

Panasonic

INTEGRATED TELEPHONE
ANSWERING SYSTEM

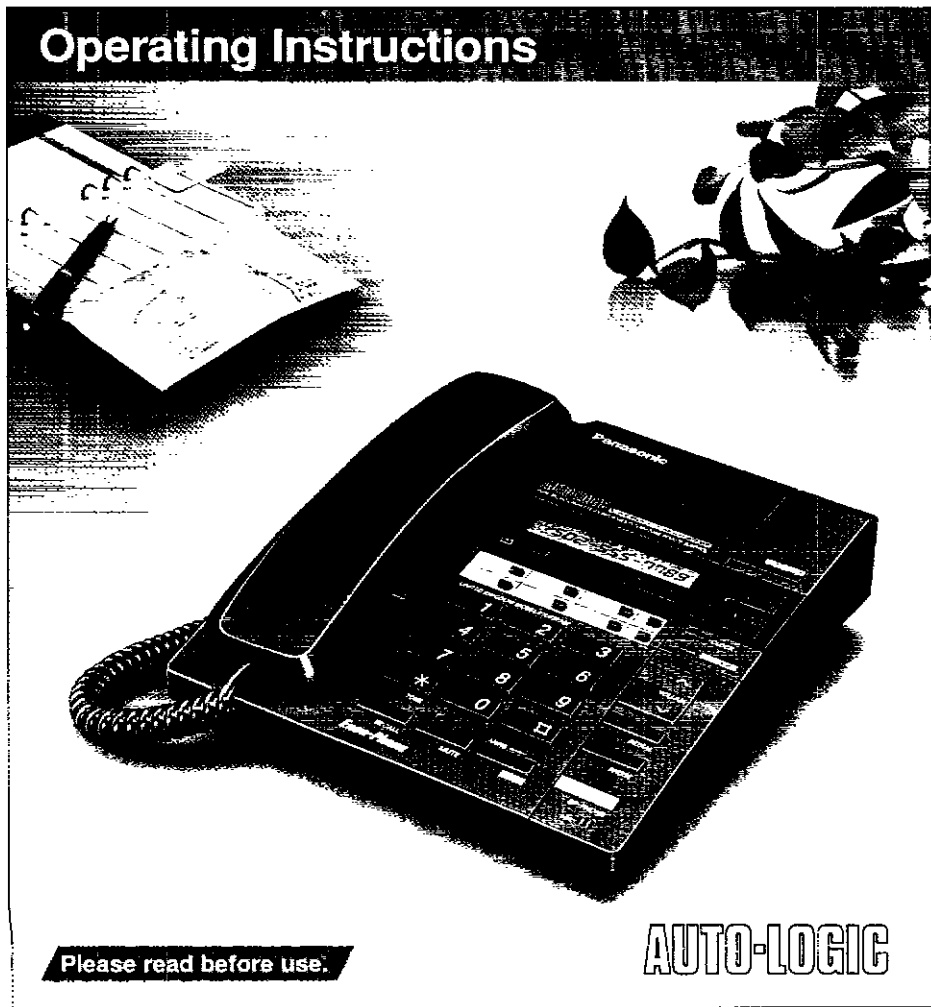
Pulse-or-tone dialling capability

Easa-Phone

MODEL NO.

KX-T2726E

Operating Instructions



Please read before use.

AUTO-LOGIC

Important information

APPROVED for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them.

S/1010/3/P/502984

Do not connect the AC adaptor to any AC outlet other than the standard AC 240 V, 50 Hz.

- Outlet voltage DC 13.5 V, 400 mA
- The apparatus is approved for use with the KX-A11BE or KX-A11DBE power supply.
- **CAUTION:** Do not remove cover. Live parts inside.

Ringer Equivalence Number (REN):

This relates to the performance of the apparatus when used in combination with other items of apparatus. It enables the calculation of the maximum number of items of apparatus that may be connected simultaneously to the line by summing the REN values of each item. A BT supplied instrument has a REN value of 1 unless otherwise marked. A maximum REN value of 4 should not be exceeded.

The REN value of this apparatus is 1.

Method of connection

This is connected to the exchange line or PABX/PMBX (Private Automatic/Manual Branch Exchange) extension by the new standard British Telecom plug and socket. Arrangements for provision of this type of termination can be made through the nearest British Telecom Sales Office.

The apparatus may be connected to the following types of installation. The apparatus has been approved for use under the following conditions:

- a) For connection to the public switched telephone network (PSTN) and compatible PBX (Private Branch Exchange), which use LD signalling and MF signalling. (Please consult your supplier for an up to date list of compatible PBX's.)
- b) The apparatus can be used on extension sockets connected to a direct exchange line (D.E.L.).
- c) This apparatus is suitable for connection to the telecommunication system directly or via compatible private branch exchange as an extension. The supplier of the apparatus should be consulted for an up to date list of PBX's with which the apparatus is compatible.

- d) This apparatus must not be connected in the following manner:
- 1) As an extension to a pay phone
 - 2) As a party line with shared service

It cannot be guaranteed that the apparatus will operate under all possible conditions of connection to compatible PBX's.

- This apparatus is suitable for connection to a PBX with or without initial proceed indication.
- This apparatus is suitable for connection to a PBX with or without secondary proceed indication.

This apparatus has been approved for the use of the following facilities:

- 1) Storage of telephone numbers for retrieval by one-touch dialling buttons
- 2) Automatic dialling
- 3) Automatic storage of the last number dialled
- 4) Repeat attempt: 3 times
- 5) Simple telephone facility
- 6) PBX earth register recall
PBX timed break register recall
- 7) MF Signalling
- 8) LD Signalling
- 9) Mercury dialling compatibility
- 10) Pause

- 11) Loud speaking facility
- 12) Hold
- 13) Mute
- 14) On-hook
dialling—Speakerphone
- 15) 3-step caller's recording time selector:
VOX/1MIN/GREETING ONLY
- 16) Answering and recording system
- 17) Auto disconnect
- 18) DTMF tone remote control system
- 19) Monitoring a telephone call

Any other usage will invalidate the approval of the apparatus if as a result, it then ceases to conform to the standards against which approval was granted.

999 or 112 can be dialled on the apparatus for the purposes of making outgoing calls to the BT Emergency (999 or 112) Service.

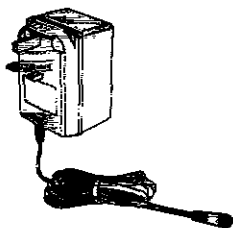
Any cases of difficulty should be referred in the first instance to the supplier of the apparatus.

NOTE:

If you experience any problems with the normal use of your apparatus, you should unplug it from the telephone outlet and connect a known working telephone in its place. If the known working telephone still gives problems, then call British Telecom Engineers. If it operates properly, then the problem is likely to be a fault in your apparatus. In this case, contact your supplier for advice. British Telecom will charge you if they attend a service call that is not due to apparatus supplied by them.

Included with this unit ---

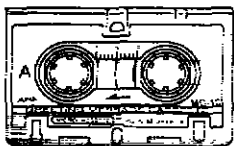
AC Adaptorone
(p. 13)



Screws two
(p. 73)



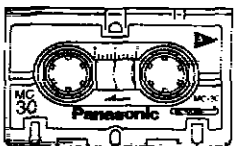
Greeting Message Tapeone
(MC-10)
(p. 11)



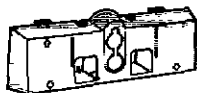
Washers two
(p. 73)



Incoming Message Tapeone
(MC-30)
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Wall Mounting Adaptorone
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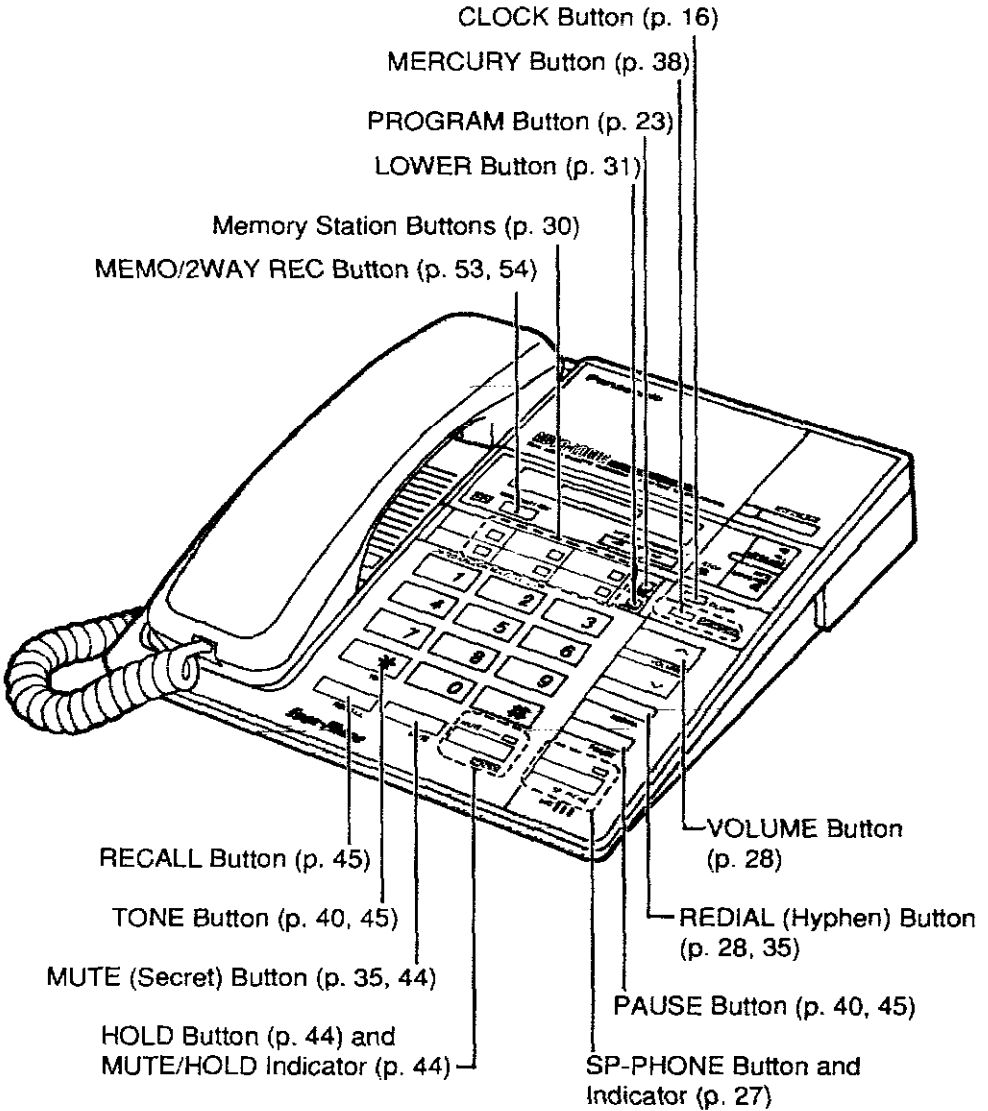
Remote Operation

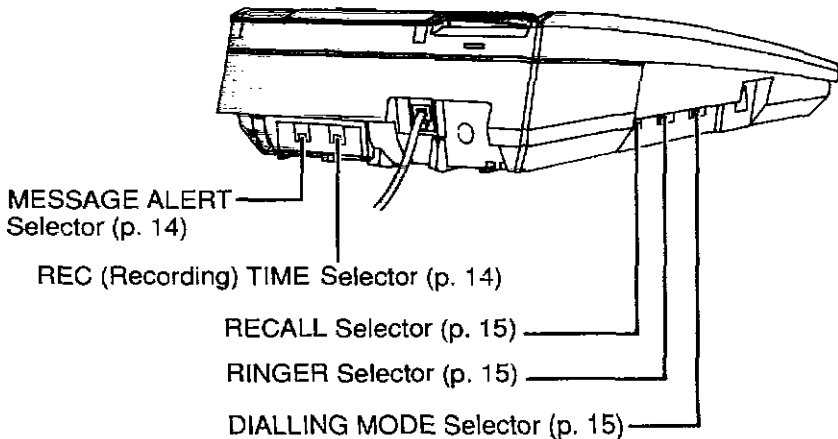
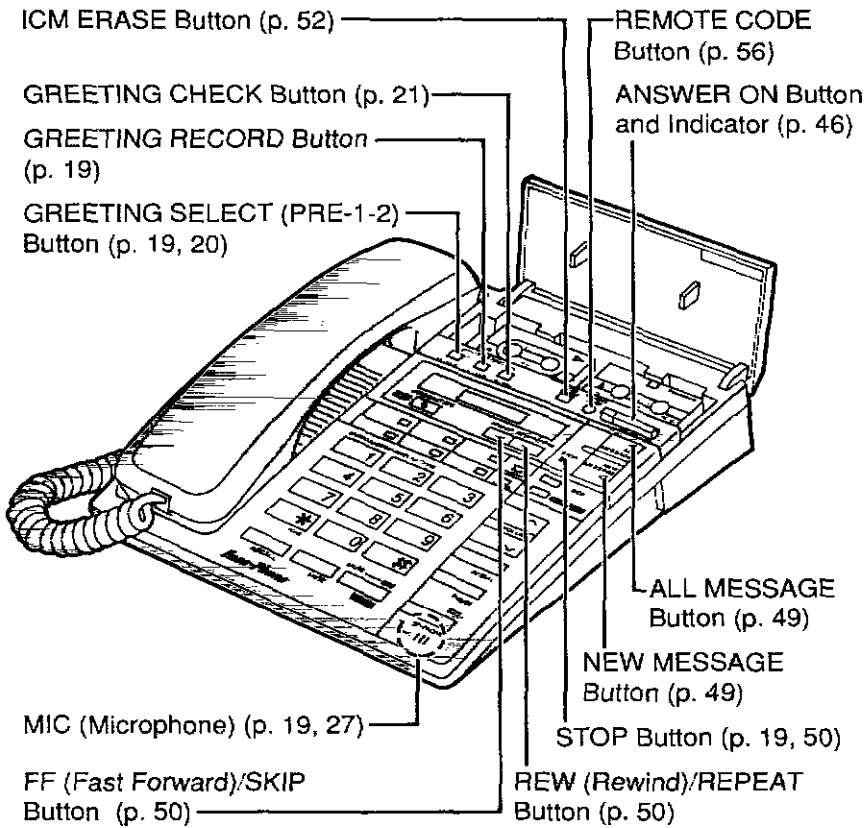
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Location of controls





Display



This display shows all possibilities.

