Panasonic

Quick Guide

Digital Cordless Answering System

Model No. **KX-TGC260E**
KX-TGC262E
KX-TGC263E
KX-TGC264E

Model shown is KX-TGC260.

Thank you for purchasing a Panasonic product.
Please read these operating instructions before using the unit and save them for future reference.

For detailed information about the features of your phone system, refer to the Operating Instructions, which is available by visiting the support page for this product at the address below.
http://www.panasonic.eu

PNQW6083ZA

PNQW6083ZA PP0522YM0

Model composition

Series	Model No.	Base unit	Handset	
		Part No.	Part No.	Quantity
KX-TGC260 series	KX-TGC260	KX-TGC220	KX-TGCA25	1
	KX-TGC262	KX-TGC220	KX-TGCA25	2
	KX-TGC263	KX-TGC220	KX-TGCA25	3
	KX-TGC264	KX-TGC220	KX-TGCA25	4

Accessory information

Supplied accessories

No.	Supplied handset qty.	1 unit*1	2 units*2	3 units*3	4 units*4
	Accessory item/Part number	Accessory quantity			
①	AC adaptor for base unit/PNLV226E0Q	1	1	1	1
②	Telephone line cord/ PNJA1191Z (for U.K.)	1	1	1	1
③	Rechargeable batteries*5	2	4	6	8
④	Handset cover*6	1	2	3	4
⑤	Charger*7	–	1	2	3
⑥	AC adaptor for charger/PNLV233EKP	–	1	2	3

*1 KX-TGC260
*2 KX-TGC262
*3 KX-TGC263
*4 KX-TGC264
*5 Please read the operating instructions for replacement battery information.
*6 The handset cover comes attached to the handset.
*7 PNLC1042ZB (Black), PNLC1042ZS1 (Silver)

Sales and support information

Customer Communications Centre

- For customers within the U.K.: 0344 844 3899
- For customers within Ireland: 01289 8333
- For further support on your product, please visit our website: **www.panasonic.co.uk**

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Direct Sales at Panasonic U.K.

- Order accessory and consumable items for your product with ease and confidence by phoning our Customer Communications Centre Monday - Friday 9:00am - 5:00pm (Excluding public holidays).
- Go on line through our Internet Accessory ordering application at **www.pas-europe.com**
- Most major credit and debit cards accepted.
- All enquiries transactions and distribution facilities are provided directly by Panasonic U.K.
- Also available through our Internet is direct shopping for a wide range of finished products. Take a browse on our website for further details.
  shop.panasonic.co.uk/

General information

- This equipment is designed for use on the U.K. and Ireland analogue telephone network.
- In the event of problems, you should contact your equipment supplier in the first instance.

Declaration of Conformity:

- Panasonic Entertainment & Communication Co., Ltd. declares that the radio equipment type (KX-TGC260 series: page 2) is in compliance with Directive 2014/53/EU (for EU) and The Radio Equipment Regulations 2017 (for UK). The full text of the EU and UK declaration of conformity is available at the following internet address:
  https://www.ptc.panasonic.eu/compliance-documents
  Authorised Representative in EU:
  Panasonic Marketing Europe GmbH
  Panasonic Testing Centre
  Winsbergring 15, 22525 Hamburg, Germany
  Contact in the UK:
  Panasonic Testing Centre on behalf of Panasonic UK,
  a branch of Panasonic Marketing Europe GmbH (Importer)
  Maxis 2, Western Road, Bracknell, Berkshire, RG12 1RT

Confirmation of Compliance with UK Regulations

This product complies with UK relevant Regulations and Standards (being those relevant for England, Wales and Scotland).

Ecodesign information

Ecodesign information under EU Regulation (EC) No. 1275/2008 amended by (EU) Regulation No. 801/2013.

“ErP Free Web Product Information” is available at the following URL:
https://www.ptc.panasonic.eu/compliance-documents

Power consumption in networked standby and guidance are mentioned in the web site above.

