



This pictured model is KX-FP343.

Panasonic

Operating Instructions

Compact Plain Paper Fax with Copier

Model No. **KX-FP343HK**

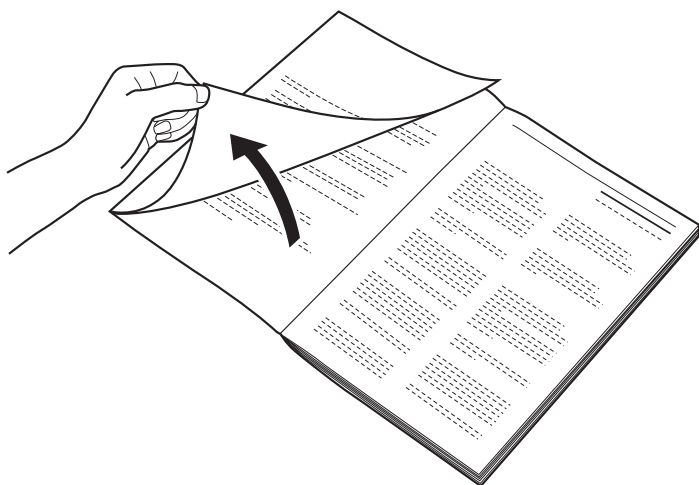
**Compact Plain Paper Fax
with Answering System**

Model No. **KX-FP363HK**

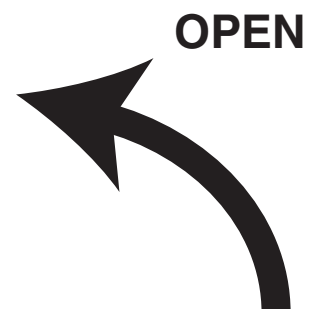


Please read these Operating Instructions before using the unit and save for future reference.

How to use the operating instructions



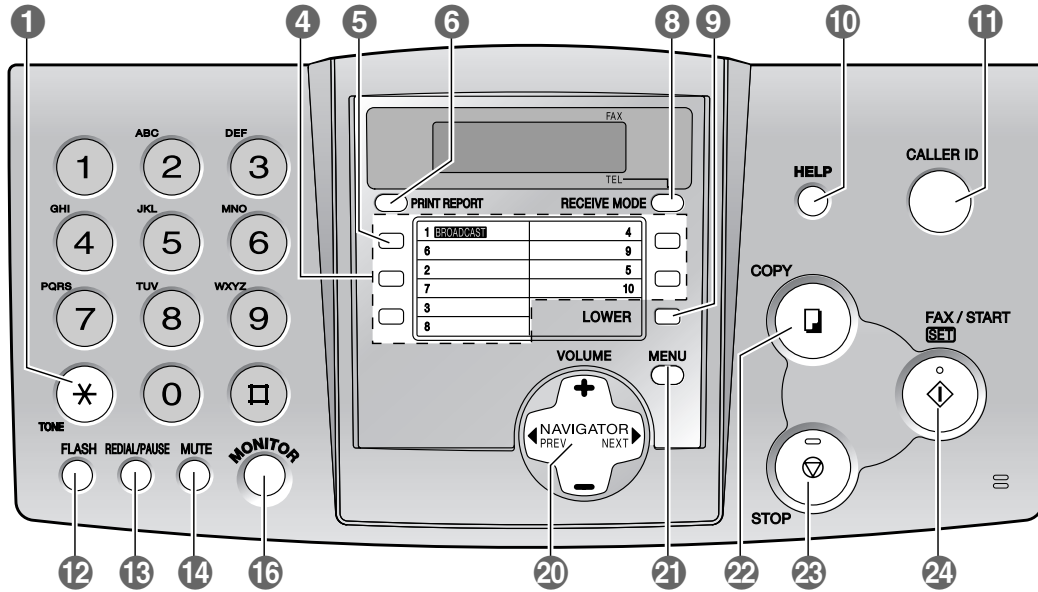
When following operating instructions, always keep the front cover page (next page) open so that you will find easy reference to the buttons.



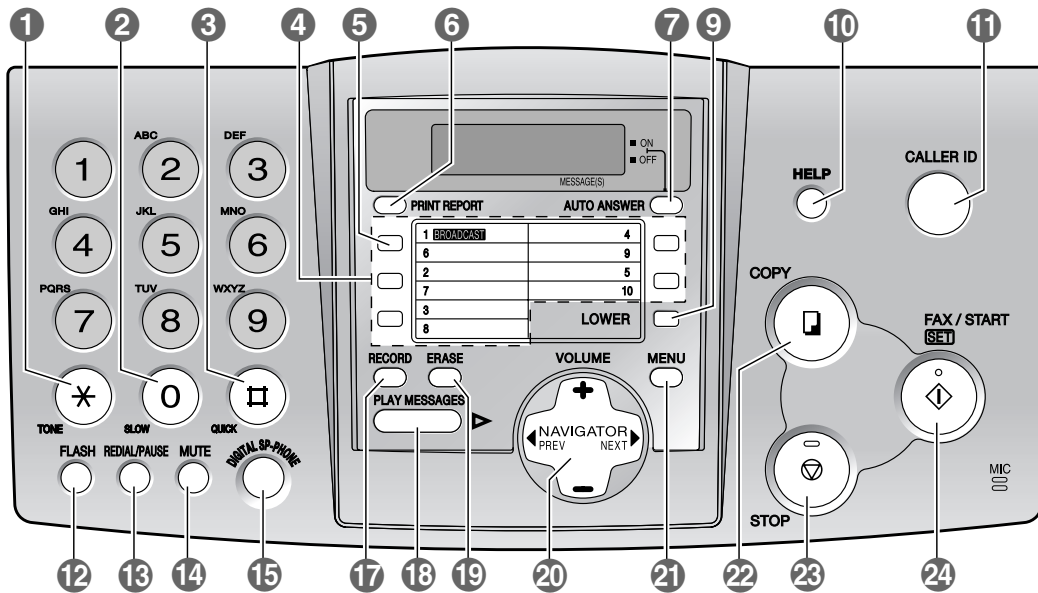
Location of Controls

Please keep this page open when following operating instructions. For a description of each button, see page 9.

KX-FP343



KX-FP363



Keys (Listed in alphabetical order)

- | | | |
|---------------------|------------------|-----------------|
| AUTO ANSWER 7 | LOWER 9 | RECEIVE MODE 8 |
| BROADCAST 5 | MENU 21 | RECORD 17 |
| CALLER ID 11 | MONITOR 16 | REDIAL/PAUSE 13 |
| COPY 22 | MUTE 14 | SET 24 |
| DIGITAL SP-PHONE 15 | NAVIGATOR 20 | SLOW 2 |
| ERASE 19 | One-touch keys 4 | START 24 |
| FAX/START 24 | PLAY MESSAGES 18 | STOP 23 |
| FLASH 12 | PRINT REPORT 6 | TONE 1 |
| HELP 10 | QUICK 3 | VOLUME 20 |

Thank you for purchasing a Panasonic fax machine.

Things you should keep a record of

┌ - - - - - ┐
| Attach your sales receipt here. |

For your future reference

Date of purchase _____
Serial number (found on the rear of the unit) _____
Dealer's name and address _____
Dealer's telephone number _____

Caution:

- Note that the images of copied or received documents will remain on the used ink film. Use discretion when disposing of the used ink film.
- Do not rub or use an eraser on the printed side of recording paper, as the print may smear.

Note:

- The suffix in the model number will be omitted in these instructions.
- Most figures shown in these operating instructions are based on a KX-FP343.

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Important safety instructions

When using this unit, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on this unit.
3. Unplug this unit from power outlets before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this unit near water, for example near a bathtub, wash bowl, kitchen sink, etc.
5. Place the unit securely on a stable surface. Serious damage and/or injury may result if the unit falls.
6. Do not cover slots and openings on the unit. They are provided for ventilation and protection against overheating. Never place the unit near radiators, or in a place where proper ventilation is not provided.
7. Use only the power source marked on the unit. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
8. For safety purposes this unit is equipped with a grounded plug. If you do not have this type of outlet, please have one installed. Do not defeat this safety feature by tampering with the plug.
9. Do not place objects on the power cord. Install the unit where no one can step or trip on the cord.
10. Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
11. Never push any objects through slots in this unit. This may result in the risk of fire or electric shock. Never spill any liquid on the unit.
12. To reduce the risk of electric shock, do not disassemble this unit. Take the unit to an authorised service centre when service is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the unit is subsequently used.
13. Unplug this unit from power outlets and refer servicing to an authorised service centre when the following conditions occur:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled into the unit.
 - C. If the unit has been exposed to rain or water.
 - D. If the unit does not work normally by following the operating instructions. Adjust only controls covered by the operating instructions. Improper adjustment may require extensive work by an authorised service centre.
 - E. If the unit has been dropped or physically damaged.
 - F. If the unit exhibits a distinct change in performance.
14. During thunderstorms, avoid using telephones except cordless types. There may be a remote risk of an electric shock from lightning.
15. Do not use this unit to report a gas leak, when in the vicinity of the leak.

SAVE THESE INSTRUCTIONS

INSTALLATION:

- Never install telephone wiring during a lightning storm.
- Never install telephone 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.

WARNING:

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

OTHER INFORMATION:

- Keep the unit away from electrical noise generating devices, such as fluorescent lamps and motors.
- The unit should be kept free from dust, high temperature and vibration.
- The unit should not be exposed to direct sunlight.
- Do not place heavy objects on top of this unit.
- Do not touch the plug with wet hands.
- Wipe the outer surface of the unit with a soft cloth. Do not use benzine, thinner, or any abrasive powder.

1. Introduction and Installation

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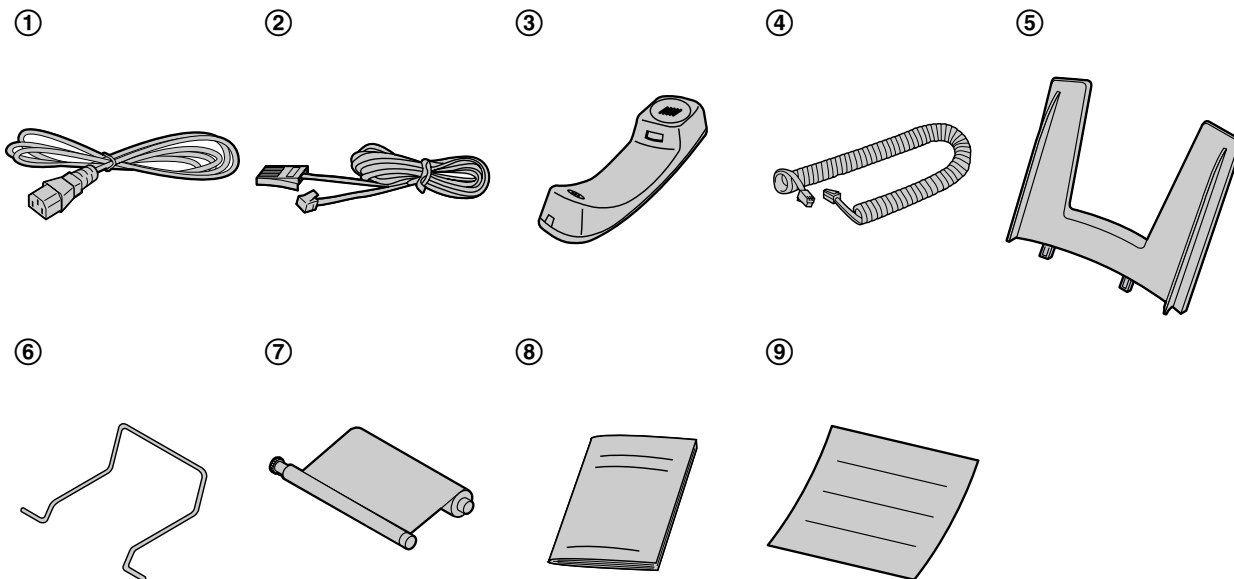
1.1 Included accessories

No.	Item	Quantity	Specifications
①	Power cord	1	-----
②	Telephone line cord	1	-----
③	Handset	1	-----
④	Handset cord	1	-----
⑤	Paper tray	1	-----
⑥	Recording paper support	1	-----
⑦	Ink film	1	prints about 210 A4-sized pages. *1
⑧	Operating instructions	1	English
		1	Chinese
⑨	Quick start sheet	1	-----

*1 For replacement film, see page 8.

Note:

- If any items are missing or damaged, check with the place of purchase.
- Save the original carton and packing materials for future shipping and transportation of the unit.



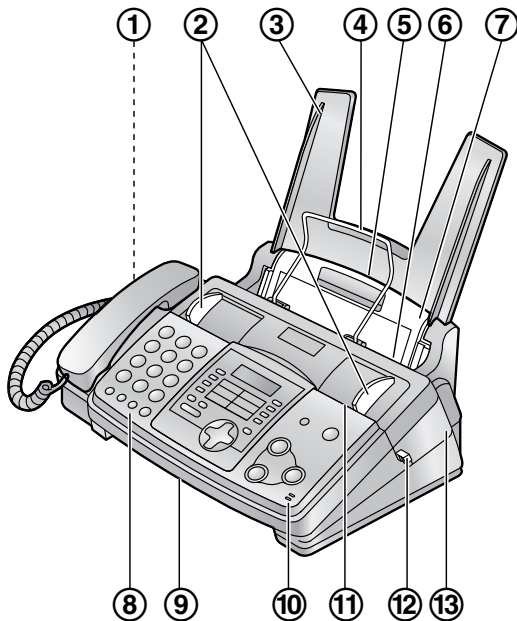
1.2 Accessory information

1.2.1 Available accessories

Model No.	Item	Specifications/Usage
KX-FA57E	Replacement film ^{*1}	216 mm × 70 m (prints about 210 A4-sized pages.)

*1 Please use genuine Panasonic replacement film. We cannot be responsible for any damage to the unit or degradation of print quality which may occur from the use of non-Panasonic replacement film.
The ink film is not reusable. Do not rewind and use the ink film again.

1.3 Overview



*The pictured model is KX-FP363.

- ① **Speaker**
- ② **Document guides**
- ③ **Paper tray**
- ④ **Recording paper support**
- ⑤ **Recording paper entrance**
- ⑥ **Recording paper exit**
- ⑦ **Tension plate**
- ⑧ **Front cover**
- ⑨ **Document exit**
- ⑩ **Microphone (KX-FP363 only)**
- ⑪ **Document entrance**
- ⑫ **Green button (Back cover release button)**
- ⑬ **Back cover**

1.4 Description of buttons

- Keep the front cover page open for button locations.

- ① **[TONE]**
 - To change from pulse to tone temporarily during dialling when your line has rotary pulse services.
- ② **[SLOW] (KX-FP363 only)**
 - To slow down message playback (page 36).
- ③ **[QUICK] (KX-FP363 only)**
 - To speed up message playback (page 36).
- ④ **One-touch keys**
 - To use one-touch dial (page 18, 19, 25).
- ⑤ **[BROADCAST]**
 - To transmit a document to multiple parties (page 25).
- ⑥ **[PRINT REPORT]**
 - To print reference lists and reports (page 58).
- ⑦ **[AUTO ANSWER] (KX-FP363 only)**
 - To turn ON/OFF the auto answer setting (page 27).
- ⑧ **[RECEIVE MODE] (KX-FP343 only)**
 - To change the receiving mode (page 27).
- ⑨ **[LOWER]**
 - To select stations 6–10 for one-touch dial (page 18, 19, 24).
- ⑩ **[HELP]**
 - To print a quick reference (page 14).
- ⑪ **[CALLER ID]**
 - To use Caller ID service (page 20, 22).
- ⑫ **[FLASH]**
 - To access special telephone services such as call waiting or for transferring extension calls.
- ⑬ **[REDIAL/PAUSE]**
 - To redial the last number dialled. If the line is busy when you make a phone call using the **[MONITOR]** (KX-FP343)/**[DIGITAL SP-PHONE]** (KX-FP363) button, the unit will automatically redial the number up to 9 times.
 - To insert a pause during dialling.
- ⑭ **[MUTE]**
 - To mute your voice to the other party during a conversation. Press this button again to resume the conversation.
- ⑮ **[DIGITAL SP-PHONE] (KX-FP363 only)**
 - For speakerphone operation (page 19).
- ⑯ **[MONITOR] (KX-FP343 only)**
 - To initiate dialling without lifting the handset.
- ⑰ **[RECORD] (KX-FP363 only)**
 - To record your greeting message (page 35).
- ⑱ **[PLAY MESSAGES] (KX-FP363 only)**
 - To play messages (page 36).
- ⑲ **[ERASE] (KX-FP363 only)**
 - To erase messages (page 36).
- ⑳ **[NAVIGATOR][VOLUME]**
 - To adjust volume (page 14).
 - To search for a stored entry (page 19, 25).

1. Introduction and Installation

- To select features or feature settings during programming (page 42).
- To navigate to the next operation.

21 [MENU]

- To initiate or exit programming.

22 [COPY]

- To initiate copying (page 33).

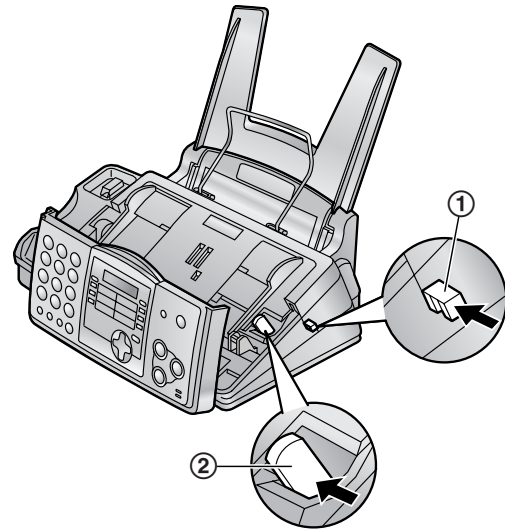
23 [STOP]

- To stop an operation or programming.

24 [FAX/START][SET]

- To initiate fax transmission or reception.
- To store a setting during programming.

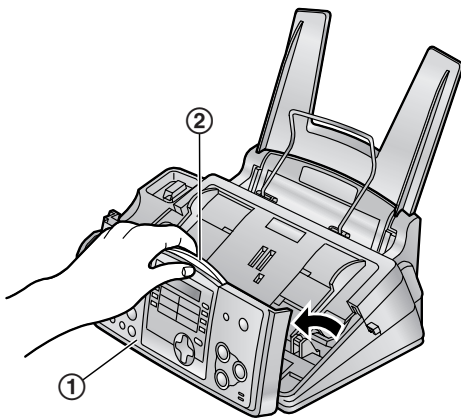
Release the back cover by pushing the green lever (2) in the unit.



