Panasonic

Digital Answering System

Model No. KX-TM100B
Operating Instructions

DIGITAL

PLEASE READ BEFORE USE AND SAVE.

Before Initial Use

Please read IMPORTANT SAFETY INSTRUCTIONS on pages 29–30 before use.
Read and understand all instructions.

Thank you for purchasing your new Panasonic digital answering system.

r — ⌐
I   **Attach your purchase receipt here.**   I

For your future reference

Serial No. _____   Date of purchase _____
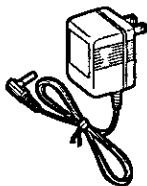(found on the bottom of the unit)

Name and address of dealer _____

Accessories (Included) For extra orders, call 1-800-332-5368.

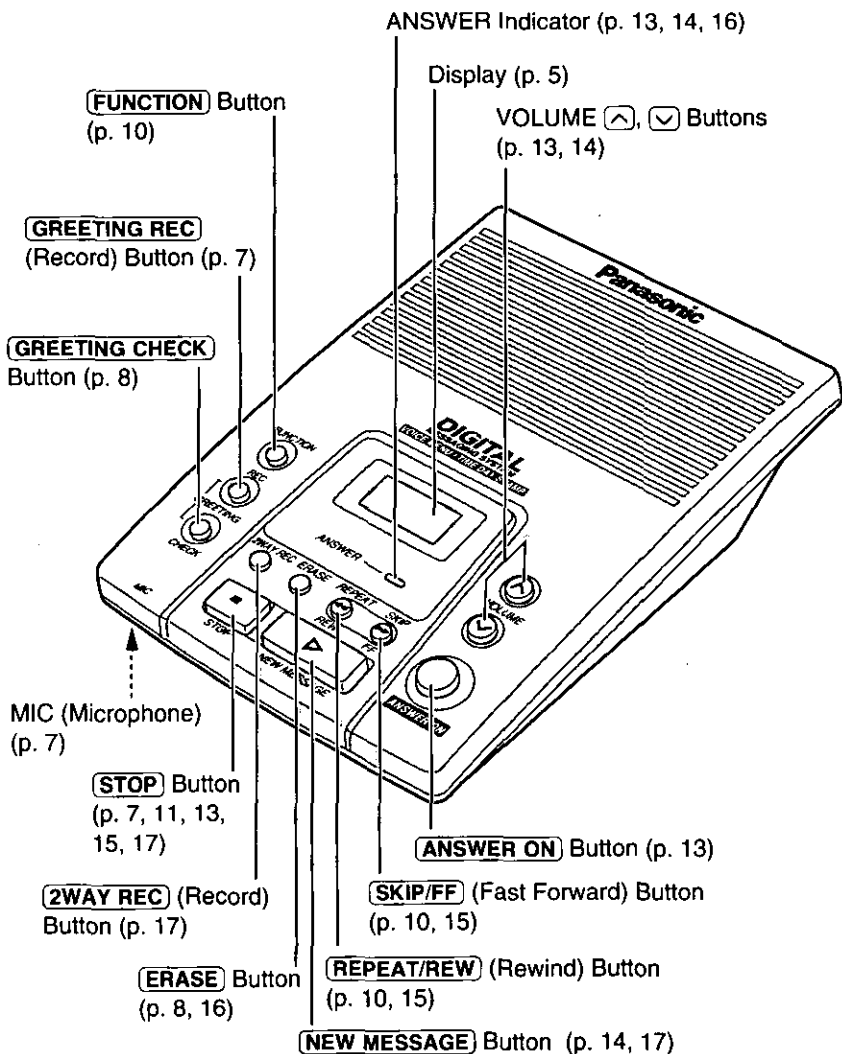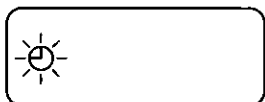☐ AC Adaptor (p. 6)   ☐ Telephone Line Cord (p. 6)
   Order No. PQLV1Z

one   one

Contents

Location of Controls

ANSWER Indicator (p. 13, 14, 16)

Display (p. 5)

VOLUME [∧], [∨] Buttons
(p. 13, 14)

(FUNCTION) Button
(p. 10)

(GREETING REC)
(Record) Button (p. 7)

(GREETING CHECK)
Button (p. 8)

MIC (Microphone)
(p. 7)

(STOP) Button
(p. 7, 11, 13,
15, 17)

(2WAY REC) (Record)
Button (p. 17)

(ANSWER ON) Button (p. 13)

(SKIP/FF) (Fast Forward) Button
(p. 10, 15)

(ERASE) Button
(p. 8, 16)

(REPEAT/REW) (Rewind) Button
(p. 10, 15)

(NEW MESSAGE) Button (p. 14, 17)
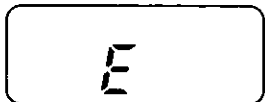
Display

The clock needs adjusting
(p. 10, 11).
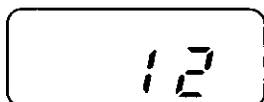
12 messages have been recorded.

