

**Panasonic**<sup>®</sup>

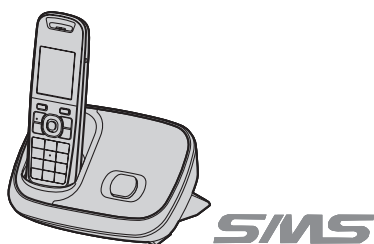
## **Operating Instructions**

**Digital Cordless Phone**

Model No. **KX-TG8511FX**

**Digital Cordless Answering System**

Model No. **KX-TG8521FX**



Model shown is KX-TG8511.

***Before initial use, see “Getting Started” on page 10.***

**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 and SMS. You must subscribe to the appropriate service offered by your service provider/telephone company.

**To use this unit in your country, first change the unit's region setting to match your country (page 32). Change the unit's display language as needed (page 15).**

(For Czech and Slovakia)

This cordless telephone is possible to use according to General licence No.: VO-R/8/08.2005-23 (for Czech), VPR-7/2001 (for Slovakia).

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**Introduction**

**Model composition**

Series	Model No.	Base unit	Handset	
		Part No.	Part No.	Quantity
KX-TG8511 series	KX-TG8511	KX-TG8511	KX-TGA850	1
KX-TG8521 series	KX-TG8521	KX-TG8521	KX-TGA850	1

- The suffix (FX) in the following model numbers will be omitted in these instructions:  
KX-TG8511FX/KX-TG8521FX

**Feature differences**

Series	Answering system	Intercom
		Between handsets
KX-TG8511 series	–	●*1
KX-TG8521 series	●	●*1

\*1 Intercom calls can be made between handsets by purchasing and registering one or more optional handsets (page 4).

**Accessory information**

**Supplied accessories**

No.	Accessory item/Part number	Quantity
①	AC adaptor/PQLV219CE	1
②	Telephone line cord	1
③	Rechargeable batteries*1/ HHR-55AAAB or N4DHYYY00005	2
④	Handset cover*2	1
⑤	Belt clip	1

\*1 See page 4 for replacement battery information.

\*2 The handset cover comes attached to the handset.



## Introduction

### Additional/replacement accessories

Please contact your nearest Panasonic dealer for sales information.

Accessory item	Model number
Rechargeable batteries	HHR-4DPA (for Egypt) <sup>*1</sup> HHR-4DPA or HHR-4MRT (for Jordan) <sup>*1</sup> P03P or HHR-4NGE (for other countries) <sup>*1</sup>
	Battery type: – Nickel metal hydride (Ni-MH) – 2 x AAA (R03) size for each handset
Headset	KX-TCA94EX
DECT repeater	KX-A272

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

### Expanding your phone system

You can expand your phone system by registering optional handsets (6 max.) to a single base unit.

- Optional handsets may be a different colour from that of the supplied handsets.

Handset (optional): KX-TGA850FX





## Important Information

### For your safety

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

#### WARNING

##### Power connection

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

##### Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Do not allow the AC adaptor or telephone line cord to be excessively pulled, bent or placed under heavy objects.

##### 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.
- The use of excessive sound volume through earphones, headphones, or headsets may cause hearing loss.
- Do not place a handset on the base unit with the headset jack cover opened.

##### Medical

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

#### CAUTION

##### Installation and location

- Never install telephone wiring during an electrical storm.
- Never install telephone line 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.
- This product is unable to make calls when:
  - the handset batteries need recharging or have failed.

## Important Information

- there is a power failure.
- the key lock feature is turned on.

### 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.
- The product should be kept away from heat sources such as radiators, cookers, etc. It should not be placed in rooms where the temperature is less than 0 °C or greater than 40 °C. Damp basements should also be avoided.
- The maximum calling distance may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.

### Important Information

- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

#### Routine care

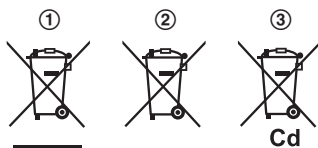
- **Wipe the outer surface of the product with a soft moist cloth.**
- Do not use benzene, thinner, or any abrasive powder.

### Other information

#### 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 for Users on Collection and Disposal of Old Equipment and used Batteries



These symbols (①, ②, ③) on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries should not be mixed with general household waste. For proper treatment, recovery and recycling of old products and used batteries, please take them to applicable collection points, in accordance with your national legislation and the Directives 2002/96/EC and 2006/66/EC. By disposing of these products and batteries correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

For more information about collection and recycling of old products and batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

#### For business users in the European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

#### Information on Disposal in other Countries outside the European Union

These symbols (①, ②, ③) are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

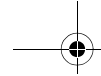
#### Note for the battery symbol

This symbol (②) might be used in combination with a chemical symbol (③). In this case it complies with the requirement set by the Directive for the chemical involved.

### Specifications

- **Standard:**  
DECT (Digital Enhanced Cordless Telecommunications),  
GAP (Generic Access Profile)
- **Frequency range:**  
1.88 GHz to 1.90 GHz
- **RF transmission power:**  
Approx. 10 mW (average power per channel)
- **Power source:**  
220–240 V AC, 50/60 Hz
- **Power consumption:**  
**Base unit<sup>1</sup>:**  
Standby: Approx. 0.45 W  
Maximum: Approx. 3.8 W  
**Base unit<sup>2</sup>:**  
Standby: Approx. 0.5 W  
Maximum: Approx. 3.8 W
- **Operating conditions:**  
0 °C–40 °C, 20 %–80 % relative air humidity (dry)





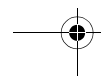
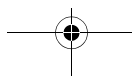
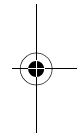
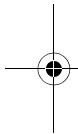
***Important Information***



\*1 KX-TG8511  
\*2 KX-TG8521

**Note:**

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



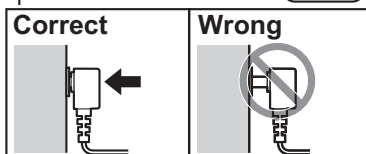
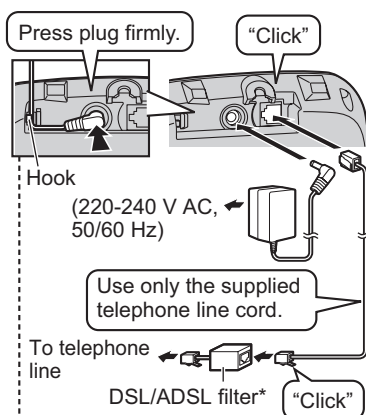
## Getting Started

### Setting up

#### Connections

- Use only the supplied Panasonic AC adaptor PQLV219CE.

#### ■ Base unit

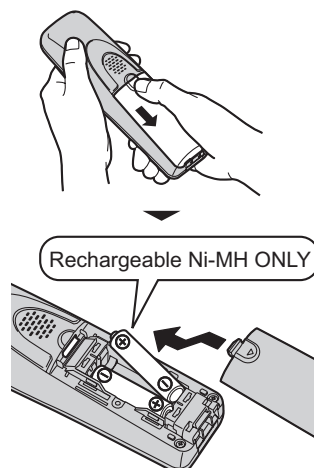


\*DSL/ADSL filter (not supplied) is required if you have DSL/ADSL service.

#### Battery installation

- USE ONLY Ni-MH batteries AAA (R03) size.
- Do NOT use Alkaline/Manganese/Ni-Cd batteries.

- Confirm correct polarities (⊕, ⊖).



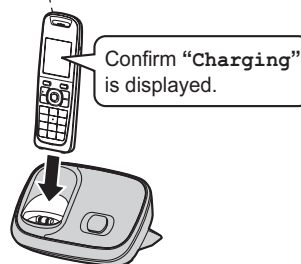
- When the language selection is displayed, see page 15.

#### Battery charge

Charge for about 7 hours.

- When the batteries are fully charged, the charge indicator goes off and "Fully charged" is displayed.

Charge indicator



**Getting Started**

**Note when setting up**

**Note for connections**

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

**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, if you have such a telephone jack in your house.

**Note for battery installation**

- Use the supplied rechargeable batteries. For replacement, we recommend using the Panasonic rechargeable batteries noted on page 4, 7.
- Wipe the battery ends (⊕, ⊖) with a dry cloth.
- Avoid touching the battery ends (⊕, ⊖) or the unit contacts.

**Note for battery charge**

- 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. Clean more often if the unit is exposed to grease, dust, or high humidity.

**Battery level**

Icon	Battery level
	High
	Medium
	Low
	Needs charging.

**Panasonic Ni-MH battery performance (supplied batteries)**

Operation	Operating time
In continuous use	13 hours max.
Not in use (standby)	250 hours max.

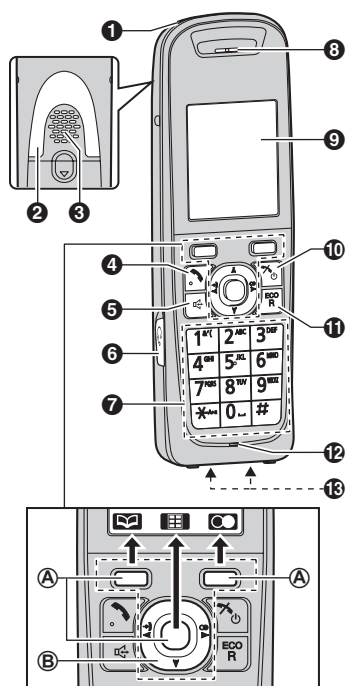
**Note:**

- It is normal for batteries not to reach full capacity at the initial charge. Maximum battery performance is reached after a few complete cycles of charge/discharge (use).
- Actual battery performance depends on usage and ambient environment.
- Even after the handset is 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



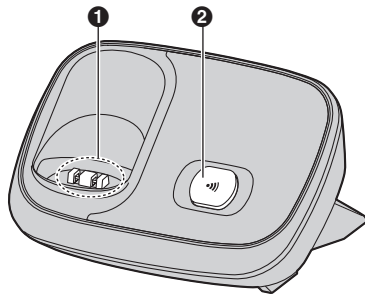
- 1 Charge indicator**  
Ringer indicator
- 2 Secure grip**
  - Secure grip offers support when you cradle the handset between your shoulder and ear.
- 3 Speaker**
- 4 [↵] (Talk)**
- 5 [☎] (Speakerphone)**
- 6 Headset jack**
- 7 Dial keypad**
- 8 Receiver**
- 9 Display**
- 10 [⏻] (Off/Power)**

- 11 [ECO/R]**  
ECO: Eco mode shortcut key  
R: Recall/Flash
- 12 Microphone**
- 13 Charge contacts**
- **Control type**
  - A Soft keys**  
The handset features 2 soft keys and the centre of the navigator key. By pressing a soft key or the centre of the navigator key, you can select the feature shown directly above it on the display.
  - B Navigator key**
    - [▲], [▼], [◀], or [▶]: Scroll through various lists and items.
    - [▲] or [▼]: Adjust the receiver or speaker volume while talking.
    - [◀] (→): Caller list: View the caller list.
    - [▶] (⊙): Redial: View the redial list.
  - As all multiple items cannot be displayed on screen at the same time, you can quickly search the desired item to move screens by pressing [▶] or [◀], instead of scrolling down or up line by line (page 17).

