

# Panasonic®

## Operating Instructions

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**4-Line Phone Home Office | Small Business  
Base Station Phone**

Model No. **KX-TGW420**

**4LINE**



**Thank you for purchasing a Panasonic product.**

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

For assistance, visit our Web site: <http://shop.panasonic.com/support> for customers in the U.S.A.

## Accessory information

### Supplied accessories

| No. | Accessory item/Part number            | Quantity |
|-----|---------------------------------------|----------|
| ①   | AC adaptor/PNLV254-0Z                 | 1        |
| ②   | 4-wire telephone line cord/PQJA10088Z | 4        |
| ③   | Desk stand/PNKL1080Z1                 | 1        |
| ④   | Corded handset/PNLXU1017Z             | 1        |
| ⑤   | Corded handset cord/PQJA212V          | 1        |
| ⑥   | Audio cable/PNJA1214Z                 | 1        |



### Headset (optional)

Connecting a headset to the base unit allows for hands-free conversations.

### Other information

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

### Expanding your phone system

#### Desk phone: KX-TGWA40/Cordless handset: KX-TGWA41

You can expand your phone system by registering optional desk phones and cordless handsets (9 max.) to a single base unit.

- To order, please visit <http://shop.panasonic.com/support>

KX-TGWA40



KX-TGWA41



## Graphical symbols for use on equipment and their descriptions

| Symbol                                                                              | Explanation                | Symbol                                                                              | Explanation                                                                                                                    |
|-------------------------------------------------------------------------------------|----------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
|    | Alternating current (A.C.) |    | Class II equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation) |
|    | Direct current (D.C.)      |    | "ON" (power)                                                                                                                   |
|    | Protective earth           |    | "OFF" (power)                                                                                                                  |
|    | Protective bonding earth   |    | Stand-by (power)                                                                                                               |
|   | Functional earth           |   | "ON"/"OFF" (power; push-push)                                                                                                  |
|  | For indoor use only        |  | Caution, risk of electric shock                                                                                                |

## 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 us at <http://shop.panasonic.com/support>
- 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.
- Do not excessively pull the corded handset cord from the base unit. This may cause the base unit to fall, resulting in injury.

#### 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 1.92 GHz to 1.93 GHz, and the RF transmission power is 112 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.
  - there is a power failure.

#### Note when using Alkaline batteries for power back-up

- The batteries should be used correctly, otherwise the unit may be damaged due to battery leakage.
- Do not charge, short-circuit, disassemble, or heat the batteries.
- Do not dispose of batteries in a fire.
- Remove all the batteries when replacing.
- Do not mix old, new or different types of batteries.
- It is recommended that batteries are replaced annually.
- It is recommended that batteries are replaced after a power outage.

## 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

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## For best performance

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### 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 cordless 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.
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### 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 heating devices, cooking appliances, etc. It should not be placed in rooms where the temperature is less than 0 °C (32 °F) or greater than 40 °C (104 °F). Damp basements should also be avoided.
  - The maximum calling distance may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
  - Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.
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### Routine care

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

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

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### 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.

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### Notice

- This product is designed for use in the United States of America. Sale or use of this product in other countries may violate local laws.
  - Cet appareil est conçu pour être utilisé aux États-Unis d'Amérique. La vente ou l'emploi de cet appareil dans certains autres pays peut constituer une infraction à la législation locale.
  - Este producto está diseñado para usarse en los Estados Unidos de América. La venta o el empleo de este producto en ciertos países puede constituir violación de la legislación local.
  - 本產品專為美國使用而設。若在其他國家銷售或使用，可能會違反當地法例。
  - この製品は、日本国外での使用を目的として設計されており、日本国内での使用は法律違反となります。従って、当社では日本国内においては原則として修理などのサービスは致しかねます。
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## Specifications

- **Frequency range:**  
1.92 GHz to 1.93 GHz
- **RF transmission power:**  
112 mW (max.)
- **Power source:**  
120 V AC, 60 Hz
- **Power consumption:**  
Standby: 1.8 W  
Maximum: 4.7 W
- **Operating conditions:**  
0 °C – 40 °C (32 °F – 104 °F), 20 % – 80 % relative air humidity (dry)

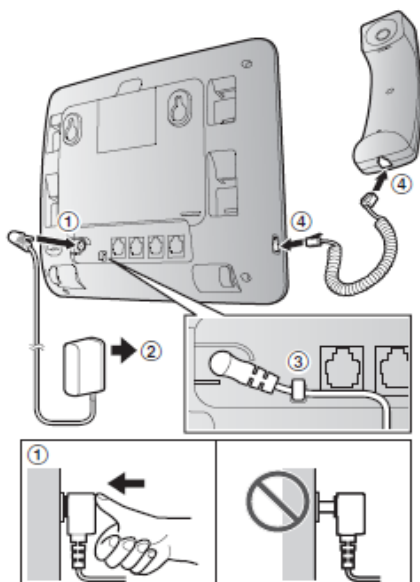
## Setting up

### Connecting the AC adaptor/corded handset

- ① Connect the AC adaptor to the unit by pressing the plug firmly.
- ② Connect the AC adaptor to the power outlet.
- ③ Fasten the AC adaptor cord by hooking it.
- ④ Connect the corded handset cord to the corded handset and the base unit until you hear a click.

