Panasonic

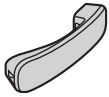
Quick Reference Guide

SIP Telephone

Model No. KX-HGT100

Thank you for purchasing a SIP Telephone. Please read this manual carefully before using this product and save this manual for future use.
For more details, please refer to the manuals of the PBX.

Accessories (included)

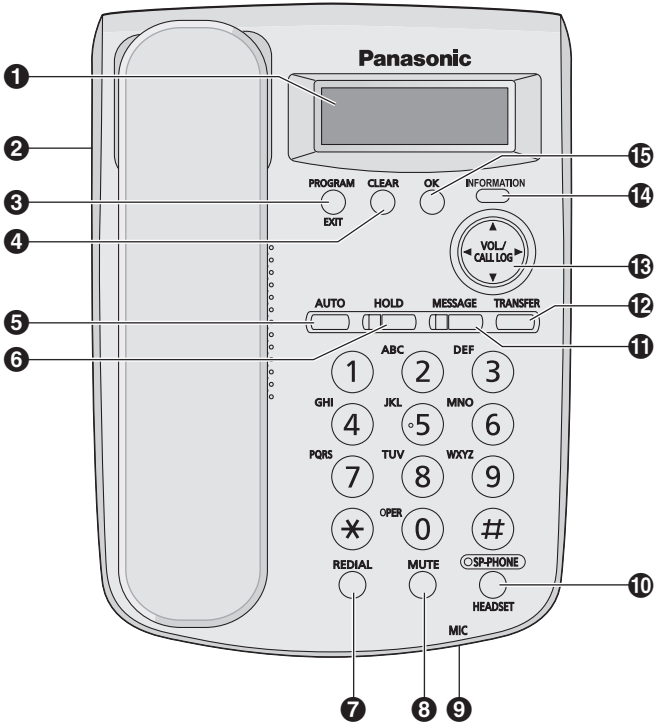
☐ Handset	☐ Handset Cord	☐ Ferrite Core*1
		
One	One	One

*1 For AC adaptor (not included).

This model supports the following PBX version and CODEC types:
KX-NCP500/KX-NCP1000: PBMPR Software File Version 1.0000 or later
KX-TDE600: PGMPR Software File Version 2.0000 or later
KX-TDE100/KX-TDE200: PMMPR Software File Version 2.0100 or later
CODEC: G.729A, G.711

Document Version 2008-08

Location of Controls



❶ **LCD (Liquid Crystal Display)**

❷ **Headset Jack**

❸ **PROGRAM/EXIT:** Used to enter and exit the personal programming mode.

❹ **CLEAR:** Used to erase some or all call logs, or clear digits or characters.

❺ **AUTO:** Used for Speed Dialing.

❻ **HOLD**[*1]: Used to place a call on hold.

❼ **REDIAL:** Used to redial the last 10 dialed numbers.

❽ **MUTE:** Used to mute the microphone/handset/headset during a conversation.

❾ **MIC (Microphone):** Used for hands-free conversations.

❿ **SP-PHONE (Speakerphone)/ HEADSET**[*1]**:** Used for performing hands-free operations. Also used to make or answer calls if a headset is connected.

⓫ **MESSAGE**[*1]**:** Used to access the Voice Mail feature[*2] or to call back the party who left the message waiting indication. The indicator turns red in both cases.

⓬ **TRANSFER:** Used to transfer a call to another party.

⓭ **Navigator Key**[*3]**:** Used to adjust the volume and display contrast, select desired items, or view call logs.

⓮ **INFORMATION:** Used to display your extension number, the status of the unit, and the network settings on the LCD display.

⓯ **OK:** Used to select the items. Also used as end of dialing.

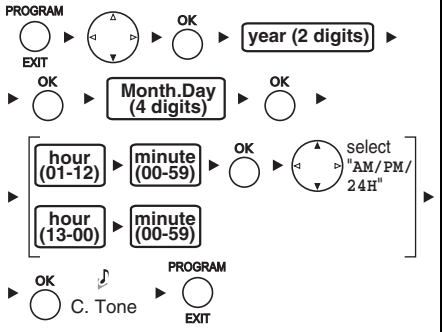
[*1] These 3 indicators simultaneously flash red when you cannot make or receive calls due to an error.
[*2] Availability of this feature depends on your PBX. Consult your dealer.
[*3] Press up or down while the unit is idle to access the outgoing, incoming, and missing call logs.

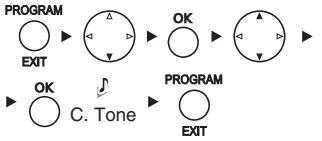
Settings

Initial Settings

You can program the following functions using the LCD display.