**Getting Started**

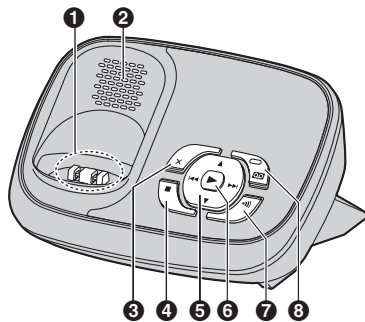
**Base unit**

■ **KX-TG8511**



- 1 Charge contacts
- 2 [📶] (Locator)

■ **KX-TG8521**



- 1 Charge contacts
- 2 Speaker
- 3 [X] (Erase)
- 4 [■] (Stop)
- 5 [▲]/[▼] (Volume up/down)
- 6 [◀]/[▶] (Repeat/Skip)
- 7 [▶] (Play)
- 8 [📶] (Message indicator)
- 9 [📶] (Answer on indicator)

**Display**

**Handset display items**

Item	Meaning
	Range status; the more bars visible, the closer the handset is to the base unit.
	Out of base unit range
	Paging, intercom mode
	Speakerphone is on. (page 18)
	The line is in use. <ul style="list-style-type: none"> <li>• When flashing slowly: The call is put on hold.</li> <li>• When flashing rapidly: An incoming call is now being received.</li> </ul>
	Missed call <sup>*1</sup> (page 37)
	The base unit transmission power is set to "Low". (page 16)
	The key backlight is off. (page 27)
	<ul style="list-style-type: none"> <li>• When displayed next to the battery icon: Answering system is on.<sup>*2</sup> (page 43)</li> <li>• When displayed with a number: New messages have been recorded.<sup>*2</sup> (page 45)</li> </ul>
	Answering system answers calls with a greeting message and caller messages are not recorded. <sup>*2</sup> ("Selecting "Greeting Only", page 48)
	Battery level

**Getting Started**

Item	Meaning
	Alarm is on. (page 31)
	Privacy mode is on. (page 28)
	Ringer volume is off. (page 29)
	Night mode is on. (page 32)
	Blocked call <sup>*1</sup> (page 33, 38)
	New SMS message received. <sup>*3</sup> (page 41)
	New voice mail message received. <sup>*4</sup> (page 49)
<b>Line in use</b>	Someone is using the line.
<b>IN USE</b>	Answering system is being used by another handset or the base unit. <sup>*2</sup>

\*1 Caller ID subscribers only

\*2 KX-TG8521

\*3 SMS users only

\*4 Voice mail subscribers only

**Soft key icons**















Icon	Action
	Returns to the previous screen or outside call.
	Displays the menu.
	Accepts the current selection.
	Displays a previously dialled phone number.
	Makes a call. (page 18)
	Temporarily turns off the ringer for incoming calls. (page 19)

Icon	Action
	Sets 24-hour or 12-hour clock format. (page 16)
	Places a call on hold. (page 50)
	Opens the phonebook.
	Allows you to edit phone numbers. (page 34, 38)
	Adds new entry. (page 21, 34)
	Displays the phonebook search menu.
	Turns the key lock feature off. (page 20)
	Selects a character entry mode.
	Selects categories or handsets. (page 32, 34)
	Plays a message. <sup>*1</sup>
	Stops recording or playback. <sup>*1</sup>
	Stores phone numbers. (page 34, 38)
	Inserts a dialling pause.
	Erases the selected item or returns to the outside call.
	Switches display mode between single item and multiple items. (page 17)
	Allows you to make an intercom call. (page 50)
	Establishes a conference call. (page 50)
	Erases a number/character.
	Puts the call on mute.

\*1 KX-TG8521

**Getting Started****Handset main menu icons**

The following icons are shown when you press down on the centre of the navigator key in standby mode.

Icon	Feature
 	Caller List
 	Answer System <sup>*1</sup>
 	SMS (Short Message Service)
 	Intercom
 	Time Settings
 	Ringer Setup <sup>*2</sup>
 	Initial Setup

\*1 KX-TG8521

\*2 KX-TG8511

**Screen saver mode**

The backlight goes dark when on a call or turns off completely after 1 minute of inactivity if the handset is not on the base unit or charger.

Activate the handset display again by:

- pressing [◀] or [▶] when on a call.
- pressing [🔌] at all other times.

**Turning the power on/off****Power on**

Press [🔌] for about 1 second.

**Power off**

Press [🔌] for about 2 seconds.

**Initial settings****Symbol meaning:**

**Example:** [▼]/[▲]: “off”

Press [▼] or [▲] to select the words in quotations.

**Region settings**

You can set the unit to use settings that match your country (page 32). The display language and other settings will change accordingly.

**Note:**


- The display language only changes (to the selected country's default setting) for the handset used to select the region setting. You must change the display language for all other handsets separately.

**Display language****Important:**

- When the language selection is displayed after installing the batteries for the first time, perform step 2.

16 display languages are available.

You can select “Deutsch”, “English”, “Magyar”, “Polski”, “Slovenčina”, “Čestina”, “Hrvatski”, “Slovenscina”, “Eesti”, “Lietuviskai”, “Latviesu”, “Romāna”, “Български”, “Srpski”, “Македонски”, or “Shqip”.


- 1  (centre of navigator key) → [#][1][1][0]
- 2 [▼]/[▲]: Select your desired language. → OK → [🔌]

## Getting Started


### Dialling 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  (centre of navigator key) → **[#][1][2][0]**
- 2 **[v]/[Δ]**: Select the desired setting.  
→ **OK** → **[↶ϕ]**

### Date and time

- 1  (centre of navigator key) → **[#][1][0][1]**
- 2 Enter the current date, month, and year. → **OK**

**Example:** 15 July, 2010

**[1][5][0][7][1][0]**

- You can select the date format by pressing **#**:
  - dd/mm/yy (date/month/year)
  - yy/mm/dd

- 3 Enter the current hour and minute.  
**Example:** 9:30  
**[0][9][3][0]**

- You can select 24-hour or 12-hour clock format ("AM" or "PM") by pressing **12/24**.

- 4 **OK** → **[↶ϕ]**

#### Note:

- To correct a digit, press **[←]** or **[→]** to move the cursor to the digit, then make the correction.
- The date and time may be incorrect after a power failure. In this case, set the date and time again.

### One touch eco mode

When the handset is on the base unit, the base unit transmission power is reduced up to 99.9% if only one handset is registered.

Even when the handset is not on the base unit or several handsets are registered, the base unit transmission power in standby mode can be reduced up to 90% by activating one touch eco mode.

You can turn on/off one touch eco mode by just pressing **[ECO/R]**. The default setting is "Normal".

- When the one touch eco mode is on: "Low" is temporarily displayed and **ECO** is shown on the handset display instead of **Y**.
- When the one touch eco mode is off: "Normal" is temporarily displayed and **ECO** goes off from the handset display.

#### Note:

- When there is another cordless phone nearby and it is in use, the base unit transmission power may not be reduced.
- Activating one touch eco mode reduces the range of the base unit in standby mode.
- If you set the repeater mode to "On" (page 36):
  - One touch eco mode is cancelled.
  - "Eco Setup" is not shown in the display menu (page 26).

### Display mode

You can select to display either a single item or multiple items on one screen at a time for the following features:



## Getting Started

- handset main menu icons in function menu
- menu list, recorded message list\*1, phonebook list, caller list, and redial list


\*1 KX-TG8521

Select the desired setting:


- **"Multi Items"**: Multiple entries/all menu icons are shown on one screen at a time.
- **"Single Item"**: An entry/a menu icon is shown on one screen in large characters at a time.

The default setting is **"Multi Items"**.


### Using soft key (Temporarily switching the display mode)

You can temporarily switch the display mode by pressing  shown when viewing the lists or selecting menu icons.

### Programming the display mode beforehand

- 1  (centre of navigator key) → **#[1][9][2]**
- 2 **[v]/[^]**: Select the desired setting.  
→ **OK** → **[\*][0]**

#### Note:

- When in multiple items display mode, you can move screens by pressing **[>]** or **[<]**, without scrolling down or up through the list:
  - Press **[>]** to go to the next screen.
  - Press **[<]** to return to the previous screen.
- When in multiple items display mode, you can switch the screen to confirm the detailed information by pressing .

## Making/Answering Calls

### Making calls

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

### Using the speakerphone

- 1 Dial the phone number and press **[☎]**.
  - Speak alternately with the other party.
- 2 When you finish talking, press **[⏏]**.

#### Note:

- For best performance, use the speakerphone in a quiet environment.
- To switch back to the receiver, press **[↶]**.

### Adjusting the receiver or speaker volume

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

### Making a call using the redial list

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

- 1 **[☎]** (right soft key) or **[▶]** (**☎**)
- 2 **[▼]/[▲]**: Select the desired phone number.
- 3 **[↶]/[↷]**
  - If **[☎]** is pressed and the other party's line is engaged, the unit automatically redials multiple times. While the handset is waiting to redial, the ringer

indicator flashes. To cancel, press **[⏏]**.

### Erasing a number in the redial list

- 1 **[☎]** (right soft key) or **[▶]** (**☎**)
- 2 **[▼]/[▲]**: Select the desired phone number. → **[X]**
- 3 **[▼]/[▲]**: "Yes" → **OK** → **[⏏]**

### 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 22).

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

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

#### Note:

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

### Answering calls

When a call is being received, the ringer indicator flashes rapidly.

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

## Making/Answering Calls

### 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 27.

### Adjusting the handset ringer volume

Press [▲] or [▼] repeatedly to select the desired volume while the handset is ringing for an incoming call.

#### Note:

- You can also program the handset ringer volume beforehand (page 27).

### Temporary handset ringer off

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

## Useful features during a call

### Hold

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

- Press [⏸] during an outside call.
- [▼]/[▲]: "Hold" → OK
- To release hold, press [↶].
  - Another handset user can take the call by pressing [↶].

#### Note:

- If a call is kept on hold for more than 9 minutes, an alarm tone starts to sound and the ringer indicator flashes rapidly. After 1 additional minute on hold, the call is disconnected.
- If another phone is connected to the same line (page 11), you can also take the call by lifting its handset.

### Mute

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

- Press [⏸] during conversation.
  - [⏸] flashes.
- To return to the conversation, press [⏸] again.

### Recall/flash

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

#### Note:

- To change the recall/flash time, see page 28.

## For call waiting or Call Waiting Caller ID service users

To use call waiting, you must first subscribe to call waiting from 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.

- Press [ECO/R] to answer the 2nd call.
- To switch between calls, press [ECO/R].

#### Note:

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

## Making/Answering Calls

### Temporary tone dialling (for rotary/pulse service users)

You can temporarily switch the dialling mode to tone when you need to access touch-tone services (for example, telephone banking services).