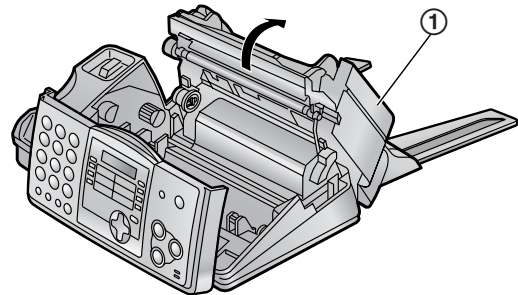
1.5 Ink film

1.5.1 Installing the ink film

- 1 Open the front cover (1) by pulling up the centre part (2).

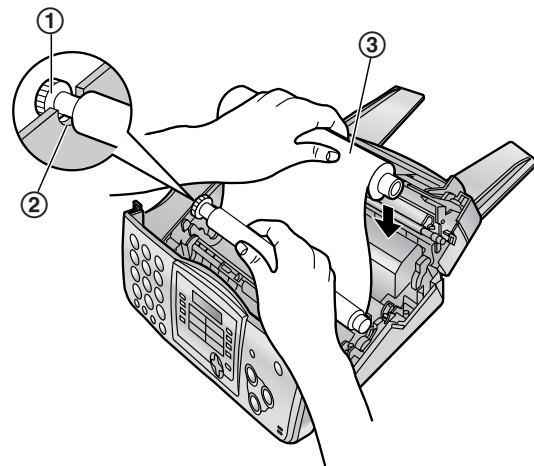


- 3 Open the back cover (1).

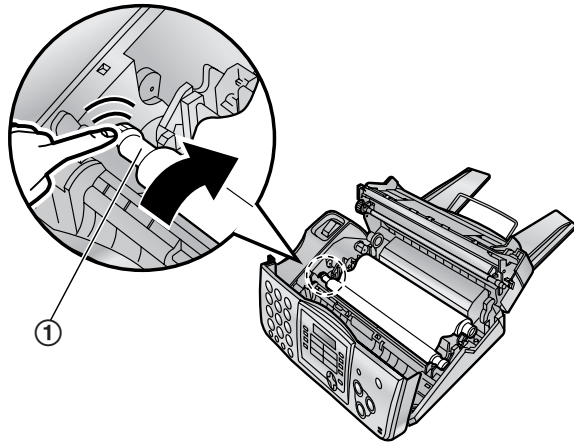


- 2 Release the back cover by pushing the green button (1) on the right side of the unit.
OR

- 4 Insert the gear with blue core of the front ink film roll (1) into the left slot of the unit (2). Insert the rear ink film roll (3).
 - The ink film is safe to touch, and will not rub off on your hands like carbon paper.

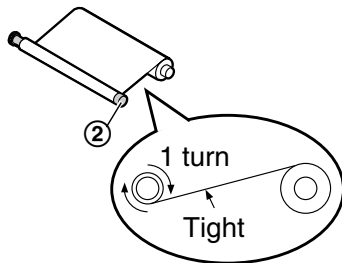


- 5 Turn the gear with the blue core (①) in the direction of the arrow.

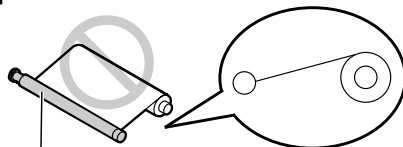


- Make sure that the ink film is wrapped around the blue core (②) at least once.

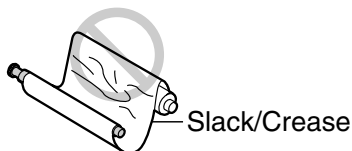
Correct



Incorrect

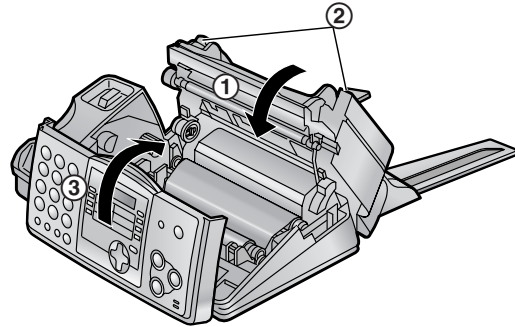


The ink film is not wrapped around the blue core.



- 6 First close the back cover securely (①) by pushing down on the dotted area at both

ends (②). Then close the front cover securely (③).

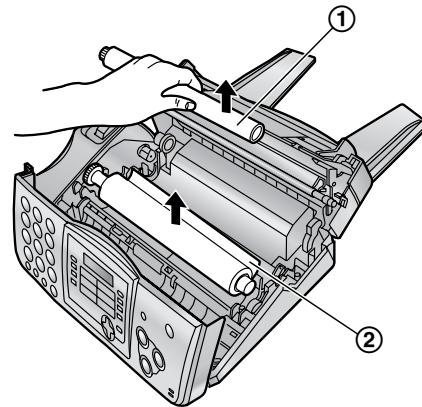


1.5.2 Replacing the ink film

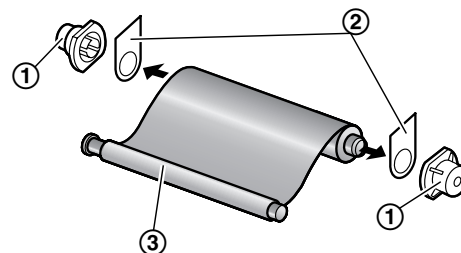
To ensure that the unit operates properly, we recommend the use of Panasonic replacement film. See page 8 for accessory information.

- We cannot be responsible for any damage to the unit or degradation of print quality which may occur from the use of non-Panasonic replacement film.

- 1 Open the covers (see steps 1 to 3 on page 10).
- 2 Remove the used core (①) and used ink film (②).



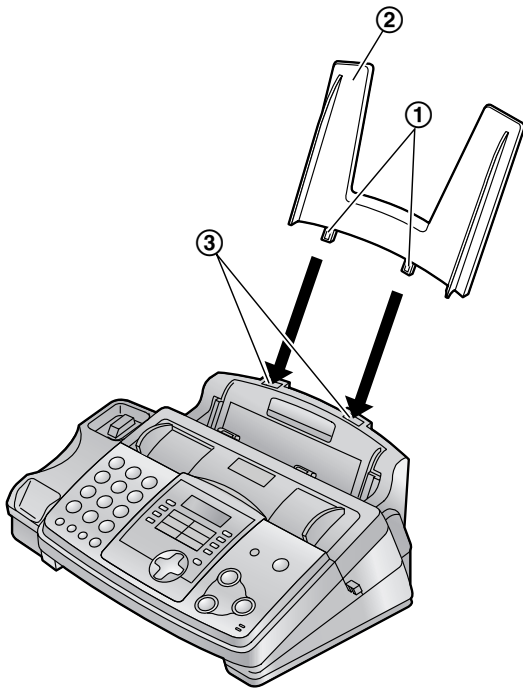
- 3 Remove the stoppers (①) and tags (②) from the new ink film (③).



- 4 Insert the ink film and close the covers (see steps 4 to 6 on page 10).

1.6 Paper tray

Insert the tabs (①) on the paper tray (②) into the slots on the back of the unit (③).



1.8 Recording paper

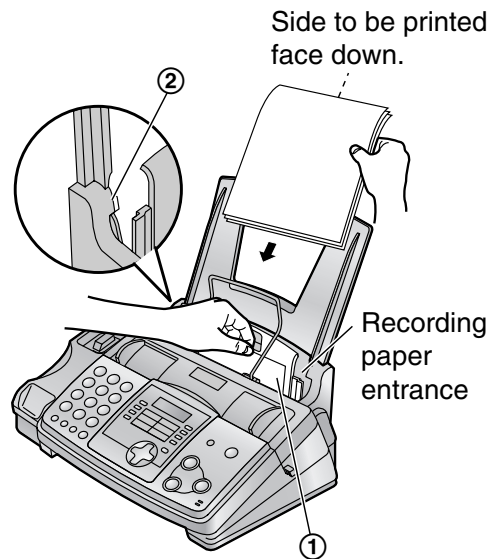
The unit can hold up to 50 sheets of 75 g/m² paper.

See the note for paper specifications (page 60).

- 1 Before inserting a stack of paper, fan the paper to prevent paper jams.

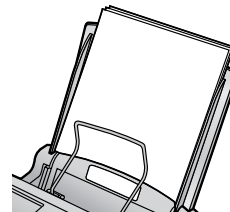


- 2 Pull the tension plate forward (①) and hold open while inserting the paper.

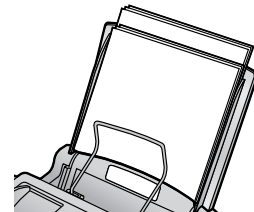


- The paper should not be over the tab (②).
- If the paper is not inserted correctly, readjust the paper, or the paper may jam.

Correct



Incorrect



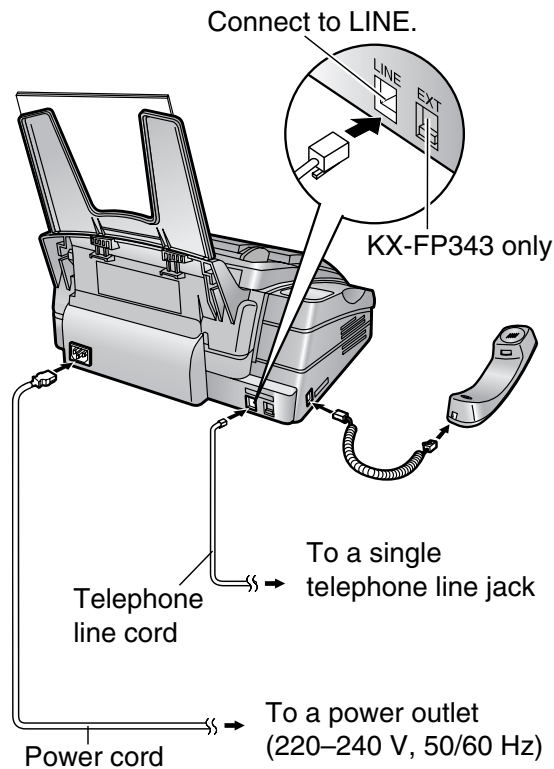
1.7 Recording paper support

Insert the recording paper support (①) into the slot to the right of the recording paper exit (②), then into the left slot (③).

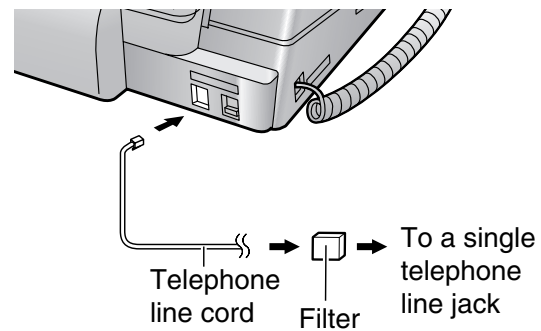


- The recording paper will be ejected from the top of the unit after printing. The recording paper support prevents the printed paper from curling.

2.1 Connections



- If you use the unit with a computer and your internet provider instructs you to install a filter, please connect it as follows.



Caution:

- When you operate this product, the power outlet should be near the product and easily accessible.
- Be sure to use the telephone line cord included in this unit.
- Do not extend the telephone line cord.

Note:

- If any other device is connected on the same line, this unit may disturb the network condition of the device.
- If you want to connect an answering machine to this unit, see page 30 (KX-FP343 only).
- Do not connect an answering machine to the same telephone line. If connected, set the automatic answer feature to off by pressing **[AUTO ANSWER]** (KX-FP363 only).

2.2 Help function

The unit contains helpful information which can be printed for quick reference.

Send guide (KX-FP363 only):

How to send faxes with the voice guide. (This information will not be printed.)

Quick set up:

How to set the date, time, your logo and fax number.

Feature list:

How to program the features.

Directory:

How to store names and numbers in the navigator directory and how to dial them.

TAD operation (KX-FP363 only):

How to use the answering device.

Fax receiving:

How to set the unit to receive faxes.

Copier:

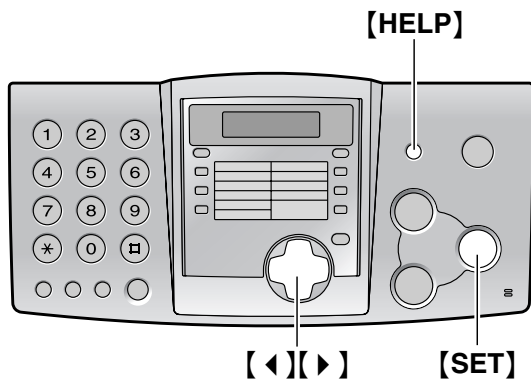
How to use the copier function.

Reports:

List of available reports.

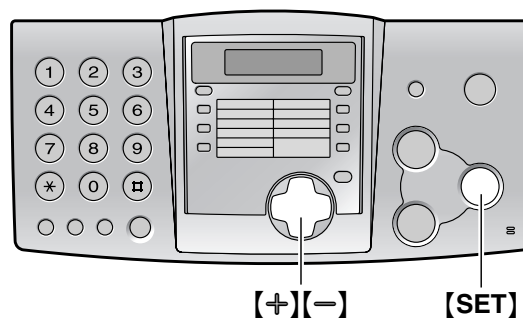
Caller ID:

How to use the Caller ID service.



- 1 Press **[HELP]**.
- 2 Press **[◀]** or **[▶]** repeatedly to display the desired item.
- 3 Press **[SET]**.
 - The selected item will be printed.

2.3 Adjusting volume



2.3.1 Ringer volume

4 levels (high/medium/low/off) are available.

While the unit is idle, press **[+]** or **[-]**.

- If any documents are in the document entrance, you cannot adjust the ringer volume. Confirm that there are no documents in the entrance.

To turn the ringer OFF

1. Press **[-]** repeatedly to display “RINGER OFF= OK?”.
2. Press **[SET]**.
 - When a call is received, the unit will not ring and will display “INCOMING CALL”.
 - To turn the ringer back on, press **[+]**.

Ringer pattern

- You can select one of three ringer patterns (feature #17, page 43).

2.3.2 Handset receiver volume

3 levels (high/medium/low) are available.

While talking, press **[+]** or **[-]**.

2.3.3 Monitor/Speaker volume

8 levels (high to low) are available.

While using the monitor/speakerphone, press **[+]** or **[-]**.

2.3.4 Fax voice guidance volume (KX-FP363 only)

9 levels (high to off) are available.

While listening to the fax voice guidance, press **[+]** or **[-]**.

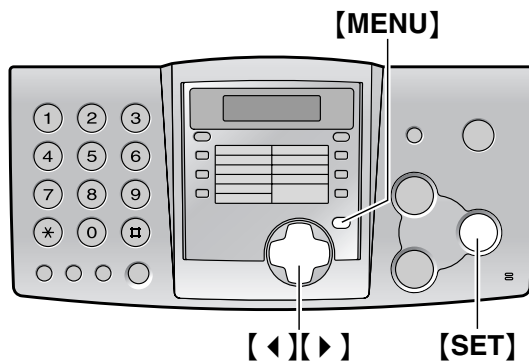
2.3.5 Answering device volume (KX-FP363 only)

9 levels (high to off) are available.

While listening to recorded messages, press **[+]** or **[-]**.

2.4 Date and time

You must set the date and time.



Note:

- This information will be printed on each page transmitted from your unit.
- The accuracy of the clock is approximately ± 60 seconds a month.

To correct a mistake

Press [◀] or [▶] to move the cursor to the incorrect number, and make the correction.

- 1 Press [MENU].

```
SYSTEM SET UP
PRESS NAVI. [◀ ▶]
```

- 2 Press [◀] or [▶] repeatedly to display the following.

```
SET DATE & TIME
PRESS SET
```

- 3 Press [SET].
 - Cursor (■) will appear on the display.

```
M:01/D:01/Y:03
TIME: 12:00AM
```

- 4 Enter the current month/day/year by selecting 2 digits for each.

Example: August 10, 2003

Press [0][8] [1][0] [0][3].

```
M:08/D:10/Y:03
TIME: 12:00AM
```

- 5 Enter the current hour/minute by selecting 2 digits for each. Press [✱] to select "AM" or "PM".

Example: 03:15 PM (12 hour clock entry)

1. Press [0][3] [1][5].

```
M:08/D:10/Y:03
TIME: 03:15AM
```

2. Press [✱] repeatedly to display "PM".

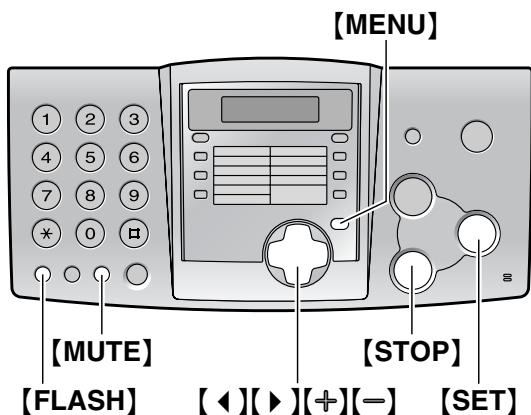
```
M:08/D:10/Y:03
TIME: 03:15PM
```

- 6 Press [SET].
 - The next feature will be displayed.

- 7 Press [MENU] to exit the program.

2.5 Your logo

The logo can be your company, division or name.



- 1 Press **[MENU]**.

```
SYSTEM SET UP
PRESS NAVI. [◀ ▶]
```

- 2 Press **[◀]** or **[▶]** repeatedly to display the following.

```
YOUR LOGO
PRESS SET
```

- 3 Press **[SET]**.
 - Cursor (█) will appear on the display.

```
LOGO=█
```

- 4 Enter your logo, up to 30 characters. See the character table on page 16 for details.

- 5 Press **[SET]**.
 - The next feature will be displayed.

- 6 Press **[MENU]** to exit the program.

Note:

- This information will be printed on each page transmitted from your unit.

To enter your logo

Example: "BILL"

1. Press **[2]** 2 times.

```
LOGO=B
```

2. Press **[4]** 3 times.

```
LOGO=BI
```

3. Press **[5]** 3 times.

```
LOGO=BILL
```

4. Press **[▶]** to move the cursor to the next space and press **[5]** 3 times.

```
LOGO=BILL
```

To change capital or lower-case letters

Pressing the **[⇄]** key will change to capital or lower-case alternately.

