

Panasonic[®]

Operating Instructions

2.4 GHz Digital Cordless Phone

Model No. **KX-TG3411BX**

KX-TG3412BX

KX-TG3419BX

KX-TG3411SX



Model shown is KX-TG3411.

Before initial use, see "Getting Started" on page 8.

Thank you for purchasing a Panasonic product.

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

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

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

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Introduction

Model composition

Series	Model No.	Base unit	Handset	
		Part No.	Part No.	Quantity
KX-TG3411 series	KX-TG3411	KX-TG3411	KX-TGA341	1
	KX-TG3412	KX-TG3411	KX-TGA341	2
	KX-TG3419	KX-TG3419	KX-TGA341	1

- The Intercom feature is only available for KX-TG3412.
- The suffix (BX/SX) in the following model numbers will be omitted in these instructions:
KX-TG3411BX/KX-TG3412BX/KX-TG3419BX/KX-TG3411SX

Accessory information

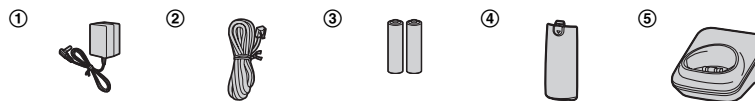
Supplied accessories

No.	Accessory item/Part number	Quantity	
		KX-TG3411 KX-TG3419	KX-TG3412
①	AC adaptor ^{*1}	1	2
②	Telephone line cord	1	1
③	Rechargeable batteries ^{*2}	2	4
④	Handset cover ^{*3}	1	2
⑤	Charger	-	1

*1 PNLV226BX: KX-TG3411/KX-TG3412, PNLV226E: KX-TG3419

*2 See page 4 for replacement battery information.

*3 The handset cover comes attached to the handset.





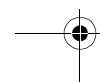
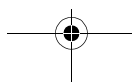
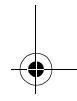
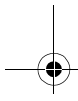
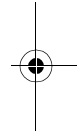
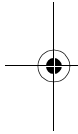
Introduction

Additional/replacement accessories

Please contact your nearest Panasonic dealer for sales information.

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

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



Important Information

For your safety

To prevent severe injury and loss of life/property, read this section carefully before using the product to ensure proper and safe operation of your product.

WARNING

Power connection

- Use only the power source marked on the product.
- Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
- Completely insert the AC adaptor/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.
- Regularly remove any dust, etc. from the AC adaptor/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.
- Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact an authorized service center.
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open.
- Never touch the plug with wet hands. Danger of electric shock exists.

Installation

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

- Do not allow the AC adaptor or telephone line cord to be excessively pulled, bent or placed under heavy objects.

Operating safeguards

- Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the product.
- Do not spill liquids (detergents, cleansers, etc.) onto the telephone line cord plug, or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall jack, and do not use.

Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. (The product operates in the frequency range of 2.40 GHz to 2.48 GHz, and the RF transmission power is 125 mW (max.)
- Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

CAUTION

Installation and location

- Never install telephone wiring during an electrical storm.
- Never install telephone line jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.

Important Information

- This product is unable to make calls when:
 - the handset batteries need recharging or have failed.
 - there is a power failure.

Battery

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

Important safety instructions

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

1. Do not use this product near water for example, near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.

4. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

SAVE THESE INSTRUCTIONS

For best performance

Base unit location/avoiding noise

The base unit and other compatible Panasonic units use radio waves to communicate with each other.

- For maximum coverage and noise-free communications, place your base unit:
 - at a convenient, high, and central location with no obstructions between the handset and base unit in an indoor environment.
 - away from electronic appliances such as TVs, radios, personal computers, wireless devices, or other phones.
 - facing away from radio frequency transmitters, such as external antennas of mobile phone cell stations. (Avoid putting the base unit on a bay window or near a window.)
- Coverage and voice quality depends on the local environmental conditions.
- If the reception for a base unit location is not satisfactory, move the base unit to another location for better reception.

Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- The product should not be exposed to direct sunlight.
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long period of time, unplug the product from the power outlet.

Important Information

- The product 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 0 °C or greater than 40 °C. Damp basements should also be avoided.
- The maximum calling distance may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

Routine care

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

Other information

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

Notice for product disposal, transfer, or return

- This product can store your private/confidential information. To protect your privacy/confidentiality, we recommend that you erase information such as phonebook or caller list entries from the memory before you dispose of, transfer, or return the product.

Information on Disposal in other Countries outside the European Union



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

Specifications

- **Frequency range:**
2.40 GHz to 2.48 GHz
- **RF transmission power:**
125 mW (max.)
- **Power source:**
100-240 V AC, 50/60 Hz^{*1}
220-240 V AC, 50/60 Hz^{*2}
- **Power consumption:**
Base unit:
Standby: Approx. 0.5 W
Maximum: Approx. 2.5 W
Charger:
Standby: Approx. 0.1 W
Maximum: Approx. 2.0 W
- **Operating conditions:**
0 °C – 40 °C, 20 % – 80 % relative air humidity (dry)

*1 KX-TG3411/KX-TG3412

*2 KX-TG3419

Note:

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

Getting Started

Setting up

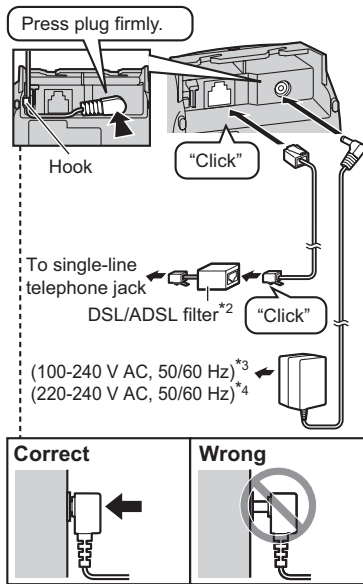
Connections

- Use only the supplied Panasonic AC adaptor.^{*1}
- When mounting the unit on a wall, see page 25.

■ Base unit

Important:

- First plug in the supplied telephone line cord and then plug in the AC adaptor cord.



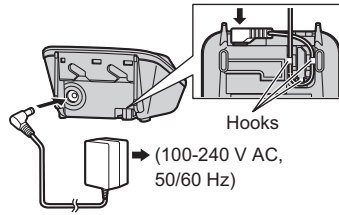
*1 PNLV226BX: KX-TG3411/KX-TG3412,
PNLV226E: KX-TG3419

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

*3 KX-TG3411/KX-TG3412

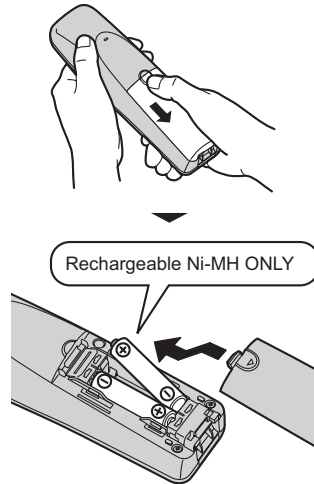
*4 KX-TG3419

■ Charger



Battery installation

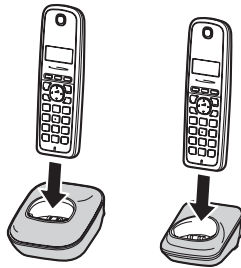
- USE ONLY Ni-MH batteries AAA (R03) size.
- Do NOT use Alkaline/Manganese/Ni-Cd batteries.
- Confirm correct polarities (⊕, ⊖).



Getting Started

Battery charging

Charge for about 7 hours.



Note when setting up

Note for connections

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

During a power failure

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

Note for battery installation

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

Note for battery charging

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

Battery level

Icon	Battery level
	High
	Medium
	Low
	Needs charging.
	Empty

Panasonic Ni-MH battery performance (supplied batteries)

Operation	Operating time
In continuous use	10 hours max.
Not in use (standby)	6 days max.

