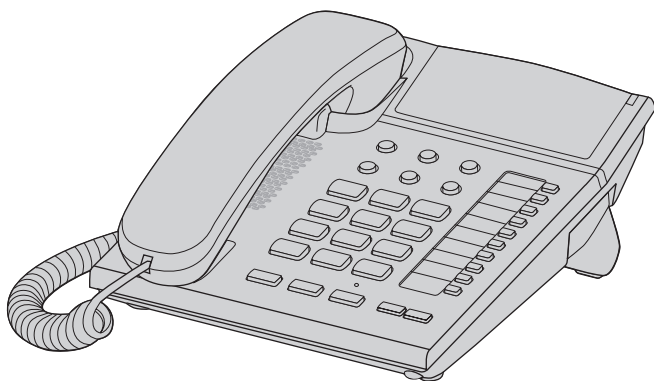


Panasonic[®]

Operating Instructions

Integrated Telephone System

Model No. **KX-TS840MX**



Thank you for purchasing a Panasonic product.

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

Table of Contents

Introduction

Accessory information3

Important Information

For your safety4

Important safety instructions4

For best performance4

Other information4

Specifications5

Preparation

Controls6

Connections7

Initial setting7

Making/Answering Calls

Making calls8

Answering calls8

Useful features during a call9

Dial lock10

One-Touch Dialer

One-touch dialer12

Speed Dialer

Speed dialer14

Special Programming

Call restriction15

Changing the unit password15

Useful Information

Optional headset16

Desk mount setup17

Wall mount setup18

Troubleshooting20

Index

Index.....22

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 unit)

Name and address of dealer

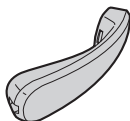
| **Attach your purchase receipt here.** |

Accessory information

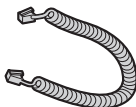
Supplied accessories

| No. | Accessory item | Quantity |
|-----|---------------------|----------|
| ① | Handset | 1 |
| ② | Handset cord | 1 |
| ③ | Telephone line cord | 1 |

①



②



③



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

Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.

Operating safeguards

- 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.

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.
- This product is unable to make calls when:
 - the dial lock feature is turned on.
 - the call restriction feature is turned on (only phone numbers stored in the unit as emergency numbers can be called).

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.

SAVE THESE INSTRUCTIONS

For best performance

Environment

- 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.
- The product should be kept away from heat sources such as heaters, kitchen stoves, 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.

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 one-touch dial, speed dial or caller list entries from the memory before you dispose of, transfer, or return the product.

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



Cd

These symbols 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.

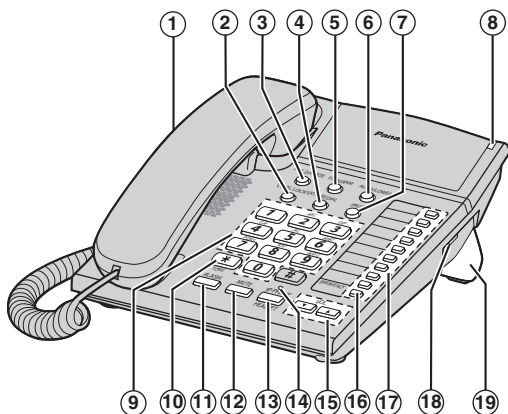
Specifications

- **Power source:**
From telephone line
- **Dimensions (H x W x D):**
Approx. 93 mm x 172 mm x 220 mm
- **Mass (Weight):**
Approx. 567.5 g
- **Operating conditions:**
0 °C – 40 °C, 20 % – 80 % relative air
humidity (dry)

Note:

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

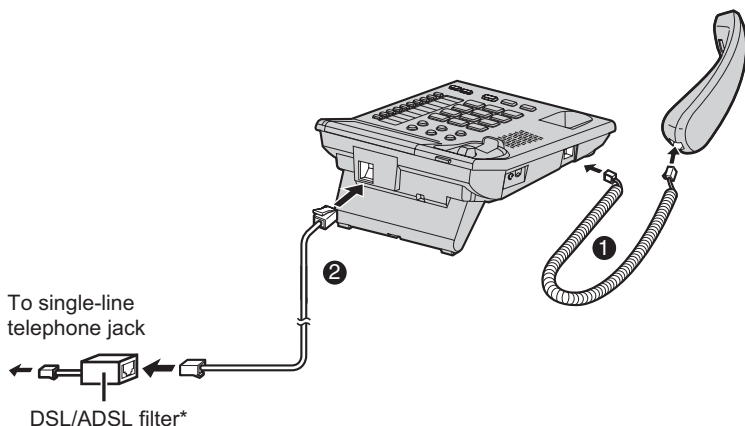
Controls



- ① Headset jack (page 16)
- ② [DIAL LOCK/EXIT] (page 10, 12, 14)
- ③ [HOLD/MODE] (page 7, 9, 10, 15)
- ④ [REDIAL] (page 8)
- ⑤ [PROGRAM] (page 7, 9, 10, 12, 13, 14, 15)
- ⑥ [AUTO/LOWER] (page 12, 13, 14)
- ⑦ [PAUSE] (page 8, 12, 14)
- ⑧ RINGER indicator (page 8)
- ⑨ Dial key buttons/Memory station numbers (page 14)
- ⑩ [*] (TONE) (page 10)
- ⑪ [FLASH] (page 9, 10)
- ⑫ [MUTE] (page 9)
- ⑬ [SP-PHONE] (Speakerphone) (page 8, 9, 12, 13, 14)
[HEADSET] (page 16)
- ⑭ STATUS indicator (SP-PHONE/Mute/ Hold/Program/Dial lock/Headset) (page 7, 8, 9, 10, 12, 13, 14, 15, 16)
- ⑮ VOL. (Volume) [▲][▼] (page 8, 16)
- ⑯ [EMERGENCY] (page 10, 12, 15)
- ⑰ One-touch dial buttons (page 12)
- ⑱ RINGER selector (page 9)
- ⑲ Desk mount/Wall mount adaptor (page 17, 18)
 - The adaptor is a removable attachment for desk stand or wall mounting use.

Connections

Connect the handset cord (1) to the handset and the unit. Connect the telephone line cord until it clicks into the unit and telephone line jack (2). After line connection, lift the handset to check for a dial tone.



- Use only a Panasonic handset for KX-TS840MX.
- Use only the supplied telephone line cord. Using another telephone line cord may not allow the unit to work properly.

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

Initial setting

Dialing 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 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 **[HOLD/MODE]** → **[3]**
- 4 To select TONE, press **[1]**.
or

To select PULSE, press **[2]**.

- 5 **[PROGRAM]**
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 6 When finished, hang up.

Making calls

- 1 Lift the handset and dial the phone number.
- 2 When you finish talking, place the handset on the cradle.

Using the speakerphone

- 1 **[SP-PHONE]**
 - Status indicator light will turn ON.
- 2 Dial a phone number.
 - Speak alternately with the other party.
 - If you have misdialled, press **[SP-PHONE]** and start again from step 1.
- 3 When you finish talking, press **[SP-PHONE]**.
 - Status indicator light will turn OFF.

Note:

- For best performance, use the speakerphone in a quiet environment. If necessary, adjust the speaker volume.
- You can switch to the handset by lifting it up. To switch back to the speakerphone, press **[SP-PHONE]** and place the handset on the cradle.

Adjusting the handset or the speaker volume

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

- After hanging up, the volume level will be saved.

To redial the last number dialed (32 digits max.)

- 1 Lift the handset or press **[SP-PHONE]**.
 - Status indicator light will turn ON after pressing **[SP-PHONE]**.

2 **[REDIAL]**

- Redial will dial the last number you dialed manually.

3 When you finish talking, place the handset on the cradle or press **[SP-PHONE]**.

- Status indicator light will turn OFF after pressing **[SP-PHONE]**.

Pause (for PBX/long distance service users)

A pause is sometimes required when making calls using a PBX or long distance service.