Your message was not recorded
correctly. Record it again
(p. 7, 17).
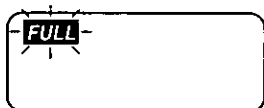
Memory is full. Erase some or all of
the messages (p. 16).
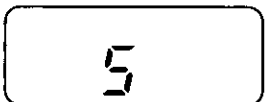
The speaker volume level is set to
"5". You can select from 9 levels
(0–8) (p. 13, 14).

A greeting message is being played
(p. 8). The display shows the
elapsed time.

Settings

Connections

Fasten the cords to prevent them from being disconnected.

Power Outlet (AC 120 V, 60 Hz)

AC Adaptor

Single-Line Telephone Jack (RJ11C)

Telephone Line Cord
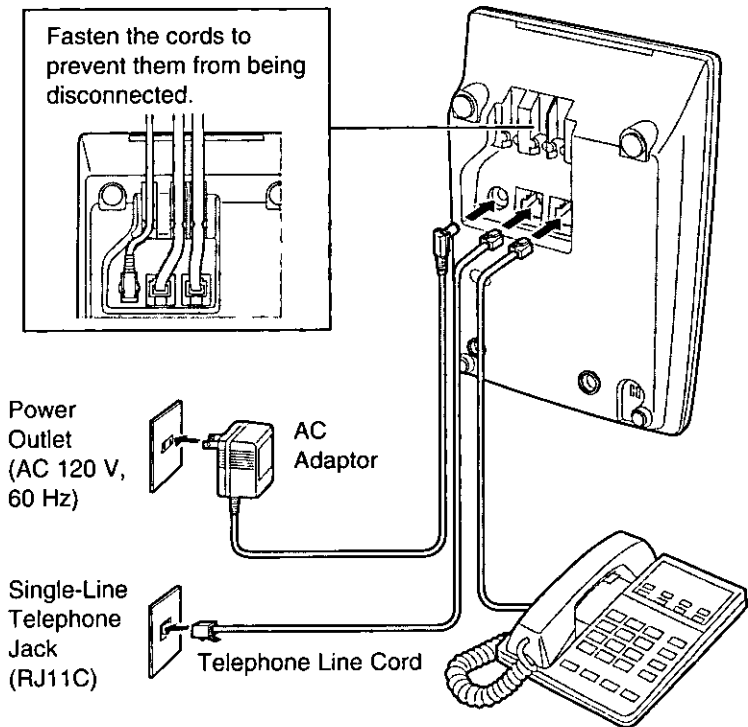
- USE ONLY WITH Panasonic AC ADAPTOR PQLV1 (Order No. PQLV1Z).
- The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)

Greeting Message

You can record a personal greeting message **up to 2 minutes**. If a message is not recorded, one of two pre-recorded greetings will be played when a call is received (p. 8).

All messages (greeting, incoming, etc.) are stored in digital memory (p. 8). The **total recording time is about 15 minutes.**
We recommend you record **a brief greeting message** (see sample below) in order to leave more time for recording new messages.

To record a greeting message

1 Press (GREETING REC) to start the recording mode.

●"Press RECORD again to record greeting." is heard.

2 Within 5 seconds, press (GREETING REC) again to record your greeting.

●A long beep sounds.

3 After the long beep, talk clearly, about 8 inches (20 cm) away from the **MIC** (microphone).

●The display shows the elapsed recording time.
●If you record for over 2 minutes, the unit will stop recording automatically.

4 Press (STOP).

●A long beep sounds.
●To change the message, repeat from step 1.
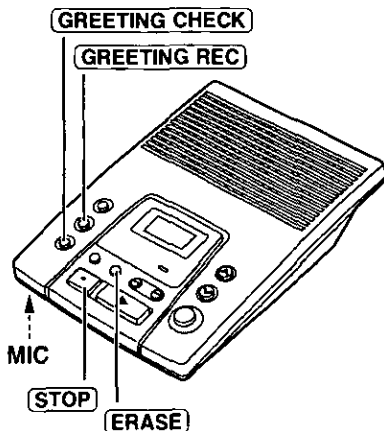
Greeting message sample

"Hello, this is (your name and/or number). Sorry I cannot take your call. Please leave a message after the beep. Thank you."