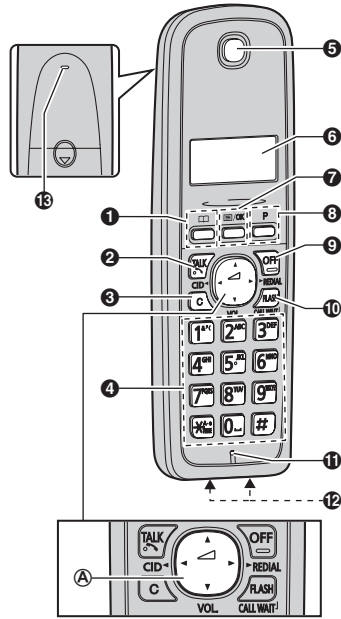
Note:

- Actual battery performance depends on usage and ambient environment.
- Even after the batteries are fully charged, the handset can be left on the base unit or charger without any ill effect on the batteries.
- The battery level may not be displayed correctly after you replace the batteries. In this case, place the handset on the base unit or charger and let it charge for at least 7 hours.

Getting Started

Controls

Handset

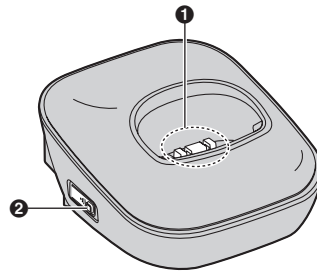


- 1 [☐] (Phonebook)
- 2 [TALK]
- 3 [C] (Clear)
- 4 Dial keypad (☒: TONE)
- 5 Receiver
- 6 Display
- 7 [≡/OK] (Menu/OK)
- 8 [P] (Pause)
- 9 [OFF]
- 10 [FLASH] [CALL WAIT]
- 11 Microphone
- 12 Charge contacts
- 13 Ringer

Ⓐ Navigator key

- [▲], [▼], [←], or [→]: Scroll through various lists and items.
- VOL. (Volume: [▲] or [▼]): Adjust the receiver volume while talking.
- [←] CID (Caller ID): View the caller list.
- [→] REDIAL: View the redial list.

Base unit










- 1 Charge contacts
- 2 [📶] (Locator)

Getting Started

Display

Handset display items

Item	Meaning
	Within base unit range <ul style="list-style-type: none"> When flashing: Handset is searching for the base unit. (page 23)
	Handset is on an outside call. <ul style="list-style-type: none"> When flashing slowly: The call is put on hold. When flashing rapidly: An incoming call is now being received.
	New voice mail message received.* ¹ (page 20)
	Ringer volume is off. (page 16)
	Phonebook is opened.
	<ul style="list-style-type: none"> There are missed calls.*² (page 18) Displayed when searching the caller list. (page 18)
	Battery level
[P]	Call sharing mode is off.* ³ (page 16)
In use	Someone is using the line.

*1 Voice mail subscribers only
 *2 Caller ID subscribers only
 *3 KX-TG3412

Initial settings

Symbol meaning:
Example: [↕]: "off"
 Press [▼] or [▲] to select the words in quotations.

Dialing mode

If you cannot make calls, change this setting according to your telephone line service. The default setting is "Tone".
 "Tone": For tone dial service.
 "Pulse": For rotary/pulse dial service.

- 1 [OK]
- 2 [↕]: "Settings" → [OK]
- 3 [↕]: "Set tel line" → [OK]
- 4 [↕]: "Dial mode" → [OK]
- 5 [↕]: Select the desired setting.
- 6 [OK] → [OFF]

Date and time

- 1 [OK]
- 2 [↕]: "Date & time" → [OK]
- 3 Enter the current date, month, and year by selecting 2 digits for each. → [OK]
Example: 15 July, 2011
 [1][5] [0][7] [1][1]
- 4 Enter the current hour and minute (24-hour clock format) by selecting 2 digits for each.
Example: 15:30
 [1][5] [3][0]
- 5 [OK] → [OFF]

Note:

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

Making/Answering Calls

Making calls

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

Adjusting the receiver volume

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

Making a call using the redial list

The last 5 phone numbers dialed are stored in the redial list (each 48 digits max.).

