

## Operating Instructions

Model No. **KX-TS500B**  
**KX-TS500W**

Pulse-or-tone dialing capability



KX-TS500W

**PLEASE READ BEFORE USE AND SAVE.**

**Panasonic World Wide Web:**  
<http://www.panasonic.com>  
for customers in the USA or Puerto Rico

Attach your purchase receipt here.

For your future reference

Serial No. \_\_\_\_\_  
(found on the bottom of the unit)

Date of purchase \_\_\_\_\_

Name and address of dealer \_\_\_\_\_

If you need assistance with the set-up or operation, please call 1-800-211-PANA(7262)

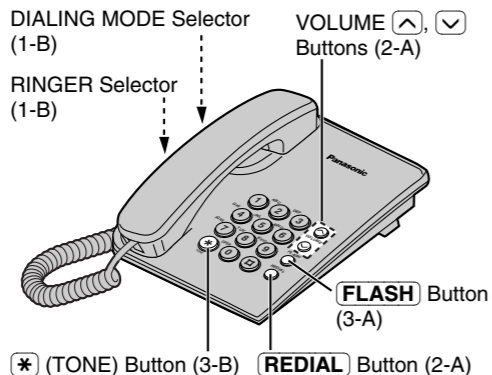
**Panasonic Consumer Electronics Company,**  
Division of Matsushita Electric Corporation of America  
One Panasonic Way, Secaucus, New Jersey 07094

**Panasonic Sales Company,**  
Division of Matsushita Electric of Puerto Rico, Inc.  
Ave. 65 de Infantería, Km. 9.5, San Gabriel Industrial Park Carolina, Puerto Rico 00985

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## 1 Getting Started

### 1-A Location of controls



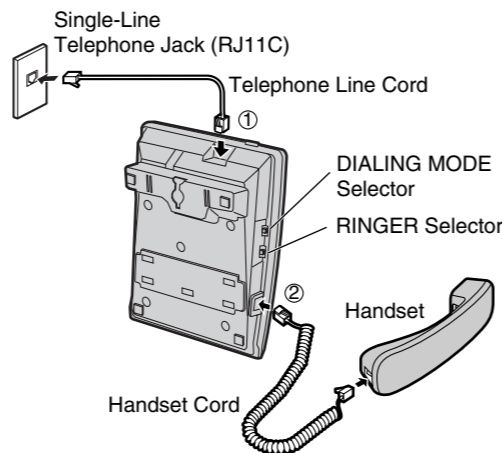
#### Accessories (included)

- Handset . . . . . one
- Order No. PQJXE0401Z (Black)
- PQJXE0411Z (White)
- Handset Cord . . . one
- Order No. PQJA212N (Black)
- PQJA212M (White)
- Telephone Line Cord . . . . . one
- Order No. PQJA10075Z

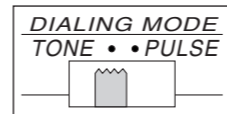
•For extra orders, call 1-800-332-5368.

### 1-B Settings

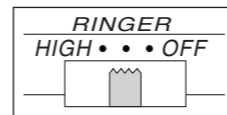
- 1 Connect the telephone line cord (①).
- 2 Connect the handset cord (②), then confirm the dial tone.



- 3 Set the DIALING MODE selector to TONE.
  - If you cannot dial, set to PULSE.



- 4 Set the RINGER selector to HIGH, LOW or OFF. (Ex. "LOW" is selected.)



•When set to OFF, the unit will not ring.

## 2 Operation

### 2-A Making Calls

- 1 Lift the handset.
- 2 Dial a phone number.
  - If you misdial, hang up and start again from step 1.
- 3 When finished talking, hang up.

**To redial the last number dialed**  
Lift the handset. ➔ Press **REDIAL**.

**To adjust the receiver volume (6 levels) while talking**

- To increase, press **▲**.  
To decrease, press **▼**.  
•After hanging up, the volume level will be saved.

### 2-B Answering Calls

- 1 When the unit rings, lift the handset.
- 2 When finished talking, hang up.

## 3 Special Features

### 3-A For Call Waiting Service Users

Press **FLASH** if you hear a call-waiting tone while talking.

- The first call is put on hold and you can answer the second call.
- To return to the first caller, press **FLASH** again.