Note: ♪ C. Tone = Confirmation Tone

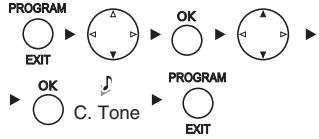
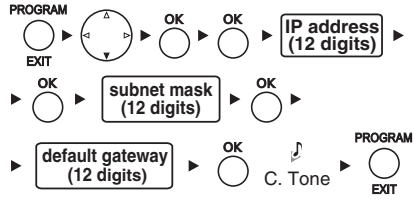
Program	Settings
`Save speed dial?`	See page 6.
`Set date & time`[*1]	*While on-hook* 

`My Caller ID`[*2]
`LCD contrast?`
`Ringer tone?`
`Ringer volume?`
`Set hold music?`
`Keytone volume?`
`Time AM/PM 24H`
`Change language?`[*3]
	While on-hook
	 

[*1] The date and time will be set automatically when the unit is connected to a PBX that can update the time setting.

[*2] You can configure the default setting to show or prevent showing your telephone number when making an outside call. See page 6 to show or prevent on a per call basis.

[*3] The default language is English.

Program	Settings
Set network	**For DHCP Setting** *While on-hook* 
	For STATIC IP Setting *While on-hook* 

Speaker/Handset/Headset/Ringer Volume

Speaker volume	*While in a hands-free conversation*	 Press **Up** to increase or **Down** to decrease the volume.
Handset/Headset volume[*1]	*While using the handset or headset*	
Ringer volume	*While receiving a call*	

[*1] If you hear your own voice through the handset or headset, decrease the volume.

Features List

Icon Meanings

= Off-hook = On-hook = Feature number

= Talk C. Tone = Confirmation Tone

Making Calls

Calling

To an extension

▶ [extension no.] ▶

To an outside party

▶ (9) ▶ [outside phone no.] ▶

To temporarily change the default "My Caller ID" setting

▶ [(*)(6)(7) To prevent (not show) / (*)(6)(8) To show] ▶ [outside phone no.]

To call back using the incoming call log

▶ ▶

Redial

To redial the last number dialed

▶ REDIAL ▶

To redial using the outgoing call log

REDIAL ▶ ▶ ▶

Speed Dialing

To store

PROGRAM ▶ OK ▶ [speed dial no. (0-9)] ▶ [desired no.* (max. 32 digits)] ▶ EXIT

▶ OK ▶ C. Tone ▶ PROGRAM ▶ EXIT

* Enter CO line access number before outside phone number.

To dial

▶ AUTO ▶ [speed dial no. (0-9)] ▶

System Speed Dialing
To dial
▶ ⊛⊛ ▶ system speed dial no. (3 digits) ▶
Doorphone Call
▶ ⊛ 3 1 ▶ doorphone no. (2 digits) ▶

During a Conversation

Call Hold	
To hold	**To retrieve a call at the holding extension**
HOLD ▶	▶
Call Transfer	
TRANSFER ▶ [extension no. To an extension ; 9 ▶ outside phone no. To an outside party] ▶ ▶	

Making Use of the Voice Mail Service

Note: VPS = Voice Processing System

Listening to a message

While the MESSAGE indicator is red

***** When the MESSAGE button is pressed, the latest recorded message may be heard, or a call back may be performed directly, depending on the type of message.

From your own extension

► VPS extension no. ► ► Mailbox Password* #

***** If you have no password, you can skip the last step.

From someone else's extension

► VPS extension no. ► ► # 6 ► ✱ ► ► mailbox no. ► ► Mailbox Password* #

***** If you have no password, you can skip the last step.

KX-TVA series

- 1 Listen to Message
- 2 Deliver Message
- 3 Mailbox Management
- ► 4 Automated Attendant
- 5 Message Notification
- 6 Other Features
- ✱ End Call

KX-TVS series

- 1 Listen to Message
- 2 Deliver Message
- 3 Check Mailbox Distribution
- ► 4 Automated Attendant
- 5 Mailbox Management
- 6 Other Features
- ✱ End Call

Leaving a message

▶ **VPS extension no.** ▶

▶ **From your own extension**
Mailbox Password* #
From someone else's extension
6 ▶ * ▶ **mailbox no.** ▶ **Mailbox Password*** # ▶

* If you have no password, you can skip the last step.