Note:

- For more information about the energy efficiency of the product, please visit our web site, www.panasonic.com, and enter the model number in the search box.

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Graphical symbols for use on equipment and their descriptions

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

For your future reference

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

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

Attach your purchase receipt here.

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For your safety

To prevent severe injury and loss of life/ property, read this section carefully before using the product to ensure proper and safe operation of your product.

⚠WARNING

Power connection

- Use only the power source marked on the product.
- Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
- Completely insert the AC adaptor/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.
- Regularly remove any dust, etc. from the AC adaptor/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.
- Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact an authorised service centre.
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open.
- Never touch the plug with wet hands. Danger of electric shock exists.

Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Do not allow the AC adaptor or telephone line cord to be excessively pulled, bent or placed under heavy objects.
- Do not place the handset on the base unit when battery cover is removed.

Operating safeguards

- Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the product.
- Do not spill liquids (detergents, cleansers, etc.) onto the telephone line cord plug, or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall jack, and do not use.

Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. (The product operates in the frequency range of 1.88 GHz to 1.90 GHz, and the RF transmission power is 250 mW (max.).)
- Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

⚠CAUTION

Installation and location

- Never install telephone wiring during an electrical storm.
- Never install telephone line jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- The AC adaptor is used as the main disconnect device. Ensure that the AC

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outlet is installed near the product and is easily accessible.
- This product is unable to make calls when:
  – the handset batteries need recharging or have failed.
  – there is a power failure.
  – the key lock feature is turned on.

Battery

- We recommend using the batteries noted in the operating instructions
- Do not mix old and new batteries.
- Do not open or damage the batteries. Released electrolyte from the batteries is corrosive and may cause burns or injury to the eyes or skin. The electrolyte is toxic and may be harmful if swallowed.
- Exercise care when handling the batteries. Do not allow conductive materials such as rings, bracelets, or keys to touch the batteries, otherwise a short circuit may cause the batteries and/or the conductive material to overheat and cause burns.
- Charge the batteries provided with or identified for use with this product only, in accordance with the instructions and limitations specified in the operating instructions.
- Only use a compatible base unit (or charger) to charge the batteries. Do not tamper with the base unit (or charger). Failure to follow these instructions may cause the batteries to swell or explode.
- Avoid the use in the following conditions:
  – High or low extreme temperatures during use, storage or transportation.
  – Replacement of a battery with an incorrect type that can defeat a safeguard.
  – Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
  – Extremely high temperature and/or extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.

Important safety instructions

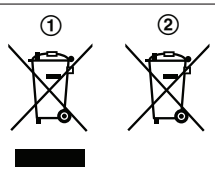
When using your product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:
1. Do not use this product near water for example, near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
2. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.
4. Use only the power cord and batteries indicated in the operating instructions. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

SAVE THESE INSTRUCTIONS

Other information

- The applied nameplate is located at the bottom or rear of the product.

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



The left symbol (①) indicates separate collection of waste electrical and electronic equipment. The right symbol (②) indicates separate collection of waste batteries. More detailed information is contained in "Operating Instructions for advanced features (PDF format)".

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Specifications

- **Standard:**
  DECT (Digital Enhanced Cordless Telecommunications),
  GAP (Generic Access Profile)
- **Frequency range:**
  1.88 GHz to 1.90 GHz
- **RF transmission power:**
  Approx. 10 mW (average power per channel)
  250 mW (max.)
- **Power source:**
  100–240 V AC, 50/60 Hz
- **Rechargeable battery:**
  AAA (R03) Ni-MH battery (1.2 V, 550 mAh)
- **Power consumption:**
  Base unit:
  Standby: 0.6 W
  Maximum: 2.7 W
  Charger:
  Standby: 0.1 W
  Maximum: 1.8 W
- **Operating conditions:**
  0 °C–40 °C, 20 %–80 % relative air humidity (dry)