1. Press **[2]** 2 times.

```
LOGO=B
```

2. Press **[4]** 3 times.

```
LOGO=BI
```

3. Press **[⇄]**.

```
LOGO=Bi
```

4. Press **[5]** 3 times.

```
LOGO=BiL
```

To correct a mistake

Press **[◀]** or **[▶]** to move the cursor to the incorrect character, and make the correction.

To delete a character

Press **[◀]** or **[▶]** to move the cursor to the character you want to delete and press **[STOP]**.

To insert a character

1. Press **[◀]** or **[▶]** to move the cursor to the position to the right of where you want to insert the character.
2. Press **[MUTE]** to insert a space and enter the character.

To select characters with the dial keypad

Keys	Characters
[1]	1 [] { } + - / = , . _ ` : ; ?
[2]	A B C a b c 2
[3]	D E F d e f 3
[4]	G H I g h i 4
[5]	J K L j k l 5
[6]	M N O m n o 6
[7]	P Q R S p q r s 7

Keys	Characters
[8]	T U V t u v 8
[9]	W X Y Z w x y z 9
[0]	0 () < > ! " # \$ % & ¥ * @ ^ ' →
[#]	To change capital or lower-case letter.
[FLASH]	Hyphen button
[MUTE]	Insert button
[STOP]	Delete button

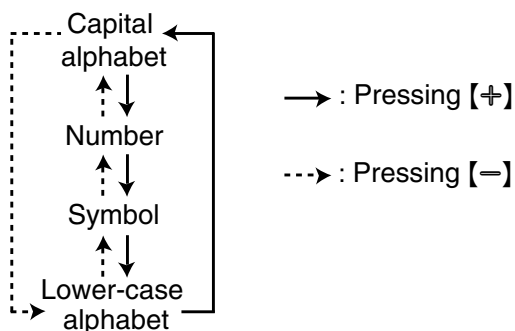
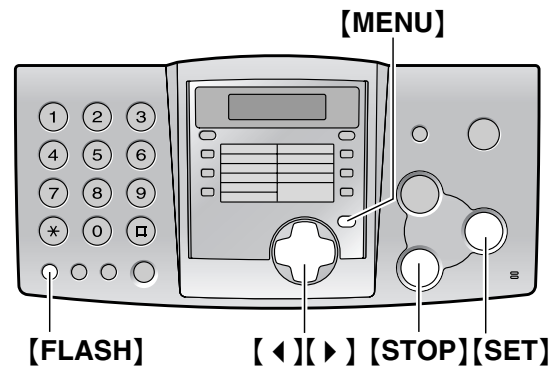
Note:

- To enter another character located on the same number key, press [▶] to move the cursor to the next space.

To select characters using [+] or [-]

Instead of pressing the dial keys, you can select characters using [+] or [-].

- Press [+] or [-] repeatedly to display the desired character.
- Press [▶] to move the cursor to the next space.
 - The character displayed is inserted.
- Return to step 1 to enter the next character.

Display order of characters**2.6 Your fax number**

- Press [MENU].

```
SYSTEM SET UP
PRESS NAVI. [◀ ▶]
```

- Press [◀] or [▶] repeatedly to display the following.

```
YOUR FAX NO.
PRESS SET
```

- Press [SET].
 - Cursor (■) will appear on the display.

```
NO. =■
```

- Enter your fax number, up to 20 digits.

Example: NO. =1234567■

- Press [SET].
 - The next feature will be displayed.
- Press [MENU] to exit the program.

Note:

- This information will be printed on each page transmitted from your unit.
- The [*] button enters a "+" and the [#] button enters a space.

Example: +234 5678

Press [*][2][3][4][#][5][6][7][8].

- To enter a hyphen in a telephone number, press [FLASH].

To correct a mistake

Press [◀] or [▶] to move the cursor to the incorrect number, and make the correction.

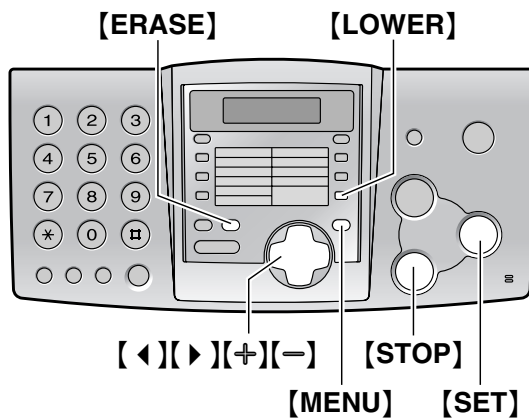
To delete a number

Press [◀] or [▶] to move the cursor to the number you want to delete and press [STOP].

3.1 Storing names and telephone numbers into the one-touch dial and navigator directory

For rapid access to frequently dialled numbers, the unit provides the one-touch dial (10 entries) and navigator directory (100 entries).

- You can also send faxes using the one-touch dial and navigator directory (page 24).



3.1.1 Storing into the one-touch dial

- Press **[MENU]** repeatedly to display "DIRECTORY SET".
- Select the desired station key.
For station 1:
 - Press station 1.
 - Press **[SET]**.**For stations 2–5:**

Press one of the station keys.

For stations 6–10:

Press **[LOWER]**, then press one of the station keys.
- Enter the name, up to 10 characters (see page 16 for instructions).
- Press **[SET]**.
- Enter the telephone number, up to 30 digits.
- Press **[SET]**.
 - To program other entries, repeat steps 2 to 6.
- Press **[STOP]**.

Helpful hints:

- You can confirm the stored entries in the telephone number list (page 58).

Note:

- A hyphen or a space entered in a telephone number counts as two digits.

To correct a mistake

Press **[◀]** or **[▶]** to move the cursor to the incorrect character/number, and then make the correction.

To delete a character/number

Press **[◀]** or **[▶]** to move the cursor to the character/number you want to delete, and press **[STOP]**.

3.1.2 Storing into the navigator directory

- Press **[MENU]** repeatedly to display "DIRECTORY SET".
- Press **[▶]**.
- Enter the name, up to 10 characters (see page 16 for instructions).
- Press **[SET]**.
- Enter the telephone number, up to 30 digits.
- Press **[SET]**.
 - To program other entries, repeat steps 3 to 6.
- Press **[MENU]**.

Helpful hints:

- You can confirm the stored entries in the telephone number list (page 58).

Note:

- If "SPACE= 5 DIRS." is displayed, you can store only 5 more entries.
- A hyphen or a space entered in a telephone number counts as 2 digits.

To correct a mistake

Press **[◀]** or **[▶]** to move the cursor to the incorrect character/number, and then make the correction.

To delete a character/number

Press **[◀]** or **[▶]** to move the cursor to the character/number you want to delete, and press **[STOP]**.

3.1.3 Editing a stored entry

- 1 Press [▶].
- 2 Press [⊕] or [⊖] repeatedly to display the desired entry.
- 3 Press [MENU].
- 4 Press [✱].
 - If you do not need to edit the name, skip to step 6.
- 5 Edit the name (see the storing procedure on page 18 for instructions).
- 6 Press [SET].
 - If you do not need to edit the telephone number, skip to step 8.
- 7 Edit the telephone number. For further details, see the storing procedure on page 18.
- 8 Press [SET].

3.1.4 Erasing a stored entry

- 1 Press [▶].
- 2 Press [⊕] or [⊖] repeatedly to display the desired entry.
- 3 Press [MENU].
- 4 Press [⊞].
 - To cancel erasing, press [STOP].
- 5 Press [SET].

Another method to erase a stored entry (KX-FP363 only)

1. Press [▶].
2. Press [⊕] or [⊖] repeatedly to display the desired entry.
3. Press [ERASE].
4. Press [SET].

3.2 Making a phone call using the one-touch dial and navigator directory

Before using this feature, program the desired names and telephone numbers into the one-touch dial and navigator directory (page 18).

- Keep the front cover page open for button locations.

3.2.1 Using the one-touch dial

- 1 Press [MONITOR] (KX-FP343)/[DIGITAL SP-PHONE] (KX-FP363) or lift the handset.
- 2 Select the desired station key.

For stations 1–5:
Press the desired station key.

For stations 6–10:
Press [LOWER], then press the desired station key.

 - The unit will start dialling automatically.

3.2.2 Using the navigator directory

- 1 Press [▶].
- 2 Press [⊕] or [⊖] repeatedly to display the desired entry.
- 3 Press [MONITOR] (KX-FP343)/[DIGITAL SP-PHONE] (KX-FP363) or lift the handset.
 - The unit will start dialling automatically.

To search for a name by initial

Example: “LISA”

1. Press [▶].
2. Press [⊕] or [⊖] to initiate the navigator directory.
3. Press [5] repeatedly to display any name with the initial “L” (see the character table, page 16).
 - To search for symbols (not letters or numbers), press [✱].
4. Press [⊕] repeatedly to display “LISA”.
 - To stop the search, press [STOP].
 - To dial the displayed number, press [MONITOR] (KX-FP343)/[DIGITAL SP-PHONE] (KX-FP363) or lift the handset.

Speakerphone operation (KX-FP363 only)

- Use the speaker in a quiet room.
- Adjust the speaker volume using [⊕] or [⊖].

3.3 Recording a telephone conversation (KX-FP363 only)

You can record a telephone conversation. This conversation can be played back later, either directly or remotely.

- Keep the front cover page open for button locations.
- 1 During a telephone conversation, press **[RECORD]**.
 - 2 To stop recording, press **[STOP]** or replace the handset.

Note:

- There may be legal restrictions on recording two-way telephone conversations. Inform the other party that the conversation is being recorded.

3.4 Caller ID service

This unit is compatible with the Caller ID service offered by your local telephone company. To use this feature, you must subscribe to a Caller ID service.

Important:

- This unit will only display the caller's telephone number and name.
- This unit will not support future additional telephone services.
- This unit cannot support services based on the "DTMF based subscriber line protocol".
- Depending on the service of the local telephone company, the date/time of the call or the caller's name may not be displayed.

Change the following ring settings to 2 or more rings beforehand.

- For KX-FP343: FAX ring setting (feature #06 on page 43)
- For KX-FP363: TAD ring setting (feature #06 on page 43) and FAX ring setting (feature #06 on page 43)

3.4.1 How Caller ID is displayed

The calling party's name or telephone number will be displayed after the first ring. You then have the option of whether or not to answer the call depending on the caller.

The unit will automatically store the caller information. You can view it (page 20) and print the caller ID list (page 58).

Note:

- If the unit is connected to a PBX (Private Branch Exchange) system, you may not receive the caller information. Consult your PBX supplier.
- If the unit cannot receive caller information, the following will be displayed:
"OUT OF AREA": The caller dialed from an area which does not provide Caller ID service.
"PRIVATE CALLER": The caller requested not to send caller information.
"LONG DISTANCE": The caller made a long distance call.

To confirm caller information using the Caller ID list

The unit will store information for the most recent 30 callers.

- To print manually, see page 58.
- To print automatically after every 30 new calls, activate feature #26 (page 44).

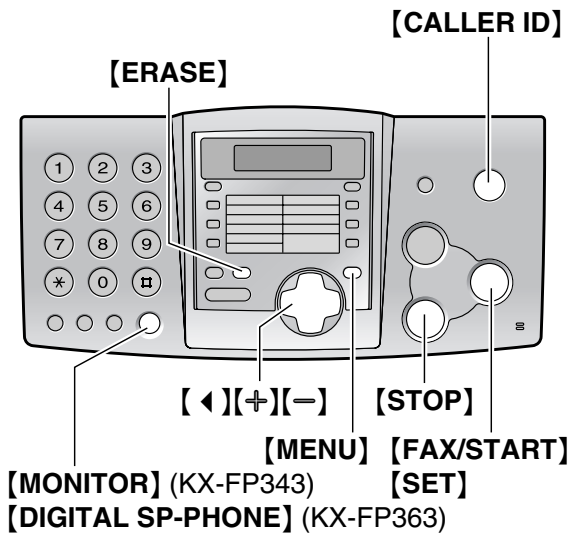
3.5 Viewing and calling back using caller information

You can easily view caller information and call back.

Important:

- Calling back will not be possible in the following cases:
 - The telephone number includes data other than numbers (i.e. * or #).

- The caller information does not include a telephone number.



- 1 Press **[CALLER ID]**.
- 2 Press **[+]** to search from the most recent caller information. Press **[−]** to search from the oldest caller information.
 - If you need to edit the telephone number, see page 21.

Example:

SAM LEE	①
11:20AM Jul 20	✓

- (①) means this call has already been viewed or answered.
- To change the display of the caller information, press **[CALLER ID]** repeatedly.

Display while viewing

When no calls have been received, the display will show "NO CALLER DATA".

When the unit could not receive a name, the display will show "NO NAME RCVD".

To stop viewing

Press **[STOP]** after step 2.

3.5.1 Editing a caller's telephone number before calling back

- 1 Press **[CALLER ID]**.
- 2 Press **[+]** or **[−]** repeatedly to display the desired entry.

- 3 Press **[CALLER ID]** to display the telephone number.
- 4 Press dial key (0 to 9) or **[*]** to enter the editing mode and edit the telephone number.
- 5 Press **[MONITOR]** (KX-FP343)/**[DIGITAL SP-PHONE]** (KX-FP363) or lift the handset to call back the edited number.
 - The unit will start dialling automatically.
 - To send a fax - insert the document **FACE DOWN** and press **[FAX/START]**.

Note:

- The edited telephone number will not be saved in the caller information. To save in the directory, see page 22.

3.5.2 Erasing all caller information

- 1 Press **[MENU]** repeatedly to display "CALLER SET UP".
- 2 Press **[SET]**.
- 3 Press **[SET]**.
 - To cancel erasing, press **[STOP]**, then **[MENU]**.
- 4 Press **[SET]**.
- 5 Press **[STOP]**.

3.5.3 Erasing specific caller information

- 1 Press **[CALLER ID]**.
- 2 Press **[+]** or **[−]** repeatedly to display the desired entry.
- 3 Press **[◀]**.
 - To cancel erasing, press **[STOP]**.
- 4 Press **[SET]**.
 - To erase other entries, repeat step 2 to 4.
- 5 Press **[STOP]**.

Another method to erase a specific caller information (KX-FP363 only)

1. Press **[CALLER ID]**.
2. Press **[+]** or **[−]** repeatedly to display the desired entry.
3. Press **[ERASE]**.
 - To erase other entries, repeat step 2 to 3.
4. Press **[STOP]**.

3.6 Storing caller information into the one-touch dial and navigator directory

- Keep the front cover page open for button locations.

Important:

- **This feature is not available in the following cases.**
 - The telephone number includes data other than numbers (i.e. * or #).
 - The caller information does not include a telephone number.

- 1 Press **[CALLER ID]**.
- 2 Press **[+]** or **[-]** repeatedly to display the desired entry.
- 3 Press **[MENU]**.
- 4 Select the station key or navigator directory.

For station 1:

1. Press station 1.
2. Press **[SET]**.
3. Press **[SET]**.

For stations 2–5:

1. Press the desired station key.
2. Press **[SET]**.

For stations 6–10:

1. Press **[LOWER]**, then press the desired station key.
2. Press **[SET]**.

For navigator directory:

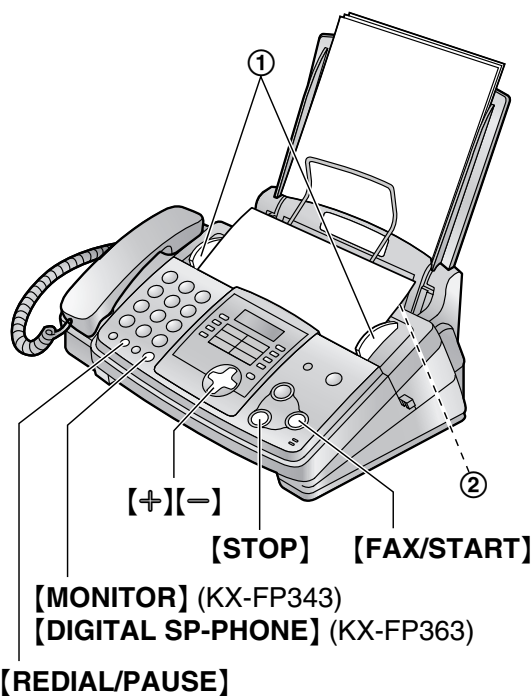
1. Press **[◀]** or **[▶]**.
2. Press **[SET]**.

- 5 Press **[SET]**.

Note:

- You can confirm the stored entries in the telephone number list (page 58).
- The unit can only store a name of up to 10 characters long.
- To edit a name and number, see page 19.
- If you enter a new entry into a station key, the previous entry will be replaced.

4.1 Sending a fax manually



- 1 Adjust the width of the document guides (①) to the size of the document.
- 2 Insert the document (up to 10 pages) FACE DOWN (②) until a single beep is heard and the unit grasps the document.
- 3 If necessary, press **[+]** or **[-]** repeatedly to select the desired resolution.
- 4 Press **[MONITOR]** (KX-FP343)/**[DIGITAL SP-PHONE]** (KX-FP363) or lift the handset.
- 5 Dial the fax number.
- 6 **When a fax tone is heard:**
Press **[FAX/START]**.

When the other party answers your call:

Lift the handset and ask them to press their start button. When the fax tone is heard, press **[FAX/START]**.

To select the resolution

Select the desired resolution according to the type of document.

- “STANDARD”: For printed or typewritten originals with normal-sized characters.
- “FINE”: For originals with small printing.
- “SUPER FINE”: For originals with very small printing. This setting only works with other compatible fax machines.

- “PHOTO”: For originals containing photographs, shaded drawings, etc.
- Using the “FINE”, “SUPER FINE” and “PHOTO” settings will increase transmission time.
- If the resolution setting is changed during feeding, it will be effective from the next sheet.

To redial the last number

Press **[REDIAL/PAUSE]**.

- If the line is busy, the unit will automatically redial the number up to 5 times.
- To cancel redialling, press **[STOP]**.

To send more than 10 pages at a time

Insert the first 10 pages of the document. Add the other pages (up to 10 at a time) before the last page feeds into the unit.

Predialling a fax number

You can dial the fax number first before inserting the document. This is convenient if you need to refer to the document for the other party's fax number.

1. Enter the fax number.
2. Insert the document.
3. Press **[FAX/START]**.

Sending from memory (Quick scan feature)

You can scan the document into memory before sending. To use this feature, activate feature #34 (page 44) beforehand.