Example: If you need to dial the line access number 9 when making outside calls with a PBX:

- 1 Lift the handset or press **[SP-PHONE]**.
 - Status indicator light will turn ON after pressing **[SP-PHONE]**.
- 2 **[9] → [PAUSE]**
- 3 Dial the phone number.

Note:

- A 3.5 second pause is inserted each time **[PAUSE]** is pressed. Repeat as needed to create longer pauses.

Answering calls

When a call is being received, the unit rings and the ringer indicator flashes quickly. You can answer the call by simply lifting the handset.

Using the speakerphone

- 1 **[SP-PHONE]**
 - Status indicator light will turn ON.
- 2 When you finish talking, press **[SP-PHONE]**.
 - Status indicator light will turn OFF.

Note:

- The ringer indicator will flash when
 - a telephone number is dialed using another phone which is in PULSE mode, or
 - someone picks up or hangs up another phone connected to the same phone line.This is normal.

Adjusting the unit ringer volume

You can select the ringer volume to HIGH, LOW or OFF. The default setting is HIGH.



Useful features during a call

Hold

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

- 1 Press **[HOLD/MODE]** during an outside call.
 - If using the handset, you can place it on the cradle.
 - Status indicator light will start flashing slowly.
 - During the hold, both party will hear music.

- 2 To release hold, lift the handset if the handset is on the cradle.
OR
Press **[HOLD/MODE]** if the handset is off the cradle.
OR
Press **[SP-PHONE]** if using the speakerphone.

Note:

- If another phone is connected to the same line, you can also take the call by lifting the handset.

To turn the music on/off

- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 **[HOLD/MODE]** → **[4]**
- 4 To select ON, press **[1]**.
or
To select OFF, press **[2]**.
- 5 **[PROGRAM]**
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 6 When finished, hang up.

Mute

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

- 1 During an outside call, press **[MUTE]**.
 - Status indicator light will start flashing quickly.
- 2 To return to the conversation, press **[MUTE]**.
 - Status indicator light will stop flashing.

Flash

[FLASH] allows you to use the special features of your host PBX such as

Making/Answering Calls

transferring an extension call, or accessing optional telephone services.

Flash time

The flash time depends on your telephone exchange or host PBX. The default setting is 600ms.

- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 **[HOLD/MODE]** → **[2]**
- 4 Press **[0]** to **[9]** or **[*]** to select the desired setting.

| | | |
|----------------------|----------------------|----------------------|
| [1]: 80ms | [2]: 90ms | [3]: 100ms |
| [4]: 110ms | [5]: 160ms | [6]: 200ms |
| [7]: 250ms | [8]: 300ms | [9]: 400ms |
| [*]: 600ms | [0]: 700ms | |

- 5 **[PROGRAM]**
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 6 When finished, hang up.

For call waiting service users

To use call waiting, you must first subscribe to the call waiting service of 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.

- 1 Press **[FLASH]** to answer the 2nd call.
- 2 To switch between calls, press **[FLASH]**.

Note:

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

Temporary tone dialing (for rotary/pulse service users)

You can temporarily switch the dialing mode to tone when you need to access touch-tone services (for example, answering services, telephone banking services, etc.). Press **[*]** (TONE) before entering access numbers which require tone dialing.

Dial lock

This feature prohibits making outside calls. The default setting is OFF.

Important:

- When dial lock or call restriction (page 15) is turned on, only phone number stored in the memory of the **[EMERGENCY]** can be dialed (only 1 one-touch dial).
- When dial lock is turned on, you can still adjust the handset volume and answer the second call by pressing **[FLASH]**.
- When dial lock is turned on, you cannot store or erase the emergency numbers in the **[EMERGENCY]**.

To turn the dial lock on/off

- 1 Lift the handset.
- 2 **[?DIAL LOCK/EXIT]**
 - Status indicator light will start double flashing at an interval.
- 3 Enter the unit password (default: 1111) → **[?DIAL LOCK/EXIT]**
 - A long beep sounds.
 - Status indicator light will turn OFF.