▶ Settings

To check the greeting message

Press (GREETING CHECK).

●The greeting is played back and the display shows the elapsed time.

To erase the recorded greeting message

Press (GREETING CHECK) ◆ press (ERASE) while the message is being played.

●The unit will answer calls with a pre-recorded greeting.

Pre-recorded greeting message

If you do not record a greeting message (p. 7), one of two messages will be played when a call is received, depending on the remaining recording time.

To check the pre-recorded greeting, press (GREETING CHECK).

●A pre-recorded greeting is played as follows:
"Hello, we are not available now. Please leave your name and phone number after the beep. We will return your call."
When " FULL " is displayed:
"Hello, we are not available now. Please call again. Thank you for your call."

Flash Memory Message Backup

Messages are stored indefinitely on a "flash memory" IC chip and will not be affected by power failures. All of the messages are saved until you erase them.

Programming Summary of Preparation

You can program the following functions. See the page numbers below for details.

Press (FUNCTION) to enter the programming mode.

The display shows the number of recorded messages.

↓ Press (FUNCTION).

To set **day**, see page 10.

↓ Press (FUNCTION).

To set **hour of day**, see page 10.

↓ Press (FUNCTION).

To set **minutes**, see page 10.

↓ Press (FUNCTION).

To select **the number of rings**, see page 12.

↓ Press (FUNCTION).

To set **the remote code**, see page 19.
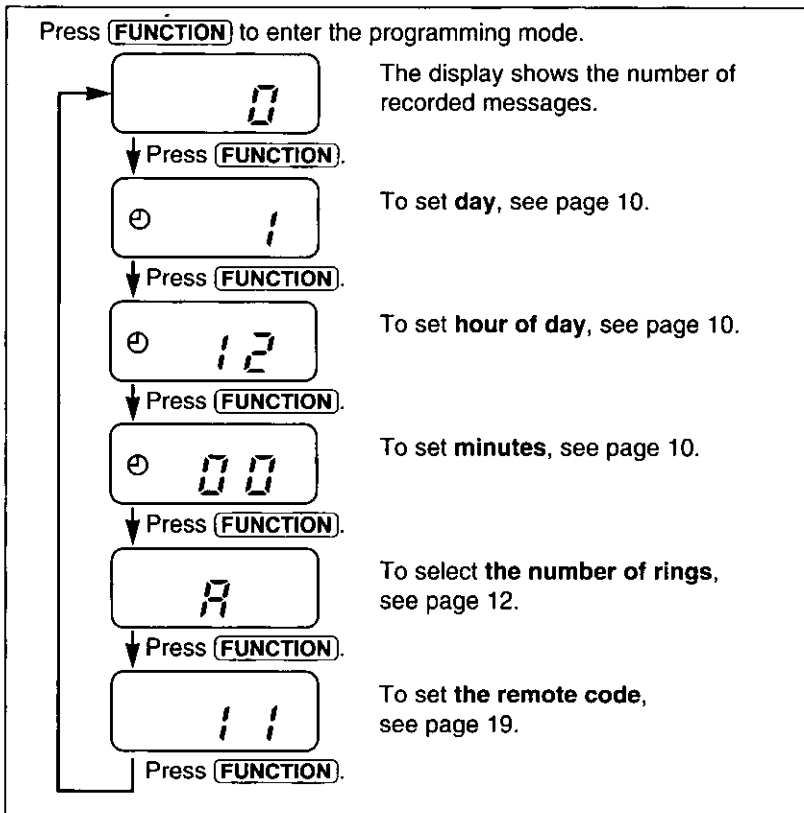
Press (FUNCTION).

Press (SKIP/FF) or (REPEAT/REW) for the desired settings.

When finished, press (FUNCTION).

• You can exit the programming mode any time by pressing (STOP) or waiting for 60 seconds.

♦ Settings

Day and Time Adjustment

> **Voice Day/Time Stamp:** During playback, a synthesized voice will
> announce the day and time when each message was recorded.

1 Press (FUNCTION) to set day.

•"Sunday" is announced. If previously adjusted, the day will be heard.