#### Note:

- Use only the supplied AC adaptor KSAS0050750080VUD.



### Connecting the telephone line cord

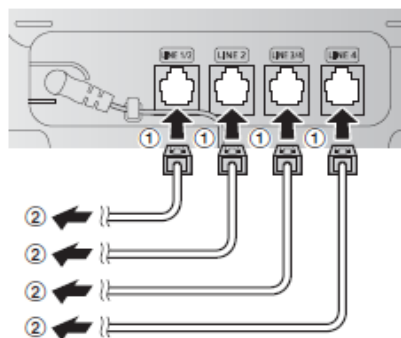
Refer to one of the following methods depending on your situation:

- To connect to four single-line telephone jacks: page 6
- To connect to two 2-line telephone jacks: page 6

Connect the telephone line cord until it clicks into the base unit and telephone line jack.

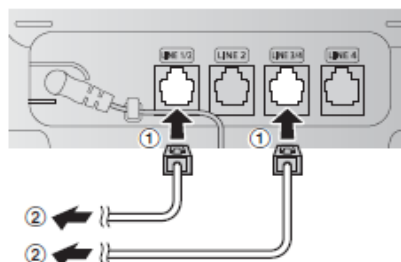
### To connect to four single-line telephone jacks

- ① Connect the 4-wire telephone line cords to each ports.
- ② Connect the single-line telephone jacks (RJ11C) until you hear a click.



### To connect to two 2-line telephone jacks

- ① Connect the 4-wire telephone line cords to LINE 1/2 and LINE 3/4 port.
- ② Connect the 2-line telephone jacks (RJ14C) until you hear a click.



### If you subscribe to a DSL/ADSL service

Please attach a DSL/ADSL filter (contact your DSL/ADSL provider) to the telephone line between the base unit and each telephone line jack in the event of the following:

- noise is heard during conversations.
- Caller ID features do not function properly.

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## Registering a unit

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### Operating additional units

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#### Additional units

Up to 9 desk phone and cordless handset can be registered to the base unit.

#### Important:

- See page 2 for information on the available model.

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### Registering a unit to the base unit

If for some reason the handset is not registered to the base unit, re-register the unit.

- 1 **Base unit:**  
[Menu]
- 2 [↓]: "Add/Remove Phones" → [Select]
- 3 [↓]: "Register Phone" → [Select]
- 4 **KX-TGWA40/KX-TGWA41:**  
Press [Reg], then wait until a long beep sounds.

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### Deregistering a unit

A unit can cancel its own registration to the base unit, or other units registered to the same base unit. This allows the unit to end its wireless connection with the system.

- 1 **Base unit:**  
[Menu]
- 2 [↓]: "Add/Remove Phones" → [Select]
- 3 [↓]: "Deregister Phone" → [Select]
- 4 [↓]: Select the desired unit. → [Select] → [Yes]

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## Making calls

- 1 Dial the phone number.
  - To correct a digit, press **[Clear]**.
- 2 Lift the corded handset.
  - An available line is automatically selected and corresponding line indicator lights up.
  - You can also select the line manually by pressing corresponding line key (**[LINE 1]** to **[LINE 4]**) before lifting the corded handset.
- 3 When you finish talking, place the corded handset on the cradle.

### Note:

- You can also dial the phone number after lifting the corded handset.

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### Using the speakerphone

- 1 During a conversation with the corded handset, press **[☎]** to turn on the speakerphone.
  - You can place the corded handset on the cradle.
  - Speak into the base unit microphone.
- 2 When you finish talking, press **[☎]**.

### Note:

- To switch to the receiver, lift the corded handset.

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### Adjusting the receiver or speaker volume

Press **[+]** or **[-]** repeatedly while talking.

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## Answering calls

- 1 Lift the corded handset or press **[☎]** when the unit rings.
  - The called line is automatically selected.
  - You can also answer the call by pressing the corresponding line key (**[LINE 1]** to **[LINE 4]**).
- 2 When you finish talking, place the corded handset on the cradle. When the speakerphone is used, press **[☎]**.

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### Adjusting the ringer volume

Press **[+]** or **[-]** repeatedly to select the desired volume while ringing.

