

## FAQ's Guide

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

### Frequently asked questions

#### Call waiting (using the recall button)

Question	Cause & solution
How do I answer the 2nd call when I am talking with someone? How can I use the call waiting service?	<ul style="list-style-type: none"><li>• Press <b>[RECALL] [2]</b> whilst on call 1, this will switch to 2nd call, press <b>[RECALL] [2]</b> again to alternate between calls or return to 1st call, or <b>[RECALL] [1]</b> to terminate current call.</li><li>• Call waiting is a service provided by your service provider/ telephone company. For additional information on the use of this service contact your service provider/telephone company.</li></ul>
How can I make a conference call?	<p><b>Conference call with an outside call</b> When the other handset is on an outside call, press <b>[LINE1]</b> or <b>[LINE2]</b> on the additional handset that is being used by another handset to join a conversation "CALL SHARE".</p> <p>OR</p> <p>Press <b>[INTERCOM]</b> and the extension number of the other person that you desire to join the outside call. When the paged party answers, press <b>[CONF]</b> to activate the conference call.</p> <p><b>Conference call with 2 outside calls</b></p> <ol style="list-style-type: none"><li>1 During an outside call, press <b>[HOLD]</b> 2 times.</li><li>2 To answer a 2nd call, press <b>[LINE1]</b> or <b>[LINE2]</b>. To make a 2nd call, press <b>[LINE1]</b> or <b>[LINE2]</b>, then dial the phone number.</li><li>3 When the 2nd call is connected, press <b>[CONF]</b> to make a conference call.</li></ol> <ul style="list-style-type: none"><li>• If you subscribe to the conference call service provided by your service provider/telephone company, please consult your service provider/telephone company for full instructions on this feature.</li></ul>

Question	Cause & solution
Why call waiting does not work when I press <b>[RECALL]</b> ?	<ul style="list-style-type: none"> <li>● You may be required to change the recall time to “90ms”. (Default: “100ms”)</li> <li>● Make sure you have subscribed to the call waiting service. Consult your service provider/telephone company.</li> </ul>

### Battery charge

Question	Cause & solution
How do I charge the battery?	<ul style="list-style-type: none"> <li>● Make sure that the battery is properly installed in the handset and the cover is closed. Place the handset on the base unit or charger and confirm “<b>Charging</b>” is displayed.</li> <li>● It takes approx. 7 hours to charge the empty battery (see front page). When it is fully charged, “<b>Charge completed</b>” is displayed.</li> </ul>
Can I leave the handset on the base unit or charger after battery is fully charged or each call is finished?	<ul style="list-style-type: none"> <li>● You can place the handset on the base unit or charger anytime. Battery is not overcharged and there is no damage to the battery. By placing the handset on the base unit or charger, it is always fully charged.</li> </ul>
Where can I buy new battery?	<ul style="list-style-type: none"> <li>● Battery can be purchased through your local retailer.</li> </ul>

### Range/Distance (“No link to base.”)

Question	Cause & solution
What is the range/distance of my cordless phone? (Why am I getting short or poor range/distance on my cordless phone?) Why is “ <b>No link to base.</b> ” displayed on the handset when I press <b>[↶]</b> ?	<ul style="list-style-type: none"> <li>● Range/distance is related to technology and environmental factors. Therefore we cannot provide a given range or distance.</li> <li>● Make sure that the AC adaptor is properly connected to wall socket and to the base unit and that beep tones sound when you page the handset from the base unit.</li> <li>● Move closer to the base unit (Allow up to 60 seconds for the handset to reassign to the base unit.).</li> <li>● If you try manual registration process, allow up to 60 seconds for the handset to reassign to the base unit.</li> <li>● If the above remedies do not solve the problem, refer to the troubleshooting section in your Operating Instructions for more information.</li> </ul>

## ADSL Issues (Noise on line)

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

## Registration (Adding new handset)

Question	Cause & solution
How can I register a handset to the base unit?	<ul style="list-style-type: none"><li>● Make sure that you follow registration procedure in Operating Instructions:<ul style="list-style-type: none"><li>– you are using the supplied handset that comes with the kit (KX-TGA670AL).</li><li>– the AC adaptor is connected to the base unit.</li><li>– the handset is charged and not placed on the base unit.</li><li>– note the location of Intercom button on the base unit as this is used to start registration process and is required to be pressed for 3 seconds until IN USE indicator flashes and/or single beep tone is heard.</li></ul></li></ul>
Which handsets can I buy to use with this model?	<ul style="list-style-type: none"><li>● The optional handset is KX-TGA670AL.</li></ul>

# IMPORTANT!

**If your product is not working properly. . .**

- 1 Read the **Operating Instructions** or this **FAQ's Guide**.**
- 2 Visit our website:  
<http://www.panasonic.com.au>**
- 3 Contact us via the web at:  
<http://www.panasonic.com.au/support/>**

Replacement batteries can be purchased from your retailer.

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