006-40

During a conversation, the call duration is displayed. (Example: 6 minutes 40 seconds)

TIME SET -> EX F CLOCK

The clock adjusting procedure is shown (p. 17).

PROGRAM PHONE NO -> STATION

The storing procedure of the phone number is shown (p. 23, 30).

PROGRAM

The unit is in programming mode (p. 23).

LOWER

The LOWER station is selected (p. 31).

Hold

The unit has a call on hold (p. 44).

VOL

0000----

You are adjusting the volume. The number of the "0" shows the volume level (p. 28).

CALLS

26

26 messages have been recorded. The display shows up to 30 messages.

GREETING ONLY

The REC TIME selector is set to the GREETING ONLY position (p. 14).

P

The PAUSE button is pressed.

F

The RECALL button is pressed while storing numbers when the RECALL selector is in the "T BR" position.

#

"#" is pressed when the dialling mode is TONE.

"*" is pressed when the dialling mode is TONE.

H

The MERCURY button is pressed (p. 37).

CALLS

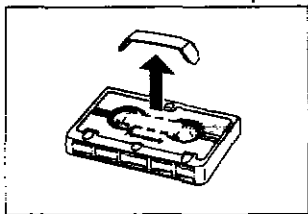
F 13

The incoming tape is full ("13" represents the number of messages recorded, for example).

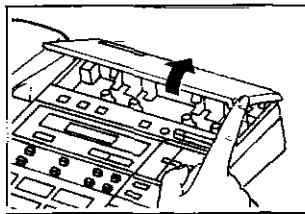
Setting up the unit

Inserting the cassette tapes

Remove the stopper from the micro cassette tapes.

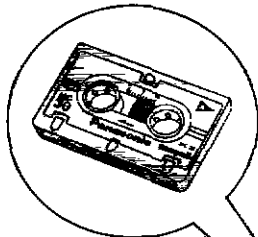


Open the cassette compartment lid.

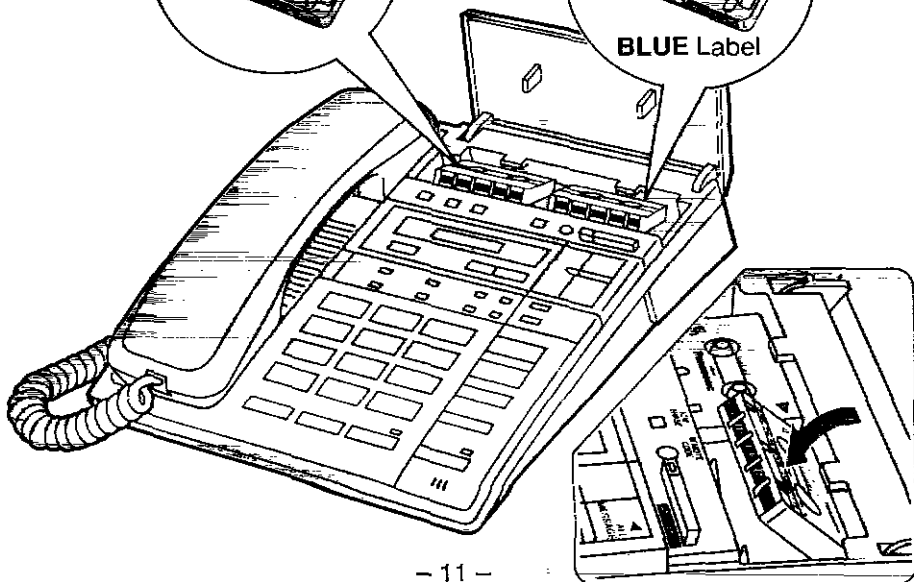


Insert the cassette tapes with the full reel to the right.

Incoming Message Tape
(MC-30)

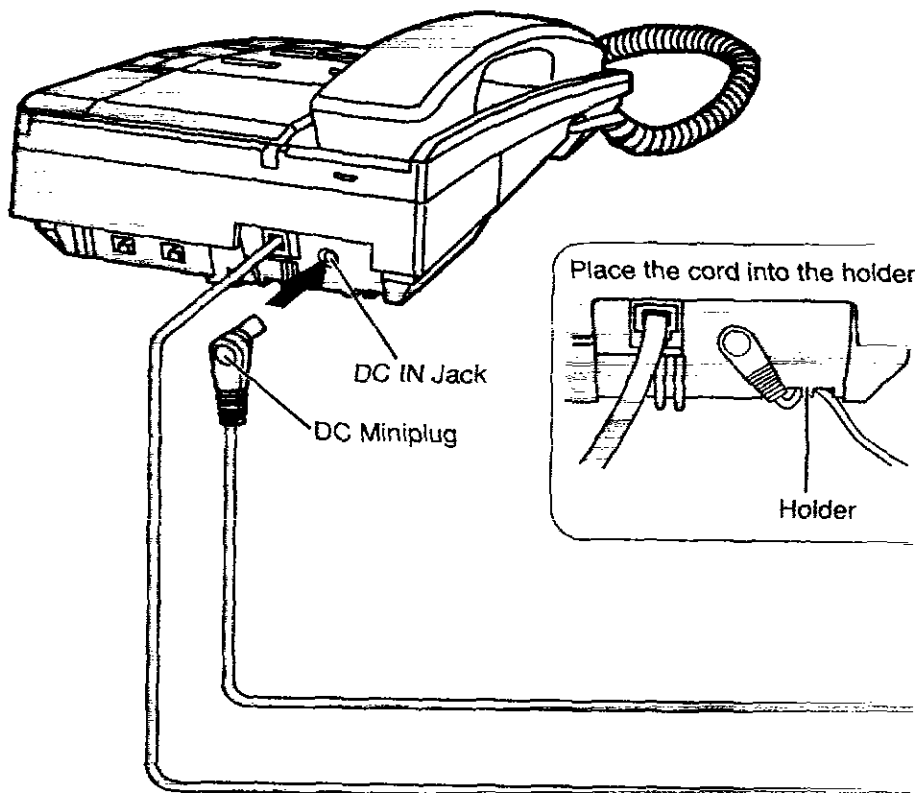


Greeting Message Tape
(MC-10)



Connection

This apparatus is designed to be connected as shown.

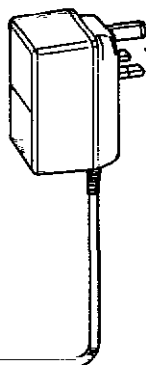


CONNECTION OF POWER SUPPLY

This apparatus is intended for use when powered by the KX-A11BE or KX-A11DBE. Using other power supplies will invalidate any approval given to this apparatus.

Fasten the AC adaptor cord to the holder, to prevent the DC miniplug from being accidentally disconnected.

AC Adaptor



To Mains Outlet
(AC 240 V, 50 Hz)

Telephone Line Cord

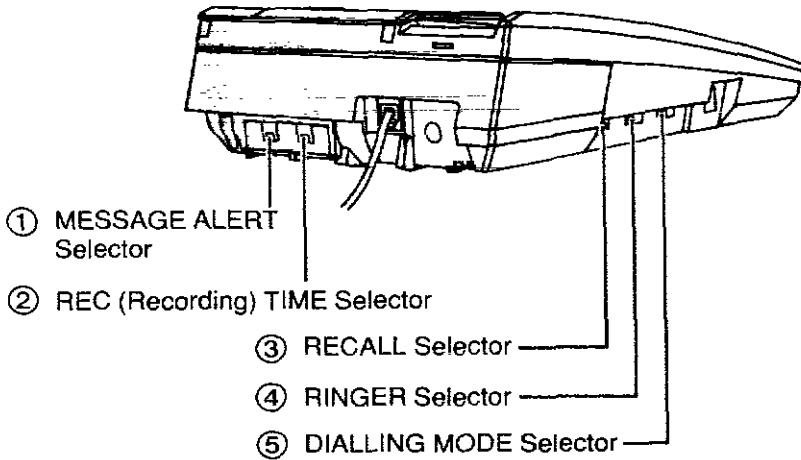


To B.T. Socket

Notes:

- USE ONLY Panasonic AC ADAPTOR KX-A11BE or KX-A11DBE.
The adaptor must remain connected at all times.
- During a power failure, the apparatus functions only as an ordinary telephone.
- The DC IN Jack is at SELV (Safety Extra Low Voltage).
- The handset and line connections are at TNV (Telecommunication Network Voltage).

Setting the selector switches



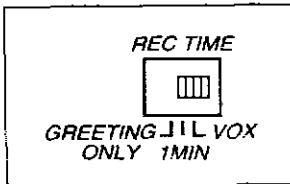
① MESSAGE ALERT Selector



When you come home, you can be informed that new messages have been recorded by the presence of an audible beep.

- ON:** When new messages have been recorded, a short beep sounds every 10 seconds. The beeping stops after the messages have been played back.
- OFF:** No beep sounds.

② REC (Recording) TIME Selector

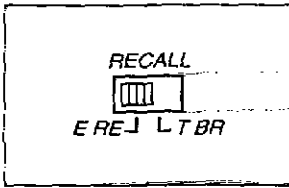


Used to select the caller's recording time.

- VOX:** Unlimited.
- 1 MIN:** Limited to 1 minute.
- GREETING ONLY:**

When a call comes in the unit answers the call, plays the greeting message, then hangs up. The unit will not record any caller's message. " **GREETING ONLY** " is displayed.

③ RECALL Selector



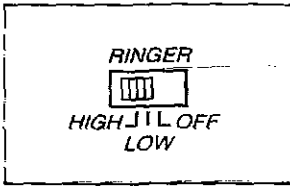
Set to E RE or T BR.

(depending on a PBX type)

E RE: for PBX which has an earth recall facility.

T BR: for B.T. "Star Services" or for PBX which has a timed break register recall facility.

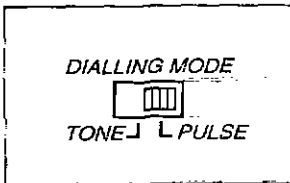
④ RINGER Selector



Used to set the ringer volume of the unit.

Set to HIGH or LOW position. When set to the OFF position, the unit will not ring.

⑤ DIALLING MODE Selector



Set to the PULSE position when your telephone line has rotary service. If it has touch tone service, set to the TONE position.

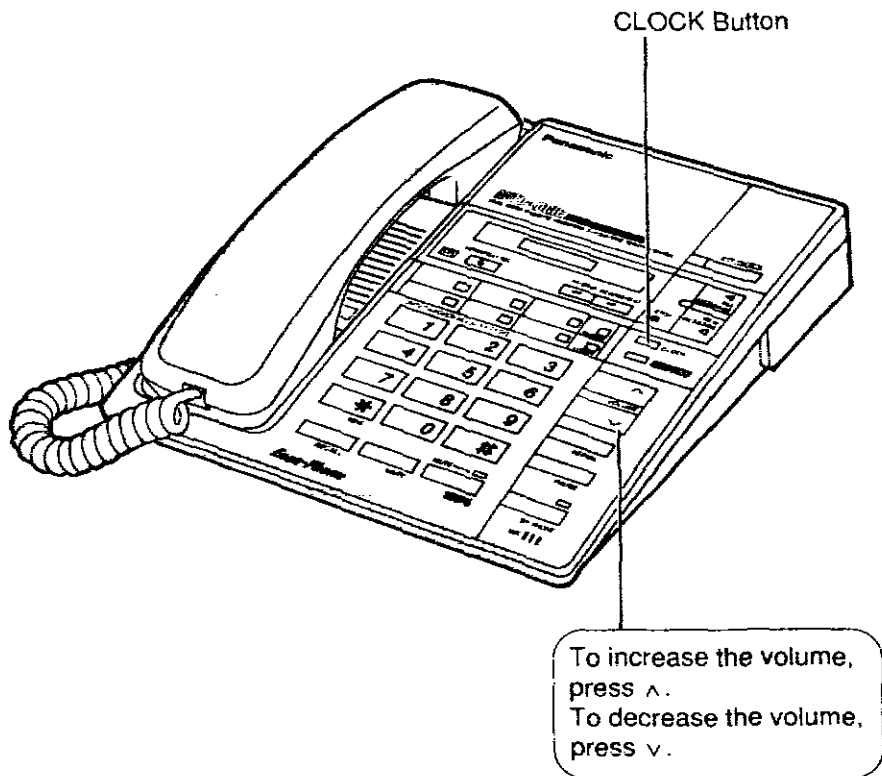
You can ascertain which type of local BT exchange you are connected to using the following procedure.

