

Panasonic®

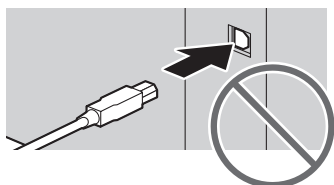
Quick Reference Guide

Multi-Function Printer

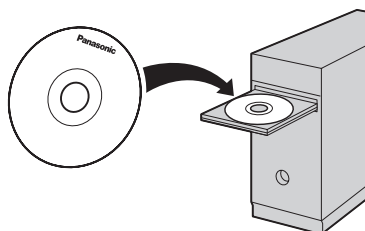
Model No. **KX-MB3010**
KX-MB3020

Do NOT connect the unit to a computer with the USB cable until prompted by the Multi-Function Station (CD-ROM).

1



2



For hearing or speech impaired TTY users, TTY: 1-877-833-8855

Accessory information:

To ensure that the unit operates properly, we recommend the use of Panasonic toner cartridge and drum cartridge.

■ Replacement accessory

- Toner cartridge
 - Model No. (Part No.): KX-FAT451
- Drum cartridge
 - Model No. (Part No.): KX-FAD452

■ Optional accessory

- Lower input tray
 - Model No. (Part No.): KX-FAP106

To place an order online (for customers in the U.S.A. ONLY)

Visit our web site:

<http://www.panasonic.com/mfpsupplies>

- For questions regarding online orders:
 - E-mail: customerservice@shop.us.panasonic.com
 - Telephone: (800) 405-0652

To place an order by fax

Fax: (800) 237-9080

Include:

- your name, shipping address and telephone number
- credit card type, number, expiration date and your signature
- part number and quantity

To place an order by telephone

Telephone: (800) 332-5368

(Monday - Friday 9 am to 9 pm, EST.)

The supplied Setup CD-ROM provides the Operating Instructions in PDF format with a detailed description on how to use the unit. Adobe® Reader® is required to view them. Please read before using the unit and save for future reference.

You can select English or Spanish for the language.

The display and reports will be in the selected language. The default setting is English. If you want to change the setting, see the operating instructions (feature #110).

For support:

(for customers in the U.S.A. or Puerto Rico)

— VISIT

www.panasonic.com/help

— E-MAIL

www.panasonic.com/contactinfo

— PHONE CALL

1-800-211-PANA (7262)

User record (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

Attach your sales receipt here.

ENERGY STAR:

- As an ENERGY STAR® Partner, Panasonic has determined that this product meets the ENERGY STAR guidelines for energy efficiency. ENERGY STAR is a U.S. registered mark.

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- Adobe and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
- All other trademarks identified herein are the property of their respective owners.

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Note:

- Save the original carton and packing materials for future shipping and transportation of the unit.
- After unpacking the product, take care of the packing materials and/or power plug cap appropriately.

Caution:

- **When you operate this product, the power outlet should be near the product and easily accessible.**
- This product contains a CR Coin Cell Lithium Battery which contains Perchlorate Material - special handling may apply. See www.dtsc.ca.gov/hazardouswaste/perchlorate
- **KX-MB3020 only:**

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your fax machine, you should complete the instructions from the operating instructions.

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Important Information

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1.1 For your safety

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

- The following symbols are used to classify and describe the level of hazard and injury caused when the denotation is disregarded and improper use is performed.



WARNING

Denotes a potential hazard that could result in serious injury or death.



CAUTION

Denotes hazards that could result in minor injury or damage to the unit.

- The following symbols are used to classify and describe the type of instructions to be observed.



This type of symbol is used to alert users to a specific operating procedure that must be performed carefully.



This type of symbol is used to alert users to a specific operating procedure that must not be performed.



This type of symbol is used to alert users to a specific operating procedure that must be emphasized in order to operate the unit safely.



WARNING

Power and ground connection



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.



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.



Do not place objects on the power cord. Install the unit where no one can step or trip on the cord.



Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.



Completely insert the AC adaptor/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.



Regularly remove any dust, etc. from the AC adaptor/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.



Unplug this unit from power outlets if it emits smoke, an abnormal smell or makes unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped and contact an authorized service center.



Never touch the plug with wet hands. There is a danger of electric shock.

Installation



Place the unit securely on a stable, level surface. Serious damage and/or injury may result if the unit falls.



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



Make sure that the unit is installed in a well ventilated room so as not to increase density of ozone in the air. Since ozone is heavier than air, it is recommended that air at floor level be ventilated.

Operating safeguards



Turn the power switch OFF before cleaning. Do not use liquid or aerosol cleaners.



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.



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.



To reduce the risk of electric shock, do not disassemble this unit. Take the unit to an authorized service center when service is required. Opening or removing covers may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electric shock when the unit is subsequently used.



Follow all warnings and instructions marked on this unit.



Do not spill liquids (detergents, cleansers, etc.) onto the telephone line cord plug, or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall jack, and do not use (KX-MB3020 only).



Unplug this unit from power outlets and refer servicing to an authorized service center when any of the following conditions occur:

- If the power cord is damaged or frayed.
- If liquid has been spilled into the unit.
- If the unit has been exposed to rain or water.
- 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 authorized service center.
- If the unit has been dropped or physically damaged.
- If the unit exhibits a distinct change in performance.

USB cable/LAN cable



To assure continued emission limit compliance;

- use only shielded USB cable (Example: Hi-Speed USB 2.0 certified cable).
- use only shielded LAN cable (category 5 straight cable).



Installation and relocation



After moving the unit from cold areas to warmer areas, wait approximately 30 minutes before turning on the power switch to allow the unit to adjust to the ambient temperature. If the power switch is turned on too soon after a sudden climate change, condensation may form inside the unit, causing malfunction.



Never turn the unit upside down or sideways when moving it.



Never install telephone wiring during a lightning storm (KX-MB3020 only).



Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations (KX-MB3020 only).



Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface (KX-MB3020 only).



Use caution when installing or modifying telephone lines (KX-MB3020 only).



Do not position the unit in a location where it is unstable or subject to vibrations.

Laser radiation



The printer of this unit utilizes a laser. Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

Fuser unit



During or immediately after printing, the fuser unit gets hot. This is normal. Do not touch the fuser unit.

Note:

- The area near the recording paper exit may also get warm. This is normal.

1. Important Information

Toner cartridge

Avoid ingestion, inhalation, eye or skin contact.

- If ingestion occurs, drink several glasses of water to dilute stomach contents.
- If inhalation occurs, exit the area immediately into the fresh air.
- If skin contact occurs, wash thoroughly with soap and cold water, then air dry. Do not use hot water or hair dryer.
- If eye contact occurs, flush thoroughly with water.
- In all cases, seek medical treatment if adverse symptoms occur.



1.2 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. Do not use this unit near water, for example near a bathtub, wash bowl, kitchen sink, etc.
2. During thunderstorms, avoid using telephones except cordless types. There may be a remote risk of an electric shock from lightning (KX-MB3020 only).
3. Do not use this unit to report a gas leak, when in the vicinity of the leak (KX-MB3020 only).

