"> • Even if there are only a few sentences, every page that comes out of the machine is considered a full page. • Turn OFF the following features: <ul style="list-style-type: none"> – confirmation report: feature #04 on page 79. – journal report: feature #22 on page 80. – Caller ID list: feature #26 on page 81.
The unit beeps.	<ul style="list-style-type: none"> • Recording paper/ink film has run out. Press [STOP] to stop the beeps and install paper/ink film.
Whenever I try to retrieve my voice mail messages, I am interrupted by the fax tone.	<ul style="list-style-type: none"> • You are probably entering [*][#][9]. This is the default setting for the fax activation code. If you use a voice mail service, turn the fax activation feature OFF or reprogram the activation code (feature #41 on page 82).
The speakerphone is not working.	<ul style="list-style-type: none"> • Use the speakerphone in a quiet room. • If you have difficulty hearing the other party, adjust the volume.
I cannot page the handset or base unit.	<ul style="list-style-type: none"> • The called handset is too far from the base unit. • The called unit is in use. Try again later. • If more than one other user is using the handsets and base unit, you may not be able to page. Try again later.
The [AUTO ANSWER] button does not function properly.	<ul style="list-style-type: none"> • This button does not function during conference calls. Wait for the call to end, and try again.
The unit does not display the caller's name and/or telephone number.	<ul style="list-style-type: none"> • You need to subscribe to a Caller ID service. • Other telephone equipment may be interfering with your phone. Disconnect it and try again. • Other electrical appliances connected to the same outlet may be interfering with the Caller ID information. • Telephone line noise may be affecting the Caller ID information. • The caller requested not to send his/her information (page 44). • If a call is being transferred to you, the caller information will not be displayed.
The Caller ID list/incoming phone numbers are not edited automatically.	<ul style="list-style-type: none"> • The Caller ID number auto edit feature is turned OFF. Turn it ON and try again (page 47).
The display exits the Caller ID List while viewing caller information.	<ul style="list-style-type: none"> • Do not pause for over 1 minute on the handset or 3 minutes on the base unit while searching.

10.3.3 Cordless handset

Problem	Cause & Solution
The handset does not work.	<ul style="list-style-type: none"> • Make sure that the battery is installed correctly (page 18). • Fully charge the battery (page 23). • Clean the charge contacts and charge again (page 23). • Unplug the base unit's power cord and the handset's AC adaptor to reset. Plug in, and try again. • The handset has not been registered to the base unit. Register the handset (page 92). • Re-install the battery (page 18) and fully charge it.

Problem	Cause & Solution
The handset does not ring.	<ul style="list-style-type: none"> ● The ringer volume is set to OFF. Adjust it (page 28). ● If more than one other user is using the handsets and base unit, the handset/base unit may not ring. Those users will hear incoming call tones (feature #73 on page 83, feature 13 on page 88 or feature 0*2 on page 90).
The display shows “No link to base. Move closer to base and try again.” and an alarm tone sounds.	<ul style="list-style-type: none"> ● The handset is too far from the base unit. Move closer and try again. ● Plug in the base unit’s power cord. ● Raise the base unit antennas.
Static, sound cuts in/out, fades. Interference from other electrical units.	<ul style="list-style-type: none"> ● Move the handset and the base unit away from other electrical appliances. ● Move closer to the base unit. ● Raise the base unit antennas. ● Turn ON the clarity booster feature (page 35).
The handset stops working while being used.	<ul style="list-style-type: none"> ● Place the handset on the charger, and disconnect the power cord to reset the unit. Connect the power cord, and try again.
I cannot store an item in the phone book.	<ul style="list-style-type: none"> ● You cannot store an item in the phone book while the handset is in the talk, speakerphone, intercom, room monitor or remote operation mode. ● Do not pause for over 1 minute while storing.
While storing an item in the phone book, the handset starts to ring.	<ul style="list-style-type: none"> ● To answer a call, press [TALK], [SP-PHONE], [LINE1] (soft key) or [LINE2] (soft key). Storing will be canceled. Store the name and number again.
I cannot redial by pressing [REDIAL/PAUSE].	<ul style="list-style-type: none"> ● If the last number dialed was more than 48 digits long, the number will not be redialed correctly. ● The last number dialed may have been a remote function.
“Recharge battery” is displayed,  flashes or the handset beeps intermittently.	<ul style="list-style-type: none"> ● Fully charge the battery (page 23).
“Charge for 6 HRS” and  are displayed and the handset does not work.	<ul style="list-style-type: none"> ● The battery has been discharged. Fully charge the battery (page 23).
I charged the battery fully, but “Recharge battery” is still displayed and/or  continues to flash, or “Charge for 6 HRS” and  are displayed.	<ul style="list-style-type: none"> ● Clean the charge contacts and charge again (page 23). ● The battery may need to be replaced (page 18). If you install a new battery, fully charge it (page 23).
The [CHARGE] indicator does not go out after the battery has been charged.	<ul style="list-style-type: none"> ● This is normal.

Problem	Cause & Solution
<p>I cannot receive documents by pressing [*][#][9] on the handset.</p>	<ul style="list-style-type: none"> ● You must set remote fax activation to ON (feature #41 on page 82) beforehand. ● Press [*][#][9] firmly. ● You may have changed the remote fax activation code from [*][#][9] (default setting). Verify the remote fax activation code (feature #41 on page 82). ● The memory is full of received documents due to a lack of recording paper or a recording paper jam. Install paper or clear the jammed paper.
<p>The handset display is blank.</p>	<ul style="list-style-type: none"> ● Fully charge the battery (page 23). ● Remove the battery for 30 seconds and replace it again.
<p>I cannot make a call with the handset.</p>	<ul style="list-style-type: none"> ● If more than one other user is using the handset and/or base unit, you may not be able to make a call. Try again later. ● The handset is in the remote operation mode. Exit by pressing [OFF] (page 70).
<p>I cannot have a conversation using the headset.</p>	<ul style="list-style-type: none"> ● Make sure that an optional headset is connected properly (page 19). ● If “SP-phone” or “SP” is displayed on the handset, press [TALK] to switch to the headset.
<p>I cannot program items.</p>	<ul style="list-style-type: none"> ● Programming is not possible while the handset and/or base unit is being used. ● Do not pause for over 1 minute while programming. ● Move closer to the base unit. ● While another user is listening to messages or the telephone answering machine is answering a call, you cannot program. Try again later.
<p>I cannot register a handset to the base unit.</p>	<ul style="list-style-type: none"> ● Fully charge the battery (page 23). ● The maximum number of handsets have already been registered to the base unit. ● Although you may be using fewer than 4 handsets with your base unit, if you have registered one of the handsets to another base unit, your base unit still contains the registration of that handset until it is erased from your base unit. Erase the handset registration from this unit as follows: <ol style="list-style-type: none"> 1. Press and hold [LOCATOR/INTERCOM] until a beep sounds. 2. Enter the handset number that you do not want ([1] to [4]). 3. Press [SET].