- 1 Make a call.
- 2 Press **[\*]** when prompted to enter your code or PIN, then press the appropriate dial keys.

**Note:**

- The dialling mode will return to pulse when you hang up.

### Recording a telephone conversation (KX-TG8521)

**Important:**

- Before recording a conversation, you should inform the other party that the conversation is to be recorded.

- 1 Press **[RECORD]** during an outside call.
- 2 **[v]/[▲]**: "Record Call" → **OK**
- 3 To stop recording, press **[STOP]**.

**Note:**

- To listen to the recorded conversation, see page 44, 45.

### Call share

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

**Note:**

- A 2nd handset cannot join an outside call that is being recorded (page 20). (KX-TG8521)
- To prevent other users from joining your conversations with outside callers, turn the privacy mode on (page 28).

### Key lock

The handset can be locked so that no calls or settings can be made. Incoming calls can be answered, but all other functions are disabled while key lock is on.

To turn key lock on, press **[KEY LOCK]** for about 3 seconds.

- **[KEY LOCK]** is displayed.
- To turn key lock off, press **[KEY LOCK]** for about 3 seconds.



**Note:**

- Calls to emergency numbers cannot be made until key lock is turned off.

**Phonebook****Handset phonebook**

The phonebook allows you to make calls without having to dial manually. You can add 200 names and phone numbers, assign each phonebook entry to the desired category.



**Adding entries**

- 1  (left soft key) → 
- 2 Enter the party's name (16 characters max.). → **OK**
  - You can change the character entry mode by pressing **1/A/?** (page 51).
- 3 Enter the party's phone number (24 digits max.). → **OK**
- 4 **[v]/[▲]**: Select the desired category. → **OK** 2 times
  - To add other entries, repeat from step 2.
- 5 **[\*]/[⏏]**

**Categories**


Categories can help you find entries in the phonebook quickly and easily. When adding an entry to the phonebook, you can assign it to one of 9 categories. You can change the names of categories assigned for phonebook entries ("Friends", "Family", etc.) and then search for phonebook entries by category. Additional category features are available for Caller ID subscribers (page 37).

**Changing category names**


- 1  (left soft key) → 
- 2 **[v]/[▲]**: "Category" → **OK**
- 3 **[v]/[▲]**: Select the desired category. → **OK**

- 4 **[v]/[▲]**: "Category Name" → **OK**
- 5 Edit the name (10 characters max.; page 51). → **OK** → **[\*]/[⏏]**



**Finding and calling a phonebook entry****Scrolling through all entries**

- 1  (left soft key)
- 2 **[v]/[▲]**: Select the desired entry.
  - You can scroll through the phonebook entry by pressing and holding **[v]** or **[▲]**.
- 3 **[↶]**

**Searching by first character**

- 1  (left soft key)
  - Change the character entry mode if necessary:
    - [\*]** → **[v]/[▲]**: "Character Set" → **OK** → **[v]/[▲]**: Select the character entry mode. → **OK**
- 2 Press the dial key (**[0]** to **[9]**, or **[#]**) which contains the character you are searching for (page 51).
  - 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 **[v]/[▲]**: Scroll through the phonebook if necessary.
- 4 **[↶]**

**Searching by category**

- 1  (left soft key) → 
- 2 **[v]/[▲]**: "Category" → **OK**

## Phonebook

- 3 **[▼]/[▲]**: Select the desired category. → **OK**
  - If you select "All", the unit ends the category search.
- 4 **[▼]/[▲]**: Scroll through the phonebook if necessary.
- 5 **[↶]**

### Editing entries

- 1 Find the desired entry (page 21). → **☰**
- 2 **[▼]/[▲]**: "Edit" → **OK**
- 3 Edit the name if necessary (16 characters max.; page 51). → **OK**
- 4 Edit the phone number if necessary (24 digits max.). → **OK**
- 5 **[▼]/[▲]**: Select the desired category. → **OK** 2 times → **[↶]**

### Erasing entries

#### Erasing an entry

- 1 Find the desired entry (page 21).
- 2 **[X]** → **[▼]/[▲]**: "Yes" → **OK** → **[↶]**

#### Erasing all entries

- 1 **[☰]** (left soft key) → **☰**
- 2 **[▼]/[▲]**: "Erase All" → **OK**
- 3 **[▼]/[▲]**: "Yes" → **OK**
- 4 **[▼]/[▲]**: "Yes" → **OK** → **[↶]**

### Speed dial

#### Assigning an entry in the phonebook to a speed dial key

Dial keys **[1]** to **[9]** can each be used as a speed dial key, allowing you to dial a number from the phonebook by simply pressing a dial key.

- 1 Find the desired entry (page 21). → **☰**
- 2 **[▼]/[▲]**: "Speed Dial" → **OK**
- 3 **[▼]/[▲]**: Select the desired dial key number. → **OK**
  - Where a dial key is already being used for speed dialing, "✓" is displayed next to the dial key number. If you select this dial key, you can overwrite the previous assignment.
- 4 **OK** → **[↶]**

#### Making a call using a speed dial key

- 1 Press and hold the desired speed dial key (**[1]** to **[9]**).
  - You can view other speed dial assignments by pressing **[▼]** or **[▲]**.
- 2 **[↶]**

#### Cancelling a speed dial assignment

- 1 Press and hold the desired speed dial key (**[1]** to **[9]**). → **[X]**
- 2 **[▼]/[▲]**: "Yes" → **OK** → **[↶]**

### 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 **[▼]/[▲]**: "Phonebook" → **OK**
- 3 **[▼]/[▲]**: Select the desired entry.
- 4 Press **[↶]** to dial the number.

#### Note:

- When storing a calling card access number and your PIN in the phonebook as one phonebook entry,

## Phonebook

press **P** to add pauses after the number and PIN as necessary (page 18).

- If you have rotary/pulse service, you need to press **[\*]** before pressing **[E]** in step 1 to change the dialling mode temporarily to tone. When adding entries to the phonebook, we recommend adding **[\*]** to the beginning of phone numbers you wish to chain dial (page 21).

### Copying phonebook entries

You can copy phonebook entries between 2 handsets.\*1

\*1 Panasonic compatible handset

#### Note:

- Category settings for phonebook entries are not copied.

#### Copying an entry

- 1 Find the desired entry (page 21).  
→ **[E]**
- 2 **[v]/[▲]**: "Copy" → **OK**
- 3 **[v]/[▲]**: Select the handset you want to send the phonebook entry to. → **OK**
  - When an entry has been copied, "Completed" is displayed.
  - To continue copying another entry: **[v]/[▲]**: "Yes" → **OK**  
→ Find the desired entry. → **OK**
- 4 **[\*][E]**

#### Copying all entries

- 1 **[M]** (left soft key) → **[E]**
- 2 **[v]/[▲]**: "Copy All" → **OK**

- 3 **[v]/[▲]**: Select the handset you want to send the phonebook entry to. → **OK**

- When all entries have been copied, "Completed" is displayed.

- 4 **[\*][E]**


## Programming

### Programmable settings

You can customise the unit by programming the following features using the handset. To access the features, there are 2 methods:



- scrolling through the display menus (page 24)
- using the direct commands (page 26)
- Direct command is the main method used in these operating instructions.

#### Programming by scrolling through the display menus

- 1  (centre of navigator key)
- 2 Press [▼], [▲], [▶], or [◀] to select the desired main menu. → **OK**
- 3 Press [▼] 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 [▼] or [▲] to select the desired setting. → **OK**
  - This step may vary depending on the feature being programmed.
  - To exit the operation, press [**⏻**].

**Note:**

- See page 26 for the default settings.

Main menu	Sub-menu 1	Sub-menu 2	Page	
Caller List 	-	-	38	
Answer System  (KX-TG8521)	Message List	-	45	
	Play New Msg.	-	45	
	Play All Msg.	-	45	
	Erase All Msg. <sup>*1</sup>	-	46	
	Greeting	Start REC <sup>*1</sup>		44
		Play Greeting		44
		Default <sup>*1</sup>		44
	Settings	Number of Rings <sup>*1</sup>		47
		Recording Time <sup>*1</sup>		48
		Remote Code <sup>*1</sup>		46
		Call Screening		43
Answer On <sup>*1</sup>	-		43	
Answer Off <sup>*1</sup>	-		43	



**Programming**

Main menu	Sub-menu 1	Sub-menu 2	Page	
SMS ✉	Receive List	-	41	
	Send List	-	40	
	Create	-	40	
	Settings	Message Centre1 <sup>*1</sup>		39
		Message Centre2 <sup>*1</sup>		39
		PBX Access # <sup>*1</sup>		42
SMS On/Off <sup>*1</sup>			39	
Intercom ☎	-	-	50	
Time Settings 🕒	Set Date/Time <sup>*1</sup>	-	16	
	Memo Alarm	-	31	
	Time Adjustment <sup>*1</sup>	-	-	
Ringer Setup 🎵 (KX-TG8511)	Ringer Volume	-	-	
	Ringtone	-	-	
	Night Mode	On/Off		31
		Start/End		32
		Ring Delay		32
Select Category			32	
Initial Setup 🔧	Ringer Setup	Ringer Volume - Handset <sup>*2</sup> - Base Unit <sup>*1, *2</sup>	-	
		Ringtone	-	
		Night Mode - On/Off - Start/End - Ring Delay - Select Category	31	
	Time Settings	Set Date/Time <sup>*1</sup>		16
		Memo Alarm		31
		Time Adjustment <sup>*1</sup>		-
	Handset Name	-		32
	Caller Barred <sup>*1</sup>	-		33


### Programming

Main menu	Sub-menu 1	Sub-menu 2	Page
Initial Setup ☎	Eco Setup	Transmission Power <sup>*1</sup>	16
	Display Setup	Wallpaper	–
		Display Colour	–
		Display Mode	16
		Key Backlight	–
		LCD in charging	–
	Contrast	–	
	Keytones	–	–
	Call Restrict <sup>*1</sup>	–	34
	Auto Talk	–	19
	Line Setup	Dial Mode <sup>*1</sup>	16
		Recall/Flash <sup>*1</sup>	19
	Privacy Mode <sup>*1</sup>	–	–
	Base Unit PIN <sup>*1</sup>	–	34
	Repeater Mode <sup>*1</sup>	–	36
Register	Register H.set	35	
Country <sup>*1</sup>	–	32	
Select Base	–	36	
Language	Display	15	

\*1 If you program these settings using one of the handsets, you do not need to program the same item using another handset.

\*2 KX-TG8521

### Programming using the direct commands

- 1  (centre of navigator key) → [#]
- 2 Enter the desired code.
- 3 Select the desired setting. → **OK**
  - This step may vary depending on the feature being programmed.
  - To exit the operation, press [**⏏**].