- 1 [▶] REDIAL
- 2 [↕]: Select the desired phone number.
- 3 [↵]

Erasing a number in the redial list

- 1 [▶] REDIAL
- 2 [↕]: Select the desired phone number.
→ [C]
- 3 [≡/OK] → [OFF]

Pause (for PBX/long distance service users)

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

Example: If you need to dial the line access number "9" when making outside calls with a PBX:

- 1 [9] → [P]
- 2 Dial the phone number. → [↵]

Note:

- A 3.5 second pause is inserted each time [P] is pressed. Repeat as needed to create longer pauses.

Answering calls

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

Auto talk

You can answer calls simply by lifting the handset off the base unit or charger. You do not need to press [↵]. To turn this feature on, see page 16.

Adjusting the handset ringer volume

■ While the handset is ringing for an incoming call:

Press [▲] or [▼] repeatedly to select the desired volume.

■ Programming the volume beforehand:

- 1 [≡/OK]
- 2 [↕]: "Settings" → [≡/OK]
- 3 [↕]: "Ringer setup" → [≡/OK]
- 4 [↕]: "Volume" → [≡/OK]
- 5 [↕]: Select the desired volume.
- 6 [≡/OK] → [OFF]

Temporary handset ringer off

While the handset is ringing for a call, you can turn the ringer off temporarily by pressing [OFF].

Making/Answering Calls

Useful features during a call

Hold

This feature allows you to put an outside call on hold.

- 1 Press **[H/OK]** during an outside call.
- 2 **[*]: "Hold" → [H/OK]**
- 3 To release hold, press **[R]**.
 - Another handset user can take the call by pressing **[R]**. (KX-TG3412)

Note:

- If a call is kept on hold for more than 9 minutes, the call rings at your unit again. After 1 additional minute on hold, the call is disconnected.
- If another phone is connected to the same line, you can also take the call by lifting its handset.

Flash

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

Note:

- To change the flash time, see page 16.

For call waiting or Call Waiting Caller ID service users

To use call waiting or Call Waiting Caller ID, you must first subscribe with your service provider/telephone company.

This feature allows you to receive calls while you are already talking on the phone. If you receive a call while on the phone, you will hear a call waiting tone.

If you subscribe to both Caller ID and Call Waiting with Caller ID services, the 2nd caller's information is displayed after you hear the call waiting tone on the handset.

- 1 Press **[CALL WAIT]** to answer the 2nd call.
- 2 To switch between calls, press **[CALL WAIT]**.

Note:

- Please contact your service provider/telephone company for details and availability of this service in your area.

Temporary tone dialing (for rotary/pulse service users)

You can temporarily switch the dialing mode to tone when you need to access touch-tone services (for example, answering services, telephone banking services, etc.). Press **[TONE]** before entering access numbers which require tone dialing.

Call share

Available for:
KX-TG3412

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

Note:

- To prevent other users from joining your conversations with outside callers, turn call sharing mode off (page 16).

Phonebook

Phonebook

The phonebook allows you to make calls without having to dial manually. You can add 50 names and phone numbers to the phonebook.

Important:

- If you add entries on one handset, the entries can be shared on all handsets. Only 1 person can access the phonebook at a time. (KX-TG3412)

Adding entries

- 1 [OK] → [OK]
- 2 [↕]: "New entry" → [OK]
- 3 Enter the party's name (16 characters max.). → [OK]
- 4 Enter the party's phone number (24 digits max.). → [OK] 2 times
 - To add other entries, repeat from step 3.
- 5 [OFF]

Character table for entering names

While entering characters, you can switch between uppercase and lowercase by pressing [A→a].