1. Ensure that the DIALLING MODE selector is set to PULSE.
2. Lift the handset or press the SP-PHONE button. Then, identify the dial tone.
3. Dial a number you are familiar with.
4. If the call is successful, you are connected to a Pulse exchange. Therefore leave the DIALLING MODE selector on PULSE.
5. If the call is not successful, you are connected to a Tone exchange. Therefore switch the DIALLING MODE selector back to TONE.

Time and day adjustment

Voice Time and Day Stamp

You know when a caller's message was recorded as the synthesized voice will announce the time and day of recording after each message.

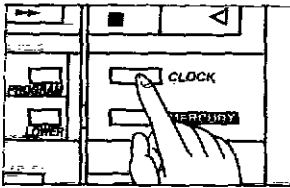


Notes:

- During a power failure, the programmed time and day retention time is approximately 3 hours.
- If "AM 12-00" flashes, it means that the programmed time and day have been cleared. In this case, adjust the time and day again.
- The accuracy of the clock will be approximately ± 45 seconds a month at room temperature.

Be sure that the handset is on the cradle and the SP-PHONE indicator light is off.

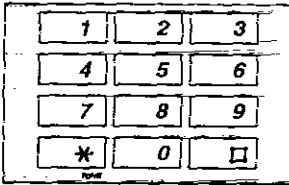
1



Press the CLOCK button.

- “ ~~TIME SET → EX1~~ ~~FE2~~ → CLOCK ” is displayed to show the programming procedure.
- The unit announces the current time and day.

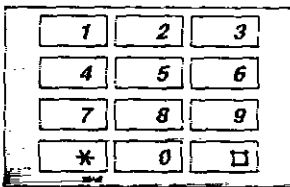
2



Enter the current time (hour and minute) by using 4-digit numbers.

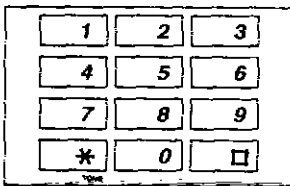
Ex.: To set “6:30”, enter “0630”.

3



Press “*” to select “AM” or “PM” on the display.

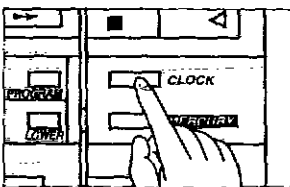
4



Press “#” repeatedly to adjust the day.

—The unit announces the day.

5



Press the CLOCK button to finish adjusting.

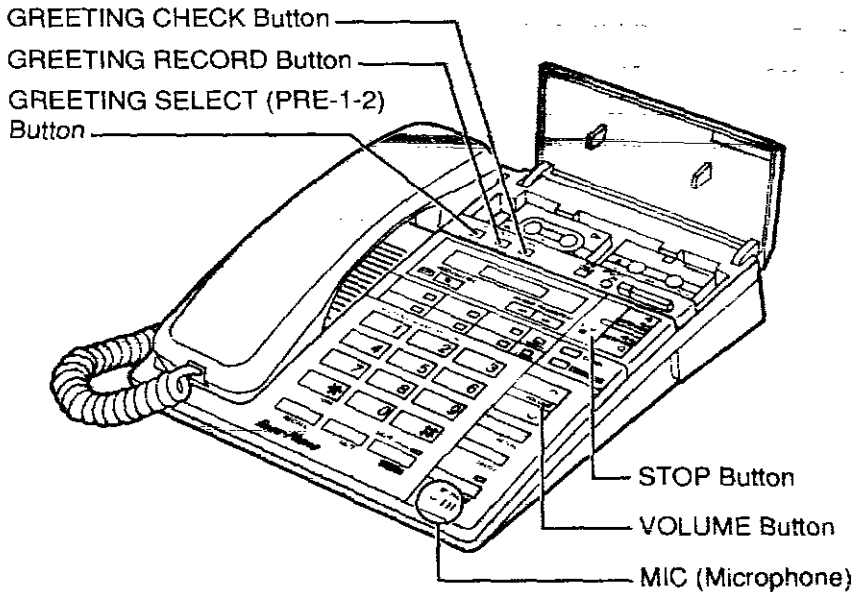
- The unit announces the programmed time and day.
- The clock starts working.

Recording a personal greeting message

You can record two greeting messages for your callers and the unit have two pre-recorded greeting messages (see page 20).

First greeting: Its recording time is limited to 30 seconds.
So you may leave a short message to your callers.

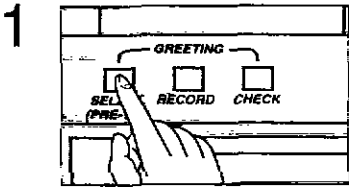
Second greeting: This is an extended greeting message and its recording time is limited to 2 minutes 45 seconds.



Notes:

- It is helpful to include a statement of your answering telephone number with the exchange name or national code in the greeting message.
A greeting message begins within 3 seconds of answering, of paytone ceasing, or of answering ceasing, as appropriate.
- Paytone may be received after answering calls from some types of payphone and may persist for up to 13 seconds.
The greeting message should be constructed so as to ensure that a greeting message containing the identity of the called line and, where appropriate, the invitation to record, will be heard by payphone callers after paytone has ceased.

Do not pause for over 5 seconds while recording. If 6 beeps sound while recording and "Record greeting again" is announced, start again from step 2 after the unit resets the greeting message tape.



Press the GREETING SELECT (PRE-1-2) button to select the first or second greeting.

First greeting is selected.

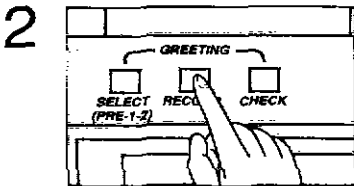
Display: **GREETING**

1

Second greeting is selected.

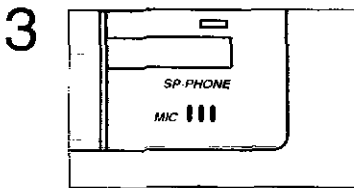
Display: **GREETING**

2



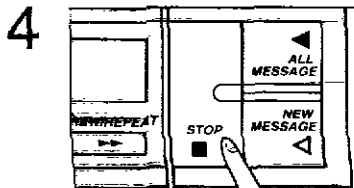
Press the GREETING RECORD button, then release it.

—"Record greeting after the beep." is announced, followed by a long beep.



Immediately after the long beep, speak clearly and loudly, 20 cm (8") away from the MIC (microphone).

—The display shows the elapsed recording time.

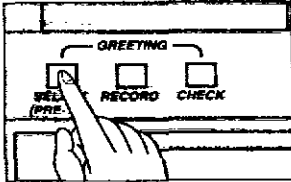


When you finish recording, press the STOP button.

Pre-recorded greeting messages

The unit has two pre-recorded greeting messages.

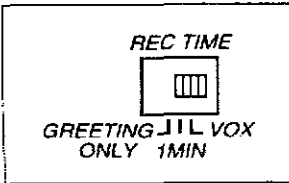
To select the pre-recorded greeting message



Press the GREETING SELECT (PRE-1-2) button to select the pre-recorded message.

—Display shows: **GREETING**
P1

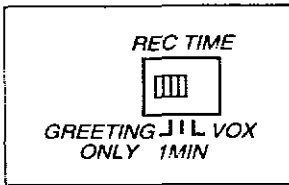
—The pre-recorded greeting message is played back automatically.



When the **REC TIME** selector is in the **VOX** or **1MIN** position:

Pre-recorded greeting message 1 is selected.

"Hello, we are not available now. Please leave your name and phone number after the beep. We will return your call."



When the **REC TIME** selector in the **GREETING ONLY** position:

Pre-recorded greeting message 2 is selected.

"Hello, we are not available now. Please call again. Thank you for your call."

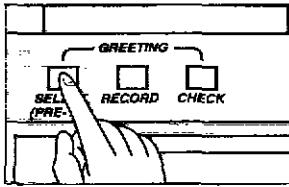
Note:

—If there is no room left on the incoming message tape to record the next caller's message, the "GREETING ONLY" mode is selected and the pre-recorded greeting message 2 will be played automatically for the caller. No incoming messages will be recorded.

Checking the greeting message

You can play back and check your recorded greeting message.

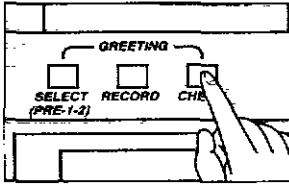
1



Press the GREETING SELECT (PRE-1-2) button to select the greeting message you want to check.

—The selected greeting is displayed.

2



Press the GREETING CHECK button to play back the greeting message.

—Adjust the speaker volume using the VOLUME button (see page 28).

Samples of greeting messages

When the REC TIME selector is in the VOX (unlimited) position:

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

When the REC TIME selector is in the 1 MIN position:

“Hello, this is (your name and/or number). Sorry, I cannot take your call. Please leave your message after a long beep. Your recording time is up to 1 minute. Thank you.”

When the REC TIME selector is in the GREETING ONLY position:

“Hello, this is (your name and/or number). Sorry, I cannot take your call. If you call back tomorrow, I’ll be happy to talk to you. Thank you.”

Selecting the number of rings

When the answering system is on (the ANSWER ON indicator light is on), the unit answers the call automatically on the first–7th ring.

0 (AUTO): Toll Saver (See below.)

1: The unit answers on the first ring.

2: The unit answers on the second ring. (Default)

This position may be referred to as “NORMAL” as it enables the unit to answer incoming calls in a reasonably short time.

3: The unit answers on the third ring.

4: The unit answers on the fourth ring.

5: The unit answers on the fifth ring.

6: The unit answers on the sixth ring.

7: The unit answers on the seventh ring.

“NORMAL” position should be generally selected unless you specifically wish to take advantage of the “toll saver facility”.

Callers are generally accustomed to their calls being answered within 10 seconds and most callers abandon the call in under 45 seconds if no reply is obtained. This unit will answer incoming calls in under 10 seconds if required.

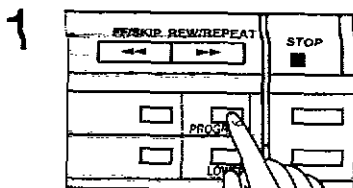
Toll saver

When you call the unit from a touch tone telephone, the number of rings before the unit answers informs you if there are any new messages.

—If the unit answers on the 2nd ring: There is at least one new message.

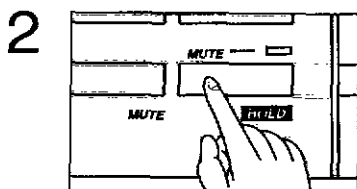
—If the unit answers on the 4th ring: There are no new messages.

Hang up immediately when you hear the 3rd ring. The 3rd ring indicates there are no new messages. This will save you being charged for the call.



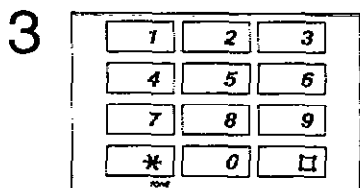
Press the PROGRAM button.

—“PROGRAM PHONE NO. + STATION” is displayed.



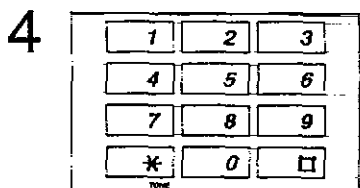
Press the HOLD button.

—“PROGRAM” is displayed.



Press “1” to set the number of rings.

—The display shows the current setting.

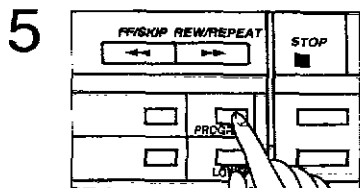


Press one of the dialling buttons “0” through “7” to change the number of rings.

—1–7: The unit answers the call on the selected number of rings.

—Press “0” to select “Auto”.

“A” is displayed.



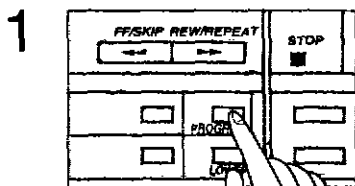
To finish programming, press the PROGRAM button.

—To check the current setting, repeat from step 1 to 3, and 5.

Setting the VOX SENS function

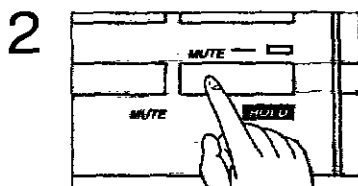
H (High): Normally this function is set to "H".

L (Low): If the tape continues to run after a caller hangs up, there are long pauses between or after messages, set this function to "L".