- If you have entered the wrong password, error beep will sound. Repeat from step 2.

4 When finished, hang up.

Note:

- If dial lock is turned on, pressing the dial button will cause an error beep to sound.

One-touch dialer

You can store up to 20 phone numbers in the one-touch dial buttons (10 numbers in UPPER memory locations and 10 numbers in LOWER memory locations). Do not press any one-touch dial buttons before storing to prevent misoperation.

Note:

- If a phone number is stored in a one-touch dial button which already contains a phone number, the old number will be erased.

UPPER memory locations

Storing phone numbers

- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 Enter a phone number up to 32 digits.
 - If a pause is required for dialing, press **[PAUSE]**. A pause stored in a phone number counts as one digit.
 - If a wrong number is entered, press **[∅DIAL LOCK/EXIT]** and repeat step 2.
- 4 Press a one-touch dial button.
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 5 When finished, hang up.

Note:

- We recommend you program an emergency number in the **[EMERGENCY]**.
- Emergency number is number stored in the **[EMERGENCY]** that can be dialed even when dial lock (page 10)

or call restriction (page 15) is turned on.

Erasing a stored number

- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 Press the one-touch dial button.
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 4 When finished, hang up.

Dialing a stored number

- 1 Lift the handset or press **[SP-PHONE]**.
 - Status indicator will turn ON after pressing **[SP-PHONE]**.
- 2 Press the one-touch dial button.
- 3 When you finish talking, place the handset on the cradle or press **[SP-PHONE]**.
 - Status indicator will turn OFF after pressing **[SP-PHONE]**.

LOWER memory locations

Storing phone numbers

- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 Enter a phone number up to 32 digits.
 - If a pause is required for dialing, press **[PAUSE]**. A pause stored in a phone number counts as one digit.
 - If a wrong number is entered, press **[∅DIAL LOCK/EXIT]** and repeat step 2.
- 4 **[AUTO/LOWER]** → Press a one-touch dial button.
 - A long beep sounds.

- Status indicator light will turn OFF.

5 When finished, hang up.

Erasing a stored number

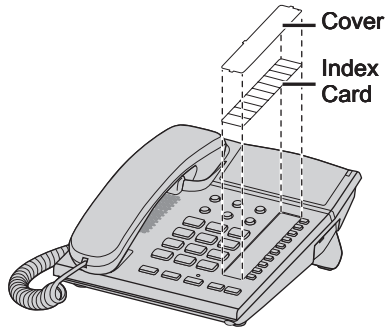
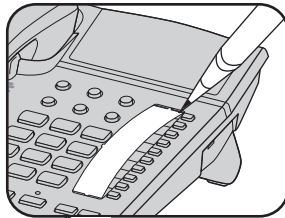
- 1** Lift the handset.
- 2 [PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 [AUTO/LOWER]** → Press the one-touch dial button.
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 4** When finished, hang up.

Dialing a stored number

- 1** Lift the handset or press **[SP-PHONE]**.
 - Status indicator will turn ON after pressing **[SP-PHONE]**.
- 2 [AUTO/LOWER]** → Press the one-touch dial button.
- 3** When you finish talking, place the handset on the cradle or press **[SP-PHONE]**.
 - Status indicator will turn OFF after pressing **[SP-PHONE]**.

Index card

Use the index card to record the names/ phone numbers stored to the one-touch dial buttons.



Speed dialer

You can store up to 10 numbers in the memory stations. The dialing buttons [0] to [9] function as memory station numbers. Do not press any memory stations before storing to prevent misoperation.

Note:

- If a phone number is stored in a dialing button which already contains a phone number, the old number will be erased.

Storing phone numbers

- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 Enter a phone number up to 32 digits.
 - If a pause is required for dialing, press **[PAUSE]**. A pause stored in a phone number counts as one digit.
 - If a wrong number is entered, press [**?**DIAL LOCK/EXIT] and repeat step 2.
- 4 **[AUTO/LOWER]** → Press a memory station number ([0] to [9]).
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 5 When finished, hang up.