1. Insert the document.
2. Enter the fax number.
3. Press **[FAX/START]**.
 - The document will be fed into the unit and scanned into memory. The unit will then transmit the data. If the document exceeds the memory capacity, sending will be cancelled and this feature will be turned off automatically. You must transmit the entire document manually.

Sending a fax with the voice guide (KX-FP363 only)

You can send documents by following the voice guide.

1. Press **[HELP]** 2 times.
2. Press **[SET]**.
3. Follow steps 1 to 6 (page 23).

4. Fax

- After transmission, the voice guide will turn off automatically.

To stop transmission

Press **[STOP]**.

Sending report for confirmation

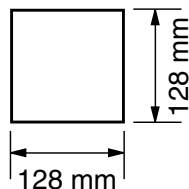
A sending report provides you with a printed record of transmission results. To use this feature, activate feature #04 (page 42). For an explanation of error messages in the result column, see page 48.

Journal report

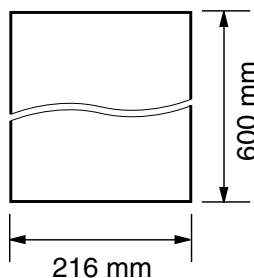
A journal report provides you with a printed record of the 30 most recent faxes. To print manually, see page 58. To print automatically after every 30 new fax communications, activate feature #22 (page 43). For an explanation of error messages in the result column, see page 48.

4.2 Documents you can send

Minimum document size

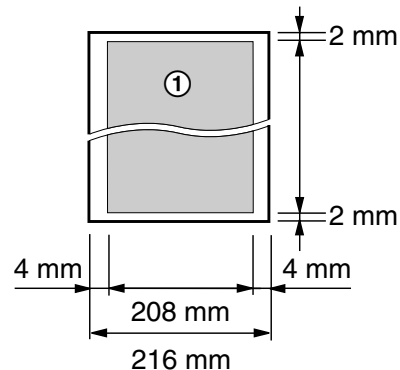


Maximum document size



Effective scanning area

- Shaded area (①) will be scanned.



Document weight

- Single sheet: 45 g/m² to 90 g/m²
- Multiple sheets: 60 g/m² to 75 g/m²

Note:

- Remove clips, staples or other fasteners.
- Do not send the following types of documents: (Use copies for fax transmission.)
 - Chemically treated paper such as carbon or carbonless duplicating paper
 - Electrostatically charged paper
 - Badly curled, creased or torn paper
 - Paper with a coated surface
 - Paper with a faint image
 - Paper with printing on the opposite side that can be seen through the other side, such as newsprint.
- Check that ink, paste or correction fluid has dried completely.
- To transmit a document with a width of less than 210 mm, we recommend using a copy machine to copy the original document onto A4 or letter-sized paper, then transmitting the copied document.

4.3 Sending a fax using the one-touch dial and navigator directory

Before using this feature, program the desired names and telephone numbers into the one-touch dial and navigator directory (page 18).

- Keep the front cover page open for button locations.

- 1 Adjust the width of the document guides to the size of the document.

- 2 Insert the document (up to 10 pages) FACE DOWN until a single beep is heard and the unit grasps the document.
- 3 If necessary, press **[+]** or **[-]** repeatedly to select the desired resolution (page 23).

- 4 Enter the fax number.

Using stations 1–5:

Press the desired station key.

Using stations 6–10:

Press **[LOWER]**, then press the desired station key.

Using navigator directory:

Press **[▶]**, then press **[+]** or **[-]** to display the desired entry and press **[FAX/START]**.

- If the desired name has not been stored in navigator directory, press **[STOP]** and dial the number manually.

Fax auto redial

If the line is busy or if there is no answer, the unit will automatically redial the number up to 5 times.

- To cancel redialling, press **[STOP]**.

If your unit does not send a fax

- Confirm the stored telephone number on the display and check that the number dialled is answered by the other party's machine.
- The connecting tone will be heard during dialling to tell you the status of the other party's machine (feature #76, page 46).

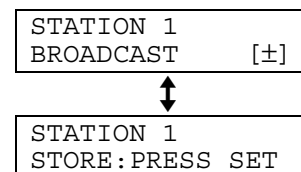
4.4 Broadcast transmission

By programming entries from the one-touch dial and navigator directory (page 18) into the broadcast memory, you can send the same document to multiple parties (up to 20). Your programmed entries will remain in the broadcast memory, allowing frequent re-use. See page 26 for broadcast transmission instructions.

- Keep the front cover page open for button locations.
- The broadcast function utilises station 1. The one-touch dial function will be cancelled.
- The broadcast key can accept one-touch dial and navigator entries.

4.4.1 Programming entries into the broadcast memory

- 1 Press **[MENU]** repeatedly to display "DIRECTORY SET".
- 2 Press **[BROADCAST]**.
- 3 Press **[+]** or **[-]** repeatedly to display the following.



- 4 Press **[SET]**.
- 5 Program entries.

Using stations 2–5:

Press the desired station key.

Using stations 6–10:

Press **[LOWER]**, then press the desired station key.

Using navigator directory:

Press **[+]** or **[-]** repeatedly to display the desired entry and press **[SET]**.

- 6 Press **[SET]** after programming all of the desired entries.
- 7 Press **[STOP]**.

Note:

- If you program the wrong entry, press **[STOP]** after step 5 to erase the entry.
- Confirm the stored entries by printing a broadcast programming list (page 58).

4.4.2 Adding a new entry into the broadcast memory

After initial programming, you can add new entries (up to a combined total of 20).

- 1 Press **[▶]**.
- 2 Press **[+]** or **[-]** repeatedly to display "<BROADCAST>".
- 3 Press **[MENU]**.
- 4 Press **[*]**.
- 5 Press **[+]** or **[-]** repeatedly to display the desired entry you want to add.
- 6 Press **[SET]**.
 - To add other entries, repeat steps 5 and 6 (up to 20 entries).

7 Press **[STOP]**.

4.4.3 Erasing a stored entry from the broadcast memory

1 Press **[▶]**.

2 Press **[+]** or **[-]** repeatedly to display "<BROADCAST>".

3 Press **[MENU]**.

4 Press **[⇄]**.

5 Press **[+]** or **[-]** repeatedly to display the desired entry you want to erase.

- To cancel erasing, press **[STOP]**.

6 Press **[SET]**.

7 Press **[SET]**.

- To erase other entries, repeat steps 5 to 7.

8 Press **[STOP]**.

4.4.4 Sending the same document to pre-programmed parties

1 Insert the document FACE DOWN.

2 If necessary, press **[+]** or **[-]** repeatedly to select the desired resolution (page 23).

3 Press **[BROADCAST]**.

- The document will be fed into the unit and scanned into memory. The unit will then transmit the data to each entry, calling each number sequentially.
- After transmission, the stored document will be erased automatically, and the unit will automatically print a broadcast sending report.

Note:

- If you select "FINE", "SUPER FINE" or "PHOTO" resolution, the number of pages that the unit can transmit will decrease.
- If the document exceeds the memory capacity, sending will be cancelled.
- If one of the entries is busy or does not answer, it will be skipped and redialled later up to 5 times.

To send the same document to a one-time group of entries

You can also select a one-time group of entries to send the same document to. After transmission, this group will be deleted.

1. Insert the document.

2. Press **[▶]**.

3. Press **[+]** or **[-]** repeatedly to display "<ONE TIME BROAD>".

4. Press **[SET]** to start programming the entries you want to transmit to.

5. Press **[+]** or **[-]** repeatedly to display the desired entry.

6. Press **[SET]**.

- To program other entries, repeat steps 5 and 6 (up to 20 entries).

7. Press **[SET]** to start transmission to the programmed entries.

To cancel broadcast transmission

1. Press **[STOP]** while the unit displays "BROADCASTING".

- The display will show "SEND CANCELLED?".

2. Press **[SET]**.

4.5 Selecting the way to use your fax machine

Depending on your situation, select the way you prefer to use your fax machine.

- Use as answering device and/or fax (KX-FP363 only)
- Use only as a fax
- Mostly phone calls
- With answering machine (KX-FP343 only)

4.5.1 Use as answering device and/or fax (KX-FP363 only)

Your situation

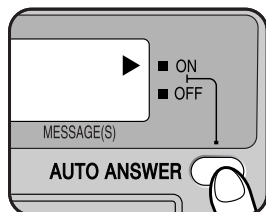
You want to receive all phone calls and faxes automatically.

How to set up

Set the fax machine to TAD/FAX mode (page 29) by pressing **[AUTO ANSWER]**.

Note:

- Set feature #77 (page 46) to “TAD/FAX” beforehand.



How to receive calls

If the call is a phone call, the fax machine will record voice message automatically.

If a fax calling tone is detected, the fax machine will receive a fax automatically.

4.5.2 Use only as a fax

Your situation

You have a separate telephone line just for faxes.

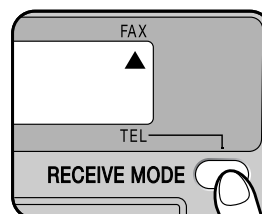
How to set up

Set the fax machine to FAX ONLY mode (page 29) by pressing **[RECEIVE MODE]** (KX-FP343)/**[AUTO ANSWER]** (KX-FP363).

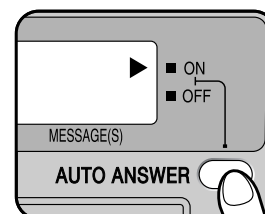
Note:

- Set feature #77 (page 46) to “FAX ONLY” beforehand (KX-FP363 only).

KX-FP343



KX-FP363



How to receive calls

All incoming calls will be answered as faxes.

4.5.3 Mostly phone calls

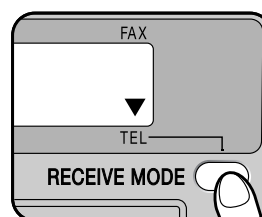
Your situation

You plan to answer the calls yourself.

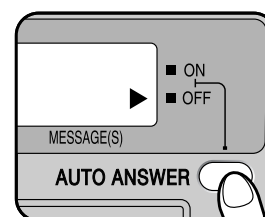
How to set up

Set the fax machine to TEL mode by pressing **[RECEIVE MODE]** (KX-FP343)/**[AUTO ANSWER]** (KX-FP363).

KX-FP343



KX-FP363



How to receive calls

You have to answer all calls manually.

To receive a fax document, press **[FAX/START]** for each fax receiving.

4.5.4 With answering machine (KX-FP343 only)

Your situation

You want to use the fax machine with an answering machine.

How to set up

Connect an external telephone answering machine and set the ring count of the answering machine to less than 4.

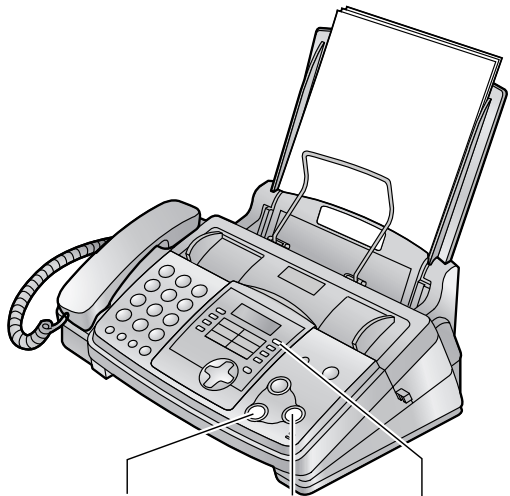
- Set the ring count in FAX ONLY mode of the fax machine to more than 4, if you use with auto answer ON.

How to receive calls

When receiving phone calls, the answering machine will record voice messages.

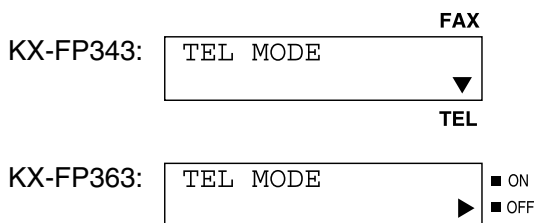
4.6 Receiving a fax manually

4.6.1 Activating TEL mode



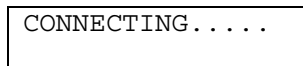
[STOP] [FAX/START]
 [RECEIVE MODE] (KX-FP343)
 [AUTO ANSWER] (KX-FP363)

Set the fax machine to TEL mode by pressing **[RECEIVE MODE]** (KX-FP343)/**[AUTO ANSWER]** (KX-FP363) repeatedly to display the following.



How to receive calls

- 1 Lift the handset to answer the call.
- 2 When:
 - document reception is required,
 - a fax calling tone (slow beep) is heard, or
 - no sound is heard,
 press **[FAX/START]**.



- The unit will start fax reception.

To stop receiving

Press **[STOP]**.

Extension telephone

You can receive fax documents using an extension telephone.

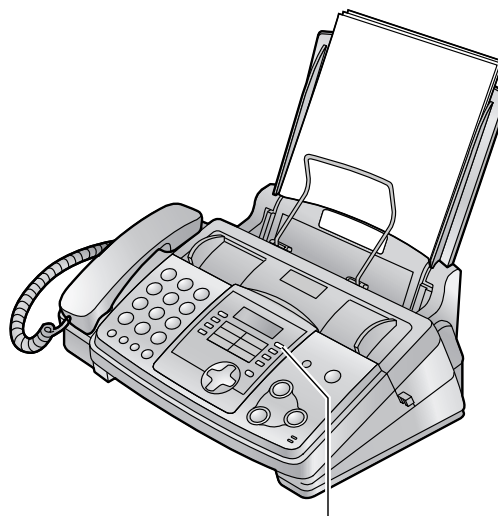
Important:

- Use a touch tone telephone as the extension telephone.
1. When the extension telephone rings, lift the handset of the extension telephone.
 2. When:
 - document reception is required,
 - a fax calling tone (slow beep) is heard, or
 - no sound is heard,
 press *** * * 9** (pre-selected fax activation code) **firmly**.
 3. Replace the handset.
 - The fax machine will start reception.

Note:

- To receive fax documents using the extension telephone, you must set the remote fax activation to ON (feature #41, page 44) beforehand.

4.7 Receiving a fax automatically

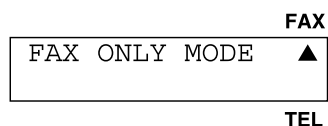


[RECEIVE MODE] (KX-FP343)
 [AUTO ANSWER] (KX-FP363)

4.7.1 Activating FAX ONLY mode

For KX-FP343

Set the fax machine to FAX ONLY mode by pressing **[RECEIVE MODE]** repeatedly to display the following.



For KX-FP363

- 1 Set feature #77 to "FAX ONLY" (page 46) beforehand.
- 2 Press **[AUTO ANSWER]** repeatedly to display the following.



How to receive calls

When receiving calls, the unit will automatically answer all calls and only receive fax documents.

Note:

- The number of rings before a call is answered in FAX ONLY mode can be changed (feature #06 on page 43).

4.7.2 Activating TAD/FAX mode (KX-FP363 only)

- 1 Set feature #77 to "TAD/FAX" (page 46) beforehand.
- 2 Press **[AUTO ANSWER]** repeatedly to display the following.



- The unit will play the pre-recorded greeting message.
- The remaining time for recording incoming messages will be displayed.

Note:

- The maximum incoming message recording time can be changed (feature #10, page 43).
- While an incoming call is being recorded, you can monitor it through the speaker. If this feature is not required, set feature #67 to off (page 46).

How to receive calls

When receiving calls, the unit works as a fax and/or answering device.

- If the call is a phone call, the unit will record a voice message automatically.
- If a fax calling tone is detected, the unit will receive a fax automatically.

Receiving a voice message and fax document in one call

The caller can leave a voice message and send a fax document during the same call. Inform the caller of the following procedure beforehand.

1. The caller calls your unit.
 - The answering device will answer the call.
2. The caller can leave a message after the greeting message.
3. The caller presses * * * 9.
 - The unit will activate the fax function.
4. The caller presses the start button to send a document.

Ring setting in TAD/FAX mode

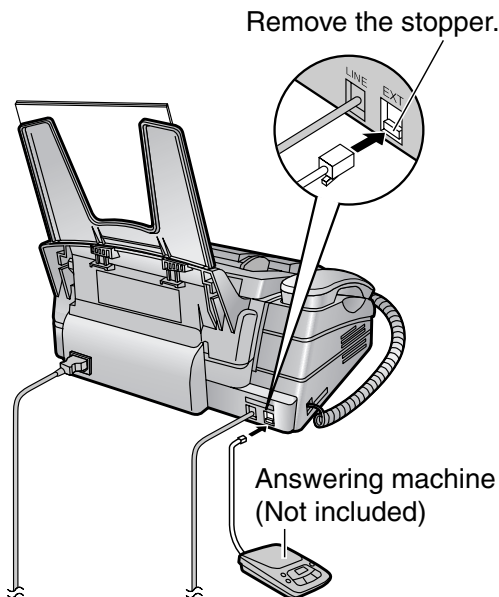
You can choose from "1", "2", "3", "4", "TOLL SAVER" and "RINGER OFF". This setting can be changed by feature #06, page 43.

- "TOLL SAVER": When you call the unit from a remote location, the number of rings will tell you if there are any new voice messages. If the unit answers on the 2nd ring, there is at least one new recorded message. If the unit answers on the 4th ring, there are no new recorded messages. To save the toll charges for the call, hang up immediately when you hear the 3rd ring. The 3rd ring indicates that there are no new recorded messages.
- "RINGER OFF": The unit will answer without ringing.
 - If you subscribe to a Caller ID service, set to 2 or more rings.

4.8 Using the unit with an answering machine (KX-FP343 only)

4.8.1 Setting up the fax machine and an answering machine

- 1 Connect the answering machine.



- 2 Set the number of rings on the answering machine to less than 4.
 - This will allow the answering machine to answer the call first.
- 3 Record a greeting message on the answering machine.
 - We recommend you record a message up to 10 seconds long, and not to pause for more than 4 seconds during the message. Otherwise, both machines will not function correctly.
- 4 Activate the answering machine.
- 5 Set the fax machine to TEL mode (page 28) or FAX ONLY mode (page 29).
 - If you set to FAX ONLY mode, **change the ring setting in FAX ONLY mode to more than 4 (feature #06 on page 43)**. Using FAX ONLY mode will allow you to receive faxes if the answering machine is full.
- 6 Check all or part of the followings are not the same:

- the remote access code of the answering machine
- the fax activation code (feature #41 on page 44)

Receiving a voice message and fax document in one call

The caller can leave a voice message and send a fax document during the same call. Inform the caller of the following procedure beforehand.