2 Press (SKIP/FF) or (REPEAT/REW) until you hear the current day.

•The display shows "1"–"7".

1: Sunday   **2:** Monday   **3:** Tuesday   **4:** Wednesday
5: Thursday   **6:** Friday   **7:** Saturday

3 Press (FUNCTION) to set hour of day.

•"12AM" is announced. If previously adjusted, the hour of day will be heard.

4 Press (SKIP/FF) or (REPEAT/REW) until you see the current hour displayed.

•The unit will announce any change between AM and PM.
•Pressing and holding (SKIP/FF) or (REPEAT/REW) will change the hour display quickly.

5 Press (FUNCTION) to set minutes.

•"0" is announced. If previously adjusted, the minute will be heard.

6 Press (SKIP/FF) or (REPEAT/REW) until you see the current minutes displayed.

•Pressing and holding (SKIP/FF) or (REPEAT/REW) will change the minute display quickly.

7 Press (FUNCTION).

•The unit will announce the day/time.

•To exit the programming mode, press (STOP) or wait for 60 seconds.

To check the day/time

Press (ANSWER ON) to turn on the answering system.

● The unit will announce "Answer set" and the day/time.
● When finished, press (ANSWER ON) again to turn off the answering system.

If a power failure occurs or the AC adaptor is disconnected for more than 10 minutes, the adjusted day/time will be erased.
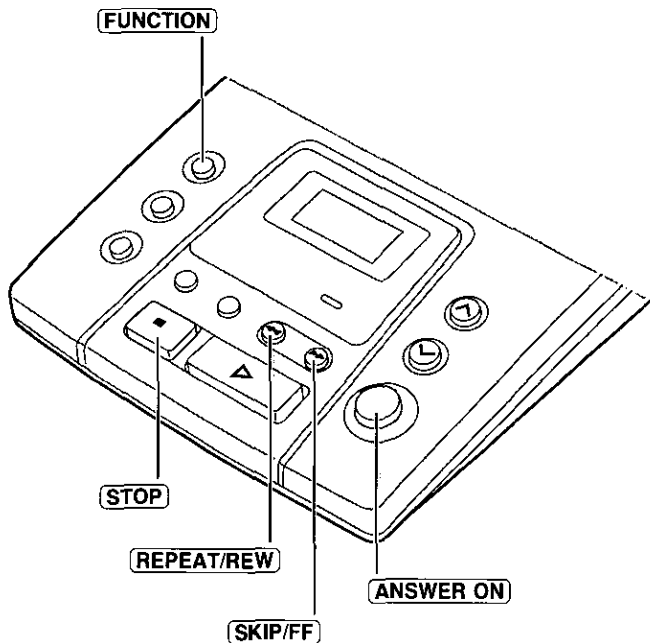
▶ Settings

Selecting the Number of Rings

You can select the number of times the unit rings before the answering system answers a call, from "2" to "7" or "AUTO (for Toll saver*)". Your unit comes from the factory set to "AUTO".

1 Press (FUNCTION) 4 times.

●The current setting is displayed.

2 Press (SKIP/FF) or (REPEAT/REW) until the desired setting is displayed.

2–7: The unit will answer after the selected number of rings.
A: Selects "AUTO".

3 Press (FUNCTION).

●A long beep sounds and the setting is saved.

●To exit the programming mode, press (STOP) or wait for 60 seconds.

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*Toll saver (When set to "AUTO")

When you call the unit from a touch tone telephone:
If the unit answers on the 2nd ring, there is at least one new message.
If the unit answers on the 4th ring, there are no new messages.
Hang up when you hear the 3rd ring. This will save you the toll charge for the call.


Automatic Answering Operation

When the unit answers a call, a greeting message is played and the caller's message is recorded.

- The total recording time (including the greeting message and 2-way recording) is **about 15 minutes**. If messages are recorded in noisy rooms, the time may be shortened by up to 3 minutes.
- A maximum of 64 messages (including the greeting message and 2-way recording) can be recorded.
- The maximum recording time per caller is 3 minutes. If a caller records for over 3 minutes, the unit will announce "Thank you for your call.", then terminate.

Setting the Unit to Answer Calls

Press (ANSWER ON) to turn on the answering system.

- The indicator lights, and "Answer set" and the current day/time are heard.
- The unit will announce the remaining recording time if it is less than 5 minutes.
- If you hear "Memory full", " *FULL* " is displayed and the indicator flashes rapidly, erase some or all of the messages (p. 16).
- If you do not want the unit to answer calls, press (ANSWER ON) again to turn off the answering system. The indicator light goes out and "Answer off" is heard.
- You can also turn on the answering system remotely using any other phone (p. 23).