Note:

- We recommend you make a note of which phone numbers are stored in which dial keys.

Erasing a stored number

- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.

- 3 **[AUTO/LOWER]** → Press a memory station number ([0] to [9]) for the phone number to be erased.
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 4 When finished, hang up.

Dialing a stored number

- 1 Lift the handset or press **[SP-PHONE]**.
 - Status indicator light will turn ON after pressing **[SP-PHONE]**.
- 2 **[AUTO/LOWER]** → Press the memory station number ([0] to [9]).
- 3 When you finish talking, place the handset on the cradle or press **[SP-PHONE]**.
 - Status indicator light will turn OFF after pressing **[SP-PHONE]**.

Call restriction

You can restrict the unit from dialing phone numbers beginning with specified digit(s) (1 digit or 2 digits). Phone numbers with the restricted leading digits cannot be dialed out, except the emergency number (#) stored in the one-touch dial and speed dial.

Note:

- When call restriction is turned on, you cannot store or erase the emergency numbers in the **[EMERGENCY]**.

Setting the call restriction

- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 **[HOLD/MODE] → [1]**
 - If you have not changed the unit password (default: 1111), go to step 5.
- 4 Enter the unit password → **[PROGRAM]**
 - A beep sounds.
 - If you have entered the wrong password, error beep will sound. Enter the correct password → **[PROGRAM]**
- 5 Enter the number(s) (1 digit or 2 digits) you want to restrict (**[0]** to **[9]**) → **[PROGRAM]**
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 6 When finished, hang up.

Erasing the restricted number

- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.

- 3 **[HOLD/MODE] → [1]**
 - If you have not changed the unit password (default: 1111), go to step 5.
- 4 Enter the unit password → **[PROGRAM]**
 - A beep sounds.
 - If you have entered the wrong password, error beep will sound. Enter the correct password → **[PROGRAM]**
- 5 **[*] → [PROGRAM]**
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 6 When finished, hang up.

Changing the unit password

Important:

If you change the password, please make note of your new password. The unit will not reveal the password to you. If you forget your password, consult your nearest Panasonic service center.

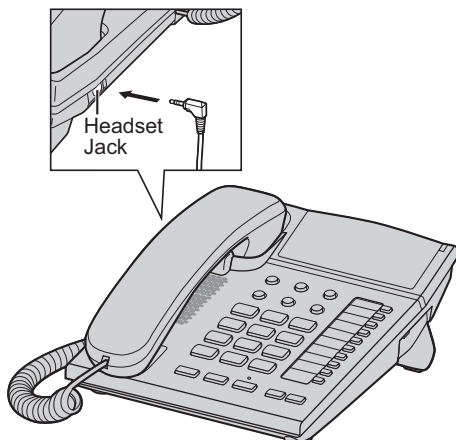
- 1 Lift the handset.
- 2 **[PROGRAM]**
 - Status indicator light will start double flashing at an interval.
- 3 **[HOLD/MODE] → [5]**
- 4 Enter the current 4-digit password (default: 1111) → **[PROGRAM]**
 - A beep sounds.
 - If you have entered the wrong password, error beep will sound. Enter the correct password → **[PROGRAM]**
- 5 Enter the new 4-digit password → **[PROGRAM]**
 - A long beep sounds.
 - Status indicator light will turn OFF.
- 6 When finished, hang up.

Optional headset

Plugging the optional headset into the unit allows a hands-free phone conversation. Please use only a Panasonic KX-TCA94EX.

Connecting the optional headset to the unit

Connect the optional headset to the headset jack as shown below.



If you want to have a normal conversation, disconnect the headset.

Making/answering calls

- 1 Press **[HEADSET]** to make or answer a call.
 - Status indicator light will turn ON.
- 2 Dial the phone number.
- 3 When you finish talking, press **[HEADSET]**.
 - Status indicator light will turn OFF.

To adjust the headset receiver volume (4 levels)

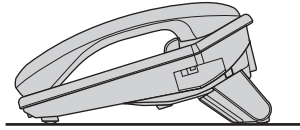
While using the headset, press **VOL.[▲]** or **VOL.[▼]**.