### 3-B Temporary Tone Dialing (For Rotary or Pulse Service Users)

Press **\* (TONE)** before entering access numbers which require tone dialing.

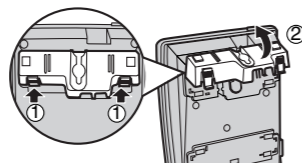
- The dialing mode changes to tone. You can enter numbers to access answering services, electronic banking services, etc. When you hang up, the mode will return to pulse.
- Access numbers entered after pressing **\* (TONE)** will not be included when redialing.

## 4 Things You Should Know

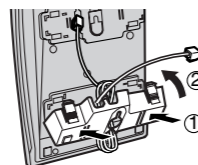
### 4-A Wall Mounting

The unit can be mounted on a wall phone plate.

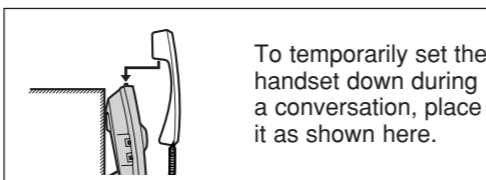
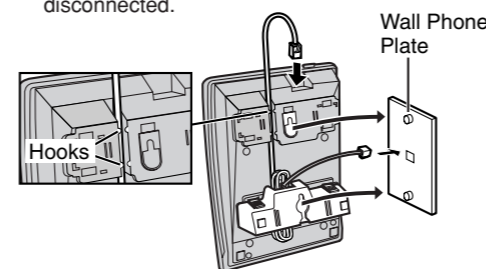
- 1 Press the tabs in the direction of the arrows (①), then remove the wall mounting adaptor (②).



- 2 Tuck the telephone line cord inside the wall mounting adaptor, and push it in the direction of the arrow (① and ②).
  - The word "UP WALL" should face upward.



- 3 Connect the telephone line cord. Mount the unit, then slide down.
  - Fasten the cord to prevent it from being disconnected.



To temporarily set the handset down during a conversation, place it as shown here.

### 4-B Troubleshooting

Problem	Remedy
The unit does not work.	•Check the settings (1-B).
The call cannot be connected even if you dialed correctly.	•Check whether the DIALING MODE selector setting is correct or not (1-B).
The unit does not ring.	•The RINGER selector is set to OFF. Set to HIGH or LOW (1-B).
If you cannot solve your problem	•Call our customer call center at 1-800-211-PANA(7262). •Panasonic's e-mail address for customer inquiries: <a href="mailto:consumerproducts@panasonic.com">consumerproducts@panasonic.com</a> for customers in the USA or Puerto Rico ONLY

### 4-C Helpful Information

- Environment**—do not place the unit in a room where the temperature is less than 5°C (41°F) or greater than 40°C (104°F). Allow 10 cm (4") clearance around the unit for proper ventilation. Avoid excessive smoke, dust, mechanical vibration, shock, or direct sunlight.
- Routine care**—wipe the unit with a soft cloth. Do not use benzine, thinner, or any abrasive powder.
- If there is any trouble**—disconnect the unit from the telephone line and connect a known working phone. If the known working phone operates properly, have your unit repaired by one of the authorized Panasonic Factory Service Centers. If the known working phone does not operate properly, consult your telephone company.

#### For product service

- Call 1-800-211-PANA(7262) or 1-800-833-9626 for the location of an authorized servicer.
- Panasonic's e-mail address for customer inquiries: [consumerproducts@panasonic.com](mailto:consumerproducts@panasonic.com) for customers in the USA or Puerto Rico ONLY

#### When you ship the product

- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the symptom, to the outside of the carton.

#### Symptom

- Send the unit to an authorized servicer, prepaid and adequately insured.
- Do not send your unit to the Panasonic Consumer Electronics Company listed on the back cover or to executive or regional sales offices. These locations do not repair consumer products.

### 4-D Specifications

- Power Source:** From telephone line  
**Dimensions (H x W x D):** Approx. 96 mm x 150 mm x 200 mm  
(3 25/32" x 5 29/32" x 7 7/8")  
**Mass (Weight):** Approx. 475 g (1.05 lb.)  
**Dialing Mode:** Tone (DTMF)/Pulse  
**Operating Environment:** 5°C – 40°C (41°F – 104°F)

Specifications are subject to change without notice.

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