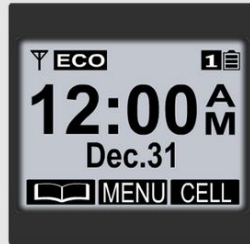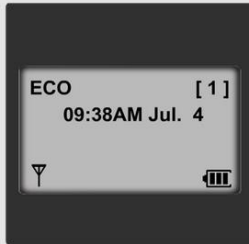# Troubleshooting

How to Enable and Disable Auto Talk

All Phone Models

ECO [1]
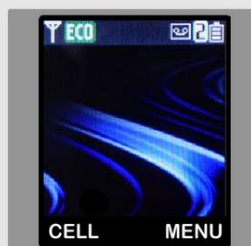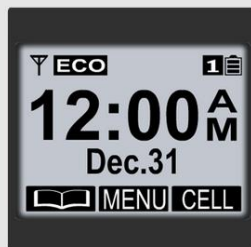09:38AM Jul. 4

ECO 1
12:00 AM
Dec.31
MENU CELL

ECO 1
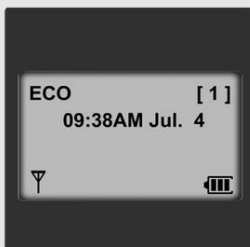12:00 AM
INT MENU

ECO
CELL MENU

Step 1

Click or tap on the handset screen that matches your handset.

Panasonic

BACK HOME NEXT

How to Enable and Disable Call Screening

All Phone Models

ECO [1]
09:38AM Jul. 4

ECO 1
12:00 AM
Dec.31
MENU CELL

ECO 1
12:00 AM
INT MENU

ECO
CELL MENU

Step 1

Click or tap on the handset screen that matches your handset.

Panasonic

BACK HOME NEXT

How to Turn On Call Sharing

YECO 12:00 AM Dec.31 MENU REDIAL

Step 1

Press the [MENU] button on the handset.

Panasonic

BACK | HOME | NEXT

How to Add a Phonebook Entry
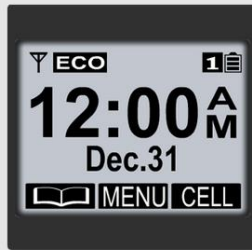
ECO [1]
09:38AM Jul. 4

YECO 12:00 AM Dec.31 MENU CELL

YECO 12:00 AM INT MENU

ECO CELL MENU

Step 1

Click or tap on the handset screen that matches your handset.

Panasonic

BACK | HOME | NEXT

How to Set an Alarm

Step 1

Click or tap on the handset screen that matches your handset.

Panasonic

BACK   HOME   NEXT

How to Turn On Call Sharing

Step 1

Press the [MENU] button on the handset.

Panasonic

BACK   HOME   NEXT

How to Conference or Transfer a Call
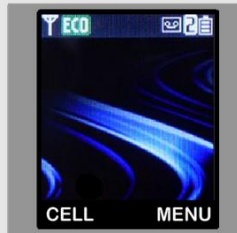
Step 1

Click or tap on the handset screen that matches your handset.

Panasonic

BACK   HOME   NEXT

How to Set the Date and Time

Select a handset screen

Click or tap on the handset screen that matches your handset.

Panasonic

BACK   HOME   NEXT

Select a handset screen

Click or tap on the handset screen that matches your handset.

Panasonic

BACK HOME NEXT

ECO [1]
09:38AM Jul. 4

ECO 1

12:00 AM

INT MENU

Step 1

Press the [MENU] button on the handset.

Panasonic

BACK HOME NEXT

ECO 1

12:00 AM

INT MENU
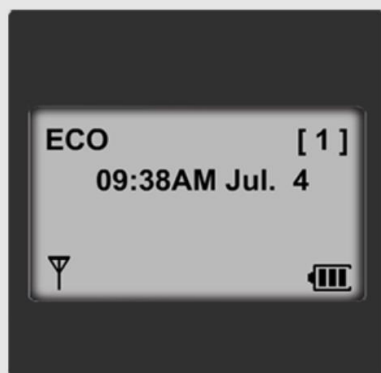
How to Change the Group Name

Y ECO   1

12:00 A
            M
GROUP 1

📖 MENU REDIAL

Step 1

Press the [Phonebook] button on the handset.