1. The caller calls your unit.
 - The answering device will answer the call.
2. The caller can leave a message after the greeting message.
3. The caller presses * * *9 (pre-selected fax activation code).
 - The unit will activate the fax function.
4. The caller presses the start button to send a document.

Note:

- The fax activation code can be changed in feature #41 (page 44).

4.9 Receive polling (retrieving a fax placed on another fax machine)

This feature allows you to retrieve a document from another compatible machine. Therefore you pay for the call.

Make sure that no documents are fed into your unit and that the other party's machine is ready for your call.

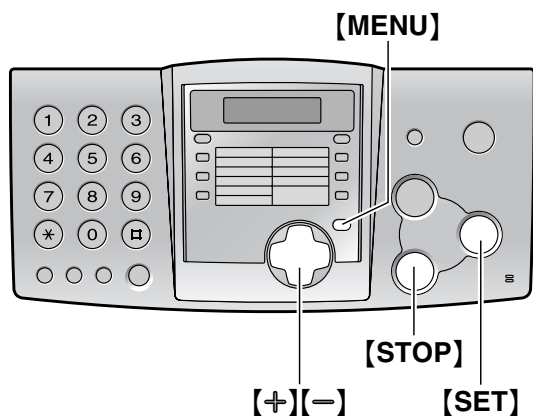
- Keep the front cover page open for button locations.

- 1 Press **[MENU]** repeatedly to display "POLLING".
- 2 Press **[SET]**.
- 3 Dial the fax number.
- 4 Press **[SET]**.
 - The unit will start reception.



4.10 Black list function

You can reject receiving facsimiles by registering the black list numbers. Up to 10 phone numbers can be stored as follows.



- 1 Press **[MENU]**.
- 2 Press **[#]**, then **[2][7]**.
- 3 Press **[+]** or **[-]** to select "ON".
- 4 Press **[SET]**.
- 5 Enter the fax phone number you require as unauthorized number.
 - You can enter a total of 22 digits.
- 6 Press **[SET]** to store.
 - To store other numbers, repeat from step 5.
- 7 Press **[MENU]**.

Note:

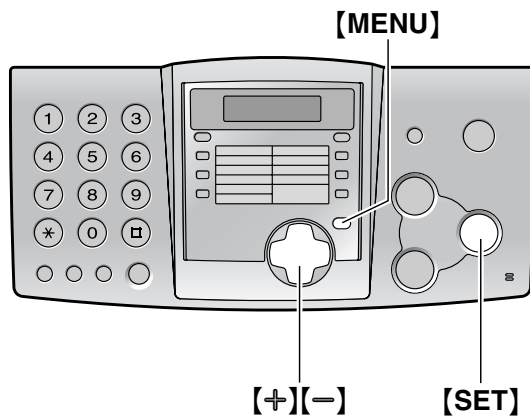
- If you make a mistake while programming, press **[STOP]**, then make the correction.
- To confirm the programmed phone number, print out the setup list. See page 58.

To erase a programmed phone number

1. Press **[SET]** repeatedly to select desired number in step 4.
2. Press **[STOP]**.
3. Press **[SET]**.

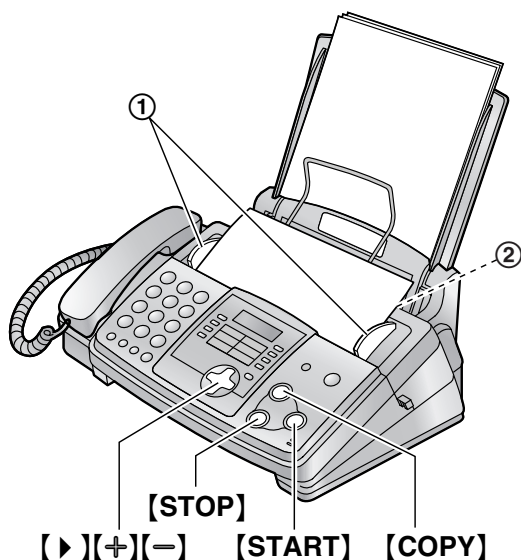
5.1 Using with the ring detection feature

When you subscribe to a duplex ring service, your telephone company will assign you a new fax number and will also tell you the assigned ring pattern. Please complete the following setup on your fax machine to identify the assigned ring pattern.



- 1 Press **[MENU]**.
- 2 Press **[⏏]** then **[3] [1]**.
- 3 Press **[+]** or **[-]** to select "ON".
- 4 Press **[SET]**.
- 5 Press **[MENU]**.

6.1 Making a copy



- Adjust the width of the document guides (①) to the size of the document.
- Insert the document (up to 10 pages) FACE DOWN (②) until a single beep is heard and the unit grasps the document.
- If necessary, press **[+]** or **[-]** repeatedly to select the desired resolution.
- Press **[COPY]**.
 - If necessary, enter the number of copies (up to 50).
- Press **[START]**, or wait for 15 seconds.
 - The unit will start copying.

Note:

- Any transmittable document can be copied (page 24).

To select the resolution

Select the desired resolution according to the type of document.

- “FINE”: For printed or typewritten originals with small printing.
- “SUPER FINE”: For originals with very small printing.
- “PHOTO”: For originals containing photographs, shaded drawings, etc.
- If a resolution setting is not selected, “FINE” will be selected automatically.

Quick scan feature

This feature is helpful when you want to copy the document, then remove it for other uses. To use

this feature, activate feature #34 (page 44) beforehand.

- The document will be fed into the unit and scanned into memory. The unit will then print the data.

If the document exceeds the memory capacity, copying of the exceeded document will be cancelled and this feature will be turned off automatically.

To stop copying

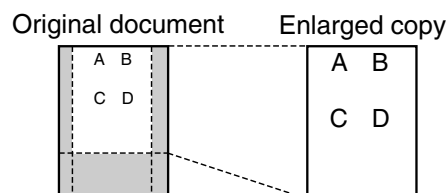
Press **[STOP]**.

6.1.1 More copying features

To enlarge a document

- Press **[▶]** after step 4 on page 33.
- Press **[+]** repeatedly to select “150%” or “200%”, then press **[START]**.
 - The unit will only enlarge the centre of the upper part of the document. To make an enlarged copy of the bottom of the document, turn the document around, and then make a copy.

Example: 150% enlarged copy



To reduce a document

- Press **[▶]** after step 4 on page 33.
- Press **[-]** repeatedly to select “92%”, “86%” or “72%”, then press **[START]**.

Setting	Recording paper size	Original document size
100% (default)	A4	A4, Letter
92%	A4	A4
86%	A4	A4
72%	A4	Legal

A4 = 210 mm × 297 mm

Legal = 216 mm × 356 mm

Letter = 216 mm × 279 mm

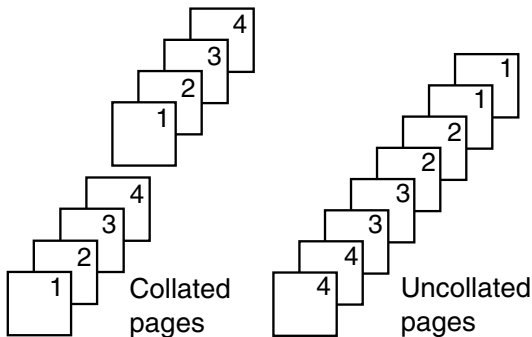
Note:

- If the appropriate reduction rate is not selected, the document may be divided and the top of the second sheet will be deleted.
- If the image at the bottom of the document is not copied when you copy a document that is the same length as the recording paper, try 92% or 86%.

To collate multiple copies

The unit can collate multiple copies in the same order as the original document pages.

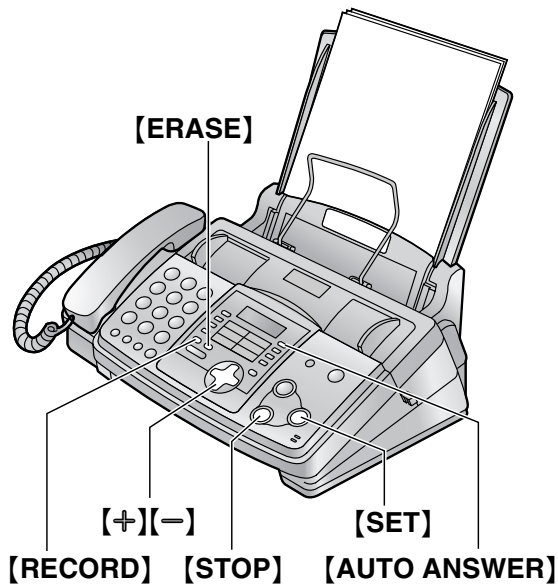
1. After step 4 on page 33, press [▶] 2 times.
“COLLATE OFF” will be displayed.
2. Press [⊕] or [⊖] repeatedly to display
“COLLATE ON”.
3. Press [START].

Example: Making 2 copies of a 4-page original document**Note:**

- The unit will store the documents into memory while collating the copies. If memory becomes full while storing, the unit will only print out the stored pages.
- After copying, the collating feature will turn OFF automatically.

7.1 Recording your greeting message

You can record your own greeting message for TAD/FAX mode, for a maximum of 16 (default) or 60 seconds in length. We recommend you record a message of less than 12 seconds to make it easier to receive faxes.



- 1 Set feature #77 to "TAD/FAX" (page 46) beforehand.
- 2 Press **[RECORD]** 2 times.
- 3 Press **[SET]**.
 - A long beep will sound.
- 4 Speak clearly about 20 cm away from the microphone.
 - The display will show the remaining recording time.
- 5 When finished recording, press **[STOP]**.
 - The unit will repeat your message. Adjust the volume using **[+]** or **[−]**.

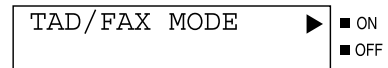
Note:

- You can choose 60 seconds for your TAD/FAX greeting message (feature #54, page 45).
 - If you change the maximum greeting message time to 60 seconds, we recommend that you tell the caller in your TAD/FAX greeting message to press *** * * 9** before starting fax transmission.
 - If you change the maximum greeting message time from 60 seconds to 16 seconds, your greeting message will be

deleted. When a call is received, the pre-recorded greeting message will be played.

Checking the greeting message

1. Set feature #77 to "TAD/FAX" (page 46) beforehand.
2. Press **[AUTO ANSWER]** repeatedly to display the following.



- The unit will play the greeting message.

7.1.1 Erasing your recorded greeting message

- 1 Set feature #77 to "TAD/FAX" (page 46) beforehand.
- 2 Press **[ERASE]** 2 times.
- 3 Press **[SET]**.
 - To cancel erasing, press **[STOP]**.
- 4 Press **[SET]**.

Note:

- If you erase your TAD/FAX greeting message, the pre-recorded greeting message will be played when a call is received.

7.2 Leaving a message for others or yourself

To leave a private message for yourself or someone else, you can record a voice memo. This memo can be played back later, either directly or remotely.

- Keep the front cover page open for button locations.

- 1 Press **[RECORD]**.
- 2 Press **[SET]**.
 - A long beep will sound.
- 3 Speak clearly about 20 cm away from the microphone.
- 4 When finished recording, press **[STOP]**.

7.3 Listening to recorded messages

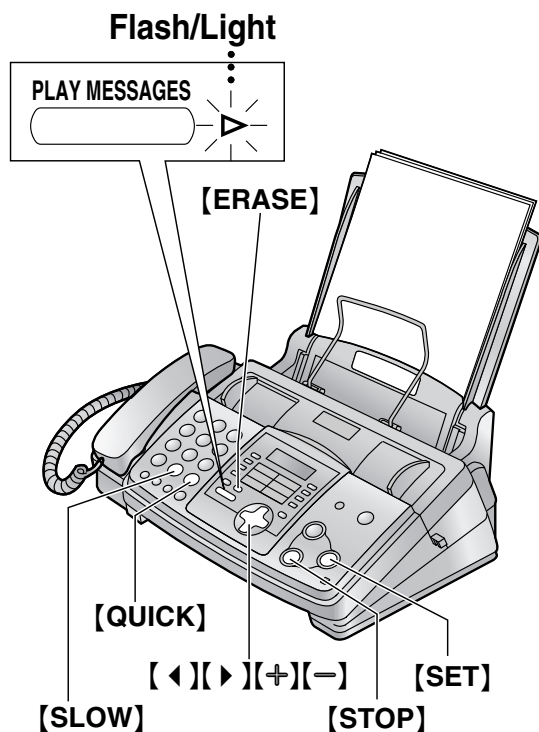
When the unit has recorded new voice messages:

- The PLAY MESSAGES indicator will flash.
- The display will show the total number of recorded messages.

Example:



- The unit will beep slowly if the message alert feature is activated (feature #42, page 45).



Press **[PLAY MESSAGES]**.

- Only the new recorded messages will be played.
- Adjust the speaker volume using **[+]** or **[−]**.
- After playing back all of the new messages, the PLAY MESSAGES indicator will stop flashing but will remain lit up. If you press **[PLAY MESSAGES]** at this time, all the recorded messages will be played.

To repeat a message

Press **[<]** while listening to the message.

- If you press **[<]** within 5 seconds of the beginning of the message, the previous message will be played.

- To play back a specific message, press **[<]** or **[>]** and search for the message you want to listen to.

To skip a message

Press **[>]** to play the next message.

To stop playback temporarily

Press **[STOP]**.

- If you press **[PLAY MESSAGES]** within 1 minute, the unit will resume playing the rest of the messages.

Voice time/day stamp

During playback, a synthesised voice will announce the day of the week and time that each message was recorded.

To change the playback speed

Press **[QUICK]** to play messages at one and a half times the original speed. Press **[SLOW]** to play messages at half the original speed.

- To return to the original speed, press either **[QUICK]** or **[SLOW]** again during quick or slow playback.

7.3.1 Erasing recorded messages

To erase a specific message

Press **[ERASE]** while listening to the message you want to erase.

To erase all the messages

1. Press **[ERASE]**.
2. Press **[SET]**.
3. Press **[SET]** again.

- Messages recorded in the voice mailbox will not be erased.

7.4 Operating from a remote location

You can call your unit from a remote location and access the answering device.

Important:

- Program the remote operation ID beforehand (feature #11, page 43).
- Set the unit to TAD/FAX mode before going out (page 29).
- Use a touch tone telephone for remote operations.

Helpful hints:

- When you press a key, press firmly.
- Please make a copy of the following table, and carry it with you when you go out.

Answering device remote operation			
1. Call your unit. 2. Enter the remote operation ID during the greeting message. 3. Enter the remote command key within 10 seconds. • To record a message in a mailbox, call your unit, press [*] and the mailbox no. (1 or 2), then leave a message. • To retrieve messages from a mailbox, call your unit, press [*] and the mailbox no. (1 or 2), enter the mailbox password, then press the remote command key.		[4]	New message playback
		[5]	All message playback
		[6]	Room monitor
		[7]	Re-records the greeting message
		[9]	Stops re-recording of the greeting message
		[*][4]	Erases a specific message
		[*][5]	Erases all messages
		[8][0]	Changes to TEL mode
		[8][1]	Turns on message transfer
Key	Remote command	[8][2]	Turns off message transfer
[0]	Skips the greeting message	[8][3]	Turns on pager call
[1]	Repeats a message	[8][4]	Turns off pager call
[2]	Skips a message	[*][*][*][9]	Activates fax function

7.4.1 Listening to recorded messages

- 1 Call your unit.
- 2 Press the remote operation ID during the TAD/FAX greeting message.
- 3 Start remote operations.

When there are new recorded messages

The voice guide will tell you the number of new messages and they will be played automatically.

Voice guide example:
 "3 new messages."

When there are no new messages

Voice guide example:
 "No new messages."

When voice memory is full

Voice guide example:

"Sorry, no more memory. Please erase unnecessary messages."

Erase unnecessary messages.

7.4.2 Remote operations using the remote command key

[1]: repeats a message. If you press this key within 5 seconds of the beginning of a message, the previous message will be played.

[2]: skips a message.

[4]: plays back only the new messages.

[5]: plays back all the messages.

7.4.3 Other remote operations

Erasing a specific message

Press **[*][4]** while listening to the message you want to erase.

Voice guide example:

7. Answering Device (KX-FP363 only)

"The message has been erased."

- The unit will play back the next message.

Erasing all the messages

Press **[*][5]** to erase all the messages.

Voice guide example:

"All messages have been erased."

- A long beep will sound.

Monitoring the room

Press **[6]** to monitor the sound for about 30 seconds in the room where the unit is installed.

- After 30 seconds, a beep will sound. To continue monitoring, press **[6]** again within 10 seconds.

Recording a marker message

After playing back the messages, you can leave an additional message.

1. Wait for the voice guide.

Voice guide example:

"All messages have been played."

2. Wait about 10 seconds.

Voice guide example:

"Please leave your name and message after the beep."

3. Leave a message after the beep.

Re-recording your greeting message

You can change the TAD/FAX greeting message.

1. Press **[7]** to start recording.
 - A long beep will sound.
2. Speak clearly for up to 16 seconds.
 - If you pause for over 2 seconds, 6 beeps will sound and the recording will stop. Repeat from step 1 within 10 seconds.
3. When finished recording, press **[9]**.
 - The new greeting message will be played.

Skipping the greeting message

Press **[0]** during the greeting message playback.

- The unit will skip the rest of the greeting message.

Turning message transfer on or off

You must program a transfer telephone number beforehand (feature #60, page 46).

Press **[8][1]** to turn on the message transfer.

Voice guide example:

"Message transfer is set. Transfer phone number is 123..."

Press **[8][2]** to turn off the message transfer.

Voice guide example:

"Message transfer is off."

- If a transfer telephone number is not programmed, you cannot turn this feature on.

Voice guide example:

"Transfer phone number is not set."

Turning pager call on or off

You must program a pager number beforehand (feature #70, page 46).

Press **[8][3]** to turn on the pager call.

Voice guide example:

"Pager call is set. Pager number is 098765432."

Press **[8][4]** to turn off the pager call.

Voice guide example:

"Pager call is off."

- If a pager number is not programmed, you cannot turn this feature on. 6 beeps will sound.

Changing the receive mode

Press **[8][0]** to change the receive mode from TAD/FAX to TEL.

- You cannot return to TAD/FAX mode in the same call. To return to TAD/FAX mode, see the following.

Setting to TAD/FAX mode from TEL mode

1. Call your unit and wait for 15 rings.
 - The answering device will temporarily answer the call.
2. Enter the remote operation ID during the greeting message.
 - A long beep will sound, and your unit will switch to TAD/FAX mode.
3. Hang up the handset.