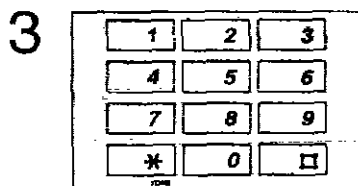
Press the PROGRAM button.

— "PROGRAM PHONE NO STATION" is displayed.



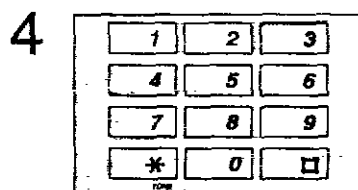
Press the HOLD button.

— "PROGRAM" is displayed.

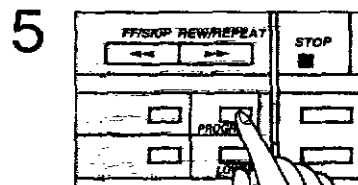


Press "2".

—The display shows the current setting.



Press "1" to select "L".
Press "2" to select "H".

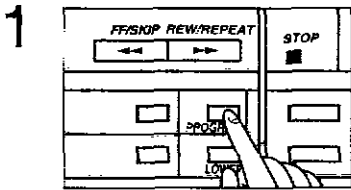


To finish programming, press the PROGRAM button.

—To check current setting, repeat from step 1 to 3, and 5.

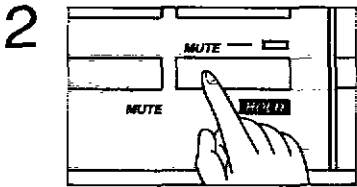
Setting the display contrast

- LOW:** The display is light.
- MIDDLE:** The display is medium. (Default)
- HIGH:** The display is dark.



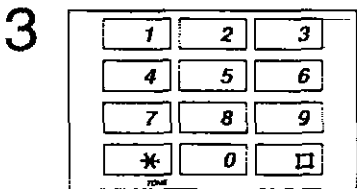
Press the PROGRAM button.

—“PROGRAM PHONE NO. → STATION” is displayed.



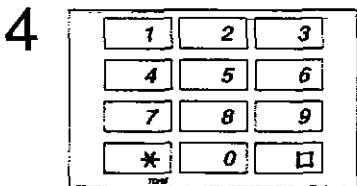
Press the HOLD button.

—“PROGRAM” is displayed.

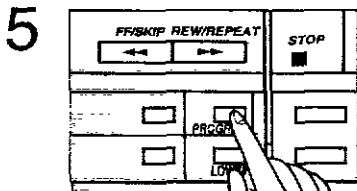


Press “3”.

—The display shows the current setting.



Press “1” to select “LOW”.
Press “2” to select “MIDDLE”.
Press “3” to select “HIGH”.



To finish programming, press the PROGRAM button.

—To check current setting, repeat from step 1 to 3, and 5.

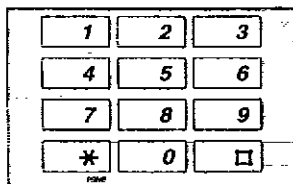
Making calls

1



Lift the handset, and identify the dial tone.

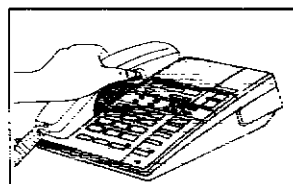
2



Dial a telephone number.

- The dialled number is displayed.
- About 5 seconds later, the display starts counting the call duration.

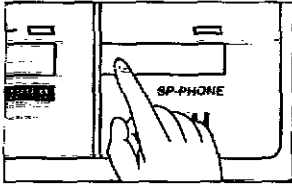
3



When the conversation is over, place the handset on the cradle to hang up.

Using the SP-PHONE button

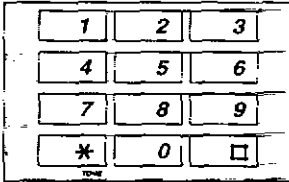
1



Press the SP-PHONE button, and identify the dial tone.

—The SP-PHONE indicator light is on.

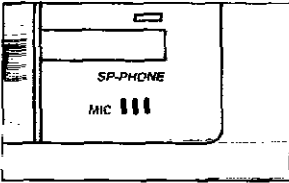
2



Dial a telephone number.

—The dialled number is displayed.

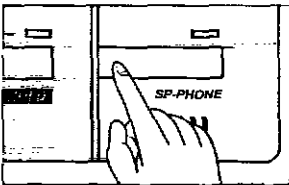
3



When the other party answers, speak through the MIC (microphone).

—About 5 seconds later, the display starts counting the call duration.

4



When the conversation is over, press the SP-PHONE button to hang up.

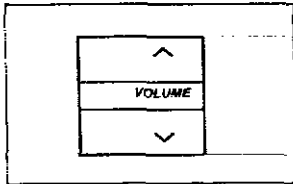
—The SP-PHONE indicator light goes out.

Helpful hints for the speakerphone operation:

- Use the speakerphone in a quiet room for best performance.
- If the other party has difficulty hearing you, decrease the volume.
- If you and the other party speak at the same time, parts of your conversation will be lost. To avoid this, speak alternately.
- While using the speakerphone, you can switch to the handset by lifting it.

To adjust the speaker's volume

You can adjust the volume level of the speaker using the VOLUME button during a conversation. 9 levels are available (0 through 8).

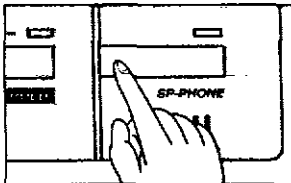


To increase the volume, press \wedge .
To decrease the volume, press \vee .

- The number of “ \square ” on the display indicates the volume level for about 3 seconds.
- After hanging up, the selected volume level is maintained.

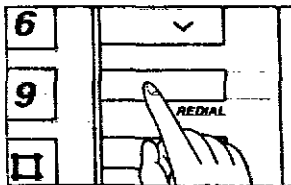
Redialling the last dialled number

1



Lift the handset or press the SP-PHONE button.

2



Press the REDIAL button.

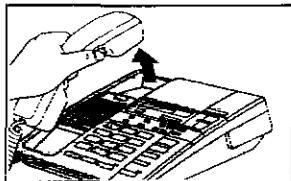
- When using the handset**, the unit redials the last dialled number once.
- When using the SP-PHONE button**, the unit redials the last dialled number up to 3 times if the line is busy (Automatic redial).

To cancel the automatic redialling:

Press the SP-PHONE button or lift the handset during redialling.

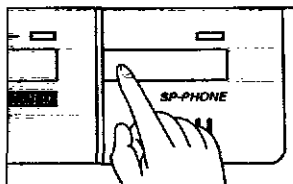
Answering calls

1



When the telephone rings, lift the handset to answer the call.

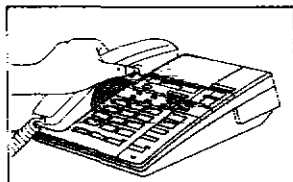
OR



Press the SP-PHONE button.

—The SP-PHONE indicator light is on.

2



When the conversation is over, place the handset on the cradle, or press the SP-PHONE button to hang up.

Note:

—For helpful hints for speakerphone operation, see page 27.

Automatic dialling

The unit can store 12 phone numbers you often dial into memory. (6 numbers for upper memory locations, 6 numbers for lower memory locations.)

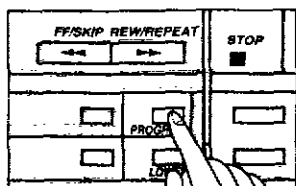
The stored number is dialled automatically by pressing one of the memory station buttons (see pages 33–34).

Storing phone numbers in memory

A 16-digit phone number can be stored in each memory station.

Using the upper memory location

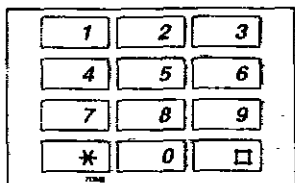
1



Press the PROGRAM button.

—“PROGRAM PHONE NO. STATION” is displayed.

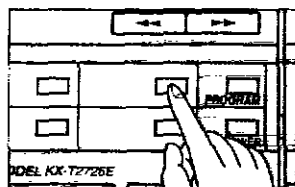
2



Enter a phone number up to 16 digits.

—The entered number is displayed

3



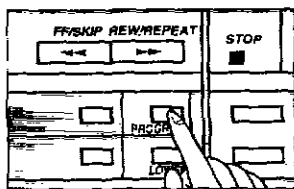
Press one of the station buttons to select the memory station.

—A beep sounds and the phone number is stored or two beeps sound when the same number is already stored.

—To store other numbers, repeat steps 1 through 3.

Using the lower memory location

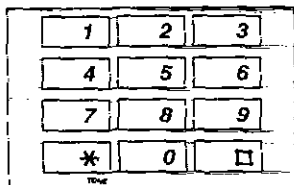
1



Press the PROGRAM button.

—“PROGRAM PHONE NO.→STATION” is displayed.

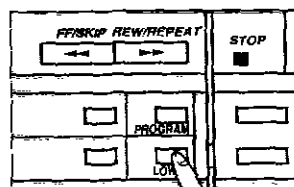
2



Enter a phone number up to 16 digits.

—The entered number is displayed.

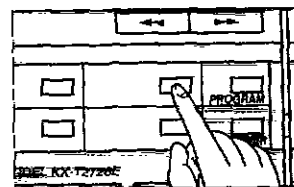
3



Press the LOWER button.

—“LOWER” is displayed.

4



Press one of the station buttons to select the memory station.

—To store other numbers, repeat steps 1 through 4.

Notes:

—If you want to insert a hyphen in a phone number, press the REDIAL button during programming. A hyphen counts as one digit.

—You can store “*”, “#”, “RECALL” and “PAUSE” into memory with a telephone number.

Pressing the “*” or “#” button once counts as two digits.

Pressing the “RECALL” or “PAUSE” button once counts as one digit.

To correct an error while storing

Press the PROGRAM button to end the programming mode, then start from step 1 on pages 30–31 to store the correct number.

To confirm a stored number

Store the phone number which you want to confirm into the same memory station. You will hear one or two beeps.

2 beeps: The newly stored number is the same as the previously stored one.

1 beep: The newly stored number is different from the previously stored one.

To erase a stored number

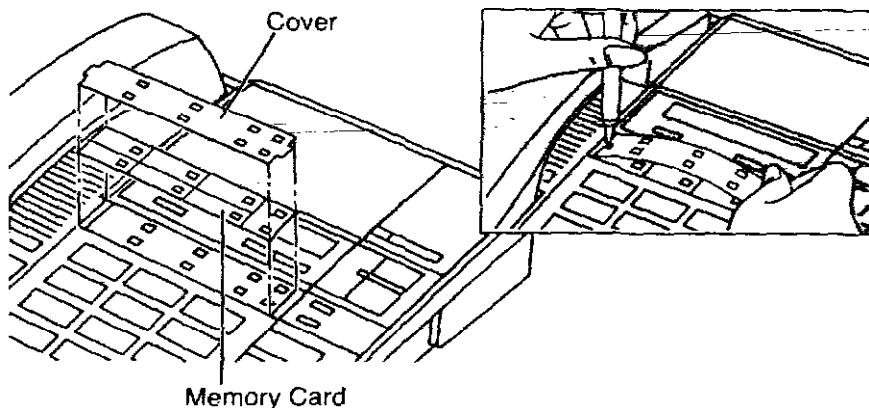
1. Press the PROGRAM button.
2. **If the number is stored in the upper memory location:**
Press the station button for the phone number to be erased.

OR

If the number is stored in the lower memory location:
Press the LOWER button, then press the station button.

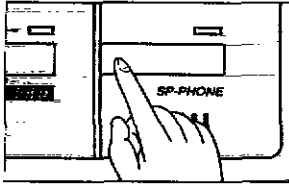
Memory card

Pull out the memory card and write down the names or phone numbers associated with automatic dialling.



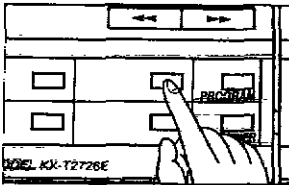
Dialling a stored number from memory

1



Lift the handset or press the SP-PHONE button.

2

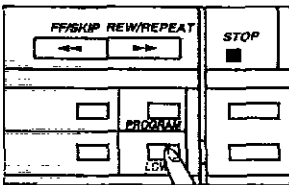


Using the upper memory location:

Press one of the station buttons where the phone number you want to dial is stored.

—The stored number is dialled automatically.

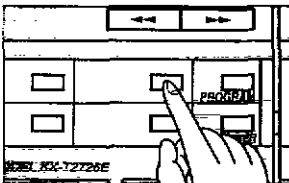
OR



Using the lower memory location:

Press the LOWER button.

—“ **LOWER** ” is displayed.

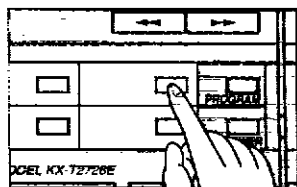


Then press one of the station buttons where the phone number you want to dial is stored.

—The stored number is displayed and dialled automatically.

Full one touch dialling

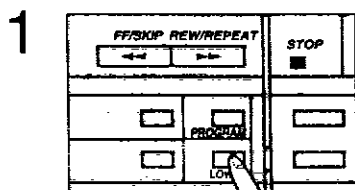
Using the upper memory location:



Press one of the station buttons where the phone number you want to dial is stored.