**Note:**

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

Feature	Code	Setting	System <sup>*1</sup>	Page
Caller List	[2][1][3]	–	–	38
Intercom	[2][7][4]	–	–	50
Set Date/Time	[1][0][1]	–	●	16

**Programming**

Feature	Code	Setting	System <sup>*1</sup>	Page
Memo Alarm	[7][2][0]	[1]: Alarm1 [2]: Alarm2 [3]: Alarm3	-	31
Time Adjustment <sup>*2</sup>	[2][2][6]	[1]: Caller ID [0]: <Manual>	●	-
Ringer Volume <sup>*3</sup> (Handset)	[1][6][0]	[1]-[6]: Level 1-6 <6> [0]: Off	-	-
Ringer Volume <sup>*4</sup> (Base unit)	[*][1][6][0]	[1]-[6]: Level 1-6 <3> [0]: Off	●	-
Ringtone <sup>*5, *6</sup> (Handset)	[1][6][1]	<Ringtone 1>	-	-
Night Mode (On/Off)	[2][3][8]	[1]: On [0]: <Off>	-	31
Night Mode (Start/End)	[2][3][7]	<23:00/06:00>	-	32
Night Mode (Ring Delay)	[2][3][9]	[1]: 30 sec. [2]: <60 sec.> [3]: 90 sec. [4]: 120 sec. [0]: No Ringing	-	32
Night Mode (Select Category)	[2][4][1]	[1]-[9]: Category 1-9	-	32
Handset Name	[1][0][4]	-	-	32
Caller Barred	[2][1][7]	-	●	33
Transmission Power	[7][2][5]	[1]: <Normal> [2]: Low	●	16
Wallpaper <sup>*7</sup>	[1][8][1]	<Wallpaper1>	-	-
Display Colour	[1][8][2]	[1]-[5]: Colour1-5 <Colour1>	-	-
Display Mode	[1][9][2]	[1]: <Multi Items> [0]: Single Item	-	16
Key Backlight	[2][7][6]	[1]: <On> [0]: Off	-	-
LCD in charging <sup>*8</sup> (LCD backlight)	[1][9][1]	[1]: <On> [0]: Off	-	-
Contrast (Display contrast)	[1][4][5]	[1]-[6]: Contrast 1-6 <Contrast 3>	-	-
Keytones <sup>*9</sup>	[1][6][5]	[1]: <On> [0]: Off	-	-
Call Restrict	[2][5][6]	-	●	34
Auto Talk <sup>*10</sup>	[2][0][0]	[1]: On [0]: <Off>	-	19

**Programming**

Feature	Code	Setting	System <sup>*1</sup>	Page
Dial Mode	[1][2][0]	[1]: Pulse [2]: <Tone>	●	16
Recall/Flash <sup>*11, *12</sup>	[1][2][1]	[0]: 900 msec. [1]: 700 msec. [2]: <600 msec.> [3]: 400 msec. [4]: 300 msec. [5]: 250 msec. [*]: 200 msec. [#]: 160 msec. [6]: 110 msec. [7]: 100 msec. [8]: 90 msec. [9]: 80 msec.	●	19
Privacy Mode <sup>*13</sup>	[1][9][4]	[1]: On [0]: <Off>	●	–
Base Unit PIN	[1][3][2]	<0000>	●	34
Repeater Mode	[1][3][8]	[1]: On [0]: <Off>	●	36
Register H.set	[1][3][0]	–	–	35
Cancel Register	[1][3][1]	–	–	36
Country	[1][3][6]	[1]: <Other> [2]: Česká rep. [3]: Slovensko	●	32
Select Base	[1][3][7]	<Auto>	–	36
Display <sup>*14</sup> (Change language)	[1][1][0]	<English>	–	15

**For the answering system (KX-TG8521)**

Feature	Code	Setting	System <sup>*1</sup>	Page
Message List	[3][2][9]	–	–	45
Play New Msg.	[3][2][3]	–	–	45
Play All Msg.	[3][2][4]	–	–	45
Erase All Msg.	[3][2][5]	–	●	46
Start REC (Record greeting)	[3][0][2]	–	●	44
Play Greeting	[3][0][3]	–	–	44
Default (Reset to pre- recorded greeting)	[3][0][4]	–	●	44
Number of Rings	[2][1][1]	<4 Rings>	●	47
Recording Time	[3][0][5]	<3 Minutes>	●	48
Remote Code	[3][0][6]	–	●	46

**Programming**

Feature	Code	Setting	System <sup>*1</sup>	Page
Call Screening	[3][1][0]	<On>	–	43
Answer On	[3][2][7]	–	●	43
Answer Off	[3][2][8]	–	●	43

**For the SMS feature**

Feature	Code	Setting	System <sup>*1</sup>	Page
SMS	[3][5][0]	–	–	39
Message Centre1 <sup>*15</sup>	[3][5][1]	–	●	39
Message Centre2 <sup>*15</sup>	[3][5][2]	–	●	39
PBX Access #	[3][5][6]	<Off>	●	42
SMS On/Off <sup>*16</sup>	[3][5][7]	<Off>	●	39

\*1 If “System” column is checked, you do not need to program the same item using another handset.

\*2 This feature allows the unit to automatically adjust the date and time each time caller information including date and time is received.

To turn this feature on, select “**Caller ID**”. To turn this feature off, select “**Manual**”. (Caller ID subscribers only)

To use this feature, set the date and time first (page 16).

\*3 When the ringer volume is turned off,  $\mathcal{Z}$  is displayed and the handset does not ring for outside calls.

However even when the ringer volume is set to off, the handset still rings for memo alarm (page 31), intercom calls (page 50), and paging (page 50).

\*4 KX-TG8521

\*5 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.

\*6 The preset melodies in this product are used with permission of © 2009 Copyrights Vision Inc.

\*7 You can set the wallpaper to display with or without date and time. The default setting is with date and time displayed.

\*8 You can set the handset display backlight while on charge.

– “**On**”: Backlight is on (dimmed).

– “**Off**”: Backlight turns off after 10 seconds of charging.

\*9 Turn this feature off if you prefer not to hear key tones while you are dialling or pressing any keys, including confirmation tones and error tones.

\*10 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.

\*11 The recall/flash time depends on your telephone exchange or host PBX. Contact your PBX supplier if necessary.

### **Programming**

---

\*12The default setting will be as follows if you select the following regional codes when changing the unit's region setting (page 32):

“Česká rep.” = “100 msec.”  
“Slovensko” = “100 msec.”

\*13To prevent other users from joining your conversations with outside callers, turn this feature on.

\*14The default display language will be as follows if you select the following regional codes when changing the unit's region setting (page 32):

“Other” = “English”  
“Česká rep.” = “Čeština”  
“Slovensko” = “Slovenčina”

\*15If you select the unit's region setting (page 32) to “Česká rep.” or “Slovensko”, the default setting will be changed for the selected country.

\*16If you select the unit's region setting (page 32) to “Česká rep.” or “Slovensko”, the default setting is “On”.

**Programming**

**Special programming**

**Memo alarm**

An alarm sounds at the set time for 3 minutes. A text memo can also be displayed for the alarm.  
 A total of 3 separate alarm times can be programmed for each handset.  
 You can set one of 2 different alarm options (once or daily) for each alarm time.

**Important:**

- Set the date and time beforehand (page 16).

- 1 **[M]** (centre of navigator key) → **#[7][2][0]**
- 2 Select an alarm (1 to 3). → **OK**
- 3 **[v]/[▲]**: Select the desired alarm option. → **OK**

<p><b>"Off"</b> Turns alarm off. Go to step 8.</p>
<p><b>"Once"</b> An alarm sounds once at the set time.</p>
<p><b>"Daily"</b> An alarm sounds daily at the set time. Go to step 5.</p>

- 4 Enter the desired date and month. → **OK**
  - Be sure to enter in the same date format as that selected in "Date and time", page 16.
- 5 Set the desired time. → **OK**
- 6 Enter a text memo (30 characters max.; page 51). → **OK**
- 7 **[v]/[▲]**: Select the desired alarm tone. → **OK**
  - We recommend selecting a different ringer tone from the one used for outside calls.

**8 OK → [M]**

- When the alarm is set, **Ⓞ** is displayed.

**Note:**

- To stop the alarm, press any dial key or place the handset on the base unit or charger.
- When the handset is in use, the alarm will not sound until the handset is in standby mode.

**Night mode**

Night mode allows you to select a period of time during which the handset will not ring for outside calls. This feature is useful for time periods when you do not want to be disturbed, for example, while sleeping. Night mode can be set for each handset.

Using the phonebook's category feature (page 21), you can also select categories of callers whose calls override night mode and ring the handset (Caller ID subscribers only).

**Important:**

- Set the date and time beforehand (page 16).
- We recommend turning the base unit ringer off (page 27) in addition to turning the night mode on. (KX-TG8521)
- If you have set the alarm, the alarm sounds even if the night mode is turned on.

**Turning night mode on/off**

- 1 **[M]** (centre of navigator key) → **#[2][3][8]**
- 2 **[v]/[▲]**: Select the desired setting. → **OK**
  - If you select "off", press **[M]** to exit.

## Programming

**3** Enter the desired hour and minute you wish to start this feature. →

**OK**

- You can select 24-hour or 12-hour clock format (“AM” or “PM”) by pressing **12/24**.

**4** Enter the desired hour and minute you wish to end this feature. →

**OK**

**5** **[↶/⏻]**

- When the night mode is set, **☾** is displayed.

### Note:

- To correct a digit, press **[←]** or **[→]** to move the cursor to the digit, then make the correction.

### Changing the start and end time

**1** **[≡]** (centre of navigator key) → **#[2][3][7]**

**2** Continue from step 3, “Turning night mode on/off”, page 31.

### Setting the ring delay

This setting allows the handset to ring during night mode if the caller waits long enough. After the selected amount of time passes, the handset rings. If you select “No Ringing”, the handset never rings during night mode.

**1** **[≡]** (centre of navigator key) → **#[2][3][9]**

**2** **[▼]/[▲]**: Select the desired setting. → **OK** → **[↶/⏻]**

### Note:

- When the answering system answers the call, this feature does not work. (KX-TG8521)

### Selecting categories to bypass night mode

**1** **[≡]** (centre of navigator key) → **#[2][4][1]**

**2** **[▼]/[▲]**: Select your desired categories. → **✓**

- “✓” is displayed next to the selected category numbers.
- To cancel a selected category, press **✓** again. “✓” disappears.

**3** **OK** → **[↶/⏻]**

### Note:

- You can also select the categories in step 2 as follows: Press **[1]** to **[9]**. → **OK**

## Changing the handset name

Each handset can be given a customised name (“Bob”, “Kitchen”, etc.). This is useful when you make intercom calls between handsets. You can also select whether or not the handset name is displayed in standby mode. The default setting is “off”. If you select “on” without entering any handset name, “Handset 1” to “Handset 6” is displayed.