▶ 2 ▶ Enter the desired mailbox number ▶ 2 1 ▶ Leave a message ▶ 1 2 ▶

▶ **To send the message immediately**
1 2 (KX-TVA series)
2 (KX-TVS series)
To set the delivery time
1 1
▶ Follow the guidance

During playback

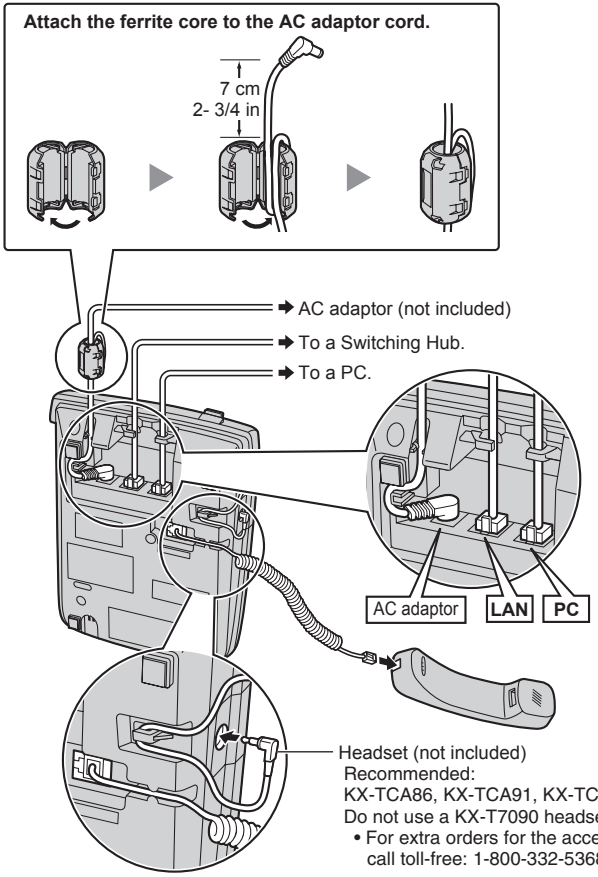
0 Repeat Voice Guidance

* Exit

- Consult your dealer or the network administrator for more details regarding feature numbers.
- Control panel/button names and descriptions can be found in "Location of Controls" on page 2.

Connection

<Back view>



PC connection

- Use a straight CAT 5 (or higher) Ethernet cable (not included) that is 6.5 mm (1/4 in) in diameter or less.
- For further information on the connection to a PC, refer to the documentation provided for the PBX.

Switching Hub connection (for LAN port)

- Use a straight CAT 5 (or higher) Ethernet cable (not included) that is 6.5 mm (1/4 in) in diameter or less.
- It is recommended to connect to a switching hub that complies with the IEEE 802.3af Power-over-Ethernet (PoE) standard.
- If PoE is available, an AC adaptor is not needed.
- This unit complies with the PoE Class 1 standard.

AC adaptor (not included)

- Use only a Panasonic KX-A239 (PQLV206) AC adaptor.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is located near the unit and is easily accessible.

CAUTION:

When selecting Ethernet cables

- Use flexible, high-quality, snagless (without strain relief) cables. Do not use cables with coating that may tear or crack when bent.

When connecting cables

- Do not connect the Ethernet cable connected to the PoE hub to the PC port of the KX-HGT100. Doing so may cause severe damage to the KX-HGT100.
- Ensure that the Ethernet cables and the AC adaptor cord are inserted in the grooves to prevent damage to the connectors.

When connecting a headset and AC adaptor

- Ensure that the headset cord and the AC adaptor cord are wound around the hook to prevent damage to the connectors.

When using a KX-HGT100, keep the following conditions in mind.

- If the unit does not operate properly, disconnect the unit from the AC outlet and the Ethernet cable and then connect again.
- If you are having problems making calls, disconnect the Ethernet cable and connect a known working KX-HGT100. If the known working KX-HGT100 operates properly, have the defective KX-HGT100 repaired by an authorized Panasonic factory service center. If the known working KX-HGT100 does not operate properly, check the PBX and the Ethernet cable.
- Wipe the unit with a soft cloth. Do not clean the unit with abrasive powders or with chemical agents such as benzene or thinner.
- Use only the correct Panasonic handset.
- Do not disassemble this unit. Dangerous electrical shock could result. The unit must only be disassembled and repaired by qualified service technicians.
- If damage to the unit exposes any internal parts, immediately disconnect the cable or cord. If the power is supplied from the network to the KX-HGT100 [Power-over-Ethernet], disconnect the Ethernet cable. Otherwise, disconnect the AC adaptor cord. Then return this unit to a service center.
- Never attempt to insert wires, pins, etc. into the vents or other holes of this unit.

Take special care to follow the safety suggestions listed below.

Safety

1) The unit should only be connected to a power supply of the type described in the Quick Reference Guide or as shown on the label on the unit.
2) When left unused for a long period of time, the optional AC adaptor should be unplugged from the AC outlet. If you are using Power-over-Ethernet, disconnect the Ethernet cable.

Installation

Environment

1) Do not use this unit near water, for example, near a bathtub, washbowl or sink. Damp basements should also be avoided.
2) Keep the unit away from heating appliances and devices that generate electrical noise, such as fluorescent lamps, motors, and televisions. These noise sources can interfere with the performance of the unit. It also should not be placed in rooms where the temperature is less than 5 °C (41 °F) or greater than 40 °C (104 °F).
   Allow 10 cm (3-15/16 in) clearance around the unit for proper ventilation.