10.3.4 Fax – sending

Problem	Cause & Solution
I cannot send documents.	<ul style="list-style-type: none"> • The other party's fax machine is busy or has run out of recording paper. Try again. • The other party's machine is not a fax machine. Check with the other party. • The other party's fax machine failed to answer the fax automatically. Send the fax manually (page 54). • The other line is sending/receiving faxes, or the other line's answering machine is in use. • The memory is full of received documents and the quick scan (feature #34 on page 81) is ON. Turn this feature OFF, and send the fax again.
I cannot send a fax overseas.	<ul style="list-style-type: none"> • Use the overseas transmission mode (feature #23 on page 80). • Add two pauses at the end of the telephone number or dial manually.
The other party complains that letters on their received document are distorted or not clear.	<ul style="list-style-type: none"> • If your line has special telephone services such as call waiting, the service may have been activated during fax transmission. Connect the unit to a line that does not have these services. • An extension telephone on the same line is off the hook. Hang up the extension telephone and try again. • Try copying the document with this unit. If the copied image is clear, there may be something wrong with the other party's machine.
The other party complains that black lines, white lines or smudges appear on their received document.	<ul style="list-style-type: none"> • The scanner glass or rollers are dirty with correction fluid, etc. Clean them (page 110). Please do not insert a document before correction fluid has dried completely.

10.3.5 Fax – receiving

Problem	Cause & Solution
I cannot receive documents.	<ul style="list-style-type: none"> • You may have subscribed to a voice mail service due to service packs offered by your telephone company. Fax and voice message reception may not be possible when voice mail is activated so we recommend you to: <ul style="list-style-type: none"> – contact your telephone company and request to deactivate voice mail service, or – subscribe to a Distinctive Ring service (page 63). • The ink film is empty. Replace the ink film with a new one (page 16).
I cannot receive documents automatically.	<ul style="list-style-type: none"> • The receiving mode is set to TEL mode or TAM ONLY mode. Change the receiving mode to TAM/FAX mode (page 59) or FAX ONLY mode (page 60). • The time taken to answer the call is too long. Decrease the number of rings: <ul style="list-style-type: none"> – TAM ring count: feature #06* and feature #06# on page 79, or feature 0611 and 0612 on page 89. – fax ring count: feature #07 on page 79. • The greeting message is too long. Record a shorter message (page 67).

Problem	Cause & Solution
<p>The display shows “CONNECTING”, but faxes are not received.</p>	<ul style="list-style-type: none"> ● The receiving mode is set to FAX ONLY mode and the incoming call is not a fax. Change the receiving mode: <ul style="list-style-type: none"> – TAM/FAX mode (page 59), TEL mode (page 58) or TAM ONLY mode (page 61).
<p>A blank sheet is ejected.</p>	<ul style="list-style-type: none"> ● If a blank sheet is ejected after the received document is printed out, the size of the document sent by the other party is as large as, or larger than, the recording paper, or the receiving reduction rate is not programmed correctly. Program the proper rate in feature #36 (page 81). ● The other party placed the document in their fax machine facing the wrong way. Check with the other party.
<p>The printing quality is poor.</p>	<p>Please do not reuse the ink film! Please use genuine Panasonic replacement film. Refer to page 10 for further details.</p> <ul style="list-style-type: none"> ● The thermal head is dirty. Clean it (page 111). ● If documents can be copied properly, the unit is working normally. The other party may have sent a faint document or there may be something wrong with the other party’s machine. Ask them to send a clearer copy of the document or to check their fax machine. ● Some paper has instructions recommending which side to print on. Try turning the recording paper over. ● You may have used paper with a cotton and/or fiber content that is over 20%, such as letterhead or resume paper. We recommend smooth paper such as “Hammermill Jet Print” for clearer printing.
<p>Letters on the received document are distorted.</p>	<ul style="list-style-type: none"> ● If your line has special telephone services such as call waiting, the service may have been activated during fax reception. Connect the unit to a line that does not have these services.
<p>I cannot receive documents by pressing [*][#][9] on the handset or an extension telephone.</p>	<ul style="list-style-type: none"> ● You must set remote fax activation to ON (feature #41 on page 82) beforehand. ● Press [*][#][9] firmly. ● You may have changed the remote fax activation code from [*][#][9] (default setting). Verify the remote fax activation code (feature #41 on page 82). ● The memory is full of received documents due to a lack of recording paper, a lack of ink film or a recording paper jam. Install paper (page 17), install ink film (page 14) or clear the jammed paper (page 107).
<p>The other party complains that they cannot send a document.</p>	<ul style="list-style-type: none"> ● The receiving mode is set to TEL or TAM ONLY mode. In TEL mode, receive the document manually (page 58), or change the receiving mode to TAM/FAX mode (page 59) or FAX ONLY mode (page 60). ● The memory is full of received documents due to a lack of recording paper, a lack of ink film or a recording paper jam. Install paper (page 17), install ink film (page 14) or clear the jammed paper (page 107). ● The other line is sending/receiving faxes, or the other line’s answering machine is in use.
<p>I cannot select the desired receiving mode.</p>	<ul style="list-style-type: none"> ● If you want to set TAM/FAX, FAX ONLY or TAM ONLY mode: <ul style="list-style-type: none"> – select the desired mode using feature #77* and feature #77# (page 83), and press [AUTO ANSWER] repeatedly to display “ON”. ● If you want to set TEL mode: <ul style="list-style-type: none"> – press [AUTO ANSWER] repeatedly to display “OFF”.