**1** **[≡]** (centre of navigator key) → **#[1][0][4]**

**2** Enter the desired name (max. 10 characters; page 51).  
• If not required, go to step 3.

**3** **OK**

**4** **[▼]/[▲]**: Select the desired setting. → **OK** 2 times

**5** **[↶/⏻]**

## Changing the unit's region setting/Resetting the base unit

**1** **[≡]** (centre of navigator key) → **#[1][3][6]**



## Programming

**2** [v]/[Δ]: Select the desired country.  
→ **OK**

“Other” = countries except  
Czech and Slovakia

“Česká rep.” = Czech

“Slovensko” = Slovakia

**3** [v]/[Δ]: “Yes” → **OK** → [✕] [⏏]

### Note:

- The following items will be deleted or reset to their default settings:
  - SMS settings (page 29)
  - Answering system settings (KX-TG8521, page 28)
  - Time Adjustment
  - Base unit ringer volume (KX-TG8521)
  - Base unit transmission power
  - Privacy mode
  - Base unit PIN
  - Dial mode
  - All SMS messages
  - Caller list
  - Voice mail messages
  - Call restrict
- The following items will be retained:
  - Date and time
  - Handset name
  - Repeater mode
  - Recordings, including your greeting message, caller messages, and recorded conversations (KX-TG8521)
  - Call screening (KX-TG8521)
  - Call barred list
- If you select the desired country in step 2, the following default settings will be changed for the selected country's default settings:
  - Recall/flash time (page 28)
  - Display language (page 28)
  - Message centre 1 and 2 (page 29)
  - SMS on/off (page 29)

- According to your country selection in step 2, the answering system announcement language changes as follows (KX-TG8521):

- “Other” = English
- “Česká rep.” = Czech
- “Slovensko” = Slovak

- After changing the unit's region setting/resetting the base unit, **Y** is displayed on the handset momentarily. This is normal and the handset can be used once **Y** is displayed.

### Incoming call barring (Caller ID subscribers only)

This feature allows the unit to reject calls from specified phone numbers that you do not want to answer such as junk calls. When a call is received, the unit does not ring while the caller is being identified. If the phone number matches an entry in the call barred list, the unit sends out a busy tone to the caller, and then disconnects the call.

#### Important:

- When the unit receives a call from a number that is stored in the call barred list, the call is logged in the caller list (page 38) with **x** after the call is disconnected.

### Storing unwanted callers

You can store up to 30 phone numbers in the call barred list by using the caller list or by entering the numbers directly.

#### Important:

- You must store the phone number with an area code in the call barred list.

#### From the caller list:

**1** [←] (→)

### Programming

- 2 **[▼]/[▲]**: Select the entry to be barred. → **OK** → **[C]**
- 3 **[▼]/[▲]**: “Caller Barred” → **OK**
- 4 **[▼]/[▲]**: “Yes” → **OK** → **[\*][0]**

#### ■ By entering phone numbers:

- 1 **[M]** (centre of navigator key) → **[#][2][1][7]** → **[C]**
- 2 Enter the phone number (24 digits max.). → **OK**
  - To erase a digit, press **[C]**.
- 3 **[\*][0]**

#### Viewing/editing/erasing bar call numbers

- 1 **[M]** (centre of navigator key) → **[#][2][1][7]**
- 2 **[▼]/[▲]**: Select the desired entry.
  - To exit, press **[\*][0]**.
- 3 **To edit a number:**  
**[C]** → Edit the phone number.  
 → **OK** → **[\*][0]**  
**To erase a number:**  
**[X]** → **[▼]/[▲]**: “Yes” → **OK**  
 → **[\*][0]**

#### Note:

- When editing, press the desired dial key to add, **[C]** to erase.

### Changing the base unit PIN (Personal Identification Number)

#### Important:

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

- 1 **[M]** (centre of navigator key) → **[#][1][3][2]**

- 2 Enter the current 4-digit base unit PIN (default: “0000”).
- 3 Enter the new 4-digit base unit PIN.  
 → **OK** → **[\*][0]**

### Setting call restriction

You can restrict selected handsets from dialling certain numbers. You can assign up to 6 phone numbers to be restricted, and select which handsets are to be restricted. Storing area codes here prevents the restricted handsets from dialling any phone number in that area code.

- 1 **[M]** (centre of navigator key) → **[#][2][5][6]**
- 2 Enter the base unit PIN (default: “0000”).
  - If you forget your PIN, contact an authorised service centre.
- 3 **[▼]/[▲]**: Select the handsets to be restricted. → **[✓]**
  - All handsets registered to the base unit are displayed.
  - “✓” is displayed next to the selected handset numbers.
  - To cancel a selected handset, press **[✓]** again. “✓” disappears.
- 4 **OK**
- 5 **[▼]/[▲]**: Select a memory location.  
 → **OK**
- 6 Enter the phone number or area code to be restricted (8 digits max.).  
 → **OK** → **[\*][0]**
  - To erase a restricted number, press **[C]**.

#### Note:

- You can also select a memory location in step 5 as follows:  
 Press **[1]** to **[6]**. → **OK**

## Registering a unit

### Operating additional units

#### Additional handsets

Up to 6 handsets can be registered to a single base unit.

#### Important:

- The additional handset model recommended for use with this unit is noted on page 4. If another handset model is used, certain operations (handset settings, base unit settings, etc.) may not be available.

#### Additional base units

Handsets can be registered to up to 4 base units, allowing you to add additional base units and extend the area in which your handset(s) can be used. If a handset moves out of range of its base unit when "Auto" is selected on base unit (page 36), it looks for another base unit to make or receive calls. A base unit and the handsets it communicates with is called a "radio cell".

#### Note:

- Calls are disconnected when the handset moves from one radio cell to another.

### Registering a handset to a base unit

The supplied handset and base unit are pre-registered. If for some reason the handset is not registered to the base unit (for example,  $\Psi$  is displayed even when the handset is near the base unit), re-register the handset.

- 1 Handset:**  
 ■ (centre of navigator key) →  
 [#][1][3][0]
- 2 [v]/[Δ]:** Select a base unit number.  
 → **OK**
  - This number is used by the handset as a reference only.
- 3 Base unit:**  
 Proceed with the operation for your model.
  - **KX-TG8511**  
 Press and hold [**••**] for about 5 seconds. (No registration tone)
  - **KX-TG8521**  
 Press and hold [**••**] for about 5 seconds, until the registration tone sounds.
    - If all registered handsets start ringing, press the same button to stop. Then repeat this step.
    - The next step must be completed within 90 seconds.
- 4 Handset:**  
 Wait until "Base PIN" is displayed.  
 → Enter the base unit PIN (default: "0000"). → **OK**
  - If you forget your PIN, contact an authorised service centre.
  - When the handset has been registered successfully,  $\Psi$  is displayed.

#### Note:

- While registering, "Base in registering" is displayed on all registered handsets.
- When you purchase an additional handset, refer to the additional handset's installation manual for registration.

## Programming

### Selecting a base unit

When "Auto" is selected, the handset automatically uses any available base unit it is registered to. When a specific base unit is selected, the handset makes and receives calls using that base unit only. If the handset is out of range of that base unit, no calls can be made.

- 1 **[M]** (centre of navigator key) → **#[1][3][7]**
- 2 **[v]/[Δ]**: Select the desired base unit number, or "Auto". → **OK**
  - The handset starts searching for the base unit.

### Deregistering a handset

A handset can cancel its own registration (or the registration of another handset) that is stored to the base unit. This allows the handset to end its wireless connection with the system.

- 1 **[M]** (centre of navigator key) → **#[1][3][1]**
  - All handsets registered to the base unit are displayed.
- 2 **[v]/[Δ]**: Select the handset you want to cancel. → **OK**
- 3 **[v]/[Δ]**: "yes" → **OK**
  - A confirmation tone sounds.
  - The handset does not beep when cancelling its own registration.
- 4 **[\*][0]**

### Cancelling a base unit

A handset can cancel a base unit that it is registered to. This allows the base unit to end its wireless connection with the system.

- 1 **[M]** (centre of navigator key) → **#[1][3][9]**
- 2 **[v]/[Δ]**: Select the base unit you want to cancel. → **OK**
- 3 **[v]/[Δ]**: "yes" → **OK** → **[\*][0]**

### Note:

- To register a handset to another base unit or to the same base unit again, see page 35.

### Increasing the range of the base unit

You can increase the signal range of the base unit by using a DECT repeater. Please use only the Panasonic DECT repeater noted on page 4. Contact your Panasonic dealer for details.

### Important:

- Before registering the repeater to this base unit, you must turn the repeater mode on.
- Do not use more than one repeater at a time.

### Setting the repeater mode

- 1 **[M]** (centre of navigator key) → **#[1][3][8]**
- 2 **[v]/[Δ]**: Select the desired setting. → **OK** → **[\*][0]**

### Note:

- After turning the repeater mode on or off, **Y** is displayed on the handset momentarily. This is normal and the handset can be used once **Y** is displayed.

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

**Missed calls**

If a call is not answered, the unit treats it as a missed call and **↔** is displayed. This lets you know if you should view the caller list to see who called while you were away.

Even if only one missed call in the caller list is viewed (page 38), **↔** disappears from the display. When you receive another new call, **↔** is displayed again.

**Note:**

- Even when there are unviewed missed calls, **↔** 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 [**↔**].

**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.

**Category settings for phonebook**

Category settings can help you identify who is calling by using different ringer tones and display colours for different categories of callers. When adding an entry to the phonebook, you can assign it to the desired category (page 21).

When a call is received from a caller assigned to a category, the category's display colour and ringer tone you selected are used.

**Changing category ringer tones**

If you select **"Default Ringer"**, the unit uses the ringer tone you selected on page 27 when calls from this category are received. The default setting is **"Default Ringer"**.

- 1 **[M]** (left soft key) → **[F]**
- 2 **[v]/[▲]**: **"Category"** → **OK**
- 3 **[v]/[▲]**: Select the desired category. → **OK**
- 4 **[v]/[▲]**: Select the current setting of the category ringer tone. → **OK**
- 5 **[v]/[▲]**: Select the desired ringer tone. → **OK**
- 6 **[↔]**

**Changing category display colours**

If you select **"Default Colour"**, the unit uses the display colour you selected on page 27 when calls from this category

### Caller ID Service

are received. The default setting is "Default Colour".

- 1 (left soft key) →
- 2 **[v]/[▲]**: "Category" → **OK**
- 3 **[v]/[▲]**: Select the desired category. → **OK**
- 4 **[v]/[▲]**: Select the current setting of the category colour. → **OK**
- 5 **[v]/[▲]**: Select the desired colour. → **OK**
- 6 **[\*][0]**

### Caller list

#### Important:

- Only 1 person can access the caller list at a time.
- Make sure the unit's date and time setting is correct (page 16).

### Viewing the caller list and calling back

- 1 **[←] (→)**
- 2 Press **[v]** to search from the most recent call, or press **[▲]** to search from the oldest call.
  - You can see the detailed information about the caller by pressing when in multiple display mode.
- 3 To call back, press **[↶]**. To exit, press **[\*][0]**.

#### Note:

- If the entry has already been viewed or answered, "✓" is displayed, even if it was viewed or answered using another handset.
- If the call matches an entry in the call barred list, the number is logged with (page 33).