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Setting up

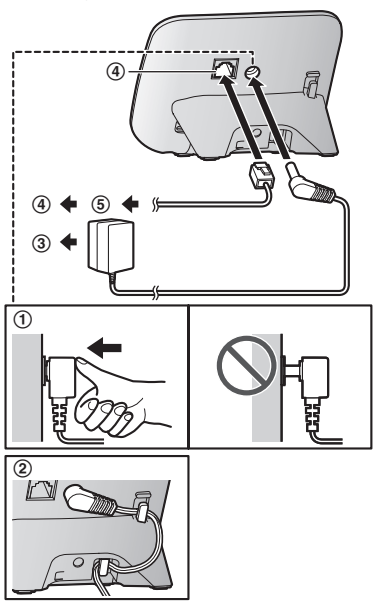
Connections

■ Base unit

① Connect the AC adaptor to the unit by pressing the plug firmly.
② Fasten the cord by hooking it.
③ Connect the AC adaptor to the power outlet.
④ Connect the telephone line cord to the unit, then to the telephone line jack until you hear a click.
⑤ A DSL/ADSL filter (not supplied) is required if you have a DSL/ADSL service.

Note:

- Use only the supplied Panasonic AC adaptor PNLV226E.
- Use only the supplied telephone line cord.

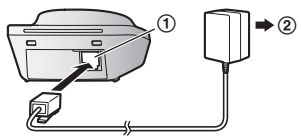


■ Charger

① Connect the AC adaptor plug to the unit until you hear a click.
② Connect the AC adaptor to the power outlet.

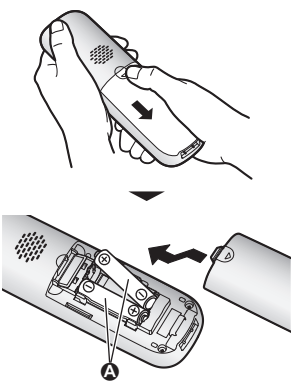
Note:

- Use only the supplied Panasonic AC adaptor PNLV233E.



Battery installation

- USE ONLY rechargeable Ni-MH batteries AAA (R03) size (Ⓐ).
- Do NOT use alkaline/manganese/Ni-Cd batteries.
- Confirm correct polarities (⊕, ⊖).



- Follow the directions on the display to set up the unit.

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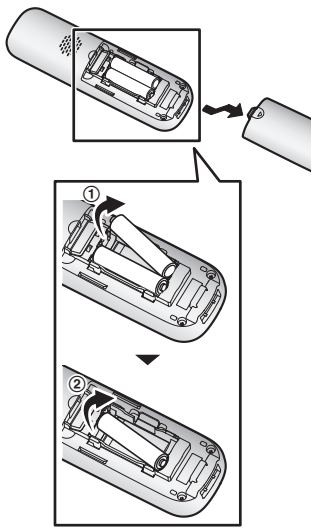
Removing the battery



Battery charging

Charge for about 7 hours.

- Confirm **"Charging"** is displayed.
- When the batteries are fully charged, **"Fully charged"** is displayed.

Ni-MH battery performance (supplied batteries)

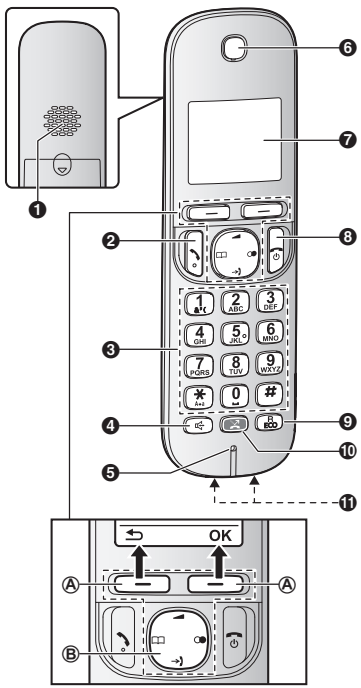
Operation	Operating time
In continuous use	16 hours max.
Not in use (standby)	200 hours max.

Note:

- Actual battery performance depends on usage and ambient environment.