7.5 Allowing callers to leave private messages

This unit has two private mailboxes. A caller can leave a private message in a specific mailbox. Only the person who knows the password can retrieve a message from a mailbox. This feature is useful when you share this unit with other people.

7.5.1 To use a mailbox

- 1 Record your TAD/FAX greeting message (page 35).

Suggested message: *"This is (your name). We are unable to answer right now. To send a fax, start transmission. To leave a*

message, speak after the beep. To leave a private message, press * and the desired mailbox number 1 or 2. Thank you.”

- 2 Record your mailbox greeting message if necessary (page 39).
- 3 Change the mailbox password if necessary.
 - For mailbox 1 password, see feature #51, (page 45).
 - For mailbox 2 password, see feature #52, (page 45).
- 4 Set the unit to TAD/FAX mode (page 29).

7.5.2 Leaving messages in a mailbox

- 1 Call your unit from a remote touch tone telephone.
 - The TAD/FAX greeting message will be played.
- 2 Press [*] and the desired mailbox number ([1] or [2]).
 - A mailbox greeting message will be played.
- 3 After the beep, leave a message.

Note:

- If the caller does not enter a mailbox number in step 2, the message will be recorded in the common memory.

7.6 Recording your mailbox greeting messages

The recording time of each greeting is limited to 16 seconds for each mailbox.

Suggested message: *“This is (personal name). Please leave your name and message after the beep.”*

- Keep the front cover page open for button locations.
- 1 Press [MENU].
 - 2 **For mailbox 1:**
Press [#], then [5][5].
For mailbox 2:
Press [#], then [5][6].
 - 3 Press [+] or [–] repeatedly to select “RECORD”.
 - 4 Press [SET].

- 5 Speak clearly about 20 cm away from the microphone.
 - The display will show the remaining recording time.
- 6 When finished recording, press [STOP].
 - The unit will repeat your message. Adjust the volume using [+] or [–].
- 7 Press [MENU].

To check the mailbox greeting message

1. **For mailbox 1:**
Press [MENU], then [#][5][5].
For mailbox 2:
Press [MENU], then [#][5][6].
2. Press [+] or [–] repeatedly to select “CHECK”.
3. Press [SET].
 - The unit will play the message.
4. Press [MENU].

To erase your mailbox greeting message

1. **For mailbox 1:**
Press [MENU], then [#][5][5].
For mailbox 2:
Press [MENU], then [#][5][6].
2. Press [+] or [–] repeatedly to select “ERASE”.
3. Press [SET].
 - Your mailbox greeting message will be erased.
4. Press [MENU].

7.7 Listening to recorded mailbox messages

- Keep the front cover page open for button locations.

- 1 Press [▶] 2 times.
- 2 Press [+] or [–] repeatedly to display the desired mailbox number.
- 3 Press [PLAY MESSAGES].
If you have programmed your mailbox password, enter it.
 - Only the new recorded messages will be played.
 - If there are no new messages, the unit will play back all the recorded messages.
- 4 Press [STOP] to end the operation.

Note:

- See the following topics on page 36 for details on features that can be used during playback.
 - To repeat a message
 - To skip a message
 - To stop playback
 - To change the playback speed
 - To erase a specific message

To record a memo message into a mailbox

1. Press [▶] 2 times.
2. Press [⊕] or [⊖] repeatedly to display the desired mailbox number.
3. Press [RECORD].
 - A long beep will sound.
4. Speak clearly about 20 cm away from the microphone.
5. When finished recording, press [STOP].

To erase all messages in a mailbox

1. Press [▶] 2 times.
2. Press [⊕] or [⊖] repeatedly to display the desired mailbox number.
3. Press [ERASE].
4. Press [SET].

7.8 Listening to recorded mailbox messages from a remote location

- 1 Call your unit from a remote touch tone telephone.
- 2 Press [*] and the desired mailbox number ([1] or [2]) during TAD/FAX greeting playback.
 - If you have recorded your mailbox greeting message, it will be played.
- 3 Enter the mailbox password (default setting "555").

Note:

- For details on remote operation, see page 37. Remote commands [8][1], [8][2], [8][3], and [8][4] cannot be used.

To listen to messages in another memory after playback

Press [*] and [0] (for the common memory), then enter the remote operation ID.

OR

Press [*] and the desired mailbox number ([1] or [2]), then enter the mailbox password.

7.9 Transferring recorded messages to another telephone

This feature allows your unit to call a designated telephone number each time an incoming voice message is recorded. You can retrieve the transferred message via remote operation.

- Keep the front cover page open for button locations.

Important:

- To use this feature, program the transfer telephone number first (feature #60, page 46) and set the unit to TAD/FAX mode.

7.9.1 How this feature works

- 1 An incoming voice message is recorded in your unit.
- 2 Your unit calls the transfer telephone number.
- 3 You answer the call with the transfer telephone.
- 4 Your unit will play the pre-recorded transfer greeting message.
 - You can record a transfer greeting message.
- 5 You enter the remote operation ID, and retrieve the message using remote operation (page 37).

7.9.2 Recording your transfer greeting message

The recording time is limited to 16 seconds.

Suggested message: "This is a transferred message from (your name, business and/or telephone number). Please enter your remote ID for remote operation."

- 1 Press [MENU].
- 2 Press [⊕], then [6][1].
- 3 Press [⊕] or [⊖] repeatedly to select "RECORD".
- 4 Press [SET].
- 5 Speak clearly about 20 cm away from the microphone.

- The display will show the remaining recording time.
- 6 When finished recording, press **[STOP]**.
 - The unit will repeat your message.
Adjust the volume using **[+]** or **[-]**.
 - 7 Press **[MENU]**.

To check the transfer greeting message

1. Press **[MENU]**, **[#][6][1]**.
2. Press **[+]** or **[-]** repeatedly to select "CHECK".
3. Press **[SET]**.
 - The unit will play the message.
4. Press **[MENU]**.

To erase your transfer greeting message

1. Press **[MENU]**, **[#][6][1]**.
2. Press **[+]** or **[-]** repeatedly to select "ERASE".
3. Press **[SET]**.
4. Press **[MENU]**.

Note:

- When transferring a call, the pre-recorded transfer greeting message will be played.

Pager call

This feature allows your unit to call your pager when your unit receives an incoming voice message.

1. Press **[MENU]**.
2. Press **[#]**, then **[7][0]**.
3. Press **[+]** or **[-]** repeatedly to select "ON".
4. Press **[SET]**.
5. Enter your pager number and/or pauses (up to 46 digits).

Example:

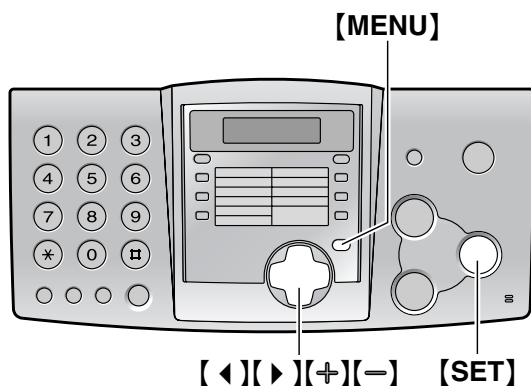
1 202 555 1234PP12345678PP5555#

- **1 202 555 1234**: Your pager number
 - **PP**: Pauses
 - **12345678**: Your pager access code, if required.
 - **5555 (example)**: Message you want displayed on your pager.
6. Press **[SET]**.
 - The unit will dial the stored number.
 7. Check that your pager received the pager test call.
 8. Press **[DIGITAL SP-PHONE]**.

When your pager receives a pager call

Your pager will display the message you entered in step 5 (for example:5555).

8.1 Programming



8.1.1 Programming basic features

- 1 Press **[MENU]**.
- 2 Select the feature you wish to program. Press **[◀]** or **[▶]** repeatedly to display the desired feature.
 - The current setting of the feature will be displayed.
- 3 Press **[+]** or **[-]** repeatedly to display the desired setting.
 - This step may be slightly different depending on the feature.
- 4 Press **[SET]**.
 - The setting you selected is set, and the next feature will be displayed.
- 5 To exit programming, press **[MENU]**.

8.1.2 Programming advanced features

- 1 Press **[MENU]**.
- 2 Press **[◀]** or **[▶]** repeatedly to display "ADVANCED MODE".
- 3 Press **[SET]**.
- 4 Select the feature you wish to program. Press **[◀]** or **[▶]** repeatedly to display the desired feature.
 - The current setting of the feature will be displayed.
- 5 Press **[+]** or **[-]** repeatedly to display the desired setting.
 - This step may be slightly different depending on the feature.
- 6 Press **[SET]**.

- The setting you selected is set, and the next feature will be displayed.

- 7 To exit programming, press **[MENU]**.

Programming by entering the program code number directly

You can select a feature by directly entering the program code (# and a 2-digit number) instead of using **[◀]** or **[▶]**.

1. Press **[MENU]**.
2. Press **[#]** and the 2-digit code number (page 42 to page 47).
3. Press **[+]** or **[-]** repeatedly to display the desired setting.
4. Press **[SET]**.
5. To exit programming, press **[MENU]**.

To cancel programming

Press **[MENU]** to exit the program.

8.2 Basic features

Code #01: Setting the date and time

```
SET DATE & TIME
PRESS SET
```

See page 15 for details.

Code #02: Setting your logo

```
YOUR LOGO
PRESS SET
```

See page 16 for details.

Code #03: Setting your fax number

```
YOUR FAX NO.
PRESS SET
```

See page 17 for details.

Code #04: Printing a sending report

```
SENDING REPORT
=ERROR [±]
```

To print a sending report for fax transmission results (page 24).

"ERROR" (default): A sending report will be printed only when fax transmission fails.

"ON": A sending report will be printed out after every transmission.

"OFF": Sending reports will not be printed out.

Code #06 (KX-FP343 only): Changing the ring setting in FAX ONLY mode

FAX RING COUNT
RINGS=2 [±]

To change the number of rings before the unit answers a call in FAX ONLY mode. You can select “1”, “2” (default), “3”, “4”, or “5 EXT. TAM”. If you are using the unit with an answering machine, set to “5 EXT. TAM” (page 30).

Code #06 (KX-FP363 only): Changing the ring setting in TAD/FAX mode

TAD RING COUNT
RINGS=2 [±]

To change the number of rings before the unit answers a call in TAD/FAX mode. You can select “1”, “2” (default), “3”, “4”, “TOLL SAVER” or “RINGER OFF”. See page 29 for details.

- Set feature #77 to “TAD/FAX” (page 46) beforehand.

Code #06 (KX-FP363 only): Changing the ring setting in FAX ONLY mode

FAX RING COUNT
RINGS=2 [±]

To change the number of rings before the unit answers a call in FAX ONLY mode.

You can select “1”, “2” (default), “3” or “4”.

- Set feature #77 to “FAX ONLY” (page 46) beforehand.

Code #10 (KX-FP363 only): Changing the maximum incoming message recording time

RECORDING TIME
=VOX [±]

“VOX” (default): Unlimited.

“1 MIN”: Up to 1 minute.

Code #11 (KX-FP363 only): Setting the remote operation ID

REMOTE TAD ID
ID=111

1. Press **[MENU]**.
2. Press **[⇐]** then **[1][1]**.
3. Enter any 3-digit number except a number using 0 or 7.
 - The default ID is “111”.
4. Press **[SET]**.
5. Press **[MENU]**.

Code #12 (KX-FP343 only): Securing the remote operation for the answering machine

REMOTE TAM ACT.
=OFF [±]

If you are using the unit with an answering machine, activate this feature, and program the remote activation ID to secure the remote operation for the answering machine.

1. Press **[MENU]**.
2. Press **[⇐]** then **[1][2]**.
3. Press **[+]** or **[-]** to select “ON”.
4. Press **[SET]**.
5. Enter your ID from 1 to 5 digits, using 0–9, * and #.
 - The default ID is “11”.
6. Press **[SET]**.
7. Press **[MENU]**.

Code #13: Setting the dialling mode

DIALLING MODE
=TONE [±]

If you cannot dial, change this setting depending on your telephone line service.

“TONE” (default): For tone dial service.

“PULSE”: For rotary pulse dial service.

Code #17: Setting the ringer pattern

RINGER PATTERN
=A [±]

You can select “A” (default), “B” or “C”.

8.3 Advanced features

Code #22: Setting the journal report to print automatically

AUTO JOURNAL
=ON [±]

“ON” (default): The unit will print a journal report automatically after every 30 new fax communications (page 24).

“OFF”: The unit will not print a journal report, but will keep a record of the last 30 fax communications.

Code #23: Sending documents overseas

OVERSEAS MODE
=OFF [±]

If you have difficulty sending an overseas fax, activate this feature before starting transmission.

8. Programmable Features

- This feature is not available for broadcast transmission.
- The calling charge may be higher as the transmission speed is slowed down.

“ON”: After transmission, this feature will turn off automatically.

“OFF” (default): Deactivates this feature.

Code #25: Sending a fax at a specific time

DELAYED SEND
=OFF [±]

This feature allows you to take advantage of low-cost calling hours offered by your telephone company. This feature can be set up to 24 hours in advance of the desired time.

To send a document:

1. Insert the document.
2. Press **[MENU]**.
3. Press **[⇄]** then **[2][5]**.
4. Press **[+]** or **[-]** repeatedly to select “ON”.
5. Press **[SET]**.
6. Enter the fax number.
7. Press **[SET]**.
8. Enter the transmission start time.
 - Press **[*]** to select “AM” or “PM”.
9. Press **[SET]**.
10. Press **[MENU]**.

Note:

- To cancel after programming, press **[STOP]** then **[SET]**.

Code #26: Setting the Caller ID list to print automatically

AUTO CALL. LIST
=ON [±]

“ON” (default): The unit will print the Caller ID list automatically after every 30 new calls (page 20).

“OFF”: The unit will not print the Caller ID list, but keep records of the last 30 caller information.

Code #27: Setting the black list function

BLACK LIST
=OFF [±]

See page 31 for details.

Code #31: Activating the Distinctive Ring feature

DISTINCTIVE RING
=OFF [±]

See page 32 for details.

Code #34: Setting the quick scan

QUICK SCAN
=OFF [±]

This feature is helpful when you want to remove the document for other uses, because the unit will release the document before sending or copying.

- If the document exceeds the memory capacity, sending of the whole document or copying of the exceeded document will be cancelled and this feature will be turned off automatically.

“ON”: The unit will scan the document and store it into memory first, then the unit will start sending or copying.

“OFF” (default): Deactivates this feature.

Code #36: Receiving oversized documents

RCV REDUCTION
=92% [±]

If the size of the document sent by the other party is as large as, or larger than the recording paper, the unit can reduce the document and print it. Select the desired reduction rate.

Setting	Recording paper size	Original document size
100%	A4	Letter
92% (default)	A4	A4
86%	A4	A4
72%	A4	Legal

Code #39: Changing the display contrast

LCD CONTRAST
=NORMAL [±]

“NORMAL” (default): For normal contrast.

“DARKER”: Used when the display contrast is too light.

Code #41: Changing the fax activation code

FAX ACTIVATION
=ON [±]

If you use an extension telephone and wish to use it to receive a fax, activate this feature and program the activation code.

- This code is also used to receive a voice message and a fax in the same call (page 30)(KX-FP343 only).

1. Press **[MENU]**.

2. Press **[#]**, then **[4][1]**.
3. Press **[+]** or **[-]** repeatedly to select "ON".
4. Press **[SET]**.
5. Enter your code from 2 to 4 digits, using 0–9, **[*]** and **[#]**.
 - The default code is * * * 9.
6. Press **[SET]**.
7. Press **[MENU]**.

Note:

- Do not enter "0000".

Code #42 (KX-FP363 only): Setting the message alert

MESSAGE ALERT =OFF [±]

To alert you when a new voice message is recorded. The unit beeps slowly until you listen to the recorded messages.

"ON": You will be alerted to new messages by a beeping sound.

"OFF" (default): Deactivates this feature.

Code #43 (KX-FP363 only): Setting the recording time alert

REC. TIME ALERT =OFF [±]

To alert you with beeps when there is less than 60 seconds of remaining recording time. The slow beeps will continue until you erase the recorded messages (page 36, 40).

"ON": You will be alerted that you have reached the recording time limit by a beeping sound.

"OFF" (default): Deactivates this feature.

Code #44: Setting the memory reception alert

RECEIVE ALERT =ON [±]

To alert you with a beeping sound when a received fax document is stored into memory due to some existing problem.

The slow beeps will continue until you clear the printing problem and make sure the unit is supplied with enough paper to print the stored document.

"ON" (default): You will be alerted to a reception problem by a beeping sound.

"OFF": Deactivates this feature.

Code #46: Setting friendly reception

FRIENDLY RCV =ON [±]

To receive a fax automatically when you answer a call and hear a fax calling tone (slow beep).

"ON" (default): You do not have to press **[FAX/START]** for fax reception.

"OFF": You have to press **[FAX/START]** for fax reception.

Code #47 (KX-FP363 only): Setting the fax voice guidance

FAX GUIDANCE =ON [±]

If you wish to hear voice guidance, activate this feature.

"ON" (default): You will hear voice guidance.

"OFF": Deactivates this feature.

"ERROR": To hear the voice guidance only when fax transmission/reception fails.

Code #51 (KX-FP363 only): Setting the mailbox 1 password

BOX1 PASSWORD ID=

To prevent other users from retrieving your messages, program a password for mailbox 1.

1. Press **[MENU]**.
2. Press **[#]**, then **[5][1]**.
3. Enter a 3-digit number except a number using digits 0 or 7.
 - The default ID is "555".
4. Press **[SET]**.
5. Press **[MENU]**.

Code #52 (KX-FP363 only): Setting the mailbox 2 password

BOX2 PASSWORD ID=

To prevent other users from retrieving your messages, program a password for mailbox 2.

1. Press **[MENU]**.
2. Press **[#]**, then **[5][2]**.
3. Enter a 3-digit number except a number using digits 0 or 7.
 - The default ID is "555".
4. Press **[SET]**.
5. Press **[MENU]**.

Code #54 (KX-FP363 only): Changing the recording time for your TAD/FAX greeting message

GREETING TIME =16s [±]

"16s" (default): Maximum recording time is 16 seconds.

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“60s”: Maximum recording time is 60 seconds.
See page 35 for details.

Code #55 (KX-FP363 only): Greeting message for mailbox 1

BOX1 GREETING CHECK [±]

See page 39 for details.