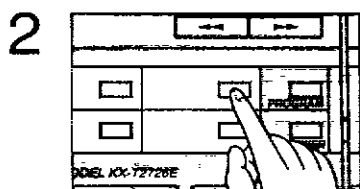
- The speakerphone is turned on automatically, then the stored number is dialled.

Using the lower memory location:



Press the LOWER button.

- “ **LOWER** ” is displayed.
- The speakerphone is turned on automatically.



Then press one of the station buttons where the phone number you want to dial is stored.

- The stored number is dialled automatically.

Storing a number to make it secret

You can keep stored telephone numbers secret by using the secret button. The confidential numbers will not appear on the display when dialling.

The MUTE button is used as the secret button when storing phone numbers.

To store phone numbers

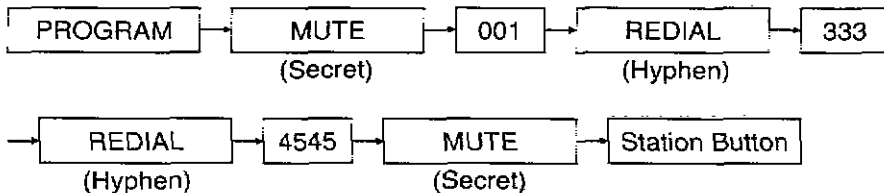
Be sure that the handset is on the cradle and the SP-PHONE indicator light is off.

To make all digits of a phone number secret:

Example; 001-333-4545

SECRET NUMBER

Press as follows.



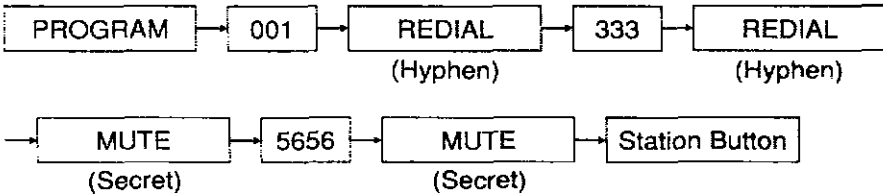
Display shows; **0 1-333-4545**

To make part of a phone number secret:

Example: 001-333-5656

SECRET NUMBER

Press as follows.



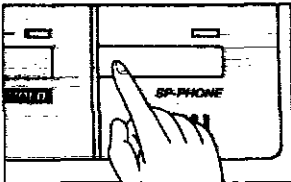
Display shows: **1-333-[5656]**

Note:

—Pressing the MUTE (Secret) or the REDIAL (Hyphen) button once counts as one digit.

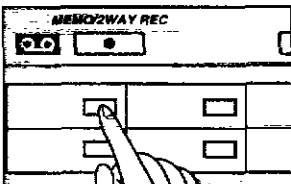
To dial the secret phone number

1



Lift the handset or press the SP-PHONE button.

2



Press the station button where the phone number you want to dial is stored.

Display shows: ex. 001-333-5656

SECRET NUMBER

1-333-[0000]

The Mercury Residential Service

Mercury's Residential Service is a highly competitive telephone service for the residential and small business user.

Most UK long distance and international calls are cheaper over Mercury, especially in the Economy period.

Mercury calls are rounded to the second, and charged to the nearest tenth of a penny. You will also receive fully itemized bills. Mercury Customer Services is available 24 hours a day to provide the highest level of customer service.

There are two ways to access Mercury, the Residential 132 Service and the Mercury PIN Codes Service. You can find out the best method for you by calling Mercury Customer Services on FreeCall 0500-500 194 (24 hours). Most homes and businesses are now able to access the Mercury network via their existing BT line. Mercury Customer Services will be able to check whether Mercury is available in your area.

All Mercury's charges and tariffs are the same for both methods of accessing Mercury—the only difference is how you connect to the Mercury network.

For Residential 132 Service customers

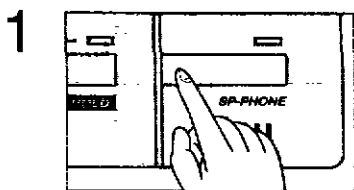
Once you have become a Mercury Residential 132 customer, you simply dial 132 before a long distance or international call to send it over the Mercury network.

The MERCURY button on your unit comes with the digits "132" pre-stored in it.

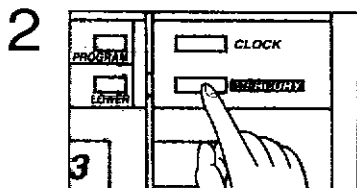
To check that you have access to Mercury, press the SP-PHONE button or lift the handset, wait for the dial tone, press the MERCURY button, and dial 132. This call is free of charge. You should be connected to a recorded message welcoming you to the Mercury network. If you have any difficulties, please contact Mercury Customer Services (Fault Reporting) on FreeCall 0500-500 193 (24 hours).

To send your long distance and international calls over Mercury, press the MERCURY button before the STD code and telephone number of the person you are calling.


Making a call via Mercury



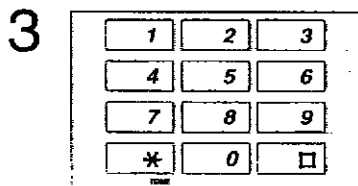
Lift the handset or press the SP-PHONE button.



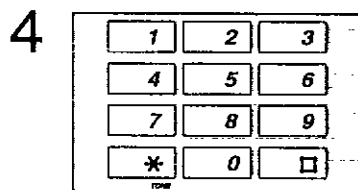
Press the MERCURY button.

—“” is displayed.

—A series of short beeps will be heard during dialling.



Dial the chosen Cost Centre Code* if applicable (see page 42).



Dial either the phone number required, or automatic dial memory.

Please note that Cost Centre Codes are not currently available with Residential 132 Service.

For Mercury PIN Codes Service customers

After you apply for Mercury PIN Codes Service you will receive a Mercury PIN code in two separate parts.

The PIN code, which is similar to a bank PIN number, identifies you as a Mercury customer and will need to be stored in the unit's memory using the MERCURY button.

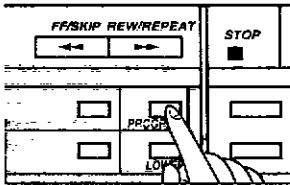
Programming the MERCURY button

Before programming your unit with the Mercury PIN code:

- 1) You must ascertain which type of local BT exchange you are connected to (see page 15).
- 2) Reset the Mercury station's memory (see page 43).

Ensure that the unit is plugged into the BT socket.

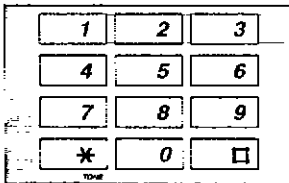
1



Press the PROGRAM button.

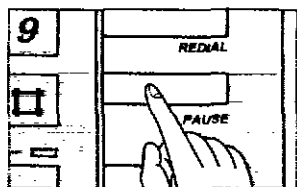
—“PROGRAM PHONE NO. → STATION” is displayed.

2



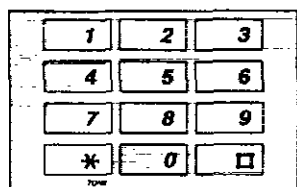
Dial 131.

3



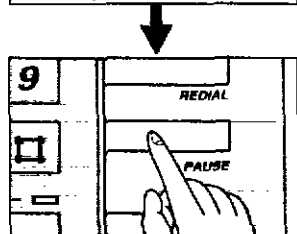
If you are connected to a Tone exchange;
Press the PAUSE button once (twice if programming proves unsuccessful).

OR

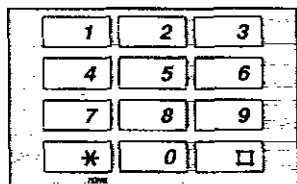


If you are connected to a Pulse exchange;

Press the * (TONE) button, then press the PAUSE button once.



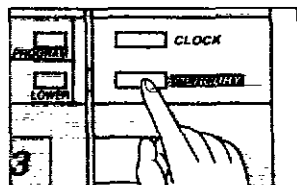
4



Enter the digits of the Mercury PIN code (part 1 then part 2).

—To correct an error while programming, press the PROGRAM button, then proceed from step 1 again.

5



Press the MERCURY button to store the program into memory.

Note:

—If programming proves unsuccessful reset the Mercury memory as described on page 43 then re-program the memory from step 1.

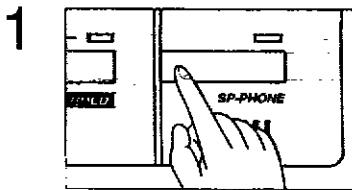
To check if the PIN code has been programmed correctly, press the SP-PHONE button or lift the handset, wait for the dialling tone, and press the MERCURY button (followed by 2 or 3 digit Cost Centre Code* if applicable) and dial 1500. This call is free of charge. During connection you will hear a series of short beeps. This is the Mercury dial tone. After a few seconds you should be connected to a recorded message welcoming you to the Mercury network. If you have any difficulties, please contact Mercury Customer Services on FreeCall 0500-500 193 (24 hours).
(*Cost Centre Code: see page 42.)

Confirming the Mercury station's memory

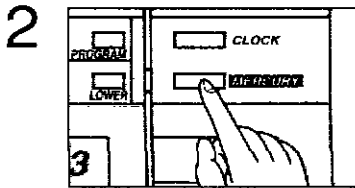
Store the Mercury code again in the Mercury station. When the MERCURY button is pressed, you will hear a beep once, twice or six times for confirmation.

- 1 beep: A new code number has been stored in the memory.
- 2 beeps: The code number newly entered is the same as that was previously stored.
- 6 beeps: The code number newly entered is different from the one that was previously stored. If you want to store the new code number, reset the Mercury station's memory, then reprogram it (for resetting the memory, see page 43).

Making a call via Mercury



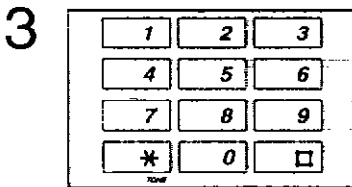
Lift the handset or press the SP-PHONE button.



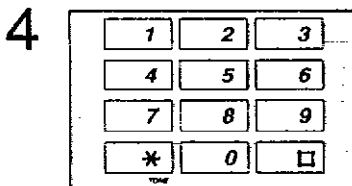
Press the MERCURY button.

—“**B**” is displayed.

—A series of short beeps will be heard during dialling.



Dial the chosen Cost Centre Code* if applicable (see below).



Dial either the phone number required, or automatic dial memory.

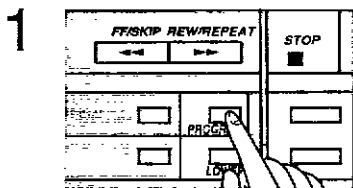
*Cost Centre Codes

Cost Centre Codes are selectable on your Mercury order form. By keying in a code number (either 2 or 3 digits) before dialling each and every Mercury call, businesses can allocate calls to different jobs, or residential users can see who is responsible for each call. If you have requested this option, then to make a call via Mercury you must:

1. Lift the handset or press the SP-PHONE button.
2. Press the MERCURY button.
3. Dial your chosen Cost Centre Code (any 2 or 3 digits number except 112 or 999).
4. Dial either the phone number required, or automatic dial memory.

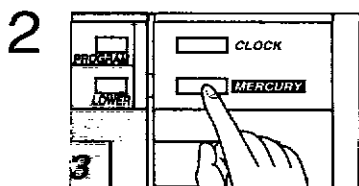
Resetting the Mercury station's memory (Returning to Residential 132 Service)

If you want to change your Mercury code to a new one or if you need to send your telephone away for repair, you must reset the Mercury station's memory using the following procedure.



Press the PROGRAM button.

—“PROGRAM PHONE NO. → STATION” is displayed.

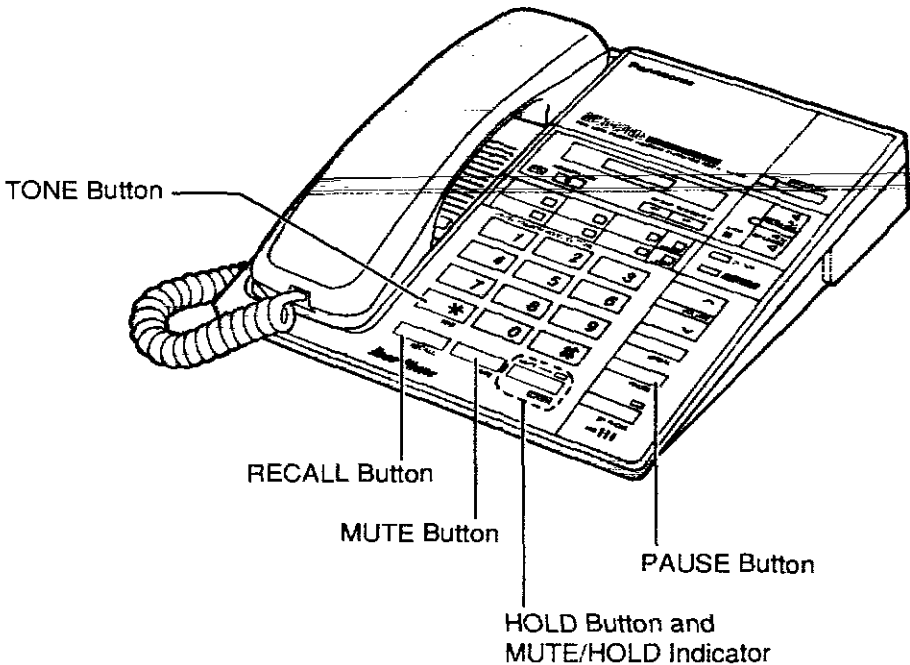


Press the MERCURY button.