## 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 phone service provider for details.

### Caller ID features

When an outside call is being received, the caller information is displayed.

Caller information (outgoing call and received call) for the last 99 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:
  - “Unknown Call”/“Unknown Name”/“Unknown NUM”: The caller dials from an area which does not provide a Caller ID service.
  - “Blocked Name”/“Blocked NUM”: The caller requests not to send caller information.
  - “Long Distance”: The caller makes a long distance call.
- 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. The display shows “XX New Call(s)”.<sup>\*1</sup>

<sup>\*1</sup> “XX” depends on the number of new messages.

## Caller list

### Important:

- Make sure the unit's date and time setting is correct.

### Viewing the caller list and calling back

- 1 [Calls]
- 2 Press [▼] to search from the most recent call, or [▲] to search from the oldest call.
- 3 [View] to display the caller's details information.
- 4 To call back, lift the corded handset or press [☎].

### Note:

- In step 2, following icon is displayed next to each caller information.

| Icon | Meaning       |
|------|---------------|
| ↗    | Outgoing call |
| ↘    | Received call |
| *    | Missed call   |

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## Answering system

The answering system can answer and record calls for you in the general mailbox when you are unavailable to answer the phone.

You can also set the unit to play a greeting message but not to record caller messages by selecting "Announce Only" as the General MB setting.

### Important:

- Make sure the date and time have been set correctly.
- Answering system announcement are in English only.

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## Turning the answering system on/off

- 1 **[☒]**
- 2 **[↕]**: "General MB: On/Off" → **[Select]**
- 3 **[↕]**: Select "On", "Off", or "Announce Only" → **[Select]**
- 4 Press **[Back]** or **[Home]** repeatedly to return to standby mode.

## FCC and other information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:ACJ-----.

If requested, this number must be provided to the telephone company.

- Registration No. .... (found on the bottom of the unit)
- Ringer Equivalence No. (REN) ..... 0.1A
- Facility Interface Code ..... 02LS2
- Service Order Code ..... 9.0F
- Required Network Interface Jack ..... RJ11, RJ14

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with the product. It is designed to be connected to a compatible modular jack that is also compliant.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for the product is part of the product identifier that has the format US:AAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact a Factory Service Center or other Authorized Servicer. 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. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

This equipment is hearing aid compatible as defined by the FCC in 47 CFR Section 68.316.

When you hold the phone to your ear, noise might be heard in your Hearing Aid. Some Hearing Aids are not adequately shielded from external RF (radio frequency) energy. If noise occurs, use an optional headset accessory or the speakerphone option (if applicable) when using this phone. Consult with your audiologist or Hearing Aid manufacturer about the availability of Hearing Aids which provide adequate shielding to RF energy commonly emitted by digital devices.

### 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.
- 2) Perform such activities in the off-peak hours, such as early morning or late evenings.

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. Privacy of communications may not be ensured when using this phone.

### 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 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.

Some cordless telephones operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV or VCR. If interference is experienced, move the cordless telephone further away from the TV or VCR. This will often reduce or eliminate interference.

**FCC RF Exposure Warning:**

- This product complies with FCC radiation exposure limits set forth for an uncontrolled environment.
- To comply with FCC RF exposure requirements, the base unit must be installed and operated 20 cm (8 inches) or more between the product and all person's body.
- This product may not be collocated or operated in conjunction with any other antenna or transmitter.

**FCC Warning:**

To ensure compliance with FCC emissions limits, use only the provided USB cable with ferrite core when connecting the unit to a computer.

**Notice**

- FCC ID can be found inside the battery compartment or on the bottom of the units.

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## Customer services

### **Shop Accessories!**

for all your Panasonic gear

Go to

<http://shop.panasonic.com/support>

Get everything you need to get the most out of  
your Panasonic products

Accessories & Parts for your Camera, Phone, A/V  
products, TV, Computers & Networking, Personal  
Care, Home Appliances, Headphones, Batteries,  
Backup Chargers & more...

### **Customer Services Directory**

For Product Information, Operating Assistance,  
Parts, Owner's Manuals, Dealer and Service info  
go to <http://shop.panasonic.com/support>

For the hearing or speech impaired TTY: 1- 877-833-8855

As of June 2015

## IMPORTANT!

If your product is not working properly. . .

- ① Reconnect AC adaptor to the base unit.
- ② Check if telephone line cord is connected.
- ③ Read troubleshooting page in the Operating Instructions.



Visit our Web site: <http://shop.panasonic.com/support>

- FAQ and troubleshooting hints are available.

### For your future reference

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

|                                        |                  |
|----------------------------------------|------------------|
| Serial No.                             | Date of purchase |
| (found on the bottom of the base unit) |                  |
| Name and address of dealer             |                  |

Attach your purchase receipt here.

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