Controls

Handset



❶ **Speaker**
❷ **【】(Talk)**
❸ **Dial keypad**
❹ **【】(Speakerphone)**
❺ **Microphone**
❻ **Receiver**
❼ **Display**
❽ **【】(Off/Power)**
❾ **【R/ECO】**
R: Recall/Flash
ECO: Eco mode shortcut key
❿ **【】(Call block)**
⓫ **Charge contacts**

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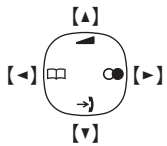
■ **Control type**

Ⓐ Soft keys

By pressing a soft key, you can select the feature shown directly above it on the display. **(Example: ⋮⋮⋮, OK, etc.)**

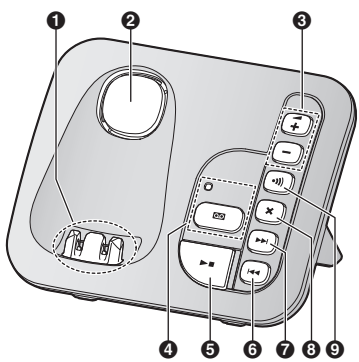
Ⓑ Navigator key

Navigator keys functions as follows.



– 【▲】, 【▼】, 【◄】, or 【►】: Scroll through various lists and items.
– 【▲】 or 【▼】 (🔊): Adjust the receiver or speaker volume while talking.
– 【📞】 (Caller list): View the caller list.
– 【📖】 (Phonebook): View the phonebook entry.
– 【↻】 (Redial): View the redial list.

Base unit



❶ **Charge contacts**
❷ **Speaker**
❸ **【+】/【−】 (🔊: Volume up/down)**
❹ **【📼】 (Answer on/off)**
Answer on/off indicator
❺ **【►■】 (Play/Stop)**
Message indicator
❻ **【⏮】 (Repeat)**
❼ **【⏭】 (Skip)**
❽ **【✕】 (Erase)**
❾ **【📢】 (Locator)**
- You can locate a misplaced handset by pressing 【📢】.

Display icons

Handset display items

Item	Meaning
📶	Range status: The more bars visible, the closer the handset is to the base unit.
📵	Out of base unit range
📢	Paging, intercom mode*1
🔈	Speakerphone is on. (page 11)
📞	The line is in use. ● When flashing slowly: The call is on hold. ● When flashing rapidly: An incoming call is now being received.
📼	● When displayed next to the battery icon: Answering system is on. ● When displayed with a number: New messages have been recorded.
🔋	Battery level
🔕	Ringer volume is off.
🚫	Nuisance call blocked.*2 (page 12)

*1 KX-TGC262/KX-TGC263/KX-TGC264
*2 Caller ID subscribers only

Handset soft key icons

Icon	Action
⮌	Returns to the previous screen or outside call.

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Icon	Action
[menu]	Displays the menu.
OK	Accepts the current selection.
[talk]	Makes a call.
■	Stops recording or playback.
C	Erases a number/character.
[mute]	Puts the call on mute.

Language setting

Display language

1 [menu] [#] [1] [1] [0]
2 [▲] [▼]: Select your desired language. → [OK]
3 [end]

Date and time

1 [menu] [#] [1] [0] [1]
2 Enter the current date, month, and year. → [OK]
Example: 15 July, 2022
[1] [5] [0] [7] [2] [2]
3 Enter the current hour and minute.
Example: 9:30
[0] [9] [3] [0]
- You can select 24-hour or 12-hour clock format (“AM” or “PM”) by pressing [*].

4 [OK] → [end]

Recording your greeting message

1 [menu] [#] [3] [0] [2]
2 [▲] [▼]: “Yes” → [OK]
3 Record a greeting message. → [■] → [end]

Making calls

1 Lift the handset and dial the phone number.
- To correct a digit, press [C].

2 Press [talk] to make the call.
- To make the call using the speakerphone, press [speaker].

3 When you finish talking, press [end] or place the handset on the base unit or charger.

Note:

- To switch to the speaker, press [speaker]. To switch back to the receiver, press [speaker]/[talk].