Key	Character
[1]	# & ' () * , - . / 1
[2]	A B C 2 a b c 2
[3]	D E F 3 d e f 3
[4]	G H I 4 g h i 4
[5]	J K L 5 j k l 5
[6]	M N O 6 m n o 6
[7]	P Q R S 7 p q r s 7

Key	Character
[8]	T U V 8 t u v 8
[9]	W X Y Z 9 w x y z 9
[0]	_ 0

- To enter another character that is located on the same dial key, first press [↔] to move the cursor to the next space.
- _ in the above table represents a single space.

Erasing the character or number

Press [←] or [→]. → [C]

- Press and hold [C] to erase all characters or numbers.

Finding and calling from a phonebook entry

Scrolling through all entries

- 1 [OK]
- 2 [↕]: Select the desired entry.
 - To switch the display from name to phone number, press [→]. To return, press [←].
- 3 [↶]

Searching by first character

- 1 [OK]
- 2 Press the dial key ([0] – [9]) which contains the character you are searching for (page 14).
 - Press the same dial key repeatedly to display the first entry corresponding to each character located on that dial key.
 - If there is no entry corresponding to the character you selected, the next entry is displayed.
- 3 [↕]: Scroll through the phonebook if necessary.
- 4 [↶]

Phonebook

Editing entries

- 1 Find the desired entry (page 14). → [OK]
- 2 [↔]: "Edit" → [OK]
- 3 Edit the name if necessary (16 characters max.; page 14). → [OK]
- 4 Edit the phone number if necessary (24 digits max.). → [OK] 2 times
- 5 [OFF]

Erasing entries

- 1 Find the desired entry (page 14).
- 2 [C] → [OK] → [OFF]

Chain dial

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

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

Note:

- When storing a calling card access number and your PIN in the phonebook as one phonebook entry, press [PAUSE] to add pauses after the number and PIN as necessary (page 12).
- If you have rotary/pulse service, you need to press [TONE] before pressing [□] in step 1 to change the dialing mode temporarily to tone. When adding entries to the phonebook, we recommend adding [TONE] to the beginning of phone numbers you wish to chain dial (page 14).

Programming

Programmable settings

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

Programming by scrolling through the display menus

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

Note:

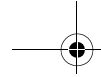
- In the following table, < > indicates the default settings.

Main menu	Sub-menu 1	Sub-menu 2	Page
Caller list	–	–	18
Intercom ^{*1}	–	–	21
Add Ph.Book (Ph.Book: phonebook)	New entry ^{*2}	–	14
Settings	Ringer setup	Volume ^{*3} <Level 6>	12
		Ringer tone ^{*4} <Tone 1>	–
	Contrast <Level 3>	–	–
	Area code ^{*5}	–	18
	Set tel line	Dial mode ^{*2} <Tone>	11
		Flash time ^{*2, *6} <700 ms>	13
	Call sharing ^{*1, *2} <On>	–	13
	Register HS (HS: handset)	–	24
	Key tone ^{*7} <On>	–	–
Auto talk ^{*8} <Off>	–	12	
Date & time ^{*2}	–	–	11

*1 KX-TG3412

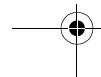
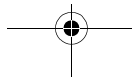
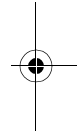
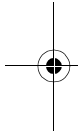
*2 If you program these settings using one of the handsets, you do not need to program the same item using another handset. (KX-TG3412)

*3 Ringer volume cannot be turned off for intercom calls and paging.



Programming

- *4 If you select one of the melody ringer tones, the ringer tone continues to play for several seconds even if the caller has already hung up. You may either hear a dial tone or no one on the line when you answer the call.
- *5 KX-TG3411BX/KX-TG3412BX/KX-TG3419BX
- *6 The flash time depends on your telephone exchange or host PBX. Contact your PBX supplier if necessary.
- *7 Turn this feature off if you prefer not to hear key tones while you are dialing or pressing any keys, including confirmation tones and error tones.
- *8 If you subscribe to a Caller ID service and want to view the caller's information after lifting up the handset to answer a call, turn off this feature.