VOLUME (∧), (∨)

ANSWER Indicator
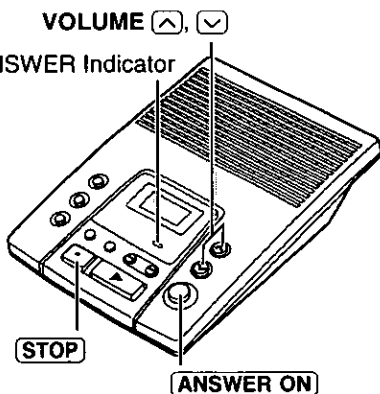
(STOP)

(ANSWER ON)

Monitoring incoming calls

While a call is being recorded, you can monitor it through the speaker.
To answer the call, lift the handset of the telephone connected to the same line. The unit stops recording.

- You can adjust the monitor volume by pressing **VOLUME** (∧) or (∨).
- If the answering system does not stop recording when you lift the handset, press (STOP).

Listening to Messages

You can see the total number of recorded messages on the display. If the ANSWER indicator flashes, new messages have been recorded.

Listening to only new messages

Press (NEW MESSAGE) briefly.

●The unit announces the number of new messages and plays them back.
●If there are no new messages, "No new messages" is heard.

Listening to all recorded messages

Press and hold (NEW MESSAGE) until a short beep sounds.

●If there are no messages, "No messages" is heard.

To adjust the speaker volume (9 levels):
While using the answering system, press **VOLUME** ⌃ or ⌄.

●The display shows the volume level.
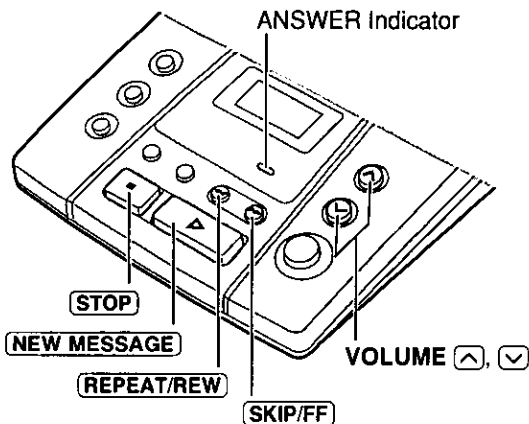
ANSWER Indicator

(STOP)
(NEW MESSAGE)
(REPEAT/REW)
(SKIP/FF)
VOLUME ⌃, ⌄

●At the end of the last message, "End of final message" is heard. The unit will announce the remaining recording time if it is less than 5 minutes.
●All recorded messages are saved until you erase them.

During playback

To **repeat/ rewind** message	**To repeat from the beginning of the message** Press (REPEAT/REW) briefly. (If you press within 5 seconds of playback, the previous message will be played.) **To rewind part of the message** Press and hold (REPEAT/REW) until you reach the desired place. ●At the beginning of the message, 3 beeps will sound.
To **skip/cue** message	**To skip to the next message** Press (SKIP/FF) briefly. **To cue to part of the message** Press and hold (SKIP/FF) until you reach the desired place. ●The message will be heard at twice the normal speed. ●At the end of the message, 3 beeps will sound.
To **stop** operation	Press (STOP). ●To resume playback, press (NEW MESSAGE). ●If you do not press any button for 60 seconds or if you press (STOP) again, the unit will return to the stand-by mode.

Erasing Messages

The unit will announce the remaining recording time after playback, if it is less than 5 minutes. New messages cannot be recorded when:
—"Memory full" is heard.
—" $\boxed{\textit{FULL}}$ " is displayed.
—the ANSWER indicator flashes rapidly.
Erase some or all of the messages. We recommend you erase unnecessary messages after each playback.

Erasing a specific message

Press (ERASE) while the message you want to erase is being played.

● The unit erases the message.
● A short beep will sound and the unit will continue to play the next message.
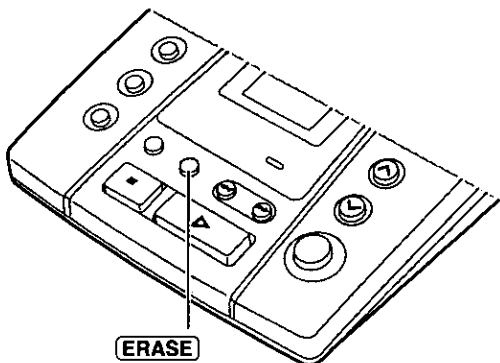
Erasing all messages

All recorded messages, except the greeting message, can be erased at one time.