### Editing a caller's phone number before calling back

- 1 **[←] (→)**
- 2 **[v]/[▲]**: Select the desired entry. → **OK**
  - You can see the detailed information about the caller by pressing when in multiple display mode.
- 3 → Edit the number.
  - Press dial key ([0] to [9]) to add, **[C]** to delete.
- 4 **[↶]**

### Erasing selected caller information

- 1 **[←] (→)**
- 2 **[v]/[▲]**: Select the desired entry.
- 3 **[X]** → **[v]/[▲]**: "yes" → **OK** → **[\*][0]**

### Erasing all caller information

- 1 **[←] (→)**
- 2 **[X]** → **[v]/[▲]**: "yes" → **OK** → **[\*][0]**

### Storing caller information to the phonebook

- 1 **[←] (→)**
- 2 **[v]/[▲]**: Select the desired entry. → **OK** →
- 3 **[v]/[▲]**: "Phonebook" → **OK**
- 4 To store the name, continue from step 2, "Adding entries", page 21.

## SMS (Short Message Service)

### Using SMS

SMS allows you to send and receive text messages between other fixed-line and mobile phones that support compatible SMS networks and features.

#### Important:


- To use SMS features, you must:
  - subscribe to a Caller ID and/or an appropriate service such as SMS.
  - confirm that SMS is turned on.
  - confirm that the correct message centre numbers are stored.

Contact your service provider/ telephone company for details and availability.

#### Note:

- A total of 47 messages (at 160 characters/message) can be saved. Total number may be more than 47 if length of messages is less than 160 characters/message.
- If the unit is connected to a PBX system, you may not be able to use SMS features.

### Turning SMS on/off

- 1  (centre of navigator key) → **#[3][5][7]**
- 2 **[v]/[▲]**: Select the desired setting. → **OK** → **[↶]**

### Storing SMS message centre numbers

SMS message centre numbers must be stored in order to send and receive SMS messages.



#### For Czech:

The message centre numbers (used for SMS services provided by Telefonica O2) are preprogrammed in this unit. You can change them if necessary.

#### For Slovakia:

The message centre numbers (used for SMS service provided by Slovak Telecom - T-Com) are preprogrammed in this unit. You can change them if necessary.

- Contact your service provider/ telephone company for more information.
- If you change the unit's region setting/reset the base unit, the stored message centre numbers will be deleted or changed (page 29). In this case, store the numbers again if necessary.

- 1 **To store "Message Centre1":**  
 (centre of navigator key) → **#[3][5][1]**  
**To store "Message Centre2":**  
 (centre of navigator key) → **#[3][5][2]**
- 2 Edit the number as necessary. → **OK** → **[↶]**



#### Note:

- For PBX users:
  - You need to add the PBX line access number and a dialling pause to the beginning of the Message Centre 1 number.
  - If you only use the Message Centre 1 number for SMS, store the Message Centre 1 number as is (without adding a line access number or dialling pause) to Message Centre 2.

## SMS (Short Message Service)


### Sending a message

#### Writing and sending a new message

- 1  (centre of navigator key) →  → **OK**
- 2 **[▼]/[▲]**: “Create” → **OK**
  - If “▲Use Last Text?” is displayed, you can use the text from the last message you created by pressing **[▲]**.
- 3 Enter a message. → **OK**
  - You can change the character entry mode by pressing **1/A/?** (page 51).
- 4 Enter the destination phone number (20 digits max.). → **OK**

**To use the redial list:**  
**[▶] (●)** → **[▼]/[▲]**: Select the phone number. → **OK** 2 times

**To use the caller list:**  
**[◀] (→)** → **[▼]/[▲]**: Select the party. → **OK** 2 times

**To use the phonebook:**  
 → **[▼]/[▲]**: Select the phonebook entry. → **OK** 2 times
- 5 To save the message, select “Yes”. → **OK**
- 6 To send the message, press **OK**.
  - To cancel sending, press **[✕⏏]**.





#### Note:

- This unit supports SMS messages of up to 612 characters, however, the maximum number of characters you can send or receive may be limited by your SMS service provider/telephone company. Contact your SMS service provider/telephone company for details.
- If your message contains over 160 characters, the message is a long




message and “\*\*Long Text\*\*” is displayed. Your service provider/telephone company may treat long messages differently from other messages. Contact your service provider/telephone company for details.

- If your phone is connected to a PBX, store the PBX line access number (page 42).

#### Editing/sending a saved message

- 1  (centre of navigator key) →  → **OK**
- 2 **[▼]/[▲]**: “Send List” → **OK**
- 3 To read a saved message, press **[▼]** or **[▲]** to select the message. → **OK**
- 4 **To edit the message:**  
 → **[▼]/[▲]**: “Edit Message” → **OK** → Continue from step 3, “Writing and sending a new message”, page 40.  
**To send the message:**  
 → **[▼]/[▲]**: “Send” → **OK** → Press and hold **C** to erase all numbers. → Continue from step 4, “Writing and sending a new message”, page 40.


#### Erasing saved messages

- 1  (centre of navigator key) →  → **OK**
- 2 **[▼]/[▲]**: “Send List” → **OK**
- 3 **[▼]/[▲]**: Select a message. → **OK**
- 4  → **[▼]/[▲]**: “Erase” → **OK**
  - To erase all messages, select “Erase All”. → **OK**
- 5 **[▼]/[▲]**: “Yes” → **OK** → **[✕⏏]**





**SMS (Short Message Service)****Receiving a message**

When an SMS message is received:

- "Receiving SMS Message" is displayed.
- a tone is heard (if the handset ringer is turned on).
-  is displayed with the total number of new (unread) SMS messages.


**Reading a received message**

- 1  (centre of navigator key) →  → **OK**
- 2 **[v]/[▲]**: "Receive List" → **OK**
- 3 **[v]/[▲]**: Select a message.
  - Messages which have already been read are indicated by a "✓", even if they were read using another handset.
  - To erase a message, press **X**. → **[v]/[▲]**: "Yes" → **OK**
- 4 Press **OK** to read the message content.

**Note:**

- To call the message sender, press **[↶]**.


**Replying to a message**

- 1 While reading a received message, press .
- 2 **[v]/[▲]**: "Reply" → **OK**
- 3 Enter a message (page 51). → **OK**
- 4 Edit the destination phone number if necessary. → **OK**
- 5 Continue from step 5, "Writing and sending a new message", page 40.


**Editing/forwarding a message**

- 1 While reading a received message, press .
- 2 **[v]/[▲]**: "Edit Message" → **OK**
- 3 Continue from step 3, "Writing and sending a new message", page 40.


**Erasing received messages**

- 1 While reading a received message, press .
- 2 **[v]/[▲]**: "Erase" → **OK**
  - To erase all messages, select "Erase All". → **OK**
- 3 **[v]/[▲]**: "Yes" → **OK** → **[↶⏻]**

**Storing the sender's number in the phonebook**

- 1 While reading a received message, press .
- 2 **[v]/[▲]**: "Add Phonebook" → **OK**
- 3 To store the name, continue from step 2, "Adding entries", page 21.

**Editing the sender's number before calling back**



- 1 While reading a received message, press .
- 2 **[v]/[▲]**: "Edit & Call" → **OK**
- 3 Edit the number. → **[↶]**

## SMS (Short Message Service)

### Other settings

#### Storing the PBX line access number (for PBX users only)

Store your PBX line access number (4 digits max.) so that SMS messages are sent properly. When sending SMS messages to entries in the phonebook or redial list, the PBX line access number is deleted. The default setting is "off".

- 1  (centre of navigator key) →  
[#][3][5][6]
- 2 [v]/[Δ]: "On" → **OK**
- 3 Enter your PBX line access code and a dialling pause, if necessary.  
→ **OK** → [

## Answering System

### Answering system

**Available for:**  
KX-TG8521

The answering system can answer and record calls for you when you are unavailable to answer the phone. You can also record phone conversations (page 20).

You can also set the unit to play a greeting message but not to record caller messages by selecting **"Greeting Only"** as the recording time setting (page 48).

**Important:**

- Only 1 person can access the answering system (listen to messages, record a greeting message, etc.) at a time.
- When callers leave messages, the unit records the day and time of each message. Make sure the date and time have been set correctly (page 16).

### Memory capacity (including your greeting message)

The total recording capacity is about 40 minutes. A maximum of 64 messages can be recorded.

**Note:**

- If message memory becomes full:
  - **"Messages Full"** is shown on the handset display.
  - The answer on indicator on the base unit flashes rapidly when the answering system is turned on.
- When the message memory becomes full:
  - If you use the pre-recorded greeting message, the unit automatically switches to another pre-recorded

greeting message asking callers to call again later.

- If you recorded your own greeting message, the same message is still announced to callers even though their messages are not recorded.

### Turning the answering system on/off

The answering system is preset to on.

**Base unit**

Press **[☰]** to turn on/off the answering system.

- When the answering system is turned on, the answer on indicator lights up.

**Handset**

- 1 **To turn on:**  
**[☰]** (centre of navigator key) → **[#][3][2][7]**  
**To turn off:**  
**[☰]** (centre of navigator key) → **[#][3][2][8]**

- 2 **[☰]**

**Note:**

- When the answering system is turned on, **[☰]** is displayed next to the battery icon.

### Call screening

While a caller is leaving a message, you can listen to the call through the handset's speaker. To adjust the speaker volume, press **[▲]** or **[▼]** repeatedly. You can answer the call by pressing **[☑]** on the handset. Call screening can be set for each handset. The default setting is "On".

### Answering System

- 1 **[M]** (centre of navigator key) → **#[3][1][0]**
- 2 **[v]/[Δ]**: Select the desired setting.  
→ **OK** → **[\*][0]**

### Greeting message

When the unit answers a call, a greeting message is played to callers.

You can use either:

- your own greeting message
- a pre-recorded greeting message

### Recording your greeting message

- 1 **[M]** (centre of navigator key) → **#[3][0][2]**
- 2 **[v]/[Δ]**: "Yes" → **OK**
- 3 After a beep sounds, hold the handset about 20 cm away and speak clearly into the microphone (50 seconds max.).
- 4 Press **[M]** to stop recording.
- 5 **[\*][0]**

### Using a pre-recorded greeting message

The unit provides 2 pre-recorded greeting messages:

- If you erase or do not record your own greeting message, the unit plays a pre-recorded greeting asking callers to leave a message.
- If the message recording time (page 48) is set to "Greeting Only", callers' messages are not recorded and the unit plays a different pre-recorded greeting message asking callers to call again.

### Resetting to a pre-recorded greeting message

If you want to use a pre-recorded greeting message once you record your own greeting message, you need to erase your own greeting message.

- 1 **[M]** (centre of navigator key) → **#[3][0][4]**
- 2 **OK** → **[\*][0]**

### Playing back the greeting message

- 1 **[M]** (centre of navigator key) → **#[3][0][3]**
- 2 **[\*][0]**

### Listening to messages using the base unit

When new messages have been recorded, **[▶]** on the base unit flashes. Press **[▶]**.

- If new messages have been recorded, the base unit plays back new messages.
- If there are no new messages, the base unit plays back all messages.