Caller ID Service

Using Caller ID service

Important:

- This unit is Caller ID compatible. To use Caller ID features, you must subscribe to a Caller ID service. Contact your service provider/telephone company for details.

Caller ID features

When an outside call is being received, the caller's phone number is displayed.

Caller information for the last 50 callers is logged in the caller list from the most recent call to the oldest.

- If the unit cannot receive caller information, the following is displayed:
 - “**OUTofAREA**”: The caller dials from an area which does not provide a Caller ID service.
 - “**Priv. call**”: The caller requests not to send caller information.
- If the unit is connected to a PBX system, caller information may not be properly received. Contact your PBX supplier.
- If the name display service is available in your area, the display shows caller names. For further information, please contact your service provider/telephone company.

Missed calls

If a call is not answered, the unit treats it as a missed call. The display shows **→** and “**Missed call**”. This lets you know if you should view the caller list to see who called while you were away.

Note:

- Even when there are unviewed missed calls, **→** and “**Missed call**” disappears from the standby display if the following operation is performed by one of the registered handsets:
 - Being replaced on the base unit or charger.
 - Pressing **[OFF]**.

Phonebook name display

When caller information is received and it matches a phone number stored in the

phonebook, the stored name in the phonebook is displayed and logged in the caller list.

Caller list

Important:

- Only 1 person can access the caller list at a time. (KX-TG3412)
- Make sure the unit's date and time setting is correct (page 11).

Viewing the caller list and calling back

- 1 **[←]** CID
- 2 Press **[v]** to search from the most recent call, or **[▲]** to search from the oldest call.
 - If **▶** is displayed, not all of the information is shown. To see the remaining information, press **[▶]**. To return to the previous screen, press **[←]**.
- 3 To call back, press **[↶]**. To exit, press **[OFF]**.

Note:

- If the entry has already been viewed or answered, “**✓**” is displayed, even if it was viewed or answered using another handset.
- If you do not want to dial the area code when making calls from the caller list, you can store the area code which you want the unit to delete automatically (page 18). (KX-TG3411BX/KX-TG3412BX/KX-TG3419BX)

Storing an area code to be deleted automatically

Available for:
KX-TG3411BX/KX-TG3412BX/
KX-TG3419BX

In some situations, phone numbers stored automatically in the caller list (page 18) will include area codes. If you do not want to dial the area code when making calls from the

Caller ID Service

caller list, you can store the area code which you want the unit to delete automatically.

Example: You have stored the area code "123". If you make a call from the caller list to the phone number "123-456-7890", the unit dials "456-7890".

- 1 [OK]
- 2 [↕]: "Settings" → [OK]
- 3 [↕]: "Area code" → [OK]
- 4 Enter an area code (5 digits max.). → [OK] → [OFF]

To erase your area code

- 1 [OK]
- 2 [↕]: "Settings" → [OK]
- 3 [↕]: "Area code" → [OK]
- 4 Press and hold [C] until all digits erased. → [OK] → [OFF]

Editing a caller's phone number before calling back

You can edit a phone number in the caller list.

- 1 [←] CID
- 2 [↕]: Select the desired entry. → [OK]
- 3 [↕]: "Edit & Save" → [OK]
- 4 Edit the number.
 - Press dial key [0] to [9] to add, [C] to delete.
- 5 [↶]

Erasing selected caller information

- 1 [←] CID
- 2 [↕]: Select the desired entry.
- 3 [C] → [OK] → [OFF]

Erasing all caller information


- 1 [←] CID
- 2 [↕]: Select the desired entry. → [OK]
- 3 [↕]: "Erase all" → [OK] 2 times
- 4 [OFF]

Storing caller information to the phonebook



- 1 [←] CID
- 2 [↕]: Select the desired entry. → [OK]
- 3 [↕]: "Edit & Save" → [OK]
- 4 [OK]
- 5 Continue from step 3, "Editing entries", page 15.