—The Mercury memory is reset to 132 (Residential 132 Services).

You can store a new Mercury code (see page 39–40).

Other features



HOLD button

Pressing the HOLD button during a conversation enables you to put the call on hold.

"*Hold*" is displayed and the MUTE/HOLD indicator light flashes.

To resume the conversation:

- When the handset is off-hook, press the HOLD button.
- When the handset is on the cradle, lift the handset or press the SP-PHONE button.

MUTE button

When you press the MUTE button, the other party cannot hear your voice, while you can hear theirs. The MUTE/HOLD indicator light is on. To resume the conversation, press the MUTE button again.

PAUSE button (For users behind a PBX)

If your unit is connected to a PBX, you need to dial an access number (usually 9) to get an outside line. In this case, inserting a pause between the access number and the phone number is necessary, especially when redialling or storing the number into memory. Pressing the PAUSE button makes a dialling delay in the dialling sequence.

Temporary tone dialling

If your line has rotary service, pressing the TONE (*) button allows you to change the dialling mode temporarily into tone. Then you can dial the numbers or codes needed to operate an answering system, to use electronic banking services or other special services.

When you hang up, the dialling mode returns to pulse automatically.

RECALL button (To use the recall feature)

The RECALL button is used to access special telephone services (optional) such as call waiting. Contact your telephone company business office for details.

Example: British Telecom call waiting

1. Ensure that you have set the RECALL selector to the T BR position.
2. When the call waiting tone is heard during a conversation, press the RECALL button.
3. When dial tone is heard, dial 2.
The first call is put on hold and you can have a conversation with the second party.
4. **To keep the present call and return to the first call:**
Press the RECALL button, then dial 2.
To hang up the first call:
Press the RECALL button, then dial 0.
To hang up the present call and return to the first call:
Press the RECALL button, then dial 1.

If your unit is connected to a PBX, pressing the RECALL button allows you to access some features of your host PBX such as transferring an extension call.

Automatic answering operation

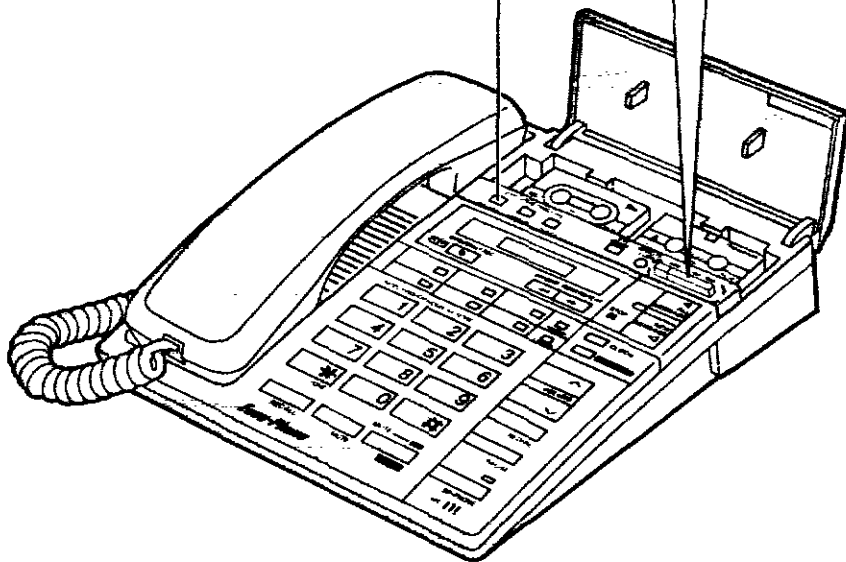
When a call is received, the unit plays back your greeting message, and records the caller's message. After the call is completed, it will be ready for the next call automatically.

ANSWER ON Button and Indicator

The answering system works when the **ANSWER ON indicator light is on.**

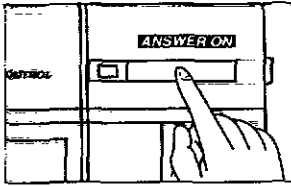


GREETING SELECT
(PRE-1-2) Button



Setting the unit to answer calls

Set the unit as follows to answer calls and to record messages.



Press the ANSWER ON button to turn the answering system on.

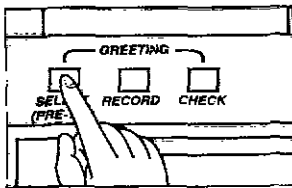
—The ANSWER ON indicator light is on and the unit is now ready to answer the call.

To turn the unit off

If you do not want the unit to answer the calls, press the ANSWER ON button and confirm that the ANSWER ON indicator light goes out.

Selecting the greeting message

The greeting message played back to the caller depends upon the selection of first, second or pre-recorded one.



Press the GREETING SELECT (PRE-1-2) button.

—The selected greeting message is displayed.

First greeting is selected.

Display: **GREETING**

1

Second greeting is selected.

Display: **GREETING**

2

Pre-recorded greeting is selected.

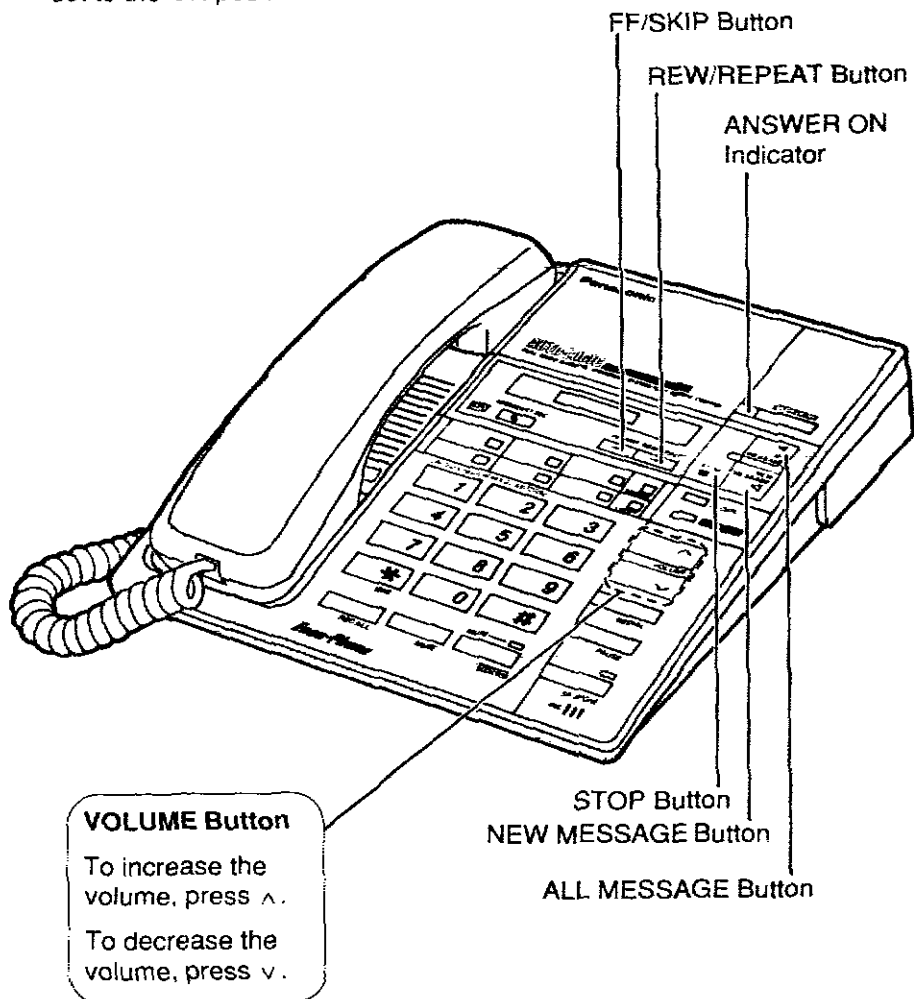
Display: **GREETING**

Pr

Listening to the recorded messages —

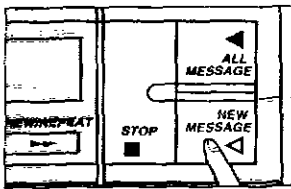
When new incoming messages have been recorded;

- the ANSWER ON indicator flashes.
- the call counter shows the number of recorded messages up to 30.
- a short beep sounds every 10 seconds if the MESSAGE ALERT selector is set to the ON position.



Listening to new messages only

Only new messages are played back. Messages once reviewed will not be played back.

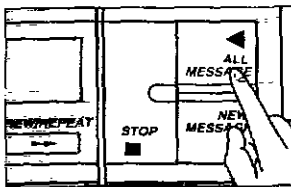


Press the NEW MESSAGE button.

- The unit plays back new messages.
- At the end of the last message, "End of final message" is announced and the tape stops automatically.

Listening to all the recorded messages

All the recorded messages—including those previously reviewed or saved—will be played back from the beginning of the tape.



Press the ALL MESSAGE button.

- The unit plays back all the recorded messages.
- At the end of the last message, "End of final message" is announced and the tape stops automatically.

AUTO-LOGIC

By pressing the ALL or NEW MESSAGE button, the unit automatically;

- rewinds the tape and plays back the messages
- beeps once after each message with announcement of day and time
- stops the tape and announces "End of final message" after the last message has been played
- prepares to record new messages after the old messages

The following functions are available during message playback.

To repeat the message during playback



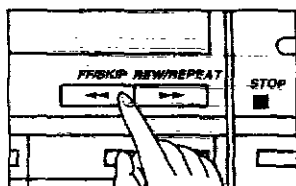
Press the REW/REPEAT button.

- The unit rewinds the tape to the beginning of the message and starts playback again.

Note:

- If you press the REW/REPEAT button within 5 seconds of playing back the message, the unit will play back messages from the one before.

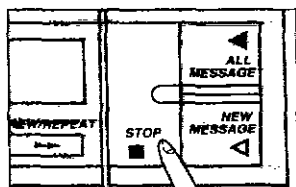
To skip the message during playback



Press the FF/SKIP button.

- The unit forwards the tape to the beginning of the next message and starts playback again.

To stop the operation



Press the STOP button to stop playing back, or other operation.

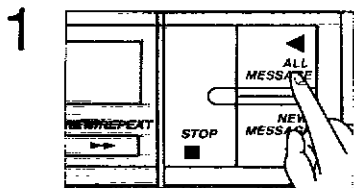
In case your unit is not in playback operation.

When you press the REW/REPEAT button, the unit rewinds the tape to the beginning automatically.

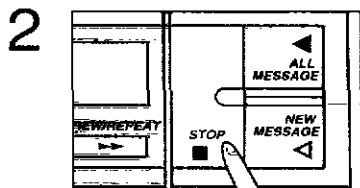
When you press the FF/SKIP button, the unit forwards the tape to the end of the last message automatically.

Saving some old messages

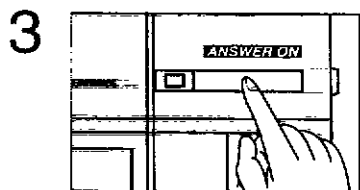
If you do not want to clear away some old messages previously recorded, you can save them.



Press the ALL MESSAGE button to play back the messages.



Press the STOP button at the end of the message you want to save.

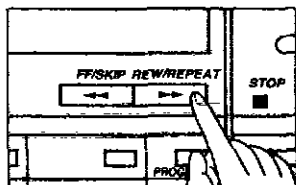


Press the ANSWER ON button to turn on the answering system.

- The ANSWER ON indicator light is on.
- The new messages will be recorded after the message(s) you have saved.

Resetting the incoming message tape

To record new messages from the beginning of the incoming message tape, rewind the incoming message tape.

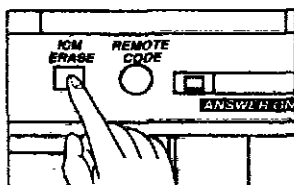


Press the REW/REPEAT button after playback.

- The new messages will be recorded from the beginning of the tape.
- The call counter shows "0".

Erasing the recorded messages

After playback, you can erase the messages on the tape.

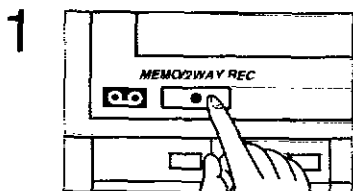


Press the ICM ERASE button.

- The unit erases the messages while the tape is being rewound.
- The call counter shows "0".
- To stop erasing, press the STOP button.

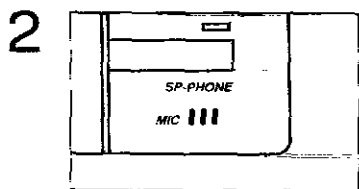
Recording your own message

You may record a personal message on the incoming message tape. It can be played back either manually or remotely just like any other recorded messages.