10.3.6 Copying

Problem	Cause & Solution
The unit will not make a copy.	<ul style="list-style-type: none"> • The ink film is empty. Replace the ink film with a new one (page 16). • You cannot make a copy during programming. • You cannot make a copy during a telephone conversation.
A black line, white line or smudge appears on the copied document.	<ul style="list-style-type: none"> • The scanner glass or rollers are dirty with correction fluid, etc. Clean them (page 110). Please do not insert a document before correction fluid has dried completely.
The copied image is distorted.	<ul style="list-style-type: none"> • Adjust the width of the document guides to fit the actual size of the document.
The printing quality is poor.	<p>Please do not reuse the ink film! Please use genuine Panasonic replacement film. Refer to page 10 for further details.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Original</p>  </div> <div style="text-align: center;"> <p>Copy</p>  </div> </div> <ul style="list-style-type: none"> • The thermal head is dirty. Clean it (page 111). • Some paper has instructions recommending which side to print on. Try turning the recording paper over. • You may have used paper with a cotton and/or fiber content that is over 20%, such as letterhead or resume paper. We recommend smooth paper such as "Hammermill Jet Print" for clearer printing.

10.3.7 Answering machine

Problem	Cause & Solution
The other party complains that they cannot leave a voice message.	<ul style="list-style-type: none"> • You may have subscribed to a voice mail service due to service packs offered by your telephone company. Fax and voice message reception may not be possible when voice mail is activated so we recommend you to: <ul style="list-style-type: none"> – contact your telephone company and request to deactivate voice mail service, or – subscribe to a Distinctive Ring service (page 63). • The recording time is set to "GREETING ONLY". Select "1 MIN", "2 MIN" or "3 MIN" (feature #10✕ and feature #10# on page 79, or feature 0621 and feature 0622 on page 89). • The answering machine is not turned ON for the line you wish to record messages from. Select the desired line or both lines by pressing [LINE SELECT] repeatedly, then turn the answering machine ON (page 59, 61). • The answering machine is activated for both lines, and the first caller is leaving a voice message. The second caller cannot leave a message, but caller information will be stored (page 44). • The memory is full. Erase unnecessary messages (page 69, 71). • Make sure there is no other answering machine connected on the same line. • The other line is sending/receiving faxes, or the other line's answering machine is in use.

Problem	Cause & Solution
<p>I cannot listen to messages from a remote location.</p>	<ul style="list-style-type: none"> ● Press the remote operation ID (code) correctly and firmly (feature #11 on page 79, or feature 063 on page 89). ● The unit is not in TAM/FAX mode or TAM ONLY mode. Change to TAM/FAX mode (page 59) or TAM ONLY mode (page 61).
<p>I cannot operate the answering machine with the handset.</p>	<ul style="list-style-type: none"> ● Someone is operating the answering machine. ● You are too far from the base unit. Move closer to the base unit.
<p>During message playback, the unit rings.</p>	<ul style="list-style-type: none"> ● A call is being received. To answer the call, if you are using the base unit, press [SP-PHONE], [LINE1] or [LINE2] on the base unit. If you are using the handset, press [TALK], [SP-PHONE], [LINE1] (soft key) or [LINE2] (soft key) on the handset. For playback, start again from the beginning after hanging up.
<p>The Ringer/Message alert indicator flashes slowly when the handset is not ringing and in use.</p>	<ul style="list-style-type: none"> ● This is normal. The message alert is turned ON and new messages have been recorded. Turn the message alert OFF (feature 0# on page 90) or listen to the new messages (page 68, 70).
<p>Caller ID information does not display during message playback.</p>	<ul style="list-style-type: none"> ● The caller information will not be displayed <ul style="list-style-type: none"> – if a message is recorded by using [MEMO] (page 72), or – if a call is transferred to the answering machine and the caller leaves a message (page 69).
<p>[MESSAGE] indicator still flashes even if you have listened to all new messages.</p>	<ul style="list-style-type: none"> ● The other line has new messages. Select that line by pressing [LINE SELECT], then play back the new messages (page 68). ● If you selected lines to play back messages, memo messages will not be played. Play back messages without selecting lines first (page 68).
<p>Memo messages are not played after pressing [MESSAGE].</p>	<ul style="list-style-type: none"> ● You may have pressed [LINE SELECT] before pressing [MESSAGE]. Press [MESSAGE] again without pressing [LINE SELECT] (page 68).

10.3.8 If a power failure occurs

- The unit will not function.
- The unit is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.
- Fax transmission and reception will be interrupted.
- If delayed transmission (feature #25 on page 80) is programmed and a power failure prevents the document from being sent at the set time, the document will be sent after power is restored.
- If any fax documents are stored in the memory, they will be lost. When power is restored, a power down report will be printed stating which documents in memory have been erased.

10.4 Recording paper jams

10.4.1 When the recording paper has jammed in the unit

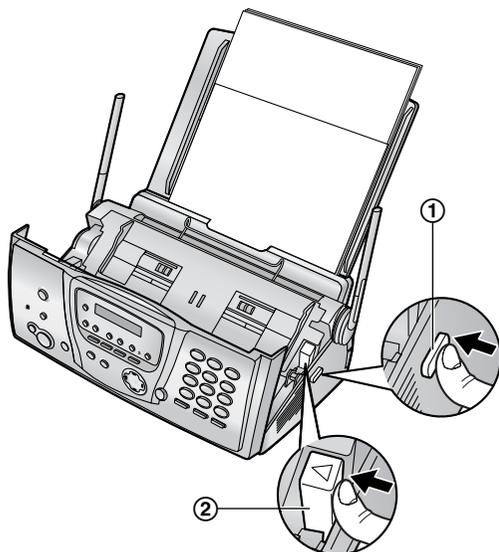
The display will show the following.