SAVE THESE INSTRUCTIONS

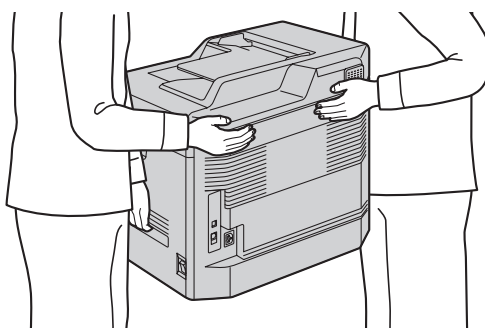
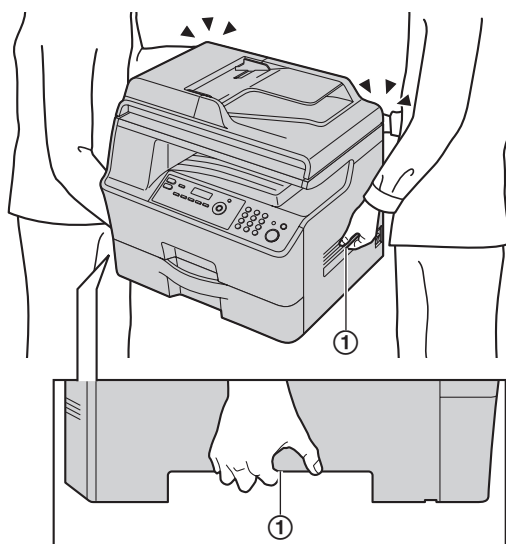
1.3 For best performance

Moving the unit

The unit is heavy. It is highly recommended that two people handle this unit.

When moving the unit, hold both of the side grips (①).

* The pictured model is KX-MB3010.



1.4 Illegal copies

- **It is unlawful to make copies of certain documents.**

Copying certain documents may be illegal in your country. Penalties of fines and/or imprisonment may be imposed on those found guilty. The following are examples of items that may be illegal to copy in your country.

- Currency
- Bank notes and checks
- Bank and government bonds and securities
- Passports and identification cards
- Copyright material or trademarks without the consent of the owner
- Postage stamps and other negotiable instruments

This list is not inclusive and no liability is assumed for either its completeness or accuracy. In case of doubt, contact your legal counsel.

Notice:

- Install your machine near a supervised area to prevent illegal copies from being made.

1.5 Error messages – Display

If the unit detects a problem, one or more of the following messages will appear on the display. See the operating instructions for details.

- “CALL SERVICE”
- “CHANGE DRUM”
- “CHECK DOCUMENT”
- “CHECK DRUM”
- “CHECK INSTALL INPUT TRAY #1”
- “CHECK PAPER”
- “CHECK PICK UP INPUT TRAY #1”
- “DIRECTORY FULL”
- “DRUM LIFE LOW REPLACE SOON”
- “EMAIL SIZE OVER”
- “FAX IN MEMORY”
- “FILE SIZE OVER”
- “KEEP COPYING”
- “LEFT COVER OPEN”
- “LOW TEMP.”
- “MEMORY FULL”
- “MODEM ERROR”
- “NO FAX REPLY”
- “OUT OF PAPER INPUT TRAY #1”
- “PAPER JAMMED”
- “PC FAIL OR BUSY”
- “PLEASE WAIT”
- “REDIAL TIME OUT”
- “REMOVE DOCUMENT”
- “REPLACE DRUM CHANGE SUPPLIES”
- “RX MEMORY FULL”
- “SCANNER POSITION ERROR”
- “TONER EMPTY”
- “CHANGE SUPPLIES”
- “TONER LOW”
- “CHANGE SUPPLIES”
- “TRANSMIT ERROR”
- “TRAY #2 LEFT COVER OPEN”
- “WARMING UP”

1.6 FCC and Other Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Responsible Party:

Panasonic Corporation of North America
One Panasonic Way, Secaucus, NJ 07094

Technical Support:

Panasonic Corporation of North America
One Panasonic Way, Secaucus, NJ 07094
Telephone: 1-800-211-PANA (7262)

KX-MB3020 only

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear of this equipment is a label that contains, among other information, a product identifier in the format US:ACJ-----.

If requested, this number must be provided to the telephone company.

- Registration No(found on the rear of the unit)
- Ringer Equivalence No. (REN)
.....(found on the rear of the unit)

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and

modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact a Factory Service Center or other Authorized Servicer. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

WHEN PROGRAMMING EMERGENCY NUMBERS AND/OR MAKING TEST CALLS TO EMERGENCY NUMBERS:

- 1) Remain on the line and briefly explain to the dispatcher the reason for the call.
- 2) Perform such activities in the off-peak hours, such as early morning or late evenings.