#### Note:

- When the answer on indicator on the base unit flashes rapidly, the message memory is full ("Memory capacity (including your greeting message)", page 43).

### Operating the answering system during playback

Key	Operation
<b>[Δ]</b> or <b>[v]</b>	Adjust the speaker volume

### Answering System


Key	Operation
[◀◀]	Repeat message*1
[▶▶]	Skip message
[■]	Stop playback
[X]	Erase currently playing message




\*1 If pressed within the first 5 seconds of a message, the previous message is played.

#### Erasing all messages



Press [X] 2 times while the unit is not in use.

#### Listening to messages using the handset

When new messages have been recorded,  is displayed on the handset with the total number of new messages.


- To listen to new messages:**  
 (centre of navigator key) →  
 [#][3][2][3]  
**To listen to all messages:**  
 (centre of navigator key) →  
 [#][3][2][4]
- When finished, press [].




#### Note:


- To switch to the receiver, press [].
- If "Messages Full" is shown on the display,  and the total number of new messages are not displayed.

#### Listening to messages from the message list

You can select the item to play back.

-  (centre of navigator key) →  
 [#][3][2][9]




- [▼]/[▲]: Select the desired item from the message list. → 
  - You can erase the selected message as follows:  
 → [▼]/[▲]: "Yes" → 



- When finished, press [].

#### Note:

- If the item has already been heard, "✓" is displayed, even if it was heard using another handset.
- "Message" is displayed in the message list for any recorded conversations or if the unit cannot receive caller information.

#### Operating the answering system

 (centre of navigator key) →   
 → 

Key	Operation
[▲] or [▼]	Adjust the receiver or speaker volume (during playback)
[1] or [◀]	Repeat message (during playback)*1
[2] or [▶]	Skip message (during playback)*2
[3]	Enter the "Settings" menu
[4]	Play new messages
[5]	Play all messages
[6]	Play greeting message
[7][6]	Record greeting message
[8]	Turn answering system on
	Pause message*3
[9] or 	Stop recording Stop playback

### Answering System

Key	Operation
[0]	Turn answering system off
[*][4] <sup>*4</sup>	Erase currently playing message
[*][5]	Erase all messages
[*][6]	Reset to a pre-recorded greeting message

\*1 If pressed within the first 5 seconds of a message, the previous message is played except when playing back from the message list.

\*2 When you play a message from the message list, the unit stops message playback and the display goes back to the message list.

\*3 To resume playback: [▼]/[▲]: "Play" → **OK**

\*4 You can also erase as follows:  
**X** → [▼]/[▲]: "Yes" → **OK**

### Calling back (Caller ID subscribers only)

If caller information is received for the call, you can call the caller back while listening to a message.

- 1 Press **☐** during playback.
- 2 [▼]/[▲]: "Call Back" → **OK**

### Editing the number before calling back

- 1 Press **☐** during playback.
- 2 [▼]/[▲]: "Edit & Call" → **OK**
- 3 Edit the number. → [↶]

### Erasing all messages

- 1 **☐** (centre of navigator key) → [#][3][2][5]
- 2 [▼]/[▲]: "Yes" → **OK** → [🔌]

### Remote operation

Using a touch-tone phone, you can call your phone number from outside and access the unit to listen to messages or change answering system settings.

### Remote access code

A 3-digit remote access code must be entered when operating the answering system remotely. This code prevents unauthorised parties from listening to your messages remotely.

#### Important:

- In order to operate the answering system remotely, you must first set a remote access code.

- 1 **☐** (centre of navigator key) → [#][3][0][6]
- 2 To turn on remote operation, enter the desired 3-digit remote access code.
- 3 **OK** → [🔌]

### Deactivating remote operation

Press [\*] in step 2 on "Remote access code", page 46.

- The entered remote access code is deleted.

### Using the answering system remotely

- 1 Dial your phone number from a touch-tone phone.
- 2 After the greeting message starts, enter your remote access code.
  - The unit announces the number of new messages.
- 3 Enter remote commands.
- 4 When finished, hang up.

## Answering System

### Note:

- You can also leave a message just as any outside caller can. After the greeting message starts, press **[\*]** to skip the greeting message and record your message after the beep.

### Remote commands

Key	Operation
<b>[1]</b>	Repeat message (during playback)*1
<b>[2]</b>	Skip message (during playback)
<b>[4]</b>	Play new messages
<b>[5]</b>	Play all messages
<b>[6]</b>	Play greeting message
<b>[7]</b>	Record greeting message
<b>[9]</b>	Stop recording Stop playback
<b>[0]</b>	Turn answering system off
<b>[*][4]</b>	Erase currently playing message
<b>[*][5]</b>	Erase all messages
<b>[*][6]</b>	Reset to a pre-recorded greeting message (during greeting message playback)
<b>[*][#]</b>	End remote operation (or hang up)

\*1 If pressed within the first 5 seconds of a message, the previous message is played.

### Turning on the answering system remotely

If the answering system is off, you can turn it on remotely.

- Dial your phone number from a touch-tone phone.
- Let the phone ring 9 times.
  - A long beep is heard.

- Enter your remote access code within 10 seconds after the long beep.
  - The greeting message is played back.
  - You can either hang up, or enter your remote access code again and begin remote operation (page 46).

## Answering system settings

### Number of rings before the unit answers a call

You can change the number of times the phone rings “**Number of Rings**” before the unit answers a call. You can select 2 to 6 rings, or “**Auto**”. The default setting is “**4 Rings**”. “**Auto**”: The unit’s answering system answers at the end of the 2nd ring when new messages have been recorded, or at the end of the 5th ring when there are no new messages. If you call your phone from outside to listen to new messages (page 46), you know that there are no new messages when the phone rings for the 3rd time. You can then hang up without being charged for the call.

- [M]** (centre of navigator key) → **[#][2][1][1]**
- [v]/[▲]**: Select the desired setting. → **OK** → **[\*][0]**

### For voice mail service subscribers

To receive voice mail and use answering system properly, please note the following:

- To use the voice mail service (page 49) provided by your service provider/ telephone company rather than the

## Answering System

unit's answering system, turn off the answering system (page 43).


- To use this unit's answering system rather than the voice mail service provided by your service provider/telephone company, please contact your service provider/telephone company to deactivate your voice mail service.

If your service provider/telephone company cannot do this:

- Set this unit's "**Number of Rings**" setting so that this unit's answering system answers calls before the voice mail service of your service provider/telephone company does. It is necessary to check the number of rings required to activate the voice mail service provided by your service provider/telephone company before changing this setting.
- Change the number of rings of the voice mail service so that the answering system can answer the call first. To do so, contact your service provider/telephone company.

### Caller's recording time

You can change the maximum message recording time allowed for each caller. The default setting is "**3 Minutes**".

- 1  (centre of navigator key) → **#[3][0][5]**
- 2 **[v]/[▲]**: Select the desired setting.  
→ **OK** → **[↶]**

### Selecting "Greeting Only"

You can select "**Greeting Only**" which sets the unit to announce a greeting message to callers but not record messages.

Select "**Greeting Only**" in step 2 on "Caller's recording time", page 48.

### Note:

- When you select "**Greeting Only**":
  - If you do not record your own message, the unit will play the pre-recorded greeting-only message asking callers to call again later.
  - If you use your own message, record the greeting-only message asking callers to call again later (page 44).




## 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.
- To use the voice mail service provided by your service provider/telephone company rather than the unit's answering system, turn off the answering system (page 43). For details, see page 47. (KX-TG8521)

## Intercom/Locator

### Intercom

Intercom calls can be made between handsets in the same radio cell.

**Note:**

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

### Making an intercom call

- 1 **[☰]** (centre of navigator key) → **[⏏]**
- 2 **[↕]/[▲]**: Select the desired unit. → **OK**
  - To stop paging, press **[⏏]**.
- 3 When you finish talking, press **[⏏]**.

### Answering an intercom call

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

### Handset locator

You can locate a misplaced handset by pressing **[⏏]** on the base unit.

- All registered handsets beep for 1 minute.

To stop paging, press it again or **[⏏]** on the handset.

### Transferring calls, conference calls

Outside calls can be transferred between 2 handsets in the same radio cell.

2 handsets in the same radio cell can have a conference call with an outside party.

- 1 During an outside call, press **[⏏]** to put the call on hold.
- 2 **[↕]/[▲]**: Select the desired unit. → **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 **[⏏]**.
- The outside call is being routed to the destination unit.

#### To establish a conference call:

- Press **[☑]**.
- To leave the conference, press **[⏏]**. The other 2 parties can continue the conversation.
  - To put the outside call on hold, press **[⏏]**. To resume the conference, press **[☑]**.

**Note:**

- If you want to return to the outside call after the paged party answers, press **[✕]**.

#### Answering a transferred call

Press **[↶]** to answer the page.

**Useful Information**

**Character entry**

The dial keys are used to enter characters and numbers. Each dial key has multiple characters assigned to it. The characters that can be entered depend on the character entry mode (page 51).

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

**Character entry modes**

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

**When the unit displays the character entry screen:**

**1/1/1/?** → [▼]/[▲]: Select a character entry mode. → **OK**

**Note:**

- ◻ in the following tables represents a single space.
- The dial keys with \*1, \*2, and \*3 in the following tables have different character assignment for SMS. See the footnotes with \*1, \*2, and \*3.

**Alphabet character table (ABC)**

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

**Numeric entry table (0-9)**

<b>0</b> ◻	<b>1</b> &(*)	<b>2</b> ABC	<b>3</b> DEF	<b>4</b> GHI	<b>5</b> JKL	<b>6</b> MNO	<b>7</b> PQRS	<b>8</b> TUV	<b>9</b> WXYZ	#
0	1	2	3	4	5	6	7	8	9	#



**Useful Information****Error messages**

If the unit detects a problem, one of the following messages is shown on the display.