1 Press (ERASE).

● "Press ERASE again to erase all messages." is heard.

2 Within 5 seconds, press (ERASE) again.

● A long beep sounds and "No messages" is heard.
● The display shows "0".

(ERASE)

Recording Your Telephone Conversation

You can record your telephone conversation in memory. The maximum recording time is unlimited.

1 During a conversation, press (2WAY REC).

●A short beep sounds.

2 Continue your conversation.

●The elapsed recording time is displayed.

3 When you finish recording the conversation, press (STOP) or (2WAY REC).

●A long beep sounds.
●The recorded conversation is stored as a new message. To listen, press (NEW MESSAGE) briefly (p. 14).

(STOP)
(2WAY REC)
(NEW MESSAGE)
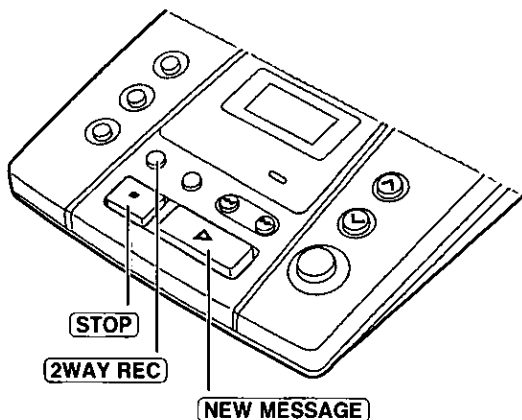
Many states have imposed regulations on the manner in which 2-way telephone conversations may be recorded, so you should inform the other party that the conversation is being recorded. Consult your local telephone company for further information.

Remote Operation from a Touch Tone Phone

You can operate the answering system from any touch tone phone. A synthesized voice menu will guide you on how to operate the unit (p. 20).

Summary of remote operation

1   Call your unit from a touch tone phone.
      •The greeting message is played.

↓

2   During or after the greeting message, enter your remote code (p. 19).
      •The number of new messages is heard.

↓

3   After 3 seconds, the voice menu will start (p. 20).
      Follow the menu or enter the direct commands (p. 22, 23).

↓

4   To end remote operation, hang up.
      •The messages are saved.

•For your convenience, you can use the dial card on pages 23, 24.

Setting the Remote Code

The remote code prevents unauthorized people from accessing your unit and listening to your messages. Choose any **2-digit number (00–99)**. The factory preset remote code number is **"11"**. If you do not program your own remote code number, you can use "11".

1 Press (FUNCTION) 5 times.

● The current remote code is displayed.

2 Press (SKIP/FF) or (REPEAT/REW) until the desired code is displayed.

● Press (ERASE) to clear the code.

3 Press (FUNCTION).

● A long beep sounds and the code is saved.

● To exit the programming mode, press (STOP) or wait for 60 seconds.

◗ Remote Operation from a Touch Tone Phone

Voice Menu

The shaded boxes are voice prompts.

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

Press **1**.

All message playback.

Press **2**.

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

Press **1**.

New message playback.

Press **2**.

Press 1 to record your message.
Press 2 for other functions.

Press **1**.

Please leave your message.

Press **2**.

Press 1 to erase all messages.
Press 2 for other functions.

Press **1**.

Press **2**.

Press 1 to record your greeting.
Press 2 for other functions.

Press **1**.

Press 7 to record your greeting.
Press 9 to end recording.

Press **2**.

All Message Playback
All recorded messages are played back.
At the end of the last message, "End of final message" is heard. The unit will announce the remaining recording time if it is less than 5 minutes.

New Message Playback
Only new messages are played back.
At the end of the last message, "End of final message" is heard. The unit will announce the remaining recording time if it is less than 5 minutes.

Recording a Memo Message
You can leave a personal message.
1. Talk after you hear "Please leave your message.".
2. When you finish recording, hang up.

Erasing All Messages
All recorded messages (except greeting message) are erased. The unit will then announce "No messages" and will automatically hang up.

Recording a Greeting Message
You can re-record your greeting message.
1. Press (7).
   You will hear a voice prompt followed by a long beep.
2. After the beep, talk for up to 2 minutes.
3. When you finish recording, press (9).
4. Your greeting will be played back for confirmation.
● You can re-record the greeting message again by pressing (7) instead of (9) in step 3.