Adjusting the receiver or speaker volume

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

Making a call using the redial list

1 [redial]
2 [▲] [▼]: Select the desired entry.
3 [talk]

Answering calls

1 Lift the handset and press [talk] or [speaker] when the unit rings.
2 When you finish talking, press [end] or place the handset on the base unit or charger.

Adjusting the ringer volume

Handset

Press [▲] or [▼] repeatedly to select the desired volume while ringing.

Base unit

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

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- To turn the ringer off, press and hold **[−]** until the unit beeps.

Nuisance call block

Nuisance call block can be activated via the following methods:
– pressing the **[ ]** key while the phone is ringing, while a message is being recorded or while talking on an outside call
– adding the call blocked numbers from the caller list
– manually adding the "**Single Number**" to be blocked
– manually storing a "**Range of Numbers**" to be blocked
– selecting to block all incoming calls which have no phone number ("**Withheld**")

Storing a single phone number

Important:

- You must include the area code when storing phone numbers in the call block list.

Adding call blocked numbers from the caller list

1 **[ ]**
2 **[▲▼]**: Select the desired entry to be blocked.
3 **[ ]** → **[▲▼]**: "**Yes**" → **[OK]** → **[ ]**

Adding call blocked numbers manually

1 **[ ]**
2 **[▲▼]**: "**Single Number**" → **[OK]**
3 **[ ]** → **[▲▼]**: "**Add**" → **[OK]**
4 Enter the phone number (24 digits max.). → **[OK]** → **[ ]**

Storing a range of number

1 **[ ]**
2 **[▲▼]**: "**Range of Numbers**" → **[OK]**
3 **[ ]** → **[▲▼]**: "**Add**" → **[OK]**
4 Enter the desired number (2-8 digits). → **[OK]** → **[ ]**

Blocking incoming calls that have no phone number

You can block calls when no phone number is provided, such as private callers calls.

1 **[ ]**
2 **[▲▼]**: "**Withheld**" → **[OK]**
3 **[▲▼]**: Select the desired setting. → **[OK]** → **[ ]**

Phonebook

Adding phonebook entries

1 **[ ]** → **[ ]**
2 **[▲▼]**: "**New Entry**" → **[OK]**
3 Enter the party's name. → **[OK]**
- You can change the character entry mode by pressing **[R/ECO]**.

4 Enter the party's phone number. → **[OK]** 2 times → **[ ]**

Calling from a phonebook entry

1 **[ ]**
2 **To scroll through all entries**
[▲▼]: Select the desired entry.
To search by first character
① Press the dial key (0 to 9, or #) which contains the character you are searching for.
② **[▲▼]**: Scroll through the phonebook if necessary.
3 **[ ]**

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Answering system

Turning the answering system on/off

Base unit

Press **[ ]** to turn on/off the answering system.

Handset

1 **To turn on:**
[ ]#3271
To turn off:
[ ]#3280

2 **[ ]**

Listening to messages

Using the base unit

Press **[►■]**.