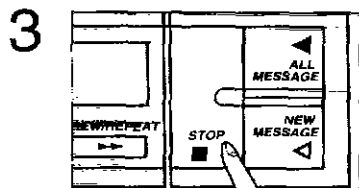


Press the MEMO/2WAY REC button.

- A beep sounds.
- The number on the call counter increases by one.



Immediately after the beep, speak clearly and loudly, 20 cm (8") away from the MIC (microphone).

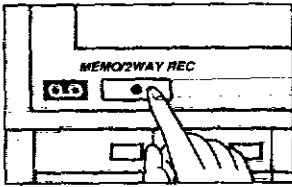


To stop recording, press the STOP button.

Recording a telephone conversation —

While speaking with someone on the telephone, you can record your conversation. The recorded conversation can be played back either manually or remotely just like any other recorded incoming messages.

1



Press the MEMO/2WAY REC button during a conversation.

—A beep sounds.

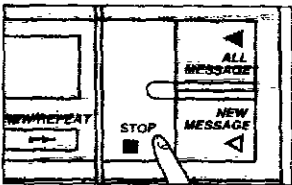
—The number on the call counter increases by one.

2



Continue your conversation.

3



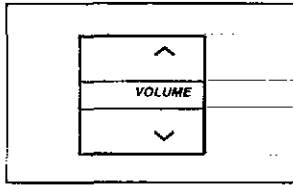
To stop recording, press the STOP button.

Notes:

- When you record your 2-way telephone conversation, you should inform the other party that the conversation is being recorded.
- If the MEMO/2WAY REC button is pressed, a beep sounds every 15 seconds.

Monitoring incoming calls ---

While an incoming call is being recorded, you can monitor the caller's voice through the speaker and answer it if you want.



Adjust the volume using the VOLUME button.

Helpful hint:

—To answer the call while monitoring, lift the handset and talk. The unit stops recording.

Setting the greeting monitor function

When the greeting message is played back to the caller, you may also hear it through the speaker of the unit.

Program as follows:

1. Press the PROGRAM button.
2. Press the HOLD button.
3. Press “4”, then press “2” to set the monitor function.

If you do not want to hear the greeting message, press “1” instead of “2”.

4. To finish programming, press the PROGRAM button.

Remote operation

You can operate your answering system remotely from a touch tone telephone while you are away from home.

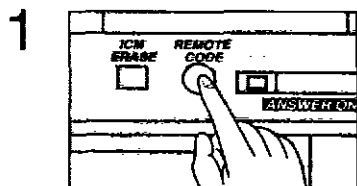
The synthesized voice gives directions on how to operate your unit.

—To operate the unit directly skipping the order of the voice menu, see page 60 through 64.

—For toll saver feature, see page 22.

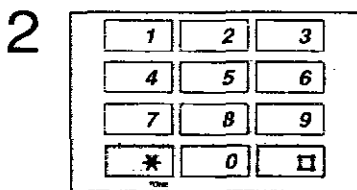
Setting the remote code number

The remote code number prevents unauthorized persons from accessing your unit and listening to your messages. Choose any 1 through 3-digit number (0 through 999) for your remote code number.



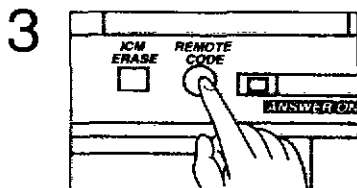
Press the REMOTE CODE button.

—The display shows the current remote code number.



Enter your desired number (0 to 999).

—Factory preset number is "111".



To finish programming, press the REMOTE CODE button.

To check the remote code

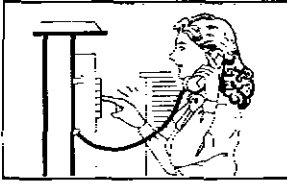
1. Press the REMOTE CODE button.

The display shows the programmed remote code number.

2. To end the checking, press the REMOTE CODE button.

Going into the voice menu

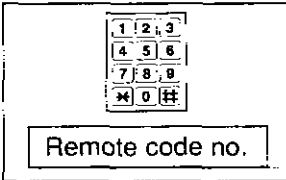
1



Call your unit from a touch tone telephone.

You can identify a touch tone telephone because it has a * button, a # button and each button when pressed produces a different tone from any other button.

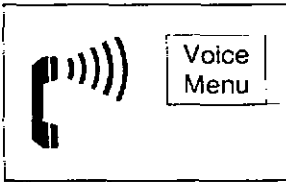
2



Press your remote code number during greeting message playback.

—The unit tells you the number of recorded messages.

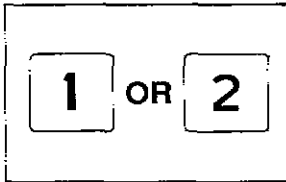
3



After 3 seconds, the unit starts the voice menu function.

—“Press 1 (one) to play back all messages, press 2 (two) for other functions” is announced.

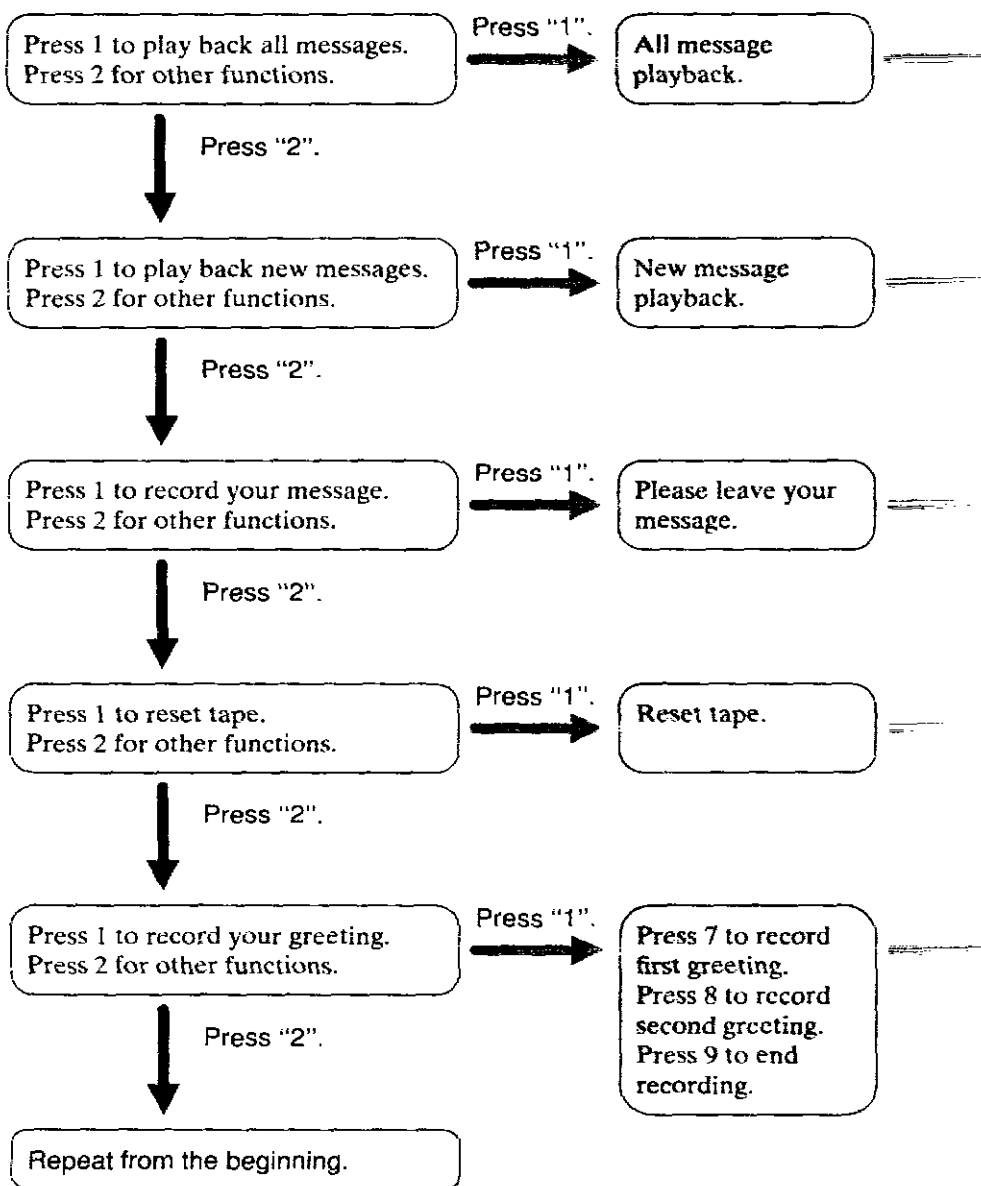
4



Press “1” to use the announced feature. Press “2” for the other function.



List of the voice menu



All messages playback

The unit plays back all the recorded messages. At the end of the last message, "End of final message" is heard.

If you want to continue the voice menu operation, wait for 5 seconds, the unit will re-start the voice menu from the beginning.

If you hear "End of tape" after retrieving your messages, the tape is full. You must reset the tape.

New message(s) playback

The unit plays back only messages that have not previously been heard.

Leaving your message

You can leave a memo message.

1. Speak after announcement "Please leave your message".
2. When you finish recording, hang up.

Reset tape

You can reset the tape to record the new messages from the beginning of the tape.

Recording a greeting message

You can re-record your greeting message.

1. Press "7" or "8".
You hear announcement "Record first (second) greeting" followed by a long beep.
2. Speak after the long beep.
3. When you finish recording, press "9".

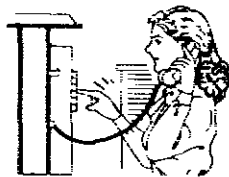
—Do not pause for over 4 seconds while recording, or the call is terminated forcibly.

Direct remote operation (Basic)

You can also retrieve your messages and control the unit directly in lieu of using the voice menu.

1

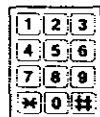
Call your unit from a touch tone telephone.



2

Press your remote code number during greeting message playback.

- The unit tells you the number of recorded messages.
- Proceed to step 3 within 3 seconds, or the voice menu will start.



Remote code no.

3

4 To play back new messages only

Press **4**.

- “New message playback” is announced.
- The unit plays back only the messages that you have not retrieved.

5 To play back all messages

Press **5**.

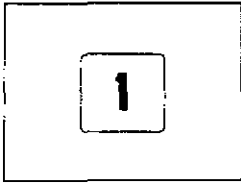
- “All message playback” is announced.
- The unit plays back all the recorded messages.

“End of final message” is announced.

4

Hang up. The messages are saved.

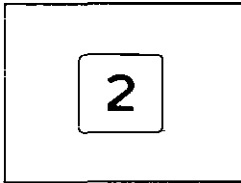
During playback



To repeat the message

Press **1** .

- “Repeat” is announced.
- The unit rewinds the tape to the beginning of the message and starts playback.
- If you press “1” within 5 seconds of playing back the message, the unit will play back message from the one before.

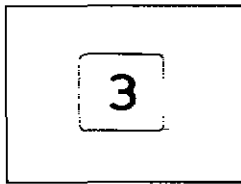


To skip the message

Press **2** .

- “Skip” is announced.
- The unit forwards the tape to the beginning of the next message and starts playback.

To reset the tape after playback



Press **3** .

- “Reset tape” is announced.
- When you play back all messages, the unit rewinds the tape to the beginning, and then “The tape is reset.” will be announced.
- When you play back only new messages, the unit rewinds the tape to the beginning of new messages, and then a beep will sound.

If you want to rewind the tape to the beginning after playing back only new messages:

Press **3** again after hearing a beep (the tape has been reset).

- The unit rewinds the tape to the beginning.

If you want to cancel the reset:

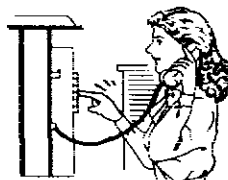
Press **2** .



Direct remote operation (Advanced)

1

Call your unit from a touch tone telephone.



2

Press your remote code number during greeting message playback.

- The unit tells you the number of recorded messages.
- Proceed to step 3 within 3 seconds, or the voice menu will start.



Remote code no.

3

To re-record the greeting message

- ① Press **7** to re-record the first greeting.
Press **8** to re-record the second greeting.
 - The unit rewinds the greeting message tape, then "Record greeting after the beep." is announced, followed by a long beep.
- ② Speak immediately after the long beep.
 - Do not pause for over 4 seconds, or the call is terminated forcibly.
- ③ To finish recording, press **9**.
 - The newly recorded greeting message will be played back.
 - If you want to re-record, start again from step ①.

4

Hang up to end the remote operation.

To skip the greeting message (For outside callers)

Press ***** during greeting message playback.

—Callers can record their messages without listening to your greeting message.

To change the greeting message to first

Press ***** **1**.

To change the greeting message to the second

Press ***** **2**.

To change the greeting message to the pre-recorded

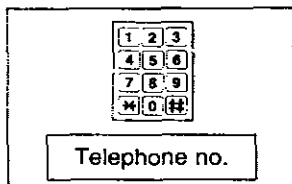
Press ***** **3**.

—The selected greeting message is played back.