● 3 seconds after playback, the voice menu will start again from the beginning.
● If you hear "Memory full" after playback, erase some or all of the messages (p. 16).

◆ Remote Operation from a Touch Tone Phone

Direct Remote Operation

Once you have entered the remote code, you can also control your unit by direct commands instead of using the voice menu. To end the remote operation, hang up anytime.

Direct commands

NEW MESSAGE PLAYBACK	[4]	•Only new messages are played back.
ALL MESSAGE PLAYBACK	[5]	•All messages are played back.
REPEAT (During playback)	[1]	•The current message is repeated.
SKIP (During playback)	[2]	•The current message is skipped. The next message is played.
STOP	[9]	•Operation is stopped temporarily. •To resume operation, enter a direct command within 15 seconds, or the voice menu will start.
GREETING MESSAGE RECORDING	[7] ↓ RECORD ↓ [9]	•A voice prompt and a long beep are heard. •After the beep, talk immediately for up to 2 minutes. •The recording is stopped. •The recorded message is played.
ERASING A SPECIFIC MESSAGE (During playback)	[*] [4]	•The current message is erased. •A short beep will sound and the next message will be played.
ERASING ALL MESSAGES	[*] [5]	•All recorded messages are erased. •A long beep sounds. The unit will announce "No messages" and will automatically hang up.

ANSWERING SYSTEM OFF	**0**	•"Answer off" is heard. The unit then hangs up and will not answer calls until turned on again.

Turning on the answering system

Call your unit and wait for 15 rings.

•The unit will answer and the greeting message will be played.
•The answering system will turn on. Hang up or enter the remote code for other options.
•When turning on the answering system using a rotary or pulse service telephone, you cannot enter the remote code for other options.

Skipping the greeting message

After calling your unit, press ✱ during the greeting message.

•The unit skips the rest of the greeting message and callers can start recording their message after the long beep.

OPERATION FROM A TOUCH TONE PHONE

Call your unit.

↓

Enter your remote code ____ .

↓

Press the desired direct commands as shown here.
OR
Wait for 3 seconds and the voice menu will start. Follow the instructions.
(See reverse side.)

↓

To end remote operation, hang up.

No.	Direct Command
1	Repeat message
2	Skip message
4	New message playback
5	All message playback
7	Record your greeting
9	Stop
0	Answer off
✱	Skip greeting message
✱4	Erase a specific message
✱5	Erase all messages

•Press buttons firmly.

▶ Remote Operation from a Touch Tone Phone

●**To use the voice menu:**

Call your unit.

↓

Enter your remote code _____ .

↓

After 3 seconds, the voice menu will start.

↓

Press **1** to use the voice feature. OR Press **2** to proceed with other functions.

↓

To end the remote operation, hang up.

●**To turn on the answering system:**
Call your unit and wait for
15 rings. When the unit answers,
hang up.

●**To skip the greeting message:**
After calling your unit, press **✱**
during the greeting message.
Callers can start recording their
message after the long beep.

Before Requesting Help ▶

Problem	Remedy
The unit does not work.	●Check the settings (p. 6–12). ●Unplug the AC adaptor to reset. Plug in, then try again.
You cannot program function items, such as the dialing mode.	●Do not pause for over 60 seconds while programming.
While programming, a telephone connected to a same line starts to ring and stops the program.	●To answer the call, lift the handset. Start from the beginning after hanging up.
During message playback or monitoring a call, no sounds are heard.	●Press **VOLUME** (⌃) to increase volume.
The answering system is on, but incoming messages are not recorded.	●Memory is full. Erase some or all of the messages (p. 16).
" FULL " is displayed, the ANSWER indicator flashes rapidly, and no new messages are recorded.	●Memory is full. Erase some or all of the messages (p. 16).
You cannot operate the answering system from a touch tone phone.	●Be sure to enter the correct remote code. ●The answering system may not respond if the tones are too short to activate the unit. Press each button firmly. ●The answering system is off. Turn it on (p. 13).

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♦ Before Requesting Help

Problem	Remedy
While recording a greeting message, a telephone connected to the same line starts to ring and stops recording.	●To answer the call, lift the handset. The recording will stop. Start from the beginning after hanging up.
During playback, a telephone connected to the same line starts to ring and stops playback.	●To answer the call, lift the handset. To resume playback, press (NEW MESSAGE) after hanging up.
If you cannot solve your problem	●Call our customer call center at 1-800-211-PANA(7262).