PAPER JAMMED

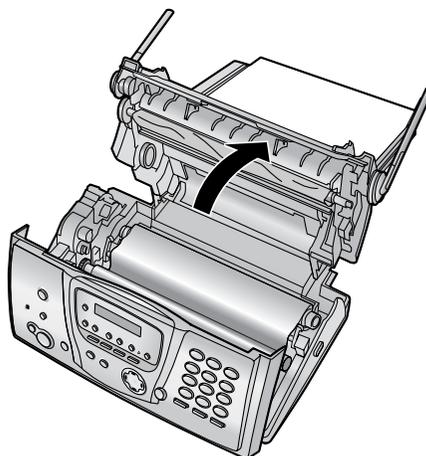
- 1 Open the front cover by pulling up the center part.



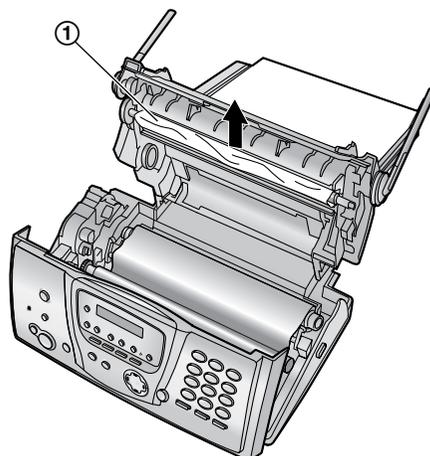
- 2 Release the back cover by pushing the green button (1).
 - You can also release the back cover by pushing in the green lever (2).



- 3 Open the back cover.

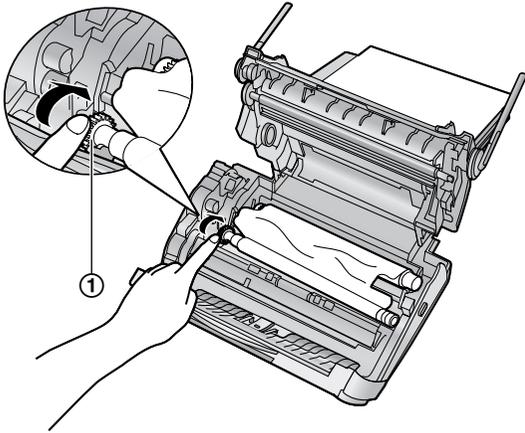


- 4 Remove the jammed recording paper (1).

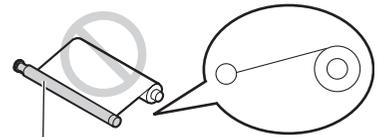


10. Help

- 5 Turn the gear of the blue core (①) in the direction of the arrow until the ink film is tight (②).



Incorrect



The ink film is not wrapped around the blue core.

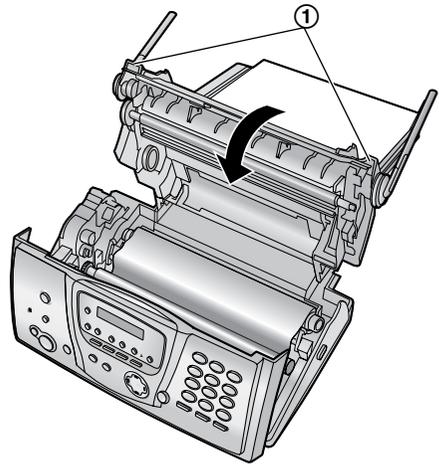
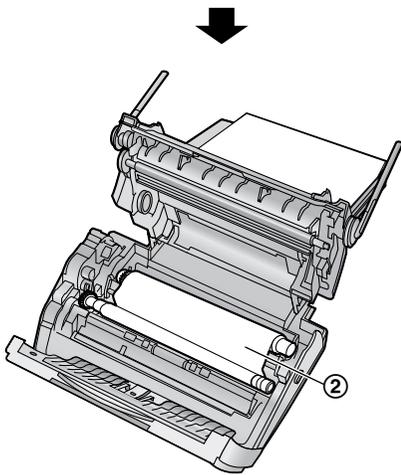


Slack/Crease



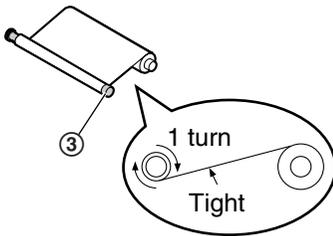
Reverse

- 6 Close the back cover securely by pushing down on the notched area at both ends (①).

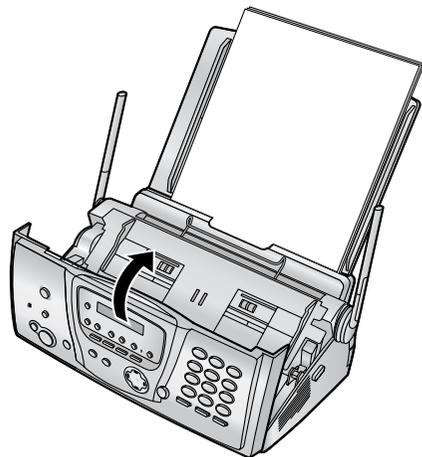


- Make sure that the ink film is wrapped around the blue core (③) at least once.

Correct



- 7 Close the front cover securely.



- 8 Remove the recording paper and straighten. Pull the tension plate forward (①) and insert the paper. Then push the tension plate back.



10.4.2 When the recording paper was not fed into the unit properly

The display will show the following.

CHECK PAPER

Remove the recording paper and straighten. Pull the tension plate forward (①) and insert the paper. Push the tension plate back, then press **[START]** to clear the message.