Panasonic

BACK   HOME   NEXT

How to Make an Intercom Call
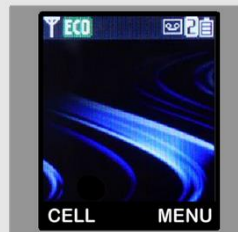
Y ECO   1

12:00 AM

INT   MENU

Y ECO

CELL   MENU

Step 1

Click or tap on the handset screen that matches your handset.

Panasonic

BACK   HOME   NEXT

How to Change the Display Language

All Phone Models

ECO   [1]
09:38AM Jul. 4

ECO
12:00 AM
INT   MENU

How to Turn On Privacy Mode

All Phone Models

ECO   [1]
09:38AM Jul. 4

ECO
12:00 AM
INT   MENU

How to Change the Ringer Tone

All Phone Models
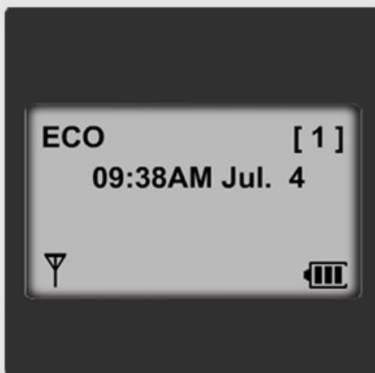
ECO   [1]
09:38AM Jul. 4

ECO
12:00 AM
INT   MENU

Select a handset screen

Click or tap on the handset screen that matches your handset.

Panasonic

ECO [1]
09:38AM Jul. 4

ECO 12:00 A M Dec.31 MENU CELL

BACK HOME NEXT
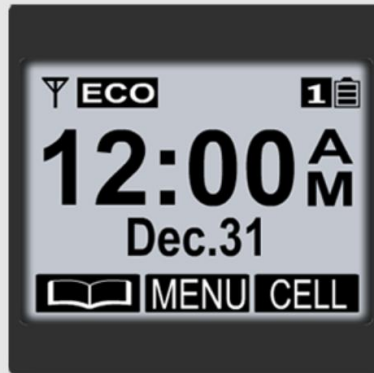
How to Enable Silent Mode

All Silent Mode Phone Models

Step 1

Press the [MENU] button on the handset.

Panasonic

Panasonic

ECO 12:00 AM INT MENU

BACK HOME NEXT

Step 1

Press and hold the desired number key on the handset that you want to assign a speed dial number for 3 seconds.

Panasonic

BACK   HOME   NEXT

Step 1

Press the [MENU] button on the handset.

Panasonic

BACK   HOME   NEXT

How to Change Time Adjust to Manual	All Phone Models

Step 1

Press the [MENU] button on the handset.

Panasonic

BACK   HOME   NEXT

How to Register and Deregister a Handset	All Phone Models

Step 1

If you want to register a handset, press the [MENU] button on the handset.

Panasonic

BACK   HOME   NEXT

FAQs

- Visit our Community to find FAQs & Tutorials, ask or answer a question, or search through previous questions related to your product.
- How do I view, add, block, and unblock numbers?

Add Blocked Numbers:

To manually block a number:

1. Press the **[MENU] [#] [2] [1] [7]** on the handset
2. Press **[ADD]**
3. Enter the phone number you want blocked
4. Press **[SAVE]**

To store block number from caller list:

5. Press **[MENU] [#] [2] [1] [3]**
6. Scroll to the number to be blocked
7. Press **[SAVE]**

Note: If you do not want the first ring from a phone number on the call block list to sound, turn the first ring setting to "Off". Follow this procedure on the handset:

8. Press the **[MENU] [#] [1] [7] [3]**
9. Select "ON"
10. Press **[SAVE]**

**For additional information, please refer to the Operating Manual.

View The Numbers I have blocked:

To view the block list do the following procedure:

11. On the handset press **[MENU] [#] [2] [1] [7]**
12. Press the **[▲]** or the **[▼]** to view numbers that are blocked.
13. Press **[OFF]** to exit the setting.

**For additional information, please refer to the Operating Manual.

Blocking Numbers of Calls I Do Not Wish To Receive:

Some models will allow you to block calls. Caller ID service is required to identify phone numbers to match what you have stored on the call block list. Some units are capable of blocking up to 250 phone numbers, if you have more than 250 numbers to block then subscribing to a call block service from you phone company is an option.