Display message	Cause/solution
<b>Base no power</b> or <b>No link to base.</b> <b>Reconnect main</b> <b>base AC adaptor.</b>	<ul style="list-style-type: none"> <li>• The handset has lost communication with the base unit. Move closer to the base unit and try again.</li> <li>• Unplug the base unit's AC adaptor to reset the unit. Reconnect the adaptor and try again.</li> <li>• The handset's registration may have been cancelled. Re-register the handset (page 35).</li> </ul>
<b>Check Phone Line</b>	<ul style="list-style-type: none"> <li>• The supplied telephone line cord has not been connected yet or not connected properly. Check the connections (page 10).</li> </ul>
<b>Error</b> <sup>*1</sup>	<ul style="list-style-type: none"> <li>• Recording was too short. Try again.</li> </ul>
<b>Failed</b>	<ul style="list-style-type: none"> <li>• Phonebook copy failed (page 23). Confirm the other handset (the receiver) is in standby mode and try again.</li> </ul>
<b>Incomplete</b>	<ul style="list-style-type: none"> <li>• The receiver's phonebook memory is full. Erase the unwanted phonebook entries from the other handset (the receiver) and try again.</li> </ul>
<b>Invalid Number</b>	<ul style="list-style-type: none"> <li>• You tried to send an SMS message to a phone number saved in the phonebook, caller list, or redial list that is over 20 digits long.</li> </ul>
<b>Memory Full</b>	<ul style="list-style-type: none"> <li>• The phonebook memory is full. Erase unwanted entries (page 22).</li> <li>• Message memory is full. Erase unwanted messages (page 45, 46).<sup>*1</sup></li> <li>• The call barred list memory is full. Erase unwanted entries (page 34).</li> <li>• The maximum number of base units (4) is already registered to the handset. Cancel unused base unit registrations from the handset (page 36).</li> </ul>
<b>Use rechargeable battery.</b>	<ul style="list-style-type: none"> <li>• A wrong type of battery such as Alkaline or Manganese was inserted. Use only the rechargeable Ni-MH batteries noted on page 4, 7.</li> </ul>
<b>You must first subscribe to Caller ID.</b>	<ul style="list-style-type: none"> <li>• You must subscribe to a Caller ID service. Once you receive caller information after subscribing to a Caller ID service, this message will not be displayed.</li> </ul>

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## Useful Information

### Troubleshooting

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



#### General use

Problem	Cause/solution
The handset does not turn on even after installing charged batteries.	<ul style="list-style-type: none"> <li>Place the handset on the base unit or charger to turn on the handset.</li> </ul>
The unit does not work.	<ul style="list-style-type: none"> <li>Make sure the batteries are installed correctly (page 10).</li> <li>Fully charge the batteries (page 10).</li> <li>Check the connections (page 10).</li> <li>Unplug the base unit's AC adaptor to reset the unit and turn off the handset. Reconnect the adaptor, turn on the handset and try again.</li> <li>The handset has not been registered to the base unit. Register the handset (page 35).</li> </ul>
The handset display is blank or dark.	<ul style="list-style-type: none"> <li>The handset is in screen saver mode (page 15). Activate the handset display again by:               <ul style="list-style-type: none"> <li>pressing [<b>◀</b>] or [<b>▶</b>] when on a call.</li> <li>pressing [<b>⏻</b>] at all other times.</li> </ul> </li> <li>"LCD in charging" is set to "off" while on charge. Change the setting (page 27).</li> <li>The handset is not turned on. Turn the power on (page 15).</li> </ul>
I cannot hear a dial tone.	<ul style="list-style-type: none"> <li>Make sure that you are using the supplied telephone line cord. Your old telephone line cord may have a different wiring configuration.</li> <li>The base unit's AC adaptor or telephone line cord is not connected. Check the connections.</li> <li>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.</li> </ul>

**Useful Information****Programmable settings**

Problem	Cause/solution
The display is in a language I cannot read.	<ul style="list-style-type: none"> <li>Change the display language (page 15).</li> </ul>
While programming, the display returns to standby mode.	<ul style="list-style-type: none"> <li>A call matching an entry in the call barred list is being received. Wait and try again later.</li> </ul>
I cannot activate the eco mode.	<ul style="list-style-type: none"> <li>You cannot set eco mode when you set the repeater mode "On". If required, set the repeater mode to "Off" (page 36).</li> </ul>
I cannot register a handset to a base unit.	<ul style="list-style-type: none"> <li>The maximum number of base units (4) is already registered to the handset. Cancel unused base unit registrations from the handset (page 36).</li> <li>The maximum number of handsets (6) is already registered to the base unit. Cancel unused handset registrations from the base unit (page 36).</li> <li>You entered the wrong PIN. If you forget your PIN, contact an authorised service centre.</li> </ul>

**Battery recharge**

Problem	Cause/solution
The handset beeps and/or  flashes.	<ul style="list-style-type: none"> <li>Battery charge is low. Fully charge the batteries (page 10).</li> </ul>
I fully charged the batteries, but <ul style="list-style-type: none"> <li> still flashes or</li> <li>the operating time seems to be shorter.</li> </ul>	<ul style="list-style-type: none"> <li>Clean the battery ends (<math>\oplus</math>, <math>\ominus</math>) and the charge contacts with a dry cloth and charge again.</li> <li>It is time to replace the batteries (page 10).</li> </ul>
The handset display is blank.	<ul style="list-style-type: none"> <li>The handset is not turned on. Turn the power on (page 15).</li> </ul>

**Useful Information**

**Making/answering calls, intercom**

<b>Problem</b>	<b>Cause/solution</b>
<p>☒ is displayed.</p>	<ul style="list-style-type: none"> <li>● The handset is too far from the base unit. Move closer.</li> <li>● The base unit's AC adaptor is not properly connected. Reconnect AC adaptor to the base unit.</li> <li>● The handset is not registered to the base unit. Register it (page 35).</li> <li>● Activating one touch eco mode reduces the range of the base unit in standby mode. If required, turn eco mode off (page 16).</li> </ul>
<p>Noise is heard, sound cuts in and out.</p>	<ul style="list-style-type: none"> <li>● 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.</li> <li>● Move closer to the base unit.</li> <li>● 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.</li> <li>● Unplug the base unit's AC adaptor to reset the unit and turn off the handset. Reconnect the adaptor, turn on the handset and try again.</li> </ul>
<p>Sound quality seems to be getting worse.</p>	<ul style="list-style-type: none"> <li>● You have registered a handset that is not recommended (page 4). The clearest sound quality is only possible by registering the recommended handset.</li> </ul>
<p>The handset does not ring.</p>	<ul style="list-style-type: none"> <li>● The ringer volume is turned off. Adjust ringer volume (page 27).</li> <li>● Night mode is turned on. Turn it off (page 31).</li> </ul>
<p>The base unit does not ring.*1</p>	<ul style="list-style-type: none"> <li>● The ringer volume is turned off. Adjust ringer volume (page 27).</li> </ul>
<p>I cannot make a call.</p>	<ul style="list-style-type: none"> <li>● The dialling mode may be set incorrectly. Change the setting (page 16).</li> <li>● The handset is too far from the base unit. Move closer and try again.</li> <li>● Another unit is in use. Wait and try again later.</li> <li>● Answering system is being used.*1 Wait and try again later.</li> <li>● You dialled a call restricted number (page 34).</li> <li>● The key lock feature is turned on. Turn it off (page 20).</li> </ul>

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**Useful Information****Caller ID**

<b>Problem</b>	<b>Cause/solution</b>
Caller information is not displayed.	<ul style="list-style-type: none"> <li>You must subscribe to a Caller ID service. Contact your service provider/telephone company for details.</li> <li>If your unit is connected to any additional telephone equipment, remove and plug the unit directly into the wall jack.</li> <li>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.</li> <li>Other telephone equipment may be interfering with this unit. Disconnect the other equipment and try again.</li> </ul>
Caller information is slow to display.	<ul style="list-style-type: none"> <li>Depending on your service provider/telephone company, the unit may display the caller's information at the 2nd ring or later.</li> <li>Move closer to the base unit.</li> </ul>
Time on the unit has shifted.	<ul style="list-style-type: none"> <li>Incorrect time information from incoming Caller ID changes the time. Set the time adjustment to "Manual" (off) (page 27).</li> </ul>
The name stored in the phonebook is not fully displayed while an outside call is being received.	<ul style="list-style-type: none"> <li>Edit the phonebook entry name to fit in 1 line of text (page 22).</li> </ul>

**SMS (Short Message Service)**

<b>Problem</b>	<b>Cause/solution</b>
The SMS message centre number is logged in the caller list and the message is not received.	<ul style="list-style-type: none"> <li>Someone tried to send you a message while SMS is turned off. Turn it on (page 39).</li> </ul>

**Useful Information**

Problem	Cause/solution
I cannot send or receive SMS messages.	<ul style="list-style-type: none"> <li>You have not subscribed to the appropriate service. Contact your service provider/telephone company.</li> <li>The SMS message centre number(s) are not stored or are incorrect. Store the correct numbers (page 39).</li> <li>Message transmission was interrupted. Wait until the message has been sent before using other telephone functions.</li> <li>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.</li> </ul>
“FD” is displayed.	<ul style="list-style-type: none"> <li>The unit could not connect to the SMS message centre. Confirm that the correct SMS message centre numbers are stored. Confirm that SMS is turned on (page 39).</li> </ul>
“FE” is displayed.	<ul style="list-style-type: none"> <li>An error occurred while sending the message. Try again.</li> </ul>
“E0” is displayed.	<ul style="list-style-type: none"> <li>Your phone number is permanently withheld or you have not subscribed to the appropriate service. Contact your service provider/telephone company.</li> </ul>

**Answering system (KX-TG8521)**

Problem	Cause/solution
The unit does not record new messages.	<ul style="list-style-type: none"> <li>The answering system is turned off. Turn it on (page 43).</li> <li>The message memory is full. Erase unwanted messages (page 45).</li> <li>The recording time is set to “Greeting Only”. Change the setting (page 48).</li> <li>If your own greeting message is not recorded properly, callers are unable to leave a message. Record your own greeting message again (page 44).</li> <li>If you subscribe to a voice mail service, messages are recorded by your service provider/telephone company, not your telephone. Change the unit’s number of rings setting or contact your service provider/telephone company (page 47).</li> </ul>
My own greeting message cannot be properly heard.	<ul style="list-style-type: none"> <li>Record your own greeting message again (page 44).</li> </ul>

**Useful Information**

Problem	Cause/solution
I cannot operate the answering system.	<ul style="list-style-type: none"> <li>● Someone is using the unit. Wait for the other user to finish.</li> <li>● A caller is leaving a message. Wait for the caller to finish.</li> <li>● The handset is too far from the base unit. Move closer.</li> </ul>
I cannot operate the answering system remotely.	<ul style="list-style-type: none"> <li>● The remote access code is not set. Set the remote access code (page 46).</li> <li>● You are entering the wrong remote access code. If you have forgotten your remote access code, enter the remote access code setting to check your current code (page 46).</li> <li>● Press each key firmly.</li> <li>● The answering system is turned off. Turn it on (page 47).</li> </ul>

**Liquid damage**

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

**Caution:**

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

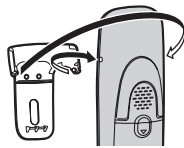
## Useful Information

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### Belt clip

#### ■ To attach



#### ■ To remove



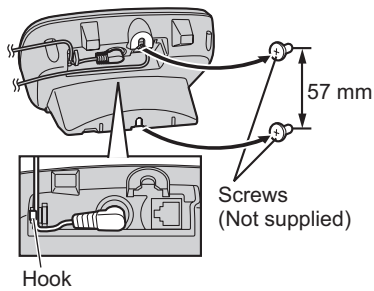
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### Wall mounting

#### Note:

- Make sure that the wall is strong enough to support the weight of the unit.

#### ■ Base unit



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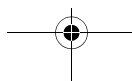
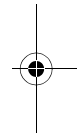
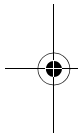
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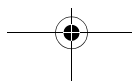
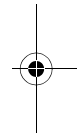
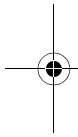
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## Notes



# CE0470

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\*TG8511 FX\*

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**FX-2/3**