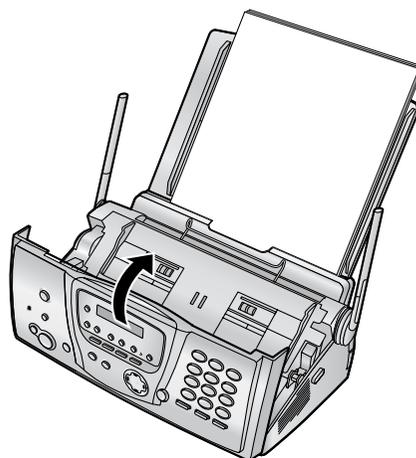


10.5 Document jams – sending

- 1 Open the front cover by pulling up the center part. Remove the jammed document carefully (①).

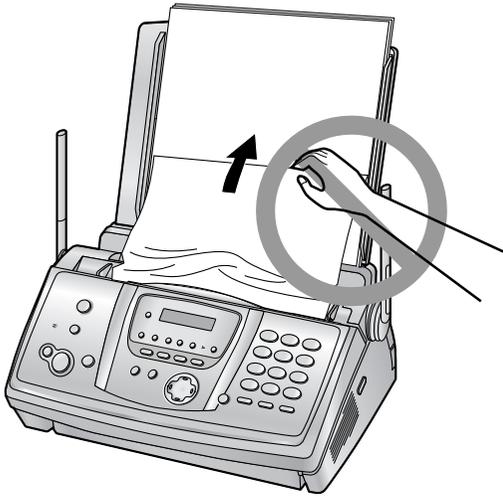


- 2 Close the front cover securely.



Note:

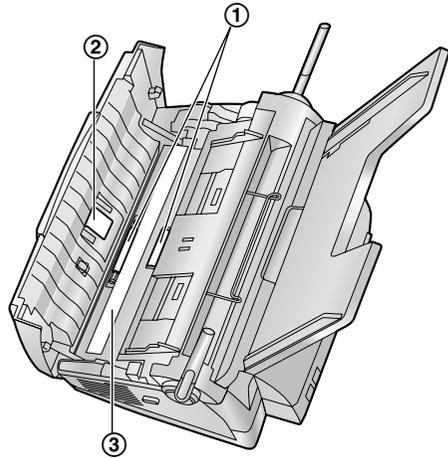
- Do not pull out the jammed paper forcibly before opening the front cover.



- 3 Clean the document feeder rollers (①) and rubber flap (②) with a cloth moistened with isopropyl rubbing alcohol, and let all parts dry thoroughly. Clean the scanner glass (③) with a soft, dry cloth.

Caution:

- Do not use paper products, such as paper towels or tissues.

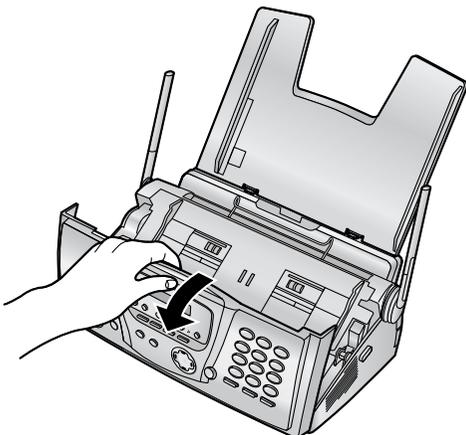


10.6 Document feeder/scanner glass cleaning

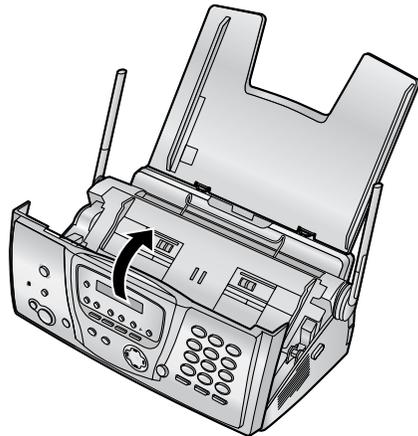
Clean the document feeder/scanner glass when:

- Documents frequently misfeed.
- Smudges or black/white lines appear on the original document when sending or copying.

- 1 Disconnect the power cord and the telephone line cord.
- 2 Open the front cover by pulling up the center part.



- 4 Close the front cover securely.



- 5 Connect the power cord and the telephone line cord.

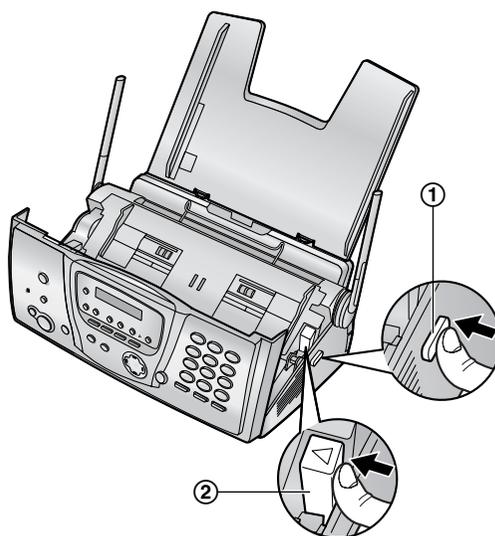
10.7 Thermal head cleaning

If smudges or black/white lines appear on a copied/received document, check whether there is dust on the thermal head. Clean the thermal head to remove the dust.

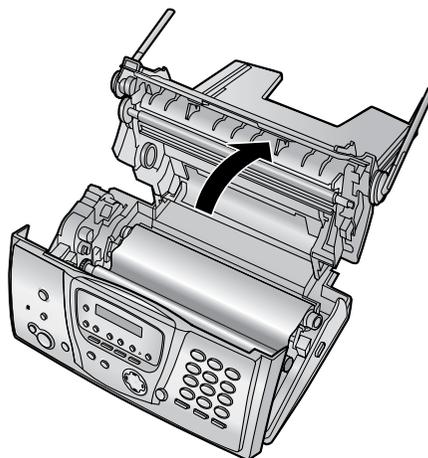
- 1 Disconnect the power cord and the telephone line cord.
- 2 Open the front cover by pulling up the center part.



- 3 Release the back cover by pushing the green button (①).
 - You can also release the back cover by pushing in the green lever (②).