Placement

1) Do not place heavy objects on top of this unit.
2) Care should be taken so that objects do not fall onto, and liquids are not spilled into, the unit. Do not subject this unit to excessive smoke, dust, moisture, mechanical vibration, shock, or direct sunlight.
3) Place the unit on a flat surface.

WARNING:

TO PREVENT POSSIBLE FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.

THIS HANDSET EARPIECE IS MAGNETIZED AND MAY RETAIN SMALL FERROUS OBJECTS.

THE USE OF EXCESSIVE SOUND VOLUME THROUGH EARPHONES, HEADPHONES, OR HEADSETS MAY CAUSE HEARING LOSS.

DISCONNECT THIS UNIT FROM POWER OUTLET/THE ETHERNET CABLE IF IT EMITS SMOKE, AN ABNORMAL SMELL OR MAKES UNUSUAL NOISE. THESE CONDITIONS CAN CAUSE FIRE OR ELECTRIC SHOCK. CONFIRM THAT SMOKE HAS STOPPED AND CONTACT AN AUTHORIZED SERVICE CENTER.

IMPORTANT NOTICE:

- Under power failure conditions, the KX-HGT100 may not operate. Please ensure that a separate telephone, not dependent on local power, is available for use in remote sites in case of emergency.
- For information regarding network setup of the KX-HGT100 such as IP addresses, please refer to the Installation Manual for the Panasonic PBX.
- If an error message is shown on your display, consult your dealer or the network administrator.
- The firmware of the KX-HGT100 is protected by copyright laws and international treaty provisions, and all other applicable laws. It cannot be reverse engineered, decompiled or disassembled.

Important Safety Instructions

When using this unit, basic safety precautions, including those below, should always be followed to reduce the risk of fire, electric shock and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on this unit.
3. Unplug this unit from the AC outlet before cleaning. Do not use liquid or aerosol cleaners. Clean with a damp cloth.
4. Do not use the unit near water, for example, near a bathtub, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
5. Place this unit on a flat surface. Serious damage and/or injury may result if the unit falls.
6. The unit should never be placed near or over a radiator or other heat source.
7. This unit should be operated only from the type of power source indicated on the unit label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not locate this unit where the cord may be stepped on or tripped on.
9. To reduce the risk of fire or electric shock, do not overload AC outlets and extension cords.
10. Do not insert objects of any kind into this unit through openings, as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the unit.
11. To reduce the risk of electric shock, do not disassemble this unit. Only qualified personnel should service this unit. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock.
12. Unplug this unit from the AC outlet and have the unit serviced by qualified service personnel in the following cases:
    - **A.** When the power supply cord or plug is damaged or frayed.
    - **B.** If liquid has been spilled on the unit.
    - **C.** If the unit has been exposed to rain or water.
    - **D.** If the unit does not work normally by following the manual. Adjust only controls covered by the manual. Improper adjustment may require repair by an authorized service center.
    - **E.** If the unit has been dropped, or damaged.
    - **F.** If the unit's performance deteriorates.
13. Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone in the vicinity of a gas leak to report the leak.

SAVE THESE INSTRUCTIONS

FCC Information

F.C.C. REQUIREMENTS AND RELEVANT INFORMATION

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION:

To assure continued compliance with FCC rules, do not make any unauthorized changes or modifications to this equipment would void the user's authority to operate this device.

When programming emergency numbers and/or making test calls to emergency numbers:

1) Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
2) Perform such activities in the off peak hours, such as early morning hours or late evenings.

FCC Declaration of Conformity

Trade Name: Panasonic
Model Number: KX-HGT100
Responsible Party: Panasonic Corporation of North America
One Panasonic Way
Secaucus, NJ 07094 U.S.A.
Telephone No.: 1-800-211-PANA (7262)
This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Important Information

Customer Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the cabinet of this equipment is a label that contains, among other information, the following product identifier:
US: ACJKXNANKX-HGT100
If requested, this number must be provided to the telephone company.

If trouble is experienced with this equipment KX-HGT100, for repair or warranty information, please contact:

Panasonic Service and Technology Company-BTS Center
415 Horizon Drive Bldg. 300 Ste. 350-B
Suwanee, GA 30024-3186

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Hearing Aid Compatibility:

This telephone provides magnetic coupling for hearing aids.

When you ship the product:

Carefully pack and send it prepaid, adequately insured and preferably in the original carton. Attach a postage-paid letter, detailing the symptom to the outside of the carton.
DO NOT send the product to the Executive or Regional Sales offices. They are NOT equipped to make repairs.

Product service:

Panasonic factory service centers for this product are listed in the service center directory.
Consult your authorized Panasonic dealer for detailed instructions.

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