

## Panasonic Puts You in Command



Panasonic offers many unique combinations of features when a Panasonic Voice Processing System is integrated with a Panasonic Telephone System.

| KX-TVA50 and KX-TVA200 Features                                |   |  |   |
|--|---|--|---|
| System Features  |   | Subscribers Features                                       |   |
| Alternate Extension Group                                      | Interview Service   | Auto Receipt Confirmation                                  | Receive Message                                   |
| Auto Forwarding  | List All Names  | Automatic Log-In (APT/DPT Integration Only)                | Message Recovery                                  |
| Automated Attendant  | Logical Extension (All Calls Transfer to Mailbox)         | Autoplay New Message                                       | Remote Call Forwarding Set (DPT Integration Only) |
| Broadcasting Messages  | Message Delivery, Internal                                | Bookmark   | Subscriber Tutorial                               |
| Busy Coverage Mode   | Message Reception Mode                                    | Call Transfer Status                                       | Temporary Personal Greeting                       |
| Call Transfer to Outside Line                                  | Message Waiting Notification—Device                       | Callback Number Entry                                      | Timed Reminder Setting (DPT Integration Only)     |
| Caller ID Call Routing (APT/DPT Integration Only)              | Message Waiting Notification—Lamp                         | Caller ID Callback (DPT Integration Only)                  | Toll Saver (APT/DPT Integration Only)             |
| Caller ID Screening (APT/DPT Integration Only)                 | Multilingual Service                                      | Calling a Beeper (Pager)                                   | Two-way Record (APT/DPT Integration Only)         |
| Caller Name Announcement – Personal (APT/DPT Integration Only) | No Answer Coverage Mode                                   | Delete Message Confirmation                                | Two-way Transfer (APT/DPT Integration Only)       |
| Caller Name Announcement – System (APT/DPT Integration Only)   | On Hold Announcement Menu                                 | External Message Delivery Service                          | Unlimited Message Length                          |
| Class of Service (COS)   | Operator Service  | Group Distribution List – Personal                         | Urgent Message                                    |
| Company Greeting   | PIN Call Routing  | Group Distribution List – System                           | VM Menu (DPT Integration Only)                    |
| Company Name   | Play System Prompt After Personal Greeting                | Incomplete Call Handling Service                           |   |
| Covering Extension   | Port Service  | Live Call Screening (APT/DPT Integration Only)             | <b>System Setting Features</b>                    |
| Custom Service   | Rotary Telephone Service                                  |  | Auto Configuration (APT/DPT Integration Only)     |
| Daylight Saving Time Assignment                                | Service Access Commands                                   | Mailbox Capacity Warning                                   | Custom Service Builder                            |
| Dial by Name   | Service Groups  | Message Transfer   | Default Mailbox Template                          |
| DID Call Routing (DPT Integration Only)                        | System Clock  | One-touch Two-way Transfer (DPT Integration Only)          | Password Administration                           |
| E-mail Integration   | System Prompts  | Personal Custom Service                                    | Recording by System Administrator                 |
| Extension Group  | Time Service (day, night, lunch, and break)               | Personal Greeting for Caller ID (APT/DPT Integration Only) | Service Mode                                      |
| Fax Management   | Trunk Service (Universal Port) (APT/DPT Integration Only) | Personal Greetings   | System Backup/Restore                             |
| Hold   | Voice Mail Service  | Playback Volume/Speed Control                              | System Reports                                    |
| Holiday Service  |   | Private Message  | System Security                                   |
| Intercom Paging (APT/DPT Integration Only)                     |   |  | Time Synchronization (DPT Integration Only)       |