1.7 Limited Warranty (United States and Puerto Rico)

PANASONIC CORPORATION OF NORTH AMERICA
One Panasonic Way, Secaucus, New Jersey 07094

Panasonic Facsimile/Multi-Function Product Limited Warranty

Limited Warranty Coverage

If your product does not work properly because of a defect in materials or workmanship, Panasonic Corporation of North America (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("Limited Warranty period"), at its option either (a) repair your product with new or refurbished parts, or (b) replace it with a new or a refurbished product. The decision to repair or replace will be made by the warrantor.

Product categories	Parts	Labor
Thermal Transfer Facsimile	6 Months	6 Months
Laser Facsimile	1 (one) Year	1 (one) Year
Laser Multi-Function	1 (one) Year	1 (one) Year

Batteries, antennas, ink film, toner cartridge, drum unit, and ink cartridge (as may be applicable), and cosmetic parts (cabinet) are not warranted under this Limited Warranty.

During the "Labor" Limited Warranty period there will be no charge for labor. During the "Parts" Limited Warranty period, there will be no charge for parts. You must mail-in your product during the Limited Warranty period. This Limited Warranty only applies to products purchased and serviced in the United States or Puerto Rico. This Limited Warranty is extended only to the original purchaser and only covers products purchased as new. A purchase receipt or other proof of the original purchase date is required for Limited Warranty service.

Mail-In Service

For Mail-In Service in the United States and Puerto Rico call 1-800-211-PANA (7262)

Limited Warranty Limits And Exclusions

This Limited Warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER normal wear and tear or cosmetic damage. The Limited Warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor such as non Panasonic ink film, toner cartridge or drum unit, or failures which result from accidents, misuse, abuse, neglect, bug infestation, mishandling, misapplication, alteration, faulty installation, set-up adjustments, signal reception problems, misadjustment of consumer controls, improper maintenance, power line surge, improper voltage supply, lightning damage, modification, introduction of sand, humidity or liquids, rental use of the product, service by anyone other than a Factory Service Center or other Authorized Servicer, or damage that is attributable to acts of God.

THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE". THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY. (As examples, this excludes damages for lost time, cost of having someone remove or re-install an installed unit if applicable, or travel to and from the servicer. The items listed are not exclusive, but are for illustration only.) **ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied Limited Warranty lasts, so the exclusions may not apply to you.

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the Limited Warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to the warrantor's Consumer Affairs Department at the addresses listed for the warrantor.

PARTS AND SERVICE WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY ARE YOUR RESPONSIBILITY.

For In Limited Warranty product service

- Call toll-free 1-800-211-PANA (7262) for the location of an authorized service center.

If the Limited Warranty has expired, contact our Continued Services Technical Support Line at 1-800-435-7329, for fee based technical support. A credit card will be used to charge this fee.

When you ship the product

- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the symptom or problem, to the outside of the carton.
- Send the unit to an authorized service center, prepaid and adequately insured.
- Do not send your unit to the Panasonic Corporation of North America or to any executive or regional sales office. These locations do not repair consumer products.

1.8 Customer Services directory

Customer Services Directory (United States and Puerto Rico)

Obtain Product Information and Operating Assistance; locate your nearest Dealer or Service Center; purchase Parts and Accessories; or make Customer Service and Literature requests by visiting our Web Site at:

<http://www.panasonic.com/help>

or E-mail us via:

<http://www.panasonic.com/contactinfo>

Contact:

For in Limited Warranty programming and Troubleshooting Support:

Office Advantage assistance and Service Location finder: 1-800-211-PANA (7262)

If the Limited Warranty has expired, contact our Continued Services Technical Support Line at 1-800-435-7329, for fee based technical support. A credit card will be used to charge this fee.