Code #56 (KX-FP363 only): Greeting message for mailbox 2

BOX2 GREETING CHECK [±]

See page 39 for details.

Code #58: Setting the original mode

ORIGINAL =NORMAL [±]

To send or copy a document with faint or dark writing, set this feature before starting transmission or copying.

“NORMAL” (default): Used for normal writing.

“LIGHT”: Used for faint writing.

“DARKER”: Used for dark writing.

Code #60 (KX-FP363 only): Setting the message transfer

MESSAGE TRANSFER =OFF [±]

To transfer recorded incoming messages to another telephone (page 40), activate this feature and program the transfer telephone number.

1. Press **[MENU]**.
2. Press **[⇄]**, then **[6][0]**.
3. Press **[+]** or **[-]** repeatedly to select “ON”.
4. Press **[SET]**.
5. Enter the transfer telephone number.
6. Press **[SET]**.
7. Press **[MENU]**.

Code #61 (KX-FP363 only): Checking, recording or erasing the transfer greeting message

TRNS - GREETING CHECK [±]

See page 40 for details.

Code #67 (KX-FP363 only): Setting the incoming message monitor

ICM MONITOR =ON [±]

To hear an incoming message (ICM) from the speaker when the answering device is recording the message.

“ON” (default): You can monitor the incoming message.

“OFF”: Deactivates this feature.

Code #68: Setting the Error Correction Mode (ECM)

ECM SELECTION =ON [±]

This feature is available when the transmitting/receiving fax machines are ECM compatible.

“ON” (default): To send a fax even if there is static interference on the telephone line.

“OFF”: Deactivates this feature.

- You cannot change the setting when received documents are in memory.

Code #70 (KX-FP363 only): Calling your pager

PAGER CALL =OFF [±]

See page 41 for details.

Code #76: Setting the connecting tone

CONNECTING TONE =ON [±]

If you often have trouble when sending faxes, this feature allows you to hear connecting tones; fax tone, ring back tone and busy tone. You can use these tones to confirm the status of the other party's machine.

- If the ring back tone continues, the other party's machine may not be a facsimile or may have run out of paper. Check with the other party.
- The connecting tone volume cannot be adjusted.

“ON” (default): You will hear connecting tones.

“OFF”: Deactivates this feature.

Code #77 (KX-FP363 only): Changing the receiving mode in the auto answer setting

AUTO ANSWER =TAD/FAX [±]

“TAD/FAX” (default): Telephone Answering Device/Facsimile mode (page 29)

“FAX ONLY”: Facsimile only mode (page 29)

Code #80: Resetting advanced features to their default settings

SET DEFAULT RESET=NO [±]

To reset the advanced features:

1. Press **[MENU]**.
2. Press **[⇄]**, then **[8][0]**.
3. Press **[+]** or **[-]** repeatedly to select “YES”.
4. Press **[SET]**.
5. Press **[SET]** again.
6. Press **[MENU]**.
 - ECM selection (feature #68, page 46) will not be reset.

9.1 Error messages – Reports

If a problem occurs during fax transmission or reception, one of the following communication messages will be printed on the sending and journal reports (page 24).

COMMUNICATION ERROR (Code: 40-42, 46-72, FF)

- A transmission or reception error occurred. Try again or check with the other party.

COMMUNICATION ERROR (Code: 43, 44)

- A line problem occurred. Connect the telephone line cord to a different jack and try again.
- An overseas transmission error occurred. Try using the overseas mode (feature #23, page 43).

DOCUMENT JAMMED

- The document is jammed. Remove the jammed document (page 55).

ERROR-NOT YOUR UNIT (Code: 54, 59, 70)

- A transmission or reception error occurred because of a problem with the other party's fax machine. Check with the other party.

MEMORY FULL

- The memory is full of received documents due to a lack of recording paper or a recording paper jam. Install paper (page 12) or clear the jammed paper (page 53).

NO DOCUMENT

- The document was not fed into the unit properly. Re-insert the document and try again.

OTHER FAX NOT RESPONDING

- The other party's fax machine is busy or has run out of recording paper. Try again.
- The document was not fed properly. Re-insert the document and try again.
- The other party's fax machine rings too many times. Send the fax manually (page 23).
- The other party's machine is not a fax machine. Check with the other party.
- The number you dialled is not in service.

PRESSED THE STOP KEY

- **[STOP]** was pressed and fax communication was cancelled.

OK

- Fax communication was successful.

9.2 Error messages – Display

If the unit detects a problem, one or more of the following messages will appear on the display.

CALL SERVICE

- There is something wrong with the unit. Contact our service personnel.

CHECK DOCUMENT

- The document was not fed into the unit properly. Re-insert the document. If misfeeding occurs frequently, clean the document feeder rollers (page 55) and try again.
- Attempted to transmit a document longer than 600 mm. Press **[STOP]** to remove the document. Divide the document into two or more sheets and try again.

CHECK MEMORY

- The memory (telephone numbers, parameters, etc.) has been erased. Re-program.

CHECK PAPER

- The recording paper is not installed or the unit has run out of paper. Install paper and press **[START]** to clear the message.
- The recording paper was not fed into the unit properly (page 54). Reinstall paper (page 12) and press **[START]** to clear the message.
- The recording paper has jammed near the recording paper entrance. Clear the jammed paper (page 53) and press **[START]** to clear the message.

COVER OPEN

- The back cover is open. Close it.

DIRECTORY FULL

- There is no space to store new entries in navigator directory. Erase unnecessary entries (page 19).

FAX IN MEMORY

- The unit has a document in memory. See the other displayed message instructions to print out the document.

FAX MEMORY FULL

- The memory is full of received documents due to a lack of recording paper or a recording paper jam. Install paper (page 12) or clear the jammed paper (page 53).
- When performing memory transmission, the document being stored exceeded the memory capacity of the unit. Transmit the entire document manually.

FILM EMPTY

- The film is empty. Replace the film with a new one (page 8).
- The ink film is slack. Tighten it (page 11) and install again.
- The fax machine is positioned near appliances such as TVs or speakers which generate an intense magnetic field.

FILM NEAR EMPTY

- The remaining film is low. Prepare a new film (page 8).

MEMORY FULL

- When making a copy, the document being stored exceeded the memory capacity of the unit. Press **[STOP]** to clear the message. Divide the document into sections.

MESSAGE FULL

- There is no room left in memory to record voice messages. Erase unnecessary messages (page 36, 40).

MODEM ERROR

- There is something wrong with the modem circuit. Contact our service personnel.

NO FAX REPLY

- The other party's fax machine is busy or has run out of recording paper. Try again.

OPEN CABINET
CHECK FILM SLACK



OPEN CABINET
CHECK FILM TYPE

- The ink film is empty. Replace the ink film with a new one (page 11).

- The ink film is not installed. Install it (page 10).
- The ink film is slack. Tighten it (page 11).
- The fax machine is positioned near appliances such as TVs or speakers which generate an intense magnetic field.

PAPER JAMMED

- A recording paper jam occurred. Clear the jammed paper (page 53).

PLEASE WAIT

- The unit is checking that there is no slack or crease on the ink film. Wait for a moment while the check is completed.

POLLING ERROR

- The other party's fax machine does not offer the polling function. Check with the other party.

REDIAL TIME OUT

- The other party's fax machine is busy or has run out of recording paper. Try again.

REMOVE DOCUMENT

- The document is jammed. Remove the jammed document (page 55).

TRANSMIT ERROR

- A transmission error occurred. Try again.

UNIT OVERHEATED

- The unit is too hot. Let the unit cool down.

9.3 When a function does not work, check here

9.3.1 General

I cannot make and receive calls.

- The power cord or telephone line cord is not connected. Check the connections.
- If you used a splitter to connect the unit, remove the splitter and connect the unit to the wall jack directly. If the unit operates properly, check the splitter.

I cannot make calls.

- The dialling mode setting is wrong. Change the setting of feature #13 (page 43).

The unit does not work.

- Disconnect the unit from the telephone line and connect the line to a known working telephone. If the working telephone operates properly, contact our service personnel to have the unit repaired. If the working telephone does not operate properly, contact your telephone company.

The unit does not ring.

- The ringer volume is turned OFF. Adjust it (page 14).
- The ring setting of feature #06 is set to "RINGER OFF". Change to another ring setting (page 43) (KX-FP363 only).

The unit displays "CHECK PAPER" though the paper is inserted.

- The paper is inserted halfway. Insert it correctly (page 12) and press **[START]** to clear the message.

The other party complains they only hear a fax tone and cannot talk.

- FAX ONLY mode is set. Tell the other party the number is only used for faxes.
- Change the receiving mode:
 - KX-FP343: TEL mode (page 28)
 - KX-FP363: TAD/FAX mode (page 29) or TEL mode (page 28)

The [REDIAL/PAUSE] button does not function properly.

- If this button is pressed during dialling, a pause will be inserted. If pressed immediately after a dial tone is obtained, the last number dialled will be redialled.

The receive mode does not function properly.

- The Distinctive Ring is set (feature #31, page 32).

During programming, I cannot enter the code or ID number.

- All or part of the numbers are the same. Change the number: feature #11 (page 43), #51 (page 45), #52 (page 45) (KX-FP363 only), #12 (page 43) (KX-FP343 only) and #41 (page 44).

The ink film runs out quickly.

- The help printing function, copy function, and reports also use ink film.

The speakerphone is not working (KX-FP363 only).

- Use the speakerphone in a quiet room.
- If you have difficulty hearing the other party, adjust the volume.

9.3.2 Fax – sending

I cannot send documents.

- The telephone line cord is connected to the EXT jack on the unit. Connect to the LINE jack (page 13) (KX-FP343 only).
- The other party's fax machine is busy or has run out of recording paper. Try again.
- The other party's machine is not a fax machine. Check with the other party.
- The other party's fax machine rings too many times. Send the fax manually (page 23).

The other party complains that letters on their received document are distorted or not clear.

- If your line has special telephone services such as call waiting, the service may have been activated during fax transmission. Connect the unit to a line that does not have these services.
- An extension telephone on the same line is off the hook. Hang up the extension telephone and try again.
- Try copying the document. If the copied image is clear, there may be something wrong with the other party's machine.

The other party complains that smudges or black lines appear on their received document.

- The glass or rollers are dirty. Clean them (page 55).

I cannot send a fax overseas.

- Use the overseas transmission mode of feature #23 (page 43).
- Add two pauses at the end of the telephone number or dial manually.

9.3.3 Fax – receiving

I cannot receive documents.

- The telephone line cord is connected to the EXT jack on the unit. Connect to the LINE jack (page 13) (KX-FP343 only).

- When you have a single telephone line and subscribe to a telephone company's voice mail service, you must also subscribe to the duplex ring service (page 32).

I cannot receive documents automatically.

- The receiving mode is set to TEL mode.
Change the receiving mode:
 - KX-FP343: FAX ONLY mode (page 28).
 - KX-FP363: TAD/FAX mode (page 29) or FAX ONLY mode (page 29).
- The time taken to answer the call is too long.
Decrease the number of rings in feature #06 (page 43).
- The greeting message is too long. Record a shorter message (page 35) (KX-FP363 only).

The display shows "CONNECTING", but faxes are not received.

- The incoming call is not a fax. Change the receiving mode:
 - KX-FP343: TEL mode (page 28).
 - KX-FP363: TEL mode (page 28) or TAD/FAX mode (page 29).

A blank sheet is ejected.

- If a blank sheet is ejected after the received document is printed out, the receiving reduction rate is not programmed correctly. Program the proper rate in feature #36 (page 44).
- The other party placed the document in their fax machine the wrong way. Check with the other party.

A white line or a smudge appears on your recording paper.

- The glass or rollers are dirty. Clean them (page 55).

The printing quality is poor.

Please do not reuse the ink film!

Please use genuine Panasonic replacement film. Refer to page 8 for further details.

- The other party sent a faint document. Ask them to send a clearer copy of the document.
- The thermal head is dirty. Clean it (page 56).
- Some paper has instructions recommending which side to print on. Try turning the paper over.
- You may have used paper with a cotton and/or fibre content that is over 20%, such as letterhead or resume paper.

The other party complains that they cannot send a document.

- The receiving mode is set to TEL mode.
Change the receiving mode:
 - KX-FP343: FAX ONLY mode (page 29).
 - KX-FP363: TAD/FAX mode (page 29) or FAX ONLY mode (page 29).
- The memory is full of received documents due to a lack of recording paper or a recording paper jam. Install paper (page 12) or clear the jammed paper (page 53).

I cannot select the desired receiving mode.

- If you want to set TAD/FAX (KX-FP363) or FAX ONLY mode:
 - KX-FP343: Press **[RECEIVE MODE]** repeatedly until FAX ONLY mode is displayed.
 - KX-FP363: Set the desired mode using feature #77 (page 46), and press **[AUTO ANSWER]** repeatedly until the desired mode is displayed.
- If you want to set TEL mode, press **[RECEIVE MODE]** (KX-FP343)/**[AUTO ANSWER]** (KX-FP363) repeatedly until TEL mode is displayed.
- The Distinctive Ring of feature #31 is activated (page 32) (KX-FP343 only).

9.3.4 Copying

The unit will not make a copy.

- You cannot make a copy during programming. Make the copy after programming.
- You cannot make a copy during telephone conversation.

A black line, a white line or smudge appears on the copied document.

- The glass or rollers are dirty. Clean them (page 55).

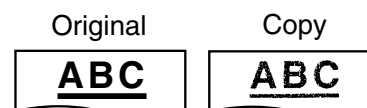
The copied image is distorted.

- The thermal head is dirty. Clean it (page 56).

The printing quality is poor.

Please do not reuse the ink film!

Please use genuine Panasonic replacement film. Refer to page 8 for further details.



- Some paper has instructions recommending which side to print on. Try turning the paper over.
- You may have used paper with a cotton and/or fibre content that is over 20%, such as letterhead or resume paper.

9.3.5 Using an answering machine (KX-FP343 only)

I cannot receive documents automatically.

- Your greeting message on the answering machine is too long. Shorten the message. Record a message up to 10 seconds long.
- The answering machine rings too many times. Set to 1 or 2 rings.

I cannot receive voice messages.

- Check if the answering machine is turned ON and connected to the fax machine properly.
- Set the number of rings on the answering machine to 1 or 2.

I cannot retrieve recorded voice messages on the answering machine from a remote location.

- You did not program your remote access code into your fax machine correctly. Program the same code that is programmed on the answering machine on the fax machine with feature #12 (page 43).

I pressed the remote access code to access the answering machine remotely, but the line was disconnected.

- The code may include “#” which is used for certain features provided by telephone companies. Change the code on the answering machine to another number which does not include “#”. Also change the code of the fax machine with feature #12 (page 43).

Callers complain that they cannot send a document.

- Your answering machine has run out of recording tape. Rewind the tape to record messages.
- You set the answering machine to only give a greeting message.

9.3.6 Answering device (KX-FP363 only)

I cannot retrieve recorded messages from a remote location.

- Press the remote operation ID correctly and firmly (page 37).

Messages in the mailbox do not play back.

- The mailbox password is wrong. Enter the correct password.
 - For mailbox 1 password, see feature #51 (page 45).
 - For mailbox 2 password, see feature #52 (page 45).

The other party complains that they cannot leave a voice message.

- The memory is full. Erase unnecessary messages (page 36, 40).

9.3.7 If a power failure occurs

- The unit will not function.
- The unit is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.
- Fax transmission and reception will be interrupted.
- If delayed transmission (feature #25, page 44) is programmed and the start time is passed during a power failure, transmission will be attempted soon after power is restored.
- If any fax documents are stored in the memory, they will be lost. When power is restored, a power down report will be printed out stating which contents in the memory have been erased.

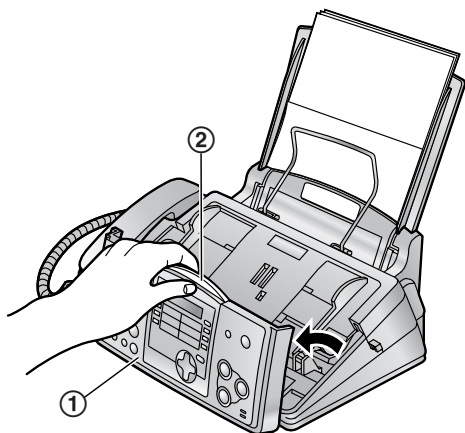
9.4 Recording paper jam

9.4.1 When the recording paper has jammed in the unit

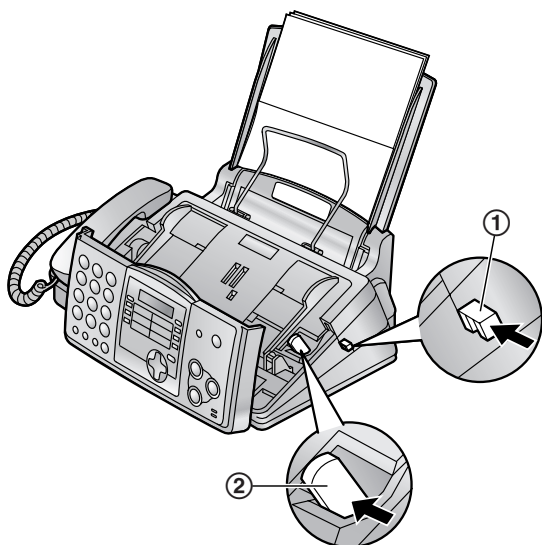
The display will show the following.

PAPER JAMMED

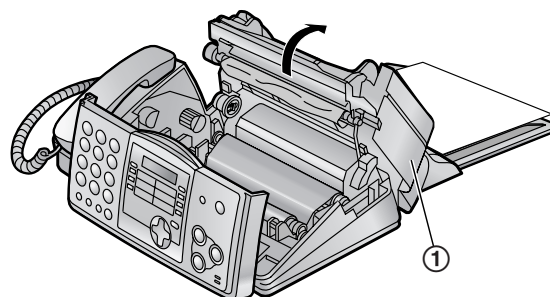
- 1 Open the front cover (①) by pulling up the centre part (②).



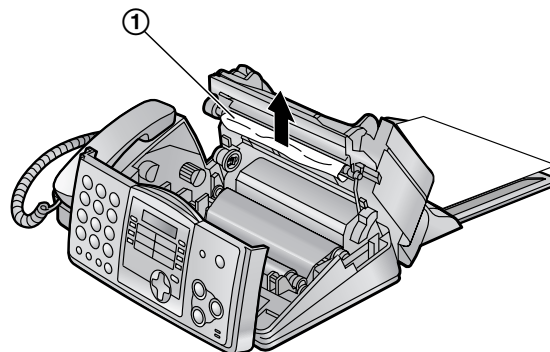
- 2 Release the back cover by pushing the green button (①) on the right side of the unit.
OR
Release the back cover by pushing the green lever (②) in the unit.