| Voice KX-TVA50 and KX-TVA200 Maximum Capacities and Specifications |                               |   |   |
|--|-------------------------------|---|---|
|  |                               | KX-TVA50                                  | KX-TVA200                               |
| KX-TVA502  | 2-Port Hybrid Expansion Card  | 2   |   |
| KX-TVA524  | Memory Expansion Card         | 1   |   |
| KX-TVA594  | LAN Interface Card            | 1   |   |
| KX-TVA296  | Modem Card                    | 1   | 1                                       |
| KX-TVA204  | 4-Port Digital Expansion Card |   | 6                                       |
| Initial Configuration and Expansion Capabilities                   |                               |   |   |
| No. of Ports   | Initial Configuration         | 2   | 4                                       |
|  | Maximum                       | 6   | 24                                      |
| Recording Time   | Initial Configuration         | 4 hours                                   | 1000 hours                              |
|  | Maximum                       | 8 hours                                   |   |
| Specifications   |                               |   |   |
| Custom Services  |                               | Up to 100                                 |   |
| Number of Messages   |                               | Limited by Storage Time                   |   |
| Length of Personal Greeting Message                                |                               | Up to 360s (programmable)                 |   |
| Message Retention Time   |                               | 1 to 30 days (programmable)               |   |
| Maximum Message Length   |                               | 1 to 60 minutes (programmable)            |   |
| Maximum Combined Length of Message per Mailbox                     |                               | 1 to 600 minutes (programmable)           |   |
| Number of Mailboxes  |                               | 62 Subscriber + 2 Manager                 | 1022 Subscriber + 2 Manager             |
| Power Source   |                               | 100 V AC to 240 V AC, 0.25 A, 50 Hz/60 Hz | 100 V AC to 240 V AC, 1.5A, 50 Hz/60 Hz |
| DC Input   |                               | 9 V, 0.75 A (6.75 W)                      | 40 V, 1.38 A (55.2 W)                   |
| Dimensions (W x H x D)   |                               | 9 7/8" (W) x 12 3/8" (H) x 2 7/8" (D)     | 10 7/8" (W) x 14 7/8" (H) x 4 5/8" (D)  |
| Weight   |                               | 4.41 lbs                                  | 9.7 lbs                                 |

**Panasonic Consumer Electronics Company**  
 Division of Panasonic Corporation of North America  
 Executive Offices: One Panasonic Way, Secaucus, NJ 07094  
 (201) 348-7000  
[www.panasonic.com/CSD](http://www.panasonic.com/CSD)

**Panasonic Customer Service**  
 9 am - 9 pm (EST) Monday through Friday  
 10 am - 7 pm (EST) Saturday and Sunday  
 1-800-211-PANA  
[www.panasonic.com/support](http://www.panasonic.com/support)

Design and specifications subject to change without notice.

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# KX-TVA50 KX-TVA200

## Voice Processing Systems



**Panasonic ideas for life**

## Superior features like affordable voice messaging, automated attendant service and complete customization make the Panasonic KX-TVA the perfect Voice Processing System for your growing business.

Panasonic KX-TVA Voice Processing Systems offer much more than voice mail and automated attendant service. You also get versatile features and options, such as bilingual service and custom service that let you custom design your system to meet your specific needs. Digitally integrating a Panasonic Voice Processing System with one of the Panasonic Digital Hybrid IP-PBX Systems\* will provide additional advanced features that are only available when connected to a Panasonic KX-TDA System.

### Voice Mail Service

The KX-TVA50 supports 64 and the KX-TVA200 supports 1024 individual, password protected mailboxes that can hold a programmable number of messages each. Each mailbox owner may record a general message for "after-hours" use, and a "busy" greeting that lets the caller know if you're on the phone or away from your desk. After receiving messages, the system can notify you in several different ways. (See ENHANCED MESSAGE NOTIFICATION.)

### Automated Attendant Service

The auto-attendant answers incoming calls and routes the caller to the appropriate extensions or departments. Individual extensions can be set up with options for call screening, call blocking, or intercom paging.



### Interview Service

Allows you to set up a mailbox that will deliver and record responses up to ten questions. Use this customer-friendly service to take orders, conduct surveys, collect suggestions, or to record requests for appointments.

### Custom Service

Often used in conjunction with automated attendant service, custom service allows callers 1-digit access to department extensions, information announcements or other system features. For example, a caller could hear a menu as follows, "To hear our daily specials, press one... for directions, press 2..."

### Direct Mailbox Access\*

Mailbox owners can retrieve new messages simply by pressing the Message Waiting button.

### Subscriber Tutorial

The KX-TVA makes setting up your mailbox for the first time easy. When you access your voice mail for the first time the system will instruct you to set your password, record your name and record your personal greeting for the following: No Answer, Busy and After Hours greetings.