**For additional information, please refer to the Operating Manual

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Unblocking Numbers I No Longer Wish to Block:

14. On the handset press **[MENU] [#] [2] [1] [7]**
15. Press the **[▲]** or the **[▼]** to select your desired entry
16. Press the soft key **[ERASE]**
17. Press **[SELECT]** on "Yes"
18. Press **[OFF]** to exit the setting.

**For additional information, please refer to the Operating Manual.

- How do I clear 'New Voicemail' on my handset's display?

  Your telephone is alerting you that you have a new voice message from your phone company's assigned Voice mailbox. The procedure to access your voice mailbox would vary depending on the instructions of your phone company/service provider. Once you listen to your new messages, "New Voicemail" should be cleared from the handset.

  Note: If the handset still indicates there are new messages even after you have listened to all new messages, turn it off by pressing and holding **[#]** until the handset beeps.

  If you do not have voicemail service through your telephone service provider that you are aware of:

  Press **[MENU] [#] [3] [3] [2]** then press **[0]** to select **OFF** followed by SAVE to disable the Voicemail Tone Detector of the telephone..

- How can I re-register my handset or register additional handsets?

  To register a handset, perform the following steps:

  1. Press **[MENU] [#] [1] [3] [0]** on the Handset
  2. Press and hold down the **[LOCATOR]** button on the base for about 5 seconds until you hear the registration tone
     If all registered handsets starts ringing, press **[LOCATOR]** again to stop, then repeat this step, procedure needs to be completed within 90 seconds
  3. Press **[OK]** on the handset
- Why does the date and time change automatically after I have programmed the date and time on my phone?

  If you are subscribed to Caller ID from your phone company, the unit's date and time setting will be automatically adjusted when caller information is received. If you do not wish for this feature to work, press **[MENU] [#] [2] [2] [6]** on the handset, then press **[0]** to select "Manual" and press **[SAVE]**

  Applicable Base Model(s):

KX-PRD262	KX-TG403x	KX-TG657x	KX-TG938x	KX-TGE242
KX-PRL262	KX-TG405x	KX-TG658x	KX-TG939x	KX-TGE243
KX-PRS120	KX-TG432x	KX-TG667x	KX-TG947x	KX-TGE244
KX-PRW120	KX-TG433	KX-TG684x	KX-TG954x	KX-TGE245
KX-PRW130	KX-TG443	KX-TG687x	KX-TGC212	KX-TGE262
KX-PRX120	KX-TG444	KX-TG753x	KX-TGC213	KX-TGE263
KX-TG113	KX-TG454	KX-TG762x	KX-TGC222	KX-TGE264
KX-TG123	KX-TG465	KX-TG764	KX-TGC223	KX-TGE272
KX-TG223	KX-TG473x	KX-TG764x	KX-TGD212	KX-TGE273
KX-TG234	KX-TG474x	KX-TG773x	KX-TGD213	KX-TGE274
KX-TG235	KX-TG475x	KX-TG774x	KX-TGD222	KX-TGE275
KX-TG242	KX-TG477x	KX-TG784x	KX-TGD223	KX-TGH262
KX-TG243	KX-TG631x	KX-TG787x	KX-TGD224	KX-TGH263
KX-TG254	KX-TG632x	KX-TG932x	KX-TGD225	KX-TGH264
KX-TG294	KX-TG651x	KX-TG933x	KX-TGE212	KX-TH120x
KX-TG365	KX-TG652x	KX-TG934x	KX-TGE232	KX-TH121x
KX-TG385	KX-TG653x	KX-TG936x	KX-TGE233	
KX-TG403	KX-TG654x	KX-TG937x	KX-TGE234	

If you are subscribed to Caller ID from your phone company, the unit's date and time setting will be automatically adjusted when caller information is received. If you do not wish for this feature to work, on the handset press **[MENU]** then press the **[?]** or **[?]** to scroll to "SET DATE AND TIME" then press **[OK]**. press the **[?]** or **[?]** to scroll to "TIME ADJUSTMENT" then press **[?]** TO SELECT "MANUAL". Press **[OK]** to save the setting.

Applicable Base Model(s):

 KX-TG103x

If you are subscribed to Caller ID from your phone company, the unit's date and time setting will be automatically adjusted when caller information is received.

Applicable Base Model(s):

 KX-TG401x   KX-TG402x