

[Manuals.plus](#) /

› [Panasonic](#) /

› Panasonic KX-TU400EXG Senior Mobile Phone User Manual

Panasonic KX-TU400EXG

User Manual

PANASONIC KX-TU400EXG SENIOR MOBILE PHONE

Model: KX-TU400EXG

1. Introduction

The Panasonic KX-TU400EXG is a user-friendly flip mobile phone designed for ease of use, particularly for seniors. It features a large, bright display, large separated keys, and an intuitive menu system. Key functionalities include a dedicated SOS emergency call button, a powerful speaker for clear audio, and a robust design.



Figure 1: The Panasonic KX-TU400EXG in its closed, compact form, showcasing its grey finish.

2. What's in the Box

Please check that all the following items are included in the package:

- Mobile Phone (Panasonic KX-TU400EXG)
- Battery (Lithium-Ion)
- USB Cable
- Jack Headphones
- User Manual (this document)

3. Product Features

The Panasonic KX-TU400EXG offers several features designed for convenience and safety:

- **Easy-to-Read Display:** A large, bright 2.4-inch display ensures texts and menus are clearly visible, even in sunlight.
- **Simple Operation:** Large, separate, backlit keys facilitate easy dialing and navigation through an intuitive menu.
- **Loud and Clear Audio:** Powerful speakers are suitable for noisy environments, complemented by a hands-free function.
- **Priority Call (SOS Button):** A dedicated SOS button automatically calls up to 5 pre-set contacts in hands-free mode and sends an emergency SMS if calls are unanswered.
- **Long Battery Life:** Provides up to 450 hours of standby time for extended use without frequent charging.
- **Robust Design:** Shock-resistant, capable of withstanding drops from up to 1.5 meters (MIL-STD-810 certified).
- **Bright Flashlight:** An integrated LED flashlight offers additional safety and convenience in low-light conditions.

4. Setup

4.1. Battery and SIM Card Installation

1. **Open the Phone:** Gently open the flip phone to access the internal components.
2. **Remove the Battery Cover:** Locate the small notch or indentation on the bottom left side of the phone's back cover. Carefully pry open the cover using your fingernail or a soft tool. Avoid excessive force to prevent damage.
3. **Insert SIM Card:** Locate the SIM card slot. Insert your standard-sized SIM card into the designated slot with the gold contacts facing down, ensuring it clicks into place.
4. **Insert Battery:** Align the battery contacts with the terminals inside the battery compartment. Gently push the battery down until it is securely seated.
5. **Replace Battery Cover:** Place the battery cover back onto the phone and press firmly around the edges until it snaps securely into place.





Figure 2: Rear view of the phone, indicating the battery cover and the SOS button.

4.2. Initial Charging

Before first use, fully charge the phone's battery. Connect the provided USB cable to the phone's charging port and the other end to a compatible USB power adapter (not included) or a computer's USB port. The charging indicator on the display will show the charging status. A full charge typically takes a few hours.

4.3. Powering On/Off

- **To Power On:** Press and hold the **Power/End Call** button (red button) until the screen lights up.
- **To Power Off:** Press and hold the **Power/End Call** button until the power-off option appears on the screen, then confirm.

5. Operating Instructions





Figure 3: The phone in its open state, displaying the clear screen and large, well-separated buttons.

5.1. Making and Receiving Calls

- **Making a Call:**
 - a. Enter the phone number using the keypad.
 - b. Press the **Call** button (green button) to initiate the call.
- **Answering a Call:**
 - When the phone rings, simply open the flip to answer the call.
 - Alternatively, press the **Call** button.
- **Ending a Call:**
 - Close the flip to end the call.
 - Alternatively, press the **Power/End Call** button.

5.2. Using the SOS Emergency Call Button

The SOS button is located on the back of the phone. It is designed for quick access to emergency contacts.

1. **Setting Up SOS Contacts:** Navigate to the "SOS Settings" in the phone's menu to add up to 5 emergency contact numbers. You can also customize the emergency SMS message.
2. **Activating SOS:** Press and hold the SOS button on the back of the phone for a few seconds. The phone will emit a loud alarm and then automatically dial the pre-set emergency contacts one by one in hands-free mode. If a call is not answered, an emergency SMS will be sent to the contacts.
3. **Deactivating Alarm:** The loud alarm can be stopped by pressing any key on the keypad. However, the calling sequence will continue until a contact answers or all attempts are exhausted.

5.3. Flashlight Function

To activate the integrated LED flashlight, locate the dedicated flashlight button on the side of the phone (if available) or access it through the phone's menu. Press the button once to turn it on, and again to turn it off.

6. Maintenance

- **Cleaning:** Use a soft, dry cloth to clean the phone's exterior. Do not use liquid cleaners or aerosols.
- **Battery Care:** To prolong battery life, avoid exposing the phone to extreme temperatures. Do not leave the battery completely discharged for extended periods.
- **Storage:** If storing the phone for a long time, charge the battery to about 50% and store it in a cool, dry place.

7. Troubleshooting

Problem	Possible Cause / Solution
Phone does not power on.	Battery may be discharged. Connect the charger and allow it to charge for at least 30 minutes before attempting to power on. Ensure the battery is correctly inserted.
Cannot make or receive calls.	Check if the SIM card is correctly inserted. Ensure you have network signal. Contact your mobile service provider if the issue persists.
SOS button alarm is too loud/confusing.	The alarm is designed to be loud for emergency situations. It can be deactivated by pressing any key on the keypad, but the call sequence will continue. Practice using the SOS function with trusted contacts to familiarize yourself with its operation.
Difficulty opening the battery cover.	Locate the small notch on the bottom left of the back cover. Use a fingernail or a thin, non-metallic tool to gently pry it open. Avoid excessive force.
No power adapter included.	The phone comes with a USB cable for charging. You will need a compatible USB power adapter (e.g., from an old phone or a standard USB wall charger) to connect it to a power outlet.

8. Specifications

Feature	Detail
Model Name	KX-TU400EXG
Brand	Panasonic
Product Dimensions	2 x 5.3 x 10.3 cm; 106 Grams
Battery	1 Lithium-Ion Battery (included)
Operating System	Proprietary
Display Resolution	320 x 240 pixels
Mobile Network Technology	2G (GSM)
Connectivity Technology	Bluetooth
SIM Card Slots	Single SIM

Feature	Detail
Color	Grey
Language	German (Manual provided in English)
Manufacturer	Panasonic
Country of Origin	China

9. Warranty and Support

This product is covered by a manufacturer's warranty. Please refer to the warranty card included in your product packaging for specific terms and conditions, including the warranty period and coverage details.

For technical support, service, or further inquiries, please visit the official Panasonic support website or contact their customer service department. Contact information can typically be found on the Panasonic website or in the product's packaging.

For online resources, you may visit the [Panasonic Store on Amazon](#).

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

What does the phone symbol with a question mark on the screen of the Panasonic KX-TU400EXG mean?

On the Panasonic KX-TU400EXG, a phone symbol with a question mark typically indicates a status issue related to the SIM card or the cellular network. While the basic manual does not list every icon,...

[Read full answer](#)

Open the live page

<https://manuals.plus/asin/B08CHJ3FSF>

More documents and user manuals: <https://manuals.plus/>