FCC and Other Information ▶

If requested by the telephone company, inform them as follows:
FCC Registration No.
(found on the bottom of the unit)
Ringer Equivalence 0.1B

The particular telephone line to which the equipment is connected.

This unit must not be connected to a coin operated line.
If you are on a party line, check with your local telephone company.

Ringer Equivalence No. (REN):
The REN is useful in determining the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the REN's of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

In the event terminal equipment causes harm to the telephone network, the telephone company should notify the customer, if possible, that service may be stopped.
However, where prior notice is impractical, the company may temporarily cease service providing that they:

(a) Promptly notify the customer.
(b) Give the customer an opportunity to correct the

problem with their equipment.
(c) Inform the customer of the right to bring a complaint to the Federal Communication Commission pursuant to procedures set out in FCC Rules and Regulations Subpart E of Part 68.

The Telephone Company may make changes in its communications facilities, equipment, operations or procedures, where such action is reasonably required in the operation of its business and is not inconsistent with the rules and regulations in FCC Part 68.

If such changes can be reasonably expected to render any customer terminal equipment incompatible with telephone company communications facilities, or require modification or alteration of such terminal equipment, or otherwise materially affect its use or performance, the customer shall be given adequate notice in writing, to allow the customer an opportunity to maintain uninterrupted service.

CAUTION:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

Note:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC

▶ FCC and Other Information

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.

● **Environment**—do not place the unit in a room where the temperature is less than 5°C (41°F) or greater than 40°C (104°F). Allow 10 cm (4″) clearance around the unit for proper ventilation. Avoid excessive smoke, dust, mechanical vibration, shock, or direct sunlight.

● **Routine care**—wipe the unit with a soft cloth. Do not use benzine, thinner, or any abrasive powder. When you leave the unit unused for long period of time, unplug the AC adaptor from the outlet.

● **If there is any trouble**— disconnect the unit from the telephone line and connect a known working phone. If the known working phone operates properly, have your unit repaired by one of the authorized Panasonic Factory Service Centers. If the known working phone does not operate properly, consult with your telephone company.

Important Safety Instructions ▶

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

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on this unit.
3. Unplug this unit from AC outlets before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this unit near water, for example, near a bathtub, washbowl, kitchen sink, or the like.
5. Place this unit securely on a stable surface. Serious damage and/or injury may result if the unit falls.
6. Do not cover slots and openings on the unit. They are provided for ventilation and protection against overheating. Never place the unit near radiators, or in a place where proper ventilation is not provided.
7. Use only the power source marked on the unit. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
8. Do not place objects on the power cord. Install the unit where no one can step or trip on the cord.
9. Do not overload wall outlets and extension cords. This can result in the risk of fire or electric shock.
10. Never push any objects through slots in this unit. This may result in the risk of fire or electric shock. Never spill any liquid on the unit.
11. To reduce the risk of electric shock, do not disassemble this unit. Take the unit to an authorized servicenter when service is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the unit is subsequently used.
12. Unplug this unit from the wall outlet and refer servicing to an authorized servicenter when the following conditions occur:
    A. When the power supply cord or plug is damaged or frayed.
    B. If liquid has been spilled into the unit.

▶ Important Safety Instructions

C. If the unit has been exposed to rain or water.

D. If the unit does not work normally by following the operating instructions. Adjust only controls covered by the operating instructions. Improper adjustment may require extensive work by an authorized servicenter.

E. If the unit has been dropped or physically damaged.

F. If the unit exhibits a distinct change in performance.

13. During thunderstorms, avoid using telephones except cordless types. There may be a remote risk of an electric shock from lightning.

14. Do not use this unit to report a gas leak, when in the vicinity of the leak.

WARNING:
TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR ANY TYPE OF MOISTURE.

SAVE THESE INSTRUCTIONS

For product service

● Panasonic Servicenters are listed in the servicenter directory.
● Call 1-800-211-PANA(7262) for the location of an authorized servicenter.

When you ship the product

● Carefully pack your unit, preferably in the original carton.
● Attach a letter, detailing the symptom, to the outside of the carton.

Symptom
_____

_____

● Send the unit to an authorized servicenter, prepaid and adequately insured.
● Do not send your unit to the Panasonic Consumer Electronics Company listed on the back cover or to executive or regional sales offices. These locations do not repair consumer products.