- During a conversation using the headset, you cannot switch the call to the handset by lifting it off the cradle.
- If you disconnect the optional headset during a conversation with the handset on the cradle, the call will be switched to the speakerphone.
- During a conversation using the speakerphone, you can switch the call to the headset by connecting the headset.

Desk mount setup

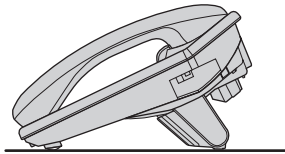
This unit can be used in 2 positions.

Low desk position (default)



High desk position

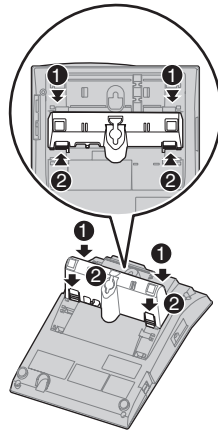
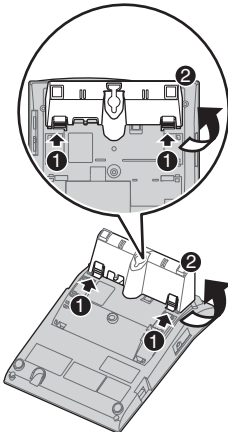
– You can adjust the wall mount adaptor to slope this unit.



Changing to the high position

1. Press the tab in the direction of the arrow (1), then remove the adaptor (2).

2. To attach the adaptor to high (↗), push it in the direction of arrows ((1) and (2)) as shown.

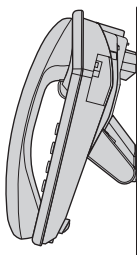


Wall mount setup

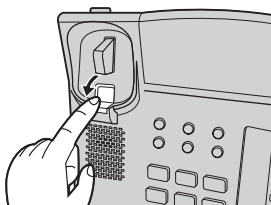
The unit can be mounted on a wall by changing the wall mount adaptor's position.

Note:

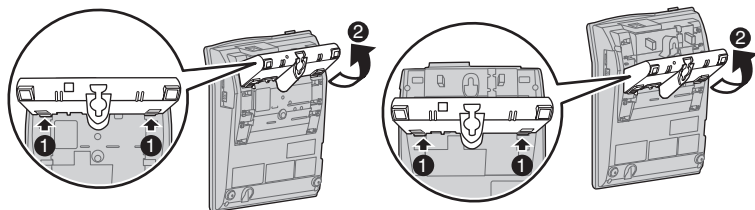
- Make sure that the wall and the fixing method are strong enough to support the weight of the unit.



- 1** Pull down the handset hook until it locks, **so the tabs holds the handset.**



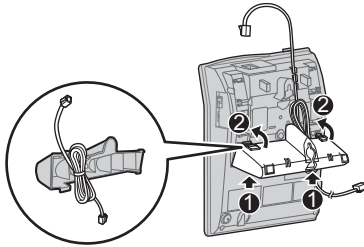
- 2** Press the tabs in the direction of the arrows **(1)**, then remove the wall mount adaptor **(2)**.



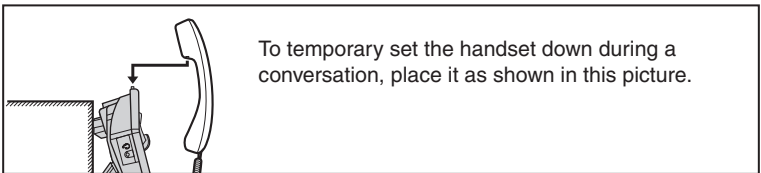
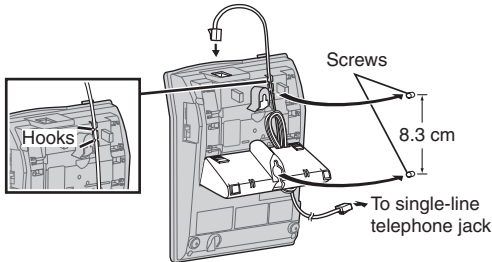
Low desk position

High desk position

- 3** Turn the adaptor. Tuck the telephone line cord inside the wall mount adaptor. Insert the lower tabs of the adaptor into the unit's bottom slots (1), then insert by pushing down the levers of the adaptor into the upper slots (2).