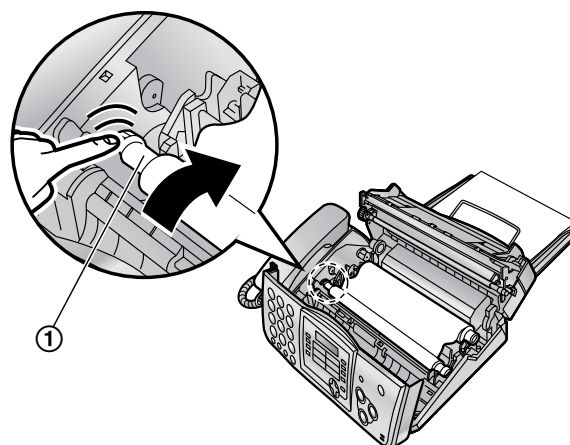
- 3 Open the back cover (①).



- 4 Remove the jammed recording paper (①).

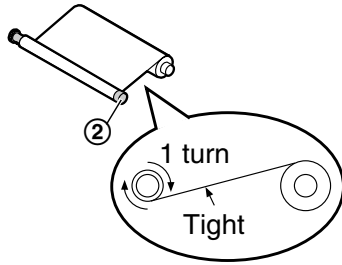


- 5 Turn the gear with the blue core (①) in the direction of the arrow.

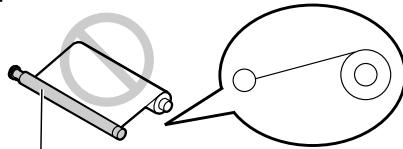


- Make sure that the ink film is wrapped around the blue core (2) at least once.

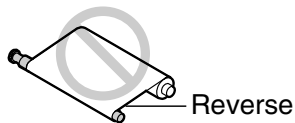
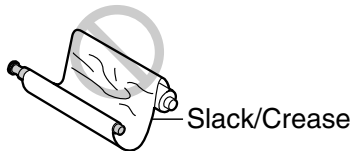
Correct



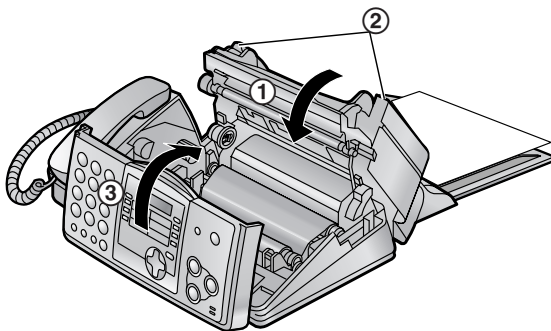
Incorrect



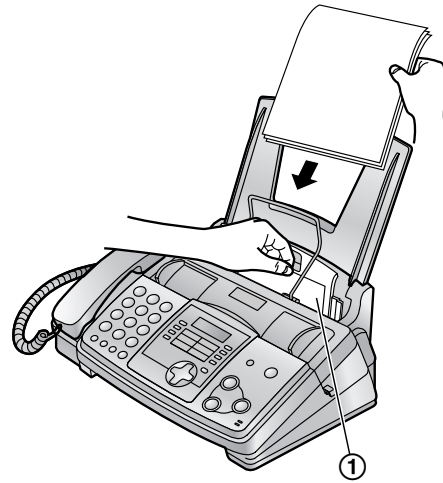
The ink film is not wrapped around the blue core.



- 6 First close the back cover securely (1) by pushing down on the dotted area at both ends (2). Then close the front cover securely (3).



- 7 Remove the recording paper and straighten. Pull the tension plate forward (1) and hold open while inserting the paper.



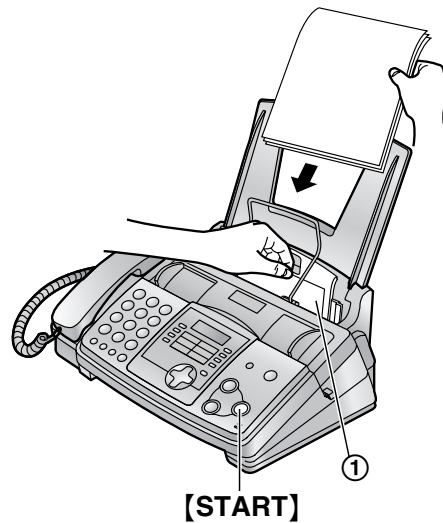
9.4.2 When the recording paper was not fed into the unit properly

The display will show the following.

CHECK PAPER

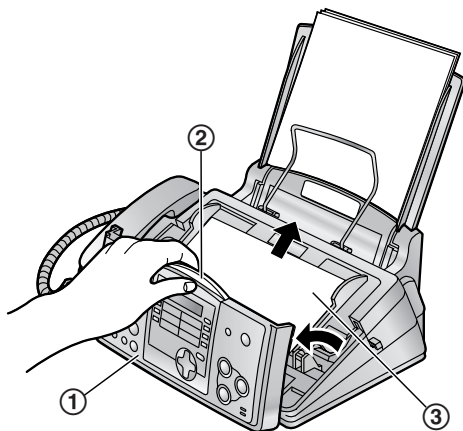
Remove the recording paper and straighten. Pull the tension plate (1) forward and hold open while inserting paper.

Press **[START]** to clear the message.

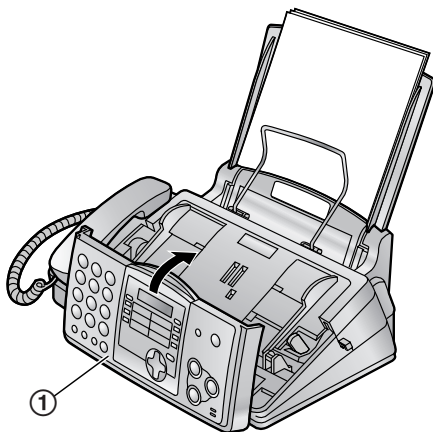


9.5 Document jams – sending

- 1 Open the front cover (①) by pulling up the centre part (②). Remove the jammed document carefully (③).



- 2 Close the front cover securely (①).



Note:

- Do not pull out the jammed paper forcibly before opening the front cover.

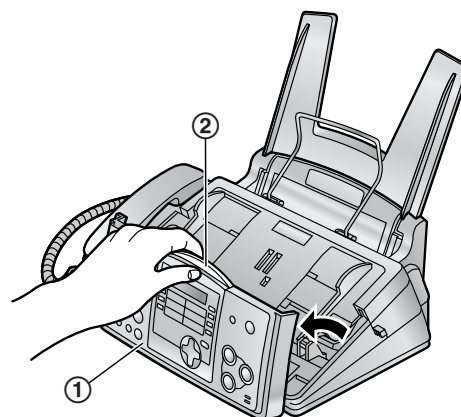


9.6 Document feeder cleaning

Clean the document feeder in the following cases:

- If misfeeding of the document occurs frequently.
- If smudges or black/white lines appear on the original document when transmitting or copying.

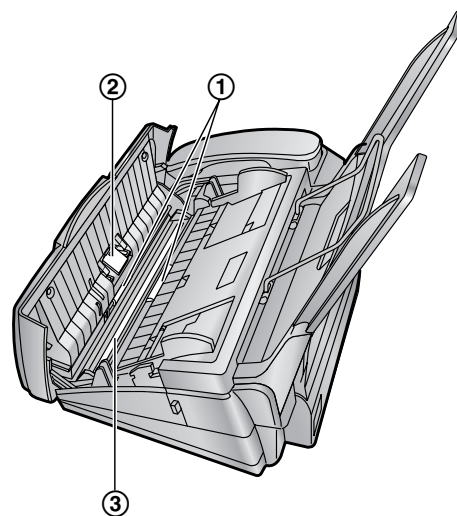
- 1 Disconnect the power cord and the telephone line cord.
- 2 Open the front cover (①) by pulling up the centre part (②).



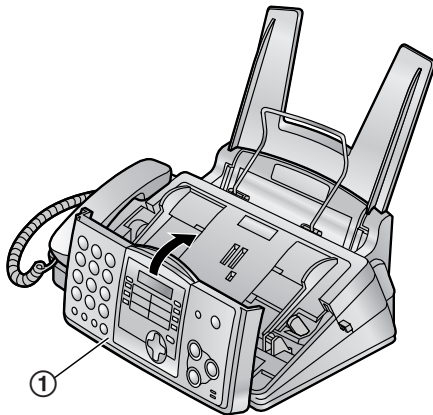
- 3 Clean the document feeder rollers (①) and rubber flap (②) with a cloth moistened with isopropyl rubbing alcohol, and let all parts dry thoroughly. Clean the glass (③) with a soft, dry cloth.

Caution:

- Do not use paper products, such as paper towels or tissues.



- 4 Close the front cover securely (①).

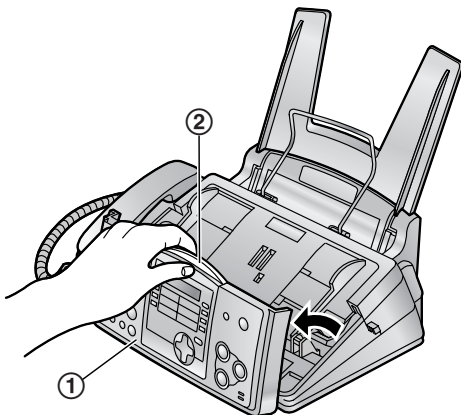


- 5 Connect the power cord and the telephone line cord.

9.7 Thermal head cleaning

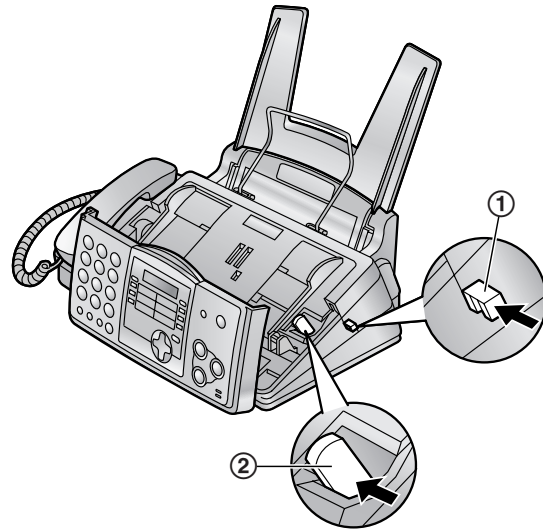
If smudges or black/white lines appear on a copied/received document, check whether there is dust on the thermal head. Clean the thermal head to remove the dust.

- 1 Disconnect the power cord and the telephone line cord.
- 2 Open the front cover (①) by pulling up the centre part (②).

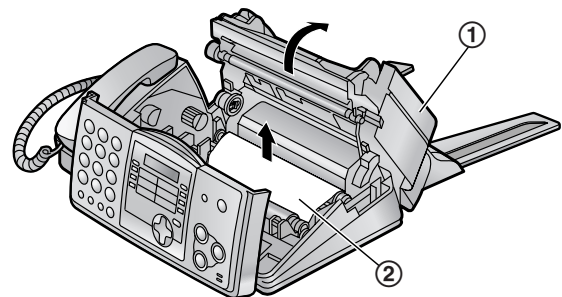


- 3 Release the back cover by pushing the green button (①) on the right side of the unit.
OR

Release the back cover by pushing the green lever (②) in the unit.



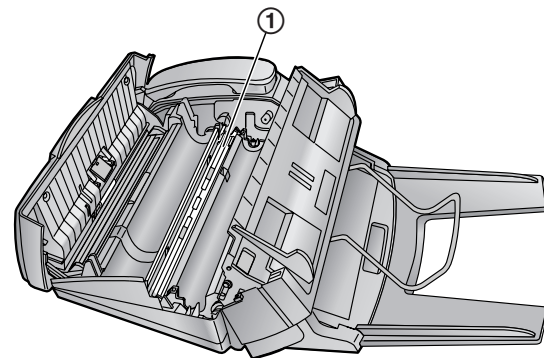
- 4 Open the back cover (①). Remove the ink film (②).



- 5 Clean the thermal head (①) with a cloth moistened with isopropyl rubbing alcohol, and let it dry thoroughly.

Caution:

- To prevent a malfunction due to static electricity, do not use a dry cloth and do not touch the thermal head directly.



- 6 Reinstall the ink film and close the covers (see steps 4 to 6 on page 10)

- 7 Connect the power cord and the telephone line cord.

10.1 Reference lists and reports

You can print out the following lists and reports for your reference.

Setup list:

provides you with the current settings of the basic and advanced programming features (page 42 to page 47).

Telephone number list:

provides you with names and numbers which are stored in the one-touch dial and navigator directory.

Journal report:

keeps records of fax transmission and reception. This report will be printed automatically after every 30 fax communications (feature #22, page 43).

Printer test:

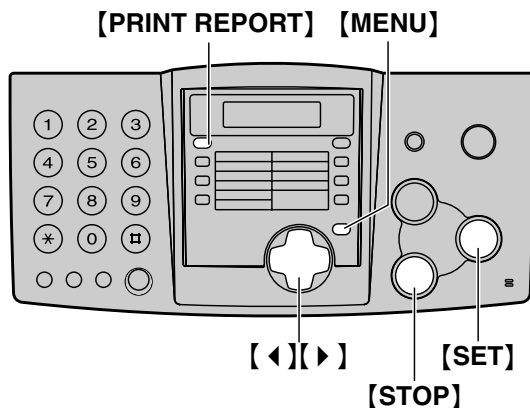
allows you to check the print quality of your unit. If the test print has a smudge, or blurred points or lines, clean the thermal head (page 56).

Broadcast programming list:

provides you with names and numbers which are stored in the broadcast memory (page 25).

Caller ID list:

keeps records of the last 30 callers after subscribing to a Caller ID service. This report will be printed automatically after every 30 callers (feature #26 on page 44).



- 1 Press **[PRINT REPORT]**
OR
Press **[MENU]** repeatedly to display "PRINT REPORT".
- 2 Press **[◀]** or **[▶]** repeatedly to display the desired item.
- 3 Press **[SET]** to start printing.
 - To stop printing, press **[STOP]**.

10.2 Technical data about this product

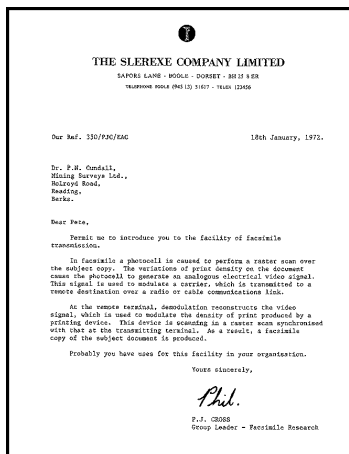
Applicable lines:	Public Switched Telephone Network
Document size:	Max. 216 mm in width, Max. 600 mm in length
Effective scanning width:	208 mm
Effective printing width:	202 mm
Transmission time^{*1}:	KX-FP343: Approx. 12 s/page (ECM-MMR) ^{*2} KX-FP363: Approx. 8 s/page (ECM-MMR) ^{*2}
Scanning density:	Horizontal: 8 pels/mm Vertical: 3.85 lines/mm – in standard resolution, 7.7 lines/mm – in fine/photo resolution, 15.4 lines/mm – in super fine resolution
Photo resolution:	64-level
Scanner type:	Contact Image Sensor
Printer type:	Thermal Transfer on plain paper
Data compression system:	Modified Huffman (MH), Modified READ (MR), Modified Modified Read (MMR)
Modem speed:	KX-FP343: 9,600 / 7,200 / 4,800 / 2,400 bps; Automatic Fallback KX-FP363: 14,400 / 12,000 / 9,600 / 7,200 / 4,800 / 2,400 bps; Automatic Fallback
Operating environment:	5°C–35°C, 20%–80% RH (Relative Humidity)
Dimensions:	Approx. height 185 mm × width 355 mm × depth 275 mm
Mass (Weight):	Approx. 3.4 kg
Power consumption:	Standby: KX-FP343: Approx. 4.0 W, KX-FP363: Approx. 4.4 W Transmission: Approx. 12 W Reception: Approx. 40 W (When receiving a 20% black document) Copy: Approx. 55 W (When copying a 20% black document) Maximum: Approx. 135 W (When copying a 100% black document)
Power supply:	220-240 V AC, 50/60 Hz
Fax memory capacity:	Approx. 25 pages of memory transmission Approx. 28 pages of memory reception (Based on the ITU-T No. 1 Test Chart in standard resolution, without using the Error Correction Mode.)
Voice memory capacity^{*3}: (KX-FP363 only)	Approx. 18 minutes of recording time including greeting messages

*1 Transmission speed depends upon the contents of the pages, resolution, telephone line conditions and capability of the other party's machine.

*2 Transmission speed is based upon the ITU-T No. 1 Test Chart. If the capability of the other party's machine is inferior to your unit, the transmission time may be longer.

*3 Recording time may be reduced by the calling party's background noise.

ITU-T No. 1 Test Chart



Paper specifications

Recording paper size: A4: 210 mm × 297 mm
Recording paper weight: 60 g/m² to 90 g/m²

Note for recording paper:

- Do not use the following types of paper:
 - Paper with a cotton and/or fibre content that is over 20%, such as letterhead paper or paper used for resumes
 - Extremely smooth or shiny paper, or paper that is highly textured
 - Coated, damaged or wrinkled paper
 - Paper with foreign objects attached, such as tabs or staples
 - Paper which has dust, lint or oil stains
 - Paper that will melt, vaporize, discolour, scorch or emit dangerous fumes near 200 °C, such as vellum paper. These materials may transfer onto the fusing roller and cause damage.
 - Moist paper
- Some paper only accepts print on one side. Try using the other side of the paper if you are not happy with the print quality or if misfeeding occurs.
- For proper paper feeding and best print quality, we recommend using long-grained paper.
- Do not use paper of different types or thickness at the same time. This may cause a paper jam.
- Avoid double-sided printing.
- Do not use paper printed from this unit for double-sided printing with other copiers or printers. This may cause a paper jam.
- To avoid curling, do not open paper packs until you are ready to use the paper. Store unused paper in the original packaging, in a cool and dry location.

Note:

- Any details given in these instructions are subject to change without notice.
- The pictures and illustrations in these instructions may vary slightly from the actual product.

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