### Bilingual Voice Prompts

All the necessary system recordings are factory programmed in 7 languages, but 3 other languages may also be recorded. The opening greeting can be set to allow the caller to choose a language, and you can even program different incoming phone lines to be answered in different languages – a great feature for businesses operating in multi-cultural communities.

### External Message Delivery

Allows you to pre-record a message and specify the phone number to be called and the time and date for the message to be delivered. If the destination number is busy at the specified time, the call can be re-dialed up to 15 times. You can even program in a password to ensure that your message is delivered only to the appropriate party.

### Enhanced Message Notification

Each mailbox user can be notified of new messages in several different ways:

- The message lamp\*\* on your extension will light.
- Your pager will alert you to call your mailbox.
- Your pager will display the telephone/intercom number of the caller.
- The system will call a predetermined telephone number to reach you.

### Email Integration

The KX-TVA Voice Processing system can be connected to your Local Area Network (LAN) or Wide Area Network (WAN) providing integration with your email. When someone leaves a message in your voice mailbox the voice processing system automatically sends an email to your computer indicating that you have a message in your voice mailbox. The email lets you know, the date and time the message was received and includes the message in a wave file. When you open the email on your PC you can listen to the message and forward the message to anyone using email.



### Call Screening

When this feature is utilized, the system records the caller's name and announces it to the extension user before transferring the call. Each individual mailbox can activate or deactivate the feature.

### Live Call Screening\*

Monitor your incoming calls while they are being recorded into your mailbox and, if desired, intercept the call. You can choose to hear your calls either through your telephone's speaker or, for privacy, through the handset.

### Two-Way Record\*\*

Allows the recording of a conversation (or any part of a conversation) by simply pressing a button on your telephone. This feature is ideal for quickly and accurately capturing important or highly detailed information from a caller. Once recorded, you can transfer the content to your secretary or another mailbox. Convenient fast-forward and rewind functions make it easy to listen and transcribe the recording.

### Two-Way Transfer\*

Allows you to record a live conversation into another person's mailbox.

### Callback Number Entry

The system can collect the telephone numbers of your callers before, after, or instead of recording a message, and include it in your beeper notification. The caller's number will be displayed on your pager, allowing you to contact that person without first having to retrieve his/her message.

### Caller ID Callback\*\*

When a caller leaves you a message, the PBX collects and modifies the caller's Caller ID<sup>1</sup> information and stores it in the voice mail system, if provided by the telephone company. When you retrieve the message you have the option of simply pressing one key to call the person back using the modified Caller ID<sup>1</sup> information stored in the system, making it very easy to return the call.

### Caller ID\* Name Announcement

Now, you don't even have to look at your phone to identify certain callers. With Caller ID<sup>1</sup> Name Announcement, you can store up to 200 pre-recorded audio messages that will be played through the telephone's handset, matching a Caller ID<sup>1</sup> number that is programmed with a pre-recorded message.

### Caller ID\* Personal Greeting

Up to four personal greetings can be recorded and assigned to specific telephone numbers. The recording is then played when that specific number calls.<sup>1</sup>

### Caller ID\*/ DID Call Routing

The system Administrator can assign up to 200 Caller ID<sup>1</sup> numbers and program them to route the call to the desired extension, mailbox or custom service.

### Dial By Name

Allows the caller to reach the intended extension or mailbox simply by dialing the first three or four letters of the extension owner's last name.

### Covering Extension

As an alternative to routing calls to the voice mail system, each mailbox user can set a covering extension that can be used when he or she is not available to answer calls.

### Holiday Service

The system can accommodate up to 20 custom greetings for holidays and can be programmed to play the special greetings on those days.



### Intercom Paging\*

Notifies you of an incoming call even if your extension is unanswered. The system will put the caller on hold, and use an internal or external paging function to announce "I have a call for..." You can answer the call from anywhere in your facility by just dialing a pick-up code from any system phone.

### Fax Detection

When a port receives a fax call (and a CNG tone is detected), the system will automatically transfer the call to the designated fax extension. This eliminates the need for a dedicated fax line.