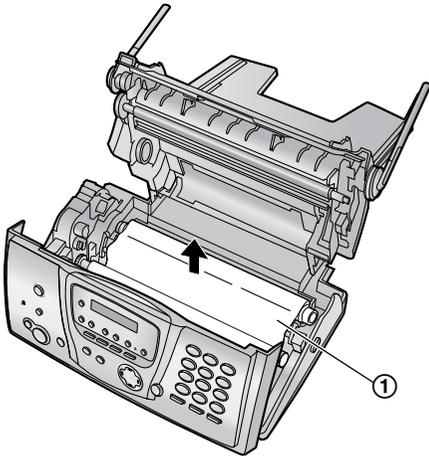


- 4 Open the back cover.



10. Help

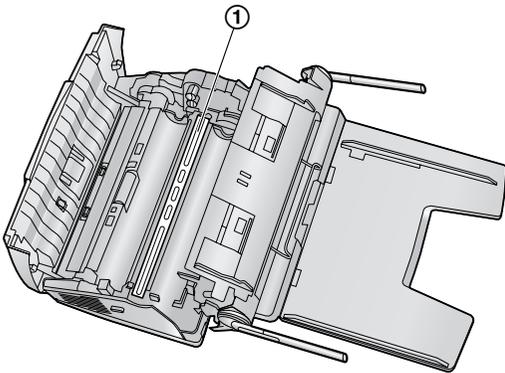
- 5 Remove the ink film (①).



- 6 Clean the thermal head (①) with a cloth moistened with isopropyl rubbing alcohol, and let it dry thoroughly.

Caution:

- To prevent a malfunction due to static electricity, do not use a dry cloth and do not touch the thermal head directly.



- 7 Reinstall the ink film and close the covers (see steps 4 to 7 on page 14).
- 8 Connect the power cord and the telephone line cord.

11.1 Reference lists and reports (Base unit only)

You can print out the following lists and reports for your reference.

“SETUP LIST”

Provides you with the current settings of the base unit programming features (page 79 to page 83).

“TEL NO. LIST”

Provides you with names and numbers which are stored in the phone book of the base unit.

“JOURNAL REPORT”

Keeps a record of fax transmission and reception. This report can be printed automatically after every 30 fax communications (feature #22 on page 80).

“PRINTER TEST”

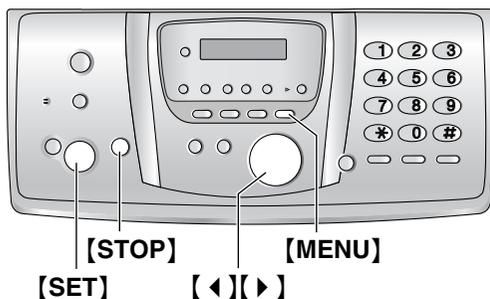
Allows you to check the print quality of your unit. If the test print has a smudge, or blurred points or lines, clean the thermal head (page 111).

“BROADCAST LIST”

Provides you with names and numbers which are stored in the broadcast memory (page 56).

“CALLER ID LIST”

Keeps a record of the last 30 different callers to the base unit after subscribing to a Caller ID service. To print automatically after every 30 new calls, activate feature #26 (page 81).



- 1 Press **[MENU]** repeatedly to display “PRINT REPORT”.
- 2 Press **[◀]** or **[▶]** repeatedly to display the desired item.
- 3 Press **[SET]** to start printing.
 - To stop printing, press **[STOP]**.
- 4 Press **[MENU]**.

11.2 Technical data about this product

11.2.1 Base unit

Applicable lines:

Public Switched Telephone Network

Document size:

Max. 216 mm (8¹/₂") in width, Max. 600 mm (23⁵/₈") in length

Effective scanning width:

208 mm (8³/₁₆")

Effective printing width:

Letter/Legal: 208 mm (8³/₁₆")
A4: 202 mm (7¹⁵/₁₆")

Transmission speed*1:

Approx. 15 s/page²

Scanning density:

Horizontal: 8 pels/mm (203 pels/inch)
Vertical: 3.85 lines/mm (98 lines/inch) (standard resolution)
7.7 lines/mm (196 lines/inch) (fine/photo resolution)
15.4 lines/mm (392 lines/inch) (super fine resolution)

Photo resolution:

64 levels

Scanner type:

Contact Image Sensor

Printer type:

Thermal Transfer on plain paper

Data compression system:

Modified Huffman (MH), Modified READ (MR)

Modem speed:

9,600 / 7,200 / 4,800 / 2,400 bps; Automatic Fallback

Operating environment:

5 °C – 35 °C (41 °F – 95 °F), 20 % – 80 % RH (Relative Humidity)

Frequency:

5.76 GHz – 5.84 GHz

Power output level:

0.25 W – 0.5 W

Dimensions:

Approx. height 131 mm × width 324 mm × depth 242 mm (5³/₁₆" × 12³/₄" × 9¹⁷/₃₂")

Mass (Weight):

Approx. 3.1 kg (6.8 lb.)

Power consumption:

Standby: Approx. 4.7 W

Transmission: Approx. 12 W

Reception: Approx. 50 W (When receiving a 20 % black document)

Copy: Approx. 50 W (When copying a 20 % black document)

Maximum: Approx. 135 W (When copying a 100 % black document)

Power supply:

120 V AC, 60 Hz

Fax memory capacity*3:

Transmission: Approx. 25 pages

Reception: Approx. 28 pages

(Based on the ITU-T No. 1 Test Chart in standard resolution.)

Voice memory capacity*4:

Standard recording mode: approx. 60 minutes of recording time.

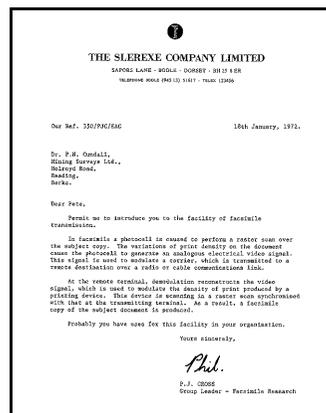
Enhanced recording mode: approx. 30 minutes of recording time.