To turn the answering system on

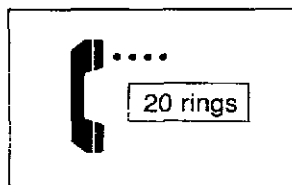
You can easily turn the answering system on.

1



Call your unit.

2



Wait for 20 rings.

—The unit will answer, and the greeting message will be heard, hang up.

To turn the answering system off

1. Call your unit from a touch tone telephone.

2. Press your remote code number during greeting message playback.

—The unit tells you the number of recorded messages.

3. Press " 0 ", and then hang up.

—“Answer off. Thank you for your call.” is announced and then your answering system is automatically turned off.

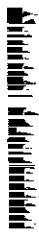
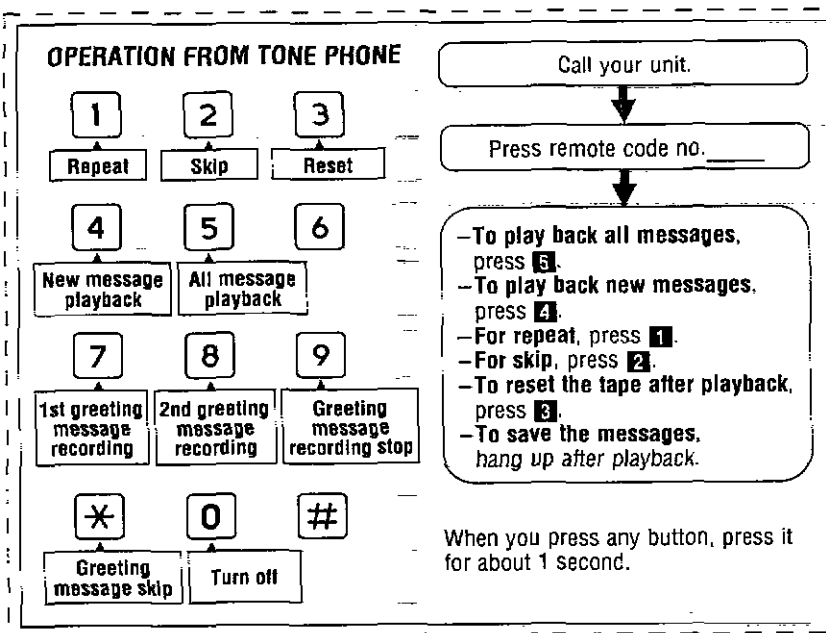
To continue playback

During remote operation, the unit will stop and “Press 9 (nine) to continue.” is announced in the following circumstance.

—every 2 minutes 40 seconds after pressing a command button.

Press " 9 " within 10 seconds of the announcement to listen to further messages.

Dial Card



Call your unit.

Press remote code no. ____

To re-record the greeting message:

1. Press **7** to re-record the first greeting message.
OR
Press **3** to re-record the second greeting message.
2. Speak after a long beep.
Do not pause for over 4 seconds.
3. When finished, press **9**.

-The unit will enter into the Voice Menu mode if you do not press a button.

To skip the greeting message.
press **4**.

To turn the answering system off, press **0** then hang up.

To change the greeting message to the first greeting;

Press **4** → **1**.

To the second greeting;

Press **4** → **2**.

To the pre-recorded greeting;

Press **4** → **3**.

-The unit will play back the greeting message.

-**To continue playback,** press **9** within 10 seconds of the announcement.

-**To turn the answering system on,** call your unit and wait for 20 rings. The unit will answer, then hang up.

Troubleshooting guide

PROBLEM	CAUSE & REMEDY
The unit does not work and/or I cannot remove the tape from the unit.	—Plug in the AC adaptor again. —Connect your unit to the main (first) socket in your premises. If it operates correctly then there is a fault in your extension wiring, if it still fails to ring then contact your supplier for advice.
The unit does not ring.	—When the RINGER selector is set to the OFF position. Set it to the HIGH or LOW position (see page 15).
The dialling cannot be done.	—Check the DIALLING MODE selector (see page 15).
The unit cannot store phone numbers in memory.	—Confirm the handset is on the cradle and the SP-PHONE indicator light is off. —Do not pause for over 60 seconds while storing.
The caller suddenly cannot hear my voice during a conversation.	—If the MUTE/HOLD indicator light is on, press the MUTE button (see page 44).
The answering system is on but no incoming messages are recorded.	—The REC TIME selector is set to the GREETING ONLY position. Change it to the VOX or the 1 MIN position. —The incoming message tape is full. Reset it (see page 52). —The greeting message is recorded improperly or not recorded, so no one can leave a message. Check and record new greeting message.
The unit does not answer remotely.	—The answering system is turned off. To set the unit to answer the call, call your unit and wait for 20 rings (see page 64).

PROBLEM**CAUSE & REMEDY**

When a message is played back, the sound level is low, even if the volume is high.

- Clean the heads (see page 69).
 - Replace the incoming message tape with a new one.
-

The display shows "Err".

- The greeting message tape is not inserted. Insert the tape.
 - The greeting message tape might be broken. Replace it with a new one.
-

6 quick beeps sound during greeting message recording, and it results in failure.

- Re-record your greeting message. Speak clearly and loudly, and do not pause for over 5 seconds while recording.
-

I press the dial button of a touch tone phone after the unit answers, but the answering system does not respond.

- Make sure that you press your correct remote code number. To check your remote code number, see page 56.
 - The answering system may not respond if a remote touch tone phone produces tones that are too short to activate the unit (for example B.T. public telephones). If the telephone produces tones for as long as you hold down a button press each button for about 1 second each.
 - If your unit does not respond you may need to purchase the optional remote controller KX-A74. Please contact your supplier for advice.
-

The incoming message tape continues to run after a caller hangs up.

- Set the vox sensitivity to "L" (see page 24).
 - Set the REC TIME selector to the 1 MIN position (see page 14).
 - You may request B.T. to provide a CPC pulse (K-Break).
-

While operating the unit, the AC adaptor feels warm.

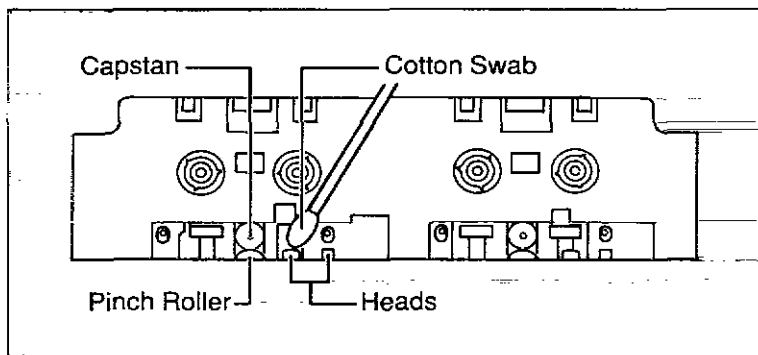
- This is a normal condition.
-

Maintenance

Tape deck

Since the head and capstan assemblies are in contact with the tape, dirt and residue from the tape may easily adhere to these parts, causing distortion. These parts should be cleaned periodically in the manner described below.

Clean the head surface, pinch roller and capstan with a cotton swab. If these surfaces are extremely dirty, wipe them with the cotton swab dampened with alcohol, then wipe them with a dry soft cloth.

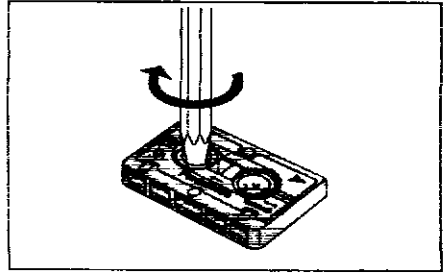


Notes:

- Do not bring magnetic or metal objects, such as a screwdriver, near the head assemblies, as such objects could magnetize the heads.
- Do not oil any part of the unit.

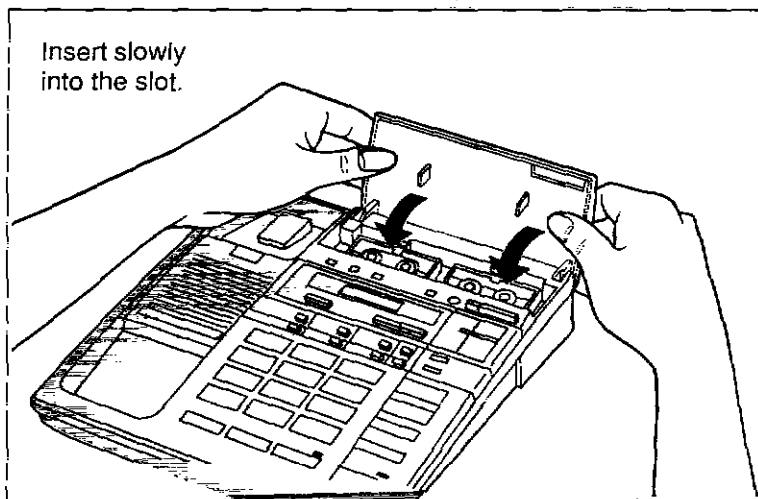
Cassette tape

- For optimum sound quality and performance, we recommend that you **use the opposite side (side-2) after six months and replace the tape with a new one every year**, assuming that the unit answers about ten calls a day.
- Never place a cassette tape near a magnetic source, such as a magnet or a TV set; because it may erase or distort the recorded message on the tape.
- Slack in the tape can be tightened by rotating the tape reel with an instrument like a pencil, as shown.



Cassette panel installation

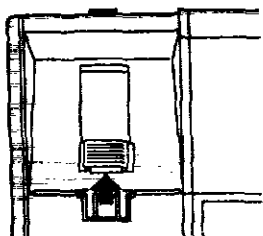
If the panel comes off, replace it by pushing as shown.



Wall mounting

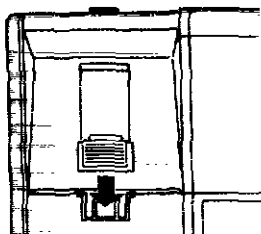
This unit can be mounted on a wall using the supplied screws and washers together with suitable wall fixings, if required.

1



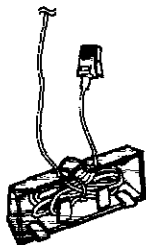
Remove the handset guide from the unit.

2



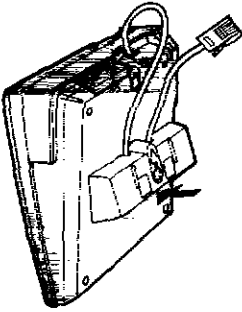
Turn the handset guide, then replace it with its tab upward.

3



Tuck the telephone line cord inside the wall mounting adaptor.

4

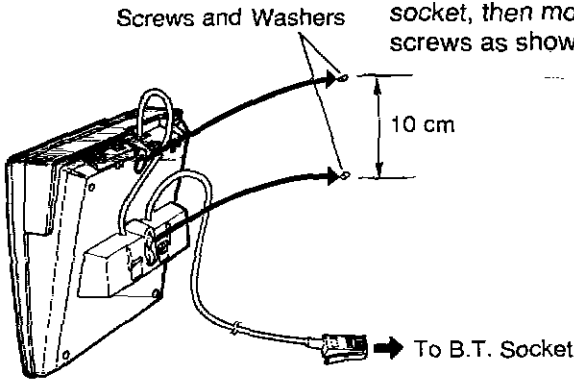


Insert the tabs of the wall mounting adaptor into the openings of the unit, then push it in the direction of the arrow. (Make sure the word "UP" on the adaptor faces upward.)

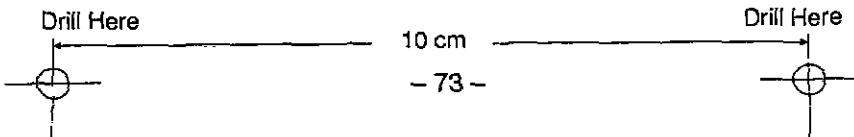
5

Install screws and washers using the wall template indicated below.

Connect the telephone line cord to the B.T. socket, then mount the unit securely on the screws as shown.



Wall Template



Safety instructions ---

Take special care to follow the safety suggestions listed below.

Safety

- 1) Power Source: The unit should be connected to a power supply only of the type described in the operating instructions or as marked on the unit.
- 2) Non use Periods: When the unit is not used, turn the power off. When left unused for a long period of time, the unit should be unplugged from the household AC outlet.

Installations

Environment

- 1) Water and Moisture: Do not use this unit near water—for example, near a bath tub, washbowl, sink, etc. Damp basements should also be avoided.
- 2) Heat: The unit should be situated away from sources of heat such as radiators, cookers, etc. It also should not be placed in rooms where the temperature is less than 5°C (41°F) or greater than 40°C (104°F).

Placement

- 1) Stacking: Do not place heavy objects on top of this unit.
- 2) Foreign Material: Care should be taken so that objects do not fall onto and liquids are not spilled into the unit. Do not subject this unit to excessive smoke, dust, mechanical vibration, or shock.
- 3) Surface: Place the unit on a flat level surface.
- 4) Magnetism: The unit should be situated away from equipment or devices that generate a strong magnetic field.

WARNING:

TO PREVENT THE RISK OF FIRE OR ELECTRICAL SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR ANY TYPE OF MOISTURE.

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