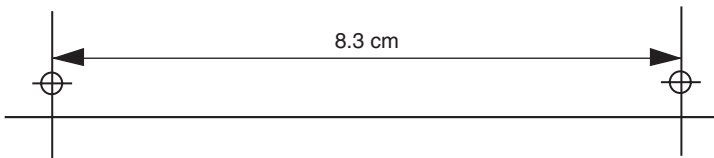


- 4** Drive screws (not included) into the wall using the wall template below. Connect the telephone line cord. Mount the unit, and then slide it down.



To temporary set the handset down during a conversation, place it as shown in this picture.

Wall Template



Troubleshooting

General use

| Problem | Cause/solution |
|--|---|
| The unit does not work. | <ul style="list-style-type: none"> ● Check the connections (page 7). |
| The unit does not ring. | <ul style="list-style-type: none"> ● The RINGER selector is set to OFF. Set to HIGH or LOW (page 9). ● Make sure the unit is not in programming mode. |
| You cannot dial. | <ul style="list-style-type: none"> ● Check the dial tone. If there is no dial tone, check the connections (page 7). ● The dialing mode may be set incorrectly. Change the settings (page 7). ● Dial lock is turned on. To turn it off, see page 10. ● [PROGRAM] or [DIAL LOCK/EXIT] may have been pressed. Hang up the handset and try again. |
| The other party suddenly cannot hear your voice during a conversation. | <ul style="list-style-type: none"> ● [MUTE] may have been pressed during the conversation. To cancel, press [MUTE] again (page 9). |
| Both party suddenly cannot hear each other during a conversation. | <ul style="list-style-type: none"> ● [PROGRAM] or [DIAL LOCK/EXIT] may have been pressed. It will cause status indicator to double flashing. Press [DIAL LOCK/EXIT] to exit. |
| You cannot store a phone number in memory. | <ul style="list-style-type: none"> ● Confirm the handset is off the cradle. ● Do not enter the phone number more than 32 digits long, or the entered number and the previously stored number will be cleared. ● When using the dial lock (page 10) or call restriction (page 15), you cannot store emergency number in the [EMERGENCY]. |
| Status indicator is keep blinking. | <ul style="list-style-type: none"> ● The unit is in programming mode. If it is left for over 60 seconds, busy tone will be heard. To exit: <ul style="list-style-type: none"> – place the handset on the cradle if using handset. – press [SP-PHONE] if using the speakerphone. |
| How to exit the program setting? | <ul style="list-style-type: none"> ● Place the handset on the cradle or press [SP-PHONE]. |

Liquid damage

| Problem | Cause/solution |
|--|---|
| Liquid or other form of moisture has entered the unit. | <ul style="list-style-type: none"><li data-bbox="391 196 943 309">● Disconnect the telephone line cord from the unit. Leave the unit to dry for at least 3 days. After the unit is completely dry, reconnect the telephone line cord. |

Caution:

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

Index

- A** Accessory information: 3
Answering calls: 8
- C** Call restriction: 15
Changing the unit password: 15
Connections: 7
Controls: 6
- D** Desk mount setup: 17
Dial lock: 10
Dialing mode: 7
- F** Flash: 9
Flash time: 10
- H** Hold: 9
- I** Index card: 13
- L** LOWER memory locations: 12
- M** Making calls: 8
Mute: 9
- O** One-touch dialer: 12
Optional headset: 16
- P** Pause (for PBX/long distance service users): 8
- S** Specifications: 5
Speed dialer: 14
- T** Temporary tone dialing (for rotary/pulse service users): 10
Troubleshooting: 20
- U** UPPER memory locations: 12
- W** Wall mount setup: 18

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