### Timed Reminder Setting

Subscribers can set a timed reminder and confirm the timed reminder setting from the subscriber service. Subscribers can do the following:

- Set the time and Mode Hour: 1-12, Min:00-59, AM/PM,
- Cancel the timed reminder
- Review Current Setting

### Windows-Based Administration

Designed primarily for the installer, the windows based programming tool has several convenient options for the system administrator to program and maintain KX-TVA Voice Processing systems. The system comes with an easy to use Windows®-based programming tool that includes a custom service builder. The PC can be connected using the built in USB port or (Internal Modem). In addition, you can also access the system utilizing your Local or wide area network. The KX-TVA Administration can also be done via the web.

<sup>1</sup> – Requires subscription to Caller ID service offered by certain telephone companies for a fee.

\* This brochure describes features that are available when a Panasonic KX-TVA voice processing systems are digitally integrated with a Panasonic Digital Hybrid IP-PBX system. Some features may be available only when the systems are digitally integrated and digital telephones are utilized. See your dealer for details.

\*\* Must be connected to a PBX that supports Message Waiting Lamp

## Enhanced User Display with KX-TDA Interactive LCD Voice Mail Menus

What could be more convenient than using the display on Panasonic KX-T7600 series telephone to view, select and access the messages in your voicemail box?

When the KX-TVA Voice Processing System is added to a KX-TDA System the KX-T7600 telephone displays are interactive with the Voice Mail. As a unified platform these products work together to share information including routing information and telephone key and display operations. The added benefit is clear as day; you no longer need to remember all the key codes to handle voice messages. When a user calls the voice mail to retrieve their messages, the voice mail provides the appropriate screen display for the user to select a function.

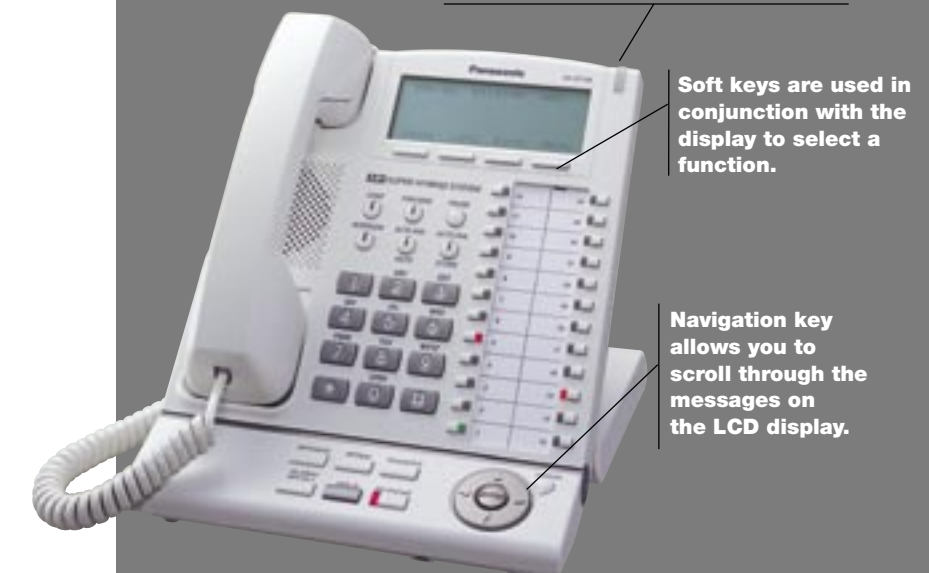
In the first voicemail message screen you now have the option to receive messages, deliver messages, check message distribution (mailbox management), or check the status of the automated attendant.

To check your "Received Messages" simply scroll down to that option and press the key, which brings you to the next screen displaying the "Received Messages". As you can see in the next sequence there is a message from Allen Anderson, along with the Caller ID information. Thanks to this feature you no longer have to wait until the end of someone's message to find out the person's call back information.

You can review each of your messages without listening to them, giving you the power to "Play", "Erase", or "Save" without spending the time listening to each one, you can easily organize and control all of your messages. It even allows you to set a personal greeting by simply pushing a button. Scroll through the "Automated Answer" screen and select the message to callers that best fits your busy schedule. With the LCD integrated voice mail menu, message control is at your fingertips!



The Message/Ringer Lamp lights to indicate when a call comes in or when a message has been received.



Soft keys are used in conjunction with the display to select a function.

Navigation key allows you to scroll through the messages on the LCD display.