Copy memory capacity:

Approx. 14 pages (Based on the ITU-T No. 1 Test Chart in fine resolution.)

- *1 Transmission speed varies depending on page content, resolution, telephone line conditions, and the other party's machine.
- *2 Transmission speed is based upon the ITU-T No. 1 Test Chart and original mode. If the capabilities of the other party's machine are inferior to your unit, the transmission speed may be lower.
- *3 If an error occurs during fax reception, such as a paper jam or if the recording paper runs out, the fax and subsequent faxes will be retained in memory.
- *4 Including greeting messages. Total recording time may be reduced by the calling party's background noise.

ITU-T No. 1 Test Chart



Recording paper specifications

Recording paper size:Letter: 216 mm × 279 mm ($8\frac{1}{2}$ " × 11")Legal: 216 mm × 356 mm ($8\frac{1}{2}$ " × 14")A4: 210 mm × 297 mm ($8\frac{1}{4}$ " × $11\frac{11}{16}$ ")**Recording paper weight:**60 g/m² to 90 g/m² (16 lb. to 24 lb.)**Note for recording paper:**

- Do not use the following types of paper:
 - Paper with a cotton and/or fiber content that is over 20 %, such as letterhead paper or paper used for resumes
 - Extremely smooth or shiny paper, or paper that is highly textured
 - Coated, damaged or wrinkled paper
 - Paper with foreign objects attached, such as tabs or staples
 - Paper which has dust, lint or oil stains
 - Paper that will melt, vaporize, discolor, scorch or emit dangerous fumes near 200 °C (392 °F), such as vellum paper. These materials may transfer onto the fusing roller and cause damage.
 - Moist paper
- Some paper only accepts print on one side. Try using the other side of the paper if you are not happy with the print quality or if misfeeding occurs.
- For proper paper feeding and best print quality, we recommend using long-grained paper.
- Do not use paper of different types or thickness at the same time. This may cause a paper jam.
- Avoid double-sided printing.
- Do not use paper printed from this unit for double-sided printing with other copiers or printers. This may cause a paper jam.
- To avoid curling, do not open paper packs until you are ready to use the paper. Store unused paper in the original packaging, in a cool and dry location.

11.2.2 Handset

Operating environment:

5 °C – 40 °C (41 °F – 104 °F)

Frequency:

5.76 GHz – 5.84 GHz

Power output level:

0.25 W – 0.5 W

Dimensions:Approx. height 220 mm × width 53 mm × depth 37 mm ($8\frac{21}{32}$ " × $2\frac{3}{32}$ " × $1\frac{15}{32}$ ")**Mass (Weight):**

Approx. 210 g (0.46 lb.)

Power supply:

Ni-MH battery (3.6 V, 830 mAh)

Security codes:

1,000,000

11.2.3 Charger unit

Operating environment:

5 °C – 40 °C (41 °F – 104 °F)

Dimensions:Approx. height 69 mm × width 74 mm × depth 100 mm ($2\frac{23}{32}$ " × $2\frac{29}{32}$ " × $3\frac{15}{16}$ ")**Mass (Weight):**

Approx. 120 g (0.26 lb.)

Power consumption:

Standby: Approx. 0.8 W

Maximum: Approx. 4.0 W

Power supply:

AC adaptor (120 V AC, 60 Hz)

Note:

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

11.3 FCC and Other Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear 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 unit)
- Ringer Equivalence No. (REN)
.....(found on the rear of the unit)

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 this 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 this 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 Servicenter 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 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.

The software contained in this equipment to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service. Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

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 with its antenna located 20 cm or more between antenna and all person's body (excluding extremities of hands, wrist and feet). The handset unit may be carried and operated with only the specific provided belt-clip. Other non-tested belt-clips or similar body-worn accessories may not comply and must be avoided. The base and handset units must not be co-located or operated in conjunction with any other antenna or transmitter.

11.4 Limited Warranty

PANASONIC CONSUMER ELECTRONICS COMPANY,
DIVISION OF PANASONIC CORPORATION OF
NORTH AMERICA
One Panasonic Way, Secaucus, New Jersey 07094

PANASONIC PUERTO RICO, INC.
San Gabriel Industrial Park,
Ave. 65 de Infantería, Km. 9.5,
Carolina, Puerto Rico 00985

Panasonic Facsimile Product Limited Warranty

Limited Warranty Coverage

If your product does not work properly because of a defect in materials or workmanship, Panasonic Consumer Electronics Company or Panasonic Puerto Rico, Inc. (collectively 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 product. The decision to repair or replace will be made by the warrantor.

FAX categories	Parts	Labor
Thermal Transfer Facsimile	6 Months	6 Months
Laser Facsimile	1 (one) Year	1 (one) Year

Batteries, antennas, ink film, toner cartridge, drum unit, and ink cartridge (as may be applicable), and cosmetic parts (cabinet) are not warranted under this Limited Warranty.

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 carry-in or mail-in your product during the Limited Warranty period. 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. A purchase receipt or other proof of the original purchase date is required for Limited Warranty service.

Carry-In or Mail-In Service

For Carry-In or Mail-In Service in the United States call 1-800-HELP-FAX (1-800-435-7329)

For assistance in Puerto Rico call Panasonic Puerto Rico, Inc. (787)-750-4300 or fax (787)-768-2910.

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 such as non Panasonic ink film, toner cartridge or drum unit, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, signal reception problems, misadjustment of consumer controls, improper maintenance, power line surge, improper voltage supply, lightning damage, modification, or commercial use (such as in a hotel, office, restaurant, or other business), rental use of the product, service by anyone other than a Factory Servicenter 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, cost of having someone remove or re-install an installed unit if applicable, or 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 Limited 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 Servicenter. 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.

For In Limited Warranty product service

- Call toll-free 1-800-HELP-FAX (1-800-435-7329) for the location of an authorized servicenter.

For out of Limited Warranty technical and troubleshooting support: Panasonic offers two value based, cost effective, solutions:

1. Panasonic Continued Services 900 fee based support: 1-900-FAX-HELP (1-900-329-4357)

This exceptional service is charged directly to your telephone bill at only \$2.49 per minute.