Using the handset

1 **To listen to new messages:**
[ ]#3273
To listen to all messages:
[ ]#3274

2 When finished, press **[ ]**.

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Troubleshooting

Problem	Cause/solution
The handset does not turn on even after installing charged batteries.	● Place the handset on the base unit or charger to turn on the handset.
I fully charged the batteries, but – 🔋 still flashes or – the operating time seems to be shorter.	● Clean the battery ends (⊕, ⊖) and the charge contacts with a dry cloth and charge again. ● It is time to replace the batteries (page 8).
📡 is displayed.	● The handset is too far from the base unit. Move closer. ● The base unit's AC adaptor is not properly connected. Reconnect AC adaptor to the base unit. ● The handset is not registered to the base unit. Register it (page 15). ● Activating eco mode reduces the range of the base unit in standby mode. If required, turn eco mode off.
Noise is heard, sound cuts in and out.	● You are using the handset or base unit in an area with high electrical interference. Re-position the base unit and use the handset away from sources of interference. ● Move closer to the base unit. ● If you use a DSL/ADSL service, we recommend connecting a DSL/ADSL filter between the base unit and the telephone line jack. Contact your DSL/ADSL provider for details.
⌐○ is shown on the handset display. How do I remove this icon from the display?	● Press 【⌐○】 for about 3 seconds.
What is a PIN?	● The PIN is a 4-digit number that must be entered in order to change certain base unit settings. The default PIN is "0000".
Caller information is not displayed.	● You must subscribe to a Caller ID service. Contact your phone service provider for details.
📞 is shown on the handset display. How do I remove this icon from the display?	● View the unviewed missed calls. ● Place the handset on the base unit or charger. ● Press 【☎】.
✉ is shown on the handset display. How do I remove this icon from the display?	● Listen your new voicemail messages. Depending on your voicemail service provider, you may need to erase all messages in your voice mailbox in order to remove this message. ● You can remove this icon manually by pressing and holding # until the unit beeps.

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Registering a handset to the base unit

The supplied handset and base unit are pre-registered. If for some reason the handset is not registered to the base unit, re-register the handset.

1 **Handset:**
[ ]#130

2 **Base unit:**
Press and hold **[ ]** for about 5 seconds.
- If all registered handsets start ringing, press **[ ]** again to stop, then repeat this step. (KX-TGC262/KX-TGC263/KX-TGC264)

3 **Handset:**
[OK] → Wait until **"Base PIN"** is displayed. → Enter the base unit PIN (default: **"0000"**). → **[OK]**

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Conditions of guarantee

This guarantee is in addition to and does not in any way affect any statutory or other rights of consumer purchasers. If within the applicable guarantee period, the product proves to be defective by reason of faulty design, workmanship or materials, we undertake subject to the following conditions to have the defective product (or any part or parts there of) repaired or replaced free of charge.

1. The product shall have been purchased and used solely within either the U.K. or Ireland and in accordance with standard operating instructions and the technical and/or Safety Standards required in the U.K.
2. On being found defective, please consult with the retailer from where it was purchased for assistance.
3. This guarantee shall not apply to damage caused through fire, accident, lightning, misuse, wear and tear, neglect, incorrect adjustment or repair, to damage caused through installation, adaption, modification or use in an improper manner or inconsistent with the technical and/or safety standards required in the country where this product is used, or to damage occurred during transit to or from the purchaser.
4. If at any time during the guarantee period any part or parts of the product are replaced with a part or parts not supplied or approved by us or of an objective quality safe and suitable for the product, or the product has been dismantled or repaired by any person not authorised by us, we shall have the right to terminate this guarantee in whole or in part immediately without further notice.
5. The purchaser's sole and exclusive remedy under this guarantee against us is for the repair or replacement of the product or any defective part or parts and no other remedy, including, but not limited to, incidental or consequential damage or loss of whatsoever nature shall be available to the purchaser.
6. This guarantee shall not apply to batteries and any other items of limited natural life.
7. Our decision on all matters relating to complaints shall be final. Any product or defective part which has been replaced shall become our property.
8. The guarantee period applicable to this product shall be 12 months.

Please keep these operating instructions with your receipt.

Panasonic U.K. a branch of Panasonic Marketing Europe GmbH

Receipt No.	Date of purchase
Model No.	Serial No.

KX-TGC26xE_QG_0531_ver030.pdf 16 6/1/2022 12:04:17 PM

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IMPORTANT!

If your product is not working properly. . .

① **Reconnect AC adaptor to the base unit.**
② **Check if telephone line cord is connected.**
③ **Use rechargeable Ni-MH batteries.**
(Alkaline/Manganese/Ni-Cd batteries CANNOT be used.)
④ Read **troubleshooting** page in the **Operating Instructions**.

If you still have any problems, please call the Panasonic DECT Helpline

0344 844 3899 (U.K.)

01289 8333 (Ireland)

or contact us through our website:
www.panasonic.co.uk

UK
CA

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