Voice Mail Service

Voice mail service

Voice mail is an automatic answering service offered by your service provider/telephone company. After you subscribe to this service, your service provider/telephone company's voice mail system answers calls for you when you are unavailable to answer the phone or when your line is busy. Messages are recorded by your service provider/telephone company, not your telephone. When you have new messages,  is displayed on the handset if message indication service is available. Please contact your service provider/telephone company for details of this service.

Important:

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

Intercom/Locator

Intercom

Available for:
KX-TG3412

Intercom calls can be made between handsets.

Note:

- If you receive an outside call while talking on the intercom, you hear 2 tones. To answer the call with the handset, press **[OFF]**, then press **[↶]**.
- When paging the handset, the paged handset beeps for 1 minute.

Making an intercom call

- 1 **[☒/OK]**
- 2 **[↕]: "Intercom" → [☒/OK]**
 - To stop paging, press **[OFF]**.
- 3 When you finish talking, press **[OFF]**.

Answering an intercom call

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

Handset locator

You can locate a misplaced handset by paging it.

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

Transferring calls, conference calls

Available for:
KX-TG3412

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

- 1 During an outside call, press **[☒/OK]**.
- 2 **[↕]: "Intercom" → [☒/OK]**
- 3 Wait for the paged party to answer.
 - If the paged party does not answer, press **[↶]** to return to the outside call.

4 To complete the transfer:

- Press **[OFF]**.
- The outside call is being routed to the destination unit.

To establish a conference call:

- Press **[☒/OK]**. → **[↕]: "Conference" → [☒/OK]**
- To leave the conference, press **[OFF]**. The other 2 parties can continue the conversation.
 - To put the outside call on hold, press **[☒/OK]**. → **[↕]: "Hold" → [☒/OK]**
To resume the conference, press **[☒/OK]**. → **[↕]: "Conference" → [☒/OK]**

Answering a transferred call

Press **[↶]** to answer the page.

Useful Information

Error messages

Display message	Cause/solution
Busy	<ul style="list-style-type: none"> • The called handset is in use.*1 • Another handset is in use and the system is busy. Try again later.*1 • The handset you are using is too far from the base unit. Move closer and try again.
No link	<ul style="list-style-type: none"> • The handset has lost communication with the base unit. Move closer to the base unit and try again. • Unplug the base unit's AC adaptor to reset the unit. Reconnect the adaptor and try again. • The handset's registration may have been canceled. Re-register the handset (page 24).

*1 KX-TG3412

Troubleshooting




If you still have difficulties after following the instructions in this section, disconnect the base unit's AC adaptor, then reconnect the base unit's AC adaptor. Remove the batteries from the handset, and then insert the batteries into the handset again.

General use


Problem	Cause/solution
The handset does not turn on even after installing charged batteries.	<ul style="list-style-type: none"> • Place the handset on the base unit or charger to turn on the handset.
The unit does not work.	<ul style="list-style-type: none"> • Make sure the batteries are installed correctly (page 8). • Fully charge the batteries (page 9). • Check the connections (page 8). • Unplug the base unit's AC adaptor to reset the unit. Reconnect the adaptor and try again. • The handset has not been registered to the base unit. Register the handset (page 24).
I cannot hear a dial tone.	<ul style="list-style-type: none"> • The base unit's AC adaptor or telephone line cord is not connected. Check the connections. • Disconnect the base unit from the telephone line and connect the line to a known working telephone. If the working telephone operates properly, contact our service personnel to have the unit repaired. If the working telephone does not operate properly, contact your service provider/telephone company.