For hearing or speech impaired TTY users, TTY: 1-877-833-8855

Accessory Purchases (United States and Puerto Rico)

Purchase Parts, Accessories and Instruction Books online for all Panasonic Products by visiting our Web Site at:

<http://www.pstc.panasonic.com>

or, send your request by E-mail to:

npcparts@us.panasonic.com

You may also contact us directly at:

Phone (800) 332-5368 Fax (800) 237-9080 (Monday - Friday 9 am to 9 pm, EST.)

Panasonic Service and Technology Company

20421 84th Avenue South, Kent, WA 98032

(We Accept Visa, MasterCard, Discover Card, American Express, and Personal Checks)

For hearing or speech impaired TTY users, TTY: 1-866-605-1277

Notes

Panasonic OFFICE ADVANTAGE PROGRAM

*Free peace of mind,
direct from Panasonic*

NO EXTRA COST



- ***Covered during the period of limited warranty¹:
parts, labor, and toll-free help line²***
- ***Free replacement³ and repair program***

The Panasonic Office Advantage Consumer Service Program.

Panasonic knows that if your unit is not up and running, neither is your business. That's why we created the Panasonic Office Advantage Program. Included at no extra cost with the purchase of a new and unused Panasonic unit, the Office Advantage Program can provide a free replacement unit³ if your original unit is in need of repair.

Here's how it works:

1. If you have a problem with your unit that you purchased new and unused while it is covered by the period of limited warranty¹, call our toll-free help-line at 1-800-211-PANA (7262)².
2. Talk to one of our technical experts to troubleshoot your problem over the phone.
3. If repairs are necessary and you are entitled to service under the terms and conditions of the limited warranty⁵, we will send a refurbished⁴ replacement unit to you.

A second option available under our limited warranty¹ is to mail-in your unit to one of our Authorized Independent Service centers, where the unit will be repaired and returned to you.

Instructions:

If you choose to receive a replacement unit under the Office Advantage Program, Panasonic will provide a replacement unit which will be completely refurbished, quality-tested by Panasonic technicians and individually hand-inspected before it is shipped to you. You will keep the replacement unit and send the original unit to us in the replacement unit's box within 10 days upon delivery to avoid unnecessary charges. You need to contact the courier to pick up the unit at no charge to you, should it be determined that you are entitled to warranty service. The original unit must be properly packaged in the same manner as the replacement unit, utilizing the packing materials provided. Damage due to improper or inadequate packing will be charged to you as an out-of-warranty cost.

Requirements:

You must give our technicians a valid credit card number (Discover, VISA, Master Card, or American Express/Optima). The proof-of-purchase must be faxed to 1-888-412-9991 to determine if the unit is under Limited Warranty. Product that is not returned to Panasonic by 10 business days after shipment of the replacement product will be charged to your credit card account at Panasonic's Suggested Retail Price (see dealer for details). If your original unit is not eligible for warranty service, your card will be charged for the non-warranty repair of the unit at Panasonic's current rate for parts and labor and for any shipping charges associated with this program. If you do not wish to pay out-of-warranty repair costs, you will be responsible for returning the replacement unit to Panasonic and for paying all shipping charges associated with this program including the delivery of the replacement product to you, shipment of the problem unit to Panasonic, shipment of the replacement unit back to Panasonic and the return of your original unit back to you. Credit status will be verified prior to sending the replacement product.

1. See Limited Warranty page for more information.
2. If the Limited Warranty¹ has expired, contact our Continued Services Technical Support Line at 1-800-435-7329, for fee based technical support. A credit card will be used to charge this fee.
3. Replacement unit is refurbished.
4. *Panasonic reserves the right to send a refurbished unit. Accessories and consumables are not included.*
5. Replacement program is only available in the 50 United States and is subject to termination at any time without advance notice. All terms stated in the Limited Warranty apply to this program. *Please see Limited Warranty coverage page for more information.*

Panasonic Corporation of North America
One Panasonic Way, Secaucus, New Jersey 07094



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