2. Panasonic Premier Service Club (PPSC): 1-800-435-7329

PPSC provides toll free troubleshooting support at only \$7.99 for a one time sampler or \$23.95 for a one year or 5 call membership. These services are billed directly to your major credit card.

When you ship the product

- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the symptom or problem, to the outside of the carton.
- Send the unit to an authorized servicenter, prepaid and adequately insured.
- Do not send your unit to the Panasonic Consumer Electronics Company or to any executive or regional sales office. These locations do not repair consumer products.

Both of these comprehensive programs provide real time, live agent support for customers who are not eligible for coverage under the limited warranty.

Terms and prices are subject to change without notice.

11.5 Customer Services directory

Customer Services Directory

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

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

or E-mail us via:

consumer_fax@us.panasonic.com

Contact:

For in Limited Warranty programming and Troubleshooting Support:

Fax Advantage assistance and Service Location finder: 1-800-HELP-FAX (435-7329)

For out of Limited Warranty technical and troubleshooting support:

Panasonic offers two value based, cost effective, solutions:

1. Panasonic Continued Services 900 fee based support: 1 900 329 4357)

This exceptional service is charged directly to your telephone bill at only \$2.49 per minute.

2. Panasonic Premier Service Club (PPSC): 1 800 435 7329

PPSC provides toll free troubleshooting support at only \$7.99 for a one time sampler or \$23.95 for a one year or 5 call membership. These services are billed directly to your major credit card.

Both of these comprehensive programs provide real time, live agent support for customers who are not eligible for coverage under the limited warranty. Terms and prices are subject to change without notice.

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

Accessory Purchases

Purchase Parts, Accessories and Instruction Books online for all Panasonic Products by visiting our Web Site at:

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

or, send your request by E-mail to:

npcparts@us.panasonic.com

You may also contact us directly at:

1-800-332-5368 (Phone) 1-800-237-9080 (Fax Only) (Monday - Friday 9 am to 8 pm, EST.)

Panasonic Services Company

20421 84th Avenue South, Kent, WA 98032

(We Accept Visa, MasterCard, Discover Card, American Express, and Personal Checks)

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

Service in Puerto Rico

Panasonic Puerto Rico, Inc.

San Gabriel Industrial Park, Ave. 65 de Infantería, Km. 9.5, Carolina, Puerto Rico 00985

Phone (787) 750-4300 Fax (787) 768-2910

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Panasonic FAX ADVANTAGE PROGRAM

*Free peace of mind,
direct from Panasonic*

NO EXTRA COST



- **6-month limited warranty¹: parts, labor, and toll-free help line²**
- **Free replacement³ and repair program**

The Panasonic Fax Advantage Consumer Service Program. Panasonic knows that if your fax machine is not up and running, neither is your business. That's why we created the Panasonic Fax Advantage Program. Included at no extra cost with the purchase of a new and unused Panasonic Fax Machine (along with included handset), the Fax Advantage Program can provide a free replacement unit³ if your original unit is in need of repair.

Here's how it works:

1. If you have a problem with your fax that you purchased new and unused while it is covered by the period of limited warranty¹, call our toll-free help-line at 1-800-HELP-FAX².
2. Talk to one of our technical experts to diagnose your problem over the phone.
3. If repairs are necessary and you are entitled to service under the terms and conditions of the limited warranty⁴, we will send a refurbished replacement unit to you by Ground service delivery.

The shipping method is upgradable for an extra charge.

A second option available under our limited warranty is to mail-in or carry-in your fax to one of our Regional Service centers, where the unit will be repaired and returned to you.

Instructions:

If you choose to receive a replacement unit under the Fax Advantage Program, Panasonic will provide a replacement unit which will be completely refurbished, quality-tested by Panasonic technicians and individually hand-inspected before it is shipped to you. You will keep the replacement unit and send the original unit to us in the replacement unit's box. Contact the shipper who will pick up the unit at no charge to you, should it be determined that you are entitled to warranty service. A proof-of-purchase must be included with the returned product. Any unit that is replaced by Panasonic and not shipped with proper proof-of-purchase by you will be subject to a minimum \$100.00 charge. The original unit must be properly packaged in the same manner as the replacement unit, utilizing the packing materials provided. Damage due to improper or inadequate packing will be charged to you as an out-of-warranty cost.

If our 1-800-HELP-FAX technicians determine that your unit may be an "out-of-box failure"⁵, we will attempt to provide you with a factory-new replacement unit⁶. You must ship a copy of your receipt with your original unit to verify that you purchased the unit within 10 days prior to your 1-800-HELP-FAX call.

Requirements:

You must give our technicians a valid credit card number (Discover, VISA, Master Card, or American Express/Optima). Product that is not returned to Panasonic by 10 business days after shipment of the replacement product will be charged to your credit card account at Panasonic's Suggested Retail Price (see dealer for details). If your original unit is not eligible for warranty service, your card will be charged for the non-warranty repair of the unit at Panasonic's current rate for parts and labor and for any shipping charges associated with this program. If you do not wish to pay out-of-warranty repair costs, you will be responsible for returning the replacement unit to Panasonic and for paying all shipping charges associated with this program including the delivery of the replacement product to you, shipment of the problem unit to Panasonic, shipment of the replacement unit back to Panasonic and the return of your original unit back to you. Credit status will be verified prior to sending the replacement product.

1. See dealer for limited warranty details.
2. After the fax advantage program, contact our Continued Services Technical Support Line at 1-900-FAX-HELP (1-900-329-4357), for fee based technical support.
3. Replacement unit is refurbished.
4. Replacement program is only available in the 50 United States, is subject to termination at any time without advance notice, and does not cover optional accessories.
5. "Out-of-box failure" is an inoperable unit that was purchased no more than 10 days prior to your 1-800-HELP-FAX call, and would otherwise qualify for warranty service under the terms and conditions of the limited warranty.
6. Panasonic reserves the right to send a refurbished unit.

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