Useful Information

Battery recharge

Problem	Cause/solution
The handset beeps and/or  flashes.	<ul style="list-style-type: none"> • Battery charge is low. Fully charge the batteries (page 9).
I fully charged the batteries, but <ul style="list-style-type: none"> –  still flashes, –  is displayed, or – the operating time seems to be shorter. 	<ul style="list-style-type: none"> • Clean the battery ends (+, -) and the charge contacts with a dry cloth and charge again. • It is time to replace the batteries (page 8).

Making/answering calls, intercom

Problem	Cause/solution
 is flashing.	<ul style="list-style-type: none"> • The handset is too far from the base unit. Move closer. • The base unit's AC adaptor is not properly connected. Reconnect AC adaptor to the base unit. • The handset is not registered to the base unit. Register it (page 24).
Noise is heard, sound cuts in and out.	<ul style="list-style-type: none"> • You are using the handset or base unit in an area with high electrical interference. Re-position the base unit and use the handset away from sources of interference. • Move closer to the base unit. • If you use a DSL/ADSL service, we recommend connecting a DSL/ADSL filter between the base unit and the telephone line jack. Contact your DSL/ADSL provider for details.
The handset does not ring.	<ul style="list-style-type: none"> • The ringer volume is turned off. Adjust the ringer volume (page 12).
I cannot make a call.	<ul style="list-style-type: none"> • The dialing mode may be set incorrectly. Change the setting (page 11). • The handset is too far from the base unit. Move closer and try again.

Useful Information

Caller ID

Problem	Cause/solution
Caller information is not displayed.	<ul style="list-style-type: none"> You must subscribe to Caller ID service. Contact your service provider/telephone company for details. If your unit is connected to any additional telephone equipment such as a Caller ID box or cordless telephone line jack, plug the unit directly into the wall jack. If you use a DSL/ADSL service, we recommend connecting a DSL/ADSL filter between the base unit and the telephone line jack. Contact your DSL/ADSL provider for details. Other telephone equipment may be interfering with this unit. Disconnect the other equipment and try again.
Caller information is displayed late.	<ul style="list-style-type: none"> Depending on your service provider/telephone company, the unit may display the caller's information at the 2nd ring or later. Move closer to the base unit.

Liquid damage

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

Caution:

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

Registering a handset to the base unit

- Handset:**
[OK]
- [↓]: "Settings" → [OK]
- [↓]: "Register HS" → [OK]
- Base unit:**
Press and hold [M] for about 5 seconds. (No registration tone)
 - If all registered handsets start ringing, press [M] again to stop, then repeat this step. (KX-TG3412)
 - The next step must be completed within 90 seconds.
- Handset:**
Press [OK], then wait until a long beep sounds.
 - When the handset has been registered successfully, Y stops flashing.

Useful Information

Note:

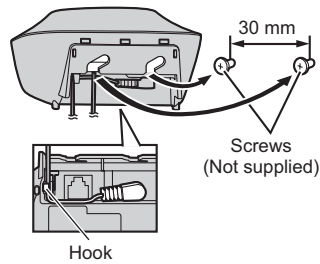
- If the registration fails, try to deregister the handset and then re-register it again. Press and hold **[**#]** for 90 seconds on the base unit. → Repeat from step 1.

Wall mounting

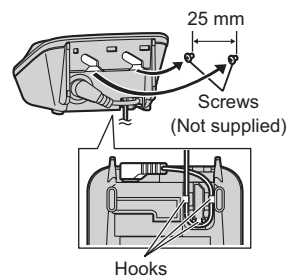
Note:

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

■ Base unit



■ Charger



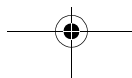
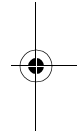
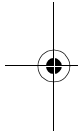
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Notes





For your future reference

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

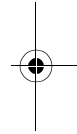
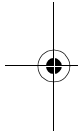
Serial No.

Date of purchase

(found on the bottom of the base unit)

Name and address of dealer

Attach your purchase receipt here.



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